

SOLICITATION, OFFER AND AWARD

1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

KALING

PAGE 1 OF PAGES 73

2. CONTRACT NUMBER D13PC00021	3. SOLICITATION NUMBER D12PS00316	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED 07/18/2012	6. REQUISITION/PURCHASE NO. 0040073246
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7. ISSUED BY Department of the Interior, Acquisition Services Directorate Attn: Terrie L. Callahan, 703-964-3596, Terrie_Callahan@nbc.gov 381 Elden Street, Suite 4000 Herndon, Virginia 20170-4817	8. ADDRESS OFFER TO (If other than Item 7) Terrie L. Callahan, Contracting Officer (See Block # 7 for additional information)
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NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in _____ until _____ local time _____.

CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME TERRIE L. CALLAHAN	B. TELEPHONE (NO COLLECT CALLS) AREA CODE: 703 NUMBER: 964-3596 EXT.:	C. E-MAIL ADDRESS Terrie Callahan@nbc.gov
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(*)	SEC.	DESCRIPTION	PAGE(S)	(*)	SEC.	DESCRIPTION	PAGE(S)
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X	G	CONTRACT ADMINISTRATION DATA	10		L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
X	H	SPECIAL CONTRACT REQUIREMENTS	10		M	EVALUATION FACTORS FOR AWARD	

OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 90 calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section 1, Clause No. 52.232-8)	10 CALENDAR DAYS	20 CALENDAR DAYS	30 CALENDAR DAYS	CALENDAR DAYS
	%	%	%	%

14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR CGI Federal 12601 Fair Lakes Circle, Fairfax, VA 22033	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print) Anish Joseph, VP
---	--

15B. TELEPHONE NUMBER AREA CODE: _____ NUMBER: _____ EXT.:	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE Anish Joseph	18. OFFER DATE 5-1-13
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT \$5,000	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(e) () <input type="checkbox"/> 41 U.S.C. 253(e) ()	23. SUBMIT INVOICES TO ADDRESS SHOWN IN ITEM SEE SECTION G.2.2
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24. ADMINISTERED BY (If other than Item 7) CODE	25. PAYMENT WILL BE MADE BY CODE
---	----------------------------------

26. NAME OF CONTRACTING OFFICER (Type or print) TERRIE L. CALLAHAN	27. UNITED STATES OF AMERICA Terrie L. Callahan (Signature of Contracting Officer)	28. AWARD DATE 5/1/2013
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IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

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STANDARD FORM 33 (Rev. 9-97)
Prescribed by GSA - FAR (48 CFR) 53.214(c)

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IMPORTANT -- Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

SECTION B - SUPPLIES OR SERVICES AND PRICES/COSTS**B.1 GENERAL**

This requirement is being issued by the Department of the Interior (DOI)/National Business Center (NBC), Acquisition Services Directorate (AQD) on behalf of the DOI, Office of the Chief Information Officer (CIO). This particular contract provides for cloud services, as specified in Section C, Description/Specifications/Work Statement, for the DOI. Also, this vehicle allows request for quotes/task orders to be issued on behalf of other government customers including both civilian agencies and the Department of Defense, by AQD Contracting Officers, in accordance with the Office of Management and Budget's (OMB) memorandum dated September 29, 2011. As future requirements are identified, it is critical the DOI has a ready contract vehicle in place for its use as well as customer agencies with an immediate need for these types of requirements.

This is an Indefinite-Delivery-Indefinite-Quantity (IDIQ), fixed price per "unit of service" type vehicle(s) within the various service areas.

Any specific tasks, above those already identified within the general categories currently specified in Section C, Description/Specifications/Work Statement and Section B, Supplies or Services and Prices/Costs are considered within scope of this contract, and will be performed under separate delivery/task orders and/or changes orders as appropriate. For example, if a task order requires support services for any portion and a labor category specific to the individual task order is not in the current IDIQ, it would allow the contractor to propose, and the Government to negotiate, the inclusion of the labor category. This could also pertain to an offering that is considered within the general scope but not explicitly identified within the pricing.

For task orders issued against this contract the order request will originate from AQD Contracting Officer and will identify the scope of work required and any additional instructions regarding proposal submission. All orders shall use the rates established herein.

The contractor shall furnish all personnel, facilities, equipment, materials, supplies, and/or services in performing the work described in Section C and Section J, Attachments, and any subsequent orders issued under this contract, unless otherwise stated herein. Orders will be issued for fixed-price units of service unless otherwise agreed upon in the individual task orders.

B.2 NORTH AMERICAN INDUSTRIAL CLASSIFICATION CODE (NAICS)

The following North American Industry Classification Code (NAICS Codes) is the primary code applicable to this acquisition: 541519 (Other Computer Related Services), business size standard of \$25 Million.

B.3 PRICING SCHEDULES

The Contractor shall utilize pricing for subsequent task orders as established within this contract as reflected in the base period and each of the option periods in accordance with Fixed Price (FP) Unit of Service (UoS). Pricing for this task order includes each of the Service Line(s) identified below.

- Storage Services
- Secure File Transfer Services
- Virtual Machine Services
- Database Hosting Services
- Web Hosting Services
- Development and Test Environment Services

The FP UoS applicable to the technical services lines identified and any associated labor categories and loaded rates to be utilized on task orders placed against this contract are hereby in accordance with the Contractor's pricing proposal dated November 19, 2012, submitted in response to the Foundation Cloud Hosting Solicitation, D12PS00316, which is hereby incorporated by reference with the same force and effect as if included in full text.

Any inconsistencies or in the event of a conflict between and terms and conditions of this contract and the contractor's proposal shall be resolved by giving precedence to the terms and conditions contain in this contract.

B.4 OTHER DIRECT COSTS (ODCs)

Other Direct Costs, not identified herein, shall be task order dependent. The price(s) charged to the government for such item(s) or service(s) shall be procured in accordance with all required laws and regulations. The contractor shall seek competitive bids for all lots of equipment, supplies, and/or services exceeding the micro-purchase threshold, as identified in the Federal Acquisition Regulation (FAR) 2.1, Definitions, which are acquired under this contract, and provide them to the government as backup documentation to support price reasonability.

B.5 MINIMUM AND MAXIMUM THRESHOLDS

During the life of this contract, the government is not obligated to purchase services above the guaranteed minimum for this entire period of performance for this IDIQ (inclusive of options) which is \$5,000.

The contract ceiling for this entire period of performance for this IDIQ (inclusive of options) is \$1,000,000,000.

SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**C.1 EXECUTIVE OVERVIEW**

This contract defines the requirements for services supporting Foundation Cloud Hosting requirements, which align with the Department of the Interior's (DOI) IT Transformation efforts.

The DOI's IT Transformation efforts are designed to align with the "25-point Implementation Plan to Reform Federal IT", the Federal Datacenter Consolidation Initiative ("FDCCI"), and the Cloud-First Policy outlined by the Federal Chief Information Officer ("CIO"). Federal IT Transformation efforts are designed to address two primary objectives:

1. Reduce the total cost of ownership of datacenter hosting hardware, software and operations; and
2. Provide greater service, security and support for application business owners and end-users.

The DOI's goal is to establish the most, efficient, effective and transparent portfolio of IT service delivery solutions for meeting mission needs utilizing modern technology.

Initially, the DOI is seeking cloud-based services in the following six (6) technical service lines:

- Storage Services
- Secure File Transfer Services
- Virtual Machine Services
- Database Hosting Services
- Web Hosting Services
- Development and Test Environment Hosting Services

These technical service lines are intended to establish the initial infrastructure foundation for developing composite services that will be represented in a "Mission-Facing", DOI-Wide IT Services Catalog.

Additionally, the DOI considers Data Center Consolidation or emergency operations requirements, and any hosting and associated support services necessary, to be within scope of this contract. Therefore, any modifications and/or task orders may be executed for any requirements within this area. This would include Contractor operation and maintenance of Government owned assets within either Government or Contractor owned and operated facilities.

C.2 OBJECTIVES

C.2.1 Business Objectives

The DOI's business objectives for the IT Service Delivery program are as follows:

- a. Improve availability, performance, and flexibility of datacenter services;
- b. Reduce Total Cost of Ownership ("TCO") of delivering IT services;
- c. Promote the use of Green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, and implementing effective recycling and reuse programs;
- d. Ensure all applicable federal information security and privacy regulations are maintained and adhered to;
- e. Provide tiered functions, service levels, and performance for customers;
- f. Provide interoperable and portable solutions that enable mobility across hosting models and service providers; and
- g. Enable scaling of infrastructure and application resources to meet evolving application and user demand.

C.2.2 Initial Technical Service Lines

The DOI is seeking cloud-based services in the following seven (7) technical service lines. These technical service lines are intended to establish the initial infrastructure foundation for developing composite services that will be represented in a "Mission-Facing", DOI-Wide IT Services Catalog

C.2.2.1 Storage Services

The Storage Services Technical Service line includes, but is not limited to Cloud Based Storage Services in support of the DOI Continuity of Operations (CoOP), Disaster Recovery (DR), and Data Center Consolidation Transition Support Requirements.

C.2.2.2 Secure File Transfer Services

The Secure File Transfer Service Technical Service Line includes, but is not limited to an enterprise-wide capability for any employee, contractor or partner working on the DOI network to securely transfer files of any size and type to either internal or external business partners. This includes the capability for DOI employees, contractors and partners to receive files of any size and type from external business partners, while maintaining confidentiality and integrity, and the ability to manage the files in a web environment.

C.2.2.3 Virtual Machine Services

The Virtual Machine Services Technical Service Line includes, but is not limited to Cloud Based Virtual Machine Services in support of the Data Center Consolidation Transition Support and New Application Implementation Requirements. This Service Line may also be considered as an alternative to technical refresh of physical servers, a quick response resource to explore innovation opportunities, or rapid response multiprocessor multi-machine simulation environment.

C.2.2.4 Database Hosting Services

The Database Hosting Services Technical Service Line includes, but is not limited to, Cloud Based Database Hosting Services in support of the DOI Data Center Consolidation Transition and New Application Implementation Requirements. This service line may include stand-alone databases, shared data sources, or tiered database solutions including components of one or more other Technical Service Lines.

C.2.2.5 Web Hosting Services

The Web Hosting Services Technical Service Line includes, but is not limited to cloud Based Web Hosting Services in public, private, community and hybrid cloud environments. This service line may include any combination of other Technical Service lines necessary to deliver static and/or dynamic information to the DOI stakeholders, and includes hosting for an enterprise-wide content management system.

C.2.2.6 Development and Test Environment Hosting Services

The Development and Test Environment Hosting Service includes, but is not limited to providing a flexible, scalable, on-demand environment to support development, testing, staging, and/or quality assurance before releasing new applications and changes into the DOI production environment. They also support ad-hoc innovation activities. Change Control and User Permissions in this non-production environment are typically established on an instance by instance basis by the authorized user who provisioned the service.

C.3 INTRODUCTION TO TECHNICAL SERVICE DEFINITION MODEL

All technical services must fulfill a set of common, enterprise-wide requirements. Within each service line, technical services are defined based upon three dimensions: 1) Resource Requirements, 2) Service Level Requirements, and 3) Optional Characteristics Requirements. Additionally, each service line may require Associated Support Services to enable efficient migration from the current operating environment to the target operating environment, or to support sustained operations and maintenance of systems in the target operating environment. ***Figure 1 DOI IT Service Delivery Requirements*** below illustrates how these requirements and service dimensions fit together to define a Technical service.

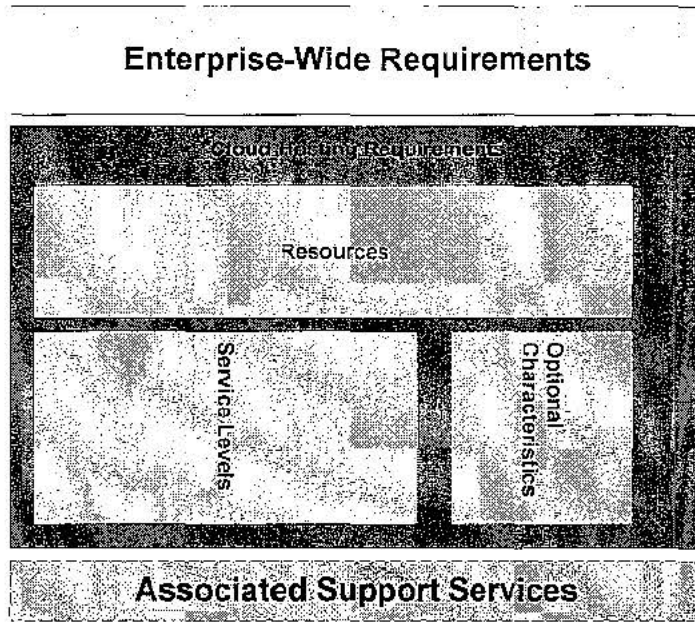


Figure 1 DOI IT Service Delivery Requirements

The Government shall retain ownership of any government designed/created/loaded data, policy, process, procedure, service template, workflow and application hosted on contractor’s infrastructure, and maintains the right to request full copies of these at any time.

C.3.1 Enterprise-Wide Requirements

Enterprise-Wide Requirements are baseline requirements common to all dimensions of the service definition, and are applicable to all service lines. Regardless of the resources, service levels, optional characteristics, or additional services selected to fulfill a specific service requirement, all Enterprise-Wide Requirements must be met. Enterprise-Wide requirements are described in Section C.5, Establish and Meet Enterprise-wide Requirements.

C.3.2 Resources Requirements

Resource requirements describe the platform, infrastructure assets, and support required by an information system to operate as defined by SLA’s and Operational Level Agreements (OLA’s). Examples of platform resource requirements include Operating Systems, Databases, and other Middleware used. Examples of infrastructure resource requirements include “Compute Host” and Storage. The Resources dimension is more completely described in Section C.6, Establish and Meet Resource Requirements.

C.3.3 Service Level Requirements

Service Level requirements define the performance and other operating parameters within which the hosting services must operate to fulfill IT system and customer requirements. The Service Level dimension is more completely described in Section C.7, Establish and Meet Portfolio of Service Level Requirements.

C.3.4 Optional Characteristics Requirements

Optional Characteristics define additional services that may be required by specific IT systems or hosting configurations that are not widespread enough to be considered a Resource or a Shared requirement. Examples of Optional Characteristics requirements include Forward Staging (including Content Delivery Networks and data application or telecommunications caching) and Operating System Patch Management. The Optional Characteristics dimension is more completely described in Section C.8, Optional Characteristics Requirements.

C.3.5 Associated Support Service Requirements

Associated support services are those services which may be required to enable identification, analysis, prioritization, preparation and migration of IT systems from the current operating environment to the target operating environment, or may be required to ensure sustained operations and maintenance of systems in the target operating environment. These Associated Support Services are more completely described in Section C.9, Associated Support Services.

C.3.6 Technical Service Definition Model Summary

The DOI objective is to design, procure and deliver technical services based upon the model described in this Section; therefore a “Technical Service” is defined as Resource or combination of Resources, provided at specified Service Levels, with specified Optional Characteristics, for a Fixed Price (FP) per unit of service. These Technical Services must be offered within the constraints of a common set of Enterprise-Wide requirements, and may require Associated Support Services. Individual Task Orders issued under this contract may define services and service lines through any combination of these service dimensions and/or technical service line definitions published in the DOI’s “Mission-Facing” Service Catalog.

C.3.7 Cloud Definitions and Basic Cloud Requirements

The DOI acknowledges that the cloud services market is still developing, and that there are a variety of approaches to defining cloud services. The DOI recognizes the cloud service definitions and deployment models specified in National Institute of Standards and Technology (NIST) 800-145, “The NIST Definition of Cloud Computing”. Service Models include Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). The Cloud deployment models consist of Public, Private, Community, and Hybrid.

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Figure 2 NIST Cloud Computing Definition, below illustrates the NIST concept of Deployment Models, Essential Characteristics and Service Models for Cloud computing that the DOI has adopted.

Visual Model Of NIST Working Definition Of Cloud Computing
<http://www.csrc.nist.gov/groups/SNS/cloud-computing/index.html>

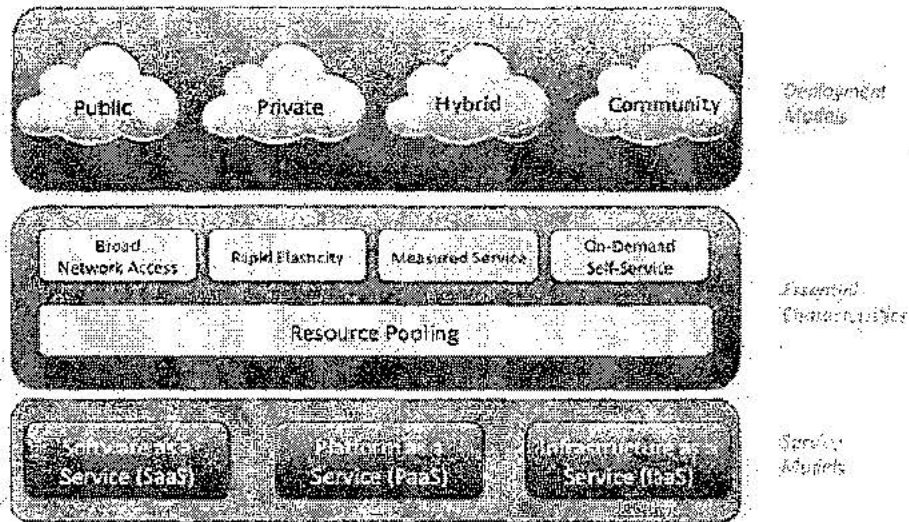


Figure 2 NIST Cloud Computing Definition

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C.4 OVERVIEW OF CURRENT DOI OPERATING ENVIRONMENT

C.4.1 Organization

The U.S. Department of the Interior (DOI) is a Cabinet-level agency that manages America's vast natural and cultural resources. The DOI employs approximately 70,000 people, including expert scientists and resource-management professionals, in the nine technical bureaus, the federal shared service provider, and other supporting organizations listed below, herein after referred to as "Customer" organizations:

- Office of the Secretary (OS)
- Bureau of Indian Affairs (BIA)
- Bureau of Land Management (BLM)
- Bureau of Ocean Energy Management (BOEM)
- Bureau of Reclamation (BOR)
- Bureau of Safety and Environmental Enforcement (BSEE)
- National Business Center (NBC)
- National Park Service (NPS)
- Office of Surface Mining, Reclamation and Enforcement (OSM)
- U.S. Fish and Wildlife Service (FWS)
- U.S. Geological Survey (USGS)
- Other Interior Offices

There may be some organizational changes during execution of this contract, so the list above should not be considered definitive.

As part of the IT Transformation, the DOI is focused on an enterprise IT services model that will enable a unified strategy across the DOI and leverage a greater scale to drive more efficient operations.

C.4.2 Service Locations and End-points

DOI employees are located in over 2,400 offices in all 50 States, the District of Columbia, and U.S. Territories spanning 11 time zones. Approximately 80% of DOI employees work in locations with fewer than 25 total employees.

Many DOI employees and contractors regularly telework, travel or work for extended periods of time from remote field locations. Additionally, many DOI systems may need to be available to stakeholders in other government agencies and outside of the government domain.

C.4.3 IT Infrastructure Baseline

The DOI Bureaus and Offices currently deliver data and services from more than 400 locations. Over 30% of these locations and over 65% of DOI servers are located within one (1) hour driving distance of eight (8) metropolitan areas. The table below identifies key infrastructure metrics to support capacity analysis related to the current infrastructure.

Physical Servers	Storage Used (TB)	Racks	Gross Floor Area (sq. ft.)
~10k	>16k	>2,500	>300k

C.4.3.1 Data Centers

The DOI has applications and data distributed across over 400 datacenters, rooms, and closets throughout the United States.

Size (Gross Square Feet)	# Datacenters
<50	40
51-100	68
101-250	97
251-500	142
501-1,000	48
1,001 - 2,500	26
2,500- 5,000	16
>5,000	9

C.4.3.2 Data Center Access Channels

The DOI administers a Wide Area Network (WAN) that connects our internal customers, and provides the connection to external customers primarily via Trusted Internet Connection (TIC) sites. A number of remote sites may operate exclusively via dial-up circuits and satellite connections.

Additionally, the NBC, DOI's federal shared service center, currently provides virtual private networking services to more than 100 federal agency customers. These services are provided through Local Area Network (LAN), LAN-to-LAN Virtual Private Network (VPN) connectivity and Multi-Protocol Label Switching (MPLS)-dedicated circuits to both our hosting facilities and our Disaster Recovery (DR) sites.

Organizations within the DOI utilize a variety of WAN Optimization and application/desktop virtualization technologies to optimize utilization and available transport resources and meet end-user performance requirements.

C.4.3.3 Operating Systems

Operating System	% of Servers
Windows Server	63%
Unix Server	10%
Linux Server	17%
Other	10%

A more detailed description of operating systems in use can be found in Section C.6.1.1, Provide and Support Operating System Resource Requirements.

C.4.3.4 Enterprise Software Licenses

The DOI has a number of enterprise software licenses that are grouped into five (5) broad application classes:

1. Operating systems
2. Middleware (e.g., database managements systems)
3. Geographic Information System (GIS)
4. End-user productivity (e.g., collaboration)
5. Enterprise / mission applications (e.g., enterprise resource management, finance / HR, mission-specific)

A detailed description of the software in use is identified in 0 Establish and Meet Resources Requirements.

C.4.3.4.1 Categorization of Applications

The DOI's existing application environment presents a diverse set across a multitude of dimensions:

- a. Type:** Enterprise applications (e.g., Finance/HR), public facing web sites/applications, mission-specific applications;
- b. Software Source:** Commercial Off the Shelf (COTS), Government Off the Shelf (GOTS), DOI Custom, Aggregate Systems with DOI Developed Custom Interfaces.
- c. Security Categories:** Applications span the full range of security FIPS Pub-199 security categories for confidentiality, integrity and availability impact: "LOW," "MODERATE," and "HIGH";
- d. Hardware platform:** Applications cut primarily across Windows, Linux, and Unix, environments, with varying levels of modernization and customization;
- e. Application environments:** Application code base include varying levels of legacy and modern programming languages and customization; and
- f. Application Life-Cycle:** Steady State (Operations and Maintenance), Mixed State, and Development, Modification and Enhancement (DME).

C.4.3.4.2 Overview of Current Virtual Application Delivery Environment

The majority of applications reside upon corporate owned workstations. Several bureaus and offices within DOI have deployed existing Virtual Desktop and Application Delivery systems and a range of the solutions including but not limited to those listed below:

- Citrix XenDesktop
- Citrix XenApp
- VMWare View
- VMWare ThinApp
- Microsoft (Remote Desktop Services)
- Microsoft App-V

The existing systems are localized within the individual bureaus and are not scaled to support an enterprise the size of the DOI. There are approximately 30 significant instances of these technologies with an approximate combined concurrent license count around 5000.

The current DOI end user workstation environment consists primarily of Dell and IBM laptops/desktops running the Microsoft Windows XP or Windows 7 Operating System. However, there are also a growing number of mobile devices such as the Apple iPad/iPhone and Android/Windows Mobile tablet devices. While there is a wide range of desktop applications deployed, the applications common across the department consist of Microsoft Office Pro (2007/2010), Adobe, and select enterprise applications. The most common web browser is Internet Explorer, but others are also in use.

C.5 ESTABLISH AND MEET ENTERPRISE-WIDE REQUIREMENTS

Enterprise-Wide Requirements are baseline requirements that are common to all dimensions of the service definition, and are applicable to all service lines. Regardless of resources, service levels, optional characteristics, or additional services selected to fulfill a specific service requirement, all Enterprise-Wide Requirements must be met.

C.5.1 Comply with Essential Cloud Service Requirements

The Contractor shall provide a Cloud Computing solution that aligns to the following “Essential Cloud Service Characteristics” as defined in the NIST Working Definitions as described in **Table 1 Essential Cloud Services Characteristics** below:

Table 1 Essential Cloud Service Characteristics

Cloud Characteristic	Definition	General Requirement
C.5.1.1 On-demand self-service	A consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service's provider.	The Contractor shall provide the capability for the ordering activity to unilaterally (i.e. without contractor review or approval) provision services.
C.5.1.2. Ubiquitous network access	Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, laptops, and PDAs).	<p>2a. The Contractor shall support internet bandwidth within minimum service requirements established herein.</p> <p>2b. The Contractor shall have a minimum of two data center facilities at two different geographic locations in the Continental United States (CONUS), at least 250 miles apart, and all services acquired will be guaranteed to reside in CONUS, Alaska, Hawaii or US Territories.</p>
C.5.1.3. Location independent resource pooling	The provider's computing resources are pooled to serve all consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. The customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, network bandwidth, and virtual machines.	The Contractor shall support scaling of resources based upon the minimum requirements described herein and specified within the individual Task Orders.
C.5.1.4. Rapid elasticity	Capabilities can be rapidly and elastically provisioned to quickly scale up and rapidly released to quickly scale down. To the consumer, the capabilities available for provisioning often appear to be infinite and can be purchased in any quantity at any time.	The Contractor shall support service provisioning and de-provisioning times (scale up/down), making the service available within minimum prescribed times of provisioning request.
C.5.1.5. Measured Service	Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported providing transparency for both the provider and consumer of the utilized service.	The Contractor shall offer visibility into service usage via dashboard or similar electronic means.

C.5.2 Manage Service Delivery and Maintain Business Relationships and Interconnections

C.5.2.1 Provide Browser-based Management Functionality

The Contractor shall provide browser-based consoles, dashboards, portals, or interfaces for providing extensive self-service capabilities including (but not limited to):

C.5.2.1.1 Define User Roles and support User Authorization Workflows

Access to the Web management functionality shall be controlled via configurable role profiles that support highly customizable access rights including, but not limited to:

- A. Restricting access to each component of the console (e.g., restricting who can provision resources or view reports)
- B. Defining access rights for accessible components (e.g., scope of access, read-only versus read-write access)
- C. Administrator roles with the ability to create, modify, delete, and configure user accounts, profiles and permissions.
- D. Administrator capability to create authorization workflows with resource provisioning approval capabilities.

C.5.2.1.2 Provision, Configure, and De-provision (release) Resources

Access to the Web management functionality shall permit Provisioning, Configuring and De-provisioning resources and should include, but not be limited to the following:

- A. User-initiated provisioning of resources defined in Section C.6 “Resources”, as needed, without requiring human interaction with service provider; and
- B. Configuring automatic provisioning (where appropriate) as defined in Section C.7.1.2 “Demand Fluctuations”
- C. Resources (limit to templates identified in individual Task Orders)
- D. End-user devices (e.g., mobile devices such as smartphones)

C.5.2.1.3 Monitor Performance and Manage Alerts and Reporting

- A. General health and availability;
- B. SLA performance;
- C. Security;
- D. Resources;
- E. Configuring alarms and alerts; and
- F. Active Service Summary.

C.5.2.1.4 Monitor Resource Usage/Utilization and Provide Cost Metering/Controls

The general requirement under this section is to provide tools for ensuring that task order spending rates remain consistent with the funding levels and task durations. Additionally these tools should provide alerts as spending approaches 85% of contracted funding levels.

C.5.2.1.5 Manage Open and Resolved Incidents and Service Requests

The general requirement under this section is to provide integrated tools and context filtered reporting to enable transparent monitoring and reporting of government initiated, and government service impacting incidents and service requests. These management capabilities include, but are not limited to the following:

- Integrated system and subsystem status reporting and incident correlation to assess incident impact on multiple systems, services, programs and users, and to facilitate proactive communication with end-users, organizations and programs. This would include indicating both planned and unplanned downtime;
- On-line reporting of performance against key performance indicators identified in Section C.7 Establish and Meet Portfolio of Service Level Requirements, including, but not limited to: Mean Time to Resolve/Fix (MTF), Mean Time to Respond/Acknowledge (MTA);
- Prioritized queue of Incidents and Service Requests by Severity, with expected MTA and MTF based upon demonstrated performance. Including ability for authorized government official ability to establish/revise priorities and expedite;
- Repository of Reason for Outage (RFO) and Duration of Outage (DOO) information to support trend analysis and continual improvement efforts;
- Correlation of Complaints to Incidents;
- Rejected and Dropped Calls;
- Charting for Incidents per Hour, Day, Week, and/or Month over selected time period; and
- Integration with E-mail Alerts for incident volumes exceeding preset thresholds.

C.5.2.2 Support DOI System Interfaces

The Contractor shall provide the ability to connect a vendor-hosted system to another system that is hosted either at the DOI or at any external provider or customer, unless otherwise stated in specific Task Orders.

C.5.2.3 Implement Transparent and Effective Performance Management

The Contractor shall adhere to policies encouraging compliance with Service Level Agreements (“SLAs”) and other requirements (e.g., incentives, disincentives and Quality Assurance Plans).

The Contractor shall provide clear access and visibility to ongoing performance and resources usage including, but not limited to:

- a. Provide role filtered self management tools to support billing, monitoring, and reporting on service management functions;
- b. Provide visibility into usage metering using metrics and granularity appropriate to the type of service;
- c. Provide a suite of reports, dashboards, and alarms to monitor and track operational and infrastructure performance (e.g., incidents, service usage, capacity, SLA adherence);
- d. Provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means;
- e. Provide the ability to filter and view usage and invoicing by: Technical Service Line, bureau (and sub-bureau), program, IT System, IT System type, IT System Life-Cycle, Security Level, and other elements which may be identified in individual Task Orders;
- f. Provide access to all log files generated by the hosted application, associated middleware, operating system, and underlying virtual and physical infrastructure;
- g. Provide online reporting metrics interface for all resource utilization including metrics such as: current utilization, historical average and peak for a user defined window of time;

Additional performance management may be required by individual Task Orders. Reports shall be available for a period of time defined by the Task Orders.

C.5.2.4 Implement Efficient, Effective and Formal Governance

The Contractor shall specify policies and processes governing the interaction between the Contractor and the DOI, to include the following use cases:

- a. Incident Management;
- b. Process for monitoring and enforcing SLAs;
- c. Role-based Access and Provisioning Authorities and Workflows;
- d. Impact Plan in the event of a merger, acquisition, or divestiture;
- e. Process for adding, deleting, or changing requirements, technical service lines, service levels, resource templates and optional features;
- f. Process for assessing, planning, and mutual approval for achieving compliance with emerging regulations or policies.

C.5.2.5 Protect Intellectual Property Rights

The Contractor shall ensure the protection of DOI intellectual property (IP) and data ownership rights and those of any licensors.

C.5.2.6 Prohibit and Actively Prevent Adware, Spam, and Remarketing of Information

The Contractor shall not engage in nor permit its agents to push adware, software, or marketing not explicitly authorized by the DOI. The Contractor and/or their agents shall not resell nor otherwise redistribute information gained from its access to the DOI.

C.5.3 Establish and Maintain Security and Privacy

C.5.3.1 Comply with FedRAMP and DOI Information Security and Privacy Requirements

The Contractor shall comply with the security and privacy requirements summarized in this section and as identified in the following Section J attachments:

- a. Section J, Attachment 1 - DOI Security Control Standards;
- b. Section J, Attachment 2 - Foundation Cloud Hosting Services Information Technology Security and Privacy Requirements for U.S. Department of the Interior;
- c. Section J, Attachment 3 - DOI Privacy Loss Mitigation Strategy (PLMS); and
- d. Section J, Attachment 4 - Additional IT Security Information;

The referenced attachments identify laws, rules, regulations, standards, technology limitations and other constraints that the Contract shall adhere to or work under.

The hosting environment provisioned by the service provider must demonstrate an appropriate level of security by meeting the requirements of the Federal Information Security and Management Act (FISMA) for moderate-impact systems, and related agency-specific policies. This includes a formal agency security authorization review covering security controls, continuous monitoring, and identification of risks. The agency must consider and accept the risks before Authority to Operate (ATO) will be granted. The service provider must qualify for ATO no later than 120 calendar days from the date of award. Moreover, the service provider must become compliant with Federal Risk and Authorization Management Program (FedRAMP) requirements within 120 calendar days of the date it becomes available, and must maintain compliance throughout the period of performance. The continuous monitoring provided must comply with the NIST Special Publication 800-137 framework and Department of Homeland Security (DHS) guidance.

C.5.3.2 Provide User Authentication and Secure Connections

The Contractor shall ensure seamless integration with the DOI Identity, Authorization and Access Management (IdAAM) solution enabling hosted systems to authenticate users as well as devices using those credentials without requiring additional solution credentials.

Range of authentication and secure connection solutions includes, but is not limited to:

- a. Active Directory;
- b. Lightweight Directory Access Protocol (LDAP);
- c. Secure Socket Layer (SSL);
- d. Secure Shell (SSH);
- e. Kerberos;
- f. RACF; and
- g. HSPD-12/Token

C.5.3.3 Comply with Security Assurance Requirements

In addition to complying with the general security and privacy requirements referenced above, the Contractor shall develop a Security Assessment Plan and initially assess all applicable security controls, using an agreed upon independent third-party assessor, and provide security assessment results in a Security Assessment Report. The report shall include a characterization and articulation of known remaining risks in order to support the DOI Authorizing Official's (AO) Authority to operate (ATO). In accordance with the OMB memorandum entitled, Security Authorization of Information Systems in Cloud Computing Environments, issued on December 8, 2011, the DOI AO anticipates leveraging and accepting provisional authorizations granted by the FedRAMP Joint Authorization Board (JAB), to the extent available, in granting security authorizations and an accompanying authority to operate (ATO) for DOI use of the Contractor services. DOI does not necessarily anticipate leveraging authorizations granted independently by other individual agencies, but may opt to do so at its discretion.

C.5.3.4 Complete Third Party Assessment of Security Controls and Mitigate Weaknesses

Controls within the following security control families (as defined by NIST) must be assessed by a third party on behalf of the Contractor. Additionally, Contractors will be required to develop and implement a plan to mitigate any weaknesses related to these controls.

C.5.3.4.1 Implement and Maintain Access Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Access Control requirements listed in the Bidder's Security Questionnaire, Section J, Attachment 5 (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.2 Implement and Maintain Awareness and Training Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Awareness and Training requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.3 Implement and Maintain Audit and Accountability Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Audit and Accountability requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.4 Implement and Maintain Security Assessment and Authorization Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Security Assessment and Authorization requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements)

C.5.3.4.5 Implement and Maintain Configuration Management Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Configuration Management requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.6 Implement and Maintain Contingency Planning Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Contingency Planning requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.7 Implement and Maintain Identification and Authentication Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Identification and Authentication requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.8 Implement and Maintain Incident Response Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Incident Response requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.9 Implement and Maintain Maintenance Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Maintenance requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.10 Implement and Maintain Media Protection Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Media Protection requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.11 Implement and Maintain Physical and Environmental Protection Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Physical and Environmental requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.12 Implement and Maintain Planning Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Planning requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.13 Implement and Maintain Personnel Security Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Personnel Security requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.14 Implement and Maintain Risk Assessment Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific Risk Assessment requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.15 Implement and Maintain System and Services Acquisition Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific System and Services Acquisition requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.16 Implement and Maintain System and Communications Protection Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific System and Communication Protection requirements listed in the attached Bidder's Security Questionnaire (which includes the required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.3.4.17 Implement and Maintain System and Information Integrity Controls

The Contractor shall demonstrate and maintain full compliance with each of the specific System and Information Integrity requirements listed in the attached Bidder's Security Questionnaire (which includes required FedRAMP baseline controls and DOI Mandatory Enhancements).

C.5.4 Ensure Portability of IT Systems and Facilitate Migration between Service Providers

The Contractor shall ensure portability of IT Systems and facilitate migration of data and systems to another hosting solution (e.g., with another Contractor or within the DOI).

C.6 ESTABLISH AND MEET RESOURCE REQUIREMENTS

Resource requirements describe the platform, infrastructure assets, and support required by an information system to operate as defined by SLA’s and Operational Level Agreements (OLA’s). **Figure 3 Additional Detail on Resources and Service Levels** below illustrates an example of how the resources and associated services align within the Cloud Service Models.

SaaS	Capabilities and Service Management - Delivery of End-user Software Capabilities		
PaaS	Middleware Licensing - Procurement and management of middleware licenses - Payment of licensing fees	Middleware Service Management - Support and management of middleware services (e.g. databases, web servers, applications servers, ...)	
IaaS	Hardware and Assets Management - IT Infrastructure assets (e.g. servers, LAN connectivity, SAN, ...) - Support and management of individual assets (e.g. vendor support for servers)	Operating Systems - Installation and initial configuration of operating systems - Patching and support of platform underlying OS (e.g. hypervisor, server BIOS, ...)	Infrastructure Service Management - Holistic support and management of infrastructure (e.g. OS patching/support, network performance monitoring, firewall configuration, server-to-server storage support and management, ...)

Figure 3 Additional Detail on Resources and Service Levels

Any requirements within this area will be specific in the individual Task Orders that may be required to address the resources outlined in this section along with the service level requirements addressed in Section.C.7, Establish and Meet Portfolio of Service Level Requirements.

C.6.1 Provide Basic Resources

C.6.1.1 Provide and Support Operating System Resource Requirements

The DOI operates an expansive set of operating systems across its various systems, which are outlined below. As described in the IaaS layer of Figure 4 Additional Detail on Resources and Service Levels, above, the DOI requires installation, configuration, patching, and support for the listed operating systems. There are several options for satisfying these requirements:

- a. The Contractor shall provide the required services for directly supporting these operating systems;
- b. The Contractor shall identify migration strategies and costs for transitioning to alternative operating systems, and provides the required services for the alternative operating system; and/or
- c. The Contractor shall provide only infrastructure, as described in the IaaS layer, and leave the operating system installation, configuration, patching, and support to the DOI.

Regardless of the services provided by a vendor, the Department retains the option to install, configure, patch, and support custom operating system images on top of vendor or Department-managed infrastructure.

The DOI requires a process for providing access and support for current requirements and new operating systems and versions as they become available and/or the Department's needs evolve. Additionally, the DOI may establish range of versions for each operating system which must remain available to support the base of hosted IT systems, including versions which may no longer be supported by the manufacturer.

The Contractor shall support current installed base of Operating Systems, which includes, but is not limited to:

- a. Windows Server: 2003 & 2008
- b. Linux: Centos 5.7, Red Hat 5, Red Hat 6, Ubuntu, SUSE Enterprise 10, Scientific
- c. Solaris 10 for SPARC
- d. AIX

The Contractor shall also support timely upgrade to current versions of the above Operating Systems.

C.6.1.2 Provide and Support Compute-Host Resources

Provide access to, and support for, compute host instances in a variety of performance levels defined in terms of compute power, RAM. The DOI has defined a "core" as the compute power equivalent to a 2 Ghz processor, unless otherwise specified in individual task orders.

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In all options an equivalent solution of equal or better specifications will satisfy the requirement. The current installed base includes, but is not limited to those identified in Table 2 Minimum Compute-Host Configurations below:

Table 2 Minimum Compute-Host Configurations

Standard	Minimum Configurations	
	Cores (#)	RAM (GB)
Extra Small	1	2
Small	2	4
Medium	4	8
Large	8	16
Extra Large	16	16

High Memory

Extra Small	1	4
Small	2	8
Medium	4	16
Large	8	32
Extra Large	16	64

High Compute

Medium	4	2
Large	8	4
Extra Large	16	8

High Compute Cluster

Large	32	32
Extra Large	64	64

Custom

(Task Order Defined)	TBD	TBD
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C.6.1.3 Provide and Support Storage Resources

The Contractor shall provide the ability to provision storage services in a variety of performance classes, tiers, and/or pools. Performance classes shall be distinguished by the throughput supported by each class. The latency of storage accesses for all classes shall be in line with industry standards.

The service shall be available online, on-demand, and dynamically scalable up or down per request for service from the authorized users via Internet through a web browser.

All storage facilities that store Federal Records must meet NARA 1571 Archival Storage Standards (<http://www.archives.gov/foia/directives/nara1571.pdf>).

C.6.1.3.1 Identify and Provide Access to Storage APIs

The Contractor shall identify Application Programming Interfaces (APIs) required to access and manage storage.

C.6.1.3.2 Support Storage of Both Files and Data Objects

The Storage Services shall support storage of both files and storage of data objects.

C.6.1.3.3 Support Standard Storage Operations

The Storage Services shall support the operations identified in Table 3 Command/Request Definitions below.

Table 3 Command/Request Definitions

Request/Operation	Container/Bucket	Object/File
PUT	PUT operations performed against Container/Bucket are used to create that container.	PUT operations against an Object are used add object to the bucket/container and write, overwrite, an object's metadata and content.
GET	GET operations performed against Container/Bucket lists information about objects within that container/bucket.	GET operations against an Object are used to retrieve objects and the objects' data from the container/bucket.
HEAD	HEAD operations against a storage Container are used to determine the number of Objects, and the total bytes of all Objects stored in the Container.	HEAD operations against an Object are used to retrieve object's metadata and other HTTP headers.
DELETE	DELETE operations performed against Container/Bucket deletes the container/bucket.	DELETE operations against an Object are used to permanently delete the specified object.
POST POST is an alternate form of PUT that enables browser-based uploads	The POST request operation adds an object to a container/bucket using HTML forms.	POST operations against an Object name are used to set and overwrite arbitrary key/value metadata.
COPY	The COPY operation creates a new, uniquely named copy of a container/bucket that is already stored.	The COPY operation creates a uniquely name copy of an object/file that is already stored.
LIST	The LIST operation displays the information of a current Container/Bucket.	The LIST operation displays the current objects/files, including metadata.

C.6.1.3.4 Support Storage Resource Classes

For each Class proposed by the Offeror, a solution of equal or better specifications than identified in **Table 4 Proposed Storage Class** below will satisfy the requirement.

Table 4 Proposed Storage Class

Storage Class	Throughput	Uptime/ Availability	Example
A	8 Gbps	100%	high-speed SAN
B	1 Gbps	100%	low-speed SAN
C	50 Mbps	99.90%	Remote On-line Storage
D	Access within 24 hrs	offline	Tape Library

Independent Task Orders may specify selected storage class and availability requirements and may also specify that Class C and Class D storage be stored in a facility other than the one hosting the related mission system.

C.6.1.3.5 Support Data Migration Across Storage Classes

The Contractor shall provide support for migrating data across different classes. This support shall include a web-based interface for manually migrating data across different tiers as well as an open source API interface for accessing the same functionality.

C.6.1.3.6 Support Alternative Backup Solutions

The DOI requires the ability to design and manage backup solutions, and/or to utilize offeror-provided backup solutions.

The Contractor shall provide backup at both onsite and offsite locations, and may provide software solutions to manage the backup processes.

The Contractor shall ensure that all Archive and Backup services meet all of the requirements described in Section C.5.3, Establish and Maintain Security and Privacy.

The Contractor shall ensure the Web-management functionality includes:

- a. Ability to configure backup schedule;
- b. Ability to restore files and images from backup;
- c. Ability to configure a retention period and automatic deletions of old files;
- d. Ability for government to specify the level of redundancy required; and
- e. A scripting interface for the above.

C.6.1.3.7 Support Secure Transfer of Physical Media

When transferring physical media between locations, the Contractor shall provide a certified courier or other method of maintaining a secure chain of custody over tapes and other media being moved to and from a defined, secured off-site storage location. The Contractor shall provide flexibility in courier pick-up and delivery time.

C.6.1.4 Provide Transport Resources and Support Interconnections

C.6.1.4.1 Comply with General Transport Requirements

The DOI requires access to transport resources that meet the following requirements:

- a. The bandwidth consumed by each system shall be calculated using a 95th percentile method, with samples taken at a minimum of every five (5) minutes or less. The Contractor shall specify proposed range of sample rates within this range.
- b. Each system shall have access to sufficient bandwidth to meet its monthly data transfer needs as established in individual Task Orders.

C.6.1.4.2 Comply with Interconnection Configurations and Requirements

The Contractor shall support access to network connectivity in the following configurations:

- a. Between compute host instances;
- b. Between vendor datacenters;
- c. Between a vendor datacenter and the Department intranet;
- d. Between vendor datacenters and the internet; and
- e. Between vendor datacenters and DOI customers, including LAN-to-LAN VPN connectivity and dedicated circuits (e.g., T-1, DS-3, etc.).

C.6.2 Provide Aggregated Resources and Enabling Services

Aggregated Resource Services are combinations, or packages, of basic resources, (Operating System, Compute-Host, Storage, Telecommunications/Networking, Middleware, Scripting, and Programming).

Enabling Services describe reusable processes and activities that support multiple technical services. Additional Aggregated Resource Services and Enabling Services may be defined by the Contractor or by the DOI within individual Task Orders to facilitate communication, streamline ordering or provisioning, or simplify definition and pricing for higher order or advanced Services. Aggregated Resource Services and Enabling Services are high order components for defining Technical Services and Technical Service Lines delivered under the anticipated contract.

C.6.2.1 Provide Aggregated Resource Services

C.6.2.1.1 Provide Secure File Transfer Resources

The Contractor shall provide a Secure File Transfer solution that satisfies the requirements in Section J, Attachment 12, Secure File Transfer Requirements.

C.6.2.1.2 Provide Virtual Machine Resources

The service shall be available online, on-demand and dynamically scalable up or down per request for service from the end users via Internet through a web browser. **Table 5 Virtual Machine Service Requirements**, below provides a description of the general service and Resource requirements for Virtual Machines.

Table 5 Virtual Machine Service Requirements

Aggregate Resource Description	Resources
<p>Virtual Machines-</p> <ul style="list-style-type: none"> • Service shall provide scalable, redundant, dynamic computing capabilities or virtual machines. • Service shall allow Government users to procure and provision computing services or virtual machine instances online via the Internet. • Service shall allow users to remotely load applications and data onto the computing or virtual machine instance from the Internet. • Configuration and Management of the Virtual Machine shall be enabled via a Web browser over the Internet. 	<p>Compute-Host Resources CPU (Central Processing Unit) - CPU options shall be provided as follows:</p> <ul style="list-style-type: none"> • A minimum equivalent CPU processor speed of 2GHz shall be provided. Additional options for CPU Processor Speed may be provided, however it is not required. • The CPU shall support 32-bit or 64-bit operations . <p>RAM (Random Access Memory): Physical memory (RAM) reserved for virtual machine instance or Computing supporting a minimum of 1GB of RAM.</p> <p>Operating System (OS) Resources Service shall support at least the following OS: Windows, Unix, LINUX, or Solaris (Intel or SPARC).</p> <p>Storage Resources Disk Space options allocated for all virtual machines and file data supporting the minimum bundled storage.</p> <p>Transport Resources: Transport resources utilized to transfer data in/out of the provider's infrastructure supporting the minimum data requirements.</p> <p>If there are costs associated with data transfer over and above ordinary transport charges, or there are special capabilities for bulk transfer, please indicate clearly in Section B pricing tables.</p>

Table 6 Virtual Machine Block Storage Service Requirements below provides a description of the general service and resource requirements for Virtual Machine Block Storage.

Table 6 Virtual Machine Block Storage Service Requirements

Service Description	Resources
<p>Disk/Block Storage Service –</p> <ul style="list-style-type: none"> • Service shall provide scalable, redundant, dynamic Web-based storage. • Service shall provide users with the ability to procure and provision block storage capabilities for cloud virtual machines remotely via the Internet. • Service shall provide block storage capabilities on-demand, dynamically scalable per request for virtual machine instances. 	<ul style="list-style-type: none"> • Block Storage –Once mounted, the block storage should appear to the virtual machine like any other disk.

The Government retains ownership of all virtual machines, templates, clones, and scripts/applications created with individual task orders issued under this contract as well as maintaining the right to request full copies of these virtual machines at any time.

The Government retains ownership of customer loaded software installed on virtual machines and any application or product that is developed under orders against this contract.

The Contractor shall:

1. Provide virtualization services for the customer to be able to spawn on-demand virtual server instances.
2. Support a secure administration interface, such as Secure Sockets Layer (SSL)/Transport Layer Security (TLS) or Secure Shell (SSH), for the Government designated personnel to remotely administer their virtual instance.
3. Provide the capability to dynamically allocate virtual machines based on load, with no service interruption.
4. Provide the capability to copy or clone virtual machines for archiving, troubleshooting, and testing.
5. Provide multiple processor virtual machines.
6. Manage processor isolation in a multi-tenant environment.
7. Provide capability to perform live migrations (ability to move running VM's) from one host to another.
8. Provide a hypervisor which supports security features such as role-based access controls and auditing of administrative actions.
9. Provide a hypervisor which supports hardware-assisted memory virtualization.

C.6.2.1.3 Provide Database Hosting Resources

Specific Certification Requirements will be identified in the individual Task Orders. However, the following information should be considered a sampling of the current environment. Support Current Range of Database software, which includes, but is not limited to:

- a. Informix
- b. MS SQL Express
- c. MS SQL Server (2005, 2008, 2010, 2012)
- d. MySQL
- e. Oracle 10g
- f. Oracle 11g
- g. Oracle 8a
- h. PostGIS
- i. PostGreSQL
- j. SQLite
- k. Sybase IQ

The Contractor shall also support timely upgrade to current versions of the above database software.

The Contractor shall support additional database software as specified individual Task Orders.

C.6.2.1.4 Provide Web Hosting Resources

Specific Certification Requirements will be identified in the individual Task Orders. However, the following information should be considered a sampling of the current environment. Support Current range of Web Server software, which includes, but is not limited to:

- a. Apache
- b. TomCat
- c. Jeronimo
- d. IBM WebSphere
- e. ORACLE Application Server
- f. JRUN
- g. Glass Fish
- h. IBM HTTP Server
- i. IIS
- j. Jetty (Eclipse Foundation)

Contractor shall also support timely upgrade to current versions of the above Web Hosting Resources.

Contractor shall support additional Web Hosting Resources as specified in individual Task Orders.

C.6.2.1.5 Provide Development and Test Environment

The Contractor shall provide support for non-production environments with a range of instances of technical service lines. These non-production environments are characterized by different controls, boundaries and levels of access, which may be specified in the individual Task Orders.

C.6.2.1.6 Provide Application Hosting

Specific Certification Requirements will be identified in the individual Task Orders. However, the following information should be considered a sampling of the current environment. Support the current range of Application Server software, which includes, but is not limited to:

- a. Cold Fusion
- b. Glass Fish
- c. Hibernate
- d. JBOSSApp Server and Suite
- e. Matlab
- f. MediaWiki
- g. Oracle Application Server and BPM Middleware
- h. Silverlight
- i. Sun SMQ
- j. Tuxedo
- k. WebLogic
- l. WordPress

Contractor shall also support timely upgrade to current versions of the above Applications. Contractor shall support additional Applications as specified in individual Task Orders.

C.6.2.2 Provide Enabling Services**C.6.2.2.1 Support Bulk Data Transfer and Provide Competitive Volume Discounts**

The Contractor shall provide volume pricing, for periodically transferring large amounts of data into or out of the Contractor-hosted environment, and between sites within the Contractor environment. These transfers may originate or terminate at both DOI and non-DOI facilities (e.g., universities). The volume of data transferred could range from the size of virtual machine images to all of the DOI data stored in the Contractor environment.

The Contractor shall support the following modes for Bulk Data Transfer:

- a. Loading data from physical media (e.g., disk arrays, tapes, DVDs)
- b. Transferring data in/out over the Internet
- c. Transferring data in/out to the DOI intranet
- d. Transferring data in/out via dedicated circuits (including virtual private networks).

C.6.2.2.2 Provide Operating System Services

The DOI requires several operating system services. All services can be performed by either the Contractor or the DOI, but the DOI retains the right to perform any service itself. These services include configuring Operating Systems and troubleshooting Operating System Problems.

C.6.2.2.3 Provide Licensing and Installation Services

The DOI requires the licensing and installation of all necessary operating systems and software that is the Contractor responsibility under service or service line bundles.

C.6.2.2.4 Provide Patching and Version Control Services

The Contractor must commit to a defined patching schedule and process (e.g., the DOI shall be notified in advance and given sufficient time to test compatibility with all related software – example time for implementation could range from a few days to a few weeks after identification).

The Contractor shall comply with negotiated change control processes and authorities for change, as mutually agreed upon after award. The Contractor shall coordinate with the system owner prior to making changes to the hardware configuration that may also require changes to the business system.

All proposed modifications shall be documented, tested, planned and communicated to client to ensure compatibility with the business system and to include fall back procedures. The Contractor shall provide the DOI at least one (1) week to test patches before they are rolled out to production systems. The DOI may postpone the patch indefinitely for selected environments if it is unable to make deployed IT systems compatible with the new versions.

The Contractor shall cooperate with the DOI to establish recurring maintenance windows and limit all but critical security patches to distribution within these windows.

C.6.2.2.5 Provide Disaster Recovery Services

For all Disaster Recovery the Contractor shall provide the following services:

- A.** Support to design, implement, and manage the Disaster Recovery solution
- B.** Provide a web-based capability for configuring Disaster Recovery options.
 - I.** Establish a set of mission critical data and snapshots.
 - II.** Provide all services required in order to execute failover in the event of disaster and bring mission critical systems and data online.

C.6.2.2.6 Support One or More Solutions for Middleware Licensing and Support

The DOI operates an expansive set of middleware platforms across its various systems, which support Web Hosting, GIS, Database and Applications. The DOI requires licensing and management services for all middleware platforms identified herein. There are several options for satisfying these requirements:

- A. Contractor Provided Licensing and Management for Current Portfolio.** The contractor shall provide the licensing and/or management services for directly supporting current portfolio of DOI platforms and additional platforms as may be identified in individual Task Orders; and/or
- B. Contractor Proposed Migration to Recommended Standard.** The Contractor shall identify migration strategies and costs for transitioning to an alternative platform, and provides the licensing and/or management services for the alternative platform; and/or
- C. DOI Provides Licensing and Management.** The Contractor shall provide only infrastructure, as described in the IaaS layer, and DOI shall manage and license middleware.

Regardless of the services provided, the DOI retains the option to install, manage, and provide its own support for middleware instances on top of Contractor or DOI-managed infrastructure.

C.6.2.2.7 Provide Hosting for DOI Legacy Metering and Reporting Software. However, the following information should be considered a sampling of the current environment. Support the current range of Metering and Reporting software, which includes, but is not limited to:

- a. Actuate**
- b. AWStats**
- c. Crystal Reports**
- d. Fiddler**
- e. Groundworks**
- f. Hyperion SQR**
- g. IBM Applications Service Center**
- h. Jasper Server**
- i. MS SCOM**
- j. NAGIOS**
- k. SmarterStats**
- l. Splunk**
- m. Windows Log Parser**

Contractor shall also support timely upgrade to current versions of the above legacy metering and reporting software. Contractor shall support additional metering and reporting software as specified in individual Task Orders.

C.6.2.2.8 Provide Hosting for Other Middleware

Specific Certification Requirements will be identified in the individual Task Orders. However, the following information should be considered a sampling of the current environment. Support the current range of Other Middleware, which includes, but is not limited to:

- a. Atlassian JIRA
- b. Adobe Pro
- c. ArborText
- d. Citrix XenApp
- e. Citrix XenDesktop
- f. Citrix XenServer
- g. Common Spot
- h. CommVault
- i. Documentum
- j. Exlips Plut-ins
- k. Entellitrak
- l. Hydra
- m. IBM FileNet
- n. Microsoft Dynamix CRM 2011
- o. Net Backup
- p. Networker
- q. Oracle ADF
- r. Prolifics
- s. PureDisk
- t. SharePoint
- u. Software AG/Entirex DCOM (Communicator, XML Mediator, Adapters)
- v. SQL Forms
- w. Web Center Content
- x. XML Data Powers

Contractor shall also support timely upgrade to current versions of the above Middleware. Contractor shall support additional Middleware as specified in individual Task Orders.

C.6.2.2.9 Provide Hosting for Scripting and Programming Environments

The DOI requires access to the following scripting languages on all web and application servers.

- a. .NET
- b. ASP.net
- c. Flex Action Script
- d. ISAPI
- e. Java
- f. Java Script
- g. Jscript
- h. Node.js
- i. 4GL
- j. Perl

- k. PHP
- l. Python
- m. RScript
- n. Ruby on Rails
- o. UNIX Scripting

Contractor shall also support timely upgrade to current versions of the above scripting and programming environments. Contractor shall support additional scripting and programming environments as specified in individual Task Orders.

C.6.2.2.10 Provide or Support Virtual Application and Virtual Desktop Resources

A. Support Virtual Application/Desktop Capabilities-

The DOI desires to meet the following Application/Desktop Virtualization Goals:

- The ability for our users to leverage any device, anywhere, at any time, with the appropriate level of information assurance.
- The ability to equip users quickly with necessary tools, improve customer service, and lower costs.
- An enterprise-class virtual desktop/application solution that may scale to service all government employees within the scope of the task order award.

B. Support General Virtual Application/Desktop Capabilities

Table 7 Virtual Application and Desktop User Needs below, identifies a representative list of DOI user requirements for virtual applications and desktops.

Table 7 Virtual Application and Desktop User Needs

User Needs
The ability to work from home and on “Personally Owned Equipment” (POE), even when using computationally intensive tasks.
The ability to work in other DOI facilities and Federal, State and Local Partners (public, private and non-profit).
The ability to share large amounts of data with external partners at their locations.
The ability to collect information while in field locations with no connectivity and upload the information without having to come into the office (via from home or other locations with cellular, WI-FI, or wired connection to the Internet).
The ability to collect and analyze data while in the field or on travel, accomplish office work, and use the same device for possible non-business purposes due to weight or space restrictions.
The ability for remote access to DOI information using mobile devices without smart card readers
The ability for authorized government users to specify custom desktop images which include a wide range of applications, and deploy these images within timelines which may be identified in the individual task orders.
The ability to conduct self-service password reset from outside the network.

C. Support Additional Virtual Application/Virtual Desktop Requirements

Virtual Application and Virtual Desktop solutions should satisfy user requirements, use cases and other requirements identified in the individual task orders.

C.7 ESTABLISH AND MEET PORTFOLIO OF SERVICE LEVEL REQUIREMENTS

Service Level requirements define the performance and other operating parameters within which the infrastructure must operate to meet IT System and End User requirements. For this section "Days" refer to calendar days unless an alternative definition is explicitly provided for a specific service level metric in individual task orders.

C.7.1 Optimize End-to-End Performance

C.7.1.1 Manage Latency between Hosted Applications and End Users

Latency shall be managed, by the Contractor, so as to optimize IT System responsiveness to end users and ensure functionality of the hosted application. The Contractor shall cooperate with the DOI to configure and maintain system infrastructure elements to ensure end-to-end latency is in compliance with IT system and end-user service level commitments. The assumption of both parties during the evaluation and resolution of end-to-end latency issues shall be that there is joint responsibility, and only upon identification of the latency issue(s) shall final responsibility be assigned. Additionally, the Contractor shall provide or cooperate with the DOI to deploy Virtual Application Hosting to improve user experience. Specific latency requirements, if any, will be identified in individual task orders.

C.7.1.2 Adapt to Demand Fluctuations to Meet and Maintain Service Levels

The Contractor shall ensure that system infrastructure is able to accommodate fluctuations in demand with minimal impact on system performance. Anticipated seasonality, minimum, peak and average demand rates will be provided in individual task orders to facilitate resource planning. Individual Task Orders may identify selected methods and minimum times for adapting to demand fluctuations.

C.7.1.3 Streamline and/or Automate Resource Scaling

The Contractor shall provide several tiers of service for the scale of basic resources that must be readily provisionable at all times. The Contractor shall provide capability to template incremental tiers for each resource or service package. Alternative methods for meeting the objective to streamline incremental provisioning for common, cost effective configurations based upon appropriate combinations to scale based upon application Input-Output (I/O), Processor, Memory or Storage sensitivity will also be considered. The DOI approved tiers/templates shall be selectable within the provisioning portal, and authorized users shall be able to establish the resource scaling sequence most appropriate to their application when configuring automatic scaling. Minimum timelines for implementing scaling options may be identified in individual Task Orders.

C.7.2 Meet Software and Licensing Support Service Level Requirements

C.7.2.1 Meet Operating System Services Service Level Requirements

Specific Service Levels for Operating Systems may be identified in the individual Task Orders.

C.7.2.2 Meet Licensing and Installation Services Service Level Requirements.

Specific Service Levels for Licensing and Installation may be identified in the individual Task Orders.

C.7.2.3 Meet Patching and Version Control Services Service Level Requirements.

Specific Patching and Version Control Service Levels may be identified in the individual task orders.

C.7.3 Meet Uptime and Availability Requirements

The Contractor shall guarantee several tiers of uptime of all Contractor controlled resources in terms of percentage of minutes a month that the Contractor controlled resources shall be fully operational and available. Planned downtime, as defined in **Table 17 Scheduled Downtime Service Bands**, Meet Mean-Time-To- Restore Service Levels, is counted as the system being fully operational. **Table 8 Uptime and Availability Service Bands** below identifies the minimum performance levels required for uptime and proposes options for up to four (4) service bands. The Contractor shall meet the minimum performance requirement, but may propose one (1) to four (4) alternative service bands.

Table 8 Uptime and Availability Service Bands

Uptime			
Service Band	Minimum (>=)	Maximum (<)	Maximum Planned Downtime
Band 1	99.99%	100%	<4 min/month
Band 2	99.90%	99.99%	<43 min/month
Band 3	99%	99.90%	<7.2 hours/month
Band 4	95%	99%	<36 hours/month
Minimum Acceptable Performance:	95%		<36 hours/month

C.7.4 Meet Disaster Recovery Services Service Levels

The DOI requires a Disaster Recovery plan that meets all requirements outlined herein, and Recovery Time Objective (RTO) and Recovery Point Objective (RPO) specified below and in the individual task orders. Additional, Specific Disaster Recovery Service levels may be identified in the individual task orders.

C.7.4.1 Meet Recovery Time Objectives (RTO)

The Contractor shall guarantee that, following any outage attributable to failure of the infrastructure support, systems will be made operational within a specified maximum time. The table below identifies the minimum performance level for RTO and proposes options for up to five (5) service bands. The Contractor shall meet the minimum performance requirement, but may propose one (1) to five (5) alternative service bands.

Table 9 Recovery Time Objective Service Band Recommendations

Recovery Time Objective (RTO)		
Service Band	From	To
Band 1	0 minutes	5 minutes
Band 2	5 minutes	4 hours
Band 3	4 hours	24 hours
Band 4	24 hours	48 hours
Band 5	48 Hours	7 Days
Minimum Acceptable Performance:		7 Days

C.7.4.2 Meet Recovery Point Objectives (RPO)

The Contractor shall guarantee that, following a triggering event, systems will be reverted to a prior state no older than the specified maximum duration. Table 10 Recover Point Objectives below identifies the minimum performance level for RPO and proposes options for up to five (5) service bands. The Contractor shall meet the minimum performance requirement, but may propose one (1) to five (5) alternative service bands.

Table 10 Recover Point Objectives

Recovery Point Objective (RPO)		
Service Band	From	To
Band 1	0 minutes	5 minutes
Band 2	5 minutes	4 hours
Band 3	4 hours	24 hours
Band 4	24 hours	48 hours
Band 5	48 Hours	7 Days
Minimum Acceptable Performance:		7 Days

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C.7.5 Meet Backup Service Levels

The following service level requirements apply to Backup Services.

C.7.5.1 Comply with Backup Frequency Requirements

The Contractor shall provide a means of configuring backup and archiving frequency on an authorized technical user defined schedule. The schedule shall support daily, weekly, monthly, and yearly backups. The DOI authorized technical user shall be able to select a different Mean Time to Restore and Retention Periods for each backup. Specific Backup Frequency requirements may be identified in the individual Task Orders.

An example backup schedule could be:

Table 11 Recommended Backup Service Levels and Retention Periods

Backup Service Levels		
Frequency	Retention Period	Mean-Time to Restore
Daily	2 weeks	15 minutes
Weekly	1 month	4 hours
Monthly	1 year	24 hours
Yearly	48 Hours	72 hours

C.7.5.2 Meet Mean Time to Restore Requirements.

The average time required to complete a restore request. Given that the size of a restore request will influence time required to restore it, these service levels are calculated as the average of all restore requests (both big and small) over a month. Specific Mean-Time to Restore requirements may be identified in the individual Task Orders.

Table 12 Mean Time to Restore Requirements

Backup Service Levels	
Service Band	Mean-Time to Restore
Band 1	15 minutes
Band 2	4 hours
Band 3	24 hours
Band 4	72 hours

C.7.5.3 Comply with Data Retention Policies

The retention period is the duration that each backup snapshot will be retained before automatic deletion. The DOI requires the ability to set a custom time period within individual Task Orders.

C.7.6 Document and Meet Provisioning Service Level Requirements

The Contractor shall provide several tiers of service for the speed in which a hosted system can respond to changes in demand. In all cases resources shall be brought online and available for use within the specified time as defined within the individual task orders.

For example, in order to retain flexibility to scale up resources quickly to respond to sudden spikes in demand, some systems may subscribe to a top tier. Other systems, though, with more predictable changes in demand may be able to plan further ahead and subscribe to lower tiers of service.

After a request has been made (either manually or automatically in response to configurable triggers), resources (e.g., storage, virtual machines) shall be available for use within the specified times.

C.7.6.1 Meet Compute Host and Operations System Provisioning Service Level Requirements

The Contractor shall provide a means to provision the Compute Host manually, and/or scale Compute Host Resources both manually and automatically. The Table 13 Compute Host Service Bands below identifies the minimum performance level and proposes options for up to four (4) service bands. The Contractor shall meet the minimum performance requirement, but may propose one (1) to four (4) alternative service bands. Time measurement assumes that the user possess appropriate provisioning authorization credentials.

Table 13 Compute Host Service Bands

Service Band	Minimum (\geq)	Maximum ($<$)
Band 1	0 min	15 min
Band 2	15 min	2 hours
Band 3	2 hours	8 hours
Band 4	8 hours	24 hours
Minimum Acceptable Performance:		24 hours

C.7.6.2 Meet Storage Provisioning Service Level Requirements

The Contractor shall provide a means to provision the Storage both manually, and/or scale Storage Resources both manually and automatically. The table below identifies the minimum performance level and proposes options for up to four (4) service bands. The Contractor shall meet the minimum performance requirement, but may propose one (1) to four (4) alternative service bands. Time measurement assumes that the user possess appropriate provisioning authorization credentials. Table 14 Storage Provisioning Service Bands identifies proposed Service Bands for Provisioning Storage.

Table 14 Storage Provisioning Service Bands

Service Band	Minimum (\geq)	Maximum ($<$)
Band 1	0 min	15 min
Band 2	15 min	2 hours
Band 3	2 hours	8 hours
Band 4	8 hours	24 hours
Minimum Acceptable Performance:		24 hours

C.7.7 Meet Middleware Management Service Level Requirements

The Contractor shall provide several tiers of management support for Database, Web Server, and Application Servers. These services shall include the following requirements:

C.7.7.1 Meet Middleware Patching and Version Control Requirements

The Contractor shall commit to a defined patching schedule and process (e.g., the DOI must be notified in advance and given sufficient time to test compatibility with all related software – example time could range from a few days to a few weeks, and could postpone the patch indefinitely if it could not be made compatible). This section also defines any requirements around how quickly the Contractor shall make new versions of any support software available for use.

The Contractor shall provide the DOI test patches at least 1 week before they are rolled out to production systems.

The Contractor shall ensure all proposed modifications are documented, tested, planned and communicated to consumer to ensure compatibility with the business system and to include fall back procedures.

The Contractor shall coordinate with the system owner prior to making changes to the hardware configuration that may also require changes to the business system.

Required Schedules:

- a. Weekly
- b. Monthly
- c. Quarterly
- d. Yearly

C.7.7.2 Meet Additional Middleware Service Level Requirements

The Contractor shall meet additional middleware service level requirements which may be identified in the individual Task Orders.

C.7.8 Meet Secure File Transfer Service Levels

Specific service level requirements for the Secure File Transfer technical service line will be identified in the individual task orders. Section J, Attachment 12 identifies the initial requirements for this technical service.

C.7.9 Meet Virtual Desktop and Applications Service Levels

Specific service level requirements for Virtual Desktop and Applications Services will be identified in the individual Task Orders.

C.7.10 Meet Customer and Program Support Service Levels

The DOI requires several tiers of support for any support services provided. Support services include both trouble ticket support, as well as service management (e.g., Infrastructure Service Management, Operating System Service Management, and Middleware Service Management).

For each tier of support, the DOI requires pre-defined service levels for the following metrics:

- a. Availability (defined in section C.7.11.1 Meet Service Center Availability Service Levels)
- b. Time to Respond (defined in section C.7.11.2 Meet Service Level Time To Respond (Acknowledge) to Requests Service Levels)
- c. Time to Resolve (defined in section C.7.11.3 Meet mean-time-to-resolve service levels)
- d. Planned downtime (defined in Table 19 in Section c.7.11.4 Minimize Planned Downtime in Maintenance Windows)

The DOI requires the following definition of support and service request severity:

- a. Severity 1: Emergency (Health and Safety)
- b. Severity 2: Mission Priority (Bureau Director)
- c. Severity 3: Program Priority
- d. Severity 4: Routine

In addition, within thirty (30) calendar days of any major outage occurrence resulting in greater than 1-hour of unscheduled downtime, the Contractor shall describe the outage including description of root-cause and fix.

C.7.10.1 Meet Service Center Availability Service Levels

During hours of availability the customer expects to reach a support or service person who is able to take down a request for service or log a trouble ticket. Specific Service Center Availability Service Levels will be selected from the available tiers in the individual task orders.

- e. Meet Mean-Time-To-Resolve Service Levels)
- f. Planned downtime (defined in Table 19 in section C.7.11.4 Minimize Planned Downtime and Maintenance Windows)

The DOI requires the following definition of support and service request severity:

- e. Severity 1: Emergency (Health and Safety)
- f. Severity 2: Mission Priority (Bureau Director)
- g. Severity 3: Program Priority
- h. Severity 4: Routine

In addition, within thirty (30) calendar days of any major outage occurrence resulting in greater than 1-hour of unscheduled downtime, the Contractor shall describe the outage including description of root-cause and fix.

C.7.10.2 Meet Service Center Availability Service Levels

During hours of availability the customer expects to reach a support or service person who is able to take down a request for service or log a trouble ticket. Specific Service Center Availability Service Levels will be selected from the available tiers in the individual task orders.

The DOI requires the following tiers of availability:

C.7.10.2.1 8x5 Single Time zone

- 9am to 5pm
- Monday through Friday
- in a single time zone which may be identified in the individual task orders

C.7.10.2.2 8x5 CONUS

- 9am to 5pm
- Monday through Friday
- in each of the 4 CONUS Time zones (Eastern, Central, Mountain, and Pacific)

C.7.10.2.3 8x5 CONUS + Alaska

- 9am to 5pm
- Monday through Friday
- in each of the 4 CONUS Time zones (Eastern, Central, Mountain, and Pacific) plus Alaska

C.7.10.2.4 24x7x365/366

- 24 hours a day
- 7 days a week

C.7.10.2.5 Custom Work Hours, Custom Work Week, Selected Time Zone(s)

- To be defined in individual Task Orders.

C.7.10.2.6 Defined Season or Emergency/Incident Support

- To be defined in individual Task Orders.

C.7.10.3 Meet Service Level Time To Respond (Acknowledge) to Requests Service Levels

After contacting support, the DOI requires an acknowledgment of the request and initial service center within the specified time to respond.

Table 15 Service Levels for Acknowledging Requests below identifies the tiers of service required by the DOI. Severity/Priority levels in Section C.7.10, Meet Customer and Program Support Service Levels.

Table 15 Service Levels for Acknowledging Requests

Service Band	Severity/Priority							
	1		2		3		4	
	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)
Band 1	0 min	15 min	0 min	30 min	0 min	45 min	0 min	60 min
Band 2	15 min	2 hr	30 min	4 hr	45 min	6 hr	60 min	8 hr
Band 3	2 hr	8 hr	4 hr	16 hr	6 hr	24 hr	8 hr	36 hr
Band 4	8 hr	24 hr	16 hr	48 hr	24 hr	72 hr	36 hr	96 hr

C.7.10.4 Meet Mean-Time-To-Resolve Service Levels

The DOI requires a commitment on the mean time to resolve all service and support issues. Time is calculated from initial response until satisfactory resolution or escalation. Averages are calculated monthly.

Table 16 Service Levels for Mean-Time-To Resolve (Fix) below identifies the DOI required service bands, Severity/Priority levels in Section C.7.10, Meet Customer and Program Support Service Levels.

Table 16 Service Levels for Mean-Time-To Resolve

Service Band	Severity/Priority							
	1		2		3		4	
	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)
Band 1	0 min	15 min	0 min	30 min	0 min	45 min	0 min	60 min
Band 2	15 min	2 hr	30 min	4 hr	45 min	6 hr	60 min	8 hr
Band 3	2 hr	8 hr	4 hr	16 hr	6 hr	24 hr	8 hr	36 hr
Band 4	8 hr	24 hr	16 hr	48 hr	24 hr	72 hr	36 hr	96 hr

C.7.10.5 Minimize Planned Downtime and Maintenance Windows

The Contractor shall provide support services that accommodate several maintenance window maximums. Planned downtime must occur at times specified in the individual task orders, and agreed upon with each application system owner. Proposed Service Bands for Scheduled Downtime are identified in Table 17 Scheduled Downtime Service Bands.

Table 17 Scheduled Downtime Service Bands

Service Band	Maximum Scheduled Downtime Per week	
	Minimum (\geq)	Maximum ($<$)
Band 1 (High Availability)		0.1 min
Band 2	0.1 min	1 hr
Band 3	1 hr	2 hr
Band 4	2 hr	4 hr
Band 5	4 hr	8 hr

C.8 OPTIONAL CHARACTERISTICS REQUIREMENTS

Optional Characteristics Requirements define additional services that some systems require, but are not widespread enough to be considered a Resource or a Shared requirement.

C.8.1 Support Resource Segregation Options

The Contractor shall provide several options for segregating DOI resources:

- a. Fully segregated – DOI hosted systems (physical and virtual) must not share resources with any non-DOI entities. The Contractor shall provide physical barriers to separate customer’s equipment.
- b. Federal government segregation – DOI hosted systems (physical and virtual) must not share resources with any non-Federal Government entities. The Contractor shall provide physical barriers to separate Federal government equipment from non-Federal government equipment.
- c. Non-segregated – DOI hosted systems (physical and virtual) can share resources with other entities.

Specific requirements for Resource Segregation may be identified in the individual Task Orders.

C.8.2 Support Non-production environments

The Contractor shall provide the ability to define non-production environments (e.g., test, development, training, staging, sandbox) as customized copies of a production environment. A non-production environment shall default to the same Resources, Service Level, and Feature requirements as the production environment, and a DOI administrator shall have the ability to adjust the non-production environment specifications.

Non-production environments may need access to Production storage or middleware instances, or may require separate clean storage and middleware instances. Non-production environments may require a means of populating storage from sources, both inside or outside, of the Contractor environment. The Contractor shall provide the ability to restrict access to non-production environments to a different set of users or “domains”. For example, in relation to a Production environment a Development environment may have:

- a. Same middleware and operating system Resource requirements
- b. Lower Compute Host, Storage, and Bandwidth Resource requirements
- c. Lower Service Level requirements
- d. An option of Persistent or Non-persistent storage

The DOI shall have the ability to create and destroy non-production environments via web console.

Specific requirements Non-Production Environments may be identified in the individual Task Orders.

C.8.3 Support Requirement to Manage Underlying Physical Resources

The Contractor shall provide the functionality to manage the infrastructures underlying physical resources. For example, for licensing reasons, some systems need to attach a particular VM to a process and prevent it from being reassigned.

Specific requirements for Management of Underlying Physical Resources may be identified in the individual Task Orders.

C.8.4 Provide Content Delivery Network (CDN)

The Contractor shall provide the ability to cache static content at locations around the US to provide fast access to local users. This functionality is also known as Forward Staging.

Specific requirements for CDN may be identified in the individual Task Orders.

C.8.5 Support Government Compliance Requirements

The Contractor shall comply with government security and regulatory requirements that systems are subject to beyond those that the entire DOI is subject to. These regulations may include, but are not limited to:

- a. Ability to provide forensics on the roaming profiles of virtual desktop users
- b. Adherence to International Traffic in Arms Regulations (ITAR) requirements
- c. Adherence to Electronic Code of Federal Regulations (e-CFR) 250 regulations and Outer Continental Shelf (OCS) Lands Act
- d. Adherence to any restrictions placed on proprietary data stored by the Department
- e. Adherence to any litigation hold requirements currently in place or that may be imposed in the future
- f. Adherence to security controls defined in Section J, Attachment 1, DOI Security Control Standards

Government Compliance requirements may be identified in the individual Task Orders.

C.8.6 Support Alaska/Hawaii Regional Connectivity

The Contractor shall ensure users in Alaska and Hawaii can access core systems and data even when connectivity to CONUS has been lost. Definition of “core systems and data” must be configurable on a per application basis. Specific requirements for Regional Connectivity may be identified in the individual Task Orders.

C.8.7 Address Issues Related to Poor Connectivity

Please describe your approach for dealing with users in remote locations with poor, limited, or unstable internet connectivity (e.g., satellite, poor wireless coverage). Specific requirements for Poor Connectivity may be identified in the individual Task Orders.

C.8.8 Support or Provide Hardware Clustering

The Contractor shall provide capability to configure physical resources in a hardware cluster with a user configurable number of physical servers in the cluster. Specific requirements for Hardware Clustering may be identified in the individual Task Orders.

C.8.9 Provide Load Balancing

The Contractor shall provide the ability to distribute demand over multiple system instances. Specific requirements for Load Balancing may be identified in the individual Task Orders.

C.8.10 Support or Provide Interfaces to Non-Department Systems

The Contractor shall provide the ability to connect a Contractor hosted system or data store (“System A”) to another system (“System B”) that is hosted outside the DOI boundaries – example hosting locations include, but are not limited to:

- a. Another government agency
- b. A university
- c. A private sector enterprise

The connection, up to and including the Contractor boundary, shall be configured to support data exchange with System B. This shall include, but is not limited to, any necessary DMZ, firewall, gateway configurations and maintenance.

The connection shall support authentication schemes required by either System A or System B. Included, but not limited to:

- a. Active Directory
- b. OpenID
- c. Any other authentication schemes referred to in C.5.3 Establish and Maintain Security and Privacy

The connection shall adhere to all DOI security requirements including, but not limited to:

- a. Encryption of all sensitive data in transit (motion) and at-rest (storage) using only NIST Validated FIPS 140-2 compliant and validated cryptographic modules and algorithms.

Specific requirements for Interfaces to Non-Departmental Systems may be identified in the individual Task Orders.

C.8.11 Support or Provide Static IP Addressing

The Contractor shall provide a static IP for a specified compute host instance. Specific requirements for Static IP Addressing may be identified in the individual Task Orders.

C.8.12 Provision Dedicated Resources

The Contractor shall provide the option to provision dedicated as well as shared units of the resources. Dedicated resources are defined as physical resources for which the provisioning system is the sole tenant. Specific requirements for Provisioning Dedicated Resources may be identified in the individual Task Orders.

C.9 ASSOCIATED SUPPORT SERVICES

Associated support services are those services which may be required to enable identification, analysis, prioritization, preparation and migration of IT systems from the current operating environment to the target operating environment, or may be required to ensure sustained operations and maintenance of systems in the target operating environment. Categories for Associated Support Services are more completely described in Table 18 Associated Support Services.

Table 18 Associated Support Services

- C.9.1 Planning Services--- includes cloud readiness evaluation for QASP & Pilot Transition Plan
- C.9.2 Engineering Services
- C.9.3 Migration Services---includes Management of Cloud Transition, Pilot Transition
- C.9.4 Application Management Services
- C.9.5 Interface Design and Integration Services
- C.9.6 Testing- section 508 compliance
- C.9.7 Training Services
- C.9.8 Security Services

Specific requirements for Associated Support Services may be identified in the individual Task Orders.

SECTION D - PACKAGING AND MARKING

D.1 GENERAL

Any and all deliverables submitted under this contract shall be prepared and packaged in a cost-effective manner equivalent to standard commercial quality. Elaborate art work, expensive paper and bindings are neither necessary nor desired.

Unless otherwise directed by the Contracting Officer, all reports shall be delivered by electronic mail (e-mail) or First Class mail. The cost of delivery by more expensive means will be denied unless approval is obtained in advance from the Contracting Officer.

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SECTION E - INSPECTION AND ACCEPTANCE**E.1 52.252-2 - CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://farsite.hill.af.mil/vffar1.htm> or <https://www.acquisition.gov/far/>, and DIAR Clauses: www.doi.gov/pam/aindex.html

<u>Clause</u>	<u>Title</u>	<u>Date</u>
52.203-3	Gratuities	Apr 1984
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	Oct 2010
52.204-4	Printed or Copied Double-Sided on Recycled Paper	May 2011
52.204-9	Personal Identity Verification of Contractor Personnel	Jan 2011
52.223-6	Drug-Free Workplace	May 2001
52.227-1	Authorization and Consent	Dec 2007
52.232-18	Availability of Funds	Apr 1984
52.242-13	Bankruptcy	July 1995
52.242-15	Stop-Work Order	Aug 1989

E.2 INSPECTION AND ACCEPTANCE

Inspection of the Supplies/Services provided hereunder shall be made by the Contracting Officer's Representative (COR) or any Inspectors designated by the Contracting Officer. The place of inspection for reports required under this contract shall be at the addresses for deliverables set forth in Section F. Final acceptance of Supplies/Services shall be made by the COR designated in the contract or as specified in individual orders.

E.2.1 General Acceptance Criteria

General quality measures, as set forth below, will be applied to each work product received from the contractor under this statement of work.

- Accuracy - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements - All work products must satisfy the requirements of this contract.
- File Editing - All text and diagrammatic files shall be editable by the Government.

- Format - Work Products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission, unless otherwise specified herein. Hard copy formats shall follow any specified Directives or Manuals.
- Timeliness - Work Products shall be submitted on or before the due date specified herein or submitted in accordance with a later scheduled date determined by the Government.

E.3 QUALITY ASSURANCE

The COR or designated inspector will review, for completeness, preliminary or draft documentation that the Contractor submits, and may return it to the Contractor for correction. Absence of any comments by the COR will not relieve the Contractor of the responsibility for complying with the requirements of this work statement. Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by COR. The Contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review, or as an acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment shall not guarantee the final acceptance of the completed documentation.

SECTION F – DELIVERABLES OR PERFORMANCE**F.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): <http://www.acquisition.gov/comp/far/loadmainre.html>

<u>CLAUSE</u>	<u>TITLE</u>	<u>DATE</u>
52.247-34	F.o.b. Destination	NOV 1991

F.2 TERM OF THE CONTRACT

(a) The term of this contract will be three years from date of award, anticipated for May 1, 2013 through April 30, 2016. This is the base period of performance for this contract.

(b) This contract includes four (4) option periods, as shown below, for the renewal of the contract which may be unilaterally exercised by the Government. Each option period shall be exercised in accordance with Section I. See FAR 52.217-9, Option to Extend the Term of the Contract (MAR 2000). All terms and conditions applicable to the base period shall apply to the options unless otherwise agreed upon.

- Option Period One (1) – May 1, 2016 through April 30, 2018
- Option Period Two (2) – May 1, 2018 through April 30, 2020
- Option Period Three (3) – May 1, 2020 through April 30, 2022
- Option Period Four (4) – May 1, 2022 through April 30, 2023

F.3 PLACE OF PERFORMANCE

Services may be provided off-site, on-site, or a combination of, depending on program requirements specified in individual task orders. However, the Government anticipates the majority of the work will be performed at the Contractor facilities unless otherwise stated in individual task orders.

F.4 MEETINGS, REPORTS AND OTHER DELIVERABLES

In fulfillment of this contract, the Contractor shall be required to provide deliverables. All deliverables shall be submitted to the Contracting Officer's Representative (COR), unless otherwise agreed upon.

Unless otherwise specified, the Government will have a maximum of ten (10) working days from the day the draft deliverable is received to review the document, provide comments back to the contractor, approve or disapprove the deliverable(s). The contractor will also have a maximum

of ten (10) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government. All days identified below are intended to be workdays unless otherwise specified.

F.4.1 Orientation Briefing

Within two (2) days from date of award, the contractor shall schedule an orientation briefing/initial strategy session. Both parties will mutually agree upon the specific date, time, and location of the briefing. The Government does not desire an elaborate orientation briefing nor does it expect the contractor to expend significant resources in preparation for this briefing. Rather, the intent of the briefing is to initiate the communication process between the Government and the contractor by introducing key participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of requirements and objectives, goals, constraints, policies, expected benefits, other relevant background information, and discussing near-term deliverables.

F.4.2 Deliverable Table

Unless otherwise agreed upon, all deliverables shall be submitted to the COR identified in Section G of this contract, with a copy of the transmittal letter to the Contracting Officer.

Reference	Milestone/Deliverable	Responsibility	Date
F.8	Subcontracting Plan Reports	Contractor	See F.8
C.5.2	Quarterly Contract and Service Line Service Management Conference Call	Contractor and Government	Quarterly
C.5.2.1.1	Role Based Report	Contractor	TBD at Orientation Briefing
C.5.2.1.3	Monitor Performance and Manage Alerts & Reporting Plan	Contractor	TBD at Orientation Briefing
C.5.2.1.4	Usage & Cost Monitoring Reports	Contractor	TBD at Orientation Briefing
C.5.2.1.5	Incident Management Report	Contractor	TBD at Orientation Briefing
C.5.2.4	Impact Plan	Contractor	TBD at Orientation Briefing
C.5.2.3	Quality Assurance Plan	Contractor	TBD at Orientation Briefing
C.5.3	Quarterly Security and Privacy Trends and Continual Improvement Meeting	Contractor and Government	Quarterly
C.5.3.3	Security Assessment Plan and Report	Contractor	TBD at Orientation Briefing
C.5.3.4	Mitigation Plan	Contractor	TBD at Orientation Briefing
C.6	Annual Technology and Architecture Review	Contractor and Government	Annual
C.7	Quarterly Service Level Review	Contractor and Government	Quarterly
C.7.4	Disaster Recovery Plan	Contractor	TBD at Orientation Briefing
F.4.1	Orientation Briefing Schedule	Contractor	TBD
F.6.1	Transition-Out Plan	Contractor	no later than ninety (90) calendar days prior to the expiration of the contract period, unless another date is mutually agreed upon

F.5 OTHER PERFORMANCE REQUIREMENTS

F.5.1 Productive Direct Labor Hours

The contractor can only charge the Government for “Productive Direct Labor Hours”. “Productive Direct Labor Hours” are defined as those hours expended by Contractor personnel in performing work under this effort. This does not include sick leave, vacation, Government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals or any other unexpected government closures.

F.5.2 Legal Holidays

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King’s Birthday, Presidential Inauguration Day (metropolitan DC area only), President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals or any other unexpected government closures. When a holiday falls on Saturday or Sunday, it is observed on the adjacent Friday or Monday, respectively.

F.6 TRANSITION PLANS

F.6.1. Transition Out -- At the end of the period of performance, the incumbent contractor shall transition activities to the incoming contractor with minimal disruption of services to the government. The contractor shall maintain sufficient qualified staff to meet all requirements of this effort services. The contractor shall submit a written phase-out plan to the COR no later than ninety (90) calendar days prior to the expiration of the contract period, unless otherwise agreed upon. The plan shall detail phase-out activities to assure continuity of operations and the execution of a smooth and timely transition. Phase-out activities shall be coordinated through the COR. The outgoing contractor shall submit a weekly status report of phase-out activities to the COR beginning the 7th calendar day following the award of a successor contract until otherwise notified by the COR to discontinue.

F.7 NOTICE TO THE GOVERNMENT OF DELAYS

(a) In the event the Contractor encounters difficulty in meeting performance requirements, or when it anticipates difficulty in complying with the contract delivery schedule or any date, or whenever the Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately notify the Contracting Officer and the Contracting Officer’s Representative, in writing, giving pertinent details, provided that this data shall be informational only in character and that this provision shall not be construed as a waiver by the Government of any delivery schedule or date or of any rights or remedies provided by law or under this contract.

(b) If the Contractor fails to respond in a timely manner to any portion of this contract, delay will be attributed to the Contractor. Although the period of performance may change due to the delay, the price may be subject to a downward adjustment.

(c) If the Government delays performance of this contract, the period of performance and/or price may be revised upon mutual agreement between the Government and the Contractor.

F.8 SUBCONTRACTING PLAN REPORTS

(a) The Contractor shall submit a report for subcontracting under this particular contract and/or a summary report on subcontracts in all contracts between the Contractor and the Department of the Interior which contain subcontract goals for awards to small business, small disadvantaged business concerns, HUB zone business, service-disabled veteran owned small businesses, or woman-owned business. Reports will be prepared and submitted electronically in accordance with the instructions at the electronic Subcontract Reporting System (eSRS) accessible at www.esrs.gov.

(b) Individual Contract Report data (formerly Standard Form 294) is due on the 25th day following the close of the reporting period, unless the contract incorporates the contractor's approved, annual company-wide or division-wide commercial product plan. Summary Report data (formerly Standard Form 295) is due 30 days after the close of the Government's fiscal year. Paper copies of these reports are no longer required.

SECTION G - CONTRACT ADMINISTRATION DATA**G.1 AUTHORITIES**

Notwithstanding the Contractor's responsibility for total management during the performance of this contract, administration of the contract will require maximum coordination between the Government and the Contractor. The following information identifies the individuals responsible for this coordination.

G.1.1 Authority – Contracting Officer (CO)/Administrator, Contracting Officer's Representative (COR) and Contractor's Project Manager**G.1.1.1 Contracting Officer (CO) and/or Contract Specialist (CS) - The CO/CS for this contract is:**

Name: Terrie L. Callahan, Contracting Officer
Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Phone/Fax: 703-964-3596
Email: Terrie_Callahan@nbc.gov

Name: Rob Stoltz, Contract Specialist
Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Phone/Fax: 703-964-3624
Email: Rob_Stoltz@nbc.gov

A Contracting Officer, in accordance with Subpart 1.6 of the Federal Acquisition Regulation, is the only person authorized to make or approve any changes in any of the requirements of this contract, and notwithstanding any clauses contained elsewhere in this contract, the said authority remains solely with a Contracting Officer. In the event the Contractor makes any changes at the direction of any person other than a Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in cost incurred as a result thereof.

G.1.1.2 Contracting Officer's Representative (COR)

Name: Peggy FinneFrock
Department of the Interior, Office of the Chief Information Officer (OCIO)
PO Box 25487
Lakewood, CO 80225-0487
Phone: 303-236-5090
Email: Peggy-lee_Finnefrock@ios.doi.gov

All contractual questions and concerns will be directed to the Government Contracting Officer. The Government Contracting Officer is the only individual with the authority to financially obligate the government and to make changes to original terms and conditions of this task order .

The contractor is responsible for notifying the contracting officer of any potential issues or concerns – technical, scope or financial, concerning this task order.

The Contracting Officer (CO) is the exclusive agent of the Government with authority to enter into and administer contracts. The CO must therefore ensure that all requirements of law and regulation are followed. As the CO's representative, the COR is authorized to act in the stead of the CO to monitor the technical effort being performed under this task order. The COR must become very familiar with the requirements of this task order and communicate with the Contractor to ensure the Contractor is making satisfactory progress in performance of this task order. Other than the CO, the COR is the only Government employee who may direct the flow of matters between the Government and the Contractor. Additionally, the COR is limited to directing the flow of *technical* matters, and no other matters.

A contract is a legally enforceable agreement that sets forth the rights and responsibilities of the parties thereto. If the Contractor deviates from the terms of this task order, it is a matter between the Government (represented by the CO) and the Contractor. The COR must therefore keep the CO fully informed so that effective solutions can be applied to problems as soon as they develop. The COR will be required to exercise his/her best judgment to determine what matters deserve the attention of the CO. When in doubt, report the matter to the CO.

COR suggestions to the Contractor about what must be done to fulfill the terms of this task order may lead to unauthorized commitments by the Government for additional compensation or to a release of the Contractor from its obligations under this task order. The COR must therefore refrain from communicating with the Contractor about matters that are outside the flow of *technical matters*. If in doubt, ask the CO. While the COR can and must make technical decisions, the COR may not take any contractual administration actions unless they are clearly authorized by a COR appointment.

1. An appointed COR is authorized and required to:

- a. Inspect and monitor the Contractor's performance to assure technical compliance with this task order. Immediately notify the CO of non-compliance, failure to make due progress, or a dispute. The COR should refer all discussions concerning disputed matters to the CO.
- b. For all contracts for the National Business Center (NBC), input data on all Contractor employees into NBC's Electronic Staffing (eCStaffing) database <https://ecstaff.nbc.gov>. Ensure that the data is accurate and is updated and maintained as necessary throughout the life of this task order.

- c. Inspect and verify satisfactory delivery of all services and products, including the Contractor's reports.
- d. Verify efficient and satisfactory performance of work for payment purposes. When contracts contain a warranty or maintenance clause, immediately notify the CO and the Contractor of any deficiencies. After you have completed the notification, monitor the Contractor's response. Notify the CO if the Contractor fails to comply with the requirements in a timely fashion.
- e. For the Herndon offices, within five business days of receiving an invoice or an electronic notification through IPP (www.ipp.gov) enter on the first page of a paper invoice, or in the appropriate space in IPP for an electronic invoice, the recommended action whether to Approve, Reject or Partially Approve the invoice. The COR *must* make invoice action recommendations on Debit Invoices and/or Credit Vouchers/Memos before IPP can forward them for CO approval. Submit paper invoices to invoices@aqd.nbc.gov – or the designated individual who forwarded the invoice for signature; you *must sign and date the invoice*.
- f. For offices other than Herndon, the COR must take action within five business days of receiving a paper invoice. The COR *must* record the recommended action whether to Approve, Reject or Partially Approve the invoice, and must sign and date the invoice. Follow the invoicing instructions set forth herein for forwarding the invoice after COR approval or rejection.

2. When exercising COR duties under this appointment, the COR is responsible for:

- a. Knowing and understanding the terms and conditions of this task order. Immediately discuss any unclear areas with the CO;
- b. Knowing the scope and limitations of the COR authority and using good judgment, skill, and reasonable care in exercising it;
- c. Protecting privileged and sensitive procurement information;
- d. Monitoring the work site periodically to verify progress and informing the CO of the findings concerning:
 - (1) Actual performance vs. scheduled performance.
 - (2) Action needed to restore this effort to schedule;
- e. Implementing the Government Furnished Property/Materials (GFP/M) contract provisions, when applicable. COR responsibilities for GFP/M include: providing the CO with any proposed changes, additions, or deletions to GFP/M; ensuring that delivery is made on time; and inspecting each unit upon its return and notifying the CO of any deficiencies;

- f.** Monitoring the results of all required tests within the stated time limitations. The results must be promptly forwarded to the CO. When equipment is delivered to more than one site, ensuring the CO is informed in writing (e.g., e-mail) of delivery and acceptance. Ensuring that equipment is not installed or repaired by Government personnel when the responsibility lies with the Contractor;
- g.** Documenting actions taken and decisions that have made as the COR, and maintain adequate records to describe sufficiently the performance of the duties as COR during the life of this task order. As a minimum, the COR file should contain copies of the following:

 - (1) COR appointment memorandum
 - (2) Task Order award and any modifications
 - (3) All correspondence
 - (4) Records of COR inspections
 - (5) Records of conversations with the contractor
 - (6) Invoices and vouchers;
- h.** Providing the CO with a copy of any correspondence (including e-mail) you send to the Contractor;
- i.** Assuring that the Contractor has access to the facility as well as appropriate clearances for personnel to have access to classified or sensitive material, when applicable, as soon as it is determined that access to such material will be required;
- j.** Reviewing and recommending to the CO approval/disapproval of Contractor's requests for public release of information regarding work being performed under this task order;
- k.** Maintaining current COR certification throughout the appointment. In accordance with Office of Management and Budget memorandum dated September 6, 2011, Subject: The Federal Acquisition Certification for Contracting Officer Technical Representatives, CORs must have a minimum of 40 hours of training and must maintain their skills currency through continuous learning. Twenty-two of the required 40 hours of training hours must cover the essential COR competencies. The remaining 18 hours of the required 40 hours of training should include agency-specific courses, electives, and/or those identified by the COR's supervisor, in consultation with the Contracting Officer, as necessary, for managing a particular contract. To maintain a FAC-COR, CORs are required to earn 40 continuous learning points (CLPs) of skills currency training every two years.
- l.** Immediately notifying the CO of an impending COR change in order to facilitate a smooth transition and early training of the new COR; and
- m.** Monitoring the performance and dollars expended on time-and-material and labor- hour type line items or contracts to ensure that they appear to be reasonable for the efforts performed; this includes the type of labor and number of labor

hours, travel (including locations, duration, and number of travelers), and types and quantities of material.

The COR shall only authorize or approve contractually funded travel expenses which comply with Federal Travel Regulations or Joint Travel Regulation, as appropriate. As a minimum, the COR must review invoices and any status reports provided by the Contractor to verify that the hours and costs incurred are reasonable in view of the Contractor's effort and deliverables provided. The COR must also review invoices to ensure that the labor rates charged are the same as those set forth in this task order.

This task order is covered by the Prompt Payment Act which subjects the Government to penalties if invoices are not paid in a timely fashion. Penalties are assessed if payment is not made within 30 days after receipt of a proper invoice or final acceptance of the goods or services, whichever is later.

To avoid paying late payment penalties from your program funds, it is important that the COR promptly accept/reject delivered goods or services and immediately certify invoices for payment. Payment, inspection, and acceptance procedures are set forth in this task order. Notify the CO immediately if goods or services are rejected. Ensure invoices include proper justification for rejected or partially paid invoices.

The COR must ensure that Contractor employees and consultants with access to Government information technology systems complete the required background investigation forms. The COR must ensure these forms are submitted to the Agency security officer or personnel security specialist for screening and processing. Prior to granting access to Government IT applications and systems the COR must verify that Contractor employees and consultants meet the mandatory training requirements of OMB Circular A-130 and 5 CFR Part 930.

The COR may face personal pecuniary liability if you commit unauthorized acts that obligate the Government to pay for work that is outside the scope of this task order. It is therefore essential for the COR to understand that under the COR appointment, the COR must *NOT*:

- a. Modify the stated terms and conditions of this task order or the scope of work in any manner. All such changes must be made in writing by the CO;
- b. Award, execute, or agree to any contract, contract modification, accord, task or delivery order, notice of intent, or any similar agreement;
- c. Obligate the Government, in any way, to make any payment of money outside the terms and conditions of this task order;
- d. Make a final decision on any contractual matter that is subject to the Disputes Clause at FAR 52.233-1;
- e. Terminate the Contractor's right to proceed, or impose or place a demand upon the Contractor to perform any task or permit any substitution not specifically provided for in this task order;
- f. Change the period of performance;
- g. Authorize purchases not provided for under this task order;
- h. Authorize the use of overtime;

- i. Furnish or authorize the furnishing of Government property, except as required under this task order;
- j. Direct the activities of any employee of the Contractor, except as specifically provided for under this task order;
- k. Authorize subcontracting or the use of consultants not already authorized under this task order;
- l. Grant deviations from or waive any of the terms or conditions of this task order; or
- m. Make any change that affects price, quality, quantity, delivery, or other terms and conditions of this task order.

The COR may *not* delegate any of the duties or responsibilities assigned to you under this appointment, and should ensure that an Alternate COR is appointed to perform duties in the event of your absence.

An appointment as COR will end on the earliest of the following events:

1. Task Order completion.
2. Task Order termination.
3. Leaving present duty position.
4. The CO's termination of this appointment.

When performing COR duties under a COR appointment, the COR shall maintain an arms-length relationship with the Contractor and consistently strive to protect the interests of the Government. The COR should be particularly attentive to possible violations of the False Claims Amendments Act of 1986 and the Program Fraud Civil Remedies Act of 1986, which involve the submission of false claims or the making of false statements. Similarly, the COR shall avoid any act that may tend to compromise the integrity or apparent integrity of yourself or the Government, or which interferes with the Contractor's right to perform.

Gratuities offered to the COR or any other Government official by any private person or company must be reported to the CO. In the capacity as the COR, the COR is responsible for promptly notifying the CO of any suspected violations of the Gratuities Clause, FAR 52.203-3.

If the COR has or intends to obtain any direct or indirect financial interest which conflicts with your duty to promote and protect the interests of the United States (this includes any discussion of employment with the Contractor), the COR shall immediately advise his/her supervisor and the CO of the conflict. The COR shall also avoid the appearance of any such conflict to maintain public confidence in the Government's conduct of business with the private sector.

For additional information on COR duties and responsibilities please refer to the Federal Acquisition Institute's online COR Training Modules at www.fai.gov.

G.1.1.3 Supervision of Contractor's Employees

The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this effort. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained herein. Resumes submitted for employees assigned to perform under this contract shall contain documented experience directly applicable to the functions to be performed. Further, these prior work experiences shall be specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

If the Contractor finds clarification necessary with respect to the scope of services to be performed or the manner in which the services are to be performed hereunder, he shall request in writing such clarification from the Contracting Officer.

Contractor personnel shall not at any time during the contract period be employees of the U.S. Government.

The contractor's employees and subcontractors must make clear, in dealings with the public, federal employees, or other contractors that they are not federal employees. To minimize possible confusion, contractors and subcontractors are not permitted to wear clothing or other items (apart from official identity credential) bearing the name, logo, or seal of the U.S. Department of the Interior while performing work under this contract.

G.1.1.3.1 Contractor's Representative

The Contractor shall provide a Project Manager to facilitate Government-Contractor communications. The Project Manager shall be the primary technical and managerial interface between the Contractor and Contracting Officer (CO) and the Contracting Officer's Technical Representative (COR) located at the DOI Facility identified below. The name of this person, and an alternate or alternates, who shall act for the contractor when the Manager is absent, be designated in writing to the CO. The Project Manager or alternate will have full authority to act for the contractor on all contract matters relating to daily operations. The Contractor's designated Project manager for this contract is:

Name: ***TBD at Orientation Briefing***
Address:
Phone:
Fax:
Email:

The Contractor's designated Project manager for this contract shall have the authority to make any no-cost contract technical, hiring and dismissal decision, or special arrangements regarding this contract.

The Project manager shall have full authority to act for the Contractor in the performance of the required services. The Project manager or a designated representative shall meet

with the CO/COR as necessary to maintain satisfactory performance and to resolve any issues pertaining to Government/Contractor procedures. At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the Contractor, signed by the Contractor's designated representative, and furnished to the Government within two (2) workdays of the subject meeting. The Project manager, and all designated representatives, shall be able to fluently read, write, and speak the English language.

The Project Manager or alternate must be available during normal duty hours, as specified herein and to meet with government personnel within 24 hours notification to discuss problems.

The Project Manager may not be diverted to other projects for 14 consecutive days or more without giving prior written notification to the contracting officer or his representative. Such notification shall include a justification for the diversion, together with information on the proposed substitute in sufficient detail to permit analysis of any potential negative effects on contract performance. No substitution shall be made without the written consent of the contracting officer; provided, however, that the contracting officer may grant such consent retroactively. Any such substitution of a permanent nature will be made a part of this contract through the issuance of a modification.

When the Project Manager is temporarily unavailable to manage the contract effort for a period longer than 72 hours, including absences due to vacation or illness, the contractor will provide to the COR a written designation of an alternate representative, itemizing any limitations in the alternate's authority. The procedures of paragraph (b) above do not apply to such temporary designations unless they are expected to exceed the time period indicated in that paragraph.

G.2 OTHER ADMINISTRATIVE CONSIDERATIONS

G.2.1 Correspondence

To promote timely and effective administration, correspondence shall be subject to the following procedures:

(a) Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the Contracting Officer's Representative (COR) with an information copy to the Contracting Officer (CO).

(b) All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations or modifications to the requirements, terms or conditions of this SOW) shall be addressed to the Contracting Officer with an information copy to the COR.

G.2.2 Electronic Invoicing and Payment Requirements – Invoice Processing Platform (IPP) (September 2011)

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Invoice Processing Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions – Commercial Items included in commercial item contracts. The IPP website address is: <https://www.ipp.gov>. The Contractor must use the IPP website to register, access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in CCR) will receive enrollment instructions via email from the Federal Reserve Bank of Boston (FRBB) within 3 – 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email ippgroup@bos.frb.org or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer with its proposal or quotation.

G.2.2.1 Additional Invoicing Instructions

Any payment under this task order to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. The Contractor shall bill either monthly or quarterly, in arrears, in accordance with 31 U.S.C 3324.

G.3 METHOD OF PAYMENT

The Department of the Interior has adopted the Department of Defense's Central Contractor Registration database as its database for contractor information. All payments by the Government under this contract shall be made by electronic funds transfer (EFT). Therefore, the provisions of FAR 52-232.33, Payment by Electronic Funds Transfer – Central Contractor Registration, apply and are hereby incorporated by reference in Section I of this contract.

G.4 PAYMENT FOR UNAUTHORIZED WORK

No payments will be made for any unauthorized supplies and/or services, or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor of their own volition or at the request of an individual other than a duly appointed Contracting Officer. Only a duly appointed Contracting Officer is authorized to change the specifications, terms, and conditions under this effort.

G.5 DIAPR 2010-18 AUTHORITIES AND DELEGATIONS (INTERIM - MAY 2010)

(a) The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

(b) The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment. The contractor will be notified of the name and other contact information of the COR/COTR, once they are established.

(c) The COR is not authorized to perform, formally or informally, any of the following actions:

- (1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;
- (2) Waive or agree to modification of the delivery schedule;
- (3) Make any final decision on any contract matter subject to the Disputes Clause;
- (4) Terminate, for any reason, the Contractor's right to proceed;
- (5) Obligate in any way, the payment of money by the Government.

(d) The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph (c) prior to receipt of the Contracting Officer's response issued under paragraph (e) of this clause.

(e) The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph (d) of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

(f) The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

(g) Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

(End of notice)

SECTION H - SPECIAL CONTRACT REQUIREMENTS**H.1 ADVERTISING OF AWARD**

The contractor shall not refer to this award in commercial advertising, or similar promotions in such a manner as to state or to imply that the product or services provided is endorsed, preferred, or is considered superior to other products or services by the Department of the Interior (DOI). This includes advertising, or similar promotions, in all forms or electronic, broadcast, and print media.

In addition, the contractor is restricted from reproducing the image(s) of the DOI in any form of commercial advertising, or similar promotion. This includes images of official seals and buildings. The reproduction of official seals and the images of buildings is a matter controlled by regulation and Executive Order. Any proposed usage of such symbols must be brought to the attention of the Contracting Officer.

H.2 PRINTING

The Contractor shall not engage in, nor subcontract for, any printing (as that term is defined in Title I of the Government Printing and Binding Regulations in effect on the effective date of this contract) in connection with the performance of work under this contract provided, however, that performance of a requirement under this contract involving the reproduction of less than 5,000 production units of any one page, or less than 25,000 production units in the aggregate of multiple pages, will not be deemed to be printing. A production unit is defined as one sheet, size 8.5 x 11 inches, one side only one color.

H.3 KEY PERSONNEL

Any key personnel applicable to this acquisition shall be identified in the individual task orders.

H.4 CONTRACTOR INTERFACES

The Contractor and/or his subcontractors may be required as part of the performance of this contract to work with other Contractors supporting the IT Transformation Initiative for the Government. Such other Contractors shall not direct this Contractor and/or their subcontractors in any manner. Also, this Contractor and/or their subcontractors shall not direct the work of other Contractors in any manner.

The Government shall establish an initial contact between the Contractor and other Contractors and shall participate in an initial meeting at which the conventions for the scheduling and conduct of future meetings/contacts will be established. Any CORs of other efforts shall be included in any establishment of conventions.

H.5 WARRANTY AGAINST DUAL COMPENSATION

The contractor warrants that if he/she is involved in two or more projects, at least one of which is supported by Federal funds, he/she may not be compensated for more than 100% of his/her time during any part of the period of dual involvement.

H.6 RESTRICTIONS ON FUTURE CONTRACTING WITH DOI

It is agreed by the parties to this contract that the contractor will be restricted in its future contracting with DOI in the manner described herein. Except as specifically stated herein, the contractor shall compete for DOI business on an equal basis with other companies.

If the contractor, under the terms of this contract, or through the performance of tasks pursuant to this contract, is required to develop specifications or statements of work which are to be incorporated into a solicitation, the contractor will be ineligible to perform the work described within that solicitation as a prime or first-tier subcontractor under the resultant contract. Such restrictions shall remain in effect for three (3) years following completion of work under this contract. DOI will not unilaterally require the contractor to prepare such specifications or statements of work under this contract.

The restrictions as stated herein may be waived by the Contracting Officer if it is determined that such restrictions would be detrimental to any Government program.

H.7 RESERVED**H.8 DISPOSITION OF MATERIAL**

Upon termination or completion of all work under this contract, the Contractor shall prepare for shipment, deliver f.o.b. destination, or dispose of all materials received from the Government and all residual materials produced in connection with the performance of this contract as may be directed by the Contracting Officer, or as specified in other provisions of this contract. All materials produced or required to be delivered under this contract become and remain the property of the Government.

H.9 CONFIDENTIALITY OF DATA

a) The work under this contract requires access to proprietary, business confidential, or financial data of other companies and/or Government internal scientific, planning or procurement sensitive/source selection data, which, if released to third parties may give unfair business, technical, or competitive advantages. As long as such data remains proprietary or business confidential, the contractor shall protect such data from unauthorized use and disclosure and agrees not to use it to compete with such companies or for any purpose other than performance of this contract.

b) This data may be in various forms, such as documents, raw photographic films, magnetic or digital media, photographic prints, computer system data, or it may be interpretative results derived from analysis, investigative, or study effort. Regardless of the form of this data, the contractor agrees that neither it nor any of its employees will disclose to third parties any such data, or derivatives thereof, except as may be required in the performance of this contract. Further, the contractor will not copy any of this data, or derivatives thereof, other than as necessary for the performance of this contract.

c) The contractor will establish policies and procedures to implement the substance of this clause at the individual employee level which will assure that affected employees are made aware of the contract provision and the contractor's implementing policies and procedures. Particular attention will be given to keeping employees advised of statutes and regulations applicable to the handling of third party confidential or financial data.

d) This clause does not preclude the contractor and/or its employees from independently acquiring and using data from legitimate sources outside of this contract, or from performing and using independent analysis of data so acquired, provided that the contractor and/or its employees fully document the source of such data, and the independence of any such analysis.

e) The Contractor shall immediately notify, in writing, the Contracting Officer in the event that the Contractor determines or has reason to suspect a breach of this requirement.

f) The contractor will insert the substance of this clause in each subcontract hereunder (other than for purchase of supplies or equipment) unless the Contracting Officer has waived this requirement, in writing, as to particular subcontracts or classes of subcontracts.

g) Any unauthorized disclosure of information may result in termination of this contract for cause.

H.10 SECTION 508 APPLICABLE STANDARDS

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), individuals with disabilities must have access to and use of information and data that is comparable to individuals without disabilities. Requirements for accessibility based on Section 508 are determined to be relevant for cloud computing. The following requirements apply to this acquisition.

- 36 CFR Section 1194.21 – Software Applications and Operating Systems
- 36 CFR Section 1194.22 – Web-based Internet Information and Applications
- 36 CFR Section 1194.23 – Telecommunication Products
- 36 CFR Section 1194.24 – Video and Multimedia Products
- 36 CFR Section 1194.31 – Functional Performance Criteria
- 36 CFR Section 1194.41 – Information, Documentation, and Support

A description of the Section 508 standards is located at <http://www.section508.gov/index.cfm?fuseAction=stdsdoc>.

H.11 TITLE TO MATERIALS

Other than the rights and interests expressly set forth in this agreement, the Government retains exclusive right, title, and interest (including but not limited to intellectual property rights and licenses) in and to all its data. Government data includes, without limitation, the results of any processing of Government data that occurs on any Contractor provided system. The Contractor acquires no rights or licenses through this agreement (including but not limited to intellectual property rights or licenses) to use the Government's data for its own purposes. The Contractor does not acquire and may not claim any security interest in the data.

The Government retains the right to access and retrieve its data stored on the Contractor's service infrastructure at its sole discretion and in an accessible (i.e., nonproprietary) format.

H.12 INDEMNITY

The Contractor shall hold and save the Government, its officers, agents and employees, harmless from liability of any nature or kind, including costs and expenses to which they may be subject, for or on account of any or all suits or damages of any character whatsoever resulting from injuries or damages sustained by any person or persons or property by virtue of performance of this contract, arising or resulting in whole or in part from the fault, negligence, wrongful act or wrong mission of the Contractor, or any subcontractor, or their employees, agents, etc.

Nothing in paragraph a above shall be considered to preclude the Government from receiving the benefits of any insurance the Contractor may carry which provides for the indemnification of any loss or destruction of, or damages to property in the custody and care of the Contractor where such loss, destruction or damage is the Government property. The Contractor shall do nothing to prejudice the Government's right to recover against third parties for any loss, destruction of, or damage to Government property, and upon the request of the Contracting Officer shall, at the Government's expense, furnish the Government all reasonable assistance and cooperation (including assistance in the prosecution of suit and the execution of instruments of assignment in favor of the Government) in obtaining recovery.

The contractor agrees to include this clause, appropriately modified, in all subcontracts to be performed under this contract.

H.13 AUTHORITY TO OBLIGATE THE GOVERNMENT

The Contracting Officer is the only individual who can legally commit or obligate the Government to the expenditure of public funds. No cost chargeable to the proposed contract can be incurred before receipt of a fully executed contract and/or task order or specific authorization from the Contracting Officer.

H.14 TECHNOLOGY REFRESH/ENHANCEMENT (TRE) PROPOSALS

During the performance of this contract, the Government may solicit, and at the Contractor's discretion may submit Technology Refresh/Enhancement (TRE) Proposals. TRE means any changes and/or enhancements within the service areas and/or service lines contained in this contract. This may include any service areas and/or service lines that are not specified within the contract as long as they are within the general scope. The TRE shall contain the documentation by which any proposed change is described, justified, and submitted to the procuring activity for approval or disapproval. These TREs, must be within the general scope of this contract, may be requested by the Government and/or proposed by the contractor, for certain requirements specified herein. The TREs may include but are not limited to enhancements, technology refresh or renewal, and/or for any other purpose which present a system or service performance advantage to the Government. Improvement in technology which better provides for the needs of employees/users with disabilities is especially encouraged. Implementation of an approved TRE may occur by either a supplemental agreement or, if appropriate, as a written change order to the contract. Additionally, the DOI considers Data Center Consolidation or emergency operations requirements, and any hosting and associated support services necessary, to be within scope of this contract. Therefore, any modifications and/or task orders may be executed for any requirements within this area. This would include Contractor operation and maintenance of Government owned assets within either Government or Contractor owned and operated facilities.

- a) At a minimum, any proposal submitted by the Contractor pursuant to this clause shall include the following information:
 - 1) A statement to the effect that the proposal is being submitted pursuant to this clause;
 - 2) A detailed technical description of the proposed changes;
 - 3) A detailed comparison between the existing contract requirements and the proposed changes, including the advantages and disadvantages of each;
 - 4) An itemized list of each contract requirement, including any delivery schedules or completion dates that would, in the Contractor's opinion, be effected by the proposed changes;
 - 5) An estimate of any change (increase or decrease) to the contract's price, including any related cost;
 - 6) An estimate of the date by which the Government should accept the proposal in order to receive maximum benefits; and,
 - 7) The date until which the proposal is valid. (This date must provide reasonable time for the Government to review the proposal.)
- b) The Contractor may withdraw, in whole or in part, any improvement proposal which is not accepted by the Government within the specified time for acceptance.
- c) The Contracting Officer shall accept or reject any improvement proposal by giving the Contractor written notice of such acceptance or rejection.
- d) If the proposal is accepted, the Contracting Officer shall issue a contract modification to incorporate any necessary changes into the contract, including any increase or decrease in the contract price. Such adjustment shall be made in accordance with the changes clause of this contract.

- e) Unless and until the contract is modified in writing to incorporate any changes resulting from the Government's acceptance of an improvement proposal, the Contractor shall continue to perform in accordance with the contract's existing terms and conditions.
- f) The Contracting Officer's decision to accept or reject any improvement proposal shall be final and shall not be subject to the terms cited in the disputes clause. Furthermore, the Government shall not be liable for the direct reimbursement of any proposal costs. In no event shall the Government be liable for any additional costs incurred by the Contractor due to the Government's delay in accepting or rejecting any improvement proposal.
- g) The Contractor is requested to identify specifically any information contained in its improvement proposal which it considers confidential and/or proprietary and which it prefers not be disclosed outside the Government. The Contractor's identification of information as confidential and/or proprietary is for informational purposes only and shall not be binding on the Government. The Contractor is advised that such information may be subject to releases under the Freedom of Information Act (5 U.S.C. 552).

H.15 OFF RAMP

- a) To ensure success of the Foundation Cloud Hosting Services, each Contractor is expected to participate in the ordering process by submitting proposals in response to task order requests (TORs) for which the Contractor has a reasonable chance for award, to successfully perform the terms of their Orders, and to promptly improve performance when it does not meet the terms of the Orders. If a Contractor does not meet these expectations, it is the Government's intent to "off-ramp" the Contractor by:
 - b) Permitting such Contract to expire instead of exercising the Option; or
 - c) Implementing a termination for convenience (if applicable and only if such action is in the Government's best interest); or
 - d) Implementing a termination for default, if applicable; or
 - e) Taking any other action which may be permitted under the Foundation Cloud Hosting Services Contract's terms and conditions.

H.16 ON RAMP

Consistent with FAR 16.504(c)(1)(ii)(A), the Contracting Officer has determined it is in the Government's best interest that at all times during the term of the Contract, there remain an adequate number of Contractors eligible to compete for Orders. Over time, the total number of Contractors may fluctuate due to various reasons including industry consolidation, significant changes in the marketplace or advances in technology, general economic conditions, the Government's exercise of the off-ramp process, or other reasons. Recognizing this, DOI intends to periodically review the total number of Contractors participating in the Foundation Cloud Hosting Services Ordering Process and determine whether it would be in the Government's best interest to initiate an open season to add new contractors to the Basic Contract.

H.17 OPEN SEASON PROCEDURES

If DOI determines that it would be in the Government's best interest to open a new solicitation to add new contractors to this contract, the Contracting Officer may do so at any time provided:

- a) The solicitation is issued under then-applicable federal procurement law;
- b) The solicitation identifies the total approximate number of new awards that the Contracting Officer intends to make. The Contracting Officer may decide to award more or fewer Contracts than the number anticipated in the solicitation depending upon the overall quality of the offers received and also reserves the right to limit open season to only small business concerns;
- c) Any Contractor that meets the eligibility requirements set forth in the new solicitation submits a proposal in response to the solicitation; however, existing Contractors may not hold more than one contract at any time;
- d) The award decision under any solicitation is based upon substantially the same evaluation factors/sub-factors as the original solicitation;
- e) The terms and conditions of any resulting awards from a new solicitation are materially identical to the existing version of the Contract;
- f) The term for any such new awards from a solicitation is co-terminus with the existing term for all other Contractors, including the option period (if applicable); and
- g) If awarded a contract, any new Contractor is eligible to submit a proposal in response to any task order requests and receive task order awards with the same rights and obligations as any other Contractor.

H.18 GOVERNMENT OPERATIONAL READINESS ASSESSMENT TESTING (GORAT)**H.18.1 Pre-Award GORAT**

The Government, at its discretion, may require pre-award testing, upon identification of the apparent awardee, for any subsequently issued task orders. Task order award maybe contingent upon successful completion of capability and performance demonstrations and pre-award testing, which may include, but is not limited to demonstration in the following objective areas: Performance, usability, flexibility and extensibility of the solution. However, the scope and time frame of the pre-award GORAT will be as specified in the task order.

H.18.2 POST-Award GORAT

Upon award of a task order issued under this IDIQ contract, the Government reserves the right to conduct a post-award GORAT and will be specified within the individual task order(s). The Government and Contractor will cooperate to complete initial GORAT Testing. The scope and time frame of the post-award GORAT will be as specified in the task order.

H.19 FAIR OPPORTUNITY ORDERING**H.19.1 General**

Individual orders will describe services to be performed or supplies to be delivered so that the full price for the performance of the work can be established when the order is placed. Orders will be within the scope of the contract, will be issued within the period of performance, will be within the maximum value of the contract, and will follow the fair opportunity process as described below. However, the Government reserves the right to set aside individual task orders under this contract for small businesses, or to include an evaluation preference for small businesses on individual task orders, provided there is a reasonable expectation of receiving responses from sufficient small business sources to ensure adequate competition in terms of fair and reasonable price, technical quality, and/or delivery. In accordance with FAR 16.505(b)(6), to ensure all contractors are afforded a fair opportunity to be considered for award, consistent with procedures in the contract the Competition Advocate is designated as OMBUDSMAN.

Orders may be issued any time during the term of the contract or any extension. All orders issued before the end of the contract term shall be honored and performed by the contractor, following the terms and conditions of the contract. All orders are subject to the terms and conditions of this contract. In the event of a conflict between an order and this contract, the contract shall prevail.

H.19.2 Fair Opportunity Process

The following fair opportunity process will be utilized in placing orders against this contract in order to provide all contractors, within their technical service lines(s), a fair opportunity to be considered for an order.

The fair opportunity process described in the Federal Acquisition Regulation (FAR) 16.505(b) and the Draft Order Guide, see Section J, Attachment 45, applies to this contract. The Government will provide a fair opportunity to all awardees within the applicable Service Model, except as provided for in paragraph H.19.3, Exceptions to Fair Opportunity, of this section.

The Government reserves the right to modify this process, including the Draft Ordering Guide, and will notify the contractor of any such modifications in advance of any orders being placed using the modified process without additional cost to the Government. Additionally, the Government reserves the right to issue orders orally, by facsimile, or by any other electronic commerce methods.

H.19.3 Exceptions to Fair Opportunity

Orders may be issued without the fair opportunity process whenever circumstances warrant the exercise of any exception set forth in 41 United States Code (USC) §253j.

Certain Agencies may have additional requirements for use of an exception to the fair opportunity process. Under those circumstances, the Agency or an Agency conducting the fair opportunity process on behalf of another Agency must meet the Agency's additional requirements. Agencies will consider the following in conducting and documenting the fair opportunity order placement decision. These examples are provided only for illustrative purposes:

The following describes the possible exceptions and examples that an Agency may determine apply under this contract.

- Exception Provided for by 41 USC §253j
- Examples that Qualify as Exceptions
 - Unusual urgency that would lead to unacceptable delays
 - Natural disaster or other emergency
 - Military/mobilization
 - Immediate short-term need arising on short notice
 - Only one capable contractor
 - Only one contractor offers service
 - Only one contractor offers service to locations needed
 - Only one contractor can demonstrate it is capable of providing service as required by user or to required locations
 - Economy, efficiency, and logical follow-on to an order already issued under Fair Consideration
 - Orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training, or other support systems
 - Need to satisfy Minimum Guarantees

H.19.4 Protests and Complaints

No protest under FAR Subpart 33.1 is authorized in connection with the issuance or proposed issuance of an order under this contract, except for a protest on the grounds that the order increases the scope, period, or maximum value of the contract (10 U.S.C. 2304c(e) and 41 U.S.C. 253j(d)) and in accordance with FAR Subpart 16.505.

H.20 EARNED VALUE MANAGEMENT SYSTEM (July 2006)

- (a) The Contractor shall use an earned value management system (EVMS) that has been determined by the Cognizant Federal Agency (CFA) to be compliant with the guidelines in ANSI/EIA Standard - 748 (current version at the time of award) to manage this contract. If the Contractor's current EVMS has not been determined compliant at the time of award, see paragraph (b) of this clause. The Contractor shall submit reports in accordance with the requirements of this contract.

- (b) If, at the time of award, the Contractor's EVM System has not been determined by the CFA as complying with EVMS guidelines or the Contractor does not have an existing cost/schedule control system that is compliant with the guidelines in ANSI/EIA Standard - 748 (current version at time of award), the Contractor shall—
- (1) Apply the current system to the contract; and
 - (2) Take necessary actions to meet the milestones in the Contractor's EVMS plan approved by the Contracting Officer.
- (c) The Government will conduct an Integrated Baseline Review (IBR). If a pre-award IBR has not been conducted, a post award IBR shall be conducted as early as practicable after contract award.
- (1) Exercise of significant options; or
 - (2) Incorporation of major modifications.
- (d) The Contracting Officer may require an IBR at—
- (e) Unless a waiver is granted by the CFA, Contractor proposed EVMS changes require approval of the CFA prior to implementation. The CFA will advise the Contractor of the acceptability of such changes within 30 calendar days after receipt of the notice of proposed changes from the Contractor. If the advance approval requirements are waived by the CFA, the Contractor shall disclose EVMS changes to the CFA at least 14 calendar days prior to the effective date of implementation.
- (f) The Contractor shall provide access to all pertinent records and data requested by the Contracting Officer or a duly authorized representative as necessary to permit Government surveillance to ensure that the EVMS conforms, and continues to conform, with the performance criteria referenced in paragraph (a) of this clause.
- (g) The Contractor shall require the subcontractors specified below to comply with the requirements of this clause:

All subcontractors as identified in the Contractor's proposal dated November 19, 2012, submitted in response to the Foundation Cloud Hosting Solicitation, D12PS00316, are hereby required to comply with the terms and conditions of this clause, unless otherwise agreed upon. This also applies to any subsequent task orders.

(End of clause)

H.21 CONTRACTOR'S PROPOSAL

The contractor's proposal dated November 19, 2012, is hereby incorporated into this contract by reference with the same force and effect as if included in full text. Any conflict between and terms and conditions of this contract and the contractor's proposal, shall be resolved by giving precedence to the terms and conditions contain in this contract.

SECTION I - CONTRACT CLAUSES**I.1 FAR 52.252-2 – CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

FAR Clauses: <http://www.acquisition.gov/comp/far/loadmainre.html> and DIAR Clauses: <http://farsite.hill.af.mil/vfdiara.htm>

<u>Clause</u>	<u>Title</u>	<u>Date</u>
52.202-1	Definitions	JAN 2012
52.203-3	Gratuities	APR 1984
52.203-5	Convenant Against Contingent Fees	APR 1984
52.203-6	Restrictions on Subcontractor Sales to the Government	SEPT 2006
52.203-7	Anti-Kickback Procedures	OCT 2010
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	OCT 2010
52.204-4	Printed or Copied Double-Sided on Recycled Paper	MAY 2011
52.204-7	Central Contractor Registration	FEB 2012
52.209-6	Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment	DEC 2010
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-11	Price Reduction for Defective Cost or Pricing Data—Modifications	AUG 2011
52.215-17	Waiver of Facilities Capital Cost of Money	OCT 1997
52.215-21	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data—Modifications	OCT 2010
52.216-2	Economic Price Adjustment – Standard Supplies	JAN 1997
52.216-4	Economic Price Adjustment – Labor and Materials	JAN 1997
52.216-5	Price Redetermination – Prospective	OCT 1997
52.216-7	Allowable Cost and Payment	JUN 2011
52.217-2	Cancellation Under Multi-year Contracts	OCT 1997
52.219-4	Notice of Price Evaluation preference for HUBZone Small Business Concerns	JAN 2011
52.219-8	Utilization of Small Business Concerns	JAN 2011
52.219-9	Small Business Subcontracting Plan ALT II – OCT 2001	JAN 2011
52.219-16	Liquidated Damages—Subcontracting Plan	JAN 1999
52.219-24	Small Disadvantaged Business Participation Program—Targets	OCT 2000

Clause	Title	Date
52.219-28	Post Award Small Business Program Representation	APR 2012
52.222-2	Payment for Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-4	Contract Work Hours and Safety Standards Act— Overtime Compensation	JUL 2005
52.222-21	Prohibition of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	MAR 2007
52.222-29	Notification of Visa Denial	JUN 2003
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	SEPT 2010
52.222-36	Affirmative Action for Workers with Disabilities	OCT 2010
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	SEP 2010
52.222-38	Compliance with Veterans' Employment Reporting Requirements	SEP 2010
52.222-41	Service Contract Act of 1965	NOV 2007
52.222-43	Fair Labor Standards Act and Service Contract Act – Price Adjustment (Multiple Year and Option Contracts)	SEP 2009
52.223-5	Pollution Prevention and Right-to-Know Information	MAY 2011
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	MAY 2011
52.223-15	Energy Efficiency in Energy-Consuming Products	DEC 2007
52.223-18	Encouraging Contractor Policies to Ban Text Messaging While Driving	AUG 2011
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.225-25	Prohibition on Contracting with Entities Engaging in Sanctioned Activities Relating to Iran— Representation and Certification	NOV 2011
52.227-1	Authorization and Consent	DEC 2007
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	DEC 2007
52.227-3	Patent Indemnity	APR 1984
52.227-14	Rights in Data—General ALT II – DEC 2007 ALT III – DEC 2007	DEC 2007
52.227-16	Additional Data Rights Requirements	JUN 1987
52.227-17	Rights in Data—Special Works	DEC 2007
52.227-18	Rights in Data—Exiting Works	DEC 2007
52.228-5	Insurance—Work on a Government Installation	JAN 1997
52.228-7	Insurance—Liability to Third Persons	MAR 1996
52.229-3	Federal, State, and Local Taxes	APR 2003
52.232-1	Payments	APR 1984

<u>Clause</u>	<u>Title</u>	<u>Date</u>
52.232-7	Payments under Time-and-Materials and Labor-Hour Contracts	FEB 2007
52.232-8	Discount for Prompt Payment	FEB 2002
52.232-9	Limitation on Withholding of Payments	APR 1984
52.232-17	Interest	OCT 2010
52.232-18	Availability of Funds	APR 1984
52.232-19	Availability of Funds for the Next Fiscal Year Fill-in: TBD at Task Order Award	APR 1984
52.232-22	Limitation of Funds	APR 1984
52.232-23	Assignment of Claims	JAN 1986
52.232-25	Prompt Payment	OCT 2008
52.232-33	Payment by Electronic Funds Transfer-- Central Contractor Registration	OCT 2003
52.233-1	Disputes--Alternate I	DEC 1991
52.233-3	Protest After Award	AUG 1996
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.234-3	Notice of Earned Value Management System - Post Award IBR	JUL 2006
52.234-4	Earned Value Management System.	JUL 2006
52.237-2	Protection of Government Buildings, Equipment and Vegetation	APR 1984
52.237-3	Continuity of Services	JAN 1991
52.237-10	Identification of Uncompensated Overtime	OCT 1997
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes—Fixed Price	AUG 1987
52.243-3	Changes—Time-and-Materials or Labor-Hours	SEPT 2000
52.244-2	Subcontracts Fill-in: (d) TBD at Task Order Awards (j) TBD at Task Order Awards	OCT 2010
52.244-5	Competition in Subcontracting	DEC 1996
52.245-1	Government Property	APR 2012
52.246-25	Limitation of Liability—Services	FEB 1997
52.247-1	Commercial Bill of Lading Notations	FEB 2006
52.247-63	Preference for U.S. – Flag Air Carriers	JUN 2003
52.247-64	Preference for Privately Owned U.S. – Flag Commercial Vessels	FEB 2006
52.248-1	Value Engineering	OCT 2010
52.249-2	Termination for Convenience of the Government (Fixed Price)	APR 2012
52.249-8	Default (Fixed-Price Supply and Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 2012
52.251-2	Interagency Fleet Management System Vehicles and Related Services	JAN 1991
52.253-1	Computer Generated Forms	JAN 1991
1452.224-1	Privacy Act Notification (Deviation)	JUL 1996

I.2 Department of the Interior Acquisition Regulation (DIAR)

The contract clauses set forth in the following paragraphs of the Department of the Interior Acquisition Regulation (DIAR) are incorporated in this contract with the same force and effect as though set forth herein in full text. The designated clauses are incorporated as they appear in the DIAR on the date of this contract, notwithstanding the date referenced.

<u>Clause</u>	<u>Title</u>	<u>Date</u>
1452.215-70	Examination of Records by the DOI	APR 1984
1452.228-70	Liability Insurance—DOI	JULY 1996

I.3 FAR 52.203-10 – PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY (Jan 1997)

(a) The Government, at its election, may reduce the price of a fixed-price type contract and the total cost and fee under a cost-type contract by the amount of profit or fee determined as set forth in paragraph (b) of this clause if the head of the contracting activity or designee determines that there was a violation of subsection 27(a), (b), or (c) of the Office of Federal Procurement Policy Act, as amended (41 U.S.C. 423), as implemented in section 3.104 of the Federal Acquisition Regulation.

(b) The price or fee reduction referred to in paragraph (a) of this clause shall be—

(1) For cost-plus-fixed-fee contracts, the amount of the fee specified in the contract at the time of award;

(2) For cost-plus-incentive-fee contracts, the target fee specified in the contract at the time of award, notwithstanding any minimum fee or “fee floor” specified in the contract;

(3) For cost-plus-award-fee contracts—

(i) The base fee established in the contract at the time of contract award;

(ii) If no base fee is specified in the contract, 30 percent of the amount of each award fee otherwise payable to the Contractor for each award fee evaluation period or at each award fee determination point.

(4) For fixed-price-incentive contracts, the Government may—

(i) Reduce the contract target price and contract target profit both by an amount equal to the initial target profit specified in the contract at the time of contract award; or

(ii) If an immediate adjustment to the contract target price and contract target profit would have a significant adverse impact on the incentive price revision relationship under the contract, or adversely affect the contract financing provisions, the Contracting Officer may defer such adjustment until establishment of the total final price of the contract. The total final price established in accordance with the incentive price revision provisions of the contract shall be reduced by an amount equal to the initial target profit specified in the contract at the time of contract award and such reduced price shall be the total final contract price.

(5) For firm-fixed-price contracts, by 10 percent of the initial contract price or a profit amount determined by the Contracting Officer from records or documents in existence prior to the date of the contract award.

(c) The Government may, at its election, reduce a prime contractor's price or fee in accordance with the procedures of paragraph (b) of this clause for violations of the Act by its subcontractors by an amount not to exceed the amount of profit or fee reflected in the subcontract at the time the subcontract was first definitively priced.

(d) In addition to the remedies in paragraphs (a) and (c) of this clause, the Government may terminate this contract for default. The rights and remedies of the Government specified herein are not exclusive, and are in addition to any other rights and remedies provided by law or under this contract.

(End of clause)

I.4 FAR 52.216-24 LIMITATION OF GOVERNMENT LIABILITY (APR 1984)

(a) In performing this contract, the Contractor is not authorized to make expenditures or incur obligations exceeding current obligated dollars.

(b) The maximum amount for which the Government shall be liable if this contract is terminated is the negotiated settlement dollars.

(End of clause)

I.5 FAR 52.217-8 – OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within any time prior to expiration of the current period of performance.

(End of clause)

I.6 FAR 52.217-9 – OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within any time prior to the end of the current contract period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least thirty (30) calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed ten (10) years.

(End of clause)

I.7 FAR 52.216-18 ORDERING (Oct 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from date of award through the end of any current option or base period of this contract.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered “issued” when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

I.8 FAR 52.216-19 ORDER LIMITATIONS (OCT 1995)

(a) *Minimum order.* When the Government requires supplies or services covered by this contract in an amount of less than \$5,000, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) *Maximum order.* The Contractor is not obligated to honor—

- 1) Any order for a single item in excess of \$1,000,000,000;
- 2) Any order for a combination of items in excess of \$1,000,000,000; or
- 3) A series of orders from the same ordering office within one (1) day(s) that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (*i.e.*, includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within two (2) days after issuance, with written notice stating the Contractor’s intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

I.9 FAR 52.216-22 INDEFINITE QUANTITY (Oct 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the “maximum.” The Government shall order at least the quantity of supplies or services designated in the Schedule as the “minimum.”

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; *provided*, that the Contractor shall not be required to make any deliveries under this contract after the expiration date of the current period of performance or individual order, whichever is later.

(End of clause)

I.10 FAR 52.252-6 – AUTHORIZED DEVIATION IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Department of the Interior Acquisition Regulation (48 CFR Chapter 14) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of Clause)

I.11 DEPARTMENT OF THE INTERIOR ACQUISITION REGULATION (DIAR)

The contract clauses set forth as follows are the Department of the Interior Acquisition Regulation (DIAR) clause.

I.11.1 1452.203-70, Restriction on Endorsements—DOI (JUL 1996)

The Contractor shall not refer to contracts awarded by the Department of the Interior in commercial advertising, as defined in FAR 31.205-1, in a manner which states or implies that the product or service provided is approved or endorsed by the Government, or is considered by the Government to be superior to other products or services. This restriction is intended to avoid the appearance of preference by the Government toward any product or service. The Contractor may request the Contracting Officer to make a determination as to the propriety of promotional material.

(End of clause)

I.11.2 1452.204-70, Release of Claims—DOI (JUL 1996)

After completion of work and prior to final payment, the Contractor shall furnish the Contracting Officer with a release of claims against the United States relating to this contract. The Release of Claims form (DI-137) shall be used for this purpose. The form provides for exception of specified claims from operation of the release.

(End of clause)

I.11.3 1452.215-71, Use and Disclosure of Proposal Information (APR 1984)

(a) Definitions. For the purposes of this provision and the Freedom of Information Act (5 U.S.C. 552), the following terms shall have the meaning set forth below:

(1) "Trade Secret" means an unpatented, secret, commercially valuable plan, appliance, formula, or process, which is used for making, preparing, compounding, treating or processing articles or materials which are trade commodities.

(2) "Confidential commercial or financial information" means any business information (other than trade secrets) which is exempt from the mandatory disclosure requirement of the Freedom of Information Act, 5 U.S.C. 552. Exemptions from mandatory disclosure which may be applicable to business information contained in proposals include exemption (4), which covers "commercial and financial information obtained from a person and privileged or confidential," and exemption (9), which covers "geological and geophysical information, including maps, concerning wells."

(b) If the offeror, or its subcontractor(s), believes that the proposal contains trade secrets or confidential commercial or financial information exempt from disclosure under the Freedom of Information Act, (5 U.S.C. 552), the cover page of each copy of the proposal shall be marked with the following legend:

"The information specifically identified on pages _____ of this proposal constitutes trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law. The offeror also requests that this information not be used in whole or part by the government for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result of or in connection with the submission of the proposal, the Government shall have the right to use the information to the extent provided in the contract."

(c) The offeror shall also specifically identify trade secret information and confidential commercial and financial information on the pages of the proposal on which it appears and shall mark each such page with the following legend:

"This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal."

(d) Information in a proposal identified by an offeror as trade secret information or confidential commercial and financial information shall be used by the Government only for the purpose of evaluating the proposal, except that (i) if a contract is awarded to the offeror as a result of or in connection with submission of the proposal, the Government shall have the right to use the information as provided in the contract, and (ii) if the same information is obtained from another source without restriction it may be used without restriction.

(e) If a request under the Freedom of Information Act seeks access to information in a proposal identified as trade secret information or confidential commercial and financial information, full consideration will be given to the offeror's view that the information constitutes trade secrets or confidential commercial or financial information. The offeror will also be promptly notified of

the request and given an opportunity to provide additional evidence and argument in support of its position, unless administratively unfeasible to do so. If it is determined that information claimed by the offeror to be trade secret information or confidential commercial or financial information is not exempt from disclosure under the Freedom of Information Act, the offeror will be notified of this determination prior to disclosure of the information.

(f) The Government assumes no liability for the disclosure or use of information contained in a proposal if not marked in accordance with paragraphs (b) and (c) of this provision. If a request under the Freedom of Information Act is made for information in a proposal not marked in accordance with paragraphs (b) and (c) of this provision, the offeror concerned shall be promptly notified of the request and given an opportunity to provide its position to the Government. However, failure of an offeror to mark information contained in a proposal as trade secret information or confidential commercial or financial information will be treated by the Government as evidence that the information is not exempt from disclosure under the Freedom of Information Act, absent a showing that the failure to mark was due to unusual or extenuating circumstances, such as a showing that the offeror had intended to mark, but that markings were omitted from the offeror's proposal due to clerical error.

(End of provision)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE _____ PAGE OF PAGES
 1 | 3

2. AMENDMENT/MODIFICATION NO. 0001
 3. EFFECTIVE DATE 05/22/2014
 4. REQUISITION/PURCHASE REQ. NO. _____
 5. PROJECT NO. (If applicable) _____

6. ISSUED BY CODE D23
 Interior Business Center, AQD
 Division 2 /Branch 3
 381 Elden St
 Suite 4000
 Herndon VA 20170

7. ADMINISTERED BY (If other than Item 6) CODE D23
 DOI, Interior Business Center, AQD
 Division 2/Branch 3
 381 Elden St
 Suite 4000
 Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)
 CGI FEDERAL INC.
 Attn: ATTN GOVERNMENT POC
 12601 FAIR LAKES CIR
 FAIRFAX VA 22033-4902

9A. AMENDMENT OF SOLICITATION NO. _____
 9B. DATED (SEE ITEM 11) _____

10A. MODIFICATION OF CONTRACT/ORDER NO. D13PC00021
 10B. DATED (SEE ITEM 13) 09/06/2013

CODE 0070289684 FACILITY CODE _____

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) _____

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: _____

D. OTHER (Specify type of modification and authority) _____

E. IMPORTANT: Contractor is not. is required to sign this document and return _____ 0 _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification hereby changes the Contracting Officer from Terrie L. Callahan to Matthew Shigley. This modification also changes the National Business Center to the Interior Business Center; corrects Rob Stoltz email address, and corrects the COR's Name and email address. The shade method has been used to identify the lines of text/data that has changed. Remove and replace pages G-1 & G-2.

Payment Terms:
 ACCP
 Period of Performance: 05/01/2013 to 04/30/2016

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) _____ 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Terrie Callahan

15B. CONTRACTOR/OFFEROR _____ 15C. DATE SIGNED _____ 16B. UNITED STATES OF AMERICA _____ 16C. DATE SIGNED 05/23/2014

(Signature of person authorized to sign) _____ (Signature of Contracting Officer)

SECTION G - CONTRACT ADMINISTRATION DATA**G.1 AUTHORITIES**

Notwithstanding the Contractor's responsibility for total management during the performance of this contract, administration of the contract will require maximum coordination between the Government and the Contractor. The following information identifies the individuals responsible for this coordination.

G.1.1 Authority – Contracting Officer (CO)/Administrator, Contracting Officer's Representative (COR) and Contractor's Project Manager**G.1.1.1 Contracting Officer (CO) and/or Contract Specialist (CS) - The CO/CS for this contract is:**

Name: Matthew Shigley, Contracting Officer
Department of the Interior, IBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Phone/Fax: 703-964-3676
Email: Matthew.Shigley@ibc.doi.gov

Name: Rob Stoltz, Contract Specialist
Department of the Interior, IBC, AQD
381 Elden Street, 4th Floor
Phone/Fax: 703-964-3624
Email: Rob.Stoltz@ibc.doi.gov

A Contracting Officer, in accordance with Subpart 1.6 of the Federal Acquisition Regulation, is the only person authorized to make or approve any changes in any of the requirements of this contract, and notwithstanding any clauses contained elsewhere in this contract, the said authority remains solely with a Contracting Officer. In the event the Contractor makes any changes at the direction of any person other than a Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in cost incurred as a result thereof.

G.1.1.2 Contracting Officer's Representative (COR)

Name: Peggy O'Connor
Department of the Interior, Office of the Chief Information Officer (OCIO)
PO Box 25487
Lakewood, CO 80225-0487
Phone: 303-236-5090
Email: Peggy-lee.O'Connor@ios.doi.gov

All contractual questions and concerns will be directed to the Government Contracting Officer. The Government Contracting Officer is the only individual with the authority to financially obligate the government and to make changes to original terms and conditions of this task order.

The contractor is responsible for notifying the contracting officer of any potential issues or concerns – technical, scope or financial, concerning this task order.

The Contracting Officer (CO) is the exclusive agent of the Government with authority to enter into and administer contracts. The CO must therefore ensure that all requirements of law and regulation are followed. As the CO's representative, the COR is authorized to act in the stead of the CO to monitor the technical effort being performed under this task order. The COR must become very familiar with the requirements of this task order and communicate with the Contractor to ensure the Contractor is making satisfactory progress in performance of this task order. Other than the CO, the COR is the only Government employee who may direct the flow of matters between the Government and the Contractor. Additionally, the COR is limited to directing the flow of *technical* matters, and no other matters.

A contract is a legally enforceable agreement that sets forth the rights and responsibilities of the parties thereto. If the Contractor deviates from the terms of this task order, it is a matter between the Government (represented by the CO) and the Contractor. The COR must therefore keep the CO fully informed so that effective solutions can be applied to problems as soon as they develop. The COR will be required to exercise his/her best judgment to determine what matters deserve the attention of the CO. When in doubt, report the matter to the CO.

COR suggestions to the Contractor about what must be done to fulfill the terms of this task order may lead to unauthorized commitments by the Government for additional compensation or to a release of the Contractor from its obligations under this task order. The COR must therefore refrain from communicating with the Contractor about matters that are outside the flow of *technical matters*. If in doubt, ask the CO. While the COR can and must make technical decisions, the COR may not take any contractual administration actions unless they are clearly authorized by a COR appointment.

1. An appointed COR is authorized and required to:

- a. Inspect and monitor the Contractor's performance to assure technical compliance with this task order. Immediately notify the CO of non-compliance, failure to make due progress, or a dispute. The COR should refer all discussions concerning disputed matters to the CO.
- b. For all contracts for the Interior Business Center (IBC), input data on all Contractor employees into IBC's Electronic Staffing (eCStaffing) database <https://ecstaff.nbc.gov>. Ensure that the data is accurate and is updated and maintained as necessary throughout the life of this task order.

This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

9-1 Storage Services Pricing

Description	Band	UoS Price/GB	% Storage
High Speed	Class A	(b) (4)	
Low Speed	Class B		
Remote Online	Class C		
Tape Library	Class D		
(b) (4)	Class E		

Sample Pricing Matrix-Size in Gbyte

Base					
2013		2014		2015	
512,000	614,400	614,400	716,800	716,800	819,200

- Class A (b) (4)
- Class B
- Class C
- Class D
- Class E

Assumptions

(b) (4)



This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

10-1 Standard Base Period						
Base						
2013		2014		2015		
From	To	From	To	From	To	
100	500	500	1000	1000	3000	

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

Windows	(b) (4)
Unix	
Linux	

CLIN	Standard	Minimum Config		Sub Category	Percentage of Total Servers			
		Cores (#)	RAM (GB)		2013	2014	2015	
0005AA	Extra Small	1	2	(b) (4)	100	500	1000	3000
0005AB	Small	2	4	(b) (4)				
0005AC	Medium	4	8	(b) (4)				
0005AD	Large	8	16	(b) (4)				
0005AE	Extra Large	16	16	(b) (4)				
High Memory		Cores (#)	RAM (GB)					
0005AF	Extra Small	1	4	(b) (4)				
0005AG	Small	2	8	(b) (4)				
0005AH	Medium	4	16	(b) (4)				
0005AJ	Large	8	32	(b) (4)				
0005AK	Extra Large	16	64	(b) (4)				
High Compute		Cores (#)	RAM (GB)					
0005AL	Medium	4	2	(b) (4)				
0005AM	Large	8	4	(b) (4)				
0005AN	Extra Large	16	8	(b) (4)				
High Compute Cluster		Cores (#)	RAM (GB)					
0005AP	Large	32	32	(b) (4)				
0005AQ	Extra Large	64	64	(b) (4)				

HIGH COMPUTE CLUSTER NOT AVAILABLE BY THE HOUR

Assumptions
(b) (4)

Pricing based in part on the Table below

Section	Description	Service Portfolio A	Service Portfolio B
(b) (4)	(b) (4)		

This page contains trade secrets or confidential commercial and financial information which the submitter believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

10-2 Standard Option Periods							
Option 1		Option 2		Option 3		Option 4	
2015-2017		2017-2019		2019-2021		2021-2022	
From	To	From	To	From	To	From	To
3000	4000	4000	5000	5000	6000	6000	7000

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub-Categorized Category	Percentage of Total Servers			
		Cores (#)	RAM (GB)		2015	2017	2019	2021
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
0005AB	Small	2	4		Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
0005AC	Medium	4	8		Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
0005AD	Large	8	16		Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
0005AE	Extra Large	16	16		Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
					Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
					Windows	Windows	Windows	Windows
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					Linux	Linux	Linux	Linux
					Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
					Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
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					Unix	Unix	Unix	Unix
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					Windows	Windows	Windows	Windows
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					Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
					Windows	Windows	Windows	Windows
					Unix	Unix	Unix	Unix
					Linux	Linux	Linux	Linux
		</						

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10-3 Alternate Base Period					
Base					
2013		2014		2015	
From	To	From	To	From	To
100	500	500	1000	1000	3000

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub Category	Category	Percentage of Total Servers				
		Cores (#)	RAM (GB)			2013	2014	2015	2016	
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	100	500	1000	3000	(b) (4)
0005AB	Small	2	4	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AC	Medium	4	8	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AD	Large	8	16	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AE	Extra Large	16	16	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AF	High Memory Extra Small	1	4	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AG	Small	2	8	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AH	Medium	4	16	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AJ	Large	8	32	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AK	Extra Large	16	64	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AL	High Compute Medium	4	2	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AM	Large	8	4	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AN	Extra Large	16	8	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AP	High Compute Cluster Large	32	32	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix
0005AQ	Extra Large	64	64	(b) (4)	(b) (4)	Window	Unix	Linux	Window	Unix

MONTHLY CHARGES SHOWN FOR BUDGETARY PURPOSES.
HIGH COMPUTER CLUSTER REQUIRES AT MINIMUM 12 MONTHS COMMITMENT

Assumptions
(b) (4)

Pricing based in part on the Table below			
Section	Description	Service Portfolio A	Service Portfolio B
(b) (4)	(b) (4)	(b) (4)	(b) (4)

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10-4 Alternate Option Periods								
(b) (4)								
	From	To	From	To	From	To	From	To
Windows	3000	4000	4000	5000	5000	6000	6000	7000
Unix								
Linux								

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Percentage of Total Servers		Operating System	RAM (GB)
		Cores (#)	RAM (GB)	Sub Category	Category		
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	Windows	2000
						Unix	4000
						Linux	5000
0005AB	Small	2	4			Windows	2000
						Unix	4000
						Linux	5000
0005AC	Medium	4	8			Windows	2000
						Unix	4000
						Linux	5000
0005AD	Large	8	16			Windows	2000
						Unix	4000
						Linux	5000
0005AE	Extra Large	16	32			Windows	2000
						Unix	4000
						Linux	5000
	High Memory	Cores (#)	RAM (GB)				
0005AF	Extra Small	1	4			Windows	2000
						Unix	4000
						Linux	5000
0005AG	Small	2	8			Windows	2000
						Unix	4000
						Linux	5000
0005AH	Medium	4	16			Windows	2000
						Unix	4000
						Linux	5000
0005AJ	Large	8	32			Windows	2000
						Unix	4000
						Linux	5000
0005AK	Extra Large	16	64			Windows	2000
						Unix	4000
						Linux	5000
	High Compute	Cores (#)	RAM (GB)				
0005AL	Medium	4	2			Windows	2000
						Unix	4000
						Linux	5000
0005AM	Large	8	4			Windows	2000
						Unix	4000
						Linux	5000
0005AN	Extra Large	16	8			Windows	2000
						Unix	4000
						Linux	5000
	High Compute Cluster	Cores (#)	RAM (GB)				
0005AP	Large	32	32			Windows	2000
						Unix	4000
						Linux	5000
0005AQ	Extra Large	64	64			Windows	2000
						Unix	4000
						Linux	5000

MONTHLY CHARGES SHOWN FOR BUDGETARY PURPOSES.
HIGH COMPUTER CLUSTER REQUIRES AT MINIMUM 12 MONTHS COMMITMENT

Assumptions
(b) (4)

Pricing based in part on the Table below			
Section	Description	Service Portfolio A	Service Portfolio B
(b) (4)			

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11-1 Standard Base Period						
Base						
2013		2014		2015		
From	To	From	To	From	To	
(b) (4)						

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub Category	Category	Percentage of Total Servers			
		Cores (#)	RAM (GB)			2013	2013	2014	2015
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	25	100	250	750
						Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AB	Small	2	4			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AC	Medium	4	8			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AD	Large	8	16			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AE	Extra Large	16	16			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
	High Memory	Cores (#)	RAM (GB)						
0005AF	Extra Small	1	4			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AG	Small	2	8			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AH	Medium	4	16			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AI	Large	8	32			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AJ	Extra Large	16	64			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
	High Compute	Cores (#)	RAM (GB)						
0005AL	Medium	4	2			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AM	Large	8	4			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
	Extra Large	16	8			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AN	Extra Large	16	8			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
	High Compute Cluster	Cores (#)	RAM (GB)						
0005AP	Large	32	32			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux
0005AQ	Extra Large	64	64			Windows	Windows	Windows	Windows
						Unix	Unix	Unix	Unix
						Linux	Linux	Linux	Linux

HIGH COMPUTE CLUSTER NOT AVAILABLE BY THE HOUR

Assumptions
(b) (4)

Pricing based in part on the Table below	
C	P H L B
(b) (4)	(b) (4)

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11-2 Standard Option Periods						
Option 1		Option 2		Option 3		
2016		2017		2018		
From	To	From	To	From	To	
750	1000	1000	1250	1250	1500	
Windows	(b) (4)					
Unix						
Linux						

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub Category	Percentage of Total Servers			
		Cores (#)	RAM (GB)		2015	2017	2019	2021
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
0005AB	Small	2	4					
0005AC	Medium	4	8					
0005AD	Large	8	16					
0005AE	Extra Large	16	16					
	High Memory	Cores (#)	RAM (GB)					
0005AF	Extra Small	1	4					
0005AG	Small	2	8					
0005AH	Medium	4	16					
0005AJ	Large	8	32					
0005AK	Extra Large	16	64					
	High Compute	Cores (#)	RAM (GB)					
0005AL	Medium	4	2					
0005AM	Large	8	4					
0005AN	Extra Large	16	8					
	High Compute Cluster	Cores (#)	RAM (GB)					
0005AP	Large	32	32					
0005AQ	Extra Large	64	64					

HIGH COMPUTE CLUSTER NOT AVAILABLE BY THE HOUR

Assumptions
(b) (4)

Pricing based in part on the Table below			
Section	Description	Service Portfolio A	Service Portfolio B
(b) (4)			

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11-3 Alternate Base Period					
		Base			
2013		2014		2015	
From	To	From	To	From	To
25	100	100	250	250	750

Operating System	% of Servers
Windows Server	70%
Unix Server	10%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub Category	Category	Percentage of Total Servers							
		Cores (#)	RAM (GB)			2013	2013	2014	2015				
0005AA	Extra Small	1	2	(b) (4)	(b) (4)	25	(b) (4)	100	(b) (4)	250	(b) (4)	750	(b) (4)
0005AB	Small	2	4										
0005AC	Medium	4	8										
0005AD	Large	8	16										
0005AE	Extra Large	16	16										
High Memory		Cores (#)	RAM (GB)										
0005AF	Extra Small	1	4										
0005AG	Small	2	8										
0005AH	Medium	4	16										
0005AJ	Large	8	32										
0005AK	Extra Large	16	64										
High Compute		Cores (#)	RAM (GB)										
0005AL	Medium	4	2										
0005AM	Large	8	4										
0005AN	Extra Large	16	8										
High Compute Cluster		Cores (#)	RAM (GB)										
0005AP	Large	32	32										
0005AQ	Extra Large	64	64										

MONTHLY CHARGES SHOWN FOR BUDGETARY PURPOSES.
HIGH COMPUTER CLUSTER REQUIRES AT MINIMUM 12 MONTHS COMMITMENT

Assumptions
(b) (4)

Pricing based in part on the Table below

Section	Description	Service Portfolio A	Service Portfolio B
(b) (4)			

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11.4 Alternate Option Periods

(b) (4)								
	From	To	From	To	From	To	From	To
	750	1000	1000	1250	1250	1500	1500	1750
Windows	(b) (4)							
Unix	(b) (4)							
Linux	(b) (4)							

Operating System	% of Servers
Windows Server	70%
Unix Server	30%
Linux Server	20%

CLIN	Standard	Minimum Config		Sub Category	Price	Operating System	Price	Operating System	Price
		Cores (#)	RAM (GB)						
0005AA	Extra Small	1	2	(b) (4)	750	Windows	(b) (4)	Windows	(b) (4)
						Unix		Unix	
						Linux		Linux	
0005AB	Small	2	4			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AC	Medium	4	8			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AD	Large	8	16			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AE	Extra Large	16	16			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
	High Memory	Cores (#)	RAM (GB)			Windows		Windows	
0005AF	Extra Small	1	4			Unix		Unix	
						Linux		Linux	
0005AG	Small	2	8			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AH	Medium	4	16			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AI	Large	8	32			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AK	Extra Large	16	64			Windows		Windows	
						Unix		Unix	
						Linux		Linux	
	High Compute	Cores (#)	RAM (GB)			Windows		Windows	
0005AL	Medium	4	2			Unix		Unix	
						Linux		Linux	
0005AM	Large	8	4		5	Windows		Windows	
						Unix		Unix	
						Linux		Linux	
0005AN	Extra Large	16	8		3	Windows		Windows	
						Unix		Unix	
						Linux		Linux	
	High Compute Cluster	Cores (#)	RAM (GB)			Windows		Windows	
0005AP	Large	32	32		1	Unix		Unix	
						Linux		Linux	
0005AQ	Extra Large	64	64		1	Windows		Windows	
						Unix		Unix	
						Linux		Linux	

MONTHLY CHARGES SHOWN FOR BUDGETARY PURPOSES.
HIGH COMPUTER CLUSTER REQUIRES AT MINIMUM 12 MONTHS COMMITMENT

Assumptions

(b) (4)	
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Pricing based in part on the Table below

Section	Price	Operating System	Price
1.7.1	(b) (4)	Windows	(b) (4)
1.7.2		Unix	
1.7.3		Linux	
1.7.4		Windows	
1.7.5		Unix	
1.7.6		Linux	
1.7.7		Windows	
1.7.8		Unix	
1.7.9		Linux	
1.7.10		Windows	
1.7.11		Unix	
1.7.12		Linux	
1.7.13		Windows	



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Secure File Transfer Services Price Per Unit of Service		
User Band	Base Transport-GB/Mth	Per User/Mth
500	(b) (4)	
750		
1000		
1250		
1500		

Department of the Interior (DOI)

FOUNDATION CLOUD HOSTING SERVICES (FCHS)

**Cost/Price Proposal for Representative
Use Cases**

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
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1. Introduction

CGI Federal Inc. (CGI) is pleased to submit the attached pricing relative to the Representative Use Cases and Associated Support Services requested within the Foundation Cloud Hosting Services (FCHS) program Request for Proposal (RFP). Within this document, CGI provides pricing spreadsheets for each of the following Representative Use Cases:

- Storage Services
- Virtual Machine Services
- Database Services
- Secure File Transfer Services

CGI also provides pricing for Associated Support Services in alignment with CGI’s proposed labor categories for the FCHS program, as described in CGI’s Indefinite Delivery Indefinite Quantity (IDIQ) Cost/Price Proposal.

2. Period of Performance

CGI has developed this Representative Use Case price proposal response using the Period of Performance set forth in the RFP as shown in **Figure 2-1**.

Period of Performance	
Contract Period	Date
Base Period	December 31, 2012 – December 30, 2015
Option Period One	December 31, 2015 – December 30, 2017
Option Period Two	December 31, 2017 – December 30, 2019
Option Period Three	December 31, 2019 – December 30, 2021
Option Period Four	December 31, 2021 – December 30, 2022

Figure 2-1. Period of Performance for the Foundation Cloud Hosting Services Program.

3. Associated Support Services

CGI has developed the labor categories described in **Figure 6-1** and skill levels found in **Figure 6-2** of CGI’s *Volume III Cost/Price Proposal*. CGI has established labor rates by using a combination of salary survey sources to estimate annual salaries for each labor category, indexed to the Washington, DC locality using the Economic Research Institute (ERI) survey. The corresponding CLIN, rates, service area, skill level, and unit of service can be viewed in the Associated Support Services tab within the IDIQ Pricing Workbook.

4. Storage Services – Attachment 9

CGI has included the pricing workbook for the Storage Services Representative Use Case as “*DOI FCHS Cost Price Attachment 9 (CGI).xls*” in this Price Proposal. **Figure 4-1** outlines the contents of the attachment.

Attachment 9 – CGI Pricing	
Reference	Description
9-1	Storage Services Pricing

Figure 4-1. Attachment 9 Contents – Storage Services Pricing.

4.1 Pricing Methodology

Within the Attachment 9 - Representative Use Case Storage, CGI has provided indicative, non-binding pricing based upon the notional sizing metrics provided in the solicitation relative to this use case. (b) (4)

Factors used in building the indicative pricing estimates for the Storage Services Representative Use Case are taken from the DOI's guidance in Section J.4 Resource Demand Summary and Sections C.6.1.3 to C.6.1.3.5.

Where the DOI requires enhanced support for enterprise wide requirements, CGI has provided hourly rates by labor category and skill level within Associated Support Services tab of the IDIQ Cost/Price Proposal.

In the following figures, we provide a snapshot into CGI's pricing for this Use Case. **Figure 4.1-1** provides unit price by storage Class. (b) (4)

Additional assumptions used can be viewed in the notes section of the completed Attachment 9 workbooks.

Description	Band	Unit of Service Price per GB	% of Storage (Based upon DOI-provided data)
High Speed	Class A	(b) (4)	
Low Speed	Class B		
Remote Online	Class C		
Tape Library	Class D		
SATA SAN	Class E		

Figure 4.1-1. Unit Price by Storage Class.

Within **Figure 4.1-2**, CGI provides a sample pricing matrix for storage, by Class, based upon the size estimates and percentages of total storage requirements provided by DOI within the subject solicitation. (b) (4)

Sample Pricing Matrix – Size in Gbyte						
Base Period						
2013		2014		2015		(b) (4)
512,000	614,400	614,400	716,800	716,800	819,200	
Class A	(b) (4)					
Class B	(b) (4)					
Class C	(b) (4)					
Class D	(b) (4)					
Class E	(b) (4)					

(b) (4)						
Class A	(b) (4)					
Class B	(b) (4)					
Class C	(b) (4)					
Class D	(b) (4)					
Class E	(b) (4)					

Figure 4.1-2. Sample Pricing Matrix Based on DOI-provided Storage Size and Percentage Estimates.

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4.2 Storage Services Representative Use Case Assumptions

Within Attachment 9 worksheets, CGI has indicated assumptions (in addition to those described in our IDIQ proposal) relevant to the Storage Services Representative Use Case. The following assumptions apply to the Storage Services Representative Use Case:

- (b) (4)
-
-
-
-
-

5. Virtual Machine Services – Attachment 10

CGI has included the pricing workbook for the Virtual Machine Services Representative Use Case as “*DOI FCHS Cost Price Attachment 10 (CGI).xls*” in this Cost/Price Proposal. **Figure 5-1** outlines the contents of the attachment.

Attachment 10 – CGI Pricing	
Reference	Description
10-1	(b) (4)
10-2	
10-3	
10-4	

Figure 5-1. Attachment 10 Contents – Virtual Machine Services Pricing.

5.1 Pricing Methodology

CGI’s price submission to the DOI in support of Attachment 10 – Representative Use Case Virtual Machine Services is built on the example sizing provided within the solicitation Representative Use Case. Proposed non-binding, indicative pricing supports Service Portfolio A, and additional resources are applied in response to Service Portfolio B.

While it is understood that the sizing provided are example requirements and may change with individual task orders, a full representation of pricing is shown based on volumes, operating system, compute hosts configurations, category and sub category of total servers. (b) (4)

(b) (4)

Where the DOI requires additional associated support services, CGI has provided hourly rates within Attachment 44 – Associated Support Services.

(b) (4)

(b) (4)

Description	Standard Offering	Alternate Offering
(b) (4)		

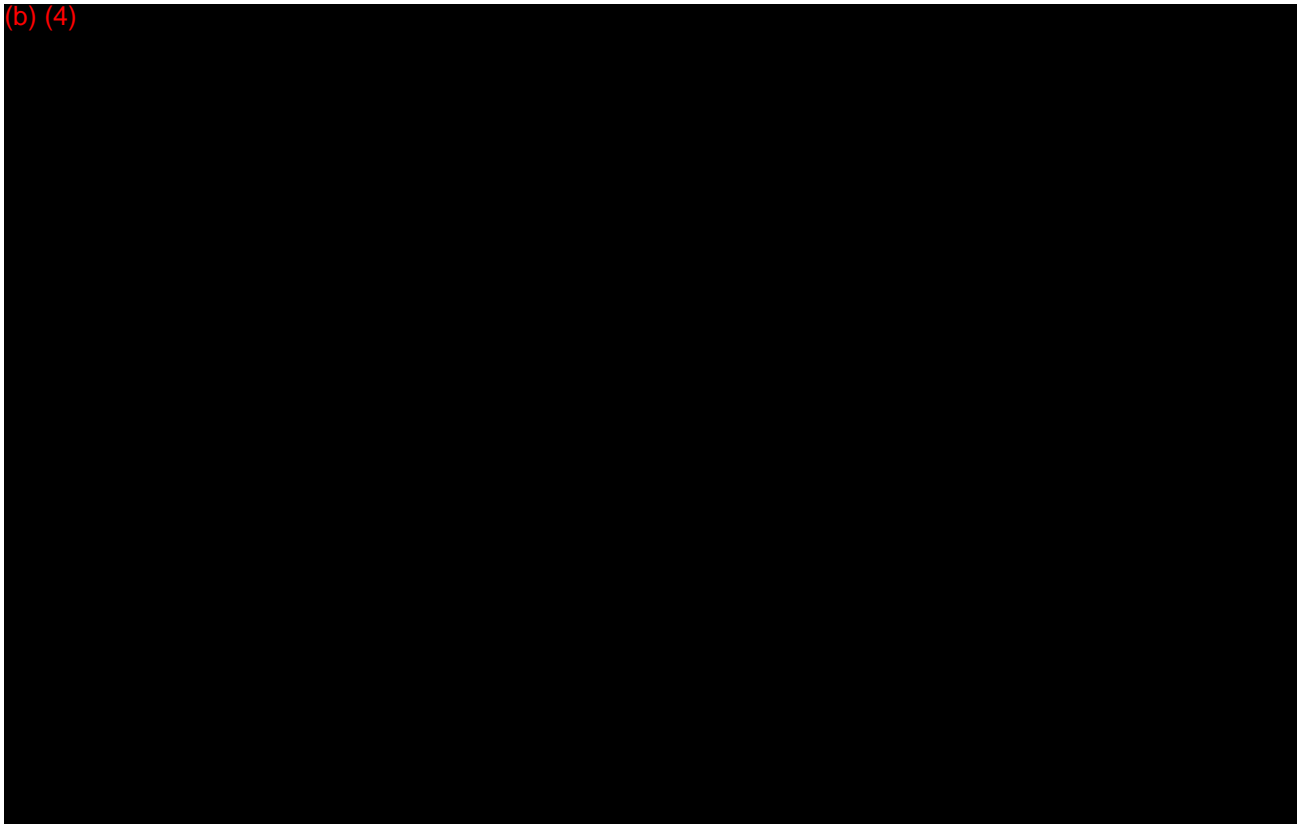
Figure 5.1-1. High-Level Services Comparison of Standard (b) (4) vs. Alternate (b) (4) Pricing Models.

5.2 Virtual Machine Services Representative Use Case Assumptions

Within Attachment 10 worksheets, CGI has indicated assumptions (in addition to those described in our IDIQ proposal) relevant to the Virtual Machine Services Representative Use Case. The following assumptions apply to the Virtual Machine Services Representative Use Case:

(b) (4)

(b) (4)



6. Database Services – Attachment 11

CGI has included the pricing workbook for the Database Services Representative Use Case as “*DOI FCHS Cost Price Attachment 11 (CGI).xls*” in this Price Proposal. **Figure 6-1** outlines the contents of the attachment.

Attachment 11 – CGI Pricing	
Reference	Description
11-1	(b) (4)
11-2	(b) (4)
11-3	(b) (4)
11-4	(b) (4)

Figure 6-1. Attachment 11 Contents – Database Services Pricing.

6.1 Pricing Methodology

Infrastructure as a Service (IaaS) estimates created in response to Attachment 11 – Representative Use Case Database Hosting take into consideration all of the DOI’s requirements as listed in the sections within Attachment 11 of the subject solicitation.

While it is understood that the sizing provided are example requirements and may change with individual task Orders, a full representation of pricing is shown based on volumes, operating system, compute hosts configurations, category and sub category of total servers. (b) (4)

(b) (4)

Where the DOI requires additional associated support services, CGI has provided hourly rates within Attachment 44 – Associated Support Services.

(b) (4)

6.2 Database Services Representative Use Case Assumptions

Within Attachment 11 worksheets, CGI has indicated assumptions (in addition to those described in our IDIQ proposal) relevant to the Database Services Representative Use Case. The following assumptions apply to the Database Services Representative Use Case:

(b) (4)

(b) (4)

7. Secure File Transfer Services – Attachment 12

CGI has included the pricing workbook for the Secure File Transfer Services Representative Use Case as “*DOI FCHS Cost Price Attachment 12 (CGI).xls*” in this Cost/Price Proposal. **Figure 7-1** outlines the contents of the attachment.

Attachment 12 – CGI Pricing	
Reference	Description
12	Secure File Transfer Services Price Per Unit of Service

Figure 7-1. Attachment 12 Contents – Secure File Transfer Services Pricing.

7.1 Pricing Methodology

Pricing for Attachment 12 – Use Case Secure File transfer meets DOI’s requirements as stated within the use case.

Figure 7.1-1 details the sizing increments and related price per user per month proposed by CGI for the FCHS program for the Secure File Transfer Service.

Secure File Transfer Service		
User Band	Base Transport – Gb/Month ¹	Per User/Month
500	(b) (4)	
750		
1000		
1250		
1500		

Figure 7.1-1. Secure File Transfer Services Pricing Per User Per Month Based on User Band and Related Base Transport Gb/Month.

¹ Gb/Month reflects combined inbound/outbound. Additional usage is charged based on the Internet Transport Unit of Service.

7.2 Secure File Transfer Services Representative Use Case Assumptions

The following assumptions apply to the Secure File Transfer Services Representative Use Case:

(b) (4)

.

(b) (4)

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Standard vs. Alternate Offering Detailed Table	
Description	(b) (4)
Service Highlights	
Operating Systems Supported	
Operating System Patching	
Backup/Recovery	
Security	



Standard vs. Alternate Offering Detailed Table	
(b) (4)	
CLIN Type	Content of Bundle
(b) (4)	

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7-1 Standard Offering Portfolio A (99.99%)

Development and Test Environment			
IaaS Bundle Definition (Assumes Persistent Storage)		Class Sub Class Quantity/#	Development and Test Development Build/Deploy 1 1
Notes			
Operating System C.3.5.1.1.1			
Select Operating System Line(s) Operating System:			
(b) (4)			
Compute Host			
Processor			
Bit Size (2-bit, 32-bit, 64-bit)	64 Bit	64 Bit	
Speed (MHz)	2,000	2,000	
Cores Included (#)	1	2	
Core Capacity (#)	2+	4+	
Processing Memory			
RAM Included (GB)	2	8	
RAM Capacity (GB)	8+	32+	
Storage C.3.1.1.3			
Storage Class/Type	A	A	
"Disk" Space (GB)	150	600	
Telecom and Networking			
Access Speed			
Internet Input Bandwidth (Mbps)	(b) (4)		
Internet Output Bandwidth (Mbps)	(b) (4)		
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)			
Input Volume (GB/Month)	2	2	(b) (4)
Output Volume (GB/Month)	20	20	(b) (4)

IaaS Bundle Pricing (Assumes Persistent Storage)		Notes
Recurring Costs		
Unit of Service (min, hr, dy, wk, mo, other)	(b) (4)	(b) (4)
Minimum Billing Increment (min, hr, dy, wk, mo, other)	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)

IaaS Resource Scaling Pricing		Class	Development (and Test)	Notes
Additional Resources		Sub Class	Extra Small Small	
		ELIWA	0005AA-L 0005AB-L	
		ELIWA	0005AA-R 0005AB-R	
Additional Cores		CLIN		(b) (4)
Price per Additional Core (\$)	0007AR			(b) (4)
Maximum Number of Cores per Virtual Server				(b) (4)
Additional Processing Memory				
RAM	CLIN			
1 GB	0007AR			
2 GB	0007AR			
4 GB	0007AA			
8 GB	0007AB			
16 GB	0007AA			
32 GB	0007AB			
64 GB	0007AA			
(n) GB	0007AB			
(n) GB	0007AA			
Maximum RAM Capacity (GB)				
Additional Storage (per GB)- See Storage Pricing				
Additional Transport Volume- See Telecommunications and Networking				

Notes:
(b) (4)

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7-2 Standard Offering Portfolio B (95%)							
Development and Test Environment							
IaaS Bundle Definition (Assumes Persistent Storage)				Class: Development and Test Sub Class: Development Build/Deploy Quantity (M): 1		Notes: [Redacted]	
Operating System (E3.5.3.1.1) Select Operating System (left) Operating System: (b) (4)							
Compute Host Processor						Notes: [Redacted]	
Bus Size (32bit/64bit/other)		64 Bit		64 Bit			
Speed (Mhz)		2,000		2,000			
Cores Included (#)		1		2			
Core Capacity (#)		2+		4+			
Processing Memory							
RAM Included (GB)		2		8			
RAM Capacity (GB)		8+		32+			
Storage (E3.5.3.2.3)							
Storage Class/Tier		A		A			
"Disk" Space (GB)		150		600			
Telecom and Networking							
Access Speed							
Internet - Input Bandwidth (Mbps)				(b) (4)			
Internet - Output Bandwidth (Mbps)				(b) (4)			
Transport Volume (Applies to service provider operated Internet and Remote Data)							
Input Volume (GB/Month)		2		2		(b) (4)	
Output Volume (GB/Month)		20		20			
IaaS Bundle Pricing (Assumes Persistent Storage)							
Recurring Costs						Notes: [Redacted]	
Unit of Service (min, hr, dy, wk, mo, other)		(b) (4)				(b) (4)	
Minimum Billing Increment (min, hr, dy, wk, mo, other)		(b) (4)				(b) (4)	
Cost Per Unit of Service (\$)		(b) (4)				(b) (4)	
Extended Unit Cost for Full Service Month		(b) (4)				(b) (4)	
Cost Per Unit of Service (\$)		(b) (4)				(b) (4)	
Extended Unit Cost for Full Service Month		(b) (4)				(b) (4)	
Cost Per Unit of Service (\$)		(b) (4)				(b) (4)	
Extended Unit Cost for Full Service Month		(b) (4)				(b) (4)	
Cost Per Unit of Service (\$)		(b) (4)				(b) (4)	
Extended Unit Cost for Full Service Month		(b) (4)				(b) (4)	
IaaS Resource Scaling Pricing							
				Class: Development and Test Sub Class: Extra Small Small CUP#: 0005AA-1 0005AG-1 CLP#: 0005AA-8 0005AG-8			
Additional Resources						Notes: [Redacted]	
Additional Cores		E111					
Price Per Additional Core (\$)		0001A8		(b) (4)			
Maximum Number of Cores per Virtual Server		(b) (4)					
Additional Processing Memory							
RAM		E111					
1 GB		0002A8					
2 GB		0005A8					
4 GB		0007A8					
8 GB		0007A8					
16 GB		0002A8					
32 GB		0002A8					
64 GB		0002A8					
(n) GB		0002A8		\$			
(n) GB		0002A8		\$			
Maximum RAM Capacity (GB)							
Additional Storage (over GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking							
Notes: (b) (4)							

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7-3 Alternate Offering Portfolio A (99.99%)

Development and Test Environment			
IaaS Bundle Definition (Assumes Persistent Storage)		Class: Development and Test	Notes
		Sub Class: Development / Build/Deploy	
		Quantity: 1 / 0.5	
Operating System C.3.5.1.1.1			
Select Operating System (wref) - Operating System			
(b) (4)			
Compute Host			Notes
Processor			
Bus Size (32bit, 64bit, other)	64 Bit	64 Bit	
Speed (Mhz)	2,000	2,000	
Cores Included (in)	1	2	
Core Capacity (in)	2+	4+	
Processing Memory			
RAM Included (GB)	2	8	
RAM Capacity (GB)	8+	32+	
Storage C.3.3.1.1			
Storage Class/ tier	A	A	
"Disk" Space (Gb)	150	600	
Telecom and Networking			
Access Speed			
Internet: Input Bandwidth (Mbps)	(b) (4)		
Internet: Output Bandwidth (Mbps)	(b) (4)		
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)			
Input Volume (GB/Month)	2	2	(b) (4)
Output Volume (GB/Month)	20	20	

IaaS Bundle Pricing (Assumes Persistent Storage)			Notes
Recurring Costs			
Unit of Service (min, hr, dy, wk, mo, other)	(b) (4)		(b) (4)
Minimum Billing Increment (min, hr, dy, wk, mo, other)	(b) (4)		(b) (4)
Cost Per Unit of Service (\$)	(b) (4)		(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)		(b) (4)
Cost Per Unit of Service (\$)	(b) (4)		(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)		(b) (4)
Cost Per Unit of Service (\$)	(b) (4)		(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)		(b) (4)
Cost Per Unit of Service (\$)	(b) (4)		(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)		(b) (4)

IaaS Resource Scaling Pricing		Class	Development and Test		Notes
		Sub Class	Extra Small	Small	
		CLIN#	0005AA-L	0005AG-L	
		Sub Class	Extra Small	Small	
		CLIN#	0005AA-B	0005AG-B	
Additional Resources					
Additional Costs					
Price Per Additional Core (\$)	CLIN	0001AA	(b) (4)		(b) (4)
Maximum Number of Cores per Virtual Server					
Additional Processing Memory					
RAM	CLIN				
1 GB	0002AA				
2 GB	0002AB				
4 GB	0002AC				
8 GB	0002AD				
16 GB	0002AE				
32 GB	0002AF				
64 GB	0002AG				
(n) GB	0002AH	\$			
(n) GB	0002AI	\$			
Maximum RAM Capacity (GB)					
Additional Storage (per GB) - See Storage Pricing					
Additional Transport Volume - See Telecommunications and Networking					

Notes:
(b) (4)

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7-4 Alternate Offering Portfolio B (95%)		Development and Test Environment																																																																									
<p>IaaS Bundle Definition (Assumes Persistent Storage)</p> <p>Class: Development and Test Sub Class: Development Build/Deploy Quantity (#): 1</p> <p>Operating System: C-3.5.1.1.1 Select Operating System (OS): (b) (4) Operational System:</p> <p>Compute Host:</p> <table border="1"> <tr> <td>Processor:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Bus Size (32bit, 64bit, other):</td> <td>64 Bit</td> <td>64 Bit</td> <td></td> </tr> <tr> <td>Speed (Mhz):</td> <td>2,000</td> <td>2,000</td> <td></td> </tr> <tr> <td>Cores Included (#):</td> <td>1</td> <td>2</td> <td></td> </tr> <tr> <td>Cores Capacity (#):</td> <td>2+</td> <td>4+</td> <td></td> </tr> <tr> <td>Processing Memory:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>RAM Included (GB):</td> <td>2</td> <td>8</td> <td></td> </tr> <tr> <td>RAM Capacity (GB):</td> <td>8+</td> <td>32+</td> <td></td> </tr> <tr> <td>Storage: C-3.3.1.3:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Storage Class/Tier:</td> <td>A</td> <td>A</td> <td></td> </tr> <tr> <td>"Disk" Space (GB):</td> <td>150</td> <td>600</td> <td></td> </tr> <tr> <td>Telecom and Networking:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Access Speed:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Internet: Input Bandwidth (Mbps):</td> <td>(b) (4)</td> <td></td> <td></td> </tr> <tr> <td>Internet: Output Bandwidth (Mbps):</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Transport Volume (Applies to service provider operated Interior and Remote Data Center Connections only):</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Input Volume (GB/Month):</td> <td>2</td> <td>2</td> <td></td> </tr> <tr> <td>Output Volume (GB/Month):</td> <td>20</td> <td>20</td> <td></td> </tr> </table>		Processor:				Bus Size (32bit, 64bit, other):	64 Bit	64 Bit		Speed (Mhz):	2,000	2,000		Cores Included (#):	1	2		Cores Capacity (#):	2+	4+		Processing Memory:				RAM Included (GB):	2	8		RAM Capacity (GB):	8+	32+		Storage: C-3.3.1.3:				Storage Class/Tier:	A	A		"Disk" Space (GB):	150	600		Telecom and Networking:				Access Speed:				Internet: Input Bandwidth (Mbps):	(b) (4)			Internet: Output Bandwidth (Mbps):				Transport Volume (Applies to service provider operated Interior and Remote Data Center Connections only):				Input Volume (GB/Month):	2	2		Output Volume (GB/Month):	20	20		<p>Notes:</p> <p>(b) (4)</p>	
Processor:																																																																											
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Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

**Cost/Price Proposal for Development and Test:
USGS-CIDA Java Sandbox Day 1 Task Order**

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
OR Nancy Moreno, ph: 703-964-3562

Submitted By:

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033
703.227.6000



www.cgi.com

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2. Java Sandbox Pricing – Attachment 7	1
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5. Assumptions	3

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1. Introduction

CGI Federal Inc. (CGI) is pleased to submit this Cost/Price Proposal in support of the Statement of Work, Attachment 7, for Development and Test: U.S. Geological Survey Center for Integrated Data Analytics (USGS-CIDA) Java Sandbox under the Department of Interior (DOI) Foundation Cloud Hosting Services (FCHS) program. Under this Task Order, Team CGI provides pricing to support CIDA needs for virtual machines (VMs), storage, operating system (OS), system backups and restores. CGI also provides an option for government-provided OS. As described in the subject Day One task order solicitation, USGS-CIDA personnel will perform OS installation/patching as needed (based on the OS licensing option selected), Web/database software installation and updates, application installs, and DOI user provisioning.

(b) (4)

2. Java Sandbox Pricing – Attachment 7

CGI has included the pricing workbook for this task order as “*DOI FCHS Cost Price Attachment 7 (CGI).xls*” in this Cost/Price Proposal. (b) (4)

First, as detailed within the solicitation, CGI provides pricing to support each Service Portfolio, A or B, to be selected by the government. (b) (4)

(b) (4)

Attachment 7 - CGI Pricing	
Reference	Description
7-1	(b) (4)
7-2	(b) (4)
7-3	(b) (4)
7-4	(b) (4)

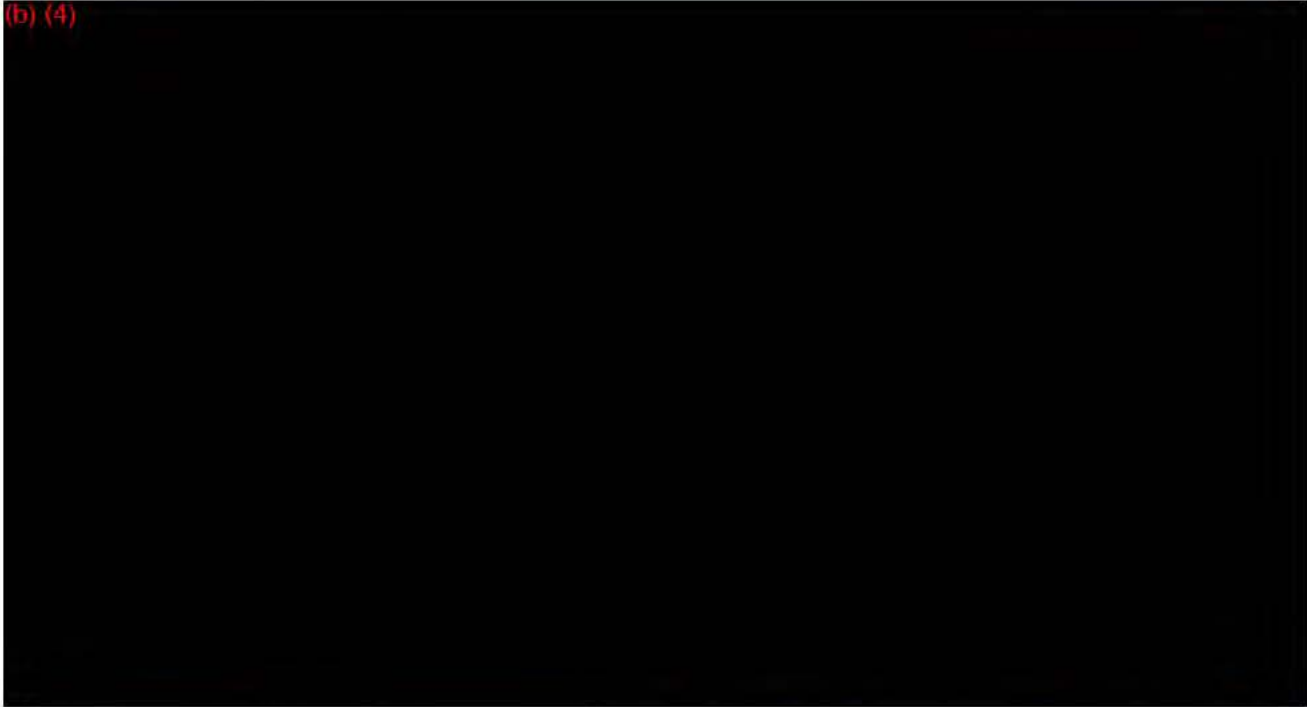
Figure 2-1. Attachment 7 Contents – Development and Test Day One Task Order Pricing.

3. Pricing Methodology

CGI has presented pricing within this response for Attachment 7 Statement of Work for Development and Test: USGS-CIDA Java Sandbox based on requirements from the DOI. The pricing takes into consideration support for:

(b) (4)

(b) (4)



Description	Standard Offering	Alternate Offering
(b) (4)	(b) (4)	(b) (4)

Figure 3-1. High-Level Services Comparison of Standard (b) (4) vs. Alternate (b) (4) Pricing Models.

4. Period of Performance

The Period of Performance for this task order shall be from the date of task order award for one year (base period) plus three one-year option periods. All terms and conditions applicable to the base period shall extend to the options unless mentioned otherwise in this proposal.

5. Assumptions

(b) (4)



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Standard vs. Alternate Offering Detailed Table	
Description	(b) (4)
Service Highlights	(b) (4)
Operating Systems Supported	(b) (4)
Operating System Patching	(b) (4)
Backup/Recovery	(b) (4)
Security	(b) (4)



(b) (4)

CLIN Type	Content of Bundle
-----------	-------------------

(b) (4) Microsoft Windows OS

(b) (4)

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B-1 Standard Offering Portfolio A (99.99%)
Publications Warehouse

IaaS Bundle Definition
 (Assumes Persistent Storage)

Class	Web Hosting & Database Hosting		Notes:
Sub Class	Web Hosting	Database Hosting	
Quantity (#)	1	1	

Operating System C.3.5.1.1.1
 Select Operating System (ref): Operating System
 (b) (4)

Compute Host

Processor			Notes:
Bus Size (32bit - 64bit - other)	64 Bit	64 Bit	
Speed (Mhz)	2,000	2,000	
Cores Included (#)	1	2	
Core Capacity (#)	2+	4+	
Processing Memory			
RAM Included (GB)	2	8	
RAM Capacity (GB)	8+	32+	
Storage C.2.3.1.1			
Storage Class/Tier	A	A	
"Disk" Space (GB)	150	600	
Telecom and Networking			
Access Speed			
Internet Input Bandwidth (Mbps)	(b) (4)		
Internet Output Bandwidth (Mbps)	(b) (4)		
Transport Volume (Applies to service provider operated Internet with Fiberoptic Data Center Connections only)			
Input Volume (GB/Month)	2	2	(b) (4)
Output Volume (GB/Month)	20	20	

IaaS Bundle Pricing
 (Assumes Persistent Storage)

Recurring Costs		Notes
Unit of Service (min, hr, dy, wk, mo, other)	(b) (4)	(b) (4)
Minimum Billing Increment (min, hr, dy, wk, mo, other)	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)	(b) (4)

IaaS Resource Scaling Pricing

Class	Web Hosting & Database Hosting		Notes:
Sub Class	Extra Small	Small	
CLINE	0005AA-L	0005AG-L	
CLINE	0005AA-B	0005AG-B	

Additional Resources

Additional Cores	CLIN	(b) (4)	Notes:
Price Per Additional Core (\$)	0002AB		
Maximum Number of Cores per Virtual Server	(b) (4)		(b) (4)
Additional Processoral Memory	CLIN	(b) (4)	Notes:
RAM			
1 GB	0002AA		
2 GB	0002AB		
4 GB	0002AC		
8 GB	0002AD		
16 GB	0002AE		
32 GB	0002AF		
64 GB	0002AG		
(n) GB	0002AH		
(n) GB	0002AI		
Maximum RAM Capacity (GB)			

Additional Storage (ref. CR): See Storage Pricing
 Additional Transport Volume: See Telecommunications and Networking

Notes:
 (b) (4)

Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

**Cost/Price Proposal for Public Web Hosting:
USGS-CIDA Publication Library Day 1 Task Order**

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
OR Nancy Moreno, ph: 703-964-3562

Submitted By:

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033
703.227.6000



www.cgi.com

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2. Publication Library – Attachment 8.....	1
3. Pricing Methodology	1
4. Period of Performance	3
5. Assumptions	3

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1. Introduction

CGI Federal Inc. (CGI) is pleased to submit this Cost/Price Proposal in support of the Statement of Work, Attachment 8 Web Hosting under the Department of Interior (DOI) Foundation Cloud Hosting Services (FCHS) program. Under this Task Order, Team CGI provides pricing to support CIDA needs for Cloud hosting for the Publications Warehouse, a citation database for all publically available USGS published works. Under this task order CGI provides virtual machines (VMs), storage, the Operating System (OS), system backups and restores. CGI also provides an option for government-provided OS. As described in the subject Day One task order solicitation, USGS-CIDA personnel will perform OS installation/patching as needed (based on the OS licensing option selected), Web/database software installation and updates, application installs, and DOI user provisioning.

(b) (4)

(b) (4)

2. Publication Library – Attachment 8

CGI has included the pricing workbook for this task order as “*DOI FCHS Cost Price Attachment 8 (CGI).xls*” in this Cost/Price Proposal. (b) (4)

First, as detailed within the solicitation, CGI provides pricing to support each Service Portfolio, A or B, to be selected by the government. (b) (4)

Attachment 8 - CGI Pricing	
Reference	Description
8-1	(b) (4)
8-2	(b) (4)
8-3	(b) (4)
8-4	(b) (4)

Figure 2-1. Attachment 8 Contents – Web Hosting Day One Task Order Pricing.

3. Pricing Methodology

CGI has presented pricing within this response for Attachment 8 Statement of Work for USGS-CIDA Publication Library cloud hosting based on requirements from the DOI. The pricing takes into consideration support for:

(b) (4)

(b) (4)

(b) (4)	Description	Standard Offering	Alternate Offering
(b) (4)			

Figure 3-1. High-Level Services Comparison of Standard (b) (4) vs. Alternate (b) (4) Pricing Models.

4. Period of Performance

The Period of Performance for this task order shall be from the date of task order award for one year (base period) plus three one-year option periods. All terms and conditions applicable to the base period shall extend to the options unless otherwise mentioned in this proposal.

5. Assumptions

(b) (4)



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experience the commitment™

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Standard vs. Alternate Offering Detailed Table	
Description	(b) (4)
Service Highlights	
Operating Systems Supported	
Operating System Patching	
Backup/Recovery	
Security	



experience the commitment™

Standard vs. Alternate Offering Detailed Table	
CLIN Type	Content of Bundle
(b) (4)	(b) (4)

Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

**Technical Proposal for Development and Test:
USGS-CIDA Java Sandbox Day 1 Task Order**

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
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1. Team CGI's Value Proposition

Team CGI offers the Department of the Interior (DOI) our Cloud-based development and test environment hosting platforms that provide cost savings, platform consolidation, flexibility, and scalability to support USGS-CIDA in meeting and exceeding the evolving needs of its clients.

Our services for USGS-CIDA are provisioned out of our U.S. based data centers and limited in use to U.S. government customers. Team CGI provides virtual machines (VMs), storage, the operating system (OS) (option includes government-provided OS), system backups and restores, while USGS-CIDA personnel perform OS installation/patching as needed (based on the OS licensing option selected), Web/database software installation and updates, application installs, DOI user provisioning etc.

Additionally, as encouraged by DOI, in our proposal we offer an alternative solution where CGI as the Cloud Service Provider (CSP) provides packaged platforms with the Web application server, Oracle database platform, platform patching, and security monitoring included in our service to increase flexibility and decrease lead times for DOI to stand up environments.

Other CSPs that only do VMs and storage require a system integrator to execute most of the services required to develop the security and service management for the OS, databases, and Web/middleware; this dependency presents risk of an unproven solution to meet DOI enterprise wide requirements and has a high probability of unpredictable costs as DOI procures Task Orders (TOs) in the future.

While USGS-CIDA only requires a Federal Information Security Management Act (FISMA) "Low" offering for this TO, Team CGI's offering has been certified to meet FISMA "Moderate" requirements. *We are able to provide DOI with the flexibility to cost effectively expand and augment services as its needs evolve through our full service offering.* For example, our production security-enabled packaged middleware/database platforms are available to be leveraged if USGS-CIDA finds a need to rapidly provision additional environments to better simulate production security settings (at a FISMA moderate level for production load testing or quality assurance purposes) during implementation life cycles. Team CGI, with our full set of

Team CGI's Federal-Purpose Cloud and Managed Cloud Services Deliver Results

- Seven out of eight federal agencies that have awarded Cloud procurements through the General Services Administration (GSA) Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA) selected Team CGI.
- For GSA, we migrated operating environments including VMs and storage as required in this Task Order to the CGI Cloud from GSA's Office of Citizen Services' (OCSIT) incumbent providers in a record timeframe, earning a contractual incentive for the speed of transition.
- Team CGI is ready on Day 1 to provision the development/ test environments as desired in this task order. Unlike other vendors who might need to combine the components of multiple offerings from different service providers, our offering is ready for use by DOI on Day 1.
- Our overall service delivers the on-demand development/test environments as requested in this task order, with flexibility to enhance and augment required services to support FISMA moderate production environments, database/application middleware platforms, and additional consulting services as needed to meet DOI's evolving project life cycle demands.
- Team CGI's development/test environment services can be provisioned within minutes by DOI developers through our online portal; our portal provides a view of services consumed, as well as service level and security status reporting, features that have been built to empower our users.

capabilities and packaged service offerings and our full Authority To Operate (ATO) for the GSA IaaS allows USGS-CIDA to quickly adapt to evolving business needs.

In partnering with Team CGI for Cloud services, USGS-CIDA benefits from service delivery excellence via:

- **Governance processes that provide high accountability and transparency and reduce risk:** A key feature of Team CGI's value proposition – one that differentiates us from other providers – is **accountability**. The full scope of our solution (Cloud, system integration, and application management services) is backed by a single accountable provider: Team CGI. This approach supports streamlined delivery and management, including clear lines of responsibility and accountability for achieving DOI's vision for Cloud-hosted services. Our approach leverages industry-standard tools and practices to keep USGS-CIDA informed of the status of the Cloud environments and projects we manage. We are committed to minimizing surprises, and working with USGS-CIDA to meet or exceed service levels that represent high standards for platform and project performance. We refine processes and incorporate automation for effective support operations, evolving process maturity to consistently improve Cloud services, while maintaining a predictable infrastructure.
- **Flexibility and agility:** Team CGI's federal Cloud provides our customers with an unparalleled level of flexibility and agility, as it was built with unique federal requirements and needs in mind. Our offerings have full ATO at the FISMA moderate level and cover an extensive array of IaaS, Platform as a Service (PaaS), and consulting/support services. Team CGI was instrumental in assisting the National Archives and Records Administration (NARA) with its release of the 1940s Census data. NARA projected that this event would increase daily site traffic to their main website by a factor of over 21 (to 1.4M visits per day), and sought a secure, scalable solution to validate that their website remained in operation during the event. We were able to stand up an infrastructure solution within a few weeks of contract award. Archives.gov received 65 Million hits in the first day, with no performance degradation.
- **Innovative strategies and solutions for today, tomorrow, and beyond:** As the federal IT landscape continues to evolve, Team CGI is committed to staying on the forefront of Cloud policy and IT innovation. Lessons learned from our current Cloud engagements, coupled with our active involvement in various federal Cloud working groups and committees, including the GSA IaaS Shared Interest Group, provides us with a unique and invaluable vision of the federal Cloud roadmap for the future. We have dedicated resources already developing and testing components of what we aptly label our Cloud 2.0 offering that will expand on the capabilities and functionality of our current successful Cloud implementation. Team CGI is just as committed on the policy front. The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide initiative to help agencies fast-track the accreditation of systems to move to the Cloud; FedRAMP is expected to become operational by the end of 2012. As a holder of a permanent ATO for the GSA IaaS BPA, we will be one of the first Cloud providers to be eligible for FedRAMP certification.

Based on our understanding of USGS-CIDA's requirements to seek a cost-effective, flexible, and secure Cloud hosting platform for its test and development Java sandbox, Team CGI is committed to partnering with USGS-CIDA to identify an optimal architecture for the sample configurations included in the pricing response that reflect both Service Portfolios identified in Section J.7.

2. Technical Response to Addressing Requirements for Development and Test: USGS-CIDA Java Sandbox Day 1 Task Order

2.1 Technical Approach Overview

Team CGI provides a robust Cloud IaaS solution governed by quality IT Service Management (ITSM) rooted in Information Technology Infrastructure Library (ITIL) frameworks and is available on Day 1 unlike many CSPs that will need to put together a solution on top of basic Cloud VMs and storage, potentially increasing risk and future pricing for USGS-CIDA. Our Cloud solution, accessible through an online user portal, provides a secure Cloud infrastructure environment of moderate risk profile as defined by National Institute of Standards and Technology (NIST) Special Publication 800-53.

Cisco's enterprise class servers provide the computing power, enabling us to leverage architecture that unifies servers, storage access, networks, and virtualization technologies to better elevate the value and agility of hosting environments. At the hypervisor layer, VMware vSphere virtualization, managed by VMware vCloud Director, enables the consolidation of virtual resources across multiple clusters, providing isolation and control of deployed infrastructure services on-demand. **Figure 2.1-1** illustrates our federal-built Cloud architecture.

(b) (4)



Figure 2.1-1. Team CGI's Cloud Architecture. *Our federal-built Cloud architecture delivers value by isolating instances to better leverage infrastructure.*

Team CGI's federal Cloud provides a centralized portal for USGS-CIDA, enabling automated, continuous monitoring of systems, as well as giving site owners and managers near real-time visibility of service availability, resource utilization, and operational server-specific performance. (b) (4)

We follow formalized procedures to comply with security policies and controls. We are certified secure by GSA's Office of the Chief Information Officer (OCIO) under the controls that form the essential elements of FedRAMP.

Team CGI has bundled and supports the necessary components to deliver USGS-CIDA's Java sandbox platform. As **Figure 2.1-2** illustrates, our Cloud service offering is flexible. (b) (4)



Figure 2.1-2. Team CGI's Cloud Solution. *Our solution provides the DOI with the services and security needed.*

2.2 Management Approach

This Task Order (TO) does not require transition/migration or consulting support. Provisioning/de-provisioning of the development/test environments can be executed in an automated manner through our online portal.

In addition, if needed, Team CGI offers managed hosting services and Cloud expertise in transitioning government clients to our federal Cloud. Our approach is built on managed hosting services currently supporting more than 50 federal agencies. Our approach is tailored specifically to each engagement, managed in phases built around ITIL-driven processes, and backed by our track record of on-time, on-budget projects in the federal space. While Cloud services may be perceived as a commodity offering, it is the delivery of these services, including the essential levels of security, as well as operational and government compliance, that differentiates Team CGI from other Cloud providers.

2.2.1 Industry Standards and Best Practices Approach

Beginning Day 1, USGS-CIDA benefits from CGI’s ITIL-based framework that provides high-quality service delivery based on industry standards, best practices, and lessons learned. Our ITSM approach focuses on leveraging repeatable best practices, implementing continuous process and methodology improvement, and using a uniform approach to quality that reduces risk and increases transparency for our clients. Our formalized set of processes, listed in **Figure 2.2.1-1**, is core to our service delivery and enables process integration, transparency, efficiency, and service excellence.

Feature	Benefit to DOI
(b) (4)	(4)

Figure 2.2.1-1. CGI’s ITSM Processes. *Our CPMF and OF act as enablers that drive process integration, transparency, efficiency, and service excellence.*

(b) (4)

[Redacted text block]

2.2.2 Delivery Organization

Team CGI is organized as an integrated team to efficiently deliver the services described in the RFQ. For this TO, we created an agile organization with direct TO oversight provided by (b) (4) [Redacted] our proposed Task Order Manager. (b) (4) [Redacted] is supported by our program team. Our organization provides USGS-CIDA the benefits of a team with technical know-how and proven Cloud experience.

(b) (4)

[Redacted] served as the Transition and Service Delivery manager for our DHS

Cloud migration project. He is supported by our **Consulting and Thought Leadership Team**, which includes CGI's leading Cloud experts; (b) (4)

Team CGI's entire delivery organization is accountable to our management executive, CGI Vice President **Mr. Anish Joseph**. Our TO delivery team consists of a core group of IT infrastructure specialists with broad knowledge and skill sets, who work together and are empowered to foster knowledge sharing and broaden their technical skills to meet evolving customer needs. We use a dynamic resourcing model to cost-effectively meet USGS-CIDA's fluctuating needs, leveraging the reachback available within CGI and our partners.

2.3 Meeting the Scope of the Development and Test: USGS-CIDA Java Sandbox Task Order (C.2.2.6) (J.3)

(b) (4)

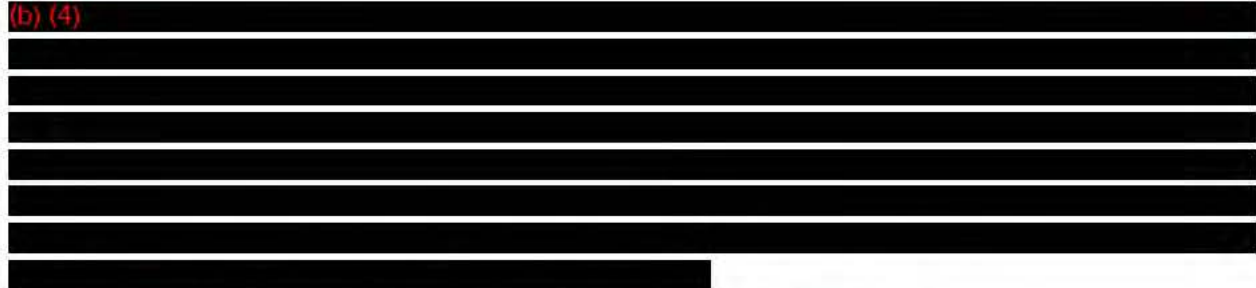
(b) (4)

2.4 Meeting Resource Demand (J.4)

Team CGI's robust Cloud IaaS solution infrastructure, accessible through an online user portal, provides a secure environment of moderate risk profile as defined by NIST Special Publication 800-53. (b) (4)

(b) (4)

(b) (4)



2.5 Meeting Enhancements to Enterprise-wide Requirements (J.5)

2.5.1 Resource Provisioning

Team CGI's Cloud IaaS provisions processing, storage, networks, and other fundamental computing resources used by authorized government officials to create environments in which they can deploy and operate their applications. (b) (4)

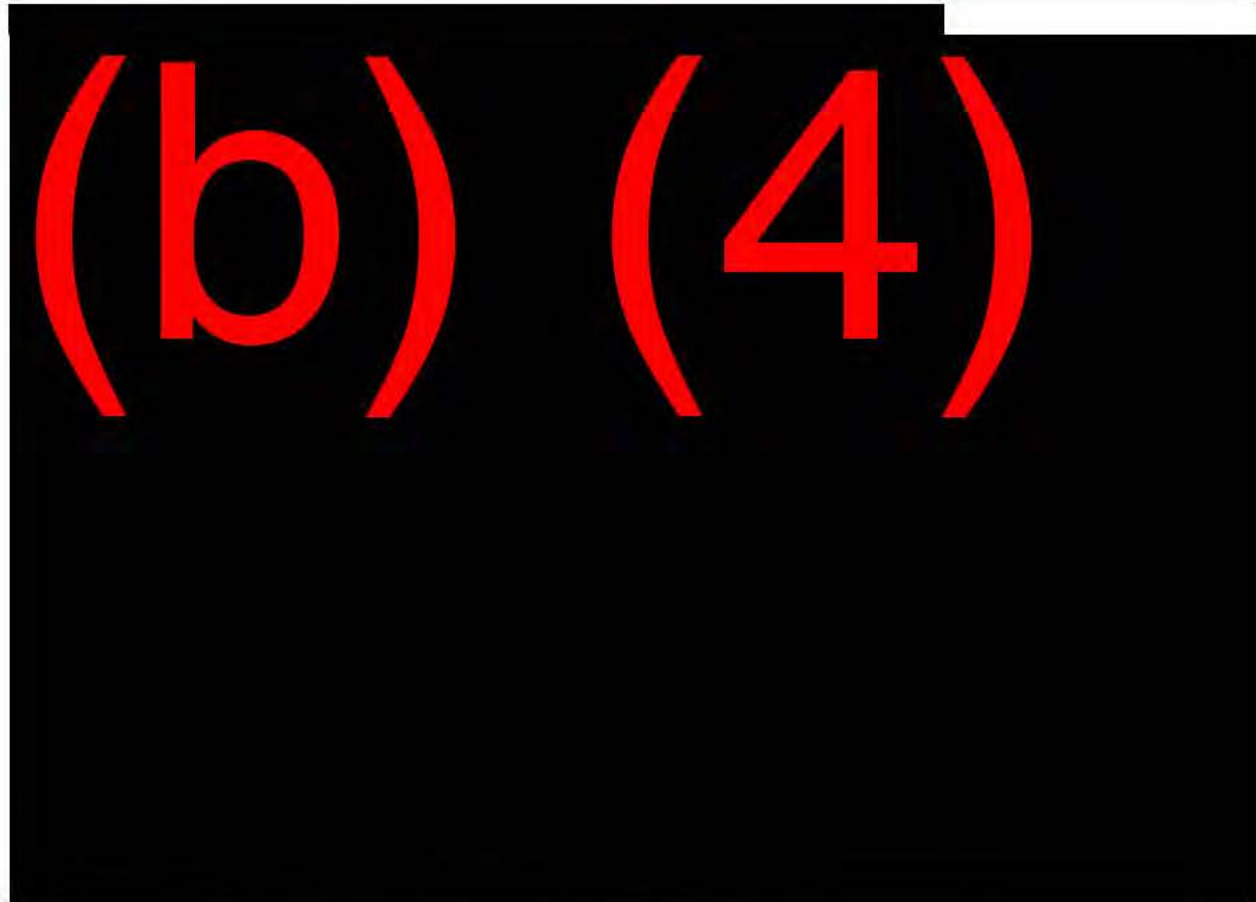



Figure 2.5.1-1. Team CGI's Provisioning Portal. (b) (4)



Figure 2.5.1-1 shows a screenshot of our provisioning portal. (b) (4)

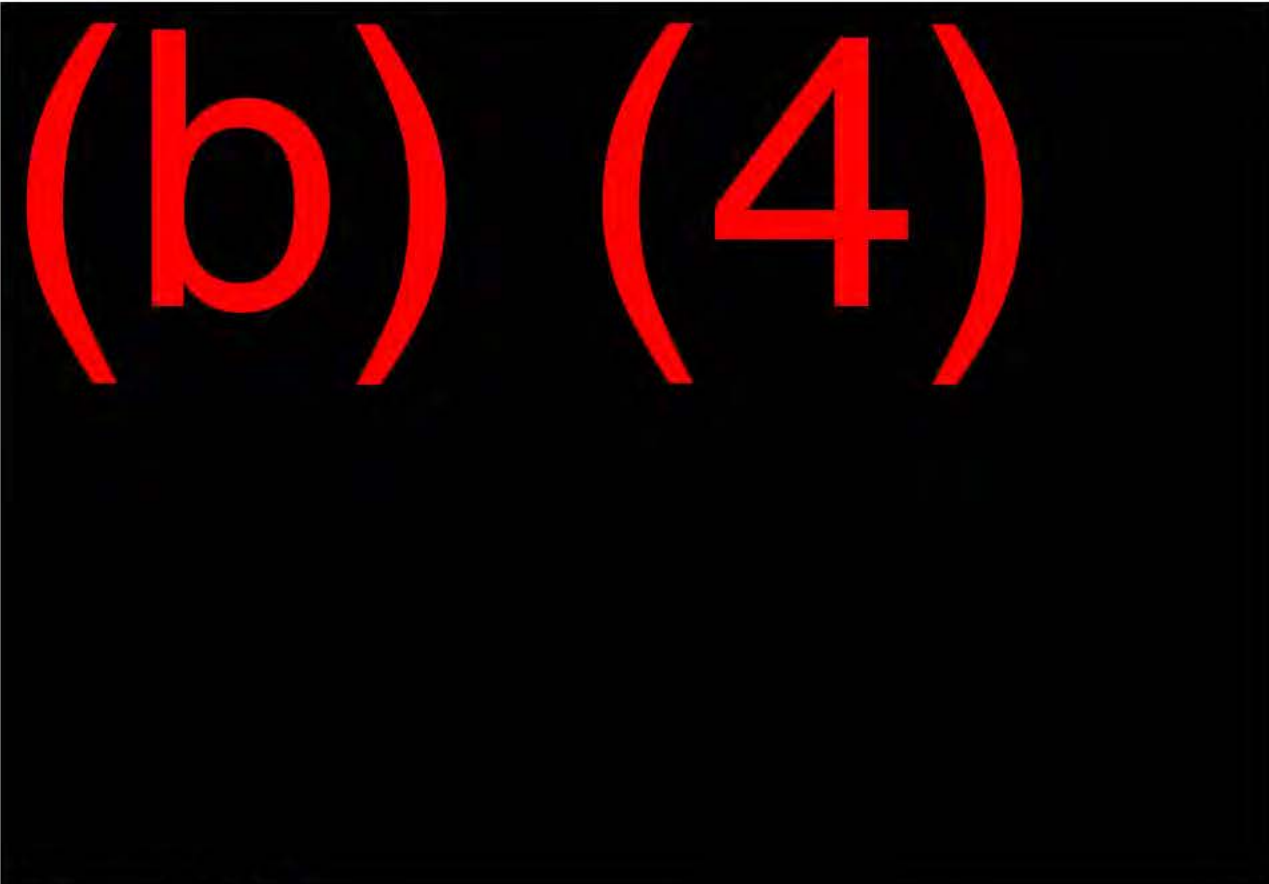
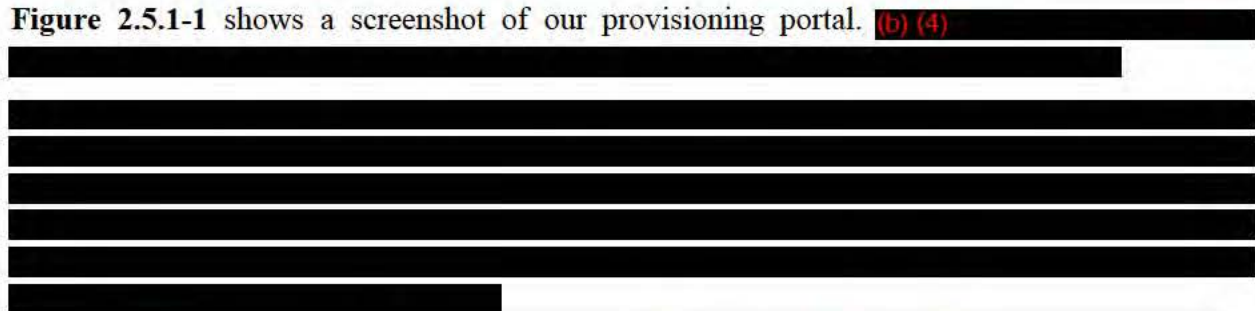


Figure 2.5.1-2. (b) (4)

2.5.2 Permissions



2.5.3 Access



(b) (4)

2.5.4 Processing and Storage Elasticity

(b) (4)

2.6 Meeting Enhancements to Resource Requirements (J.6)

2.6.1 Software Installation, Version Control, and Patching (J.6.1)

(b) (4)

2.7 Meeting Enhancements to Service Level Requirements (J.7)

Based on standard CGI practice, Team CGI employs SLAs that align our service delivery with the client's business objectives. Clear, measurable service levels provide Cloud customers with visibility of the performance of CGI's Federal Cloud service. Actual service levels are a key element to continual service improvement. (b) (4)

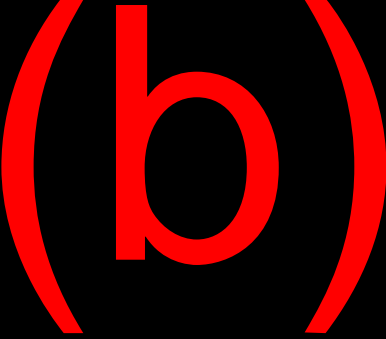

We address issues proactively, allowing us to maintain high service levels for our customers.

(b) (4)

As described in **Figure 2.7-1**, Team CGI has tailored our VM offerings to meet the service levels for Service Portfolio A or Service Portfolio B, per TO Statement of Work J.7.

Section 4.1.1.3 Service Level Agreements for each Service Offering in the Volume II Technical Proposal for IDIQ describes the method of calculating SLA metrics and the applicable disincentives/incentives for the services used for this TO.

Solution Components	Service Portfolio A	Service Portfolio B
J.7.1 Uptime and Availability	(b)	(4)
J.7.2 Recovery Time Objective (RTO)	(b)	(4)

Solution Components	Service Portfolio A	Service Portfolio B
J.7.3 Recovery Point Objective (RPO)		
J.7.4 Backup Requirements: Frequency		
J.7.5 Backup Requirements: Retention		
J.7.6 Backup Requirements: Mean Time to Restore (MTR)		
J.7.7 Storage Provisioning Service Levels		
J.7.8 Additional Requirements: Bulk Transfer Throughput		
J.7.9 Customer/Program Support: Availability		
J.7.10 Customer/Program Support: Maximum Time to Acknowledge		

Solution Components	Service Portfolio A	Service Portfolio B
(MTA)	(b)	(4)
J.7.11 Customer/Program Support: Maximum Time to Resolve (MTR)		
J.7.12 Maximum Allowable Planned Downtime – Workday		
J.7.13 Maximum Allowable Planned Downtime – Non-workday		

Figure 2.7-1. Team CGI Solution Components. (b) (4)

Additional notes on specific service levels are provided below.

Additional Requirements: Bulk Transfer Throughput (J.7.8)

Bulk transfer throughput is subject to the medium and bandwidth of the transport layer, as well as the class of storage. Team CGI offers bulk data transfer service as follows:



Please refer to our response to Storage Services Use Case, as well as our response to Attachment 21, Network Connectivity.

Customer/Program Support Availability (J.7.9)

Team CGI’s service center provides help desk services during the hours defined by service portfolio requirements. (b) (4)

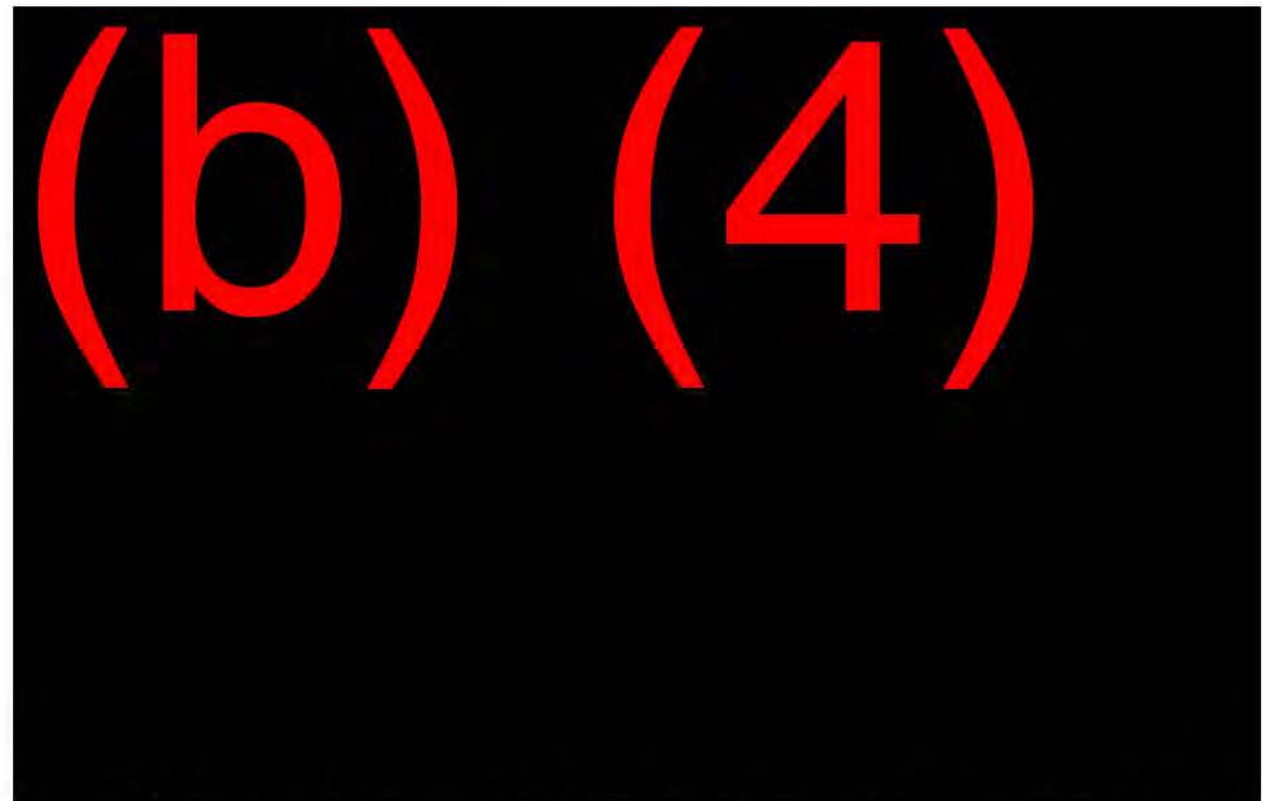


Figure 2.7-2. Customer/Program Help Desk Support Process. *Team CGI employs a proven help desk process.*

2.8 Meeting Enhancements To Optional Characteristics (J.8)

2.8.1 Resource Segregation (J.8.1)



2.8.2 Non-Production Environment (J.8.2)

Authorized government representatives can establish and maintain user permissions. Authorized personnel will need to approve changes that impact their environment before we apply updates such as patching infrastructure elements or firewall changes.

2.9 Past Performance

In the following sections, CGI provides a snapshot of some of our most relevant Cloud development and test environment hosting experience. Two of these engagements were awarded as task orders under the GSA IaaS BPA under BPA Lot 3 for Web Hosting Services; for purposes of this past performance write-up, (b) (4)

[REDACTED]. The third engagement, the Administrative Office of the U.S. Courts Electronic Criminal Justice Act (eCJA) project, (b) (4)

[REDACTED]

[REDACTED] Note that for each past performance engagement referenced, stated contract value reflects the value of the overall contract scope of work, not that scope of work specific to hosting of the development/test environment(s).

2.9.1 Past Performance # 1 – CGI – GSA OCSIT Cloud Modernization

Past Performance #1 – GSA OCSIT Cloud Modernization	
1. Complete name of Government agency, commercial firm, or other organization	
General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT)	
2. Complete address	
1275 1st Street, N.E. Washington, DC 20417	
3. Contract number or other reference	4. Date of contract
GS-001-11-AA-D-0242	January 3, 2012
5. Date work was begun	6. Date work was completed
January 3, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$20.7M over five years, assuming all options are awarded	(b) (4) through the end of July 2012
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Earl Warrington, Assistant Deputy Associate Administrator, Office of IT Services & Solutions, OCSIT 1275 1 st Street NE, Washington, DC 20002 (202) 208-6158 earl.warrington@gsa.gov	Rosemary Gibert, Contracting Officer Technical Representative (COTR), OCSIT 1275 1 st Street NE, Washington, DC 20002 (202) 219-1364 rosemary.gibert@gsa.gov
10. Location of work	
CGI Federal, Fairfax, VA CGI Cloud Primary Data Center, Phoenix, AZ CGI Secondary Data Center, Philadelphia, PA Cloud Service Desk, San Antonio, TX	
11. Description of the Project	
<p>The GSA Office of Citizen Services and Innovative Technologies (OCSIT) provides high-quality tools and timely information to the public to support an informed citizenry. OCSIT contracted with CGI under the GSA IaaS BPA to provide, among other value-added services, a Cloud hosting platform that consolidates GSA’s Web presences, provides platform administration services for tools that power the websites, and delivers configuration management support to simplify site operations. Under this task order, CGI provides production as well as development and test environments for 35 websites. The solution is architected to enable developers and tests to securely access only those environments for which they require access (e.g., specific Web presence).</p> <p>CGI’s services to GSA OCSIT include providing development and testing environments that, along with the production environment, are further divided into zones to maintain a high level of security for the hosted applications. To support separation of duty requirements, the testing environment is fully managed by CGI resources, with the development environment managed by an independent development vendor under separate contract with GSA. Development and test environments offer the same scalability and elasticity as our production environment to meet changes in demand.</p>	
History of high quality results and deliverables/Staying within schedule and budget	
The GSA OCSIT Cloud Modernization effort operates on a performance based model based upon GSA OCSIT’s measurements of CGI’s speed and quality during the transition. The task order provides incentives and disincentives to CGI based upon the total spend that is invoiced by CGI each year. Thus, we have been working	

Past Performance #1 – GSA OCSIT Cloud Modernization

to consolidate the websites onto fewer VMs with less memory, CPU, and disk space where possible. This also allows for decreased server sprawl. We also exceeded GSA’s timeline for migration of the portfolio within just three months, receiving an additional contract award incentive by doing so.

CGI successfully transitioned the first GSA website, Fedspace.gov, to run live in our Cloud on January 29, 2012, just 26 days from project award date. We achieved the full successful transition of the Web portfolio, including the high-profile USA.gov and Data.gov from the incumbent hosting providers in 2.5 months. Our ability to meet this tight timeframe demonstrates CGI’s ability to transition websites to the public Cloud in a timely manner to minimize cost of transition.

Cooperation and collaboration

Although the initial stages of the project did not have an identified fixed scope, we worked with GSA OCSIT through a series of meetings to understand what was in GSA’s current environment and needed to be transitioned. CGI and GSA OCSIT worked together to identify which sites could be shut down and which would be transitioned.

Since transition, we have worked closely with GSA OCSIT and its independent development vendors to identify ways to reduce the footprint required for the applications supported. To date, our recommendations have realized a reduction of over 20 VMs from the original transition footprint, through activities such as configuration changes to the removal of nonstandard technologies. We also worked with OCSIT’s security team to significantly reduce the number of application security vulnerabilities existing within the transitioned applications.

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

While no service level requirements are specifically applied to GSA’s development and test environments under this contract, CGI maintains a highly available infrastructure to support the developer community. Our Service Desk provides support to developers on an as-needed basis.

Responsiveness to customer requests for services, scheduled and ad-hoc

During the transition phase, CGI successfully scaled the transition activities to support an additional 15 websites not identified in the approved initial schedule. Our team was able to quickly identify and provision the required resources to meet the needs of OCSIT, allowing them to successfully migrate high profile applications without disruption to end users.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

CGI resource (b) (4) supported Cloud solution architecture development and service delivery, including migration, for the GSA OCSIT websites. (b) (4) is proposed to serve as Task Order Manager for the Development/Testing Sandbox Day One task order.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

2.9.2 Past Performance #2 – CGI – DHS Cloud

Past Performance #2 – DHS Cloud	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Homeland Security	
2. Complete address.	
Department of Homeland Security, 7 th & D St NW Washington, DC, 20528-0115	
3. Contract number or other reference	4. Date of contract
GS-35F4797H/ GS00Q11AEA0005/ HSHQDC-11-F-00099	September 8, 2011
5. Date work was begun	6. Date work was completed
September 8, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,886,365.20	\$1,886,365.20 – Firm fixed price contract
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Doug Hansen, Program Manager, DHS CIO Enterprise Systems Development Office (ESDO), DHS 7 th & D St. NW, Washington, DC 20528 202-447-0790 doug.hansen@hq.dhs.gov	Sharon A. Aiken, Contracting Officer/Ordering Officer Enterprise Acquisitions Divisions, Office of Procurement Operations 7 th & D St. NW, Washington, DC 20528 202-447-5627 sharon.aiken@hq.dhs.gov
10. Location of work	
CGI Federal, Fairfax, VA CGI Cloud Primary Data Center, Phoenix, AZ CGI Secondary Data Center, Philadelphia, PA Cloud Service Desk, San Antonio, TX	
11. Description of the Project	
<p>The first task order contract awarded under GSA’s IaaS, DHS’ Web hosting, was awarded to CGI. As DHS’ Public Cloud service provider, CGI consolidates public-facing Web services in a secure and scalable environment that meets DHS’s business objectives cost- effectively. We established a consolidated and integrated Web service delivery capability for development/test, staging/pre-production, and production environments that streamlines the migration, implementation, and support of current and future Department of Homeland Security (DHS) public-facing websites to the Public Cloud. CGI Cloud infrastructure support includes all work associated with Web hosting, Virtual Machines (VMs), storage, and migration to support DHS public websites.</p> <p>CGI’s Cloud environments allows for enterprise development, testing, and staging to support development, integration, acceptance testing, training, staging, troubleshooting, and all pre-production activities. The environments contain all GSA IaaS BPA required security, service delivery, and hosting capabilities to effectively support the development and testing needs as well as Quality Assurance (QA) and production.</p> <p>In partnership with DHS ESDO, CGI provides a production open source platform that supports integrated instances of Drupal and Alfresco but allows for the flexibility to change from these open source content management systems to others as technology changes over the period of performance.</p> <p>StudyintheStates.gov and RestoretheGulf.gov were the first two websites to be hosted in the CGI cloud within six</p>	

Past Performance #2 – DHS Cloud

weeks of project kick-off. FEMA.gov went live in production on the CGI Cloud at the end of July, 2012, in advance of the high-volume “hurricane season.” DHS.gov has also gone live within the CGI Cloud. The architecture for DHS’ Cloud Web hosting environment is designed to scale to support additional websites over the course of the contract.

History of high quality results and deliverables/Staying within schedule and budget

CGI has met all schedules and deadlines. Being responsive to technical direction, we remain cognizant of schedule constraints. The commitment to providing exceptional services highly correlates to the timeliness of deliverables.

Cooperation and collaboration

Working to understand the objectives and goals of the ESDO, CGI coordinates the installation and repair of systems and network hardware with government staff, as well as minor hardware installation to ensure proper functionality of systems as it relates to the supported environments. Per Doug Hansen, DHS CIO, “CGI is very committed to the success of DHS and continues to focus on growth of the partnership, provides added value through an exceptional customer focus, and exudes dedication via collaborative efforts. By leveraging lessons learned and past performance, CGI displays efforts to ensure continued progress.”

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

CGI continues to meet service level objectives for development and test environments. Our success in supporting the program and providing consistent high quality products and services is evidenced by our 9.7 out of 10 rating on our Customer Satisfaction Assessment Program survey.

Responsiveness to customer requests for services, scheduled and ad-hoc

CGI has an expert technical team available to advise DHS on schedule and ad-hoc basis to optimize DHS Cloud services investment. This includes recommending deployment architectures, designing and implementing automated scaling processes, implementing day-to-day and emergency procedures, providing performance reporting and metrics, and ensuring the overall reliability of the hosting solution.

Problems encountered and corrective actions taken

(b) (4)
[Redacted text]

Key Personnel

CGI resources (b) (4) supported Cloud solution architecture development and service delivery, including migration, for the GSA OCSIT websites. (b) (4) is proposed to serve as Task Order Manager for the Development/Testing Sandbox Day One task order.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

2.9.3 Past Performance #3 – CGI – AOUSC Office of Defender Services eCJA

Past Performance #3 – Administrative Office of the U.S. Courts ODS eCJA

1. Complete name of Government agency, commercial firm, or other organization

Administrative Office of the U.S. Courts, Office of Defender Services

2. Complete address.

Office of Defender Services
One Columbus Circle, NE, Suite 4-240
Washington, DC 20544

3. Contract number or other reference	4. Date of contract
---------------------------------------	---------------------

GS-35F-4797H, Task Order USCA11F0397	March 14, 2011
--------------------------------------	----------------

5. Date work was begun	6. Date work was completed
------------------------	----------------------------

March 14, 2011	Ongoing
----------------	---------

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
-----------------------------	---

(b) (4) for full project (including cost of licenses for Appian Business Process Management software)	(b) (4)
---	---------

9a. Technical point of contact	9b. Contracting or purchasing point of contact
--------------------------------	--

John Fay, COTR One Columbus Circle, NE Washington, DC 20544 202-502-1640 john.fay@ao.uscourts.gov	Bill Heyward, Contracting Officer One Columbus Circle, NE, Suite 4-240 Washington, DC 20544 202-502-1234
---	---

10. Location of work

CGI Federal, Fairfax, VA
CGI Cloud Primary Data Center, Phoenix, AZ
Cloud Service Desk, San Antonio, TX

11. Description of the Project

In 2011, ODS contracted with CGI to develop a new application to automate previously manual processes for attorneys and service providers (e.g., translators, expert witnesses) to submit vouchers for payment for services under the Criminal Justice Act. The new system would also enable Court staff to review and approve for payment these invoices, or vouchers, with automated support for previously manual workflows. Using an iterative development approach and leveraging Appian Business Process Management software, the team is currently developing this new application, to be hosted in the Judiciary Data Center. To support flexibility, reliability, and performance of the development environment, the CGI development team worked with its CGI Cloud infrastructure counterparts to establish a development environment of two virtual machines (one application server, one database server) to support development activities. The development team has the flexibility to configure the environments as needed and to analyze and test various configurations to optimally support code as developed. Developers securely access the environment via virtual private network.

History of high quality results and deliverables/Staying within schedule and budget

The Cloud-based development environment supports developers as part of the overall project. The Cloud environment was established according to specifications on time and on budget for the project.

Cooperation and collaboration

The CGI Cloud infrastructure team quickly established the necessary environments to support the development team. CGI addresses questions in a timely manner to enable the development team to effectively maintain the

Past Performance #3 – Administrative Office of the U.S. Courts ODS eCJA

environment.

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

No service level agreements are applicable for the development environment hosting component of the project.

Responsiveness to customer requests for services, scheduled and ad-hoc

CGI Cloud infrastructure and development teams work closely, as needed.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

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Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

**Technical Proposal for Public Web Hosting:
USGS-CIDA Publication Library Day 1 Task Order**

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
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Submitted By:

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033
703.227.6000



www.cgi.com

The information specifically identified on pages marked with the legend below within this proposal constitutes trade secrets or confidential commercial and financial information which the offeror believes to be exempt for disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law. The offeror also requests that this information not be used in whole or part by the government for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result of or in connection with the submission of the proposal, the Government shall have the right to use this information to the extent provided in the contract. *This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.*

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1. CGI's Value Proposition

Team CGI offers the Department of the Interior (DOI) our cloud-based Web and database hosting platforms that provide cost efficient platform consolidation, flexibility, and scalability to support USGS-CIDA – which meets and exceeds the evolving needs of its clients.

Our services for DOI are provisioned out of our stateside-based data centers and limited to use for U.S. Government customers. Team CGI provides virtual machines, storage, the Operating System (OS) (option includes government-provided OS), system backups and restores, while DOI personnel perform OS installation/patching as needed (based on the OS licensing option selected), Web/database software installation and updates, application installs, and DOI user provisioning.

Additionally, as encouraged by DOI, we offer an alternative solution where Team CGI as the Cloud Service Provider (CSP) provides packaged platforms with the Web application server, Oracle database platform, platform patching, and security monitoring included in our service to increase flexibility and decrease lead times for DOI to stand up environments. Team CGI's production security-enabled packaged Web/middleware/database Platform as a Service (PaaS) offerings are available to be leveraged if DOI finds a need to rapidly provision additional environments to better simulate production security settings (at a FISMA moderate level for production load testing or quality assurance purposes) during implementation life cycles. Other CSPs that only do VMs and storage require a system integrator to do a lot of the system integration work to develop the security and service management for OS, databases, Web/middleware, which creates a lot of risk of an unproven solution per the DOI Enterprise Wide Requirements and has a high probability of unpredictable costs as DOI procures Task Orders in the future for robust Web Hosting services.

In partnering with CGI for Cloud services, DOI benefits from service delivery excellence via:

- **Governance processes that provide high accountability, transparency and reduce risk:** A key feature of CGI's value proposition – one that differentiates us from other providers – is **accountability**. The full scope of our solution (Cloud, system integration, and application management services) is backed by a single accountable provider: Team CGI. This approach supports streamlined delivery and management, including clear lines of responsibility and accountability for achieving DOI's vision for cloud-hosted services. Our approach leverages industry standard tools and practices to keep DOI informed of the status of the Cloud environments and projects managed by Team CGI. We are committed to minimizing surprises, and working with DOI to meet or exceed service levels that represent high

CGI's Built-for-Federal Cloud Services Deliver Results

- Seven out of eight federal agencies that have awarded Cloud procurements through the General Services Administration (GSA) Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA) selected CGI.
- For GSA, CGI transitioned 35 websites including USA.gov and Data.gov to the CGI Cloud from GSA's Office of Citizen Services (OCSIT)'s incumbent providers in record timeframe, earning a contractual incentive for the speed of transition.
- For Department of Homeland Security (DHS) CGI transitioned StudyintheStates.gov and RestoretheGulf.gov to the CGI Cloud within six weeks of project kick-off. FEMA.gov went live in production on the CGI Cloud at the end of July 2012. DHS.gov is also live in production on the CGI Cloud.
- CGI is ready on Day 1 to provision the Web hosting environments as desired in this task order. Unlike other vendors who might need to combine the components of multiple offerings from different service providers, CGI's offering is ready for use by DOI on Day 1.
- CGI's Cloud services for virtual machines and database hosts can be provisioned within minutes by DOI personnel through our online portal. Our portal provides a view of services consumed, service level, and security status – the reporting features that have been built to empower our users.

standards for platform and project performance. We refine processes and incorporate automation for effective support operations, evolving process maturity to consistently improve cloud services, while maintaining a predictable infrastructure.

- **Flexibility and agility:** CGI's Federal Cloud provides our customers with an unparalleled level of flexibility and agility, as it was built with unique federal requirements and needs in mind. Our offerings have full Authority to Operate (ATO) at the FISMA moderate level and cover an extensive array of IaaS, PaaS, and consulting/support services. CGI was instrumental in assisting the National Archives and Records Administration (NARA) with its release of 1940s Census data. NARA projected that this event would increase daily site traffic to their main website by a factor of over 21 (to 1.4M visits per day), and sought a secure, scalable solution to validate that their website remained in operation during the event. CGI was able to stand up an infrastructure solution within a few weeks of contract award. *Archives.gov* received 65 Million hits in the first day, with no performance degradation.
- **Innovative strategies and solutions for today, tomorrow, and beyond:** As the federal IT landscape continues to evolve, we are committed to staying on the forefront of Cloud policy and IT innovation. Lessons learned from our current Cloud engagements, coupled with our active involvement in various Federal Cloud working groups and committees, including the GSA IaaS Shared Interest Group, provides us with a unique and invaluable vision of the Federal Cloud roadmap for the future. We have dedicated resources already developing and testing components of what we aptly label our Cloud 2.0 offering that will expand on the capabilities and functionality of our current successful Cloud implementation. We are just as committed on the policy front. The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide initiative to help agencies fast-track the accreditation of systems to move to the Cloud; FedRAMP is expected to become operational by the end of 2012. As a holder of a permanent ATO for the GSA IaaS BPA, CGI will be one of the first Cloud providers to be eligible for FedRAMP certification. Similarly, Team CGI's solution satisfies four Office of Management and Budget (OMB) mandates – **IPv6, Cloud/Shared First, DNS-SEC, and Data Center Consolidation**.

Based on our understanding of DOI's requirements to seek a cost-effective, flexible, and secure cloud hosting platform for its USGS-CIDA Publication Library websites, Team CGI is committed to partnering with DOI to identify an optimal architecture for the configurations included in the pricing response that reflect both Service Portfolios identified in Section J.7.

2. Technical Response to Addressing Requirements for Public Web Hosting: USGS-CIDA Publication Library Day 1 Task Order

2.1 Technical Approach Overview

Team CGI provides a robust Cloud IaaS solution that is governed by quality IT Service Management (ITSM) rooted in Information Technology Infrastructure Library (ITIL) frameworks and is available on Day 1 unlike many CSP's that will need to put together a solution on top of basic cloud VMs and Storage potentially increasing risk and future pricing for DOI. Our Cloud solution is accessible through an online user portal. The Cloud infrastructure provides a secure environment of moderate risk profile as defined by National Institute of Standards and Technology (NIST) Special Publication 800-53.

Computing power is provided by Cisco's enterprise class servers, leveraging architecture that unifies servers, storage access, networks, and virtualization technologies to better elevate the value and agility of hosting environments. At the hypervisor layer, VMware vSphere virtualization, managed by VMware vCloud Director, enables the consolidation of virtual resources across multiple clusters, providing isolation and control of deployed infrastructure services on-demand. **Figure 2.1-1** illustrates our federal-built Cloud architecture.

(b) (4)



Figure 2.1-1. CGI's Cloud Architecture. *Our federal-built Cloud architecture delivers value by isolating instances to better leverage infrastructure.*

Team CGI's Federal Cloud provides a centralized portal for DOI, enabling automated, end-to-end monitoring of systems, as well as giving site owners and managers near real-time visibility of service availability, resource utilization, and operational server-specific performance. (b) (4)

We follow formalized procedures to comply with security policies and controls. We are certified secure by GSA's Office of the Chief Information Officer (OCIO) under the controls that form the essential elements of FedRAMP.

Team CGI has bundled and supports the necessary components to deliver DOI's Web hosting platform. As **Figure 2.1-2** illustrates, our cloud service offering is flexible, (b) (4)

(b) (4)

Figure 2.1-2. Team CGI's Cloud Solution. *Provides the DOI with the services and security needed.*

2.2 Management Approach

This Task Order (TO) Statement of Work does not require transition/migration or consulting support; using our Cloud services provisioning/de-provisioning of the Web hosting environments will be executed by DOI personnel in a streamlined manner through our online portal. Our services are also supported by a DOI specific service delivery manager and our Cloud Service Desk.

In addition, if needed, Team CGI has managed hosting services and Cloud expertise in transitioning government clients to our Federal Cloud. Our approach is built on the managed hosting services currently supporting more than 50 federal agencies. **We are the only providers of Cloud Web hosting (packaged services that include infrastructure, Web application software, security monitoring, backups, patching services, and a full Authority to Operate with FISMA Moderate) under the GSA IaaS BPA that can meet DOI's needs and requirements on Day 1.** Team CGI's approach is tailored specifically to each engagement, managed in phases built around ITIL-driven processes, and backed by our track record of on-time, on-budget projects in the federal space. While cloud services may be perceived as a

commodity offering, it is the ability to deliver these services, including the essential levels of security, as well as operational and government compliance, that differentiates Team CGI from other Cloud providers.

2.2.1 Industry Standards and Best Practices Approach

Beginning Day 1, DOI benefits from Team CGI's ITIL-based framework that provides high-quality service delivery based on industry standards, best practices, and lessons learned. Our ITSM approach focuses on leveraging repeatable best practices, implementing continuous process and methodology improvement, and using a uniform approach to quality that reduces risk and increases transparency for our clients. Our formalized set of processes, listed in **Figure 2.2.1-1**, is core to our service delivery and enables process integration, transparency, efficiency, and service excellence.

Feature	Benefit to DOI
(b) (4)	

Figure 2.2.1-1. Team CGI's ITSM Processes. *Our CPMF and OF act as enablers that drive process integration, transparency, efficiency, and service excellence.*

(b) (4)

[Redacted content]

2.2.2 Delivery Organization

Team CGI is organized as an integrated team to efficiently deliver the services described in the RFQ. For this TO, we created an agile organization with direct TO oversight provided by (b) [Redacted] our proposed Task Order Manager. (b) (4) [Redacted] is supported by our program team. Team CGI's organization provides CIDA the benefits of a team with technical know-how and proven Cloud experience.

(b) (4)

[REDACTED]

[REDACTED] as the CGI Project Manager, successfully transitioned NARA 1940 Census data websites to the CGI Cloud successfully within a few weeks after award, he is currently transitioning the Federal Trade Commission (FTC) websites as well as applications at Department of Energy, and EPA to the CGI Cloud. He is supported by our **Consulting and Thought Leadership Team**, which includes CGI's leading Cloud experts; (b) (4)

[REDACTED]

[REDACTED]

[REDACTED]

Team CGI's entire delivery organization is accountable to our management executive, CGI Vice President **Mr. Anish Joseph**. Our TO delivery team consists of a core group of IT infrastructure specialists with broad knowledge and skill sets, who work together and are empowered to foster knowledge sharing and broaden their technical skills to meet evolving customer needs. Team CGI uses a dynamic resourcing model to cost-effectively meet DOI's fluctuating needs, leveraging the reachback available within CGI and our partners.

2.3 Meeting the Scope of the Public Web Hosting: USGS-CIDA Publication Library Task Order (J.3)

Team CGI understands the dynamic nature of USGS's Publications Warehouse, and we operate as a flexible partner. (b) (4)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We will approach this engagement in the same fashion with USGS to meet the heavy usage demands of 1M to 4M page views per month from an international user base.

(b) (4)

[REDACTED] – this flexibility can be leveraged to meet the moderate to high demands placed on the Publication Warehouse. We provide a high-availability infrastructure through hardware with redundant internal components and a redundant architecture that enables automatic failover of the infrastructure components that operate the Cloud.

(b) (4)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.4 Meeting Resource Demand (J.4)

2.4.1 Virtual Machine Configuration and Capacity (J.4.1)

Team CGI provides three Cloud Web hosting bundles that include both Windows and Red Hat Linux operating systems. These bundles comprise Central Processing Unit (CPU), Random Access Memory (RAM), disk storage, backup, and data transfer.

(b) (4)

. Our Cloud Web Hosting bundles are presented in **Figure 2.4.1-1**.

2.4.1.1 Operating Systems

The following Operating Systems (OS) are available for each service bundle, these are available as Team CGI provided or Government provided software.

Bundle	
(b) (4)	

Figure 2.4.1-1. Cloud Web Hosting Team CGI provided OS. *Team CGI provides these Web hosting bundles.*

2.4.1.2 Web Server and Database Management System (DBMS) Software

As requested in the TO SOW, our proposed offering for DOI in response to this TO excludes Web server or DBMS software. (b) (4)

(b) (4)

Service	Description
---------	-------------

Microsoft Windows

(b) (4)

Red Hat Linux

(b) (4)

Service	Description
(b) (4)	

Figure 2.4.1.2-1. Web application and database software options for Web Hosting Bundle.
Team CGI provides Web application and database software options.

2.4.1.3 Security

With each provisioned Cloud Web Hosting VM the customer receives the security services described in **Figure 2.4.1.3-1**.

Service	Description
(b) (4)	

Figure 2.4.1.3-1. Security Services. *Team CGI provides security services with each Web Hosting Bundle.*

2.5 Meeting Day 1 Operating Capability (J.4.2)

Team CGI is ready on Day 1 to provision the Web hosting environments as desired in this task order. Team CGI's offering is ready for use by DOI on Day 1, as our solution is distinct – we do not need to combine the components of multiple offerings from different service providers.

Team CGI provides a disciplined process for technology planning and capacity management aimed to address cloud services demands for all our hosted tenants to meet their immediate day – one needs and future technology needs. This approach promotes continuous readiness to meet demands for all our Cloud hosted tenants, for example CGI successfully transitioned the GSA intranet site Fedspace.gov, to run live in CGI's Cloud on January 29, 2012, 26 days from project award date, and achieved the full transition (over 30 websites, including USA.gov and Data.gov) from the incumbent hosting provider in 2.5 months, demonstrating our ability to transition websites to the public cloud in a timely manner and to deliver high quality services. This same level of commitment will be demonstrated for DOI to meet day-one readiness capabilities.

2.6 Meeting Enhancements to Enterprise-wide Requirements (J.5)

2.6.1 Processing and Storage Elasticity

Team CGI's Cloud IaaS provisions processing, storage, networks, and other fundamental computing resources by authorized government officials to create environments in which they can deploy, scale up or down, and operate their applications. (b) (4)





Figure 2.6.1-1 shows a screenshot of our provisioning portal. Users can also review SLA reports, processing resources' performance status, security reports, invoices, and more.

(b) (4)



Figure 2.6.1-1. Team CGI's Provisioning Portal. (b) (4)

(b) (4)



(b) (4)

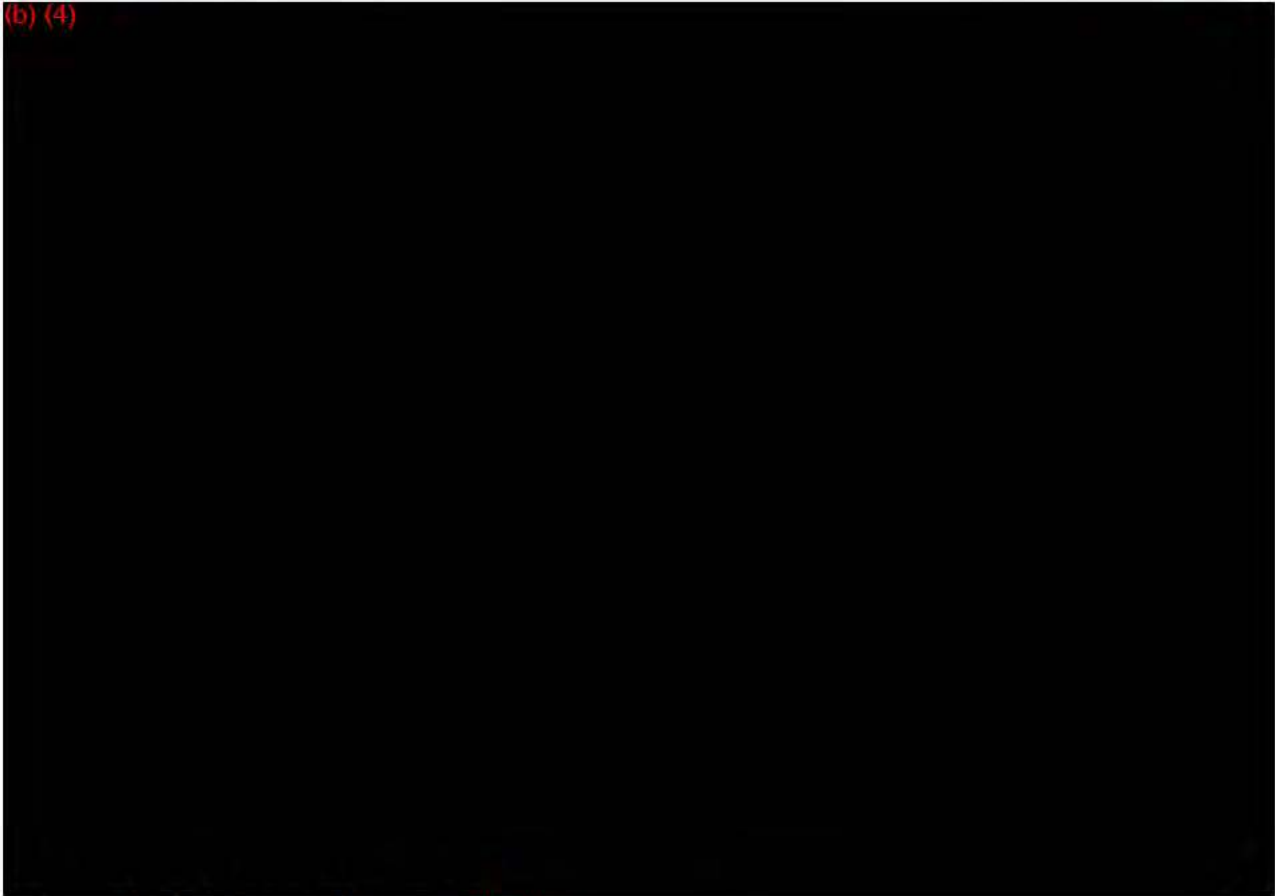


Figure 2.6.1-2. Service Requests. (b) (4)

2.7 Meeting Enhancements to Resource Requirements (J.6)

2.7.1 Software Installation, Version Control, and Patching (J.6.1)

Team CGI's proposed offering supports basic VM, storage, and underlying infrastructure, (b) (4)

[Redacted text block]

2.8 Meeting Enhancements to Service Level Requirements (J.7)

Based on standard CGI practice, we employ SLAs that align our service delivery with the client’s business objectives. Clear, measurable service levels provide Cloud customers with visibility of the performance of CGI’s Federal Cloud service. Actual service levels are a key element to continual service improvement. (b) (4)

[Redacted]

Team CGI addresses issues proactively, allowing us to maintain high service levels for our customers. (b) (4)

[Redacted]

Section 4.1.1.3 *Service Level Agreements* for each Service Offering in the Volume II Technical Proposal for IDIQ describes the method of calculating SLA metrics and the applicable disincentives/incentives for the services used for this Task order.

As described in **Figure 2.8-1**, CGI has tailored our Web Hosting Services offerings to meet the service levels for Service Portfolio A or Service Portfolio B, per TO Statement of Work J.7.

Solution Components	Service Portfolio A	Service Portfolio B
J.7.1 Uptime and Availability	(b) (4)	
J.7.2 Recovery Time Objective (RTO)		
J.7.3 Recovery Point Objective (RPO)		
J.7.4 Backup Requirements: Frequency		

Solution Components	Service Portfolio A	Service Portfolio B
	(b) (4)	
J.7.5 Backup Requirements: Retention		
J.7.6 Backup Requirements: Mean Time to Restore (MTR)		
J.7.7 Storage Provisioning Service Levels		
J.7.8 Additional Requirements: Bulk Transfer Throughput		
J.7.9 Customer/Program Support: Availability		
J.7.10 Customer/Program Support: Maximum Time to Acknowledge (MTA)		
J.7.11 Customer/Program Support: Maximum Time to Resolve (MTR)		
J.7.12 Maximum Allowable Planned Downtime – Workday		

Solution Components	Service Portfolio A	Service Portfolio B
	(b) (4)	
J.7.13 Maximum Allowable Planned Downtime – Non-workday	(b) (4)	

Figure 2.8-1. Team CGI Solution Components. (b) (4)

Additional notes on specific service levels are provided below.

Additional Requirements: Bulk Transfer Throughput (J.7.8)

Bulk transfer throughput is subject to the medium and bandwidth of the transport layer, as well as the Class of Storage. CGI offers bulk data transfer service as follows:

(b) (4)

Please refer to our response to Storage Services Use Case, as well as our response to Attachment 21, Network Connectivity.

Customer/Program Support Availability (J.7.9)

Team CGI’s service center provides help desk services during the hours defined by service portfolio requirements. (b) (4)

(b) (4)

(b) (4)

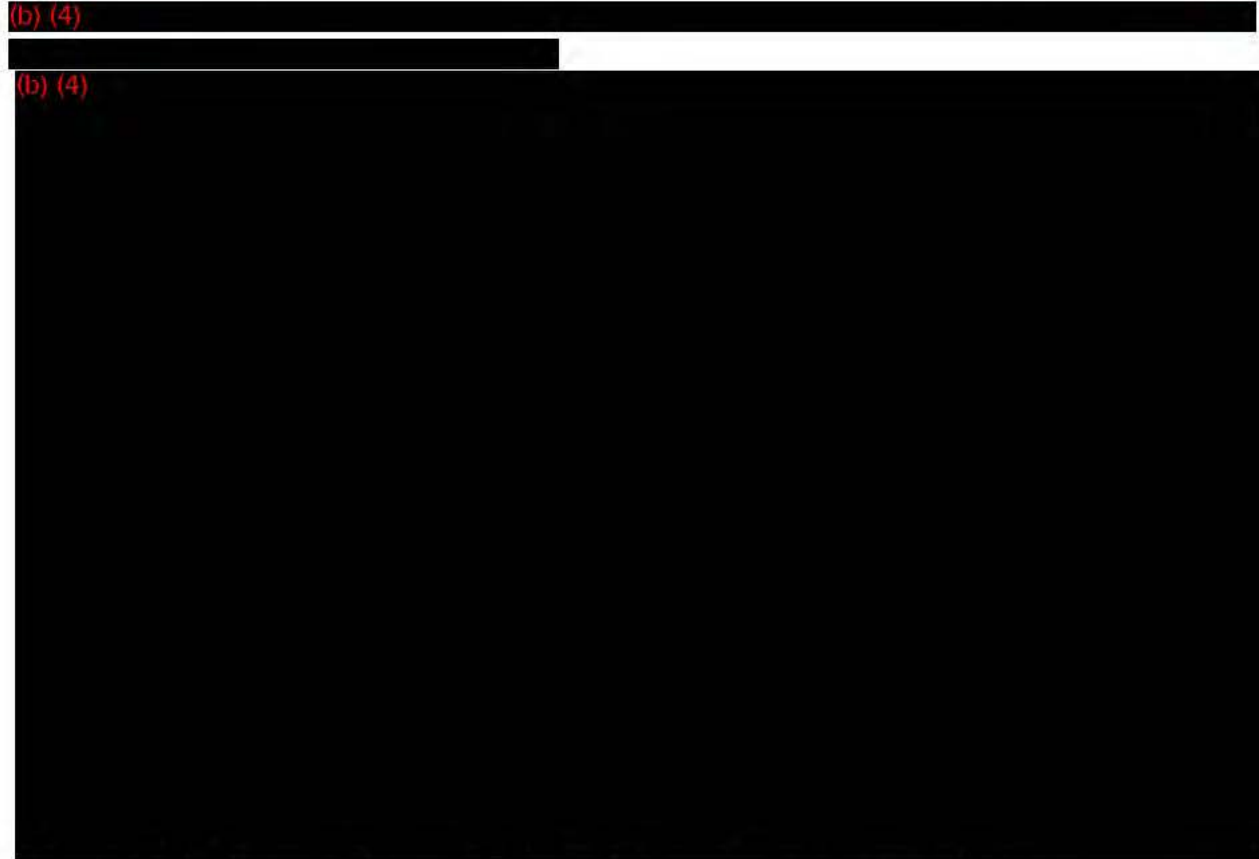


Figure 2.8-2. Customer/Program Help Desk Support Process. *Team CGI employs a proven help desk process.*

2.9 Meeting Enhancements To Optional Characteristics (J.8)

2.9.1 Resource Segregation (J.8.1)



Assumptions, Conditions, or Exceptions

Our assumptions, conditions and exceptions are included in *Section 10 of Volume I Business Management Proposal*.

2.10 Past Performance

In the following sections, CGI provides a snapshot of some of our most relevant Cloud Web Hosting experience. Each of these engagements reflects a discrete task order awarded to CGI under the GSA IaaS BPA under BPA Lot 3 for Web Hosting Services. Under each of these relevant Cloud Web hosting engagements, CGI has successfully transitioned one or more websites from a legacy hosting facility to CGI's Federal Cloud. We continue to support each of these clients in continuing to recognize value via cloud services, identifying additional avenues by which current or additional websites may recognize the elasticity, scalability, and cost-savings associated with CGI Federal Cloud services.

2.10.1 Past Performance #1 – CGI – GSA OCSIT Cloud Modernization

Past Performance #1 – GSA OCSIT Cloud Modernization	
1. Complete name of Government agency, commercial firm, or other organization	
General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT)	
2. Complete address	
1275 1st Street, N.E. Washington, DC 20417	
3. Contract number or other reference	4. Date of contract
GS-001-11-AA-D-0242	January 3, 2012
5. Date work was begun	6. Date work was completed
January 3, 2012	On-going
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$20.7M over five years, assuming all options are awarded	(b) (4) through the end of July 2012
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Earl Warrington, Assistant Deputy Associate Administrator, Office of IT Services & Solutions, OCSIT 1275 1 st Street NE, Washington, DC 20002 (202) 208-6158 earl.warrington@gsa.gov	Rosemary Gibert, Contracting Officer Technical Representative (COTR), OCSIT 1275 1 st Street NE, Washington, DC 20002 (202) 219-1364 rosemary.gibert@gsa.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ CGI Federal, Fairfax, VA ▪ CGI Cloud Primary Data Center, Phoenix, AZ ▪ CGI Secondary Data Center, Philadelphia, PA ▪ Cloud Service Desk, San Antonio, TX 	
11. Description of the Project	
<p>The GSA Office of Citizen Services and Innovative Technologies (OCSIT) provides high-quality tools and timely information to the public to support an informed citizenry. OCSIT contracted with CGI under the GSA IaaS BPA to provide, among other value-added services, a Cloud hosting platform that:</p> <ul style="list-style-type: none"> ▪ Consolidates GSA’s Web presences ▪ Provides platform administration services for tools that power the websites ▪ Delivers configuration management support to simplify site operations. <p>Since contract award, CGI has worked with GSA to transition websites to the Cloud, transitioning sites in waves for a total of 33 websites transitioned between wave one go-live, January 29, 2012, and wave eight go-live, March 17, 2012. Two additional websites, for a total of 35, now operate within the CGI Federal Cloud infrastructure. To support each transition, CGI provided Migration Services, set up secure file transfer capabilities, and architected the needed Cloud-based storage solutions necessary to accommodate the website portfolio.</p> <p>We provide infrastructure services supporting the production and non-production Web environments as well as Tier 2 application management services. Environments are divided into zones to maintain a high level of security for hosted production applications. CGI supports development, test, and production databases across shared and standalone database servers. Our database administrators manage over 526 master production database instances across 4 MySQL servers, and Oracle 11g server, and a Virtuoso server, with replication in our secondary site for failover purposes.</p>	

Past Performance #1 – GSA OCSIT Cloud Modernization

CGI continually monitors the health, stability, and performance of the environment, providing transparency into the Cloud infrastructure via the CGI Federal Cloud Portal. Through the portal, authorized OCSIT Cloud administrators can view utilization and performance data, track invoicing, view security/vulnerability assessment reports. Web developers can access their infrastructure via VPN.

Since completing transition, CGI has worked with GSA for continual transformation and consolidation, aiming to operate the websites on the minimum number of virtual machines possible. To date, we have reduced the number of virtual machines by 75 percent as compared to the previous hosting environment. As part of this transformation initiative, CGI has analyzed performance statistics and performed load testing to assess how many websites can be run on a particular VM before performance is impacted. To maximize consolidation efforts, we are working closely with OCSIT to standardize underlying software and versions, illustrating CGI's value as a systems integrator as well as a cloud infrastructure provider to continually identify ways to consolidate for further cost savings.

History of high quality results and deliverables/Staying

The GSA OCSIT Cloud Modernization effort operates on a performance based model based upon GSA OCSIT's measurements of CGI's speed and quality during the transition. The task order provides incentives and disincentives to CGI based upon the total spend that is invoiced by CGI each year. Thus, we have been working to consolidate the websites onto fewer VMs with less memory, CPU, and disk space where possible. This also allows for decreased server sprawl. CGI also exceeded GSA's timeline for migration of the portfolio within just three months, receiving an additional contract award incentive by doing so. CGI continues to work with GSA to identify additional savings associated with further virtual machine consolidation across the portfolio.

CGI successfully transitioned the first GSA website, Fedspace.gov, to run live in CGI's Cloud on January 29, 2012, just 26 days from project award date. CGI achieved the full successful transition of the Web portfolio, including the high-profile USA.gov and Data.gov from the incumbent hosting providers in 2.5 months. Our ability to meet this tight timeframe demonstrates CGI's ability to transition websites to the public cloud in a timely manner to minimize cost of transition.

Cooperation and collaboration

Although the initial stages of the project did not have an identified fixed scope, we worked with GSA OCSIT through a series of meetings to understand what was in GSA's current environment and needed to be transitioned. CGI and GSA OCSIT worked together to identify which sites could be shut down and which would be transitioned.

CGI's flexible hosting processes have been able to accommodate the limitations of some of GSA's legacy Web applications. Our ability to collaborate with GSA and identify means by which GSA can reduce or eliminate need to run infrastructure concurrently during transition has helped GSA decrease costs. When OCSIT needed legacy Web applications built for one data center to be able to run resiliently, with high availability across data centers, CGI instituted a process by which we leverage a secondary read-only database where the website can continue to read in the failover site, but only write to one site.

CGI continues to work collaboratively with GSA OCSIT to reduce project risk and maintain the transparency of the project plan. CGI and GSA OCSIT meet weekly and sometimes more than weekly, to review project status and schedule. Weekly updates to the project plan are provided to the client. To coordinate installation and repair of systems and network with government staff we build communication and approval steps into the change management process. Additionally, the Cloud portal provides OCSIT users with information about systems status and notifications.

Since transition, we have worked closely with GSA OCSIT and its independent development vendors to identify ways to reduce the footprint required for the applications supported. To date, our recommendations have realized a reduction of over 20 VMs from the original transition footprint, through activities such as configuration changes to the removal of nonstandard technologies. We also worked with OCSIT's security team to significantly reduce the number of application security vulnerabilities existing within the transitioned applications.

Quality of service and improvement

Within the scope of the approved contract, our team supports multiple SLAs that include measuring services uptime, reputation incidents, deliverable content and scheduled delivery, availability of content, and cloud center

Past Performance #1 – GSA OCSIT Cloud Modernization

efficiency. These measurements are collected on a monthly frequency for reporting to GSA. To minimize problem and incident occurrence, CGI provides day-to-day administration of virtual machine (VM) operating systems, data backup, and maintenance of our Cloud platform following the “steady state” processes documented in CGI’s Federal Operational Framework. Daily interaction and communication keeps OCSIT informed of issues, activities, and near-term operational plans related to incident and problem management. The CGI Service Desk provides a primary channel of communication into support operations for OCSIT developers and content managers. Additionally, we conduct review sessions with GSA OCSIT program management so that quality measures continue to align with the organization’s objectives.

Responsiveness to customer requests for services, scheduled and ad-hoc

During the transition phase, CGI successfully scaled the transition activities to support an additional 15 websites not identified in the approved initial schedule. Our team was able to quickly identify and provision the required resources to meet the needs of OCSIT, allowing them to successfully migrate high-profile applications without disruption to end users.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

CGI resources (b) (4) were both instrumental in architecting the Cloud solution for GSA OCSIT. (b) (4) is proposed to serve as Task Order Manager for the USGS-CIDA Web hosting day one task order. (b) (4) serves as part of CGI’s proposed Consulting and Thought Leadership organization for the DOI FCHS program and frequently also supports solution architecture for Web and application hosting engagements.

12. Current status of contract (choose one):

- Work continuing, on schedule
- Work continuing, behind schedule
- Work completed, no further action pending or underway
- Work completed, routine administrative action pending or underway
- Work completed, claims negotiations pending or underway
- Work completed, litigation pending or underway
- Terminated for convenience
- Terminated for default
- Other (explain)

2.10.2 Past Performance #2 – CGI – DHS Cloud

Past Performance #2 – DHS Cloud

1. Complete name of Government agency, commercial firm, or other organization

Department of Homeland Security

2. Complete address.

Department of Homeland Security, 7th & D St NW, Washington, DC, 20528-0115

3. Contract number or other reference

GS-35F4797H/ GS00Q11AEA0005/ HSHQDC-11-F-00099

4. Date of contract

September 8, 2011

5. Date work was begun

September 8, 2011

6. Date work was completed

September 7, 2014

Past Performance #2 – DHS Cloud	
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,886,365.20	\$1,886,365.20 – Firm fixed price contract
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Doug Hansen, Program Manager, DHS CIO Enterprise Systems Development Office (ESDO), DHS 7 th & D St. NW, Washington, DC 20528 202-447-0790 doug.hansen@hq.dhs.gov	Sharon A. Aiken, Contracting Officer/Ordering Officer Enterprise Acquisitions Divisions, Office of Procurement Operations 7 th & D St. NW, Washington, DC 20528 202-447-5627 sharon.aiken@hq.dhs.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ CGI Federal, Fairfax, VA ▪ CGI Cloud Primary Data Center, Phoenix, AZ ▪ CGI Secondary Data Center, Philadelphia, PA ▪ Cloud Service Desk, San Antonio, TX 	
11. Description of the Project	
<p>The first task order contract awarded under GSA’s IaaS, DHS’ Web hosting, was awarded to CGI. As DHS’ Public Cloud service provider, CGI consolidates public-facing Web services in a secure and scalable environment that cost-effectively meets DHS’s business objectives. By partnering with CGI for Federal Cloud Hosting services for its Web portfolio, DHS has achieved program objectives including optimized Web security, scalability, and performance; increased sharing of components across websites via a content platform-based approach; enhanced Web 2.0, social media, and third-party messaging integration capabilities; and highest levels of availability with solid performance to the furthest reaches of the Internet for critical public-facing data and system.</p> <p>Within the scope of this project, CGI established a consolidated and integrated Web service delivery capability for Development/Test, Staging/Pre-Production, and Production Web environments – the goal, to streamline the migration, implementation, and support of current and future DHS public-facing websites. Critical for DHS was the ability to partner with a cloud hosting services provider that had achieved Authority to Operate (ATO) under the GSA IaaS program. CGI is enabling DHS to meet its target operating model to have all public websites hosted in the FedRAMP compliant Public Cloud.</p> <p>Achieving Web Security, Scalability, and Performance Objectives: To meet the security, scalability, and performance requirements of DHS’ diverse portfolio of websites – each with its own critical public mission – DHS needed not only servers and storage but backup services, security, service management, and application-level managed support services. In addition, CGI is able to provide DHS with the monitoring tools, built into the CGI Federal Cloud, to support oversight of performance for critical Web applications, such as fema.gov. Furthermore, CGI provided DHS with the migration support services necessary to achieve low-risk migration from legacy hosting infrastructures to the CGI Federal Cloud.</p> <p>Supporting Productivity in Website Development and Maintenance through a Platform Approach: The transition to CGI’s Federal Cloud for website infrastructure hosting enabled DHS to reap the benefits of infrastructure consolidation. At the same time, DHS Enterprise Software Development Office (ESDO) and CGI have partnered to support efficiency, productivity, and cost-reduction objectives related to the ongoing maintenance of websites in the portfolio. Maintenance of DHS websites and development environment had been fragmented across multiple platforms and Web development/content service providers. In partnership with ESDO, CGI provides Cloud Web hosting solutions to enable DHS to leverage synergies including data sharing, downloading, access, and cross platform integration. Within the Cloud infrastructure, CGI provides a production open source platform that supports integrated instances of Drupal and Alfresco. This includes a Web platform to support development and cross-site integration with both Alfresco and Drupal platforms available to the DHS developer community. This platform-based approach encourages sharing and reuse, leveraging open source</p>	

Past Performance #2 – DHS Cloud

platforms to reduce overall cost. However, the architecture also allows for the flexibility to change from these open source content management systems to others as technology changes over the period of performance.

Enhanced Web 2.0, Social Media, and Third-Party Messaging Integration Capabilities: CGI’s Cloud environment further supports migration of DHS and component websites from current DHS platforms to the target hosted DHS platform, and aids DHS integration capabilities with social media applications (e.g. Facebook, Twitter, YouTube, etc.) and email and third-party messaging (e.g. GovDelivery).

Enhancing Availability and Performance Via our Akamai Partnership: Due to the distributed nature of the DHS facilities and personnel – as well as the distributed nature of the citizen end users of critical applications such as fema.gov – DHS required optimal levels of bandwidth, security, and quality of service between facilities and our Federal data centers. Integration of Akamai’s Content Delivery Network (CDN) capabilities within CGI’s Cloud infrastructure solution for the DHS websites supports performance, especially in those geographies where bandwidth latency is an issue.

History of high quality results and deliverables/Staying within schedule and budget

CGI has met all schedules and deadlines. Being responsive to technical direction, CGI remains cognizant of schedule constraints. The commitment to providing exceptional services highly correlates to the timeliness of deliverables.

Cooperation and collaboration

Working to understand the objectives and goals of the Enterprise Service Delivery Office (ESDO), CGI coordinates the installation and repair of systems and network hardware with government staff, as well as minor hardware installation to ensure proper functionality of systems as it relates to the supported environments. Per Doug Hansen, DHS CIO, *“CGI is very committed to the success of DHS and continues to focus on growth of the partnership, provides added value through an exceptional customer focus, and exudes dedication via collaborative efforts. By leveraging lessons learned and past performance, CGI displays efforts to ensure continued progress.”*

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

CGI continues to meet service level objectives for DHS Web hosting requirements environments. CGI’s success in supporting the program and providing consistent high quality products and services is evidenced by our 9.7 out of 10 rating on our Customer Satisfaction Assessment Program survey.

Responsiveness to customer requests for services, scheduled and ad-hoc

CGI has an expert technical team available to advise DHS on schedule and ad-hoc basis to optimize DHS Cloud services investment. This includes recommending deployment architectures, designing and implementing automated scaling processes, implementing day-to-day and emergency procedures, providing performance reporting and metrics, and supporting the overall reliability of the hosting solution.

Problems encountered and corrective actions taken

(b) (4)
[Redacted text]

Key Personnel

CGI resources (b) (4) were both instrumental in architecting the Cloud solution for DHS websites. (b) (4) is proposed to serve as Task Order Manager for the USGS-CIDA Web hosting day one task order. (b) (4) serves as part of CGI’s proposed Consulting and Thought Leadership organization for the DOI FCHS program and frequently also supports solution architecture for Web and application hosting engagements.

Past Performance #2 – DHS Cloud

12. Current status of contract (choose one):

- Work continuing, on schedule
- Work continuing, behind schedule
- Work completed, no further action pending or underway
- Work completed, routine administrative action pending or underway
- Work completed, claims negotiations pending or underway
- Work completed, litigation pending or underway
- Terminated for convenience
- Terminated for default
- Other (explain)

2.10.3 Past Performance #3 – CGI – NARA Web Hosting Services

Past Performance #3 – NARA Web Hosting Services

1. Complete name of Government agency, commercial firm, or other organization

National Archives and Records Administration (NARA)

2. Complete address

8601 Adelphi Road, Room 3340, College Park, MD 20740-6001

3. Contract number or other reference

GS-35F-4797H/ GS00Q11AEA0005/ Task Order Number NAMA-12-F-0051 / FFP

4. Date of contract

03/05/12

5. Date work was begun

03/07/2012

6. Date work was completed

03/06/2013

7. Estimated contract price

\$60,000

8. Final amount invoiced or amount invoiced to date

\$76,889.82

9a. Technical point of contact

Michelle Dozier, Program Manager
8601 Adelphi Road, College Park, MD 20740-6001
301-837-1667

9b. Contracting or purchasing point of contact

Debra Grisham, Contract Specialist
8601 Adelphi Road, College Park, MD 20740-6001
301-837-0446
Debra.Grisham@nara.gov

10. Location of work (country, state or province, county, city)

- CGI Federal 12601 Fair Lakes Circle, Fairfax, VA 22033
- CGI Phoenix Data Center, Phoenix AZ

11. Description of the Project

In anticipation of the release of the 1940s Census data to the public, NARA awarded a task order to CGI to provide Cloud services in a FISMA Moderate environment in order to host the main www.archives.gov website. NARA projected that this event would increase the daily site traffic to their main website by a factor of over 21 (to 1,470,000 visits per day), and sought a secure, scalable solution to ensure that their website remained in operation during the event. They were also looking for a solution that they could easily scale back and save significant costs once the peak demand period associated with the release of the 1940s Census data was over. CGI's federal-specific Cloud provides our customers with an unparalleled level of flexibility and agility because it was built with unique federal requirements and needs in mind. CGI was able to stand up an infrastructure solution within a few weeks of contract award. Archives.gov received 65M hits in the first day, with NO degradation of performance. Our Cloud services met all of NARA's expectations, and throughout the release of the 1940s Census timeframe, www.archives.gov remained available 100 percent of the time. The NARA Cloud

Past Performance #3 – NARA Web Hosting Services

Services task order demonstrates the ability of our chosen cloud vendor's infrastructure to quickly provide a secure, reliable, and scalable solution.

History of high quality results and deliverables/Staying within schedule and budget

CGI has met NARA implementation schedules and deadlines. Being responsive to technical direction, CGI remains cognizant of schedule constraints. CGI worked diligently to quickly bring the NARA Cloud infrastructure into production to meet the Census data release date.

Cooperation and collaboration

Detailed coordination was required between NARA, CGI, and the third-party hosting the Census data. This close collaboration enabled the cloud infrastructure to be delivered on-time to support Archives.gov with no degradation of performance.

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

CGI continues to meet service level objectives for NARA Web hosting. We are working with NARA to identify additional websites that may benefit from migration to the CGI Federal Cloud.

Responsiveness to customer requests for services, scheduled and ad-hoc

CGI has an expert technical team available to advise NARA as needed, working with NARA to optimize its cloud services investment. CGI's Cloud service delivery manager and NARA account team regularly meet with NARA to discuss existing services as well as emerging requirements.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

CGI resource (b) (4) supported the team architecting the NARA Archives.gov Cloud hosting solution. (b) (4) is proposed to serve as Task Order Manager for the USGS-CIDA Web Hosting Day One task order. (4)

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |



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Fax. (703) 227-6774
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November 19, 2012

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz or Nancy Moreno

Reference: Department of the Interior/National Business Center, Solicitation No.
D12PS00316, as amended

Dear Mr. Stoltz and Ms. Moreno:

CGI Federal Inc. ("CGI") is pleased to submit the attached proposal in response to the above referenced Solicitation for the Department of the Interior (DOI), National Business Center (NBC), Acquisition Services Directorate (AQD) on behalf of the DOI Office of the Chief Information Officer (CIO) for Foundation Cloud Hosting Services.

In accordance with the solicitation we have included with this cover letter the following volumes and documentation:

- Volume I, Business Management Proposal
- Volume II, Technical Proposal
- Volume III, Cost/Price Proposal

Our proposal is submitted in accordance with the referenced solicitation and is valid for a period of sixty (60) days from the date of submission. CGI Federal's Tax ID Number is 27-0087176 and our DUNS number is 145969783.

We look forward to your acceptance of this proposal as the most advantageous for DOI. Should you have any questions regarding this proposal, please contact Ms. Dotti Shields, Sr. Contracts Manager, at (703) 227-7282 or via email at dotti.shields@cgifederal.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anish Joseph', written over a light blue horizontal line.

Anish Joseph
Vice President

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Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

Volume I - Business Management Proposal

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
OR Nancy Moreno, ph: 703-964-3562

Submitted By:

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033
703.227.6000



www.cgi.com

The information specifically identified on pages marked with the legend below within this proposal constitutes trade secrets or confidential commercial and financial information which the offeror believes to be exempt for disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law. The offeror also requests that this information not be used in whole or part by the government for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result of or in connection with the submission of the proposal, the Government shall have the right to use the information to the extent provided in the contract. *This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.*

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Appendix D – Financial Statements	See separate files
Appendix E – Completed Attachment 46	See separate files

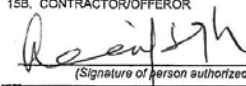
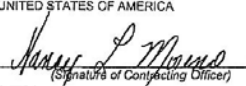
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1. SF33 Completion

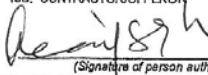
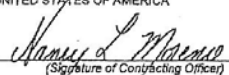
Original

SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING	PAGE OF PAGES 1 1		
2. CONTRACT NUMBER		3. SOLICITATION NUMBER D12PS00316		4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED 07/18/2012		
7. ISSUED BY DOI, National Business Center, AQD Division 2 /Branch 3 381 Elden St Suite 4000 Herndon VA 20170				8. ADDRESS OFFER TO (if other than Item 7) See Section L for additional details			
NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".							
SOLICITATION							
9. Sealed offers in original and _____ copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in _____ D00 _____ until _____ 1400 ET _____ local time _____ 09/06/2012 _____ (Hour) _____ (Date)							
CAUTION: LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.							
10. FOR INFORMATION CALL:		A. NAME Rob Stoltz		B. TELEPHONE (NO COLLECT CALLS) AREA CODE NUMBER EXT. 703 964-3624		C. E-MAIL ADDRESS Rob_Stoltz@nbc.gov	
11. TABLE OF CONTENTS							
(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
<input checked="" type="checkbox"/>	A	SOLICITATION/CONTRACT FORM	1	<input checked="" type="checkbox"/>	I	CONTRACT CLAUSES	8
<input checked="" type="checkbox"/>	B	SUPPLIES OR SERVICES AND PRICES/COSTS	3	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
<input checked="" type="checkbox"/>	C	DESCRIPTION/SPECS./WORK STATEMENT	48	<input checked="" type="checkbox"/>	J	LIST OF ATTACHMENTS	690
<input checked="" type="checkbox"/>	D	PACKAGING AND MARKING	1	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
<input checked="" type="checkbox"/>	E	INSPECTION AND ACCEPTANCE	2	<input checked="" type="checkbox"/>	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	4
<input checked="" type="checkbox"/>	F	DELIVERIES OR PERFORMANCE	4	<input checked="" type="checkbox"/>	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	33
<input checked="" type="checkbox"/>	G	CONTRACT ADMINISTRATION DATA	9	<input checked="" type="checkbox"/>	M	EVALUATION FACTORS FOR AWARD	10
<input checked="" type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS	9				
OFFER (Must be fully completed by offeror)							
NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ 60 _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.							
13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232.8)		10 CALENDAR DAYS (%) 0%		20 CALENDAR DAYS (%) 0%		30 CALENDAR DAYS (%) 0%	
						CALENDAR DAYS (%) 0%	
14. ACKNOWLEDGEMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offers and related documents numbered and dated):				AMENDMENT NO. DATE AMENDMENT NO. DATE			
				Amendment 001 08/26/12 Amendment 005 10/03/12			
				Amendment 002 08/30/12 Amendment 006 10/11/12			
				Amendment 003 09/13/12 Amendment 007 10/12/12			
				Amendment 004 09/28/12 Amendment 008 11/01/12			
15A. NAME AND ADDRESS OF OFFEROR		CODE 3YVK7 FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)			
CGI Federal Inc. 12601 Fair Lakes Circle Fairfax, VA 22033				Anish Joseph Vice President			
15B. TELEPHONE NUMBER AREA CODE NUMBER EXT. 703 227-7507		15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.		17. SIGNATURE 		18. OFFER DATE 11/19/12	
AWARD (To be completed by government)							
19. ACCEPTED AS TO ITEMS NUMBERED		20. AMOUNT		21. ACCOUNTING AND APPROPRIATION			
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 19 U.S.C. 2304 (c) () <input type="checkbox"/> 41 U.S.C. 253 (c) ()				23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)			
24. ADMINISTERED BY (if other than Item 7)		CODE		25. PAYMENT WILL BE MADE BY		CODE	
26. NAME OF CONTRACTING OFFICER (Type or print) Nancy Moreno				27. UNITED STATES OF AMERICA		28. AWARD DATE	
				(Signature of Contracting Officer)			
IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice. AUTHORIZED FOR LEGAL REPRODUCTION Previous edition is unusable							STANDARD FORM 33 (Rev. 8-87) Prescribed by GSA - FAR (48 CFR) 53.214(c)

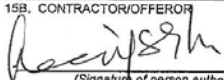
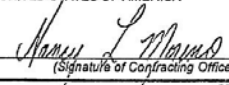
Amendment 1

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE	OF	PAGES
			1		1
2. AMENDMENT/MODIFICATION NO. 001	3. EFFECTIVE DATE 08/26/2012	4. REQUISITION/PURCHASE REC. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy.L.Moreno@nbc.gov 703-964-3562		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316		
To all prospective offerors		X	9B. DATED (SEE ITEM 11) 07/18/2012		
			10A. MODIFICATION OF CONTRACT/ORDER NO.		
			10B. DATED (SEE ITEM 13)		
CODE	FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
	D. OTHER Specify type of modification and authority)				
E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office <u>with proposal submission</u> .					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
The Government received 474 questions relating to the Request for Proposal (RFP) identified in block 9A above. Amendments addressing the questions will be forthcoming and posted in several increments. This amendment hereby extends the proposal due date to on or before September 27, 2012, 2:00 pm Eastern Time.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno			
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11-2-12	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 8/27/12		
NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE		30-105 Computer Generated		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

Amendment 2

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES
				1 192
2. AMENDMENT/MODIFICATION NO. 002	3. EFFECTIVE DATE 08/30/2012	4. REQUISITION/PURCHASE REG. NO.	5. PROJECT NO. (if applicable)	
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (if other than item 4) Same as block 6 Attn: Nancy Moreno, Nancy L. Moreno@nbc.gov 703-964-3562		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316	
To all prospective offerors		X	9B. DATED (SEE ITEM 11) 07/18/2012	
			10A. MODIFICATION OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. 12. ACCOUNTING AND APPROPRIATION DATA (if required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
	D. OTHER Specify type of modification and authority			
E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office <u>with proposal submission</u> .				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
The Government received 477 questions relating to the Request for Proposal (RFP) identified in block 9A above. This amendment hereby provides the first set of vendor clarification questions, 1 through 82, and responses as attached. This amendment hereby makes changes to the RFP. Some of those changes are as a result of the clarification questions and are as indicated in the attached Question and Answer table. The shade method has been used to identify the lines of text/data that has changed. Some sections, and/or pages, are being replaced in their entirety due to a shift in text only and may not reflect shading on those pages which do not have changes.				
Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno		
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	15B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	15C. DATE SIGNED 8/30/12	
NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE		30-105 Computer Generated		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

Amendment 3

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE	OF PAGES
2. AMENDMENT/MODIFICATION NO. 003		3. EFFECTIVE DATE 09/13/2012	1	188
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170		4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
CODE 00004		7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy.L.Moreno@nbc.gov 703-964-3562	CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) To all prospective offerors		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316	
		X	9B. DATED (SEE ITEM 11) 07/18/2012	
			10A. MODIFICATION OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
	D. OTHER Specify type of modification and authority)			
E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office with <u>proposal submission</u> .				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
This amendment hereby provides the second set of vendor clarification questions, 83 through 459, as attached. Also, this amendment hereby makes changes to the RFP. Some of those changes are as a result of the clarification questions and are as indicated in the attached Question and Answer table. The shade method has been used to identify the lines of text/data that have changed. Some sections, and/or pages, are being replaced in their entirety due to a shift in text only and may not reflect shading on those pages which do not have changes.				
Also, this amendment hereby extends the due date for submission of proposals to October 11, 2012, as stated in Section L.13, Deadline for Submission of Proposals.				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno		
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 9/13/12	
NSN 7540-01-152-8077 PREVIOUS EDITION UNUSABLE		30-105 Computer Generated		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

Amendment 4

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1 CONTRACT ID CODE	PAGE OF PAGES
					1 151
2. AMENDMENT/MODIFICATION NO. 004	3. EFFECTIVE DATE 09/28/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy L. Moreno@nbc.gov 703-964-3562		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) To all prospective offerors				(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316
				X	9B. DATED (SEE ITEM 11) 07/18/2012
					10A. MODIFICATION OF CONTRACT/ORDER NO.
					10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE				

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.109(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER Specify type of modification and authority

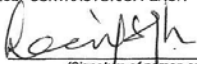
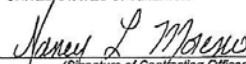
E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office with proposal submission.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This amendment hereby provides the final set of vendor clarification questions, as attached. Also, this amendment hereby makes changes to the RFP. Some of those changes are as a result of the clarification questions and are as indicated in the attached Question and Answer table. The shade method has been used to identify the lines of text/data that have changed. Some sections, and/or pages, are being replaced in their entirety due to a shift in text only and may not reflect shading on those pages which do not have changes.

Also, this amendment hereby extends the due date for submission of proposals to October 17, 2012, as stated in Section L.13, Deadline for Submission of Proposals.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

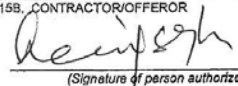
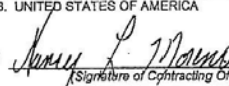
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 9/28/12

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105
Computer Generated

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

Amendment 5

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 7
2. AMENDMENT/MODIFICATION NO. 005	3. EFFECTIVE DATE 10/03/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (if other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy L. Moreno@nbc.gov 703-964-3562	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code) To all prospective offerors		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316
		X	9B. DATED (SEE ITEM 11) 07/18/2012
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.			
12. ACCOUNTING AND APPROPRIATION DATA (if required)			
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.		
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).		
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:		
	D. OTHER Specify type of modification and authority		
E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office <u>with proposal submission</u> .			
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)			
This Amendment hereby provides responses that were inadvertently omitted in Amendment 004 to vendor clarification questions, as attached. Also, this amendment hereby makes a change to Section C, Table 7 of the RFP. This change was a result of the clarification questions and is indicated in the attached Question and Answer table. The shade method has been used to identify the text that has changed. The partnering/teaming list has also been updated to incorporate additional contact information for vendors who have expressed interest in partnering/teaming (Please refer to www.aqd.nbc.gov/business/openmarket.aspx)			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 10/3/12
NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE		30-105 Computer Generated	
STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243			

Amendment 6

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. 006	3. EFFECTIVE DATE 10/11/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy L. Moreno@nbc.gov 703-964-3562		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) To all prospective offerors			(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316
			X	9B. DATED (SEE ITEM 11) 07/18/2012
				10A. MODIFICATION OF CONTRACT/ORDER NO.
				10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

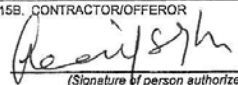
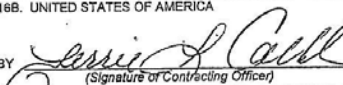
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER Specify type of modification and authority)
	E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office <u>with proposal submission</u> .

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This amendment hereby extends the due date for submission of proposals to October 31, 2012, as stated in Section L.13, Deadline for Submission of Proposals. The shade method has been used to identify the lines of text/data that have changed. Also, this amendment hereby changes the requirement pertaining to the proposal delivery locations and required number of hard copies and CDs. Remove and replace page L-7.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Terrie L. Callahan
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12
16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 10/11/12

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

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Amendment 7

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. 007	3. EFFECTIVE DATE 10/12/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy.L.Moreno@nbc.gov 703-964-3562	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) To all prospective offerors		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316
		X	9B. DATED (SEE ITEM 11) 07/18/2012
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

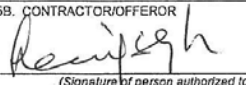
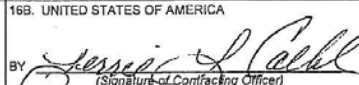
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER Specify type of modification and authority

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office with proposal submission.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This amendment hereby extends the due date for submission of proposals to November 19, 2012, as stated in Section L.13, Deadline for Submission of Proposals. The shade method has been used to identify the lines of text/data that have changed. Remove and replace page L-7.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

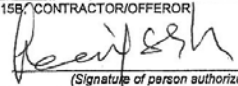
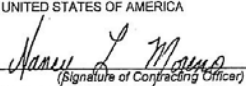
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Terrie L. Callahan	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 10/12/12

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

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Amendment 8

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES
			1 11
2. AMENDMENT/MODIFICATION NO. 008	3. EFFECTIVE DATE 11/01/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Department of the Interior, National Business Center Acquisition Services Directorate, 381 Elden Street, Herndon, Virginia 20170	CODE 00004	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Attn: Nancy Moreno, Nancy L. Moreno@nbc.gov 703-964-3562	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) To all prospective offerors		(4)	9A. AMENDMENT OF SOLICITATION NO. D12PS00316
		X	9B. DATED (SEE ITEM 11) 07/18/2012
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
12. ACCOUNTING AND APPROPRIATION DATA (If required)			
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.		
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	D. OTHER Specify type of modification and authority)		
E. IMPORTANT: Contractor is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office <u>with proposal submission</u> .			
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)			
This amendment hereby changes the period of performance, as stated in Section B.3, Pricing Schedules and Section F.2, Term of the Contract. The Amendment also hereby removes language, as identified in Section 1.1 of Attachment 45, Draft Ordering Guide. Section I has also been revised to remove inapplicable clauses. The shade method has been used to identify the lines of text/data that have changed. Remove and replace pages B-2, B-3, F-1, I-1, I-3, I-4, H-9, M-1, and page 1 of Attachment 45.			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) Anish Joseph Vice President		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Nancy L. Moreno	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 11/2/12	15B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 11/1/12
NSN 7540-01-152-8010 PREVIOUS EDITION UNUSABLE		30-105 Computer Generated	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

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2. Corporate Management Structure

As a corporation, CGI invests in the future – the future of technology and the future needs of our clients. We demonstrate this investment through:

- Our **financial investment** in building and undergoing Federal Risk and Authorization Management Program (FedRAMP) certification for a ***federal purpose-built Cloud offering*** specifically designed with the needs of the U.S. Federal Government in mind, providing the Department of the Interior (DOI) with the most secure, lowest risk Cloud hosting capability available.
- Our **quality investment** in designing, developing, and engraining into our corporate conscience an International Organization for Standardization (ISO) 9001-certified management system that guides our company in each customer interaction, allowing us to be customer and quality-focused.
- Our **partnership investment** with clients like DOI in helping to grow and evolve the Foundation Cloud Hosting Services (FCHS) program through technical and Cloud thought leadership, program development, and Bureau outreach at ***no additional cost to the government***.
- Our **forward-thinking teaming investment** with the most innovative and technically savvy service and product providers – companies we present for the FCHS program as Team CGI – that blend an understanding of DOI’s business and IT processes with industry-leading infrastructure, platform, and software as a service offerings to support the FCHS program today and into the future. This teaming investment positions Team CGI to provide DOI and its Bureaus with the optimum technical solutions to business problems through ***CGI’s federal purpose-built Cloud***, or other Cloud and “as a service” offerings from our partners, using a ***Cloud Brokerage model***.

Experience: Gartner Research Assessment

We have successfully applied our Quality Control Approach and Project Management Control System on over 100 engagements. Russell Investments retained Gartner Research to assess CGI’s solution. Gartner recommended CGI’s model as one of the most “sophisticated and integrated operations and service management solutions” they had reviewed to date.

As a result of these investments, Team CGI is best positioned to provide DOI and the Bureaus with the most cost-effective, low-risk, highly secure solutions for IT services in the Cloud.

In *Section 2.1*, we describe our corporate management structure, the structure of our proposed FCHS team (including subcontractors), and the relationships between these organizations. We discuss our proven management approach – CGI’s ISO 9001-certified Client Partnership Management Framework (CPMF) – used successfully to manage the support and services we provide to hundreds of private and public sector clients. In addition, we include our corporate management organization and describe how our proven management structure and approach leverages the knowledge gained from hundreds of successful technology services engagements.

2.1 Management Structure

CGI’s CPMF enables us to best satisfy DOI requirements and provide clear accountability to management. The CPMF embodies aspects of industry best practices and standards, such as the Information Technology Infrastructure Library (ITIL), Project Management Institute - Project Management Body of Knowledge (PMI-PMBOK), ISO 9001, ISO:12207, ISO:20000.1, and the Software Engineering Institute - Capability Maturity Model Integration (SEI-CMMI), to focus on the governance functions needed to achieve success in managing infrastructure in Team CGI’s Federal Cloud. The CPMF guides CGI (and each of our Team CGI partners) in delivering

measurable value – services and solutions delivered on-time, on-budget, and meeting or exceeding service level requirements.

Guided by the CPMF, our FCHS program management team is driven and empowered to deliver optimum services to DOI and its Bureaus to meet the business and technology challenges of today, as well as tomorrow. For FCHS, we have put in place a management team with the experience and expertise to deliver on each Service Line for which Team CGI is proposing and the future –as a service” needs DOI and its Bureaus may face. We arranged our FCHS-focused team into distinct organizations (described in **Figure 2.1-1**) with discrete charters, each led by our proposed FCHS Program Manager, Mr. David Magnone.

Team CGI Organization	
Organization	Charter
Executive Program Support	<ul style="list-style-type: none"> ▪ Validates that the DOI FCHS program continues to be a highly visible priority for CGI Federal and CGI as a corporation. ▪ Serves as a point of escalation in resolving issues related to subcontractor performance, as necessary; supports the Program Manager and serves as the advocate and voice for DOI in resolving issues to the benefit of the government.
Program Management	<ul style="list-style-type: none"> ▪ Provides overall leadership and management of activities performed under the FCHS program by CGI and each of our Team CGI subcontracting partners. ▪ Partners with DOI to understand business and technology needs so that Team CGI services are positioned to support DOI and Bureau needs today and into the future. ▪ Delivers annual report of Team CGI services and support, including metrics and trends that enable DOI to articulate the quality and value of Team CGI’s FCHS performance internally and to its Bureau stakeholders (both current and potential clients under the FCHS program). ▪ Serves as Team CGI’s accountable leader for work performed by CGI and its subcontractor partners under the FCHS program.
Service Delivery/Task Order Management	<ul style="list-style-type: none"> ▪ Provides expert services in implementing FCHS solutions. ▪ Manages service delivery for compliance with DOI service level requirements based on the appropriate service band contracted for services. ▪ Delivers timely and responsive customer/program and end user support, including incident management support and root cause analysis.

(b) (4)

Team CGI Organization	
	<ul style="list-style-type: none"> ▪ Assists government counterparts in understanding options for Cloud services. ▪ Guides and assists government counterparts in managing Cloud infrastructure for optimum cost savings through the provisioning and de-provisioning process, as appropriate. ▪ Collaborates with government counterparts and other third parties on Assessment and Authorization (A&A) activities.

Figure 2.1-1. CGI’s FCHS Program Leadership. *CGI provides expert program leadership and proven service delivery capabilities, and invests in technology thought leadership and program and contract growth in recognition of our commitment to DOI and the FCHS program.*

Providing services and support for DOI under each task order under the FCHS program is a focused, task-specific Task Order Manager for each Cloud service. Task Order Managers further lead teams providing Additional Support Services as appropriate to each task order. Additional Support Services personnel manage and support migration, implementation, testing, and operation of Cloud-based services for DOI and the Bureaus.

Figure 2.1-2 shows the lines of authority of our Program Manager in leading our overall FCHS team. Our organization is aligned with DOI’s FCHS program organization.



Figure 2.1-2. Team CGI Organizational Chart. *With clear lines of authority to the Program Manager and executive-level oversight, our FCHS service delivery and forward-thinking teams are aligned to support the FCHS program as it evolves.*

Given CGI’s proven experience in developing and delivering Cloud-based services specific to the federal government market, we have within our organization a highly experienced, well-qualified, and recognized team of leaders to support the FCHS program. We support overall program objectives to provide high-quality support to DOI and its Bureaus through the Program Growth and Bureau Outreach Team, led by two CGI resources with proven capabilities in assisting CGI clients in achieving their program growth objectives. In **Figure 2.1-3**, we describe the experience, expertise, and capabilities of our named leadership organization to support DOI’s goals and objectives under the FCHS program.

Team CGI Organization	
Role	Experience Qualifications
Executive Program Support	
Anish Joseph, Vice President, CGI	<ul style="list-style-type: none"> ▪ Twenty-one years of professional IT leadership experience. ▪ Ability to leverage and engage resources from across CGI to meet DOI and Bureau service and support needs under the FCHS program. ▪ Proven transformative leader who served as solution architect for the Administrative Office of the U.S. Courts' financial management system consolidation and virtualization effort to Cloud-enable the hosting infrastructure supporting the Judiciary's financial management backbone.
Program Management	
David Magnone, Program Manager	<ul style="list-style-type: none"> ▪ Performance-driven operational leader with more than 25 years of experience developing, optimizing, and delivering technologies and services to government and commercial entities; expertise in managing large (in excess of \$100M) IT transformation programs. ▪ Drove Cloud strategy and service support implementation for a global communications and IT company, leading a team of 80 system, software, Cloud, and workflow automation engineers in architecting, developing, integrating, validating, and supporting IaaS delivery and support. ▪ Led the Census Bureau's 2010 Decennial Field Data Collection Automation program, enabling Census IT support for more than 500 interconnected local census offices, 12 regional census centers, and more than 150,000 handheld devices.
Consulting and Thought Leadership Team	
James Pyon, Vice President, Federal Cloud and Transformative Solutions	<ul style="list-style-type: none"> ▪ Responsible for providing thought leadership and delivering with respect to the Cloud Offerings across all of CGI's Federal Business Units and to the Federal Market Space including IaaS, PaaS, SaaS, Cyber Security, and Cloud Consulting for Public, Private, Community, and Hybrid Cloud Services for the Federal Agencies. ▪ Successfully launched first Cloud Offerings for the domestic and international market space for Lockheed Martin Global Telecommunication.
(b) (4), Director Federal Information Security/ Information Assurance Practice	<ul style="list-style-type: none"> ▪ Served as CGI's subject matter expert and lead in establishing the initial security requirements for CGI's federal-purposed Cloud, conducting security testing and preparing documentation using pre-FedRAMP templates. ▪ Successfully led CGI's efforts through the General Services Administration's (GSA) A&A process to become the first Cloud service provider to receive an Authority to Operate (ATO) for Lot 2 (Virtual Machines) and Lot 3 (Web Hosting Services) Cloud services under the GSA IaaS contract. ▪ Currently leading CGI's Federal Cloud FedRAMP certification efforts, interfacing directly with the Joint Authorization Board to complete the FedRAMP A&A process.
(b) (4), Director Cloud Consulting	<ul style="list-style-type: none"> ▪ Architected a single portal, Cloud Brokerage solution to support portability, compliance, asset, patch, change, and service level management, with continuous monitoring across multiple Cloud service providers. ▪ Brings to the FCHS program proven expertise and experience in Cloud Brokerage services, including arbitrage, integrated security and service management, and trusted connectivity.
(b) (4), Executive Consultant – Cloud Computing and FedRAMP Compliance	<ul style="list-style-type: none"> ▪ Architected the Cloud solution to support the Department of Health and Human Services' Health Insurance Oversight System, which collects information on healthcare plans in a standard format for viewing via Medicare.gov. ▪ Heads the TechAmerica FedRAMP Working Group. ▪ Designed the infrastructure architecture for the Recovery and Transparency Board's (RATB) FederalReporting.gov, leading implementation of the Cloud-enabled architecture and meeting Congressionally-mandated deadlines for go-live of the new Recovery Act recipient reporting system.

Team CGI Organization	
Program Growth and Bureau Outreach Team	
(b) (4), Vice President Communications and Outreach	<ul style="list-style-type: none"> Leads program growth and outreach efforts in support of the Environmental Protection Agency's (EPA) Office of Environmental Information (OEI) and the Central Data Exchange program, helping to drive new program hosting engagements, system support engagements, and data exchange system node growth by program offices directly to OEI (office of the EPA's Chief Information Officer). Designs and develops outreach and thought leadership initiatives for CGI and our clients focused on articulating program value propositions to enhance business operations.
(b) (4), Director Communications and Outreach	<ul style="list-style-type: none"> Leads program growth initiatives in support of CGI clients with a focus on technical innovation, Cloud infrastructure, IT service delivery, strategic IT and business planning, and security. Leverages expertise in programmatic communications, outreach, and planned strategic consultative marketing to assist clients in recognizing business goals and objectives. Chairman of the GSA IaaS Shared Interest Group, working in coordination with GSA and other Blanket Purchase Agreement (BPA) awardees to identify means to make procuring IaaS services more flexible and usable through the contract vehicle.
Task Order Managers	
(b) (4)	<ul style="list-style-type: none"> Team Lead within CGI's architectural cloud-building team responsible for architecting GSA IaaS cloud and task order solutions. CGI's subject matter expert on the General Services Administration Cloud Project. Leads the team currently responsible for delivery into the cloud for clients to include GSA, the Department of Homeland Security (DHS), the National Archives and Records Administration (NARA), Federal Trade Commission (FTC), and others.
(b) (4)	<ul style="list-style-type: none"> IaaS, PaaS, and SaaS expert with experience architecting Cloud application, database, storage, and Web hosting solutions for agencies, including GSA, the DHS, and NARA. Deep technical expertise in systems design and implementation in virtualization, Web-based n-tier applications, Java 2 Platform Enterprise Edition (J2EE), client/server, Service Oriented Architecture, and Enterprise Application Integration.

Figure 2.1-3. Leadership to Deliver Results. *For the DOI FCHS program, CGI has formed a team of proven leaders with demonstrated experience in program management, Cloud services and technical innovation, as well as program outreach and growth.*

Corporate cross-task order functions (program management organization and internal operational functions) will report directly to Mr. Magnone as FCHS Program Manager. These functions are described in **Figure 2.1-4**.

Team CGI Corporate Support and Relationship to Project Team	
Team CGI Program Management Office (PMO)	<ul style="list-style-type: none"> Provides reach-back support to Program Manager for program management resources and issues. Conducts independent audits of program processes/procedures.
Quality Manager	<ul style="list-style-type: none"> Oversees and supports quality control activities, including implementing and enabling compliance with CMMI Level 3 and ISO 9001. Provides DOI FCHS program quality audits and guidance.
Facilities Security Office	<ul style="list-style-type: none"> Administers security clearances, physical/facilities security, technical controls, and data security. Reviews security and risk management, program policies, technical controls, and business processes.
HR/Recruiting Manager and Recruiting Team	<ul style="list-style-type: none"> Oversees recruiting for technically proficient and professionally capable staff. Manages seamless recruiting, assignments, and phase-in of personnel to maintain continuity of ongoing work. Works closely with Team CGI program management to match time-sensitive resource needs with expertise available across the organization.

Team CGI Corporate Support and Relationship to Project Team	
Program Financial Analyst/Controller	<ul style="list-style-type: none"> Supports financial reporting, analysis, and invoicing on tasks across the FCHS program. Verifies accuracy of financial reporting, including subcontractor invoicing.
Engagement Assessment Services (Risk Management and Oversight)	<ul style="list-style-type: none"> Performs monthly Health Check assessment and evaluations for each task order project under FCHS as a component of Team CGI’s risk identification and mitigation program. Verifies that each task order continues to meet schedule, scope, quality assurance, budget, staffing, and other key project health indicators throughout the life of the task order/contract.
Contracts Manager	<ul style="list-style-type: none"> Manages each aspect of the DOI FCHS contract and task order contracts, including managing subcontracts, overseeing contract performance management, and reconciling/verifying invoices.

Figure 2.1-4. PMO, Quality, and Corporate Support Organizations for the FCHS Program.
Corporate operations and indirect support provide program-level assistance for low-risk, smooth program operations, as well as effective program oversight.

2.2 Team CGI Subcontractors

Given the 10-year span of the FCHS program, DOI and industry must anticipate evolving business needs and the speed of market changes within the Cloud computing arena. CGI is at the forefront of Cloud computing; our Federal Cloud is specifically designed to support the unique security and business needs of the Federal Government, as demonstrated by:

- Our Federal Cloud’s GSA IaaS ATO
- CGI’s position as one of the first Cloud Service Providers (CSP) to work with the Joint Authorization Board (JAB) to complete FedRAMP certification
- CGI’s recent award of a BPA under GSA’s Email as a Service (EaaS) contract
- Our partnership with agencies like the Centers for Medicare & Medicaid Services (CMS) and EPA for Cloud Brokerage support, including our recent award from EPA to support its federal public/private Cloud transformation model to achieve its data center consolidation goal of moving 80 percent of its application portfolio to the Cloud

To support the full breadth of services and solutions that will be needed by DOI and the Bureaus over time, we have identified a number of value-added partners, collectively Team CGI, to support the FCHS program. In selecting teammates to participate in Team CGI, we sought partners who could provide value in a number of technology domains. We also identified partners who could assist DOI in achieving FCHS program objectives today and into the future. Our teaming partners for the FCHS program were selected with one or more of the following high-level roles or contributions in mind:

- Current technology product and/or service expertise in the Cloud market** – We selected a number of Team CGI partners to support specific service lines or use cases applicable to the FCHS program to deliver immediate capabilities for DOI and the Bureaus. For example, Team CGI member Accellion, as a current provider of Secure File Transfer Services (SFTS) for the National Park Service, brings immediate capabilities in partnership with CGI to provide FCHS program customers with secure file transfer services within the CGI Cloud. Other partners, such as Esri, a current CGI partner supporting EPA, bring technologies to bear that DOI can access in a PaaS or SaaS Cloud model, supported by CGI’s existing Federal Cloud infrastructure.

- **Current DOI and Bureau service and technology providers** – Based on current successful contracts and high-value support services provided by these companies to organizations within DOI today, these Team CGI partners bring knowledge of DOI business processes and a history of successful implementation at DOI. Under the FCHS program, we envision working with companies such as G&B Solutions, Onix Networking Corp., IQ Business Group, and Esri, not only to support specific known technology needs under task orders to be awarded under the program, but also to play significant roles in Program Growth and Bureau Outreach initiatives.
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With appropriate oversight and management, as well as collaboration and communication within and across our team, Team CGI can continually provide the highest level of quality services for DOI and the Bureaus, both today and tomorrow. CGI brings to the FCHS program a proven ability to manage large programs and teams under various partnership models. We are a prime contractor on multiple Indefinite Delivery/Indefinite Quantity (IDIQ) contracts with significant subcontractor participation. For example, to support CMS under the Enterprise Systems Development (ESD) contract, CGI manages a team of 50 subcontractor firms delivering services under 16 task order contracts (valued at \$649M) awarded to CGI under the \$4B ESD IDIQ contract. CGI is also committed to the participation of small businesses and small disadvantaged businesses within our teams – in fact, we have a long history of exceeding small business utilization goals under large programs. Small business utilization under CGI’s GSA IT Schedule 70 contract **exceeds planned goals threefold**.

Partnership
CGI’s Small Business Program was a finalist for the 2011 Small Business Partner of the Year Award by the Small and Emerging Contractors Advisory Forum.

Figure 2.2-1 lists our FCHS program partners, including the rationale for selection of each business entity within Team CGI. Note that a number of these organizations fall into the category of CSPs that CGI anticipates working with under a Cloud Brokerage model, as appropriate, to meet DOI and Bureau business needs, once these organizations complete FedRAMP certification.

Teaming Partner	Rationale for Selection
	<ul style="list-style-type: none"> ▪ 8(a) certified small business leader with a portfolio of virtualization, Cloud computing (private Cloud and co-location), and virtual desktop services, solutions, and expertise ▪ Successful delivery of secure virtual/Cloud solutions for agencies such as the Space and Naval Warfare Systems Command (SPAWAR), U.S. Department of Agriculture (USDA), and DHS ▪ 2008 Citrix Systems Partner of the Year for North America; Microsoft Certified in Virtualization Competency ▪ <u>Value to the FCHS program:</u> Team CGI partner to support best-fit virtualization, Cloud, and virtual desktop solutions
	<ul style="list-style-type: none"> ▪ Provider of enterprise-class secure file sharing solutions in compliance with FISMA and other government regulations, such as the Gramm-Leach-Bliley Act (GLBA) and Sarbanes-Oxley (SOX) ▪ International Legal Technology Association 2012 Innovative Solution Provider of the Year award winner ▪ Current provider of secure file transfer services to the National Park Service ▪ <u>Value to the FCHS program:</u> Team CGI partner to deliver secure file transfer services within a secure Cloud model
	<ul style="list-style-type: none"> ▪ Inc. 500 fastest-growing software company delivering Drupal-based solutions in PaaS, SaaS, and Drupal service models ▪ Co-founder and Chief Technology Officer, Mr. Dries Buytaert, is the original creator and project lead of Drupal ▪ Current CGI partner supporting Cloud-based Web hosting using the Drupal platform for clients such as DHS and the Federal Trade Commission ▪ <u>Value to the FCHS program:</u> Team CGI partner to meet DOI and Bureau needs for Drupal-based Web services in a variety of delivery models, supporting increased collaboration and reuse of Web components, thus reducing total cost of ownership for Web assets
	<ul style="list-style-type: none"> ▪ Leader in Web acceleration for high-performing Web end user experience ▪ Secure Content Delivery Network (CDN) service provider trusted by the Department of Defense (DoD) Secret Internet Protocol Router Network (SIPRNet) and designated as the DoD Enterprise Service for Content Delivery ▪ Akamai CDN capabilities are currently employed within multiple CGI Federal Cloud solutions, including Web hosting engagements for GSA, DHS, and NARA ▪ <u>Value to the FCHS program:</u> Team CGI CDN and Web acceleration partner to support high availability and high performance Web hosting solutions in compliance with IPv6
	<ul style="list-style-type: none"> ▪ Partner to government agencies and system integrators in designing, building, and running IT infrastructure, specifically IaaS ▪ <u>Value to the FCHS program:</u> FISMA high Cloud hosting capabilities from a proven Cloud infrastructure provider in the D.C. metropolitan area.
	<ul style="list-style-type: none"> ▪ ISO 9001-certified Alaskan Native Corporation (ANC), and #65 on Washington Technology's top 100 Federal IT Contractors ▪ Current infrastructure services and application services provider to the Bureau of Indian Affairs (BIA) ▪ <u>Value to the FCHS program:</u> Certified small business with significant capabilities to support migration and management of DOI and Bureau virtual and Cloud services
	<ul style="list-style-type: none"> ▪ Industry-leading expert in geospatial services and applications, including applications accessible via a SaaS model ▪ Current CGI partner supporting geospatial capabilities for EPA; in the planning phase of transitioning EPA's geospatial applications from EPA's National Computing Center (NCC) to the CGI Federal Cloud, meeting EPA requirements for secure Cloud services

Teaming Partner	Rationale for Selection
	<ul style="list-style-type: none"> ▪ <u>Value to the FCHS program:</u> Technology partner and value-added service provider in delivering geospatially-focused solutions to DOI and the Bureaus via SaaS models
	<ul style="list-style-type: none"> ▪ DOI-trusted provider of IT infrastructure operations, disaster recovery, and continuity of operations support within National Business Center data centers ▪ <u>Value to the FCHS program:</u> Value-added services provider to assist in strategic initiatives, planning and design, and transition and migration services, as well as support for Program Growth and Bureau Outreach initiatives
	<ul style="list-style-type: none"> ▪ Certified small business with significant expertise in supporting federal government content management, records management, and archiving needs ▪ Recent contract awardee to support DOI's enterprise Cloud-based records/content management and electronic archiving solution ▪ <u>Value to the FCHS program:</u> Value-added Team CGI partner in supporting additional DOI and Bureau content management, records management, and archiving in the Cloud solutions
	<ul style="list-style-type: none"> ▪ Certified 8(a), woman-owned, minority-owned small disadvantaged business, ISO 9001:2008-certified, and end-to-end systems integrator ▪ Combine highly distributed, energy-efficient computing with intelligent architecture, engineering, and integration – transform the enterprise and the cloud into a more viable, place to inform, transact and collaborate ▪ <u>Value to the FCHS program:</u> Value-added provider with expertise and experience in Cloud Infrastructure Analysis, Design and Architecting, Cloud-based Storage, Application Migration, Secure File Transfer, Cloud Security, Virtual Private Networks and Firewalls, Setup and 24/7/365 Support of Server/Virtual Machine and related Cloud services, Database services, Web Hosting, and Development and Test Environment implementation.
	<ul style="list-style-type: none"> ▪ Provider of infrastructure software, developer tools, and Cloud platforms, including products such as Windows Server, SQL Server, Visual Studio, System Center, and the Windows Azure Platform ▪ <u>Value to the FCHS program:</u> Team CGI partner in supporting DOI and Bureau productivity SaaS needs as the SaaS market evolves; upon completion of FedRAMP certification, Team CGI is positioned to provide DOI and the Bureaus with Microsoft Cloud capabilities under a Cloud Brokerage model
	<ul style="list-style-type: none"> ▪ Provider of secure, virtualized computing capability to U.S. and coalition forces and Combatant Commands at more than 160 locations worldwide, at multiple security classification levels ▪ The NJVC Center for Technology Integration (CTI) is used to test new applications, patches, or system upgrades in an environment that mirrors a customer's systems, in order to determine potential risks and mitigate or eliminate those risks before introducing the application or patch into the live environment ▪ <u>Value to the FCHS program:</u> Team CGI partner to meet DOI and Bureau needs by assessing IT requirements, determining the potential for using a cloud framework, and providing IT services via a cloud brokerage model, to deliver a familiar, commercial-type user experience resulting in potential cost avoidance for DOI while fulfilling IT needs
	<ul style="list-style-type: none"> ▪ Small business that provides federal agencies with expertise in implementing Google Apps in a Cloud model ▪ Google Enterprise Partner since 2002; one of the first Google partners invited to the initial Google Apps Partner Advisory Board, and the first Google partner to hold a GSA Schedule ▪ Awarded \$35M contract to provide Google Apps and related services to support over 92,000 DOI end users ▪ <u>Value to the FCHS program:</u> Proven partner for Team CGI in implementing

Teaming Partner	Rationale for Selection
	<p>Google Apps-based solutions for DOI and the Bureaus</p> <ul style="list-style-type: none"> DOI-trusted provider of strategic and tactical modernization initiative support services Assisted DOI in developing its plan in compliance with the Federal Data Center Consolidation Initiative (FDCCI) Value to the FCHS program: Value-added services provider to assist in strategic initiatives, planning and design, and transition and migration services, as well as support for Program Growth and Bureau Outreach initiatives
	<ul style="list-style-type: none"> Enable enterprises to successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery without fear of compromising performance World leader in performance, scalability and simplicity with proven enterprise wide performance architecture Value to the FCHS program: IT Performance Platform Solutions to assist FCHS understand, optimize, and accelerate IT – resulting in fast, fluid and dynamic IT service delivery solutions
	<ul style="list-style-type: none"> Industry leader in platform solutions for building and running social, mobile, and real-time business applications in the Cloud Value to the FCHS program: Upon completion of FedRAMP certification, Team CGI is positioned to provide DOI and the Bureaus with Force.com platform capabilities in a PaaS model under a Cloud Brokerage model
	<ul style="list-style-type: none"> CMMI Maturity Level 3 ISO 20000:2005, and ISO 9001:2008 registered service-disabled veteran-owned small business (SDVOSB) and SBA certified 8(a) small disadvantaged business (SDB) Provides application development, enhancement services, and technical expertise to the DOI NBC Human Resources Directorate Value to the FCHS program: Team CGI partner Technatomy Corporation brings value to this program through their understanding of the DOI technical environment, as well as their mature Quality Management System
	<ul style="list-style-type: none"> Supports over 300 users of online exchange services, all who have been moved from various in-house solutions to Cloud-based exchange functionality. Provides managed services, including network monitoring, network audits, and general network/workstation performance. Systems are designed to integrate into one package, communicating over the Cloud to consistently analyze and report on system health or the growing client base. Provides virtual server setup, remote desktop application setup and support, in addition to general server setup, and offsite replication and support. Value to the FCHS program: Valley Automation is a HUBZone and EDWOSB technology firm actively supporting customer operations with solid IT evaluations, design, installation, and support, including virtual, Cloud, and security-based solutions.

Figure 2.2-1. Team CGI. Team CGI’s diverse mix of teaming partners provide the expertise, innovation, and partnership necessary to deliver Cloud services to DOI and the Bureaus today and into tomorrow.

2.3 Corporate Management Organization Requirements

At CGI, we are in the business of satisfying clients by helping them succeed. Since our founding in 2004, we have operated on the principles of sharing in clients’ challenges and delivering quality services to address those challenges. CGI’s client satisfaction score of 9.42 out of a possible 10 (derived from over 420 signed client assessments for work performed in 2012 alone), demonstrates our commitment to helping clients achieve superior results. **Figure 2.3-1** includes CGI corporate management requirements data, as required by the RFP.

Corporate Management Requirements	
Requirement	CGI
Date the contracting entity was organized	CGI Federal Inc. was founded in 2004
Indicate whether the organization is a separate entity, a division, or subsidiary corporation	CGI Federal is a wholly-owned U.S. subsidiary of CGI Group Inc.
If it is a division or subsidiary corporation, provide the name and address of the parent company	CGI Group Inc. 1130 Sherbrooke Street West Montreal, Quebec H3A 2M8
Tax Identification Number and Dun & Bradstreet Number (CGI Federal)	Tax ID: 27-0087176 DUNS #: 145969783

Figure 2.3-1. Corporate Management Requirements. *CGI offers our end-to-end services and extensive business and technical expertise, allowing us to understand our clients’ realities and giving us the know-how and solutions needed to advance their business goals.*

3. Compliance with Requirements and Terms and Conditions

CGI intends to comply with the requirements stated in the RFP and the terms and conditions of any resultant contract.

4. Contractor Responsibility Information

In accordance with FAR 9.104-1 and the additional requirements detailed in solicitation Section L.14.1(e), CGI provides the following information to demonstrate our expertise and organizational processes for adequate contract performance, as well as representative case studies as documentation demonstrating our experience in (1) efficiently managing complex environments and operational activities; (2) rapidly planning, integrating, and deploying cutting-edge technologies; and (3) demonstrated experience in developing, implementing, and enforcing best-in-class IT service delivery processes and performance metrics.

4.1 Expertise and Organizational Processes for Adequate Contract Performance

As described in *Section 2* above, CGI’s ISO 9001-certified CPMF underpins our program and task management processes. Guided by this framework and our CMMI Level 3 accreditation, CGI consistently demonstrates our ability to provide exemplary services to our clients. For clients across the private and public sectors, CGI routinely provides services under performance-based contracts, reflecting our commitment to client success by meeting and exceeding service level requirements in providing services. Frequently, we recommend additional performance measures aimed at program growth – a true sign of our commitment to services that deliver meaningful and measurable metrics related to program success. We embed our CMMI-compliant quality assurance processes throughout our delivery of personnel services under the FCHS program, and we incorporate ITIL best practices in managing our Cloud services.

Experience

CGI has used our CPMF for over 20 years to successfully manage more than 3,000 projects for government and commercial clients around the world, delivering **95% of those projects on-time and within budget**. This success rate significantly exceeds the USASpending.gov rate of 64% for reported federal IT investments.

CGI has a standard set of ITIL-based operating procedures for our Cloud services. These procedures specify who is responsible for which operating activities. During the transition of a system to our Cloud, we review these procedures with the government and update it to accommodate variations that the government may require. We also sit on the Change Control Board (CCB) for systems in the Cloud; in some instances, we have been asked to run the CCB

for Cloud-based systems. We also participate in FedRAMP and other government advisory boards that drive the standards that make up a key element of governance among and within agencies. These processes enable us to integrate the Cloud into agency IT operations, so that we act as an extension of an agency’s infrastructure.

4.2 Experience Efficiently Managing Complex Environments and Operational Activities

CGI has been a trusted provider of IT services to the Federal Government for over 35 years. Likewise, we partner with industry-leading technology firms and service providers with similar backgrounds and demonstrated experience. The following case studies exemplify Team CGI’s ability to manage complex environments and operational activities.

Case Study – Web Hosting in the Cloud: To meet federal Cloud First initiatives and to recognize the performance and scalability value of Web hosting within the Cloud, numerous federal agencies have leveraged the GSA IaaS BPA to engage CGI for Web hosting within CGI’s federal-purposed IaaS Cloud environment. We provide GSA, DHS, NARA, the Department of Education, FTC, and EPA with virtual machines and Web hosting services in a FISMA moderate, secure Cloud environment. We implement these services within an IaaS Cloud that meets National Institute of Standards and Technology (NIST) definitions and includes security, service management, management reporting, and billing services. In addition, CGI provides system administration services such as backups, patching of third-party software, Web application software, scanning, and monitoring. Each government agency has realized **measurable positive results** against program objectives, as described in **Figure 4.2-1**.

Experience

In August 2012, the Federal Trade Commission (FTC) chose CGI’s Cloud hosting service to support cost savings, platform consolidation, flexibility, and growth required by its mission-critical websites. We are currently in the process of migrating three FTC sites to CGI’s secure Cloud.

Agency	Results
GSA Office of Citizen Services and Innovative Technologies (OCSIT)	<ul style="list-style-type: none"> ▪ Reduced its Web environment virtual machine footprint, from 500 virtual machines under the previous hosting strategy, to 125 virtual machines in the CGI Federal Cloud. ▪ Accomplished well-planned, swift transition from legacy hosting environments to CGI Federal Cloud; minimized cost overlaps with legacy hosting facilities with on-schedule transition of each of the 33 websites within scope. ▪ Put in place the roadmap to enable GSA OCSIT to provision virtual machines in an automated fashion using the CGI Federal Cloud Portal in the future, supporting spikes or troughs in capacity requirements. Looking ahead, Team CGI is working with GSA OCSIT to develop an approach for automated provisioning of virtual machines by the end of 2012.
Department of Homeland Security	<ul style="list-style-type: none"> ▪ Accomplished six-week transition, from contract to go-live, of the first two websites transitioned to the Cloud. ▪ Enabled developers and Web content experts from various companies to access the Web content they need to update, conduct testing, and deploy new Web content security, with access to Drupal and Alfresco platforms, thus supporting increased productivity and reuse. ▪ Enables FEMA.gov to respond to the high-availability and high-performance requirements necessary for citizens affected by emergencies to apply for and continually monitor their requests for disaster survivor assistance.
National Archives and Records Administration	<ul style="list-style-type: none"> ▪ Enabled Archives.gov to scale by a factor of over 21 when 1940s Census data was released, enabling the level of performance needed to address the high demand for this data and resulting exponential increase in website traffic. ▪ Allows NARA to scale Web presence infrastructure to support peak demand periods,

Agency	Results
	such as the 65M hits on the first day of the Census data release, and scale back infrastructure when Web traffic returns to more standard numbers.

Figure 4.2-1. Successful Results from CGI Cloud Web Hosting. *Government agencies recognize their desired business results through secure and cost-effective CGI Federal Cloud Web hosting services.*

4.3 Experience Rapidly Planning, Integrating, and Deploying Cutting Edge Technologies

Case Study – Rapid Web Site Deployment in the Cloud in Response to Natural Disaster:

When earthquakes rocked Japan in March 2011, the world watched in concern about not only the safety and lives lost but also about potential radiation from nuclear and other facilities impacted by the disaster. To support the U.S. EPA’s critical role in information collection and sharing regarding global environmental concerns, EPA’s Office of Environmental Information and Office of Information Collection turned to CGI for assistance. Within just 24 hours, CGI developed and implemented a Google Maps-based data publishing application and a series of RESTful Web services based on data from RadNet that generated graphs of radiation measurements. Hosted in EPA’s private cloud instance, supported by CGI, the EPA’s Japan 2011 Emergency Response website received over 1.1M hits within the first 48 hours of operation. CGI, in partnership with CDN provider Akamai, enabled the Cloud-hosted Web presence to scale and perform above expectations.

Measurable Results: After the website received an unprecedented 1.1M hits from citizens interested in the most up-to-date, map-based data concerning the disaster, EPA and CGI received praise from Ms. Margaret Schneider (OEI Principal Deputy Assistant Administrator), Mr. David Updike (NCC Acting Director), Mr. Andy Battin (Office of Information (OIC) Director), and Ms. Connie Dwyer (OIC Information Exchange and Services Division (IESD) Director), who called the team’s activities “heroic”.

4.4 Demonstrated Experience in Developing, Implementing, and Enforcing “Best-in-class” IT Service Delivery Processes and Performance Metrics

Case Study – Banking Solutions in a SaaS Model:

CGI has been innovating SaaS solutions for more than 10 years with offerings like CGI Trade360[®], an innovative, end-to-end, and automated global trade and supply chain finance solution. Delivered as SaaS in a secure community Cloud, Trade360 processes over 2M transactions annually for users in more than 30 countries. The client community that relies on Trade360 is actively involved in setting its development strategy, direction, and priorities. New requirements are brought to fruition, tested, and put into production quickly – in stark contrast to traditional onsite software deployments where banks have to build a business case for new releases and then fall behind when they cannot get funding in a timely manner.

Innovation

Team CGI’s partner, Technatomy, initiated and continues to develop the Defense Logistics Agency’s Fusion Center. This enterprise performance dashboard enables executives to translate new conceptual metrics into working, drill-down scorecards and reports within days.

Trade360 clients also have the flexibility to mix and match functionality in any order to suit their needs. For example, Bank of Montreal, ANZ, and Union Bank use the complete solution, while others, such as Bank of America and Wells Fargo, use the sophisticated imaging and workflow capabilities and integrate them into their existing solutions. With more than 30 trade finance products supported on the platform, banks can choose the offerings appropriate for their business

strategy and add others at any time, only paying for the transactions they use. Delivered in a SaaS model and governed by service level agreements for users (based on SaaS performance) and clients (based on quality of supporting services), Trade360 services provide a means for banking clients to extend their capabilities cost-effectively through the “as a service” model.

Measurable Results: Trade360 clients leveraging the solution set via a SaaS model report:

- Faster speed to market
- Operational savings of 30% and more
- An always-current system to keep up with user demand
- Access to a global network with the same service available from anywhere in the world

Innovation
CGI delivers Cloud-based productivity applications such as Microsoft Exchange, SharePoint, and Lync server in a multi-tenant Cloud model.

Case Study – Secure Access to Health Records via Virtualization in a Secure Private Cloud: Team CGI member Accelera supports DoD’s goal for military branches to employ a unified system that reduces the use of siloed information units. To support the SPAWAR Military Health Systems (MHS) through the Enterprise Remote Access Solution (ERAS) program, Accelera delivered a virtualization solution to enable remote access of the full suite of MHS applications, including access to historical electronic health records for faster diagnosis of health issues across medical facilities. Accelera leveraged technologies such as Citrix Access Gateway, Citrix XenApp, and VMware vSphere to develop a secure private Cloud solution to virtualize the clinical application and deliver it to any device over any network connection.

Measurable Results: An initial pilot of the virtualization technology delivered \$5M in government savings, resulting in a program expansion expected to reduce DoD costs by up to \$35M.

4.5 Financial Resources

Copies of CGI’s most current independently audited financial statements and balance sheets, as well as profit and loss statements from the last two years are provided in *Appendix D* to this proposal submission, as follows:

- DOI FCHS Vol I_Appendix D_CGI Group Financial Statements Year End 093010.pdf
- DOI FCHS Vol I_Appendix D_CGI Group Financial Statements Year End 093011.pdf

5. Completed Government Product Accessibility Template (GPAT)

Team CGI supports the government’s objectives and aims to deliver products and services with features that support accessibility. In formulating the optimum suite of services to support DOI’s Foundation Cloud Hosting Service (FCHS) Program, Team CGI based its solutions upon existing services available from Team CGI used by the government today. This includes CGI Federal’s cloud suite of services (available to the government through the General Services Administration’s Infrastructure as a Service Blanket Purchase Agreement (and other contract vehicles), as well as Accellion to support DOI’s Service File Transfer Services requirements. CGI has architected its Cloud services based upon industry-leading products configured to support CGI’s client requirements, combined with customized components. To meet evolving needs, Team CGI may choose to upgrade or enhance one or more elements of our overall Cloud Solution.

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6. Letters of Commitment

CGI requested each of our subcontractors to sign a letter of commitment, as follows:

*CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033*

Subject: Letter of Commitment, U.S. Department of the Interior (DOI) Foundation Cloud Hosting Services, Solicitation Number D12PS00316

This serves as <<Subcontractor Name>> letter of commitment to support CGI Federal Inc. (CGI) upon award of the above subject solicitation.

Each of our subcontractors signed this letter of commitment and each subcontractor's signature is provided in **Figure 6-1**. In addition, each subcontractor's signed letter of commitment is provided in its entirety as part of the Subcontracting Plan provided in *Appendix B* to this proposal.






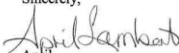






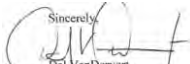




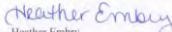
Subcontractor	Signature
Accelera	
Accellion	Sincerely, 
Acquia	 Tim Bertrand
Akamai	
Carpathia	
Chenega Government Consulting, LLC	Sincerely,  April
Esri	
G&B Solutions, Inc.	 Denise Manning
IQ Business Group	
LanTech	
Microsoft	
NJVC	
Onix Networking Corporation	Sincerely,  Dai VanDervort
Phase One Consulting Group	
Riverbed Technology, Inc.	
Salesforce.com	
Technatomy	
Valley Automation	 Heather Embry

Figure 6-1. Subcontractors Signatures for Letter of Commitment. *Our subcontractors are committed to support CGI and DOI upon award of the contract.*

7. Experience, Service Models, and Certifications

Certain task orders under the FCHS program may require specific licenses, professional certifications, or permits as part of the overall task requirements; CGI will obtain necessary licenses, certifications, or permits as required. For each requirement presented by the government, we put in place a plan to achieve the necessary license, certification, or permit in a timely manner, as we have done for other projects. For past engagements, this type of process has included obtaining an ATO and certifying process maturity levels. In fact, in response to CMS priorities, CGI is working to obtain CMMI Level 5 certification for our website development work supporting CMS' high-profile Web presence. Furthermore, CGI was the first North American corporation of its type to achieve ISO 9000 certification.

Partnership

CGI designed, developed, hosted, and supported end users of the FederalReporting.gov application to support Recovery Act reporting for government fund recipients, delivering the system within six months of contract award to meet Congressionally-mandated reporting start dates. Based on the success of the project, Connie Dwyer (EPA Director, Information Exchange and Services Division, Office of Information Management) and Linda Travers (EPA Acting Chief Information Officer) received 2010 Federal 100 awards for their leadership on the project.

Our experience obtaining certifications includes CGI's Federal Cloud. CGI was the first provider to obtain an ATO for our Lot 2 (Virtual Machines) and Lot 3 (Web Hosting Services) Cloud offerings under the GSA IaaS BPA; we were among the first providers awarded full, government-wide ATO at the FISMA moderate level. Furthermore, we have already begun the FedRAMP certification process, which is well underway, with an anticipated completion date of December 2012. As license, certification, and permit requirements are identified on individual task orders, CGI is confident in our ability to meet these requirements, in addition to relevant professional certification requirements.

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Where requirements exist for individual resources to be certified in a given area of expertise, or for a percentage of the delivery resources supporting an engagement to obtain and maintain certain professional certifications, CGI invests in training and certification testing necessary to meet government requirements. This may equate to PMI certification as a Project Management Professional, security-related certifications like Certified Information Systems Security Professional (CISSP), and ITIL v3 certification.

8. Models and Processes Adopted to Institutionalize Operational Best Practices

Frameworks and management systems based on industry standards support our ability to continually provide exemplary services to our clients. The following are examples of CGI's certifications:

Innovation

CGI received our fourth consecutive Best Fit Integrator award from the Center for Digital Government in 2010. That same year, we were also named Contractor of the Year (greater than \$300M in annual revenue) at the 8th Annual Greater Washington U.S. Government Contractor Awards.

- In 1994, CGI was the first North American company in its category to secure **ISO 9000 certification** for our project management framework. In 2004, we secured ISO 9000 quality certification for our Shareholder Partnership Management Framework, which defines how the company manages long-term relationships with shareholders. CGI has since achieved this certification for our entire CGI Management Foundation, covering its three major stakeholders—clients, members (how CGI refers to employees), and shareholders.
- We maintain a certified **ISO 9001:2000 and ISO 9001:2008-compliant Quality Management System**, which achieved certification in January 2009.
- CGI completed a Standard CMMI Appraisal Method for Process Improvement (SCAMPI) A in October 2008, and completed re-certification at Level 3 in May 2011.

CGI has also achieved quality certifications for service delivery. At the Phoenix Data Center (where CGI hosts our Federal Cloud environment), we operate an **ISO/IEC20000.1:2005-compliant IT Service Delivery and Management System**, certified in December 2010.

Underpinned by these industry standards, CGI has designed, codified, and implemented various delivery frameworks and related management systems that support our ongoing ability to deliver optimum services to our clients. Critical to our ability to deliver performance-based IT services in complex environments is CGI's Operational Framework. Tailored and customized for each unique client IT environment, CGI uses the Operational Framework to clearly define roles and responsibilities, interfaces between teams/organizations, and operational processes and procedures when delivering IT support and services. Using the Operational Framework, our clients benefit from efficient service delivery and effective coordination across IT organizations, end users, and other contractors/service providers supporting the business.

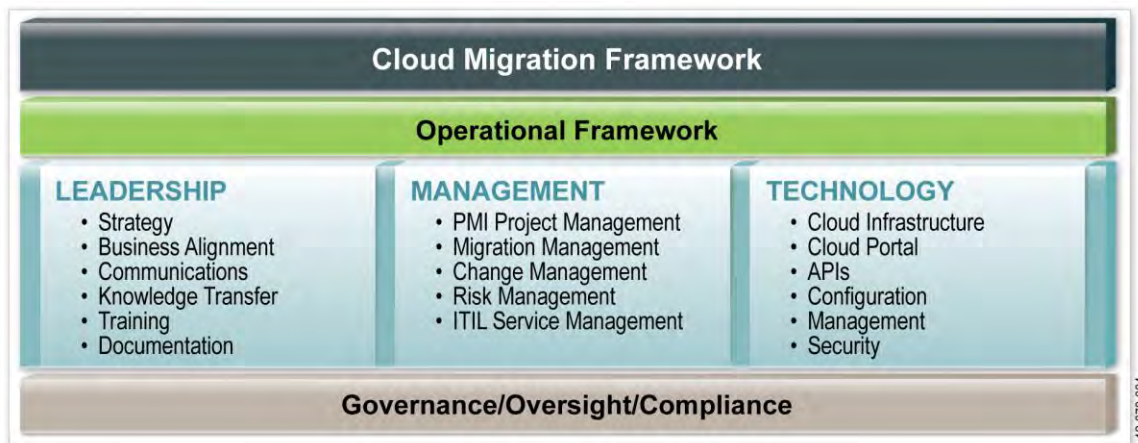


Figure 8-1. Cloud Migration Framework. *The Cloud Migration Framework provides a solid foundation for Cloud migration based on proven processes and lessons learned, minimizing migration risk.*

Key to the success of our Cloud engagements is CGI's Cloud Migration Framework, which provides the necessary foundation for governing transition from the previous hosting infrastructure to CGI's Cloud, while maintaining service continuity and mitigating risk. Our Cloud Migration Framework (shown in **Figure 8-1**) is comprised of three key components:

- **Leadership** – CGI provides DOI with a deep understanding of federal agency systems and websites, enabling us to closely align Cloud services with key business drivers. We support business change management associated with a project as significant to end users as migration of the enterprise system to a new hosting service.
- **Management** – We have a wealth of management expertise, spanning projects and programs of every dimension. CGI leverages a migration and project management approach based on PMI best practices. We manage hosting infrastructure using tools integrated with our rigorous processes, as guided by ITIL v3.
- **Technology** – CGI offers DOI proven Cloud infrastructure support and services to deliver the reliability and performance required of federal systems, websites, and applications. As technology continues to advance, we often support Return on Investment (ROI) analysis to help organizations like DOI understand where new technologies, such as CDN or in-memory appliances, can provide the benefits expected for the level of investment required.

Similarly, CGI's Information Technology Service Management (ITSM) approach incorporates a framework that focuses on continuous process and methodology improvement, and includes a uniform approach to quality that is leveraged to increase transparency for our clients. Successful models and processes are built into our ITSM approach, institutionalizing best practices across the company. Because we provide the full range of IT services, our ITSM framework is based on industry standards, best practices, and Team CGI's lessons learned. Our formalized set of processes is core to our service delivery enablers, driving process integration, transparency, efficiency, and service excellence.

Partnership
CGI is committed to quality and continuous improvement of our processes. Our process improvement program has been recognized by the American Society for Quality, which selected two of our process improvement teams as finalists in their annual International Team Excellence Awards competition.

Delivering services and support under these frameworks is a highly experienced and skilled team with relevant certifications and leadership experience to support DOI's needs today and into the future. In CGI Federal alone, resources include 273 certified Project Management Professionals. Over 300 CGI resources hold ITIL Foundation certification or higher. IT infrastructure support personnel hold more than 500 Cisco certifications and more than 6,000 Microsoft certifications.

9. Other Pertinent Topics to Demonstrate Knowledge, Competence, and Ability to Perform

The importance of mature Cloud Brokerage capabilities has moved to the forefront of discussions in the federal marketplace on the next evolution of cross-Cloud integration and services. As services develop and new offerings are introduced to the market, federal agencies confront multiple portals, disparate service level agreements, and service specific to each vendor's offering, increasing administrative burden. CGI and GSA are in discussions related to Cloud Brokerage, and we

Partnership
—CGhas been an incredible partner for our move into the public Cloud and we enjoy working with them.”
Keith Trippe, Executive Director DHS Enterprise System Development Office, ACT-IAC MOC Panel on Operationalizing FedRAMP

contributed to TechAmerica's White Paper regarding this subject. Within CGI Federal and globally, we are currently architecting solutions that manage challenges, risks, costs, security, and service level performance through a common portal, leveraging multiple Clouds as a single, accountable broker to support the business needs of agencies like DOI.

As the DOI IT landscape matures through several stages to an IT as a Service (ITaaS) state, where multiple services are chosen from a defined catalog, IT business value is optimized and CGI is able to operate as a trusted advisor and Cloud broker. CGI and DOI can build a clear service catalog, offering services ranging from IaaS to SaaS across multiple CSPs:

- **Applications as a Service** – includes email, geospatial, and Enterprise Resource Planning (ERP) capabilities, as well as other solutions to provide a lower cost of initial ownership, rapid adoption by users, and ready integration with existing DOI applications. CGI was recently awarded an IDIQ contract under GSA's Email as a Service contract vehicle, and we are working with the EPA and Esri to deliver geospatial as a service offering. Our Momentum ERP suite is delivered in a Cloud-based –as a service” model.
- **Platform as a Service** – Cloud-based solutions from providers such as Salesforce.com, Citrix, and Google provide infrastructure and middleware technology, while giving DOI the flexibility to develop and customize the application layer as required. PaaS offerings provide development tools, database management, virtualization, and operating system support. CGI has partnered with Salesforce.com to leverage the Force.com PaaS globally in support of the Department of State. Team CGI partner Onix Networking has deployed Google PaaS offerings to support private and public sector clients.
- **Infrastructure as a Service** – provisions virtual machines, CDNs, and secure file transfer solutions via multiple CSPs, brokered through CGI for rapid scalability, service level agreement-driven performance, and rapid elasticity.

EPA recently contracted with CGI to provide this type of IaaS model, including metering and chargeback, to support its IT enterprise, with the goal of migrating 80 percent of its application portfolio to the Cloud over the next three years. CGI partnered with EPA to determine SaaS, PaaS, and EaaS offerings to accomplish EPA's goal.

One service management portal can be used to process orders through approval flows, and orchestrate the deployment of IT via automated and manual tasks based on DOI requirements. Once provisioned, updates can be sent to the Configuration Management System (CMS) for asset tracking. Metering and chargeback enable program insight into IT costs, as well as of the true support costs associated with new initiatives and legacy systems. IT dashboards will give DOI insight into the utilization and capacity of their applications, enabling intelligent choices to manage capacity and drive down costs.

Figure 9-1 offers a potential consolidated view (b) (4), placing utmost importance on the DOI/CGI Partnership to drive best-value Cloud solutions to meet the needs of DOI stakeholders with a unified, multi-faceted service model, as technologies continue to mature and emerge in the future.

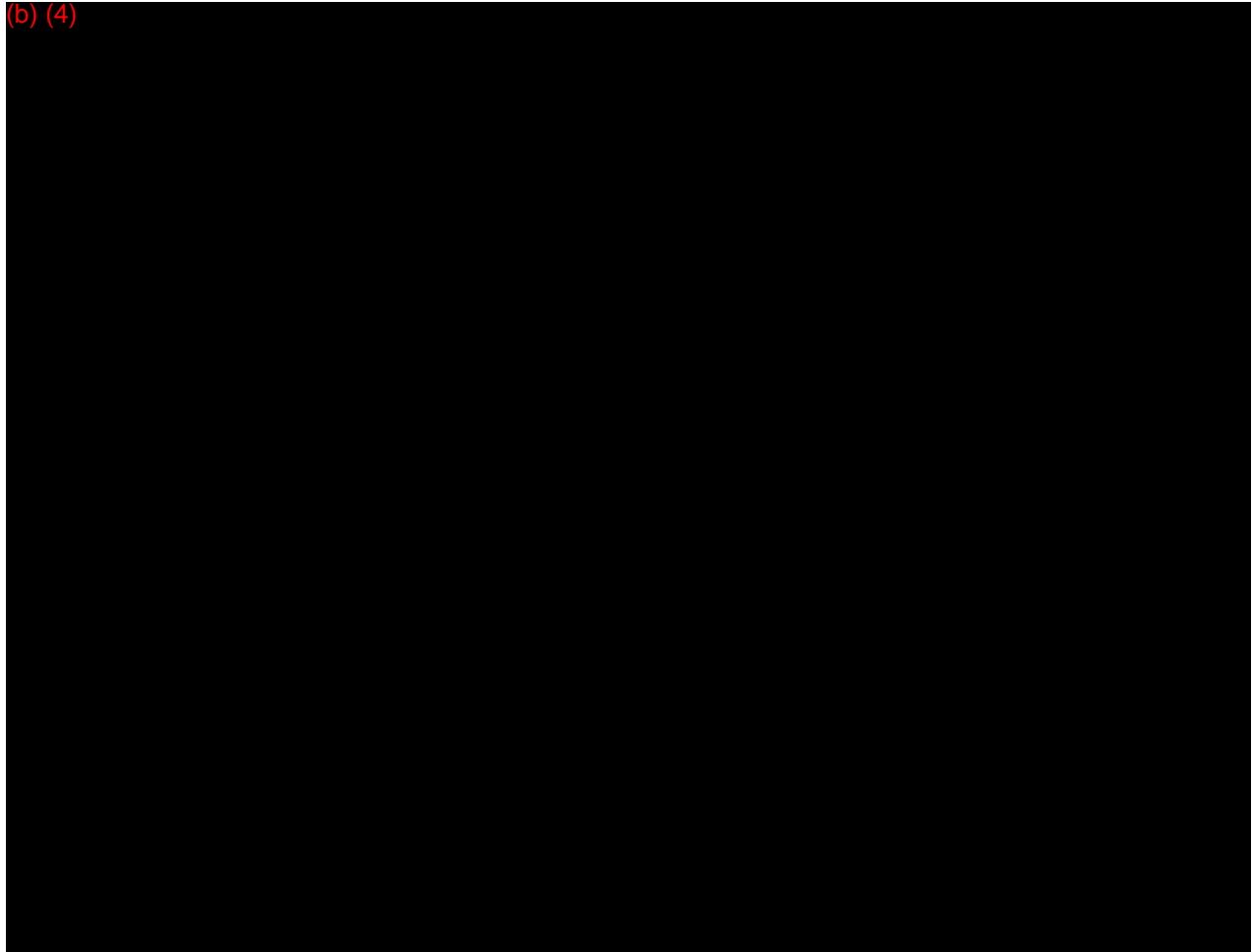


Figure 9-1. (b) (4)

(b) (4)

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10. Assumptions, Conditions, or Exceptions

Team CGI's assumptions, conditions, and exceptions are as follows:

Assumptions, Conditions, or Exceptions
General
In no event will CGI or any of its subcontractors be liable for indirect, incidental, special, or consequential damages, or damages for loss of profits or expected savings, revenue, data, or use incurred by the government or any third party, whether in an action in contract or tort, even if it has been advised of the possibility of such damages. The maximum aggregate liability of CGI or any of its subcontractors for all claims hereunder relating to a particular item or service will in no event exceed the fees paid to CGI for such item or service during the six months prior to when the most recent claim arose. For a claim arising in the first six months of the term, the maximum aggregate liability will be the fees expected to be paid during the first six months of the term for the item or service to which the claim relates, and for a claim arising after the end of the term, the maximum aggregate liability will be the fees paid during the last six months of the term for the item or service to which the claim relates. These limits are the maximum liability for which CGI and its subcontractors are collectively responsible and apply to all indemnification obligations in the awarded contract. In no event will CGI or any of its subcontractors or suppliers be liable for any damages of third parties.
Except as expressly stated in CGI's proposal, there are no express warranties made by either party; all such implied warranties are expressly disclaimed and each party hereby waives and releases any claim to any such implied warranties. CGI makes no warranties that the operation or use of the services or any deliverables will be uninterrupted or free of errors.
CGI's delay or failure to perform its responsibilities under the awarded contract, including the failure to meet a Critical Milestone or a Service Level, shall be excused if and to the extent CGI's delay or non-performance is caused by the government's, or the government's third-party contractor's act, omission, breach, or failure to perform any of its obligations or responsibilities under this contract, including by the date required in the awarded contract or the applicable Project Management Plan or similar instrument, but only if: (i) CGI promptly notifies the government of such delay or failure to perform and its inability to perform under such circumstances; (ii) CGI identifies and pursues commercially reasonable means to avoid or mitigate the impact of such delay or failure to perform; and (iii) CGI uses commercially reasonable efforts to perform notwithstanding such delay or failure to perform. In such event: (a) The government will reimburse CGI on a Time and Materials (T&M) basis for incremental effort or expense CGI incurs as a result; (b) CGI will be entitled to temporary relief, and will be excused of its obligations under the contract, including being excused from any missed Service Levels or Critical Milestones; and (c) CGI's schedule for performance will be equitably adjusted for any delay caused.
Under the provisions of the FAR clause 52.227-14 Rights in Data – General, CGI proposes to retain ownership of any technical data, processes, and software first developed under the awarded contract. However, under the terms of this FAR provision, the government will retain unlimited rights to all items first produced at their expense under this order. CGI ownership of technical data would not include financial or other government-specific or proprietary data or information contained in or processed by the proposed and delivered system(s). Please note, CGI's retention of ownership rights in no way diminishes the government's rights or interests in the developed works.
CGI Federal Cloud bandwidth charges are included for all Inbound/Outbound traffic from CGI's data centers through the public Internet. In order to minimize bandwidth charges, CGI assumes that DOI will provide a dedicated circuit for connectivity from DOI sites into the CGI Federal Cloud.
CGI may provide additional discounts against quoted prices at higher volumes to be negotiated on a Task Order basis.
This quote is valid for 60 days from the date of submission, November 19, 2012. The projected start date is December 31, 2012.
Award of this contract constitutes acceptance of CGI's proposed teaming partners.
This price quote is based on CGI's technical proposal and the RFP dated July 18, 2012, as amended.
This proposal is predicated upon CGI's technical and price proposals being incorporated by reference into any resultant contract.
CGI will provide labor in accordance with the terms and conditions of this IDIQ. Invoices will be submitted

Assumptions, Conditions, or Exceptions

monthly for labor hours incurred in the previous month. Payment shall be due within 30 days of receipt of a proper invoice.

CGI's indemnification obligations should be tied to third party claims (i) for personal injury, including death, and damage to tangible property caused by Contractor's negligence, (ii) for intellectual property infringement, and (iii) from Contractor's gross negligence or willful or fraudulent misconduct. CGI would also propose a process for notification, cooperation, and Contractor's defense and settlement of any such claims. We propose to replace the first paragraph of Section H.12 (Indemnity) of the RFP with the following language: –The Contractor shall hold and save the Government its officers, agents and employees harmless from any and all third party claims, demands, suits, actions or proceedings for (i) personal injury and damage to tangible property caused by Contractor's negligence, (ii) for intellectual property infringement, and (iii) from Contractor's gross negligence or willful or fraudulent misconduct; provided, however, that the Contractor need not indemnify or save harmless the Government, its officers, agents, and employees from damages resulting from the negligence of the Government's officers, agents, and employees. In the case of an intellectual property infringement claim, Contractor will, at its own expense, exercise one of the following remedies: (1) procure for Contractor and the Government the right to continue using the Product or Service, or (2) replace or modify the Product or Service so that Contractor's and the Government's use becomes non-infringing, so long as all specifications of this contract are met.

Statement of Work for Development and Test: USGS-CIDA Java Sandbox Day 1 Task Order – Attachment 7 and Statement of Work for Public Web Hosting: USGS-CIDA Publication Library Day 1 Task Order – Attachment 8

(b) (4)

Statement of Work for Development and Test: USGS-CIDA Java Sandbox Day 1 Task Order – Attachment 7 only

(b) (4)

Statement of Work for Public Web Hosting: USGS-CIDA Publication Library Day 1 Task Order – Attachment 8 only

(b) (4)

Assumptions, Conditions, or Exceptions

Representative Use Case for Storage Services – Attachment 9

(b) (4)



Representative Use Case for Virtual Hosting Services – Attachment 10 and Representative Use Case for Database Services – Attachment 11

(b) (4)



Representative Use Case for Virtual Hosting Services – Attachment 10 only

(b) (4)



Representative Use Case for Secure File Transfer Services – Attachment 12

(b) (4)



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Appendix A – Past Performance

In this section, CGI presents our successful past performance as a Cloud services solution provider and the successful past performance of each of the subcontractors we are partnering with to support DOI's requirements for Foundation Cloud Hosting Services. CGI offers three engagements similar in scope to DOI's cloud hosting services requirements, as well as three past performance engagements for each of our partner companies, as shown in the list below.

1. CGI
2. Accelera
3. Accellion
4. Acquia
5. Akamai
6. Carpathia
7. Chenega
8. Esri
9. G&B Solutions
10. IQ Business Group
11. LanTech
12. Microsoft
13. NJVC
14. Onix Networking
15. Phase One Consulting Group
16. Riverbed
17. Salesforce
18. Technatomy
19. Valley Automation

To demonstrate our capacity to deliver high-quality storage services, secure file transfer services, virtual machine services, database hosting services, Web hosting services, development and test environment hosting, and other related services, CGI and our partners have selected our most relevant programs on which we have helped our clients meet and often exceed program objectives. Note that while Team CGI is not proposing to deliver services under the SAP Hosting Service Line at this time, we present information related to our experience hosting enterprise resource planning applications as a reflection of our team's ability to support large, enterprise-wide application hosting in a Cloud environment. Preceding each company's past performance references is a table summarizing how CGI and each of our partners meet DOI's required technical service lines and business objectives. For our subcontracting partners, preceding each table is a description of the team member's role within Team CGI for the FCHS program.

A.1 CGI's Past Performance Summary

DOI Business Need	GSA OCSIT Cloud Modernization	DHS Cloud	AOUSC FAS4T
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			✓
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.1-1. CGI's Relevant Past Performance.

A.1.1 Past Performance #1 – CGI – GSA OCSIT Cloud Modernization

CGI Past Performance #1- General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT) Cloud Modernization	
1. Complete name of Government agency, commercial firm, or other organization	
General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT)	
2. Complete address	
1275 1st St. NE, Washington, DC 20417	
3. Contract number or other reference	4. Date of contract
GS-001-11-AA-D-0242	January 3, 2012
5. Date work was begun	6. Date work was completed
January 3, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$20.7M over five years, assuming all options are awarded	(b) (4) through the end of July 2012
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Earl Warrington, Assistant Deputy Associate Administrator, Office of IT Services and Solutions, Office of Citizen Services and Innovative Technologies 1275 1 st Street NE, Washington, DC 20002 (202) 208-6158 earl.warrington@gsa.gov	Rosemary Gibert, COTR, Office of IT Services & Solutions, Office of Citizen Services and Innovative Technologies 1275 1 st Street NE, Washington, DC 20002 (202) 219-1364 rosemary.gibert@gsa.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ CGI Federal, Fairfax, VA ▪ CGI Cloud Primary Data Center, Phoenix, AZ ▪ CGI Secondary Data Center, Philadelphia, PA ▪ Cloud Service Desk, San Antonio, TX 	
11. Description of the project	
<p>GSA OCSIT provides high-quality tools and timely information to the public, supporting an informed citizenry. OCSIT contracted with CGI under the GSA Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA) to provide, among other value-added services, a Cloud hosting platform that consolidates GSA’s Web presences, platform administration services for tools that power the websites, and configuration management support to simplify site operations. Since contract award, CGI has worked with GSA to transition 33 websites to the Cloud, transitioning sites in waves. We have successfully transitioned eight waves between January 29, 2012 (wave one go-live) and March 17, 2012 (wave eight go-live). Two additional websites, for a total of 35, now operate within the Cloud infrastructure.</p> <p>CGI’s operations and support staff provides a range of services to keep websites and hosted environments operating at peak performance. Following processes documented in our Operational Framework (OF), our staff performs activities such as system monitoring, maintenance, installations, upgrades, testing, incident and request resolution, and performance reporting. CGI builds communication and approval steps into the change management process to effectively coordinate installation and repair of systems and networks with government staff. Additionally, the CGI Federal Cloud Portal provides users with information about systems status and notifications.</p> <p>The Cloud hosting platform CGI provides to GSA OCSIT is similar in nature to the requirements to support DOI’s Foundation Cloud Hosting Services program, aligning with DOI’s IT transformation efforts.</p> <p>The following subsections demonstrate how the services CGI delivers to GSA OCSIT align with the technical service lines DOI is seeking for its Cloud-based platform.</p>	

CGI Past Performance #1- General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT) Cloud Modernization

Storage Services

CGI provides Cloud-based storage services to support GSA's Web presence requirements; includes data backup to support continuity of operations for each Web presence.

Secure File Transfer Services

Within the OCSIT environment, CGI provides secure file transfer services. The environment includes a FTP server CGI installed to accommodate file transfers during the transition phase, and continues to allow us to exchange backup files and code base between GSA, their independent development contractor, and CGI.

Virtual Machine Services

We worked to consolidate and operate on as few Virtual Machines (VM) as possible, reducing the number of VMs by 75% from the previous hosting environment. This initiative required quality performance statistics and load test results to assess how many websites could be run on a particular VM. To maximize consolidation efforts, we are working closely with GSA OCSIT to standardize underlying software and versions, illustrating CGI's ability to support a satisfied customer experience and agile, responsive, and efficient solutions. Our Cloud management stack allows GSA to quickly provision and de-provision VMs as required; through technologies such as BladeLogic, we are able to efficiently meet patching needs across all provisioned VMs.

Database Hosting Services

CGI currently supports development, test, and production databases across shared and standalone database servers. Our Database Administrators manage over 526 master production database instances across 4 MySQL servers, an Oracle 11g server, and a Virtuoso server, with replication in our secondary site for failover purposes. Our configuration for OCSIT also requires our database environments be divided into separate zones for increased security. Administrator activities include backup and restore, database provisioning, configuration management, performance tuning, and patching and database deployment functions across development, staging, user acceptance, and production environments.

Web Hosting Services

CGI transitioned 35 websites, including USA.gov and Data.gov, to the CGI Cloud from GSA OCSIT's incumbent providers, earning a contractual incentive for the speed of transition. We provide infrastructure services via the GSA IaaS BPA, as well as Tier 2 application management services. We continually monitor the health, stability, and performance of the environment.

Development and Test Environment Services

Our services to GSA OCSIT include providing development and testing environments. Similar to CGI's production environment, these environments are divided into zones to maintain a high level of security for hosted applications. To support separation of duty requirements, the testing environment is managed by CGI resources, while the development environment managed by an independent development vendor under a separate contract with GSA. Development and test environments offer the same scalability and elasticity as our production environment to meet changes in demand.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

The GSA OCSIT Cloud Modernization effort operates according to a performance-based model, based on GSA OCSIT's measurements of CGI's speed and quality during transition. The task order provides for incentives and disincentives based on the total spend invoiced by CGI each year. Thus, we have been working to consolidate the websites onto fewer VMs with less memory, CPU, and disk space where possible, allowing for decreased server sprawl. Furthermore, CGI exceeded GSA's timeline for migration of the portfolio, completing migration within just three months and receiving an additional contract award incentive in doing so.

CGI successfully transitioned the first GSA website, Fedspace.gov, to run live in CGI's Cloud on January 29, 2012, just 26 days from project award date. We successfully achieved full transition of the Web portfolio, including the high-profile USA.gov and Data.gov websites, from the incumbent hosting providers in two and a half months. Our meeting this compressed timeframe demonstrates CGI's ability to transition websites to the public Cloud in a timely manner, minimizing transition costs.

CGI Past Performance #1- General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT) Cloud Modernization

Cooperation and collaboration

Although the initial stages of the project did not have an identified fixed scope, CGI worked with GSA OCSIT to understand what was in GSA's current environment and which sites could be shut down or needed to be transitioned.

CGI's flexible hosting processes have accommodated the limitations of some of GSA's legacy Web applications. Our ability to collaborate with GSA and identify the means by which GSA can reduce or eliminate the need to run infrastructure concurrently during transition has helped GSA decrease costs. When OCSIT needed legacy Web applications built for one data center to be able to run resiliently, with high availability across the data centers, CGI instituted a process that leveraged a secondary read-only database, where the website could continue to read in the failover site but only write to one site.

We continue to work collaboratively with GSA OCSIT to reduce project risk and maintain project plan transparency. We meet with GSA OCSIT weekly, sometimes more often, to review project status and the schedule. We provide weekly updates to the project plan. Additionally, the CGI Federal Cloud Portal provides OCSIT users with information about systems status and notifications.

Since transition, CGI has worked closely with GSA OCSIT and its independent development vendors to identify ways to reduce the footprint required for the applications supported. To date, our recommendations, such as configuration changes and removal of nonstandard technologies, have eliminated 20 VMs from the original transition footprint. We have also worked with OCSIT's security team to significantly reduce the number of application security vulnerabilities within the transitioned applications.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Within the scope of the approved contract, our team supports multiple Service Level Agreements that include measuring service uptime, reputation incidents, deliverable content and scheduled delivery, availability of content, and Cloud center efficiency. These measurements are collected monthly for reporting to GSA. To minimize problem and incident occurrence, CGI provides day-to-day administration of VM operating systems, data backup, and maintenance of our Cloud platform following the steady-state processes documented in our OF. Daily interaction and communication keeps OCSIT informed of issues, activities, and near-term operational plans related to incident and problem management. CGI's service desk provides a primary channel of communication for OCSIT developers and content managers. Additionally, CGI conducts review sessions with GSA OCSIT program management so that quality measures continue to align with the organization's objectives.

Responsiveness to customer requests for services, scheduled and ad-hoc

During the transition phase, CGI successfully scaled transition activities to support an additional 15 websites not identified in the initial approved schedule. Our team was able to quickly identify and provision the required resources to meet OCSIT's needs, allowing us to successfully migrate high-profile applications without disruption to end users.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

CGI resources (b) (4) and (b) (4) were instrumental in architecting the Cloud solution for GSA OCSIT. Mr. John Nemoto will be Task Order Manager for the Web Hosting Task Order and (b) (4) will be part of CGI's proposed Consulting and Thought Leadership organization for the DOI Foundation Cloud Hosting Services program. CGI envisions both (b) (4) and (b) (4) supporting Cloud solution architecture and design for task orders awarded to CGI under the contract.

CGI Past Performance #1- General Services Administration (GSA) Office of Citizen Services and Innovative Technologies (OCSIT) Cloud Modernization

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.1.2 Past Performance #2 – CGI – DHS Cloud

CGI Past Performance #2 - Department of Homeland Security (DHS) Cloud	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Homeland Security (DHS)	
2. Complete address	
7 th & D St. NW, Washington, DC, 20528	
3. Contract number or other reference	4. Date of contract
GS-35F4797H/GS00Q11AEA0005/ HSHQDC-11-F-00099	September 8, 2011
5. Date work was begun	6. Date work was completed
September 8, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,886,365.20	\$1,886,365.20 (Firm Fixed Price Contract)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Doug Hansen, Program Manager, DHS CIO Enterprise Systems Development Office Department of Homeland Security 7th & D St. NW Washington, DC 20528 (202) 447-0790 doug.hansen@hq.dhs.gov	Sharon A. Aiken, Contracting/Ordering Officer Enterprise Acquisitions Division, Office of Procurement Operations Department of Homeland Security 7th & D St. NW Washington, DC 20528 (202) 447-5627 sharon.aiken@hq.dhs.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ CGI Federal, Fairfax, VA ▪ CGI Cloud Primary Data Center, Phoenix, AZ ▪ CGI Secondary Data Center, Philadelphia, PA ▪ Cloud Service Desk, San Antonio, TX 	
11. Description of the project	
<p>DHS Cloud was the first task order awarded under GSA’s IaaS BPA. As DHS’ Public Cloud service provider, CGI consolidates public-facing Web services in a secure and scalable environment that cost-effectively meets DHS’ business objectives. We established a consolidated and integrated Web service delivery capability for the development/test, staging/pre-production, and production environments that streamlines the migration, implementation, and support of current and future DHS public-facing websites in the Public Cloud. CGI’s Cloud infrastructure support includes work associated with Web hosting, VMs, storage, and migration.</p> <p>StudyintheStates.gov and RestoretheGulf.gov were the first two websites hosted in CGI’s Cloud; they were migrated within six weeks of project kick off. FEMA.gov went live in production on the CGI Cloud at the end of July 2012, in advance of the high-volume hurricane season. DHS.gov has also gone live within the CGI Cloud.</p> <p>The architecture for DHS’ Cloud Web hosting environment is designed to scale to support additional websites over the course of the contract. This includes a Web platform to support development and cross-site integration with Alfresco and Drupal platforms available to the DHS developer community.</p> <p>Considering the information available through the various DHS Web presences, scalability and security were both critical factors in DHS selecting CGI’s Cloud for Web hosting.</p> <p>The following subsections demonstrate how the services CGI delivers to DHS in support of its various Web presences align with DOI’s identified technical service lines.</p> <p><u>Storage Services</u></p> <p>Critical to DHS’ success was partnering with a Cloud hosting provider with a Federal Cloud that had received an</p>	

CGI Past Performance #2 - Department of Homeland Security (DHS) Cloud

Authority to Operate (ATO) for Lot 3 hosting services, allowing DHS to contract not only for servers, but associated VM, storage, backup, security, and application-level managed services. CGI maintains tools and processes for monitoring the infrastructure and its components.

Secure File Transfer Services

Our trusted secure communication channel with the dual-factor method of remote access allows government-designated personnel to perform duties on the hosted infrastructure, including maintaining user profiles presented to the user at the time of login. CGI's change control process secures the functionality of the environment without hindering the ability of DHS developers and content managers to efficiently add new functionality, integration, and/or content delivery mechanisms.

Virtual Machine Services

The technology platforms leveraged for the DHS project include RedHat Linux Enterprise version, as well as Apache at the Web tier. RedHat Linux supports both the Drupal and Alfresco Content Management System platforms. CGI provides environments that support Virtual-to-Virtual (V2V) migration of systems, including private Local Area Network (LAN) integration with the provider network via secure channels (e.g., site-to-site Virtual Private Network or Secure Session Layer). We provide migration coordination and support, configuring external connections to the hosted infrastructure, as well as the ability to upload VM images and database backups to the hosting environment.

Web/Database Hosting Services

Production capacity for DHS component websites and the development environment is fragmented across multiple platforms and providers. CGI provides Cloud Web hosting solutions to enable DHS to leverage synergies, including data sharing, downloading, access, and cross-platform integration.

CGI's Cloud environment further supports migration of DHS and component websites from current DHS platforms to the target hosted DHS platform, and aids DHS integration capabilities with social media applications (e.g., Facebook, Twitter, YouTube, etc.) and email/third-party messaging (e.g., GovDelivery).

CGI is enabling DHS to meet its target operating model to have all public websites hosted in the Federal Risk and Authorization Management Program (FedRAMP)-compliant Public Cloud. FedRAMP certification for our Cloud environment is anticipated to be completed in December 2012. CGI provides DHS with a Public Cloud solution that encompasses the full application development and deployment life cycle for DHS public-facing websites.

We provide Web hosting infrastructure and application integration, as well as support third-party integration points such as Akamai. Due to the distributed nature of DHS facilities and personnel, the Cloud-hosted systems provide data services with optimal levels of bandwidth, security, and quality between the facilities and our Federal data centers. Integrating Akamai's CDN within the DHS solution supports performance, especially in geographies where bandwidth latency is an issue.

Development and Test Environment Services

CGI's Cloud environments allow for enterprise development, testing, and staging to support development, integration, acceptance testing, training, staging, troubleshooting, and pre-production activities. The environments contain GSA IaaS BPA-required security, service delivery, and hosting capabilities to effectively support development and testing needs, as well as Quality Assurance (QA) and production.

In partnership with DHS' Enterprise Software Development Office (ESDO), CGI provides a production open source platform that supports integrated instances of Drupal and Alfresco, while allowing the flexibility to change from these open source content management systems to others, as technology evolves over the period of performance.

CGI's service desk is a primary communication channel with DHS developers and content managers. Our help desk supports the hosted websites, such as the I-901 Fee Collection Web Services Application and development applications, 24/7/365 via phone, email, and Web chat. Our staff logs user requests in our ticketing system and tracks them to resolution per our incident management process using Remedy Information Technology Service Management (ITSM) tools, which feed our internal knowledgebase for reporting and issue resolution.

SAP/ERP Application Hosting Services

Not applicable.

CGI Past Performance #2 - Department of Homeland Security (DHS) Cloud

History of high quality results and deliverables/staying within schedule and budget

CGI's end-to-end support for DHS' Cloud needs is expected to provide DHS with flexibility and cost saving solutions, crucial to agency operations in the difficult budget climates that the government faces in the coming years.

Mr. Doug Hansen, DHS CIO, expressed that CGI has remained consistent in adhering to service level objectives for baseline requests. Requests that fall outside of the BPA's scope are considered and often implemented. Improvements have been observed as the turnaround time on non-standard requests has decreased, improving productivity and minimizing the occurrence of duplicated efforts. We have consistently met specifications and project requirements, working with subject matter experts to understand requirements and support them as mandated by the GSA BPA.

CGI extracts weekly reports and monthly invoices to collect and validate data per Contract Line Item Numbers (CLIN). Prior to being released to the Information Portal, CGI conducts an internal review to correct billing errors. In the event an invoice is incorrect, an adjustment is made in the following billing cycle. This process contributes to controlled costs and helps to identify areas for improvement from a burn rate and tracking perspective. Access to monthly and weekly invoices, coupled with timely posting of such invoices, has streamlined reporting and increased accuracy. CGI compares monthly costs in relation to the total budget allocated for the project; staying within targeted costs, we report when 80% of the total threshold is reached, maintaining actual cost efficiencies.

CGI has met each schedule and deadline. Commitment to providing exceptional services strongly correlates to the timeliness of deliverables.

Cooperation and collaboration

We are not only focused on growing our partnership, but also remain committed to DHS' success and achievements. CGI continues to operate professionally, providing customer transparency and engagement. CGI coordinates installation and repair of systems and network hardware with government staff to support proper functionality of systems as they relate to the supported environments. Mr. Hansen stated *"CGI is very committed to the success of DHS and continues to focus on growth of the partnership, provides added value through an exceptional customer focus, and exudes dedication via collaborative efforts. By leveraging lessons learned and past performance, CGI displays efforts to ensure continued progress"*.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

CGI's success in supporting the program and providing consistent, high-quality products and services is evidenced by our 9.7 out of 10 rating on our Customer Satisfaction Assessment Program survey. As part of this assessment, Mr. Hansen stated *"CGI continues to operate in a professional manner, providing customer transparency and engagement. CGI maintains open communication and a willingness to address services rendered, increasing the overall quality of results. CGI has addressed all issues encountered and continues to remediate to prevent further occurrences"*.

Furthermore, we provide operations and maintenance support of the hosting environment; delivered service capacities meet DHS architecture requirements, service level objectives and agreements, as well as performance criteria.

Responsiveness to customer requests for services, scheduled and ad-hoc

CGI's expert technical team is available to advise DHS on optimizing the DHS Cloud services investment; this includes recommending deployment architectures, designing and implementing automated scaling processes, implementing day-to-day and emergency procedures, providing performance reporting and metrics, and supporting the overall reliability of the hosting solution.

As Mr. Hansen stated, CGI has consistently adhered to service level objectives for baseline requests. Improvements have been observed as the turnaround time on service requests has decreased, improving productivity and minimizing the occurrence of duplicated efforts. The ability to report on and monitor progress is facilitated through the Remedy-hosted ITSM portal; this allows full monitoring of timeliness and clear communication. These tracking measures also serve to verify service level objective adherence. The networking team has expedited high-priority requests and contacted contracting officers directly (as needed) to facilitate

CGI Past Performance #2 - Department of Homeland Security (DHS) Cloud

timely resolutions. Improving administrative processes and working to maintain a positive experience across all facets of the project shows a particular commitment to continuing an upward trajectory.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.1.3 Past Performance #3 – CGI – AOUSC FAS4T

CGI Past Performance #3 - Administrative Office of the United States Courts (AOUSC) Financial Accounting System for the Future (FAS4T)	
1. Complete name of Government agency, commercial firm, or other organization	
Administrative Office of the United States Courts (AOUSC)	
2. Complete address	
Thurgood Marshall Judiciary Building, 1 Columbus Circle NE, Washington, DC 20544	
3. Contract number or other reference	4. Date of contract
GS-35F-4797H/USCA-05-C-0025-2 (BPA), USCA-05-B-0123	March 17, 2006
5. Date work was begun	6. Date work was completed
March 17, 2006	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$96,000,000 (BPA Value)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Charles Glenn, Controller of the Judiciary 1 Columbus Circle, NE, Suite 3-250, Washington, DC 20544 (202) 502-2200 charles_glenn@ao.uscourts.gov	Robert Grinstead, Contracting Officer Procurement Management Division (PMD) Office of Finance and Budget (OFB) AOUSC 1 Columbus Circle, NE, Suite 3-250, Washington, DC 20544 (202) 502-2053 robert_grinstead@ao.uscourts.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ CGI Federal, Fairfax, VA ▪ CGI Primary Data Center, Phoenix, AZ ▪ CGI Secondary Data Center, Philadelphia, PA ▪ Service Desk, San Antonio, TX 	
11. Description of the project	
<p>CGI has supported the AOUSC for over 25 years, since our first implementation of the AOUSC’s Federal Financial System (FFS) in 1988 to the current migration of a modernized, enterprise-wide, consolidated financial management system to the CGI Federal Cloud today. The transition of the AOUSC’s new financial management system hosting to the cloud, awarded in late September 2012, builds upon the solid virtualization and consolidation foundation begun in 2007. At that time, CGI transitioned hosting of AOUSC’s financial management system from disparate data centers across each of the 94 federal courts to a consolidated hosting environment at our Phoenix Data Center (PDC). Since then, we have provided the AOUSC with additional cost savings through virtualization and consolidation of server environments.</p> <p>CGI provides Information Technology Infrastructure Library (ITIL) v3-aligned services, leveraging automated monitoring across infrastructure tiers and the Remedy ITSM suite for incident, problem, change, configuration, and asset management. Included in CGI’s managed hosting services for the U.S. Courts is physical data center management of CGI’s data center, server and storage management, database management, application configuration management, defense-in-depth security management at all tiers, disaster recovery management, and network management from within CGI’s PDC to the point of demarcation with the courts.</p> <p>When CGI was awarded the contract, each of the 94 courts nationwide hosted its own instance of the financial management application, termed FAS4T. AOUSC wished to address the challenges inherent to such a stove-piped architecture, including high operations and maintenance costs, a lack of standard processes, and time consuming reconciliation across systems that threatened AOUSC’s ability to provide external agencies with accurate and</p>	

CGI Past Performance #3 - Administrative Office of the United States Courts (AOUSC) Financial Accounting System for the Future (FAS4T)

timely financial data.

Once the infrastructure transition was completed, CGI worked with AOUSC to identify additional cost savings through innovation, including the virtualization and consolidation effort. Performed in two phases, the virtualization and consolidation effort provided immediate and long-term cost savings.

- Phase One migrated databases from a Windows-based system to an AIX-based system. Migrations were grouped based on production servers; because the exported production databases would be used to populate the AIX test databases, no test databases needed to be migrated, reducing the level of effort required to accomplish migration. Phase One cost savings were \$114,000 per month.
- Phase Two involved migration from a consolidated physical environment to a virtualized environment, achieving objectives for environment performance, scalability, flexibility, and cost reduction. Upon completion of Phase Two, AOUSC realized an estimated cost savings of \$3.4M per year.

AOUSC and CGI are currently undertaking a significant consolidation and reengineering of the financial management application architecture, redesigning business processes to align the 94 individual federal courts on one consolidated version of the financial management application (as opposed to 94 separate application instances). Under the Joint Integrated Financial Management System (JIFMS) initiative, CGI will also host the application and provide infrastructure managed services in CGI's Federal Cloud. With the CGI Federal Cloud, the AOUSC benefits from the high level of Federal Information Security Management Act (FISMA) and FedRAMP-certified security desired for critical financial data. CGI's Federal Cloud will provide the infrastructure scalability and elasticity to support cost savings, since in the Cloud, infrastructure does not need to be scaled to peak utilization, as is required of a virtualized or physical environment. The services CGI is providing to AOUSC to design and develop a Cloud-based hosting solution match DOI business objectives and technical requirements for its own Foundation Cloud Hosting Services. The following subsections demonstrate CGI's capabilities in supporting each of DOI's technical service lines.

Storage Services

AOUSC's current financial management applications run on Oracle 9i and encompass 12.5 Terabytes of Storage Area Network (SAN) across production and non-production environments. Under the JIFMS initiative, CGI is architecting a modernized solution built on Oracle 11g. Furthermore, we perform server and database backups as part of our managed services support; backups are stored in Iron Mountain's offsite location. Databases are operated in archive log mode so data can be restored to a point in time, if necessary. CGI is architecting the solution to achieve a target Recovery Time Objective (RTO) of 48 hours and a Recovery Point Objective (RPO) of 24 hours. A full disaster recovery exercise is executed annually.

Secure File Transfer Services

While CGI does not provide a secure file transfer service for AOUSC as defined in the DOI solicitation, we do provide secure data transfer via the Web for financial management transactional and database queries. Managed security services monitor and evaluate Intrusion Detection System, firewall, router, and sensor data for security events, using Remedy for ticket tracking. CGI provides ongoing configuration and monitoring of configured firewalls, host and network intrusion detection systems, and Cisco router syslog output pertaining to adverse conditions or events related to security. We have strict user access procedures in place for infrastructure access.

Virtual Machine Services

CGI has migrated AOUSC from an Intel Solaris/Informix decentralized architecture to a Wintel/Linux/Oracle consolidated architecture in CGI's PDC, reducing servers and software through the consolidated design. The environment is scaled to support approximately 1,500 concurrent users at peak.

Web/Database Hosting Services

All application layers, including Web and database layers, are hosted in CGI's data center. The data layer consists of an Oracle 9i database with 200 Gigabytes of SAN, operating in a physical environment to address performance needs. CGI provides database administration support for the project; tasks include performance tuning, capacity management, database security administration, application of database patches, backups, restoration, and refresh of test databases.

CGI also performs server system administration; this includes testing and applying system patches to keep systems up to date, and troubleshooting/implementing changes to support application operation. Application servers run Tuxedo, with presentation supported by Apache. Business Objects is also included in the architecture

CGI Past Performance #3 - Administrative Office of the United States Courts (AOUSC) Financial Accounting System for the Future (FAS4T)

at the application and presentation layers for the significant reporting required of an enterprise-level financial management system.

Development and Test Environment Services

Over 100 development and test environments support the current financial management program, with a dedicated test environment for each individual court. As AOUSC transitions to the consolidated JIFMS core financial application, we are working with AOUSC to identify ways to reduce the non-production environment footprint and the number of VMs supporting the enterprise. CGI has architected the environments to provide a production-mirrored environment to support ongoing operations and maintenance post go-live, as well as scaled-back environments for development, test, user acceptance testing, and training.

SAP/ERP Application Hosting Services

While AOUSC's financial management system is not built on SAP as the foundational application suite, CGI's hosting migration, optimization, and virtualization of AOUSC's financial management application reflects our ability to transition a highly decentralized set of applications from disparate hosting centers to CGI's data center, upgrade and virtualize the environment, and continuously identify means through which the government can reduce costs associated with the infrastructure supporting its financial management backbone.

History of high quality results and deliverables/staying within schedule and budget

Operating under a performance-based contract, CGI routinely exceeds Service Level Agreements. Furthermore, we consistently meet scheduled deadlines for projects, not only executing projects within budget, but proactively seeking out means to help AOUSC do more with less. As AOUSC's IT budget has been tightened, CGI has increasingly moved services to firm fixed price models and sought out additional means to deliver cost savings. To that end, we have recommended and implemented technical innovations, such as systems modernization, technology upgrades, business process management solutions, server virtualization, consolidation, and contractual modifications (e.g., moving some tasks to a fixed price model), along with the planned migration to the Cloud in order to help AOUSC respond to new challenges. Our efforts have produced measurable results; the hosting optimization and consolidation project enabled AOUSC to reduce overall hosting and managed services costs, for a projected savings of \$3.4M per year.

Cooperation and collaboration

CGI's AOUSC team is dedicated to open communication and collaboration, as well as true partnership; we are seen as a trusted advisor, known for proactively analyzing services and support models to identify cost savings and process improvements that benefit the Judiciary. Our 100% achievement of the incident notification Service Level Agreement is but one measure of our dedication to communication and proactive support. Other examples include our consolidation of disparate service desks supporting various AOUSC applications into a consolidated service desk, operating under a firm fixed price model, and use of a centralized Knowledge Management System for support efficiency and improved first call resolution. In addition, CGI's Program Management Office combined reporting across multiple contracts supporting the AOUSC Chief Financial Officer into one consolidated status report for ease of oversight.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Service Level Agreements measure the quality of CGI's infrastructure managed services. In 2011, we consistently exceeded performance measures for production environment availability, exceeding the government's 99.5% objective; test availability, achieving a 99.95% availability against the 95% minimum acceptable threshold; production performance, exceeding the government's 99% of transactions within 1 second level; and incident communication, achieving 100% notification and appropriate escalation throughout 2011, as part of our ITIL processes and customer commitment. CGI's two-phased virtualization and consolidation effort significantly improved performance, while reducing costs and minimizing the environmental impact and carbon footprint associated with operating a large number of physical servers.

Responsiveness to customer requests for services, scheduled and ad-hoc

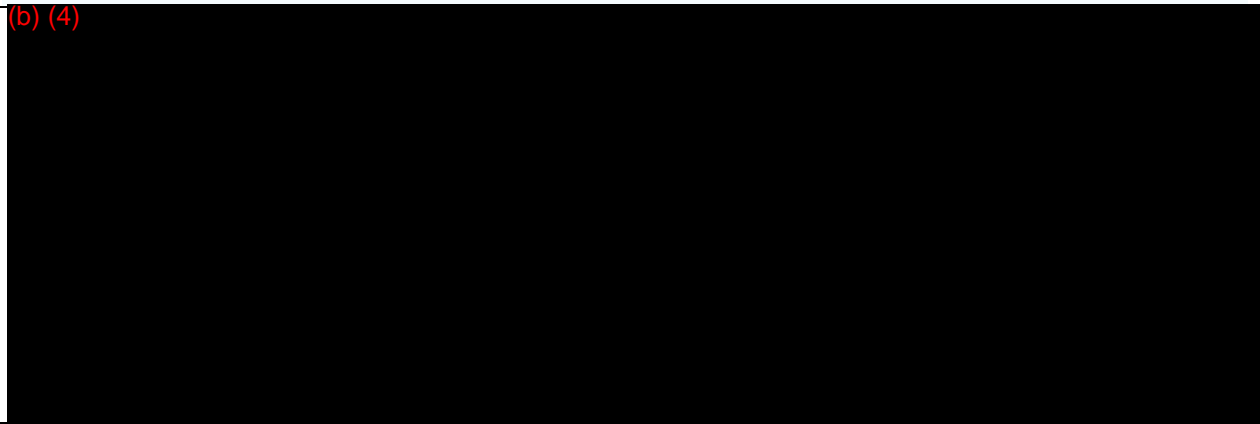
CGI is frequently called upon to provide additional support of financial management data from an application perspective, as well as to analyze operation of the over 100 environments supporting the Judiciary's financial

CGI Past Performance #3 - Administrative Office of the United States Courts (AOUSC) Financial Accounting System for the Future (FAS4T)

management line of business. We provide ad-hoc reporting, and analyze utilization trends and other related data. As AOUSC seeks to achieve the consolidation and standardization objectives of the modernized JIFMS program, CGI has provided insight, support, white papers, proposals, and analysis of potential cost-saving opportunities associated with architecting the JIFMS solution (application and infrastructure), JIFMS support model, and business change management, helping to ensure the success of the program while also identifying cost-saving opportunities for existing application operations and maintenance to help fund the modernization initiatives.

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Proposed Team CGI personnel (b) (4) and (b) (4) have both long supported the AOUSC. (b) (4) is the SME who worked with the AOUSC to uncover network issues that impacted application (4) performance (See “Problems encountered and corrective actions taken” above.). Both (b) (4) and Mr. Nemoto have partnered with AOUSC in establishing the Cloud strategy for JIFMS. (b) (4) is proposed as a member of Team CGI’s FCHS Program Consulting and Thought Leadership Team. (b) (4) is proposed as Task Order Manager for the U.S. Geological Survey’s Web Hosting Day One Task Order.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.2 Accelera’s Past Performance Summary

CGI proposes Accelera as a Team CGI member for the FCHS program.

- 8(a)-certified small business leader with a portfolio of virtualization, Cloud computing (private Cloud and co-location), and virtual desktop services, solutions, and expertise
- Successful delivery of secure virtual/Cloud solutions for agencies such as the Space and Naval Warfare Systems Command (SPAWAR), U.S. Department of Agriculture (USDA), and DHS
- 2008 Citrix Systems Partner of the Year for North America; Microsoft-certified in Virtualization Competency
- Value to the FCHS program: Team CGI partner to support best-fit virtualization, Cloud, and virtual desktop solutions

DOI Business Need	SPAWAR	USCIS	USDA
Technical Service Lines			
Storage Services			
Secure File Transfer Services			
Virtual Machine Services	✓	✓	✓
Database Hosting Services			
Web Hosting Services			
Development and Test Environment Hosting Services			
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓		✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓		✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers		✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.2-1. Accelera’s Relevant Past Performance.

A.2.1 Past Performance #1 – Accelera – SPAWAR

Accelera Past Performance #1 - Space and Naval Warfare Systems Command (SPAWAR) Secure Enterprise Application and Server Virtualization Support	
1. Complete name of Government agency, commercial firm, or other organization	
Space and Naval Warfare Systems Command (SPAWAR) Military Health Systems	
2. Complete address	
P.O. Box 190022, North Charleston, SC 29419	
3. Contract number or other reference	4. Date of contract
N65236-11-D-6843	September 10, 2010
5. Date work was begun	6. Date work was completed
October 1, 2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$3.5M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Cal Stephens, Project Engineer P.O. Box 190022, North Charleston, SC 29419 (843) 218-4370 charles.stephens@navy.mil	Jeffrey Harter, Contracting Officer P.O. Box 190022, North Charleston, SC 29419 (843) 218-5542 jeffrey harter@navy.mil
10. Location of work	
Multiple CONUS and OCONUS locations	
11. Description of the project	
<p>The SPAWAR Secure Enterprise Application and Server Virtualization Support program supports the Department of Defense’s (DOD) goal of employing a unified system across all military branches that reduces the use of siloed information units, while enabling each branch to meet their program-specific requirements. In addition, this project is designed to reduce the overall carbon footprint of related IT devices and extend the life of end user devices, all while simplifying the management and delivery of application services throughout the enterprise. The program, entitled Enterprise Remote Access Solution (ERAS), is deployed worldwide, serving 120 medical treatment facilities through 18 gateways sites.</p> <p>This program is aligned with DOD’s strategic objective to deploy a DOD-wide rollout of Cloud computing. Accelera’s solution was designed to be easily scalable, increasing from 8,000 concurrent users in 2009, to 36,600 concurrent users in 2011. Accelera’s virtualization solution enables remote access to the full suite of Military Health Systems (MHS) applications, achieving faster and more accurate access to medical records by providers, thus enhancing healthcare delivery to soldiers and veterans. Remote application deployment enables providers to deliver better healthcare through immediate access to historical electronic health records, supporting faster diagnosis of health issues of patients treated outside medical treatment facilities.</p> <p>Accelera leveraged Citrix Access Gateway, Citrix XenApp, and VMware vSphere to develop a secure private Cloud solution to virtualize the clinical application set and deliver it to any device over any network connection. The private Cloud solution enables MHS to deliver their entire application suite securely to healthcare providers working outside the confines of the DOD network. The intended audience for this technology deployment includes up to 110,000 clinicians and staff located worldwide.</p> <p>The following subsections demonstrate the similarity of Accelera’s services on the SPAWAR Secure Enterprise Application and Server Virtualization Support program to DOI’s Foundation Cloud Hosting Services requirements.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p>	

Accelera Past Performance #1 - Space and Naval Warfare Systems Command (SPAWAR) Secure Enterprise Application and Server Virtualization Support

Virtual Machine Services

Accelera began the engagement by performing initial design, testing, and integration of ERAS technology components, including Citrix's XenApp and Web Interface, and Microsoft SQL Server, with other existing components, such as Juniper SA-4000 Secure Socket Layer Virtual Private Network appliance, Microsoft Active Directory, and the MHS clinical applications suite.

After completing analysis and design, as well as a site survey, Accelera provided installation support for deployment of the initial site at Madigan Army Medical Center, Fort Lewis, WA. This initial gateway site at Fort Lewis was transitioned to full production following the successful pilot, including limited end user testing. Following transition of the Fort Lewis pilot to production, Accelera developed and executed the production rollout plan for subsequent gateway sites, as well as implemented Citrix XenApp servers at each of the 120 medical treatment facilities. This effort included allocating a technical support team to maintain the environments at Fort Lewis and the subsequent production sites. Technical support continued beyond the duration of the 14-month implementation phase.

Although most medical treatment facility installations were performed remotely, each of the 18 gateway sites required onsite support due to the complexity of each environment. Accelera staffed both installation and support teams with Secret and Top Secret-cleared personnel, allowing for successful, on-time rollout of the solution.

A major challenge faced by Accelera was understanding the uniqueness of each branch of service and division with respect to applications, policies, procedures, and cultures. Accelera learned that creating peer-to-peer relationships among different service groups created a strong foundation for coordinating services across different branches and divisions. By operating as the common denominator among the entire team of stakeholders, Accelera took common issues identified and addressed them with standard solutions that were beneficial to all stakeholders.

Accelera applied their expert knowledge of virtualization technology to design a cross-functional system that saved the government \$5M in the initial pilot program. The results were so impressive that the program has greatly expanded and is expected to save DOD up to \$35M over the next few years by extending the useful life of end user devices. In addition to achieving secure remote access to records, deploying ERAS provides DOD with more consistent operations and maintenance.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Accelera's design processes and dedication to customer success have produced deliveries that are on or ahead of schedule and within the customer's budget.

Cooperation and collaboration

Extensive collaboration with the customer on the initial design work allowed Accelera to roll out 250 servers globally without increasing the amount of funding required for the project.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

The processes and technologies Accelera implements are designed to improve the overall quality of service to end users. As part of delivery, they work with customers to implement performance metrics.

Responsiveness to customer requests for services, scheduled and ad-hoc

As this contract has evolved, Accelera has remained responsive to customer needs first. The program began as a temporary partnership, with one part-time individual providing Citrix support, and grew to accommodate 16 full-time employees (FTEs) providing virtualization expertise. Growth has at times been anticipated months in advance, or been required immediately. Accelera has demonstrated adaptability in responding to evolving customer needs.

Accelera Past Performance #1 - Space and Naval Warfare Systems Command (SPAWAR) Secure Enterprise Application and Server Virtualization Support

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|---|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input checked="" type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.2.2 Past Performance #2 – Accelera – USCIS

Accelera Past Performance #2 - U.S. Citizenship and Immigration Services (USCIS) Citrix XenDesktop Application Integration Services	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Homeland Security (DHS) U.S. Citizenship and Immigration Services (USCIS)	
2. Complete address	
Department of Homeland Security, 70 Kimball Avenue S., Burlington, VT 05403	
3. Contract number or other reference	4. Date of contract
HSSCCG10C00022	September 29, 2010
5. Date work was begun	6. Date work was completed
September 29, 2010	June 6, 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$360,720.00	(b) (4) (including travel)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Todd Wildason, Program Manager 111 Massachusetts Avenue NW Washington, DC 20529 (202) 272-8543 tod.wildason@dhs.gov	Steven Putnam, Contracting Officer 70 Kimball Avenue S. Burlington, VT 05403 (802) 872-4197 x4442 steven.putnam@dhs.gov
10. Location of work	
Washington, D.C.	
11. Description of the project	
<p>USCIS engaged Accelera to design and implement a secure private Cloud computing solution to establish a flexible computing infrastructure. USCIS has two active data centers, 270 remote offices worldwide, and more than 200 applications throughout the enterprise; they sought to reduce the cost of supporting endpoints, provide an enhanced remote user experience, minimize data leakage by centralizing data, support a variety of endpoint devices, ensure the computing environment is available 24/7 with automated failover, migrate legacy applications to Windows 7, and create a seamless end user experience regardless of office or location.</p> <p>The following subsections demonstrate the similarity of Accelera’s services on the USCIS Citrix XenDesktop Application Integration Services program to DOI’s Foundation Cloud Hosting Services requirements.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Accelera provided design and implementation services to define USCIS’ private Cloud and desktop delivery strategy for up to 18,000 users. Accelera leveraged Citrix XenDesktop, Citrix XenApp, Citrix NetScaler (Access Gateway), and VMware vSphere to develop the secure private Cloud computing environment. The solution takes advantage of server-hosted virtual desktops, hosted virtualization applications, and streamed applications. Implementation of Accelera’s solution reduced support costs for the endpoint device, improved the security posture, enhanced the remote access experience, and improved reliability.</p> <p><u>Web/Database Hosting Services</u> Not applicable.</p> <p><u>Development and Test Environment Services</u> Not applicable.</p> <p><u>SAP/ERP Application Hosting Services</u></p>	

Accelera Past Performance #2 - U.S. Citizenship and Immigration Services (USCIS) Citrix XenDesktop Application Integration Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

All deliverables were provided on schedule.

Cooperation and collaboration

The nature of this engagement required a high level of cooperation and collaboration with USCIS. Accelera's project team was highly integrated with the USCIS team, working side-by-side throughout the duration of the project.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Accelera used a four-step methodology that includes documentation and recommendations based on the enhancements made to a customer's environment.

Responsiveness to customer requests for services, scheduled and ad-hoc

Accelera supported services outside of the detailed Statement of Work. Additional tasks were documented and executed according to project schedule.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.2.3 Past Performance #3 – Accelera – USDA Virtualization and Data Center Consolidation

Accelera Past Performance #3 - U.S. Department of Agriculture (USDA) Virtualization and Data Center Consolidation	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of Agriculture (USDA) National Agricultural Statistics Service (NASS)	
2. Complete address	
USDA ARS AFM APD Information and Technologies Services, Independence Ave NW, Washington, DC 20250	
3. Contract number or other reference	4. Date of contract
AG-3K06-P-09-0230	September 15, 2009
5. Date work was begun	6. Date work was completed
September 15, 2009	December 31, 2009
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$96,968.00	\$96,968.00
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Elvera Gleaton, Program Manager 1400 Independence Ave. SW Washington, DC 20250 (202) 690-1995 elvera_gleaton@nass.usda.gov	Monica March, Contracting Officer 1400 Independence Ave. SW Washington, DC 20250 (202) 690-2273 monica_march@nass.usda.gov
10. Location of work	
Washington, D.C.	
11. Description of the project	
<p>USDA NASS was created to provide timely, accurate, and useful statistics in service to U.S. agriculture. It conducts hundreds of surveys every year, reporting on virtually every aspect of U.S. agriculture; examples of reports include production and supplies of food and fiber, prices paid and received by farmers, farm labor and wages, farm finances, chemical use, and changes in demographics of U.S. producers.</p> <p>USDA NASS is comprised of its Headquarters and 47 regional office locations throughout the U.S., each site hosting from 2 to 100+ users. Historically, USDA NASS has distributed server network and storage resources out to the field offices. The remote computing resources have proven to be costly to support and maintain, forcing NASS to consider alternative architectures. In response, Accelera developed a design and architecture to support cost reduction and to position NASS to take advantage of private Cloud computing. USDA NASS completed a resource consolidation project to centralize the server resources from the remote sites into two primary data centers. At the same time, USDA NASS migrated users to a virtual desktop infrastructure based on Citrix XenDesktop, Citrix XenServer, AppSense Environment Manager, Citrix NetScaler (Access Gateway), and NetApp storage. The server-hosted virtual desktop solution is designed to scale to up to 1,500 users.</p> <p>The following subsections demonstrate the similarity of Accelera’s services on the USDA Virtualization and Data Center Consolidation to DOI’s Foundation Cloud Hosting Services requirements.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> USDA NASS contracted Accelera to analyze its current desktop computing infrastructure and design a virtual desktop solution that would reduce energy consumption, enhance data security, extend the life of desktop computers, and prepare the agency for future migrations to Windows 7. Program scope included secure delivery</p>	

Accelera Past Performance #3 - U.S. Department of Agriculture (USDA) Virtualization and Data Center Consolidation

of applications and desktop services to users located in 47 local and regional offices across the country, as well as USDA NASS headquarters in Washington, D.C. With a total user population of 1,500, the solution was deployed across two data centers, allowing for failover between the centers and 24/7 operational integrity.

Following analysis and design, Accelera provided engineering resources to implement the virtual desktop infrastructure leveraging Citrix XenApp, NetScalers/Access Gateways, XenServer, and XenDesktop. This new environment consolidated server workloads, provided secure remote access to virtualized desktop services and applications, and positioned USDA NASS for its pending Windows 7 migration, while also extending current technology assets and increasing the timeframe between technology refreshes. Accelera provided project resources with expertise in management, requirements analysis, systems development, operations support, and training.

As part of the sustainment phase, Accelera performed system life cycle activities such as operating system and application upgrades, and new application rollout.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

The project was completed on schedule and within budget. Tasks were Time and Material and Fixed Price type contracts.

Cooperation and collaboration

Accelera collaborated with both the customer and business partners Dell and Blue Coat. Their ability to work with these stakeholders as a team enabled them to meet an aggressive delivery schedule.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Accelera used their standard four-step methodology. Documentation was key on this project, based on the customer's desired approach to initial versus future service management.

Responsiveness to customer requests for services, scheduled and ad-hoc

From the proof of concept phase to final completion of the project, Accelera remained flexible in meeting the needs of the user community, rolling out initial capability all the way to enhanced user functionality.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.3 Accellion’s Past Performance Summary

CGI proposes Accellion as a Team CGI member for the FCHS program.

- Provider of enterprise-class secure file sharing solutions in compliance with FISMA and other government regulations, such as the Gramm-Leach-Bliley Act (GLBA) and Sarbanes-Oxley (SOX)
- International Legal Technology Association 2012 Innovative Solution Provider of the Year
- Current provider of secure file transfer services to the National Park Service
- Value to the FCHS program: Team CGI partner to deliver secure file transfer services within a secure Cloud model

DOI Business Need	NASA	NPS	TVA
Technical Service Lines			
Storage Services			
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services			
Database Hosting Services			
Web Hosting Services			
Development and Test Environment Hosting Services			
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services			
Reduce Total Cost of Ownership (TCO) of delivering IT services			
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand			

Figure A.3-1. Accellion’s Relevant Past Performance.

A.3.1 Past Performance #1 – Accellion – NASA

Accellion Past Performance #1 - National Aeronautics and Space Administration (NASA)	
1. Complete name of Government agency, commercial firm, or other organization	
National Aeronautics and Space Administration (NASA)	
2. Complete address	
NASA Shared Services Center, Building 1111, C Road, Stennis Space Center, MS 39529	
3. Contract number or other reference	4. Date of contract
SEWP IV Contract #NNG07DA21B	December 1, 2008
5. Date work was begun	6. Date work was completed
December 1, 2008	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$45,000 per year	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Lula L. Wright, Deputy Program Manager NASA Shared Services Center Building 1111, C Road Stennis Space Center, MS 39529 (228) 813-6504 lula.l.wright@nasa.gov	Lula L. Wright, Deputy Program Manager NASA Shared Services Center Building 1111, C Road Stennis Space Center, MS 39529 (228) 813-6504 lula.l.wright@nasa.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ NASA Marshall Central Receiving – MITS ▪ Marshall Space Flight Center (MSFC), Huntsville, AL 	
11. Description of the project	
<p>NASA users required the ability to easily and securely send/receive large files to/from internal and external parties without bogging down the email system. Furthermore, the email system had to be accessible to all, regardless of the operating system, and utilize a Web interface. NASA selected Accellion and their secure file transfer solution to meet its Large File Transfer (LFT) needs, including offering the capability as a service-wide program to the approximately 70,000 NASA Operational Messaging and Directory (NOMAD) users located in various parts of the country.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Accellion’s Secure Collaboration product provides secure file transfer services to all NOMAD users. They maintain two appliances (in two locations for HA/disaster recovery/continuity of operations purposes) to support LFT requirements.</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Web/Database Hosting Services</u> Not applicable.</p> <p><u>Development and Test Environment Services</u> Not applicable.</p> <p><u>SAP/ERP Application Hosting Services</u> Not applicable.</p>	

Accellion Past Performance #1 - National Aeronautics and Space Administration (NASA)

History of high quality results and deliverables/staying within schedule and budget

Accellion is in their fourth year of successfully providing high-quality services to NASA within schedule and budget.

Cooperation and collaboration

Not applicable.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable.

Responsiveness to customer requests for services, scheduled and ad-hoc

Accellion’s solution has been flexible in adapting to NASA’s increased usage needs and allowing them to brand and customize the solution.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.3.2 Past Performance #2 – Accellion – NPS

Accellion Past Performance #2 - National Park Service (NPS)	
1. Complete name of Government agency, commercial firm, or other organization	
National Park Service (NPS)	
2. Complete address	
Denver Service Center, 12795 West Alameda Parkway, Lakewood, CO 80228	
3. Contract number or other reference	4. Date of contract
GS-35F-4679G	July 29, 2010
5. Date work was begun	6. Date work was completed
August 1, 2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$35,000 per year	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Cheryl Everman, IT Specialist 12795 West Alameda Parkway Lakewood, CO 80228 (303) 987-6660 cheryl_everman@nps.gov	Patti L. Karnes, Contractor – Purchasing Agent 12795 West Alameda Parkway Lakewood, CO 80228 (303) 969-2100 patti_karnes@nps.gov
10. Location of work	
NPS, Denver Service Center	
11. Description of the project	
<p>NPS had an immediate need to remove anonymous File Transfer Protocol (FTP) access. FTP, the de facto Internet application to exchange large files with NPS partners, was no longer secure enough for NPS use, and was banned by DOI per the DOI IT Security Policy Handbook, Appendix A. NPS selected Accellion to provide secure file transfer functionality for internal NPS employees and external partners, vendors, and cooperators.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Accellion met each of NPS' secure file transfer services requirements, including a Software as a Service (SaaS)-hosted solution, branding capabilities (banner page), the ability to handle multiple file types, no file size limitations, file deletion at determined intervals, anti-virus protection, Federal Information Processing Standard (FIPS) 140.2 certification, and encryption during transport.</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Web/Database Hosting Services</u> Not applicable.</p> <p><u>Development and Test Environment Services</u> Not applicable.</p> <p><u>SAP/ERP Application Hosting Services</u> Not applicable.</p>	
History of high quality results and deliverables/staying within schedule and budget	
Accellion quickly stood the system up, making it available to support NPS' immediate need.	
Cooperation and collaboration	
Not applicable.	

Accellion Past Performance #2 - National Park Service (NPS)

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable.

Responsiveness to customer requests for services, scheduled and ad-hoc

Accellion enabled NPS to brand the solution, allowing NPS to provide a uniform look and feel for the user.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.3.3 Past Performance #3 – Accellion – TVA

Accellion Past Performance #3 - Tennessee Valley Authority (TVA)	
1. Complete name of Government agency, commercial firm, or other organization	
Tennessee Valley Authority (TVA)	
2. Complete address	
Tennessee Valley Authority, 1101 Market Street, Chattanooga, TN 37402	
3. Contract number or other reference	4. Date of contract
GS-35F-4679G	March 26, 2012
5. Date work was begun	6. Date work was completed
April 1, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$110,000	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Carl Scarbrough, Program Manager, IT Strategy and Emerging Technologies 1101 Market Street, Chattanooga, TN 37402 (423) 751-3240 cescarbrough@tva.gov	Jeff Slavik, Contract Manager, Supply Chain Management 1101 Market Street Chattanooga, TN 37402 (865) 632-2101 jeslavik@tva.gov
10. Location of work	
Tennessee Valley Authority, Chattanooga, TN	
11. Description of the project	
<p>TVA employees, contractors, and business partners collaborate extensively with one another, making them dependent on the sharing of files to conduct business. TVA users employed several methods for transferring files that needed to be reduced, or eliminated and replaced with an easy-to-use enterprise secure file transfer solution that provides increased reliability and security of TVA documents. TVA selected Accellion’s Secure Collaboration product to address its file transfer needs.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> TVA’s requirements include an easy-to-use secure file transfer solution that encrypts data in transit and at rest; eliminating the security risks of transferred files using unsecure FTP servers, third-party websites, unencrypted removable media, and email; eliminating or greatly reducing IT support costs related to file sharing; logging and auditing of all file transfers to meet security, regulatory, and compliance requirements; an enterprise solution that integrates with TVA’s Active Directory to manage accounts and optional integration with Outlook, SharePoint, Outlook Web App (OWA), and OCS; and options for securely sharing files across multiple platforms and devices (Windows, Mac, iPad, iPhone, Blackberry, etc.).</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Web/Database Hosting Services</u> Not applicable.</p> <p><u>Development and Test Environment Services</u> Not applicable.</p> <p><u>SAP/ERP Application Hosting Services</u> Not applicable.</p>	

Accellion Past Performance #3 - Tennessee Valley Authority (TVA)

History of high quality results and deliverables/staying within schedule and budget

Accellion has provided secure file transfer services within budget.

Cooperation and collaboration

Not applicable.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable.

Responsiveness to customer requests for services, scheduled and ad-hoc

Accellion has successfully responded to training requirements for the TVA team and users.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.4 Acquia’s Past Performance Summary

CGI proposes Acquia as a Team CGI member for the FCHS program.

- Inc. 500 fastest-growing software company delivering Drupal-based solutions in PaaS, SaaS, and Drupal service models
- Co-founder and Chief Technology Officer, Mr. Dries Buytaert, is the original creator and project lead of Drupal
- Current CGI partner supporting Cloud-based Web hosting using the Drupal platform for clients such as DHS and the Federal Trade Commission
- Value to the FCHS program: Team CGI partner to meet DOI and Bureau needs for Drupal-based Web services in a variety of delivery models, supporting increased collaboration and reuse of Web components, thus reducing total cost of ownership for Web assets

DOI Business Need	DSCA	DHS	ISE
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand			✓

Figure A.4-1. Acquia’s Relevant Past Performance.

A.4.1 Past Performance #1 – Acquia – DSCA

Acquia Past Performance #1 - Defense Security Cooperation Agency (DSCA)	
1. Complete name of Government agency, commercial firm, or other organization	
Defense Security Cooperation Agency (DSCA) via Merlin International	
2. Complete address	
8381 Old Courthouse Road, Suite 200, Vienna, VA 22182	
3. Contract number or other reference	4. Date of contract
GS-06F-0371Z	July 29, 2010
5. Date work was begun	6. Date work was completed
July 29, 2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$7,669,535.34 (base year plus option year 1)	\$4,727,283.53 – Base Year \$2,942,251.81 – Optional Year 1 \$7,669,535.34 – Total
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Sean McCarthy, Senior Technical Advisor to DSCA 2200 Mt. Vernon Ave, Alexandria, VA 22301 (703) 601-0490 sean.mccarthy.ctr@dsca mil	Don Richardson, Senior Program Manager Merlin International, Inc. 8301 Old Courthouse Road, Suite 200, Vienna, VA 2218 (703) 752-8357 drichardson@merlin-intl.com
10. Location of work	
Crystal City, VA	
11. Description of the project	
<p>Acquia was engaged by the Department of Defense (DOD) to build the next generation platform for DSCA’s Regional International Outreach – Partnership for Peace Information Management System (RIO-PIMS) on Drupal. The system was designed as a social collaboration tool to connect students, alumni, faculty, and staff across DOD education centers and other organizations focused on security studies and promoting peace. Acquia’s single platform approach reduces the cost of onboarding new centers and performing maintenance, since only the codebase needs to be updated with patches and improvements.</p> <p>The Drupal platform allows users to create communities of interest, in which they are able to share documentation, start forum discussions, subscribe to content, and utilize person-to-person and group chat capabilities. The platform enables participants to collaborate across national boundaries, solving problems and learning from others.</p> <p>The following subsections demonstrate the similarity of Acquia’s services for DOD to DOI’s Foundation Cloud Hosting Services requirements.</p> <p>Storage Services</p> <p>Acquia hosts Cloud customers in the Amazon Web Services (AWS) data center; Amazon has overall responsibility for the hardware that serves the site, maintaining service agreements with the hardware and software manufacturers in use at their data centers, which is necessary to achieve International Organization for Standardization (ISO) 27002 and SAS70/SSAE16 audit certifications. Acquia’s Managed Cloud includes 24/7 internal, security, and infrastructure monitoring services, as well as 24/7 support to ensure high availability for hosted websites. The Cloud’s current status is always available online and updated on Acquia’s twitter support page.</p> <p>Acquia uses the Nagios monitoring platform to provide instant access to vital real-time and historical metrics of the servers provisioned in the AWS infrastructure. They monitor over 40 metrics, which are linked to alerts via email, SMS, and pager. Metrics include disk utilization, CPU utilization, memory usage and swap activity, processes running, database size, and storage space available, as well as many Drupal-specific metrics.</p>	

Acquia Past Performance #1 - Defense Security Cooperation Agency (DSCA)

Acquia's monitoring systems utilize automated alerting and escalation to notify the operations team when alerts are generated. Operations team members work on three continents, responding to alerts 24/7. Furthermore, Acquia uses OSSEC, an open source host-based intrusion detection system, to detect brute force login attempts and alert the operations and security teams.

Amazon monitors critical infrastructure availability and health, including power and environmental conditions, network and Internet peering, and hardware. Acquia's support team, available 24/7 to respond to critical, site-impacting issues, is kept apprised of infrastructure issues that could impact their customers.

Acquia maintains a comprehensive backup solution, which includes website code, static files, and databases. Integrated backup facilities utilize Amazon's Elastic Block Store (EBS) and Simple Storage Service (S3).

Acquia Cloud takes hourly snapshots of the passive master database, file system, and code repository; snapshots are stored in AWS S3 (Amazon's highly available Cloud storage) and used to restore a site in the event of multiple disk failure or total data center loss. Acquia Cloud retains:

- the four most recent hourly snapshots
- daily snapshots (retained for one week)
- weekly snapshots (retained for one month)
- monthly snapshots (retained for three months)

Acquia's Cloud uses the AWS infrastructure, which is physically remote from their office facilities. The AWS environment consists of major Regions and Availability Zones. There are two major Regions in the U.S.: US-East and US-West. Each Region contains multiple Availability Zones. AWS Availability Zones are separate, yet interconnected data centers within major Regions in Amazon's global AWS infrastructure. Acquia Managed Cloud customer environments are built using a highly available, redundant architecture that distributes replicated redundant server types across multiple Availability Zones within the same region. It is Acquia's policy to restore customer services in the event of a major disaster within reasonable timeframes.

Secure File Transfer Services

Acquia Cloud creates a Unix user account for each site, called the "site user". The site's Drupal/PHP code runs as this user, and each site's environments employ the same Unix user. If there are multiple sites on a single Web server, Unix security permissions keep them isolated from each other.

Code is managed in Acquia Cloud using either SVN or GIT. One can connect to Acquia Cloud using SSH, and SFTP, scp, or rync to transfer files securely. SSH can also be used to access the database remotely and to execute Drush commands.

Virtual Machine Services

Acquia's Platform as a Service solution leverages AWS virtual machines to provide a high availability Drupal infrastructure in the Cloud. The virtual machines are abstracted from the end user, and maintained by Acquia and Amazon to ensure availability.

Web/Database Hosting Services

Acquia's Cloud provides a robust managed solution for mission-critical Drupal applications. Traditional hosting services may provide little more than virtual machines, leaving the task of managing and running servers to the customer. The Cloud provides high availability elastic Cloud resources, with configuration management, monitoring, optimization, and caching built in, all backed up by an operations team staffed by Drupal experts that are ready to respond 24/7.

Cloud sites run on a Drupal-optimized platform hosted in the AWS Cloud environment. The core of the platform is an open source LAMP server stack, combining the Linux (Ubuntu) operating system, Apache Web server, MySQL (Percona) database, and PHP programming language with Drupal. Acquia Cloud servers are built on the AWS Elastic Compute Cloud (EC2), EBS, and Elastic IPs (EIP).

Development and Test Environment Services

Each Acquia Cloud website has four environments to optimize site development and publishing workflow.

- **Local:** Developing locally and using version control enables multiple Web developers to work simultaneously on different parts of the site.
- **Development:** When multiple developers are working on a site, the development environment is for initial integration testing. Each developer commits their changes to the version control system, and the changes are deployed immediately in the development environment. Alternatively, the Live Development feature can be

Acquia Past Performance #1 - Defense Security Cooperation Agency (DSCA)

enabled to edit code directly in the development or staging environments.

- **Staging:** In the staging environment, changes are tested on the website prior to deploying them to production.
- **Production:** Users see only the production environment. A site's database and files can be deployed from production, to staging and development so developers can work with the current state and content of the site during testing and development.

Acquia Cloud provides a separate instance of databases and file directories for each website's environments.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Acquia uses the Agile methodology to implement system needs, as determined by the client. Their team further uses Waterfall requirements to support component reporting needs at DSCA. The approach and flexibility of Agile has allowed the team to rapidly reprioritize critical items during a monthly sprint to best meet the client's needs. All monthly releases and milestones have been provided on time. There have been no cost overruns during the project.

Cooperation and collaboration

Acquia has maintained a close working relationship with DSCA. Collaboration is a key component of success, as DSCA has stakeholders throughout the U.S. and worldwide. Acquia implemented Drupal Commons in their Managed Cloud to allow the development team, stakeholders, and client to collaborate during the business hours of a given location. The use of Drupal Commons was key to quickly developing the first phase of the project. Once the new system was set and put into production, the information from Drupal Commons was put into GlobalNET, which is now used as the collaboration space.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

There were a number of business goals that DSCA challenged Acquia to fulfill when implementing the new social collaboration platform for its regional centers. These goals included:

- Facilitating collaboration and sharing between the regional education centers (via chat, forums, and other social tools)
- Increasing system usability
- Increasing system up-time
- Reducing hosting costs
- Reducing the cost of onboarding new organizations
- Providing increased privacy settings

To measure system performance, the team implemented an analytics reporting system that not only tracks traditional Web analytics, but also collects information on the sharing and social aspects of the system. Examples of reports include friend requests and acceptance, content shared between users on the system, private messages sent between users of different centers, and the amount of content downloaded from the system.

Some of the traditional Web metrics collected include time spent on the system, number of pages viewed, unique visitors, and the number of return visits over a period of time. These metrics give DSCA a clear measure of the engagement current users have with the system.

To validate that the system met the business needs, Acquia followed standard Web development best practices. The team performed extensive user research on each of the different user roles in the system, such as student, system admin, faculty, etc., to determine what users wanted for a future system. The team used a Scrum-based development methodology to quickly and interactively deploy capabilities.

Responsiveness to customer requests for services, scheduled and ad-hoc

Acquia works closely with DSCA's key stakeholders to proactively anticipate needs and quickly respond to customer requests. By including DSCA in the monthly sprint planning sessions, the government is able to prioritize tasks, features, and functionalities without facing scope creep. Acquia conducts daily Scrum calls with key team members, and has a weekly status briefing with DSCA. In addition, Acquia's dedicated project manager and technical account manager are available to address unanticipated or ad-hoc needs.

Acquia Past Performance #1 - Defense Security Cooperation Agency (DSCA)

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.4.2 Past Performance #2 – Acquia – DHS

Acquia Past Performance #2 - Department of Homeland Security (DHS)	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Homeland Security (DHS) via Eye Street	
2. Complete address	
Eye Street Solutions LLC, 1602 Village Market Blvd. SE, Ste. 260, Leesburg, VA 20175	
3. Contract number or other reference	4. Date of contract
Aquia was a subcontractor, please refer to contracting point of contact	September 6, 2011
5. Date work was begun	6. Date work was completed
September 6, 2011	September 5, 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$230,000	\$230,000
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Peter Bull, Technical Account Manager 25 Corporate Drive, 4th Floor Burlington, MA 01803 781-313-8335 Peter.Bull@Acquia.com	Jim Lockett, Program Manager 1602 Village Market Blvd. SE, Ste. 260 Leesburg, VA 20175 (703) 868-8549 kim.lockett@eyestreet.com
10. Location of work	
Leesburg, VA	
11. Description of the project	
<p>Acquia worked with Blackstone Technology Group and Eye Street to build a Drupal platform for the Department of Homeland Security (DHS). The platform was developed with future scalability in mind, to support multiple sites and shared resources, as well as reduce IT costs. DHS.gov, FEMA.gov, Disasterassistance.gov, and Ready.gov were transitioned and deployed on this newly built platform, enabling more effective emergency monitoring, notifications, and management and resolution actions across multiple websites and domains. The following subsections demonstrate the similarity of Acquia’s services for DHS to DOI’s Foundation Cloud Hosting Services requirements.</p> <p>Storage Services</p> <p>Acquia hosts Cloud customers in the AWS data center; Amazon has overall responsibility for the hardware that serves the site, maintaining service agreements with the hardware and software manufacturers in use at their data centers, which is necessary to achieve ISO 27002 and SAS70/SSAE16 audit certifications. Acquia’s Managed Cloud includes 24/7 internal, security, and infrastructure monitoring services, as well as 24/7 support to ensure high availability for hosted websites. The Cloud’s current status is always available online and updated on Acquia’s twitter support page.</p> <p>Acquia uses the Nagios monitoring platform to provide instant access to vital real-time and historical metrics of the servers provisioned in the AWS infrastructure. They monitor over 40 metrics, which are linked to alerts via email, SMS, and pager. Metrics include disk utilization, CPU utilization, memory usage and swap activity, processes running, database size, and storage space available, as well as many Drupal-specific metrics.</p> <p>Acquia’s monitoring systems utilize automated alerting and escalation to notify the operations team when alerts are generated. Operations team members work on three continents, responding to alerts 24/7. Furthermore, Acquia uses OSSEC, an open source host-based intrusion detection system, to detect brute force login attempts and alert the operations and security teams.</p> <p>Amazon monitors critical infrastructure availability and health, including power and environmental conditions, network and Internet peering, and hardware. Acquia’s support team, available 24/7 to respond to critical, site-impacting issues, is kept apprised of infrastructure issues that could impact their customers.</p>	

Acquia Past Performance #2 - Department of Homeland Security (DHS)

Acquia maintains a comprehensive backup solution, which includes website code, static files, and databases. Integrated backup facilities utilize Amazon's EBS and S3.

Acquia Cloud takes hourly snapshots of the passive master database, file system, and code repository; snapshots are stored in AWS S3 (Amazon's highly available Cloud storage) and used to restore a site in the event of multiple disk failure or total data center loss. Acquia Cloud retains:

- the four most recent hourly snapshots
- daily snapshots (retained for one week)
- weekly snapshots (retained for one month)
- monthly snapshots (retained for three months)

Acquia's Cloud uses the AWS infrastructure, which is physically remote from their office facilities. The AWS environment consists of major Regions and Availability Zones. There are two major Regions in the U.S.: US-East and US-West. Each Region contains multiple Availability Zones. AWS Availability Zones are separate, yet interconnected data centers within major Regions in Amazon's global AWS infrastructure. Acquia Managed Cloud customer environments are built using a highly available, redundant architecture that distributes replicated redundant server types across multiple Availability Zones within the same region. It is Acquia's policy to restore customer services in the event of a major disaster within reasonable timeframes.

Secure File Transfer Services

Acquia Cloud creates a Unix user account for each site, called the "site user". The site's Drupal/PHP code runs as this user, and each site's environments employ the same Unix user. If there are multiple sites on a single Web server, Unix security permissions keep them isolated from each other.

Code is managed in Acquia Cloud using either SVN or GIT. One can connect to Acquia Cloud using SSH, and SFTP, scp, or rync to transfer files securely. SSH can also be used to access the database remotely and to execute Drush commands.

Virtual Machine Services

Acquia's Platform as a Service solution leverages AWS virtual machines to provide a high availability Drupal infrastructure in the Cloud. The virtual machines are abstracted from the end user, and maintained by Acquia and Amazon to ensure availability.

Web/Database Hosting Services

Acquia's Cloud provides a robust managed solution for mission-critical Drupal applications. Traditional hosting services may provide little more than virtual machines, leaving the task of managing and running servers to the customer. The Cloud provides high availability elastic Cloud resources, with configuration management, monitoring, optimization, and caching built in, all backed up by an operations team staffed by Drupal experts that are ready to respond 24/7.

Cloud sites run on a Drupal-optimized platform hosted in the AWS Cloud environment. The core of the platform is an open source LAMP server stack, combining the Linux (Ubuntu) operating system, Apache Web server, MySQL (Percona) database, and PHP programming language with Drupal. Acquia Cloud servers are built on the AWS EC2, EBS, and EIPs.

Development and Test Environment Services

Each Acquia Cloud website has four environments to optimize site development and publishing workflow.

- **Local:** Developing locally and using version control enables multiple Web developers to work simultaneously on different parts of the site.
- **Development:** When multiple developers are working on a site, the development environment is for initial integration testing. Each developer commits their changes to the version control system, and the changes are deployed immediately in the development environment. Alternatively, the Live Development feature can be enabled to edit code directly in the development or staging environments.
- **Staging:** In the staging environment, changes are tested on the website prior to deploying them to production.
- **Production:** Users see only the production environment. A site's database and files can be deployed from production, to staging and development so developers can work with the current state and content of the site during testing and development.

Acquia Cloud provides a separate instance of databases and file directories for each website's environments.

Acquia Past Performance #2 - Department of Homeland Security (DHS)

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Acquia provided subject matter experts in Drupal and the LAMP stack environment, directing development of the DHS platform. Building the platform included detailed documentation of the entire platform build, which was designed to be a multi-site platform, enabling scalability for DHS and its sub-sites. As the department began to bring FEMA.gov and Ready.gov live, Acquia assisted with transitioning and onboarding sites. Additionally, they assisted site load testing and configuration reviews of the entire LAMP stack. When errors occurred, they helped diagnose the root cause and determine solutions, including patching code and fixing configurations.

Cooperation and collaboration

Acquia worked closely with the system administrators from DHS. While DHS staff had expertise in building servers, they were new to Drupal. Acquia provided Drupal application expertise to assist in building the new DHS platform. Cooperation and collaboration with the DHS team was critical, as Acquia did not have direct access to the DHS environment, requiring the two teams be in sync on critical tasks. Acquia collaborated with the system administrators to perform load testing on the DHS-deployed servers. They helped DHS track down problems involving users on test sites. DHS staff provided guidance based on application logs, and how the information correlated to actual site activity.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Acquia and DHS evaluated options for automating processes, increasing reporting visibility, and installing additional analysis tools to monitor security and performance. Tools like Acquia Insight and New Relic provided significant value for site administrators.

Responsiveness to customer requests for services, scheduled and ad-hoc

Acquia assigned a dedicated Technical Account Manager (TAM) to DHS, serving as DHS' first point on contact whenever necessary. The TAM further had the ability to file support tickets with Acquia, monitoring the tickets and validating that they were addressed.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.4.3 Past Performance #3 – Acquia –ISE

Acquia Past Performance #3 - Information Sharing Environment (ISE)	
1. Complete name of Government agency, commercial firm, or other organization	
Information Sharing Environment, via (b) (4) (contract prime)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
Acquia was a subcontractor, please refer to contracting point of contact	February 10, 2011
5. Date work was begun	6. Date work was completed
February 18, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$(b) (4)	\$(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
Chantilly, VA	
11. Description of the project	
<p>Acquia provides Drupal hosting and support for (b) (4) under contract with the Information Sharing Environment to provide development, hosting, and support of the new ISE.gov website. The ISE platform provides analysts, operators, and investigators with integrated and synthesized terrorism, weapons of mass destruction, and homeland security information needed to enhance national security and help keep our nation safe.</p> <p>The focus of ISE is specifically on sharing terrorism and homeland security-related information, however, the need for collaboration and information sharing extends beyond terrorism-related issues to encompass all information relevant to the national security of the U.S. and the safety of the American people.</p> <p>Acquia’s Cloud hosting platform enables ISE.gov to run their Drupal solution in a highly available Cloud environment, while benefiting from reduced downtime and lower hardware costs. Additionally, Acquia provides ISE with 24/7 support, ensuring high performance and maximum up-time for their mission-critical environment. The following subsections demonstrate the similarity of Acquia’s services for ISE to DOI’s Foundation Cloud Hosting Services requirements.</p> <p>Storage Services</p> <p>Acquia hosts Cloud customers in the AWS data center; Amazon has overall responsibility for the hardware that serves the site, maintaining service agreements with the hardware and software manufacturers in use at their data centers, which is necessary to achieve ISO 27002 and SAS70/SSAE16 audit certifications. Acquia’s Managed Cloud includes 24/7 internal, security, and infrastructure monitoring services, as well as 24/7 support to ensure high availability for hosted websites. The Cloud’s current status is always available online and updated on Acquia’s twitter support page.</p> <p>Acquia uses the Nagios monitoring platform to provide instant access to vital real-time and historical metrics of the servers provisioned in the AWS infrastructure. They monitor over 40 metrics, which are linked to alerts via email, SMS, and pager. Metrics include disk utilization, CPU utilization, memory usage and swap activity, processes running, database size, and storage space available, as well as many Drupal-specific metrics.</p> <p>Acquia’s monitoring systems utilize automated alerting and escalation to notify the operations team when alerts are generated. Operations team members work on three continents, responding to alerts 24/7. Furthermore, Acquia uses OSSEC, an open source host-based intrusion detection system, to detect brute force login attempts</p>	

Acquia Past Performance #3 - Information Sharing Environment (ISE)

and alert the operations and security teams.

Amazon monitors critical infrastructure availability and health, including power and environmental conditions, network and Internet peering, and hardware. Acquia's support team, available 24/7 to respond to critical, site-impacting issues, is kept apprised of infrastructure issues that could impact their customers.

Acquia maintains a comprehensive backup solution, which includes website code, static files, and databases. Integrated backup facilities utilize Amazon's EBS and S3.

Acquia Cloud takes hourly snapshots of the passive master database, file system, and code repository; snapshots are stored in AWS S3 (Amazon's highly available Cloud storage) and used to restore a site in the event of multiple disk failure or total data center loss. Acquia Cloud retains:

- the four most recent hourly snapshots
- daily snapshots (retained for one week)
- weekly snapshots (retained for one month)
- monthly snapshots (retained for three months)

Acquia's Cloud uses the AWS infrastructure, which is physically remote from their office facilities. The AWS environment consists of major Regions and Availability Zones. There are two major Regions in the U.S.: US-East and US-West. Each Region contains multiple Availability Zones. AWS Availability Zones are separate, yet interconnected data centers within major Regions in Amazon's global AWS infrastructure. Acquia Managed Cloud customer environments are built using a highly available, redundant architecture that distributes replicated redundant server types across multiple Availability Zones within the same region. It is Acquia's policy to restore customer services in the event of a major disaster within reasonable timeframes.

Secure File Transfer Services

Acquia Cloud creates a Unix user account for each site, called the "site user". The site's Drupal/PHP code runs as this user, and each site's environments employ the same Unix user. If there are multiple sites on a single Web server, Unix security permissions keep them isolated from each other.

Code is managed in Acquia Cloud using either SVN or GIT. One can connect to Acquia Cloud using SSH, and SFTP, scp, or rync to transfer files securely. SSH can also be used to access the database remotely and to execute Drush commands.

Virtual Machine Services

Acquia's Platform as a Service solution leverages AWS virtual machines to provide a high availability Drupal infrastructure in the Cloud. The virtual machines are abstracted from the end user, and maintained by Acquia and Amazon to ensure availability.

Web/Database Hosting Services

Acquia's Cloud provides a robust managed solution for mission-critical Drupal applications. Traditional hosting services may provide little more than virtual machines, leaving the task of managing and running servers to the customer. The Cloud provides high availability elastic Cloud resources, with configuration management, monitoring, optimization, and caching built in, all backed up by an operations team staffed by Drupal experts that are ready to respond 24/7.

Cloud sites run on a Drupal-optimized platform hosted in the AWS Cloud environment. The core of the platform is an open source LAMP server stack, combining the Linux (Ubuntu) operating system, Apache Web server, MySQL (Percona) database, and PHP programming language with Drupal. Acquia Cloud servers are built on the AWS EC2, EBS, and EIPs.

Development and Test Environment Services

Each Acquia Cloud website has four environments to optimize site development and publishing workflow.

- **Local:** Developing locally and using version control enables multiple Web developers to work simultaneously on different parts of the site.
- **Development:** When multiple developers are working on a site, the development environment is for initial integration testing. Each developer commits their changes to the version control system, and the changes are deployed immediately in the development environment. Alternatively, the Live Development feature can be enabled to edit code directly in the development or staging environments.
- **Staging:** In the staging environment, changes are tested on the website prior to deploying them to production.
- **Production:** Users see only the production environment. A site's database and files can be deployed from

Acquia Past Performance #3 - Information Sharing Environment (ISE)

production, to staging and development so developers can work with the current state and content of the site during testing and development.

Acquia Cloud provides a separate instance of databases and file directories for each website's environments.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Throughout the course of the contract, Acquia has provided ISE.gov administrators with prompt responses and resolutions for problems that arise. During the few instances that the site went down or experienced performance problems, Acquia's support team immediately worked to resolve the issue, often before the client was even aware there was a problem.

Cooperation and collaboration

Acquia worked closely with the (b) team to resolve issues related to ISE.gov. By leveraging their support ticketing system, Acquia was able to effectively collaborate with (b) and ISE.gov to rapidly resolve problems when tickets were filed. Issues were tracked and resolved via the ticketing interface by Acquia support.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Although this is a support contract, Acquia took the initiative to implement measures to improve system effectiveness. During one instance, site performance was sluggish, and would hang for short periods of time. Acquia support discovered that the load balancers were constantly swapping load between one another, resulting in the Web servers constantly hanging and rebooting. Acquia recommended to upgrade the size of the virtual load balancers from small to medium; site performance drastically improved and the ticket was closed.

Responsiveness to customer requests for services, scheduled and ad-hoc

Not applicable.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.5 Akamai’s Past Performance Summary

CGI proposes Akamai as a Team CGI member for the FCHS program.

- Leader in Web acceleration for high-performing Web end user experience
- Secure Content Delivery Network (CDN) service provider trusted by the Department of Defense (DoD) Secret Internet Protocol Router Network (SIPRNet) and designated as the DoD Enterprise Service for Content Delivery
- Akamai CDN capabilities are currently employed within multiple CGI Federal Cloud solutions, including Web hosting engagements for GSA, DHS, and NARA
- Value to the FCHS program: Team CGI CDN and Web acceleration partner to support high availability and high performance Web hosting solutions in compliance with IPv6

DOI Business Need	(b) (4)		
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services			
Virtual Machine Services			
Database Hosting Services			
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services			
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.5-1. Akamai’s Relevant Past Performance.

A.5.1 Past Performance #1 – Akamai – (b) (4)

Akamai Past Performance #1 (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
DSD	June 2011
5. Date work was begun	6. Date work was completed
June 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$(b) (4)	\$(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	(b) (4)
10. Location of work	
Reston, VA	
11. Description of the project	

In the summer of 2011, the (b) (4) websites were targeted by a cyber-activist group. Although the (b) (4) maintained a steady level of Internet security via a 24-hour vulnerability mitigation process, it could no longer continue to exhaust its resources and sought outside assistance from Akamai. (b) (4) websites were quickly integrated into Akamai’s platform with defensive configurations.

The (b) (4) now leverages commercial Cloud technologies through Akamai to meet and exceed mission security and availability requirements across networks. Key benefits of Akamai’s solution include an extendable Cloud solution requiring no Web infrastructure build-out for the (b) (4), protection from malicious activity and unauthorized access, and instant scalability to millions of potential end users.

DDoS attacks can generate exponentially increased traffic volume, crippling a customer’s origin infrastructure. Should the (b) (4) come under another series of attacks, Akamai’s distributed content delivery Cloud services, such as Dynamic Site Delivery, will handle the increased traffic volume without interruption to City of Orlando servers or services.

Unauthorized users, such as malicious botnet programs used in DDoS attacks, are blocked in the Cloud, preventing excessive hits, bandwidth, and resource utilization from impacting (b) (4) data centers. In addition, Akamai allows for granular configuration, protecting against object exploits and malicious scripting. Akamai’s Site Shield service allows customers to cloak their origin, further protecting against attacks directed at specific IP addresses. Sites protected by Akamai’s solution include (b) (4)

Storage Services

The (b) (4) leverages Akamai’s NetStorage, a managed service that provides persistent, replicated storage of digital content. Mirroring content to a small number of core network locations makes it highly available to and easily accessible by Akamai Edge servers and Global Traffic Management services; the result is a scalable, high-performance, and highly available content storage service, combining the best features of Cloud and on-premise storage platforms.

Akamai’s Luna Control Center provides the (b) (4) with the ability to monitor activity, configure and administer Akamai solutions, deploy and manage content, analyze business-critical information, resolve issues, and receive online training. The Luna Control Center is intuitively built for an enterprise, allowing for flexible

Akamai Past Performance #1 - (b) (4)

organization and interactive reporting, and empowers enterprises with diagnostic tools to proactively alert, research, troubleshoot, and resolve anomalies. The (b) (4) uses this tool to alert back to the origin. Web applications that rely on centralized infrastructures often find that uptime is a continual challenge. A typical solution involves mirroring applications at alternate locations; however, the approach creates additional capital and management costs. Akamai's globally distributed platform frees the (b) (4) from these limitations, delivering the application from a global network of thousands of servers, which provides built-in continuity of operations and 100% availability.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

As described in 'Storage Services' section.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

(b) (4) stated, "The Akamai team provided exceptional customer service and support. Within three days, we were able to have a permanent enterprise solution in place for city-wide sites. Since the implementation, we did not experience any interruption to our operation."

Cooperation and collaboration

Akamai worked together with the (b) (4) to implement their solution. Akamai completed a site analysis with the (b) (4), determining the rule set that the site would use via the Akamai platform. The customer has full control in updating the site via the Akamai Portal, supporting collaboration in implementing, testing, and updating the rule set.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

The (b) (4) can now serve the massive influx of Web traffic spikes seamlessly via on-demand Cloud scalability, allowing critical information to be shared with the public quickly and without infrastructure upgrade. This improves the systems, as it allows (b) (4) to reach the public during peak times, at a reduced cost.

Responsiveness to customer requests for service, scheduled and ad-hoc

When the (b) (4) websites were targeted by a cyber-activist group, Akamai quickly integrated nine city-managed websites into Akamai's platform with defensive configurations.

Problems encountered and corrective actions taken

Akamai did not encounter problems while implementing their solution.

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.5.2 Past Performance #2 – Akamai – (b) (4)

Akamai Past Performance #2 - (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
DSA	August 2005
5. Date work was begun	6. Date work was completed
August 2005	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$(b) (4)	\$(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	(b) (4)
10. Location of work	
Reston, VA	
11. Description of the project	
<p>The (b) (4) main website, (b) (4) serves a vital role in helping the (b) (4) accept donations and keep the public informed of its needs and activities. It is critical for the (b) (4) to maintain an online presence, most notably during a major crisis, when surges in public donations occur due to heightened awareness. However, because disasters spur significant volumes of online traffic, the organization needed to take steps to support a smooth and uninterrupted online donation experience.</p> <p>(b) (4)</p>	

Storage Services

The (b) (4) leverages Akamai’s NetStorage, a managed service that provides persistent, replicated storage of digital content. Mirroring content to a small number of core network locations makes it highly available to and easily accessible by Akamai Edge servers and Global Traffic Management services; the result is a scalable, high-performance, and highly available content storage service, combining the best features of Cloud and on-premise storage platforms.

Akamai’s Luna Control Center provides the (b) (4) with the ability to monitor activity, configure and administer Akamai solutions, deploy and manage content, analyze business-critical information, resolve issues, and receive online training. Luna Control Center is intuitively built for an enterprise, allowing for flexible organization and interactive reporting, and empowers enterprises with diagnostic tools to proactively alert, research, troubleshoot, and resolve anomalies. The (b) (4) uses this tool to alert back to the origin.

The (b) (4) utilizes Akamai NetStorage as a failover option, so that static content can be displayed even when the main data centers are down, supporting an online presence even though no origin is up.

Secure File Transfer Services

Not applicable.

Akamai Past Performance #2 - (b) (4)

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

As described in 'Storage Services' section.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

(b) (4) stated, "Using Akamai's Cloud-based solutions to maintain our online presence fits with our strategy to right-size online delivery capabilities via a cost-effective, resilient, and highly scalable solution."

Cooperation and collaboration

Akamai responded rapidly to the (b) (4) bring its website back up to handle user requests.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

The convenience and immediacy of online donations makes the process easy for donors and enables the (b) (4) to move resources more quickly. The (b) (4) has successfully leveraged a Cloud-based strategy – underpinned by Akamai's solutions – to seamlessly scale on demand and remain available during natural disasters. (b) (4)

(b) (4) loss is able to handle these massive flash crowds without having to provision infrastructure that would remain unused most of the time. As a result, it can avoid unnecessary capital and operational expenditures. (b) (4) Equally important, it protects against malicious activity and unauthorized access.

Responsiveness to customer requests for services, scheduled and ad-hoc

Akamai responded rapidly to the (b) (4) bring its website back up to handle user requests.

Problems encountered and corrective actions taken

Akamai did not encounter problems while implementing their solution.

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.5.3 Past Performance #3 – Akamai – GCSS Air Force

Akamai Past Performance #3 - Global Combat Support System (GCSS) Air Force (AF)	
1. Complete name of Government agency, commercial firm, or other organization	
Global Combat Support System (GCSS) Air Force (AF)	
2. Complete address	
4276 Lomac St., Montgomery, AL 36106	
3. Contract number or other reference	4. Date of contract
F01620-96-D0004	December 2003
5. Date work was begun	6. Date work was completed
December 2003	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$ 3.1M	(b)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Kevin L. McCroan, Program Manager 4276 Lomac St., Montgomery, AL 36106 (334) 270-2304 kevin.mccroan@lmco.com	Kevin L. McCroan, Program Manager 4276 Lomac St., Montgomery, AL 36106 (334) 270-2304 kevin.mccroan@lmco.com
10. Location of work	
Reston, VA	

11. Description of the Project

The GCSS-AF Portal has leveraged Akamai’s secure, globally-distributed Cloud platform since December 2004. Akamai defends GCSS-AF’s Enterprise Web infrastructure from malicious activity, and provides seamless, on-demand scaling without sacrificing performance. GCSS-AF has partnered with Akamai because of the proven benefits of their Cloud-based application acceleration and security services. Combining Akamai’s globally-distributed platform with the Air Force’s more than 850,000 globally-distributed users has allowed the GCSS-AF Portal program to save millions of dollars annually in capital and operational costs. Key benefits of Akamai’s solution include more than \$10M dollars in annual savings, instant scalability, a 700 to 800% improvement in delivery time of large files, and protection from malicious activity and unauthorized access.

While providing performance and scalability benefits for AF Portal users, Akamai enabled the GCSS-AF team to extend and secure its Web-based application perimeter to the edge of the Internet and Non-secure Internet Protocol Router Network (NIPRNet); this allows GCSS-AF to leverage commercial Cloud technologies to meet and exceed mission security and performance requirements across networks and around the globe. Akamai Cloud-based solutions leveraged by the GCSS-AF Portal include:

- **CAC Validation in the Cloud:** Akamai provides X.509 client certificate [Common Access Card (CAC)] validation for the GCSS-AF Portal for Department of Defense (DOD) and External Certification Authority-issued certificates. Offloading resource-intensive certificate validation to the Akamai Cloud dramatically increased GCSS-AF’s ability to scale to the demands of rising CAC usage. Only authenticated end users are allowed access to Enterprise applications; malicious/unauthorized users are stopped in Akamai’s Cloud, providing defense and data center offload.
- **Application Acceleration:** Akamai’s globally-distributed platform delivers Web content and applications from Edge servers that are close to GCSS-AF end users. Their dynamic mapping system directs end user requests to the optimal Edge server, depending on their network location and load across the Akamai platform. Patented connection optimization techniques are used to improve communications between the Akamai Edge servers and the GCSS-AF data center, efficiently accelerating the delivery of dynamic content from GCSS-AF’s data center to end users.
- **Web Infrastructure Protection:** GCSS-AF only allows traffic from Akamai Edge servers into the Enterprise through strict firewall rules, preventing unauthorized end users from bypassing the Akamai platform to access GCSS-AF applications. This service, SiteShield, allows GCSS-AF to effectively reduce the number of exposed system resources that can be targeted by an attacker. GCSS-AF also uses Akamai’s Web Application Firewall service, a layer seven firewall that inspects both request and response bodies for malicious content and

Akamai Past Performance #3 - Global Combat Support System (GCSS) Air Force (AF)

information leakage. Both network and application layer rules are configured, blocking harmful activities at the Edge.

Storage Services

GCSS-AF leverages NetStorage to store large files such as geospatial imagery, video assets, and static Web pages.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

As described above.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

GCSS-AF saves millions of dollars every year by leveraging the Akamai Cloud to deliver Web content and applications to its globally-distributed user base. In 2004, GCSS-AF decided to use the Akamai platform to help improve the GCSS-AF Portal's performance, rather than install the system in redundant data centers, resulting in considerable dollar savings for the government (GCSS-AF estimated it would cost over \$10M to install the necessary Web infrastructure at just one of the multiple planned data centers). In addition to these one-time acquisition expenses, recurring costs associated with operations and maintenance were estimated at over \$10M per year, per data center. In the end, GCSS-AF chose Akamai over installing new data centers since Akamai could provide the required security, performance, and scaling capabilities at a fraction of the cost.

Cooperation and collaboration

Constant communication between Akamai's professional services team and the customer support up-to-date rule sets for services.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Quality of service and improvement are demonstrated by the key benefits of Akamai's solution, which include more than \$10M dollars in annual savings, instant scalability, a 700 to 800% improvement in delivery time of large files, and protection from malicious activity and unauthorized access.

Responsiveness to customer requests for services, scheduled and ad-hoc

Not applicable.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.6 Carpathia’s Past Performance Summary

CGI proposes Carpathia as a Team CGI member for the DOI FCHS program.

- Partner to government agencies and system integrators in designing, building, and running IT infrastructure, specifically IaaS
- Value to the FCHS program: FISMA high Cloud hosting capabilities from a proven Cloud infrastructure provider in the D.C. metropolitan area.

DOI Business Need	Oracle / Marines Corps Modernization	(b) (4) [Redacted]	Deloitte / CFPB
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services			✓
Database Hosting Services		✓	✓
Web Hosting Services			
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.6-1. Carpathia’s Relevant Past Performance.

A.6.1 Past Performance #1 – Carpathia – Oracle Inc./United States Marine Corps Modernization

Past Performance #1 - Oracle Inc./United States Marine Corps Modernization	
1. Complete name of Government agency, commercial firm, or other organization	
Oracle Inc./United States Marine Corps	
2. Complete address	
500 Oracle Parkway, Redwood City, CA 94065	
3. Contract number or other reference	4. Date of contract
US694666	12/6/2006
5. Date work was begun	6. Date work was completed
1/2/2007	September 30, 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$7.85M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Kenton Davis, Program Manager 500 Oracle Parkway, Redwood City, CA 94065 703-447-8134 Kenton.troy.davis@oracle.com	Kenton Davis, Program Manager 500 Oracle Parkway, Redwood City, CA 94065 703-447-8134 Kenton.troy.davis@oracle.com
10. Location of work	
Carpathia Ashburn, Virginia Data Center Campus	
11. Description of the Project	
<p>The U.S. Marine Corp selected E-Business Suite® including supply chain planning, procurement, logistics, maintenance and service applications to support its Global Combat Support System Marine Corps/Logistics Chain Management. The E-Business Suite will provide a single view of supply, maintenance and distribution, permitting access worldwide to the Marines. This will enable them to know the status of maintenance and supply requests and manage these based on operational requirements. The applications will also allow Marines providing combat service support to manage inventory and services more proactively. For example, Marines will be able to observe when the stock level of a specific product drops and automatically place an order to replenish the inventory.</p> <p>Carpathia Hosting provides managed hosting services to the application layer from the Equinix datacenter in Ashburn, VA. Monitors provided by Carpathia ensure that all areas of the application are performing as designed. These monitors have been designed to enter the application from the end-user perspective.</p> <p>Carpathia security engineers have designed and monitor all electronic security aspects of this project. Carpathia onsite management monitors all aspects of physical security.</p> <p>All support requests are made via a secure support portal that requires authentication. Escalation procedures are standard Tier 1-3 (Carpathia internal) with specific instructions appended to all support tickets for customer escalation.</p> <p><u>Storage Services</u> Carpathia provides compliant SAN management for this environment.</p> <p><u>Secure File Transfer Services</u> Carpathia manages the secure compliant network infrastructure for Oracle in support of the USMC mission.</p> <p><u>Virtual Machine Services</u> Managed by Oracle for the USMC.</p> <p><u>Database Hosting Services</u> Managed by Oracle for the USMC.</p>	

Past Performance #1 - Oracle Inc./United States Marine Corps Modernization

Web Hosting Services

Not applicable.

Development and Test Environment Services

This environment includes a Development and Test Environment, which is primarily managed by Oracle. Carpathia provides professional services on an as needed basis.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables. Staying within schedule and budget

Carpathia has provided uninterrupted service to the USMC program, following stringent procedures which allowed the environment to achieve a DIACAP MAC II certification.

Cooperation and collaboration

Carpathia has worked in tandem with Oracle and USMC engineering teams on a wide range of security, network and infrastructure projects, with their organizations taking advantage of Carpathia's depth of experience in consulting and active engineering engagements.

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

Carpathia utilizes a real time monitoring and ticketing system to ensure the functionality of the environment as well as responsiveness to any issues which may arise. Reports are produced on a monthly basis and analyzed by our respective teams to ensure performance improvements over time.

Responsiveness to customer requests for services, scheduled and ad-hoc

Carpathia has exceeded SLA requirements on all facets of this environment.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.6.2 Past Performance #2 – Carpathia – (b) (4)

Past Performance #2 - Booz Allen/DTRA	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
(b) (4)	10/2010
5. Date work was begun	6. Date work was completed
10/2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
Carpathia Ashburn, Virginia Data Center Campus	
11. Description of the Project	
Carpathia provides comprehensive managed services and DR for (b) (4) in support of the (b) (4) AA&S support system. Services provided include managed network, compute, storage, backup and DR.	
<u>Storage Services</u>	
Carpathia provides comprehensive managed compliant storage, backup and DR services for the (b) (4) environment with the primary site located in Dulles, VA and DR located in Harrisonburg, VA.	
<u>Secure File Transfer Services</u>	
Carpathia manages the secure compliant network infrastructure for (b) (4) in support of the (b) (4) mission.	
<u>Virtual Machine Services</u>	
Managed by (b) (4)	
<u>Database Hosting Services</u>	
Carpathia provides support for (b) (4) through the operating system. Some professional service hours have been utilized for database performance optimization.	
<u>Web Hosting Services</u>	
Not applicable.	
<u>Development and Test Environment Services</u>	
Carpathia provides management through the operating system of Dev/Test for the environment. During system upgrade and patches, the Carpathia team will be on call on a consulting and professional services basis.	
<u>SAP/ERP Application Hosting Services</u>	
Not applicable.	
History of high quality results and deliverables. Staying within schedule and budget	
Carpathia has significantly reduced the overall cost of the environment through system optimization, and subsequent reduction of the overall footprint.	
Cooperation and collaboration	
Carpathia has worked in tandem with (b) (4) engineering teams on a wide range of security, network	

Past Performance #2 - (b) (4)

and infrastructure projects, with their organizations taking advantage of Carpathia's depth of experience in consulting and active engineering engagements.

Quality of service and improvement

Carpathia utilizes a real time monitoring and ticketing system to ensure the functionality of the environment as well as responsiveness to any issues which may arise. Reports are produced on a monthly basis and analyzed by our respective teams to ensure performance improvements over time.

Responsiveness to customer requests for services, scheduled and ad-hoc

Carpathia has exceeded SLAs on all facets of this environment

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.6.3 Past Performance #3 – Carpathia – (b) (4)

Past Performance #3 (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
(b) (4)	6/30/2012
5. Date work was begun	6. Date work was completed
6/30/2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
(b) (4)	
11. Description of the Project	
Carpathia provides managed hosting for (b) (4) in support of the (b) (4)	
<u>Storage Services</u>	
Carpathia provides comprehensive managed compliant storage, backup, and disaster recovery (DR) services for the (b) (4) environment with the primary site located in (b) (4) and an alternate site DR located in Phoenix, Arizona.	
<u>Secure File Transfer Services</u>	
Carpathia manages the secure compliant network infrastructure for (b) (4) in support of the (b) (4) mission.	
<u>Virtual Machine Services</u>	
Carpathia provides comprehensive infrastructure management services to (b) (4) in support of the (b) (4). In addition, management of virtual machines through the operating system is provided.	
<u>Database Hosting Services</u>	
Carpathia provides support to (b) (4) through the operating system. Professional service hours are available for database performance tuning and optimization.	
<u>Web Hosting Services</u>	
Not applicable.	
<u>Development and Test Environment Services</u>	
Carpathia conducts development and testing for the environment. During system upgrade and patches, the Carpathia team will be on call on a consulting and professional services basis.	
<u>SAP/ERP Application Hosting Services</u>	
Not applicable.	
History of high quality results and deliverables/Staying within schedule and budget	
Carpathia has significantly reduced the overall cost of the environment through system optimization, and subsequent reduction of the overall footprint. Carpathia met an aggressive deployment timeline while maintaining	

Past Performance #3 - (b) (4)

budgetary and compliance requirements.

Cooperation and collaboration

Carpathia has worked in tandem with (b) (4) engineering teams on a wide range of security, network and infrastructure projects, with their organizations taking advantage of Carpathia's depth of experience in consulting and active engineering engagements.

Quality of service and improvement – Approach to implementing performance measures and for improving system effectiveness

Carpathia utilizes a real time monitoring and ticketing system to ensure the functionality of the environment as well as responsiveness to any issues which may arise. Reports are produced on a monthly basis and analyzed by our respective teams to ensure performance improvements over time.

Responsiveness to customer requests for services, scheduled and ad-hoc

Carpathia has met or exceeded SLAs on all facets of this environment

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.7 Chenega’s Past Performance Summary

CGI proposes Chenega as a Team CGI member for the DOI FCHS program.

- ISO 9001-certified Alaskan Native Corporation (ANC) and #65 on Washington Technology's top 100 Federal IT Contractors
- Current infrastructure services and application services provider to the Bureau of Indian Affairs (BIA)
- Value to the FCHS program: Certified small business with significant capabilities to support migration and management of DOI and Bureau virtual and Cloud services

DOI Business Need	DEA	DOE EIA	WR
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			✓
Business Objectives			
Improve availability, performance, and flexibility of datacenter services		✓	
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.7-1. Chenega’s Relevant Past Performance.

A.7.1 Past Performance #1 – Chenega – DEA

Chenega Past Performance #1 - Drug Enforcement Administration (DEA)	
1. Complete name of Government agency, commercial firm, or other organization	
United States Department of Justice, Drug Enforcement Administration (DEA)	
2. Complete address	
DEA Headquarters, 8701 Morrisette Drive, Attn: FAC, Springfield, VA 22152	
3. Contract number or other reference	4. Date of contract
GS-06F-0705Z, Order: DJD-12-HQ-E-0040	March 20, 2012
5. Date work was begun	6. Date work was completed
April 1, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$40M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Joe Hur, Contracting Officer's Technical Representative 8701 Morrisette Drive, Springfield, VA 22152 (202) 307-8809 joe.w.hur@usdoj.gov	Lisa Taylor, Contracting Officer 8701 Morrisette Drive, Springfield, VA 22152 (202) 307-7820 lisa.taylor2@usdoj.gov
10. Location of work	
Springfield, VA	
11. Description of the project	
<p>Chenega supports several DEA agency-wide Local Area Network (LAN)/Wide Area Network (WAN) environments for classified and unclassified information. In addition to managing DEA's IT Service Facility (ITSF) (depot), Chenega provides equipment installation and relocation, as well as technology refresh support.</p> <p>Storage Services</p> <p>Chenega manages DEA's Enterprise storage, including Storage Area Networks (SAN), Network Attached Storage (NAS), Direct Attached Storage (DAS), hierarchical storage, and tapeless backup and restoration. As part of the technology refreshes, they support storage operations, provide end users with file and object access, and support data migration efforts.</p> <p>Chenega performs over 4,000 DEA workstation technology refreshes per year. Deployed installation teams inventory workstations and IT equipment received at the site, set up the new machines, load local information, and test for functionality. The ITSF contains lab and integration space for pre-configuring and staging new and used equipment; assets that enter the area are controlled until returned for storage. Chenega configures and schedules backups, maintains retention policies, and performs restorations. They implement redundant failover and backup solutions as part of the relocation and installation of new DEA sites.</p> <p>They maintain a 2% stock level of DEA equipment that can be shipped to the customer within 48 hours upon receipt of a DEA alert. Chenega's International Organization for Standardization (ISO) processes support equipment and documentation procedures for testing returned equipment, determining reparability, and excessing equipment. They maintain life cycle records for equipment and an inventory of parts used for repair. Property disposal records are provided to DEA on a continual basis. Chenega further supports warranty management; malfunctioning warranted equipment repair is coordinated with DEA vendors. Non-warranted equipment is evaluated, repaired, and tested by Chenega's certified technicians.</p> <p>DEA equipment that passes through the ITSF is bar code scanned and managed in a database. Captured data is transferred to the Asset Management System (AMS), a system Chenega customized for DEA. AMS contains data for 91,310 unique equipment and consumable purchase records. Their pre-corrected asset reporting accuracy has exceeded 99%. Using AMS, Chenega is able to provide daily transaction reports to DEA.</p> <p>Chenega provides DEA with acquisition support for technology strategy, insertion, and management; this</p>	

Chenega Past Performance #1 - Drug Enforcement Administration (DEA)

includes Requirements Analysis, addressing DEA's needs, baseline compatibility, strategy, and maintenance; Market Assessment, analyzing trends in servers, workstations, and distribution channels, as well as pricing, delivery times, shipping, and fees; Catalog Services and Material Provisioning, maintaining two updated electronic catalogs of approved equipment, one a website for DEA employees and the other an extended version for the contracting office; and Configuration and Property Management, maintaining a database of equipment, purchase dates, work order numbers, purchase costs, DEA amount paid, and delivery dates. Additionally, Chenega provides DEA with electronic copies of material order-related documents, such as Requests for Quotation, proposals, modifications, and Task Order Agreements.

Additional technology refresh projects require onsite support for replacing equipment within the Firebird infrastructure, including servers, routers, switches, power supplies, and workstation peripherals.

Chenega maintains the depot's Uninterrupted Power Supply (UPS) management program. They manage the scheduled discharging and charging of UPS batteries, as well as maintain an equipment testing log of maintenance during a six-month cycle for UPS stored in the depot.

For DEA Headquarters (HQ), Chenega manages the 32 subnets containing 8,160 IP addresses, maintaining an IP address database. Their engineers have maintained a greater than 99.5% accuracy rate in managing the IP addresses. Chenega tests switch and fiber transceiver configurations, peripheral devices, cable drops, network communication devices, and installed equipment. They further provide and/or support requirements assessments, planning, site surveys, cable and infrastructure plans, office layout design, network and service installation, equipment movement, cable and router installation, and communications for new DEA offices. They support network connectivity between various data centers, the Internet, and Intranet. In addition, they design solutions in AutoCAD from scratch in support of the network. Chenega manages Sensitive But Unclassified (SBU) network connectivity to Internet resources and peer law enforcement agencies. They also administer DEA's LAN/WAN infrastructure and remote Virtual Private Network (VPN) connectivity.

Technology refreshes include ongoing replacement, upgrade, and improvement to both the system's hardware and software in DEA's domestic and foreign offices. Chenega stages workstations with the latest DEA-standard workstation image, restages workstations onsite with the latest workstation image, installs DEA-specific applications on refreshed workstations, and validates that workstations and associated peripherals function properly after each workstation is swapped. They perform backups and restore files, images, and data. Chenega complies with privacy and security policies and best practices established by their ISSM/ISSO, as well as follows protocol related to user authentication policies and secure connection standards established by the appropriate government sanctioning organizations.

Chenega provides testing support for DEA's disaster recovery and high availability strategies. They design and implement a load balancing solution, accounting for failover scenarios. In addition, they implement the Enterprise Management framework design for IBM Tivoli and HP Radia/OpenView.

Secure File Transfer Services

As part of managing the UFMS repository, Chenega attaches an electronic copy of the signed DEA Form 16 and the Receipt of Property form in the UFMS fixed asset record's attachment folder, and forwards electronic copies of the purchase orders for the accountable equipment accepted in UFMS by the receiving office. As part of the technology refresh program, they are required to securely move files and transport objects; Chenega validates that files are securely transferred using SSL or SSH.

Virtual Machine Services

Chenega is responsible for operating system, application, and storage virtualization using VMware ESX Server. Technology refresh requires leveraging virtualization as a means to increase efficiency of installations and configurations on workstations. As part of the storage virtualization effort, physical and virtual resources were dynamically assigned based on consumer demand. Chenega provides scalable, redundant, and dynamic storage virtualization capability with uninterrupted service.

Web/Database Hosting Services

Chenega uses the UFMS Property Sub-System and Lease Workstations Tracking System to create and update electronic records for accountable and capitalized government property purchased. They create a UFMS fixed asset record for accountable property received at the depot. They further add entries, update and maintain the SI's Lease Workstations Tracking System, create transfer records in UFMS for acceptance by the receiving site, address issues with UFMS transfers, and perform inventory reconciliations.

Chenega Past Performance #1 - Drug Enforcement Administration (DEA)

As part of the technology refresh, Chenega defines access rights and implements configurable role profiles to allow for efficient migration of user accounts. To support relocation and installation of new and existing DEA sites, they host multiple Web and database servers.

Development and Test Environment Services

Chenega provides infrastructure support for DEA's worldwide network. They perform Independent Verification and Validation (IV&V) for the teams that integrate, test, and deploy new hardware and software systems. They further manage the Enterprise Management Services team, which uses IBM Tivoli to automate systems management, including systems deployment, asset inventory, operating system and application update/patching, and system security compliance. Chenega's support includes enterprise system troubleshooting and tuning, prototyping and proofs of concept for enterprise-level technologies, and independent evaluation of vendor-proposed IT solutions.

They provide Internet infrastructure support at HQs, including managing the server, firewall, and all connections. Chenega planned and executed an expansion design for the infrastructure, implemented the plan, and tested the infrastructure for the development, training, and staging environments. They install and configure operating systems, middleware, and storage devices. Their team tests and repairs inoperable IT equipment received from the depot from DEA's Field Offices. They test units to determine if they are operating within original manufacturer specifications and stage the replacement system. Chenega conducts a quality control test prior to shipping equipment, and tracks shipments to validate that equipment being replaced is returned to the depot. Their team updates the Equipment Test Procedures, documents test records, and manages replacement components in the depot to maintain inventory levels.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Chenega's program director oversees the project management team and participates in senior management and resource meetings. The management team prepares and maintains a project management plan for DEA; elements of the plan include the Project Communication Plan, Work Breakdown Structure, Risk Assessment and Mitigation Plan, and Quality Control Plan. They provide DEA with an onsite quality assurance manager that works with the Contracting Officer's Technical Representative and other customers, acting as liaison to validate that Chenega provides high-quality contract deliverables on time.

They provide monthly status data in accordance with Earned Value Management, as described in American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-A (1998), Earned Value Management Systems. Chenega further complies with agreed-upon project performance baselines, schedules, milestones, and costs. They provide monthly status reports with milestones, work scheduled, problems encountered, recommendations, and cost and schedule information. Their AOP Manual includes procedure checklists for periodic tasks; the manual is analyzed and updated as needed.

Cooperation and collaboration

Chenega's program manager fosters positive relationships with DEA, subcontractors, and business partners, as well as develops and maintains systematic work processes.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Chenega's program manager implements quality assurance initiatives, risk management strategies, and cost control programs; provides reporting and production metrics; and maintains a professional, highly-trained staff. Chenega's current personnel formalized ITSF processes in accordance with ISO, achieving ISO 9001:2000 registration in early 2005, and ISO 9001:2008 registration in 2010.

Responsiveness to customer requests for services, scheduled and ad-hoc

The train-the-trainer program uses senior trainers to educate and evaluate each instructor, before they begin to conduct training in the DEA environment. Chenega's team designed and implemented training material and comprehensive training. Training is scheduled to align with DEA's training initiatives and accounts for training location, resources, timelines, and cost. Chenega manages class schedules, registers students, maintains attendance records, and assists with local travel and lodging.

Chenega Past Performance #1 - Drug Enforcement Administration (DEA)

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.7.2 Past Performance #2 – Chenega – DOE EIA

Chenega Past Performance #2 - Department of Energy (DOE) Energy Information Administration (EIA) IT Support Services	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Energy (DOE)/Energy Information Administration (EIA)	
2. Complete address	
1000 Independence Avenue SW, Washington, DC 20585	
3. Contract number or other reference	4. Date of contract
DE-EI0000664	April 9, 2010
5. Date work was begun	6. Date work was completed
April 9, 2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$42M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
J.B. Dyson, Contracting Officer's Representative 1000 Independence Ave SW Washington, DC 20585 (202) 586-1866 barry.dyson@eia.gov	Timothy W. Jackson, Contracting Officer 1000 Independence Ave SW Washington, DC 20585 (202) 287-1472 timothy.jackson@hq.doe.gov
10. Location of work	
Dallas, TX	
11. Description of the project	
<p>As prime contractor for DOE EIA, Chenega provides a diverse range of services, including managing the EIA computer facility, providing IT strategic plans and policies, supporting end user services (desktop and help desk), maintaining hardware/software, and supporting network infrastructure, Internet/Intranet, cyber security, electronic records management, IT procurement and acquisition services, and database maintenance and support for each EIA program office. As part of the project, Chenega managed the \$1M EIA Data Center Relocation project, working with OEMs and VARs.</p> <p>Storage Services</p> <p>Chenega provides storage management services, supports access capability, provides archive services, and assists end users with migration. They design and perform server backups, supporting system restoration, file and database recovery, and disaster recovery. Engineers maintain a failover site for critical EIA reporting services. As part of this initiative, Chenega designed and implemented a power backup redundancy to support system availability with the use of generators and backup systems.</p> <p>They manage EIA's Data Center and networks, including EIA's standard desktop suite of tools (e.g., MS operating systems, MS Office, Adobe Acrobat, etc.), servers and networks, IT facilities, cyber security program, and equipment installation, movement, and replacement.</p> <p>Chenega provides engineering and technical support of EIA's data network and network services. They install, operate, and administer network components of EIA's cyber infrastructure, including firewalls, intrusion detection and prevention systems, content filtering, file integrity monitoring, centralized log store, and other network/system monitoring tools. Chenega actively implements cyber security enhancements to the EIA network and infrastructure based on direction from OIT's cyber security team. They provide recommendations for resource utilization and capacity planning; for example, establishing a utilization baseline to identify trends and project resource utilization.</p> <p>Furthermore, Chenega provides network administration support of the EIA network LAN/WAN infrastructure, supporting 1,000 drops across multiple network connectivity configurations.</p> <p>They conduct special projects involving evaluation, development, and application of network and information</p>	

Chenega Past Performance #2 - Department of Energy (DOE) Energy Information Administration (EIA) IT Support Services

security technology, as well as maintain 24/7 monitoring of network components. Chenega installs, moves, configures, maintains, monitors, tests, diagnoses, and resolves performance issues for network hardware and software components, including routers, switches, firewalls, and load balancing requirements. They develop and implement network contingency and evaluation plans, as well as design, develop, document, implement, and maintain EIA's existing and future network infrastructure. Chenega also provides recommendations for network component (hardware, software, and services) replacement, upgrade, and enhancement.

Chenega develops and tests backup and recovery strategies for the EIA server room, switch closets, LAN rooms, and the network communication center based on backup schedule requirements, backup retention policies, encryption standards, and backup archiving frequency, validating compliance with security and privacy requirements outlined by DOE. They prepare drawings of EIA's computer facility for configuration and change management, security, fires, safety, and physical planning. Chenega performs system backup and restore actions, maintains the enterprise Data Loss Prevention tool, and refines, optimizes, and secures the EIA Data Release process. They evaluate capacity planning in support of the Configuration Change Proposal process, providing recommendations for server and server component (hardware and/or software) replacement, upgrade, and enhancement.

DOE must continually improve its ability to respond to cyber threats; in response, Chenega manages the disaster and continuity of operations plans. More importantly, their failover execution is tested to validate that potential impacts have been addressed. In the event of a failure, their team provides remedial support and returns the asset to full capability as quickly as possible, adhering to the committed Service Level Agreements. As part of their continuity of operations process, their engineers use a backup resource to minimize impact on EIA operations. Chenega operates and maintains EIA's Storage Area Network (SAN), and develops plans for implementing enterprise backup and monitoring solutions in support of a 24/7 operations staffing plan.

Secure File Transfer Services

Chenega resolves network and secure file protocol issues related to file transfer, and recovers, reloads, and restores files, server volumes, and databases required to maintain maximum availability of data.

Virtual Machine Services

EIA did not have a platform in the enterprise to conduct design, development, and testing. By incorporating emerging technologies such as virtualization and on-demand lab management, Chenega was able to build a scalable infrastructure that provides environments on-demand. This solution incorporates the Systems Development Life Cycle, through which design, development, and testing can be fulfilled in an isolated environment without affecting production infrastructure. Chenega's solution resulted in cost efficiency, including savings in hardware, support staff, infrastructure provisioning, memory costs, and storage costs. It also allowed for a scalable solution, whereby developers can remotely load applications and utilize SSH/SSL in a multi-tenant environment. In addition, Chenega implemented a technology refresh program at EIA.

Web/Database Hosting Services

Chenega's systems development team implements new enterprise applications, as well as maintains and enhances existing EIA applications. They provide leading-edge support for EIA, helping to manage and improve the entire platform of services for DOE; this includes setting up the appropriate testing and production environments; integrating various software products, such as Java Connection Pooling, Oracle, Windows IIS, WebSphere Application Server, and Apache Web Server; defining and configuring user roles and access controls; and provisioning resources. Chenega use standards-based methodologies such as modeling and markup languages, describing software elements in pictorial form and allowing data to be modeled and transmitted in platforms and programming languages independent of format. Chenega designed and implemented a development Cloud.

They maintain and monitor database instances and Oracle application servers in the current environment. Chenega further monitors database backups/exports, validating that appropriate recovery processes are in place. They operate and maintain hardware and operating system software for databases, file prints, applications, batch and Web servers, and email systems. Chenega provides database administration activities for Oracle, SQL Server, and MySQL. Database activities include database creation and modification, performance tuning, backup and restoration, disaster recovery, import and export of data with internal and external sources or destinations, and security administration.

Chenega Past Performance #2 - Department of Energy (DOE) Energy Information Administration (EIA) IT Support Services

Development and Test Environment Services

Chenega provides development and test environments, supporting availability, upgrades, maintenance, and patches, including an EIA enterprise-wide Office 2007 upgrade. They consolidated monitoring tools to one enterprise-wide tool for applications and data centers, providing 24/7 support.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Chenega provides leading-edge program management capabilities to support EIA. They consolidated 4 separate contracts, achieving a 12% reduction in TCO. Their staff is currently providing IT project management support to achieve defined technical, cost, and schedule objectives. Chenega applies CMMI Level 2 principles to development activities, including project scope, cost control, schedule, project phase risk management, milestone tracking, deliverables, return on investment, and TCO.

Cooperation and collaboration

Chenega works to validate that stakeholders have a clear understanding of the requirements, business case, and key milestones required for the project's success. In addition, their engineers understand the need to develop software in compliance with regulatory items like Section 508.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Chenega instituted IT governance and requirements management processes; facilitated make/buy end user forums; supported the technology refresh program; instituted ISO and ITIL processes to improve performance and accountability; and matured project management processes by implementing an ISO 9001:2008-based project management approach.

Responsiveness to customer requests for services, scheduled and ad-hoc

EIA was concerned about protecting the data in its systems. Chenega initiated a plan to create a data center, helping to design the facility and collect quotes; their efforts reduced the original cost of the data center by 35%.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.7.3 Past Performance #3 – Chenega – Warner Robins

Chenega Past Performance #3 - Warner Robins (WR)	
1. Complete name of Government agency, commercial firm, or other organization	
Warner Robins – Air Logistics Command (WR-ALC), 78 ABW/SCOH Communications Directorate	
2. Complete address	
WR-ALC/PKOB, 480 Richard Ray Blvd., Bldg 301, STE 202, Robins AFB, GA 31098	
3. Contract number or other reference	4. Date of contract
FA8501-11-C-0030	June 8, 2011
5. Date work was begun	6. Date work was completed
June 8, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,671,258.82	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Ralph Hollis, Quality Assurance Personnel (QAP) 480 Richard Ray Blvd., Bldg 301, STE 202 Robins AFB, GA 31098 (478) 222-3703 ralph.hollis@robins.af.mil	Mathew F. Wright, Contracting Officer 480 Richard Ray Blvd., Bldg 301, STE 202 Robins AFB, GA 31098 (478) 327-9911 mathew.wright@robins.af.mil
10. Location of work	
Robins AFB, GA	
11. Description of the project	
<p>Chenega provides server and database administration support for the Communications Directorate 78 ABW/SC, Robins AFB, GA. Enterprise server infrastructure services include backup architecture support, and maintenance and update of backup infrastructure on Microsoft Windows-based, Unix, HP-UX, Linux, and Dec Alpha servers. Sustainment support includes day-to-day activities to keep servers operational. Additionally, Chenega provides application development and sustainment support services for WR-ALC/GR-unique software tools.</p> <p>Storage Services</p> <p>Chenega provides daily administrative control over the VERITAS NetBackup Media, validating that daily incremental and weekly full backup jobs are completed, and that tapes marked as full are archived out of the library and into redundant storage. They monitor and provide daily administrative control over virtual tape backup units that provide backup capability for the IT Enterprise User Home Directory (UHD) Network Access Storage (NAS) and File Share NAS. They determine backup media requirements, including the amount of media, storage devices, and offsite storage for daily and long-term use. Chenega provides backups at both onsite and offsite locations for storage devices containing files and data objects.</p> <p>They perform system administration and management functions for Microsoft Windows Server, Unix, HP-UX, Linux, and Dec Alpha servers. Chenega’s team audits system-level user accounts and passwords. They control use of host peripheral equipment in the computer room, and respond to user’s trouble calls and host connectivity problems (LAN, ISN, Ethernet, etc.). They further provide system administration and management of application upgrades, design and manage backup solutions, configure backup schedules, and perform restorations from backups. Chenega designs their solution for redundancy, setting up necessary processes for new system interfaces and writing system risk analysis reports. They are responsible for performing scheduled Security Readiness Reviews and follow-ups to close findings.</p> <p>Chenega installs authorized system software releases and security patches. In addition, they establish and manage hardware devices, administer the operating system, and manage host peripheral hardware. They administer and manage systems and servers, as well as provide interface with tech support personnel for repairs and scheduled maintenance.</p> <p>Chenega provides enterprise backup architecture support, including maintaining and updating the enterprise</p>	

Chenega Past Performance #3 - Warner Robins (WR)

backup infrastructure. They plan configurations in EMC, HP, NetApp, and Quantum SAN storage devices, and execute backup and recovery procedures for all operating system environments. As part of the backup architecture, their strategy includes power backup redundancy, server backup redundancy, and application backup redundancy.

Furthermore, Chenega resolves network and file protocol issues related to a diverse backup architecture, as well as develops and maintains written policies and procedures that govern back-up methodologies in stated environments. They maintain architecture plans for enterprise backup solutions in a complex network environment, and troubleshoot issues between the application server and client. Chenega configures and manages VPN connectivity across multiple data centers, resolving end user connectivity issues.

Chenega installs, configures, and maintains master servers, media servers, and clients supporting the backup software. They further monitor scheduled backup and restore jobs for successful completion.

Active Directory (NTFS) user and/or group permissions provide security from data loss or corruption; this includes GPOs and other tools used to support security and data integrity. Chenega restores data inadvertently deleted or lost by users or through corruption, monitors daily application batch processing, and validates that interfaces are active and that data necessary for the applications is available daily. They perform backup and recovery procedures for Unix, DEC, and Microsoft, and support failover, redundancy, and availability for mission-critical applications.

Chenega administers and manages systems and servers, and migrates data securely from multiple environments using SSL/SSH, validating that migration processes adhere to security and privacy protocols.

Virtual Machine Services

Chenega converts outdated hardware machines to virtual environments with dynamically assigned resources. They procure and provision virtual machine instances and relocate servers from various locations to a consolidated data center. They further developed and implemented the Enterprise Data Center Virtual Environment project, conducting Certification and Accreditation (C&A) audits on servers and desktop systems.

Web/Database Hosting Services

Chenega's database administration support includes maintaining and updating instances on UNIX, Microsoft Windows Server, Linux, HP-UX, and Open VMS systems. They provide software installation, hardware and software configuration, security administration, backup and recovery, data analysis, implementation of configurable role profiles, database design, and enterprise standards and environment documentation. They support ongoing consolidation efforts (hardware, functional, and system), and provide security implementation and validation per Air Force and Department of Defense guidelines. Chenega supports hardware management and server configuration. They further assist with investigating system interface and integration problems; support application functional, loading, and quality assurance validation; and assist in investigating deficiencies in application software, database, and hardware systems. Chenega works closely with the government system administrator to perform software installations, provide access control functionality, and configure hardware and software. They manage performance and capacity for the environment.

They monitor and administer DBMS security, including administering and managing accounts, monitoring quotas, auditing, and checking for security problems. Chenega plans and documents backup and recovery procedures, validating that automated procedures, storage, and archiving function correctly. They develop, implement, and test contingency plans to verify that recovery is within organizational goals for a server or system failure. Database integrity and security are validated in accordance with the Robins Enterprise Data Center C&A document. Chenega analyzes the data stored in the database, making recommendations for configuration changes related to performance and efficiency.

Chenega provides guidance in database design, offering expert technical support for system development efforts. They assist in determining data storage and configuration standards for HP, NetApp, EMC, and other storage devices. They further help to define enterprise standards and file system naming conventions and structures, develop and maintain written policies and procedures that govern the stated environment's administration and management, and maintain architecture plans for environments in accordance with Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIG).

Development and Test Environment Services

Chenega defines and enhances customer requirements during the prototyping and development processes. They perform application and database development and modification, as well as SharePoint development and

Chenega Past Performance #3 - Warner Robins (WR)

sustainment. They further perform requirements analysis, convert requirements into a technical solution, and develop technical design and documentation for the technical solution. Chenega hosts the development and test environments, which involves system installs, configurations, and patches; support of these environments includes application hosting of multiple applications and managing operating systems. They develop documentation such as capability requests, requirements documentation, test plans, and user manuals. Chenega develops and executes a test plan for solutions/projects. They develop and execute a deployment plan for implementation of changes to production systems, uploading respective documentation to the software repository.

SAP/ERP Application Hosting Services

Chenega hosts the development and test environments, as well as COTS services. Their team supports the system's requirements, including server management, hardware administration, processing power, memory, capacity performance monitoring, storage, and connectivity from various data centers.

History of high quality results and deliverables/staying within schedule and budget

Chenega validates adherence to the SCP Application Development/Maintenance Process Guide for all development projects (application, Web, databases), and verifies that the Portfolio Management and capability report processes are properly followed for each project. They estimate level of effort and perform a cost/benefit analysis for potential projects. Chenega is responsible for day-to-day project execution, including cost and schedule.

Cooperation and collaboration

Chenega interacts with DOE EIA as a unified, collaborative team.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Chenega uses best practices to manage IT infrastructure and software development and maintenance operations, including CMMI Level 2, ISO 9001:2008, and ITIL.

Responsiveness to customer requests for services, scheduled and ad-hoc

Chenega responds to help desk tickets within three hours, addressing customer-reported problems. In addition, they monitor and administer server security; this includes administering and managing accounts, as well as monitoring, auditing, and checking for security problems. Chenega adheres to organizational configuration management practices, assisting in documenting existing server and system configurations for systems within the data center.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.8 Esri's Past Performance Summary

CGI proposes Esri as a Team CGI member for the DOI FCHS program.

- Industry-leading expert in geospatial services and applications, including applications accessible via a SaaS model
- Current CGI partner supporting geospatial capabilities for EPA; in the planning phase of transitioning EPA's geospatial applications from EPA's National Computing Center (NCC) to the CGI Federal Cloud, meeting EPA requirements for secure Cloud services
- Value to the FCHS program: Technology partner and value-added service provider in delivering geospatially-focused solutions to DOI and the Bureaus via SaaS models

DOI Business Need	DOI LDT	USDA FNS	(b) (4)
Technical Service Lines			
Storage Services			
Secure File Transfer Services			
Virtual Machine Services		✓	
Database Hosting Services	✓	✓	
Web Hosting Services	✓	✓	
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.8-1. Esri's Relevant Past Performance.

A.8.1 Past Performance #1 – Esri – DOI LDT

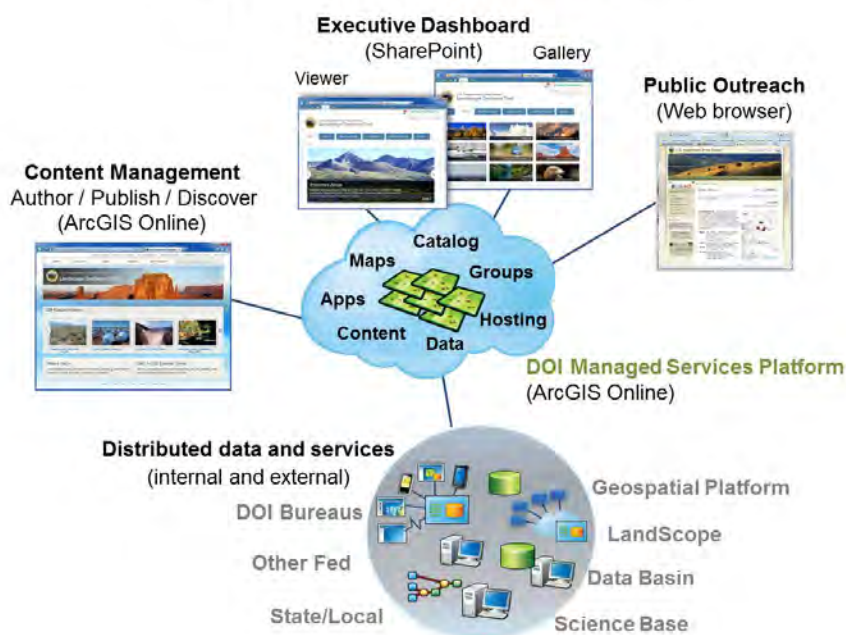
Esri Past Performance #1 - Department of the Interior (DOI) Landscape Decision Tool (LDT)	
1. Complete name of Government agency, commercial firm, or other organization	
The Morris K. and Stewart L. Udall Foundation/U.S. Institute for Environmental Conflict Resolution	
2. Complete address	
130 S. Scott Ave., Tucson, AZ 85701	
3. Contract number or other reference	4. Date of contract
1921 and 1955	December 21, 2011
5. Date work was begun	6. Date work was completed
December 21, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$150,000.00	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Udall Technical POC: Raquel Goodrich, Program Associate 130 S. Scott Ave., Tucson, AZ 85701 (520) 901-8514 goodrich@ecr.gov DOI Project Manager: Larry Sugarbaker, Senior Advisor 12201 Sunrise Valley Drive, Mail Stop 810 Reston, VA 20192 (703) 648-5741 lsugarbaker@usgs.gov	Phil Lemanski, Deputy Executive Director for Finance & Education 130 S. Scott Ave. Tucson, AZ 85701 (520) 901-8560 lemanski@udall.gov
10. Location of work	
Redlands, CA	
11. Description of the project	
<p>In 2011, DOI and the Udall Foundation required geospatial managed services, seeking a flexible, extensible, and standards-based solution for developing, customizing, and integrating geospatial Web services to support land and natural resource management. Esri was selected to support seven task areas:</p> <ul style="list-style-type: none"> ▪ Geospatial Web Service Development, Customization, and Integration ▪ Geospatial Data and Application Hosting ▪ Geospatial Data Improvement ▪ Maintenance and Support of Geospatial Web Services ▪ Training for Geospatial Web Services ▪ Facilitation and Collaboration Professional Services ▪ General Geospatial Technical Support and Consulting Services <p>DOI collectively manages more than 25% of the U.S. land mass. Management of this land has been divided into traditional silos: National Parks, National Wildlife Refuges, Bureau of Indian Affairs Tribal Lands, Bureau of Land Management, etc. Recognizing that landscapes don't end at the boundaries of a single department's responsibilities, DOI contracted with Esri to develop a prototype Cloud-based Landscape Decision Tool (LDT) to assist executive decision makers in transforming how the government approaches management of its land resources. Esri is involved in all phases of platform development and implementation. The tool is being implemented as a platform to:</p> <ul style="list-style-type: none"> ▪ Improve collaboration across Bureau lines by sharing data, maps, ideas, and innovations. ▪ Integrate data from multiple Bureaus and display it on maps using intuitive Web tools that support the 	

Esri Past Performance #1 - Department of the Interior (DOI) Landscape Decision Tool (LDT)

information needs of executives and technical staff.

- Configure and present data-driven dashboards that enable executives to monitor Bureau activities through reports, maps, charts, and graphs.
- Empower field workers with mobile access to the same information and maps they use in the office, enabling them to add new information to those maps from the field.
- Enable visualization of tabular data on a map with drag-and-drop ease.
- Engage in a dialog with citizens using social media and Web mapping, soliciting input on places they care about with the convenience of tools they are comfortable with.
- Collaborate with partners and share data and knowledge to achieve real results on local landscapes.
- Integrate DOI's significant existing investments in geospatial technology and data with geospatial information resources and capabilities available via the Cloud.

DOI Landscape Decision Tool



To accomplish these objectives, the platform leverages ArcGIS Online, Esri's Cloud-based Geographic Information System (GIS). ArcGIS Online enables users to store, manage, and host mapping services; easily publish geographic content; and off-load selected processing activities from existing DOI data centers. In addition, it will significantly reduce the technical and workload obstacles for content publishing that currently constrain GIS professionals from sharing and publishing their applications, maps, and data.

Platform capabilities include:

- **Content Management:** Thousands of analysts within DOI Bureaus use Esri's ArcGIS desktop tools to manage and integrate maps, as well as to perform advanced analysis of geographic relationships and trends. The new platform enables GIS professionals to create and share their maps, data, and GIS services easily through a Web browser, mobile device, or custom GIS application. Once shared, the maps, data, and services are discoverable and usable by other Web mapping applications without additional programming or Web hosting.
- **Mobile Access:** Mobile users will be able to access the platform using the free ArcGIS App for smartphones and tablets, which can be downloaded from the Apple App Store, Android Market, or Windows Marketplace. With these devices, users can find and share maps and mobile applications from the platform; use tools to search, identify, measure, and query; and collect, edit, and update GIS features and attributes.
- **Executive Access:** Dashboards that are easily configurable using applications such as Microsoft SharePoint provide intuitive and easy-to-use methods for managers to quickly find maps and information they need and

Esri Past Performance #1 - Department of the Interior (DOI) Landscape Decision Tool (LDT)

define map and analysis requests that can be routed to the DOI Bureaus for fulfillment.

- **Public Access:** The platform supports creation and publishing of public Web maps through the use of application templates. DOI application developers will be able to create DOI-specific templates that will be available to approved users. Published applications will be available as complete Web applications and can be embedded in DOI websites.
- **Collaboration and Workflow Management:** DOI users and managers can use the platform to collaborate on requests for analysis and compare the results of different analyses using Web maps. They can also take advantage of standard collaboration tools available with SharePoint.
- **Catalog/Data Discovery:** DOI users can register and share their online content and existing DOI Web services within the platform. They will then be able to share their registered content with specific user groups (communities) within the system. Once a user has shared content within the catalog, search tools will help other users find and use that content.
- **Hosted Web Services:** The platform hosts user-generated Web services and applications, as well as provides access to the extensive library of hosted Web services available in ArcGIS Online.
- **ArcGIS Online Web Services:** The platform will leverage a large and growing volume of Web services information in ArcGIS Online.

Storage Services

Not applicable.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

Web and database hosting services for the LDT are provided by ArcGIS Online as described above, as well as by additional geospatial servers running within DOI on physical or Cloud servers and servers outside of DOI.

Development and Test Environment Services

During the development phase of the project, Esri has maintained a Cloud-based development and test environment for the application connected to the ArcGIS Online environment.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Esri delivered the application within a six-month period, completing each aspect of the Software Development Life Cycle (requirements, design, development, testing, and acceptance). The project has followed a dynamic and iterative design approach where, after some weeks of development, the direction of the application was changed, and design work restarted to account for this change. The project is delivered according to a Firm Fixed Price budget.

Cooperation and collaboration

Esri has worked closely with DOI in establishing requirements, acquiring data sources, and designing and implementing information products. Several demonstrations have been given to executives at DOI.

Esri has performed this project in collaboration with a team of landscape conservation institutes, such as NatureServe, the Trust for Public Land, and Conservation Biology Institute. They subcontracted some of the application development to Blue Raster.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

One of the main goals of the LDT is to provide timely, accurate, and useful information regarding implementation and realization of DOI's Strategic Plan goals and objectives. This goal was realized through an initial set of information products that were defined during project execution. Based on ArcGIS Online and Microsoft SharePoint, the LDT has been architected to allow for extending its content and capabilities with additional information products.

Esri Past Performance #1 - Department of the Interior (DOI) Landscape Decision Tool (LDT)

Responsiveness to customer requests for service, scheduled and ad-hoc

Esri has used a dynamic and iterative development approach. The mid-project demonstrations to DOI leadership have had direct influence on the direction of the project and were accommodated for without affecting the overall budget.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.8.2 Past Performance #2 – Esri – USDA FNS

Esri Past Performance #2 - U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS)	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS)	
2. Complete address	
U.S. Department of Agriculture, 1400 Independence Ave. SW, Washington, DC 20250	
3. Contract number or other reference	4. Date of contract
C.14177.A.4110	April 2012
5. Date work was begun	6. Date work was completed
May 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$214,500	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Jonathan Bennett, Program Manager, SNAP Retailer Locator and Signage 3101 Park Center Drive, Alexandria, VA 22302 (703) 305-2795 jonathan.bennett@fns.usda.gov	David W. Lum, Contracting Officer/Team Lead 3101 Park Center Drive, Room 228 Alexandria, VA 22302 (703) 305-2991 david.lum@fns.usda.gov
10. Location of work	
Vienna, VA	
11. Description of the project	
<p>Each month, more than 47,000,000 people in the U.S. receive benefits from the Supplemental Nutrition Assistance Program (SNAP) (formerly the Food Stamp Program). In May 2010, USDA FNS launched a dynamic Web application to help SNAP recipients find local stores that accept this nutrition assistance benefit. The SNAP Retailer Locator is a user-friendly Web application that provides easy access to the location of the nearest SNAP-authorized stores.</p> <p>The SNAP Retailer Locator is hosted by Amazon Web Services in the Cloud under an agreement with Esri. Esri Managed Services supported the rapid deployment of the SNAP Retailer Locator to the Cloud, providing USDA with a scalable, cost-effective alternative to hosting the application internally.</p> <p>Esri Professional Services developed the basic SNAP map viewer using ArcGIS Server and the Flex Application Programming Interface (API), as well as uploaded existing FNS data, including approximately 230,000 points representing retail stores that accept SNAP benefits. The application uses base maps and geocoding services provided by ArcGIS Online. Esri provided a query service that allows users to search for nearby SNAP-authorized retailers by typing an address and specifying a maximum drive time. Results are viewable in the map viewer or in a table.</p> <p>The SNAP Retailer Locator was officially launched on May 19, 2010. It can be accessed at http://www.fns.usda.gov/snap/retailerlocator.htm. This locator was the first federal geospatial application hosted in the Amazon Cloud.</p> <p>On February 18, 2011, SNAP released the next version of the SNAP Retailer Locator. This release includes a Spanish language version, allows users to download data by state, and provides users with driving directions to retail locations. In addition, a consumable Web service, also accessible through www.data.gov, has been added to automatically link updated SNAP retailer data with other existing geospatial applications.</p> <p>Storage Services</p> <p>Esri uses Amazon Web Services (AWS) to support USDA with hosting and managing the SNAP Retailer Locator. AWS provides the Cloud infrastructure that is used by Esri to deploy and maintain the application based on ArcGIS Server. Image backups are taken of the application every time it is updated and stored in a highly redundant environment. Backups will be restored in the event of a failure in the environment. AWS also has</p>	

Esri Past Performance #2 - U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS)

multiple data centers located in separate geographic locations. If there are issues with the primary data center, Esri has the ability to deploy the SNAP Retail Locator in a different data center location. Furthermore, Esri has its own infrastructure located in Redlands, CA and Mesa, AZ, and partners with other Cloud providers as well. If AWS were to become unavailable, Esri would either deploy and maintain the SNAP Retail Locator on its own infrastructure, or work with one of its Cloud infrastructure partners.

Power backup and network monitoring and management are handled by AWS, which is the environment in which Esri uses to manage the SNAP Retail Locator.

SNAP Retail Locator data is updated one to two times per month. Esri takes images of the SNAP Retail Locator each time an update occurs and stores the image in a highly available environment called AWS Simple Storage Service (S3). In the event that there is a failure in the hosting environment, Esri will use the image to restore the application and associated data content.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Esri utilizes AWS Cloud infrastructure. For virtual machine services, Esri deploys GIS applications to the AWS Elastic Compute Cloud (EC2). Esri has certified its core ArcGIS software on the AWS platform and created an image that can be quickly deployed to the EC2 platform.

Web/Database Hosting Services

Esri Managed Services provides options for ArcGIS users to host and manage their hosted Web mapping applications, services, and databases in a reliable, scalable, and secure environment. GIS users can take advantage of over 40 years of expertise in maintaining and supporting GIS and associated infrastructure implementations. Esri has been supporting USDA for over two years, hosting and managing the SNAP Retail Locator Web application based on ArcGIS server technology. Esri provides 24/7 system monitoring and support, as well as ongoing data updates to the Web application.

Development and Test Environment Services

Esri manages its development environments in-house. The USDA SNAP Retail Locator is updated by Esri every two weeks. They follow standard change management procedures when applying updates to production systems. Updates are applied to a staging server, which is used to verify the data update prior to promoting the update to the production environment. The staging environment mirrors the production configuration and is used to validate that updates to production will be successful and not impact end users of the SNAP Retail Locator application.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Esri deployed the SNAP Retail Locator application on schedule and within budget.

Cooperation and collaboration

Esri has fostered an ongoing relationship with USDA while managing and maintaining the SNAP Retail Locator. USDA provides updated data content to Esri every two weeks, and supports testing and validation of the updates when they are applied.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Esri continually works toward improving the quality of their services. Project performance is tracked and assessed regularly, allowing Esri to implement improvements to systems to better serve their customers.

Responsiveness to customer requests for services, scheduled and ad-hoc

Esri is able to provide additional support as requested by USDA. Upon receiving requests to perform ad hoc data or application updates, or to generate special reports for the SNAP Retail Locator, Esri performs a thorough review of requirements with USDA and formulates a plan to support the specified requirements. Esri has the ability to quickly modify and add tasks to their USDA contract.

Esri Past Performance #2 - U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS)

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.8.3 Past Performance #3 – Esri – REI Systems

Esri Past Performance #3 - (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
(b) (4)	August 30, 2011
5. Date work was begun	6. Date work was completed
August 31, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	(b) (4)
10. Location of work	
(b) (4)	
11. Description of the project	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
Esri was contracted by (b) (4) to:	
<ul style="list-style-type: none"> ▪ Support the migration of (b) (4) based on Esri's Geoportal Server product. ▪ Develop the (b) (4) website based on Esri's Portal for the ArcGIS product. ▪ Design the Cloud configuration for both (b) (4). ▪ Provide continued support to further enhance the two new websites and integrate them with other parts of (b) (4). ▪ Provide consulting support on the further extension of the (b) (4). 	
<u>Storage Services</u>	
Not applicable.	
<u>Secure File Transfer Services</u>	
Not applicable.	
<u>Virtual Machine Services</u>	
Not applicable.	
<u>Web/Database Hosting Services</u>	
Not applicable.	

Esri Past Performance #3 - (b) (4)

Development and Test Environment Services

Esri provided in-house development and test environments for performing and verifying developed applications before transferring to (b) (4) for deployment on the staging and production servers.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Esri has delivered all deliverable artifacts thus far on-time and within budget.

Cooperation and collaboration

Esri keeps in routine contact with the prime contractor and the government to maintain close collaboration and coordination on project work.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Esri worked with (b) (4) and the government to provide advice on optimal system architecture, addressing performance and reliability goals. They supported configuration and analysis of system logs to identify and solve performance issues.

Responsiveness to customer requests for services, scheduled and ad-hoc

Esri made staff available at flexible times, including outside of normal business hours, to ensure on-time delivery of project milestones and support for time-critical ad-hoc issues.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.9 G&B Solutions’ Past Performance Summary

CGI proposes G&B Solutions as a Team CGI member for the DOI FCHS program.

- DOI-trusted provider of IT infrastructure operations, disaster recovery, and continuity of operations support within National Business Center data centers
- Value to the FCHS program: Value-added services provider to assist in strategic initiatives, planning and design, and transition and migration services, as well as support for Program Growth and Bureau Outreach initiatives

DOI Business Need	SSA SOSS	DOI NBC	DOL LAN/WAN
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services			
Virtual Machine Services	✓	✓	✓
Database Hosting Services			
Web Hosting Services			✓
Development and Test Environment Hosting Services	✓	✓	
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓		✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓		✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.9-1. G&B Solutions’ Relevant Past Performance.

A.9.1 Past Performance #1 – G&B Solutions – SSA SOSS

G&B Solutions Past Performance #1 - Social Security Administration (SSA) System Operations Support Services (SOSS)	
1. Complete name of Government agency, commercial firm, or other organization	
Social Security Administration (SSA), subcontractor to Koniag Services Inc. (KSI)	
2. Complete address	
Koniag Services Inc., 4100 Lafayette Center Drive, Suite 110, Chantilly, VA, 20151	
3. Contract number or other reference	4. Date of contract
SSOO-09-60009 (Prime) SSOO-09-60009-GBS (SubK)	February 9, 2009
5. Date work was begun	6. Date work to be completed
February 9, 2009	February 8, 2014
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$49M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Ron Wilkinson, Project Manager 4100 Lafayette Center Drive, Suite 110 Chantilly, VA 20151 (410) 966-1209 rwilkin@ksikoniag.com	Charles Dennis, Contracts 4100 Lafayette Center Drive, Suite 110 Chantilly, VA 20151 (703) 488-9361 cdennis@koniag.com
10. Location of work	
National Computer Center (NCC), Baltimore, MD; Second Support Center (SSC), Durham, NC; SSA headquarters campus sites; and three Regional Operations Communications Centers (ROCC)	
11. Description of the project	
<p>G&B provides a team of 83 staff members, delivering a full range of innovative, cost-effective operations and maintenance services for the SSA Office of Telecommunications and System Operations (OTSO), including system (mainframe and open), network, and Local Area Network (LAN) administration; Web development and design; firewall, remote access, and router management; and help desk services. They support SSA's centralized computing facility of mainframe and mid-range platforms. G&B applies a tailored, repeatable Systems Development Life Cycle for IT and infrastructure support.</p> <p>Storage Services</p> <p>G&B provides storage management support for approximately 1,000 Terabytes of storage connected to open system servers. The environment includes IBM and Dell Intel-based servers and Sun Servers with Solaris. Hardware connects to EMC and Hitachi Storage Area Networks (SAN). As a part of storage management, G&B provides LAN support, including adding new hardware/software and troubleshooting in the system environment. They are responsible for installing and configuring SAN stage equipment, including Brocade and Cisco switches, EMC and Hitachi SANs, Sun/STK tape silos, and libraries using the Veritas suite of tools for backup and recovery. G&B further supports problem resolution activities for Oracle and IBM DB2 database operations in field offices and remote computing center locations.</p> <p>They proactively monitor system components, addressing issues as they arise using network management/ monitoring tools such as Smarts, NetQoS, CiscoWorks, and DDM manager. G&B rapidly responds to issues, ensuring the customer is notified of systems outages. They perform network management in support of data and VoIP traffic, troubleshooting and diagnosing problem areas across the network, as well as validating network health. G&B further supports Multi Protocol Label Switching (MPLS) migrations and VoIP installations. They monitor for problems daily, identifying issues within the network infrastructure, which are then troubleshot and resolved. Network equipment includes servers, workstations, and Cisco switches and routers.</p> <p>G&B successfully controls several areas of planning and implementing network security, as well as managing</p>	

G&B Solutions Past Performance #1 - Social Security Administration (SSA) System Operations Support Services (SOSS)

host security, file permissions and backup, and disaster recovery plans. They implement virtual server disaster recovery solutions for several branches within SSA, conducting analysis and providing technical support to ensure agency backup and recovery infrastructure availability.

G&B monitors the production jobs executed at SSA Headquarters and all ROCC and DMA locations in 13 cities. Emergency preparedness, threat identification, and intrusion detection and prevention must be performed to support critical infrastructure protection and disaster recovery; the objective is to validate the integrity and efficient utilization of mainframe and open systems' online disk storage that supports SSA's legacy systems and master database files.

As a part of their threat identification activities, G&B monitors and enforces compliance with documented SSA system security standards. The Intrusion Protection Team (IPT) protects SSA's critical assets with a proactive approach to preventing intrusions, leading responses to potential computer-related threats and vulnerabilities. The network-based intrusion detection G&B implemented allows the IPT to proactively identify threats. G&B's expert technicians enable SSA to handle advanced threats, while adapting to network changes initiated by other systems components.

G&B monitors all anomalous traffic across SSA's Enterprise Network, proactively identifying malicious software and activity that violates SSA's Security Policy. In the event they detect anomalous activity, the G&B remediation team quickly resolves the identified threat.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

G&B provides administration and support for Virtual Private Network (VPN), High Assurance (HA) smartcard-based remote access services. They image smart cards, provide HA security desk support, and establish and maintain user accounts. G&B further implements virtual server disaster recovery solutions for several branches within SSA. They conduct analysis and provide technical support to ensure agency backup and recovery infrastructure availability.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

G&B supports timely and quality development activities using project plans and schedules. Their development efforts include website development, for which they design, edit, and maintain a variety of technical and non-technical websites utilizing Dream Weaver, SharePoint, Visio, ASP.Net, SQL Server, and Cold Fusion. They develop software, providing enhancements and integration as needed to support mission-critical applications for over 106,000 users. As a quality measure, G&B verifies that supporting files/programs are properly developed, and develops scripts and code as needed. They provide technical analysis and evaluation of the current applications to determine what further development efforts are required. Furthermore, they support Oracle and IBM DB2 database operations and applications, performing monitoring and maintenance to validate that records are accurate and that the operating capabilities are healthy for SSA databases and applications. When issues are identified through the monitoring process, G&B troubleshoots until they are successfully resolved. They coordinate as necessary, cross-cutting through applicable groups and stakeholders to verify that maintenance actions are consistent across the board and that solutions can be implemented without creating new issues. G&B analyzes data requirements and provides recommendations for new technologies based on their knowledge of the environment and the findings of their analyses.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

G&B has successfully met each commitment and milestone on schedule, beginning with the seamless transition and throughout the course of the program. Their staff members have a history of delivering consistent, quality deliverables, reviewing specific processes and products, implementing assigned corrective actions, and identifying and communicating potential process improvements. Execution of these quality assurance processes is an integral factor in each employee's individual annual performance plan.

G&B Solutions Past Performance #1 - Social Security Administration (SSA) System Operations Support Services (SOSS)

G&B has extensive experience managing multiple concurrent tasks at SSA. Their Project Management Plan (PMP) enables them to successfully manage and report on multiple projects across multiple sites.

G&B's Project Management Professional (PMP)-certified Project Manager has successfully maintained costs on SOSS. G&B has a proven record of completing projects within budget.

Cooperation and collaboration

G&B immediately set a precedence of cooperation and collaboration, beginning with their flawless transition, which relied heavily on their ability to successfully collaborate with their client and staff. They received positive feedback and customer appreciation for the success of the transition. G&B has continued to receive positive feedback, with SSA recognizing their staff for excellent customer service and cooperation.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Over 80% of trouble tickets are resolved on the first call; trouble resolutions are in support of Data Center Operations, Network Services, and Email Services. G&B's personnel have received 15 nominations/awards for excellent customer service. Some awards include the Brach Chief Accommodation Award in 2009 for their outstanding performance in technical support and dedication on the SOSS program, as well as the Federal Parent Locator Service Choice Award in 2009 for their performance in transitioning the Office of Child Support Enforcement data exchange. Based on G&B's exceptional performance record at SSA, the client has extended the opportunity for G&B to take on a broader range of responsibility; the scope of their role has expanded to include remediation in attrition and identification of security threats.

Responsiveness to customer requests for services, scheduled and ad-hoc

As a team, the G&B staff has successfully worked collaboratively, responding promptly to their clients and other staff members, completing tasks on time, rapidly and effectively resolving technical issues, producing high-quality deliverables, and providing clear communication and status updates.

Supporting their client via remote maintenance, G&B quickly troubleshoots workstations. Their rapid response and ability to identify a solution quickly enables SSA to remain efficient, minimizing its downtime. G&B provides rapid problem resolution for servers via Altiris deployment server tools and utility software.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.9.2 Past Performance #2 – G&B Solutions – DOI NBC

G&B Solutions Past Performance #2 - Department of Interior (DOI) National Business Center (NBC) IT Security Support

1. Complete name of Government agency, commercial firm, or other organization.

Department of Interior (DOI) National Business Center (NBC)

2. Complete address.

Acquisition Branch, P.O. Box 272040, Denver, CO 80227

3. Contract number or other reference

NBCDO6004 and D11PX40235

4. Date of contract

February 24, 2006

5. Date work was begun

April 1, 2006

6. Date work was completed

October 15, 2012

7. Estimated contract price

\$ 44,544,504.00

8. Final amount invoiced or amount invoiced to date

(b)

9a. Technical point of contact

Stacy Edeburn , Acting CISO
7301 W Mansfield Ave., Denver, CO 80235
(303) 969-7468
stacy_l_edeburn@nbc.gov

9b. Contracting or purchasing point of contact

Shanta Harrison , Contracting Officer
P.O. Box 272040, Denver, CO 80227
(303) 969-7224
shanta_m_harrison@nbc.gov

10. Location of work

Denver, CO

11. Description of the project

The DOI NBC was established in 2000 through the consolidation of three service centers within DOI. Since then, the NBC has grown significantly in size and scope through the merger of additional organizations. The NBC has been the most successful of the federal-wide payroll and personnel SSPs, with a customer base of more than 150 government offices and agencies, supporting 25% of the entire Federal Government's payroll processing needs.

Under several concurrent delivery order contracts, G&B provides a wide range of IT support services at NBC, including Web application development and hosting, database and SAN administration, security systems administration, configuration management, storage engineering, IT infrastructure services, and service desk support for more than 3,000 data center users. NBC's complex data center environment is comprised of numerous operating systems on mainframes, 200+ UNIX servers, and 200+ Intel servers supporting more than 350,000 clients. G&B began their partnership with NBC in 2002, addressing the government's evolving information security regulations. G&B runs the Certification and Accreditation (C&A) and Plan of Action and Milestones (POA&M) teams, which are responsible for developing and maintaining an effective risk management process. They work with the NBC to produce plans and procedures to successfully manage risk.

G&B conducts security self assessments, Web application vulnerability assessments, Independent Verification and Validation (IV&V), penetration testing, architectural risk analysis, and threat modeling. They work proactively to avoid security vulnerabilities, but when threats do arise, they work collaboratively to identify and remove them. G&B supports disaster recovery planning and supporting documentation. They further evaluate new security technologies for integration into the existing NBC environment, and perform gap analyses of existing NBC security programs against industry best practices. G&B produces or assists in producing National Institute of Standards and Technology (NIST)-compliant security deliverables, including System Security Plans, Security Training Plans, Security Assessment Reports, System Test and Evaluation Plans, Contingency Plans, Privacy Impact Assessments, E-Authentication Risk Assessments, Security Test and Evaluation Plans, and Disaster Recovery Plans. They enter all information supporting Federal Information Security Management Act (FISMA) compliance into the Cyber Security Assessment Management (CSAM) system used at DOI.

Storage Services

The NBC environment is composed of one mainframe, more than 100 UNIX servers, and more than 700 Intel

G&B Solutions Past Performance #2 - Department of Interior (DOI) National Business Center (NBC) IT Security Support

servers supporting more than 350,000 clients. The NBC Information Technology Directorate is responsible for managing the NBC Denver Data Center (DDC) General Support Systems (GSS) in support of NBC clients and a variety of sponsored applications. Direct computer services are provided for client-specific applications. The DDC GSS consists of seven subsystems; its accreditation boundaries encompass the operating perimeters of all seven subsystems. G&B is responsible for the operations, administration, security, and compliance of the network and systems at the NBC data center. They use security tools such as Tenable, WebSense, and CoreImpact to protect the data center.

G&B provides primary support for Information Systems Security Operations through day-to-day management and maintenance of critical security infrastructure with intrusion detection and prevention systems, centralized security event monitoring and alerting, application firewall management, network admission control, and firewall policy management. Security engineering activities include evaluating new security technology for integration into the existing environment, creating and managing high-level security policies and procedures, and gap analysis of existing security programs against industry best practices.

G&B is responsible for incident handling and response activities, including creating and managing CSIRT policies and procedures, full forensic analysis of system and network devices, and awareness training for users, management, and IT administrators. They manage a value-added POA&M Management Services program for mitigation of POA&M-specific weaknesses and vulnerabilities across multiple NBC systems; this includes preparing policies and procedures; timeline and suspense tracking; reporting, analysis, and mitigation; statements of risk acceptance and security posture; audit and testing support; and creating and maintaining management reporting databases. G&B implemented a senior risk evaluation function at the DOI NBC to create an enterprise view of vulnerabilities and associated threat factors, including mission, IT, budget, and security posture. They operate vulnerability management and compliance within the enterprise and IT security operational environments, enabling situational awareness and command and control. They further deliver official POA&M Quarterly Reports to DOI for OMB, and gather CIO and DAA signatures for Weakness Completion Verification Forms.

G&B performs the full suite of server maintenance duties, including installing, configuring, performance monitoring, patching, upgrading, migrating, troubleshooting, and maintaining hardware/software and other activities for more than 200 Windows servers to ensure the availability and functionality of production and test systems in a 24/7 environment. They maintain and update a variety of images of base server configuration under established configuration management procedures; define and administer the backup and recovery schedules and procedures, including software installation and node management; and manage the server cluster environment, including configuration, shares, and permissions. G&B manages the Active Directory forest and domain environments. They support the NBC Denver Messaging environment, including monitoring messaging server databases, server mailboxes, and server logs; managing the test environment; and performing monthly maintenance of DOI address books and mailboxes. In addition, G&B performs offline equipment operations support and tape library functions, operational maintenance of computer peripherals, maintenance of the system activity logs, operation procedures, and production schedules. G&B provides technical systems software support on a continuous basis, maintaining and modifying operating systems and user-supplied software systems. This includes designing, integrating, coding, debugging, and testing other systems' software. G&B supports 200+ UNIX servers by providing system administrators, programmers, and specialists in analysis, design, installation, implementation, configuration, performance, administration, operation, and security.

They provide comprehensive support to the critical security administration function, including processing security requests, analyzing reports, resolving problems, and supporting continuity of operations/disaster recovery, audits, and IT projects such as operating system upgrades and new client implementations to validate compliance with federal IT security laws and guidelines. G&B monitors various financial and DB systems and other applications, as well as performs DB backups, updates, and patches. G&B complies with federal (A-123), agency, and site-specific security regulations, including access methods and procedures, proper handling of government equipment, and protection of information and systems.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

For the National Business Center, G&B supported long-term efforts to improve productivity and reduce operating costs (e.g., "green" operation) by supporting both virtualization and implementation of Cloud technology

G&B Solutions Past Performance #2 - Department of Interior (DOI) National Business Center (NBC) IT Security Support

capabilities. They implemented server virtualization, reducing the overall UNIX and Windows server footprint. G&B supported NBC's implementation of Cloud technology capabilities within its mainframe environment, and migrated some server functions to this PaaS-enabled mainframe to optimize the environment, while further reducing the overall footprint and energy consumption. G&B's Windows Server Administration team implemented virtualization technologies for over 200 Windows servers; the UNIX Server Administration team implemented virtualization technologies for over 200 UNIX servers in the NBC environment.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

G&B evaluates new NIST security policy criteria, designing a new standard and template that effectively integrates the new NIST 800-53 controls. This new methodology streamlines SSP production and tracking using Internal Control Review (ICR) methods. The workflow supports delegation of SSP sections to responsible branches, relieving the burden on the Security Division. G&B manages and leads two project teams across multiple sites to conduct C&A efforts; this includes Security Test and Evaluations (ST&E) of 17 major applications and 7 general support systems for the NBC.

G&B manages records by documenting System Security Plans, Security Test and Evaluation Reports, privacy impact assessments, risk assessments, contingency plans, and security impact assessments. They validate that documentation remains compliant with NIST requirements.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

G&B regularly assesses their overall customer satisfaction in the form of customer satisfaction surveys. G&B's Quality Manager requested responses from six DOI NBC respondents in September 2010. Each respondent was given eight questions and a rating system on a scale of one (Unsatisfactory) to five (Superior). G&B received a 98% satisfaction rating, with all respondents stating that they would do business with G&B again.

G&B has stayed within budget on the DOI NBC program to date. They use effective resource management in addition to streamlining processes, generating efficiencies, and ensuring accuracies to control costs. Their cost-control process focuses on developing project and budget plans and schedules, as well as continuous monitoring via informal daily assessment and formal, regularly scheduled management reviews.

Furthermore, G&B consistently meets deadlines. They manage multiple concurrent efforts by cross-utilizing and scheduling personnel and other resources to avoid conflicts.

Cooperation and collaboration

G&B's Program Manager collaborates closely with NBC through status meetings, project planning, performance metrics reports, and presentations for NBC executives. They communicate project finances, and produce and maintain project documentation.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

G&B worked with NBC to completely redevelop required templates with the release of NIST 800-53, Revision 2 in 2007 and Revision 3 in 2011. They also partnered with NBC to offer a unique business management service to other federal agencies. G&B developed the C&A process used by NBC, which NBC subsequently markets as the Information System Security Line of Business (ISSLOB) to other agencies. NBC's ISSLOB COE is positioned to perform the full range of information assurance services at DOI and multiple agencies. Their mission is to serve as a trusted advisor to the federal community by providing security services that balance business needs with security risks, while supporting compliance with federal regulations.

Responsiveness to customer requests for services, scheduled and ad-hoc

G&B continually delivers superior customer service to the NBC, receiving a 98% satisfaction rating based on surveys completed by the client.

G&B Solutions Past Performance #2 - Department of Interior (DOI) National Business Center (NBC) IT Security Support

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.9.3 Past Performance #3 – G&B Solutions – DOL LAN/WAN

G&B Solutions Past Performance #3 - Department of Labor (DOL) Local Area Network (LAN)/Wide Area Network (WAN) Services	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of Labor (DOL), Bureau of Labor Statistics (BLS)	
2. Complete address	
2 Massachusetts Avenue NE, Washington, DC 20212	
3. Contract number or other reference	4. Date of contract
GS-35F-0597L, BPA # DOLQ099J29097	July 9, 2009
5. Date work was begun	6. Date work was completed
October 1, 2009	September 30, 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$8M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Nadeem Sahibzada, Branch Chief 2 Massachusetts Avenue NE Washington, DC 20212 (202) 691-5956 sahibzada.nadeem@bls.gov	Patricia Hammons, Contracting Officer 2 Massachusetts Avenue NE Washington, DC 20212 (202) 691-6048 hammons.patricia@bls.gov
10. Location of work	
Washington, D.C.	
11. Description of the project	
<p>In support of the U.S. Department of Labor BLS mission, G&B operates, maintains, engineers, administers, enhances, expands, and supports the BLS LAN/WAN to validate its ongoing availability and reliability. They verify that the network infrastructure is current to accommodate statistical application programs' increasing needs for network connectivity and performance. G&B transitioned into this contract in October 2009, providing data center facility management, program management, network operations, PC hardware desktop support, VPN support and administration, application server support and administration, and SAN and Network-Attached Storage (NAS) operations. They research, design, engineer, test, and deploy newly-approved technologies to improve the reliability, integrity, and security of the BLS network and computing infrastructure.</p> <p>G&B supports approximately 2,500 desktops; 2,000 laptops; 700 tablet PCs; 350 Windows servers in an Active Directory environment; 160 Solaris UNIX servers that support the Bureau's Sybase, Oracle, WebLogic, and SAS applications; and several hundred network and desktop printers. The geographic scope includes onsite support at BLS' National Office in Washington, D.C. (the core of the BLS LAN/WAN) and remote support of 8 regional offices, 16 Regional Office Collection Centers, and state locations across the country and in U.S. territories.</p> <p>Storage Services</p> <p>G&B provides application server management, instance creation, administration, monitoring, and maintenance to support BLS with their application server performance and tuning. They manage application security through backup and recovery activities. G&B further performs administration, operations, and maintenance on application servers, including installation, maintenance, and troubleshooting of the application servers' management tools. G&B resources support the BLS facilities and infrastructure using NetApp storage network and capacity planning models to accommodate the 70% annual data growth generated by the organization. G&B performs design, engineering, administration, and installation in support of BLS network communications, including:</p> <ul style="list-style-type: none"> ▪ Developing a next generation design to support the growth in data achieved by the organization. Requirements were established by monitoring traffic, establishing growth patterns, and evaluating planned projects and existing issues. 	

G&B Solutions Past Performance #3 - Department of Labor (DOL) Local Area Network (LAN)/Wide Area Network (WAN) Services

- Designing a NOC, which is currently in the process of being built, to support the mission-critical needs of the organization.
- Utilizing tools from Wireshark, InfiniStream, Solarwinds, and NetCool to establish baseline operational models.
- Enabling the design and deployment of the next generation network, which included Cisco Nexus 7010, 5000, and 2148 products for state-of-the-art provisioning and processing, as well as 10 Gbps capabilities to support the high-level data processing required by BLS and its customers.

G&B analyzes and resolves application server and related networking and communications issues with BLS applications under development and in production, as well as researches, tests, and proposes software and hardware upgrades to improve BLS application server environments. They proactively identify problems affecting performance, reliability, and security using traffic analysis software tools; administer and maintain network monitoring; and initiate diagnostic and corrective actions. G&B provides planning, engineering, and architecture support for the BLS network and computer expansions and upgrades, as well as configuration design for LAN/WAN components.

In addition, G&B validates the availability of BLS-critical infrastructure. Their disaster recovery plan for implementing WAN enterprise systems backup and restoration procedures on BLS WAN enterprise systems follows COOP and federal security requirements through:

- A COOP location in Atlanta. The NetApp storage network is on an automated replication schedule, whereby frequency is determined by the importance of the application to the organization. Servers are in place to support critical business operations, and periodic testing of COOP procedures is completed and documented.
- Annual training for G&B operational personnel based on criticality of the position. Personnel are involved with COOP testing, and establishing, monitoring, and validating operations.

G&B supports the disaster recovery facility in Atlanta, GA by transferring data from Washington, D.C. to Atlanta. This syncs the two locations, enabling the Bureau to restore mission-critical applications in the Atlanta location in the event that the applications cannot be run in the Washington, D.C. location.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

G&B virtualizes servers using VMware for consolidation and more efficient resource utilization.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

BLS measures G&B's performance using a set of defined Acceptable Quality Levels (AQL). G&B has consistently met and/or exceeded the AQLs, receiving an incentive award five times as a result.

G&B consistently provides prompt responses to customer needs, meeting established deadlines. Their approach to timely performance and minimized performance risk focuses on task planning and control procedures, continuous customer interface, and effective risk management procedures. These procedures are designed to identify potential problems or risk areas, promptly assess alternatives for resolution, and develop mitigation plans.

Cooperation and collaboration

G&B's business relations are excellent, as they uphold high standards of professionalism and customer focus. It is their priority to foster a strong partnership with BLS, maintaining positive business relations through cooperation, responsiveness, and immediately resolving potential problems.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

G&B has delivered significant improvements to processes during their time at BLS, cultivating an infrastructure

G&B Solutions Past Performance #3 - Department of Labor (DOL) Local Area Network (LAN)/Wide Area Network (WAN) Services

that runs as a highly efficient, finely tuned machine. They created a strategy to address OMB requirements, while providing standardization and virtualization across the environment. G&B's design enables growth and facilitates the ability for department-wide consolidation activities to continue over time. They established processes and procedures, enabling BLS to effectively manage its UNIX servers, as well as to efficiently recover UNIX servers in the event of disasters.

Responsiveness to customer requests for services, scheduled and ad-hoc

G&B works closely with BLS, promptly responding to service requests.

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.10 IQ Business Group’s Past Performance Summary

CGI proposes IQ Business Group as a member of Team CGI for the DOI FCHS program.

- Certified small business with significant expertise in supporting Federal Government content management, records management, and archiving needs
- Recent contract awardee to support DOI's enterprise Cloud-based records/content management and electronic archiving solution
- Value to the FCHS program: Value-added Team CGI partner in supporting additional DOI and Bureau content management, records management, and archiving in Cloud solutions

DOI Business Need	DOI OCIO	(b) (4)	NC DOT
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services			✓
Virtual Machine Services	✓		✓
Database Hosting Services	✓		✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓		✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓		
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓		
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓		
Provide tiered functions, service levels, and performance for customers	✓		
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.10-1. IQ Group’s Relevant Past Performance.

A.10.1 Past Performance #1 – IQ Business Group – Department of the Interior, Office of the Chief Information Officer

IQ Business Group Past Performance #1 – DOI Office of the Chief Information Officer	
1. Complete name of Government agency, commercial firm, or other organization	
US Department of the Interior (DOI), Office of the Chief Information Officer (OCIO)	
2. Complete address	
1849 C Street, NW Room 7444, Washington, DC 20240	
3. Contract number or other reference	4. Date of contract
D12PC00403	June 4, 2012
5. Date work was begun	6. Date work was completed
May 16, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$53M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
John Montel, eRecords Service Manager 1849 C Street, NW Room 7444 Washington, DC 20240 202-208-3939 john_montel@ios.doi.gov	Alan Rumney, Contracting Officer 1849 C Street, NW Room 7444 Washington, DC 20240 202-226-4526 Alan.Rumney@aqd.nbc.gov
10. Location of work	
Washington, D.C.	
11. Description of the Project	
<p>IQ Business Group (IQBG) provides DOI with a single cohesive integrated information governance platform designed to support and manage 120,000 employee records, content, and information – independently, fixed, or mobile access. System to include a production site, a backup site, a test development site, connected via secure communications, and security infrastructure. System to include infrastructure as a service, software and a service, and help desk 24x7.</p> <p>To include:</p> <ul style="list-style-type: none"> ▪ Records Management DOD 5015 v3 ▪ Records, Document and Email Monitoring/Archive ▪ Records and Document Content Management ▪ Records and Document Imaging ▪ Records and Document Management ▪ Records and Document Scanning ▪ Records and Document Workflow ▪ Records and Document Collaborating Workspaces ▪ Records and Document Auditing ▪ Records and Document Advanced Early Case Assessment & Review/eDiscovery ▪ Records and Document Auto Classification ▪ Records and Document Mobility Content Management, Everywhere ▪ 120TB of storage expandable to 240TB ▪ Real time Portal: Provides comprehensive views in the performance of all service components, availability status, usage, utilization power. Full auditing capabilities of application usage, records and document access, and activities including all required reports. ▪ Organizational change management support services ▪ Support for records disposition to NARA 	

IQ Business Group Past Performance #1 – DOI Office of the Chief Information Officer

- Information Governance Support
- Section 508 Compliant and 508 document conversion support
- SDK/API Documentation for all products
- eFOIA support
- Migrate existing 85TB+ of past email archive to new platform
- Training

Additional services under contract include: national wide shredding services, nationwide digitization/document conversion services, and nationwide labor support services.

Storage Services

Hardware Management and Backup:

Ongoing success in managing large volumes of data consistency.

Power Backup Redundancy:

IQBG data center provides 200+ Megawatts of total power capacity, N+1 redundant designs, generator and battery backup, and redundant cooling infrastructure

Network Monitoring and Management:

- 24/ 7/365 Operational Service Center (OSC) & Support
- 24/ 7/365 Managed Network Monitoring & Statistical Analysis

System Backup and Restoration:

Ongoing testing for DOI EES system occurs on a regular basis. All testing has been successful.

Disaster Recovery (DR) and Continuity of Operations:

IQBG has provide the management of the EES program modifications to the DR COOP plan and is in process with DOI OCIO to modify.

Secure File Transfer Services

Not Applicable.

Virtual Machine Services

IQBG manages all existing VM machines and services successfully on an ongoing basis. To date, we have maintained 100% up time.

Web/Database Hosting Services

We currently host all related databases for this very large system

Development and Test Environment Services

We maintain an existing test development system with the FISMA Moderate/High security envelope.

SAP/ERP Application Hosting Services

Non Applicable.

History of high quality results and deliverables

IQBG has delivered the contract system with 44 days of award and on budget – initial deliverable was 45 days.

Cooperation and collaboration

IQBG has maintained excellent collaboration and communications with the Office of the CIO and continues to assist in resolving ongoing program initiatives.

Quality of service and improvement

Weekly meeting of IQBG Team leads, IQBG Program mangers all contribute to ongoing success.

Responsiveness to customer requests for services

IQBG has demonstrated exemplary customer support for additional informational requests, to include ad hoc request such daily statistics, architectural modifications. IQBG has also worked very closely with other vendors for other projects providing both technical and consultative expertise for issues that have arisen in a fast pace environment with multiple project rollouts by the DOI Client and the Office of the CIO.

IQ Business Group Past Performance #1 – DOI Office of the Chief Information Officer

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not Applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.10.2 Past Performance #2 – (b) (4)

IQ Business Group Past Performance #2 – (b) (4)

1. Complete name of Government agency, commercial firm, or other organization

(b) (4)

2. Complete address

(b) (4)

3. Contract number or other reference	4. Date of contract
--	----------------------------

(b) (4)

January 1, 2011

5. Date work was begun	6. Date work was completed
-------------------------------	-----------------------------------

January 1, 2011

Ongoing

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
------------------------------------	--

(b) (4)

(b) (4)

9a. Technical point of contact	9b. Contracting or purchasing point of contact
---------------------------------------	---

(b) (4)

10. Location of work

(b) (4)

11. Description of the Project

The IQ Business Group has been assisting (b) (4) its subsidiaries and affiliates with initiatives to improve their productivity through the utilization of process improvements and technology. 2012 contracts for guaranteed level of effort are in process with an estimated value (b) (4). Below please find descriptions for each task order (TO) issued:

TO 1: (b) (4) Technical Documentation

Technical documentation to include feature and functions of a Web-based software platform, with technical comments to include best practices.

TO 2: CAPS Microsoft BPOS Implementation

Migration of (b) (4) company's Exchange (email) and SharePoint environments to the Microsoft Cloud.

TO 3: (b) (4)

The IQ Business group was approached by (b) (4) to investigate possibilities to replace the current integration systems in use. These systems are used by (b) (4) to manage the various external system integrations into the (b) (4) system. The current integration system was custom build using (b) (4). The integration system currently provides the following functionality:

- It manages the integration configuration
- Provides a Web user interface for managing and monitoring integration operations
- Schedules integration processes
- Imports Messages from Web service locations
- Resolves incoming messages
- Validates incoming messages
- Formats outgoing messages

IQ proposed the use of Microsoft BizTalk 2010 Integration Server to replace the bulk of the integration logic.

IQ Business Group Past Performance #2 – (b) (4)

Microsoft BizTalk 2010 Integration Server provides a scalable, configurable integration solution between HospiScript and their trading partners.

The architectural solution has been designed to meet the immediate needs of several new interfaces that must be deployed in the near future. As a result, this architecture is viewed as evolving and the in-scope requirements will be grouped into a deployment called Phase I. Further phases will be initiated as required.

Phase I

- Architecture Documentation
- External Interface Documentation
- (b) (4) Standard Mapping Documents (Eligibility Mapping for 14 clients mapping External Interfaces to (b) (4) Staging Table)
- Build BizTalk Environment (For Eligibility Messages)
- Input of multiple Client Messages (14 Client Eligibility Feeds)
- File Validation
- File Error Reporting
- Web Services – As needed
- (b) (4) Mapping Rules (Excluding Client Specific Mapping/Business Transformation Rules)
- Create Output into HospiDirect Staging Table

Phase II

- (b) (4) Standard Mapping Documents (b) (4) Mapping for 9 clients mapping External Interfaces to (b) (4) Staging Table)
- Build BizTalk Environment (For (b) (4))
- Input of multiple Client Messages (9 Client (b) (4))
- File Validation (Add logic for (b) (4))
- File Error Reporting (Add logic for (b) (4))
- Web Services – As needed
- (b) (4) Mapping Rules (Business Transformation Rules)
- Create Output into (b) (4) Staging Table

Phase III

- Client Specific Mapping Documents (Adding all Client Specific Business Transformation Rules)
- Build BizTalk Environment (For 14 Clients - Specific Business Transformation Rules pertaining to each client)
- Input of multiple Client Messages (modify for Client Specific Business Transformation Rules)
- Web Services – As needed
- (b) (4) Mapping Rules (For 14 Clients - Specific Business Transformation Rules pertaining to each client)
- Create Output into (b) (4) Staging Table

TO4: (b) (4)

(b) (4)

- (b) (4) is built on an Oracle platform whereas the (b) (4) standard is SQL
- (b) (4) reports are generated by Business Objects whereas (b) (4) utilizes ClickView for reporting purposes
- Ad-hoc reporting and data calls are supported with external applications (MS Excel and Access) coupled with manual effort
- (b) (4) has a number of hooks or connections into current (b) (4) systems that feed claims data into (b) (4) is extracted from (b) (4) for invoicing and payment (4)

IQ Business Group Past Performance #2 – Catamaran (Formerly: Catalyst Health Solutions, Inc.)

IQBG proposes developing an approach and plan to migrate (b) (4) into a (b) (4) owned/leased facility in a short of period as possible.

TO5: Mail ePost Technical Documentation

Technical documentation to include feature and functions of an open source ERP software system specific to (b) (4), with technical comments to include best practices. Task order also includes ongoing technical support and enhancements to the system to optimize efficiencies throughout the (b) (4).

TO6: (b) (4) Integration

Business Process consulting to the (b) (4) client with a third party provider to “white label” outsource a portion of their operation; services are inclusive of:

- Hardware and software design and sourcing
- Finance alternatives and negotiations
- Process optimization
- Process reengineering
- Documentation
- Technical integration and support

TO7: Mail-Web Portal Development

Web portal architecture, design and implementation for two websites to support various lines of business within the Mail specialty company. Tasks included:

- Graphic design
- User experience consulting and design
- .NET and ASP development
- Back end systems integration to operational databases

Storage Services

Successfully worked with client in TO 6, (b) (4) to reduce costs, increase efficiencies in both front end and back end systems.

Secure File Transfer Services

Not Applicable.

Virtual Machine Services

Not Applicable.

Web/Database Hosting Services

Successfully worked with client in TO7: Mail-Web Portal Development to bring together multiple sites from different lines of business.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not Applicable

History of high quality results and deliverables

All task order executed by IQBG have been delivered on time and within budget.

Cooperation and collaboration

All task order executed by IQBG have been successful due to the close working relationship IQBG has with all operating units.

Quality of service and improvement

IQ filled a void in receiving service from the IT and Development teams. This allowed the client to focus on the business process as IQ was able to translate the process into discrete IT requirements. IQ used those requirements to design and develop a new application and re-structure the core business database. This has enabled the client to reduce their time and increase accuracy of their data.

IQ Business Group Past Performance #2 – Catamaran (Formerly: Catalyst Health Solutions, Inc.)

Responsiveness to customer requests for services

Serving as a trusted IT resource on the core system developed and implemented , IQ was able to acquire significant intelligence of the customer’s line of business. This was represented as IQ was requested to perform data analysis of the various system outputs to verify accuracy and/or inconsistencies enabling the client to be confident they were receiving and issuing accurate rebate payments.

Problems encountered and corrective actions taken

(b) (4)



Key Personnel

Not applicable.

12. Current status of contract (choose one)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.10.3 Past Performance #3 – IQ Business Group – (b) (4) [Redacted], Enterprise Content and Records Management Strategy

IQ Business Group Past Performance #3: NCDOT Enterprise Content and Records Management [ECRM] Strategy

1. Complete name of Government agency, commercial firm, or other organization

(b) (4) [Redacted]

2. Complete address

(b) (4) [Redacted]

3. Contract number or other reference	4. Date of contract
--	----------------------------

(b) (4) [Redacted]	November 30, 2010
--------------------	-------------------

5. Date work was begun	6. Date work was completed
-------------------------------	-----------------------------------

November 30, 2010	Ongoing
-------------------	---------

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
------------------------------------	--

(b) (4) [Redacted]	(b) (4) [Redacted]
--------------------	--------------------

9a. Technical point of contact	9b. Contracting or purchasing point of contact
---------------------------------------	---

(b) (4) [Redacted]	(b) (4) [Redacted]
--------------------	--------------------

10. Location of work

(b) (4) [Redacted]

11. Description of the Project

Under this contract, awarded to IQ Business Group (IQ Group), the (b) (4) [Redacted] sought a multi-phased solution for enterprise content and records management.

Phase One involved formulating a digital content and records management Enterprise Content and Records Management [ECRM]) strategy to enable employees to fulfill information requests, improve business processes, raise levels of service, and increase compliance by utilizing digital capture, storage, records retention, retrieval and workflow functionality. A primary goal was to identify an enterprise solution that would address current issues around paper, electronic content, processes, collaboration, records management, security, and remote access.

For the requirements analysis phase, IQ Group prepared the Functional Description (FD) document with requirements for the first set of implementation projects and developed proof of concepts to determine requirements and approach related to integration with SharePoint, the use of CADD Connectors, eSignature, and eForms requirements.

IQ Group assisted (b) (4) [Redacted] with Enterprise Content Management (ECM) product evaluation and helped them determine a solution that built on currently owned ECM assets while adding components that would introduce a state-of-the-art ECRM platform capable of supporting enterprise needs. Based on their vendor evaluation and cost analysis, IQBG recommended that (b) (4) [Redacted] acquire the ECM Suite from Open Text. Components of the suite included the core content server that manages all document management, life cycle, and library functionality; the records management component; the archive server; extended ECM for SAP (which allows integration to both

IQ Business Group Past Performance #3: (b) (4) Enterprise Content and Records Management [ECRM] Strategy

SAP, HR, and Accounting); the Advanced Governance & Archiving (AGA) component for integration with SharePoint; and the MicroStation connector for integration with engineering processes and collaboration.

IQ Group's consultants also assisted (b) (4) with work related to records management automation, taxonomy development, technical architecture, and technical design.

IQ Group is currently assisting (b) (4) with proof of concepts related to SharePoint and Open Text integrations, work-in-progress and metadata mappings; electronic signatures related to CADD packages and the procurement process for (b) (4).

IQ Group consultants are also leading a repeatable business process for analysis of requirements as business units are migrated into the ECM repository from their hard drives, and are training a group of (b) (4) analysts in the use of a Unified Modeling Language (UML) methodology for defining and documenting ECM requirements.

Expansion of the core taxonomy is being performed as part of the repeatable business analysis process, and IQ consultants are assisting a new records manager with an enterprise big-bucket analysis of current records schedules to reconcile paper and electronic records and utilize flexible scheduling approaches – as defined by National Archives and Records Administration (NARA).

IQ consultants are assisting (b) (4) with the evaluation of automated tools to assist with migration and classification of documents during ECM implementation.

Specific Deliverables included:

- *Project Plan* – a traditional MS Project timeline to track task duration and resources. Updates were provided in weekly and monthly reports.
- *High Level Assessment – ECRM Strategy and Roadmap* – all 200+ interviews were summarized, Findings and Recommendations documented, a Five-Year Implementation Sequence for projects recommended, a cost-benefit analysis and vendor comparison conducted, and the enterprise reference architecture (including gap analysis) developed. Both a written report and presentations to executive groups were provided.
- *IT Infrastructure Analysis* – IQ Group worked with the IT division to document (b) (4) hardware, software, and network infrastructure.
- *Systems Requirements – Functional Description Document* – requirements documented in the interviews were combined with IQ's input, including industry best practices and standards.
- *System Design Document* – a detailed design was developed to specify implementation requirements on the Open Text ECM Suite of products and including integration with SharePoint and MicroStation CAD products.

Storage Services

Reviewed current as-is and to-be backup and disaster recovery requirements for (b) (4) the IQ Group staff determined total storage requirements and the incremental growth of these requirements over a five year period. Storage recommendations included not only sizing, but performance differences between different storage options, and the appropriate distribution of indexes and content to best meet performance and remote access requirements.

Secure File Transfer Services

Reviewed current as-is and to-be requirements

Virtual Machine Services

Reviewed current as-is and to-be requirements for (b) (4) the IQ Group staff determined compatibility of enterprise software components with virtual machine standards of the client, recommended server architecture, component placement and integration requirements, required virtual machine cores, and required memory to support enterprise requirements for over 10,000 users and state-side offices.

Web/Database Hosting Services

Reviewed current as-is and to-be requirements for the client with full documentation.

Development and Test Environment Services

Evaluations and designs in process with client for future roll out, the IQ Group staff architected software and hardware requirements to set up development and testing environments, and assisted the client with the development of appropriate procedures to guide the delivery of new releases and/or enhancements into the production environment(s).

IQ Business Group Past Performance #3: (b) (4) Enterprise Content and Records Management [ECRM] Strategy

SAP/ERP Application Hosting Services

Not Applicable.

History of high quality results and deliverables

IQBG has a history of high-quality results and staying within budget.

Cooperation and collaboration

Ongoing collaboration with client as trusted advisors.

Quality of service and improvement

Not applicable.

Responsiveness to customer requests for services

IQBG has a history with this client; providing timely service requests for existing projects and additional tasks.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not Applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.11 LanTech’s Past Performance Summary

CGI proposes LanTech as a member of Team CGI for the DOI FCHS program.

- Certified 8(a), woman-owned, and minority-owned small disadvantaged business; ISO 9001:2008-certified; and an end-to-end systems integrator
- Combines highly distributed, energy-efficient computing with intelligent architecture, engineering, and integration, transforming the enterprise and Cloud into a more viable place to inform, transact, and collaborate
- Value to the FCHS program: Value-added provider with expertise and experience in Cloud infrastructure analysis, design and architecting, Cloud-based storage, application migration, secure file transfer, Cloud security, virtual private networks and firewalls, setup and 24/7/365 support of server/virtual machine and related Cloud services, database services, Web hosting, and development and test environment implementation

DOI Business Need	International Article Repository	Publishing Office Site	African Development Initiative
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.11-1. LanTech’s Relevant Past Performance.

A.11.1 Past Performance #1 – LanTech – Website for International New and Article Repository

LanTech Past Performance #1 – Website for International New and Article Repository	
1. Complete name of Government agency, commercial firm, or other organization.	
A Worldwide International Finance and Banking Organization with 10,000+ Employees	
2. Complete address.	
Confidential (Please request if necessary)	
3. Contract number or other reference	4. Date of contract
1348752	February 2012
5. Date work was begun	6. Date work was completed
February 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Confidential (Please request if necessary)	Confidential (Please request if necessary)
10. Location of work	
Northern Virginia, Washington, D.C. Area	
11. Description of the Project.	

This international organization is the largest single source of development knowledge. The repository website LanTech supports is this organization's open access repository for its research outputs and knowledge products. This repository website collects, disseminates, and permanently preserves this international organization's intellectual output in digital form. It is interoperable with other repositories and supports optimal discoverability and re-usability of the content. It improves access to those who regularly use this organization's research outputs and knowledge products as well as increase the range of people who can now access their content—from governments and civil society organizations, to students and the general public.

Storage Services

Cross datacenter redundant cloud based storage is used for file transfer, server image storage, and daily system and database backup. Disaster Recovery is facilitated by cloud based storage that spans multiple data centers, allowing for recovery in the case of server or data center failure.

Secure File Transfer Services

LanTech developed the LanTech Web Portal, a cloud-based application to give our clients secure access to share critical server information. Through this portal we provide secure file sharing and collaboration. Before deploying these file transfer services, this Web Portal has been fully accredited by the client's Office of Information Security.

Virtual Machine Services

LanTech Professional Services implemented and provides 24/7/365 support. A redundant configuration of two Large Linux Amazon EC2 Instances with 7.5 GB RAM, 4 EC2 Compute Units (1 Virtual Core with 2 EC2 Compute Units), 410 GB instance storage, 32-bit or 64-bit platform. LanTech provides Amazon S3 Storage, CloudWatch, and EBS Volumes for Web application activity, and to make Web-scale computing easier for developers.

Database Hosting Services

LanTech Professional Services has implemented and supports a cloud-based hosted database server solution which includes a warm standby used for failure recovery. By hosting the standby database server in a separate database from the main database server, recovery to the standby can easily be executed in the case of a server or datacenter failure.

LanTech Past Performance #1 – Website for International New and Article Repository

Web Hosting Services

LanTech setup the IaaS environment, and performs the following functions:

- Examining and analyzing server performance data
- Patching and updates to server software
- Upgrading server software packages
- Allocation and reallocation of existing storage
- Availability monitoring
- Performance monitoring
- Backups (Daily)
- Malicious code protection system
- Virus protection software
- Disaster Recovery

LanTech setup procedures are documented per our IT Operations Baseline, including:

- System Architecture Planning
- Quality Assurance Environment Architecture
- Security Architecture
- User Management Policy and Procedures
- Risk Management Assessment
- Contingency and Incident Planning
- Preproduction testing and security scan
- System deployment

Development and Test Environment Services

LanTech provides a development and test environment for the customer that is a mirror image of the redundant configuration of 2 Large Amazon Instances.

SAP/ERP Application Hosting Services

Not Applicable.

History of high quality results and deliverables

LanTech successfully implemented the client's redundant infrastructure within the agreed upon timeline before a major worldwide launch and media event in April of 2012. By customer request, two modifications that increased the contract price were implemented: 1) Allocating more S3 storage 2) Implementation of a new development and testing environment. Scheduling and budget goals were met.

Cooperation and collaboration

LanTech communicated closely with the client via email, phone, and in person meetings at customer headquarters. We also communicated with the third party application developer, whose application resides on our servers, during the migration, installation, and configuration of their Web application. LanTech has a 24/7/365 technical support team with Level 1, 2, and 3 support. We have live phone support, email support, and electronic ticketing. LanTech's SLAs conform to client expectations. Response times are very based on the customized SLAs we establish for the specific customer.

Quality of service and improvement

LanTech configured performance scripting to measure and continuously monitor the effectiveness of the client's infrastructure. Automated alerts and reports signal to the LanTech team any signs of performance success, gaps, or degradation so that we may provide thorough reports and recommendations to our client's technical team. These scripts were implemented as a "true value add service" as zero cost was passed on to the customer. Performance monitoring and reporting can be customized to meet the clients requirements. LanTech can monitor any statistics available at the server level on a continual basis.

Responsiveness to customer requests for services

LanTech analyzed server log files to identify any deep level performance challenges to make improvements to the infrastructure. To satisfy our client, we configured custom scripting to ensure that all measurable aspects of our client's infrastructure was monitored. LanTech handles ongoing server support (updates, patching, backup verification) on a manual and automated level to ensure the integrity of the infrastructure, its backups, and its

LanTech Past Performance #1 – Website for International New and Article Repository

uptime. LanTech also responds on a 24x7 basis to the application developer when they have a request.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not Applicable.

12. Current status of contract (choose one)

- | | |
|---|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input checked="" type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.11.2 Past Performance #2 – LanTech – Publishing Office Site

LanTech Past Performance #2 – Publishing Office Site	
1. Complete name of Government agency, commercial firm, or other organization.	
A Worldwide International Finance and Banking Organization with 10,000+ Employees	
2. Complete address.	
Confidential (Please request if necessary)	
3. Contract number or other reference	4. Date of contract
1349899	February 27, 2013
5. Date work was begun	6. Date work was completed
February 28, 2013	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Confidential (Please request if necessary)	Confidential (Please request if necessary)
10. Location of work	
Northern Virginia, Washington, D.C. Area	
11. Description of the Project.	
<p>LanTech is supporting a secure, hosted network of servers. Our client's purpose for the site is to provide a secure document management system for their worldwide user base. It allows the publishing value chain for print and digital products to be managed and executed. This value chain includes: Contracts, rights and royalties management, editorial planning, production management, product promotion, marketing, sales and distribution, all the way through to order processing, and customer service support.</p> <p><u>Storage Services</u> Cross datacenter redundant cloud based storage is used for file transfer, server image storage, and daily system and database backup. Disaster Recovery is facilitated by cloud based storage that spans multiple data centers, allowing for recovery in the case of server or data center failure.</p> <p><u>Secure File Transfer Services</u> LanTech Professional Services has implemented an SFTP-based file transfer server secured via password protected key files issued to each end-user. End-users use a simple desktop application to securely transfer files to and from their production server.</p> <p><u>Virtual Machine Services</u> 24/7/365 LanTech Professional Services implemented and continuously supports the following Amazon configuration: <u>List of Amazon Cloud Servers</u></p> <ul style="list-style-type: none"> ▪ 1 Instance: Database Server, High-Memory Extra Large, Windows OS ▪ 2 Instances: Citrix Servers, High-Memory Extra Large, Windows OS ▪ 1 Instance: Web Application server (WAS) + UC4 Server, Large, Windows OS ▪ 1 Instance: Batch/File Server: Large, Windows OS <p>LanTech provides Amazon S3 Storage, CloudWatch, and EBS Volumes for Web application activity, and to make Web-scale computing easier for developers.</p> <p><u>Database Hosting Services</u> LanTech Professional Services has implemented and managed MS SQL database and Oracle database on Cloud-based Windows servers. The MS SQL database runs in support of a Citrix Web farm. The Oracle database runs in support of a third party publishing application. LanTech Professional Services also configured, tested and maintains the daily backup and disaster recovery plans for each of the databases.</p>	

LanTech Past Performance #2 – Publishing Office Site

Web Hosting Services

LanTech setup the IaaS environment, and performs the following functions:

- Examining and analyzing server performance data
- Patching and updates to server software
- Upgrading server software packages
- Allocation and reallocation of existing storage
- Availability monitoring
- Performance monitoring
- Backups (Daily)
- Malicious code protection system
- Virus protection software
- Disaster Recovery

LanTech setup procedures are documented per our IT Operations Baseline, including:

- System Architecture Planning
- Quality Assurance Environment Architecture
- Security Architecture
- User Management Policy and Procedures
- Risk Management Assessment
- Contingency and Incident Planning
- Preproduction testing and security scan
- System deployment

Development and Test Environment Services

LanTech Professional Services instantiates a development environment when necessary to implement and test system changes and routine maintenance (such as patching). All such system modifications are first implemented and tested in the development environment before being implemented in production. The client does not access the development environment.

SAP/ERP Application Hosting Services

Not Applicable.

History of high quality results and deliverables

The complex environment was architected and delivered on time and on budget. This implementation includes one Oracle database server, two Citrix servers with MS SQL, one SFTP server, one IIS Web application server, and one third party application batch server. All servers are contained in a single virtual network, segmented into public and private subnets. A point-to-point VPN solution allows for full server access by third party developers. Citrix and Web application access is available to the public Internet.

Cooperation and collaboration

LanTech communicated closely with the client and their European-based application developer via email, phone, and in person meetings at customer headquarters. We communicated with the third party application developer based in Europe, whose application resides on our servers, during the migration, installation, and configuration of their Web application. LanTech has a 24/7/365 technical support team with Level 1, 2, and 3 support. We have live phone support, email support, and electronic ticketing. LanTech's SLAs conform to client expectations. Response times are very based on the customized SLAs we establish for the specific customer.

Quality of service and improvement

LanTech configured performance scripting to measure and continuously monitor the effectiveness of the client's infrastructure. Automated alerts and reports signal to the LanTech team any signs of performance success, gaps, or degradation so that we may provide thorough reports and recommendations to our client's technical team. These scripts were implemented as a "true value add service" as zero cost was passed on to the customer. Performance monitoring and reporting can be customized to meet the client's requirements. LanTech can monitor any statistics available at the server level on a continual basis.

Responsiveness to customer requests for services

LanTech analyzed server log files to identify any deep level performance challenges to make improvements to the

LanTech Past Performance #2 – Publishing Office Site

infrastructure. To satisfy our client, we configured custom scripting to ensure that all measurable aspects of our client’s infrastructure was monitored. LanTech handles ongoing server support (updates, patching, backup verification) on a manual and automated level to ensure the integrity of the infrastructure, its backups, and its uptime. LanTech also responds on a 24/7 basis to the application developer when they have a request.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not Applicable.

12. Current status of contract (choose one):

- Work continuing, on schedule
- Work continuing, behind schedule
- Work completed, no further action pending or underway
- Work completed, routine administrative action pending or underway
- Work completed, claims negotiations pending or underway
- Work completed, litigation pending or underway
- Terminated for convenience
- Terminated for default
- Other (explain)

A.11.3 Past Performance #3 – LanTech – Website for African Development Initiative

LanTech Past Performance #3 – Website for African Development Initiative	
1. Complete name of Government agency, commercial firm, or other organization	
A Worldwide International Finance and Banking Organization with 10,000+ Employees	
2. Complete address	
Confidential (Please request if necessary)	
3. Contract number or other reference	4. Date of contract
1351861	March 30, 2012
5. Date work was begun	6. Date work was completed
March 30, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Confidential (Please request if necessary)	Confidential (Please request if necessary)
10. Location of work	
Northern Virginia, Washington, D.C. Area	
11. Description of the Project	
<p>This website was launched in September 2007 by LanTech's client with the aim of improving access to clean, affordable lighting in Africa. 60%, or 600 million people, of the African population have no access to electricity. This number is expected to rise faster than new grid connections to about 700 million by 2030. The goal of this website is to help this initiative transition from fuel-based lighting to clean, modern lighting.</p> <p><u>Storage Services</u> Cross data center redundant cloud base storage is used for file transfer, server image storage, and daily system and database backup. Disaster Recovery is facilitated by cloud based storage that spans multiple data centers, allowing for recovery in the case of server or data center failure.</p> <p><u>Secure File Transfer Services</u> LanTech developed the LanTech Web Portal, a cloud-based application to give our clients secure access to share critical server information. Through this portal we provide secure file sharing and collaboration. Before deploying these file transfer services, this Web Portal has been fully accredited by the client's Office of Information Security.</p> <p><u>Virtual Machine Services</u> LanTech Professional Services implemented and continuously supports 24/7x/65: <ul style="list-style-type: none"> ▪ One Large Amazon Instance, Linux, 7.5 GB memory, 4 EC2 Compute Units (2 virtual cores with 2 EC2 Compute Units each), 850 GB instance storage, 64-bit platform. ▪ LanTech provides Amazon S3 Storage, CloudWatch, and EBS Volumes for Web application activity, and to make Web-scale computing easier for developers. </p> <p><u>Database Hosting Services</u> LanTech Professional Services has implemented and maintains multiple MySQL databases in support of the customers hosted Web application. LanTech Professional Services additionally maintains the daily backups and disaster recovery procedures.</p> <p><u>Web Hosting Services</u> LanTech staff monitors and manages client Web servers through the OS and common Web applications (net, IIS, Apache with PHP, MySQL). LanTech staff takes proactive measures to restore service when monitoring reports an outage. OS and common Web applications (.net, IIS, Apache, PHP, MySQL) are automatically patched. A backup image of the primary OS volume is done on request. Additional volumes are imaged nightly. LanTech handles disaster recovery.</p>	

LanTech Past Performance #3 – Website for African Development Initiative

Our setup procedures are documented per our IT Operations Baseline, including:

- System Architecture Planning
- Quality Assurance Environment Architecture
- Security Architecture
- User Management Policy and Procedures
- Risk Management Assessment
- Contingency and Incident Planning
- Preproduction testing and security scan
- System deployment

Development and Test Environment Services

Not Applicable.

SAP/ERP Application Hosting Services

Not Applicable.

History of high quality results and deliverables

All originally contracted tasks have been completed on schedule and on budget. The client requested that LanTech perform a complete Web application migration that is currently in process, on schedule, and within client's budget. LanTech consulted to discontinue the use of the Plesk application, which no longer met client needs. LanTech advised that the Joomla application would best fit client needs.

Cooperation and collaboration

LanTech communicated closely with the client via email, phone, and in person meetings at customer headquarters. We also communicated with the third party application developer, whose application resides on our servers, during the migration, installation, and configuration of their Web application. LanTech has a 24/7/365 technical support team with Level 1, 2, and 3 support. We have live phone support, email support, and electronic ticketing. LanTech's SLAs conform to client expectations. Response times are very based on the customized SLAs we establish for the specific customer.

Quality of service and improvement

LanTech configured performance scripting to measure and continuously monitor the effectiveness of the client's infrastructure. Automated alerts and reports signal to the LanTech team any signs of performance success, gaps, or degradation so that we may provide thorough reports and recommendations to our client's technical team. These scripts were implemented as a "true value add service" as zero cost was passed on to the customer. Performance monitoring and reporting can be customized to meet the client's requirements. LanTech can monitor any statistics available at the server level on a continual basis.

Responsiveness to customer requests for services

LanTech has been requested to handle the migration of the Web application into the new environment. LanTech consulted to discontinue the use of the Plesk application, which no longer met client needs. LanTech advised that the Joomla application would best fit client needs. Due to customer inability to migrate their application, they have modified their contract, and LanTech is currently supporting the complete Web application migration of Joomla, ensuring compatibility of more than 60 Joomla-related extensions. LanTech handles ongoing server support (updates, patching, backup verification) on a manual and automated level to ensure the integrity of the infrastructure, its backups, and its uptime. LanTech also responds on a 24/7 basis to the application developer when they have a request.

Problems encountered and corrective actions taken

(b) (4)

LanTech Past Performance #3 – Website for African Development Initiative

Key Personnel

Not Applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.12 Microsoft’s Past Performance Summary

CGI proposes Microsoft as a member of Team CGI for the DOI FCHS program.

- Provider of infrastructure software, developer tools, and Cloud platforms, including products such as Windows Server, SQL Server, Visual Studio, System Center, and the Windows Azure Platform
- Value to the FCHS program: Team CGI partner in supporting DOI and Bureau productivity SaaS needs as the SaaS market evolves; upon completion of FedRAMP certification, Team CGI is positioned to provide DOI and the Bureaus with Microsoft Cloud capabilities under a Cloud Brokerage model

DOI Business Need	(b) (1)	(b) (4)	(b) (4)
Technical Service Lines			
Storage Services			
Secure File Transfer Services			
Virtual Machine Services			
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services			
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	

Figure A.12-1. Microsoft’s Relevant Past Performance.

A.12.1 Past Performance #1 – Microsoft – Esri

Microsoft Past Performance #1 - Esri	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
(b) (4)	September 2011
5. Date work was begun	6. Date work was completed
September 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	Company Confidential
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
(b) (4)	
11. Description of the project	
<p>(b) (4) selected the Microsoft Windows Azure Cloud service as the platform to develop its new (b) (4) offering that was released concurrently with (b) (4). Released for commercial use in May 2012 (b) (4). The system consists of subscription-based services that run on the Windows Azure Cloud, providing public institutions, private businesses, governments, and citizens with a central, secure location for accessing, designing, managing, and sharing (b) (4).</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Web/Database Hosting Services</u> The Microsoft Windows Azure commercial Cloud service provided (b) (4) with Internet-scale hosting (Azure Compute), a relational database service (SQL Azure), a Windows .NET framework (AppFabric), and data storage (Azure Storage) (b) (4) selected Windows Azure to support core (b) (4) technologies based on the vast Microsoft experience (b) (4) developers already possessed.</p> <p><u>Development and Test Environment Services</u> Not applicable.</p> <p><u>SAP/ERP Application Hosting Services</u> Not applicable.</p>	
History of high quality results and deliverables/staying within schedule and budget	
Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an Infrastructure as a Service (IaaS) model.	

Microsoft Past Performance #1 - (b)

Cooperation and collaboration

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Responsiveness to customer requests for services, scheduled and ad-hoc

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.12.2 Past Performance #2 – Microsoft – (b) (4)

Microsoft Past Performance #2 - (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
Microsoft Azure Cloud Project	2011
5. Date work was begun	6. Date work was completed
2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
Company Confidential	Company Confidential
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
(b) (4)	
11. Description of the project	
(b) (4)	
. Built on a common architecture that leverages a customer's existing Active Directory infrastructure, (b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
Storage Services	
Not applicable	
Secure File Transfer Services	
Not applicable.	
Virtual Machine Services	
Not applicable.	
Web/Database Hosting Services	
To enable the new mobile and cloud security capabilities, (b) (4) needed to build and deliver a multi-tenant, on-demand Cloud offering (b) (4)	
(b) (4)	
(b) (4)	
(b) (4)	
(b) (4) selected Windows Azure as its platform for its new Cloud offering.	

Microsoft Past Performance #2 - (b) (4)

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

(b) (4) has reported to Microsoft that results to date have been positive, with Azure working as (b) (4)'s Cloud platform partner and provider.

Cooperation and collaboration

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Responsiveness to customer requests for services, scheduled and ad-hoc

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.12.3 Past Performance #3 – Microsoft – (b) (4)

Microsoft Past Performance #3 - Milliman	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
81549674	April 2010
5. Date work was begun	6. Date work was completed
April 2010	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	Company Confidential
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	(b) (4)
10. Location of work	
(b) (4)	
11. Description of the project	
(b) (4)	
(b) (4) is recognized for providing market-leading modeling capabilities.	
(b) (4)	
<u>Storage Services</u>	
Not applicable.	
<u>Secure File Transfer Services</u>	
Not applicable.	
<u>Virtual Machine Services</u>	
Not applicable.	
<u>Web/Database Hosting Services</u>	
(b) (4) looked to Microsoft to provide a solution that addressed:	
<ul style="list-style-type: none"> ▪ Capacity: (b) (4) models are computationally intense; providing sufficient computing capacity is a significant challenge (b) (4). ▪ Scalability: As more computing resources are added, the challenge to use these resources efficiently to achieve runtime reductions becomes more difficult. ▪ Accessibility: Often the model users are in multiple locations, however, all need to access common computing resources. ▪ Efficiency: While the analysis is critical, budgets and timelines are still tight, so companies must get as much value from their tools and infrastructure as possible. 	
(b) (4) is able to provide greater benefit to customers through new solutions and services enabled by Windows Azure through IaaS offerings and an integrated, total solution, including software and infrastructure support.	
<u>Development and Test Environment Services</u>	
Not applicable.	

Microsoft Past Performance #3 - (b) (4)

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables. Staying within schedule and budget

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Cooperation and collaboration

In working with Microsoft, (b) (4) has benefitted greatly from the support provided, including:

- Product training – training has dramatically reduced the learning curve.
- Design and architecture assistance – guidance from experts has had tremendous value in ensuring we follow the appropriate path to a solution.
- Sales and marketing support – joint client meetings, collateral, case studies, etc. are all invaluable evidence of our partnership.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Responsiveness to customer requests for services, scheduled and ad-hoc

Not applicable on this contract, as Microsoft is mainly providing its Azure platform under an IaaS model.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.13 NJVC’s Past Performance Summary

CGI proposes NJVC as a member of Team CGI for the DOI FCHS program.

- Provider of secure, virtualized computing capability to U.S. and coalition forces and Combatant Commands at more than 160 locations worldwide, at multiple security classification levels
- The NJVC Center for Technology Integration (CTI) is used to test new applications, patches, or system upgrades in an environment that mirrors a customer's systems to determine potential risks and mitigate or eliminate those risks before introducing the application or patch into the live environment
- Value to the FCHS program: Team CGI partner to meet DOI and Bureau needs by assessing IT requirements, determining the potential for using a Cloud framework, and providing IT services via a Cloud Brokerage model to deliver a familiar, commercial-type user experience, resulting in potential cost avoidance for DOI while fulfilling IT needs

DOI Business Need	Ingest, Dissemination, and Integration	Mission Systems Transition	COE Support
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services		✓	
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	

Figure A.13-1. NJVC’s Relevant Past Performance.

A.13-1 Past Performance #1 – NJVC – Ingest, Dissemination, and Integration

NJVC Past Performance #1 - Ingest, Dissemination, and Integration	
1. Complete name of Government agency, commercial firm, or other organization	
Classified Intelligence Community Agency	
2. Complete address	
M/S N35-ACF, 7500 GEOINT Drive, Springfield, VA 22150	
3. Contract number or other reference	4. Date of contract
HM0176-11-C-0002/20100074	July 12, 2010
5. Date work was begun	6. Date work was completed
July 12, 2010	January 31, 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b)	(b)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
David Welsh, Contracting Officer's Representative M/S N35-ACF 7500 GEOINT Drive, Springfield, VA 22150 (571) 557-7237 david.f.welsh@nga.mil	Dyah Goodman, Contracting Officer M/S N35-ACF 7500 GEOINT Drive, Springfield, VA 22150 (571) 557-2344 dyah.goodman@nga.mil
10. Location of work	
<ul style="list-style-type: none"> ▪ Washington, D.C. and the National Capital Region; more than 160 CONUS and OCONUS locations. ▪ More than 80 separate CONUS locations, including Alaska and Hawaii. ▪ OCONUS locations include Afghanistan, Australia, Bahrain, Germany, Iraq, Italy, Japan, South Korea, and the United Kingdom. 	
11. Description of the project	
<p>NJVC supported a classified agency as its Infrastructure Service Provider (ISP), providing secure engineering and IT support services for U.S. and coalition forces at more than 160 locations worldwide. They supported the transition from 7 data centers to 2, from 5 information libraries to 3, and from 25 Base Realignment and Closure (BRAC)-affected sites to a new agency campus with extensive mission system transition support. Although much of the planning was completed in a previous contractual effort, final execution was accomplished within a two-year period.</p> <p>The Ingest, Dissemination, and Integration project demonstrates NJVC's capabilities to migrate infrastructure, operating systems, storage and data management, classified networks, and applications into a Cloud architecture. Cost, schedule, and performance were managed using Project Management Institute (PMI) tenets and guidelines. NJVC's conformance to Department of Defense (DOD) engineering practices and Information Technology Infrastructure Library (ITIL) v3 assured the customer of NJVC's ability to deliver Global Information Grid (GIG) capabilities with DOD standards for global net-centric operations.</p> <p>Storage Services</p> <p>To support continuous compliance, NJVC conducted three reviews for each site implementation: Implementation plan review, informal design review, and operational transition review. NJVC performed site surveys to validate that deployed locations had adequate HVAC, power, and space, and to verify that equipment was received and deployed as necessary. NJVC deployed engineers to each site for just-in-time arrival of equipment, configuration and activation of equipment, and enhancement and integration into the virtualized environment. They performed decommissioning and disposal of necessary equipment as part of each site implementation. NJVC met each service level agreement for this effort, and remained green on cost, schedule, and performance.</p> <p>NJVC successfully collapsed the Platinum Domain, eliminating approximately 100 workstations and servers, and 2,500 user accounts under the Enterprise Network Infrastructure Initiative (ENII). They further migrated 43,000 user accounts on both networks to Exchange 2007 servers and established replication without disruption to</p>	

NJVC Past Performance #1 - Ingest, Dissemination, and Integration

service.

NJVC developed backup plans, created backup scripts, and executed backups on a routine basis for mission-critical classified and unclassified automated information systems. They developed and documented an OCIO-approved process to resolve data spills, through which a device is disabled if a data spill is detected. NJVC further used global fly-away and drive-away teams to deliver cost-effective Tier 2 and 3 Operations and Sustainment (O&S) support. Fly-away and drive-away teams provided global and enterprise-wide technical assistance in overall network management, equipment utilization, systems management, and government planning. NJVC's administrators and engineers assisted in developing DOD technical requirements. System engineers performed Wide Area Network (WAN) analysis and determined circuit requirements. NJVC analyzed information related to WAN outages, failures, fault isolation steps, and maintenance data, and recommended changes to maintain network efficiency and performance, as well as service availability. System engineers performed WAN modeling to analyze impacts on network cost, services, capabilities, and availability as network configuration changes were planned and executed, instituting self-service capabilities when appropriate for future cost avoidance.

NJVC integrated the customer's Continuity of Operations (COOP) capabilities into the infrastructure, eliminating dependence on mission partners, and therefore decreasing costs. They created a self-healing and redundant network with automatic failover, ensuring 100% connectivity to meet customer objectives and missions. Using Defense Information Systems Agency (DISA) and AMAN WAN circuits, the customer now has two diverse paths from different providers to provide redundancy and support COOP; the customer can sustain outages – authorized or unauthorized – with zero impact to mission operations or COOP capabilities.

Secure File Transfer Services

NJVC led the transition to an Application Service Provider/Infrastructure Service Provider model. They successfully provided file transfer services on a secure network at forward-deployed sites, giving users immediate access to files necessary to complete their mission.

Virtual Machine Services

NJVC supported migration to a Cloud computing environment, providing secure, virtualized computing capabilities to U.S. and coalition forces, and Combatant Commands in more than 160 locations worldwide. They implemented the Virtual Desktop Initiative on behalf of the customer, giving individual users the opportunity to be recognized on any machine connected to the network, which created significant cost savings in application licenses and reduced the need for desktop hardware.

Web/Database Hosting Services

NJVC's Agile Dashboard Services™ (ADS) provided government and contractor program managers with visibility across the enterprise network and systems. They used Remote Management and Monitoring (RMM) to push upgrades and patches, enhancing utility and providing increased security associated with current software upgrades and patches. ADS also supported NJVC's value proposition to provide RMM for ILS and Supply Chain management, incorporating alerts, incident resolution, and continuous process improvement; supporting nationwide visibility and in-transit visibility; minimizing additional onsite labor at each location; providing built-in and reduced cost of day-to-day operations and maintenance labor; and reducing the cost of routine ILS operations, diagnostics, tests, upgrades, alerts, and incident resolution.

Development and Test Environment Services

NJVC provided deploying Forward Based GEOINT Remote Replication Systems (FBG-RRS) in support of crisis and humanitarian missions in 2010. They built the FBG-RRS deployable system from spare parts for deployment to Haiti in one business day. Additionally, they provided a SCIF test environment to load, test, and prepare for deployment of necessary equipment to forward-based remote locations associated with this project.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

In support of this project, NJVC was required to remain flexible to handle changing requirements. When applicable, they supported entity migration to a Cloud computing environment, providing secure virtualized computing capabilities to U.S. and coalition forces, and Combatant Commands in more than 160 locations worldwide. NJVC achieved "excellent" service level agreement performance ratings for all areas for more than 42 months.

NJVC Past Performance #1 - Ingest, Dissemination, and Integration

Cooperation and collaboration

This highly-complex, two-phase project spanned three networks and required rigorous engineering and project management. It further spanned 10 OCONUS sites and the following Statement Of Work objectives: GEOINT implementation into a Cloud architecture, requirements and design, facility preparation, equipment acquisition and shipment OCONUS, security accreditation, and operations support and transfer.

The project was preceded by 13 additional projects that led to the need for a Cloud architecture, and also had dependencies related to implementation and completion, including interfacing with partners to coordinate all efforts. NJVC deployed engineers OCONUS to complete in-theater implementation of the capability. They provided an Information Systems Security Representative to facilitate documentation using a rigorous security process, and provided close coordination with sites and partners to ensure security requirements were addressed. Upon completion of the project, NJVC participated in training, including Cisco Network configuration training, Juniper Network configuration training, 3G mobile network infrastructure training, and wireless network structure and operation and technology training. NJVC provided Configuration Management to support the transition process.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Using PMI standards, NJVC delivered the customer’s infrastructure, operating systems, storage and data management, classified networks, and applications under 35 service level agreements, achieving “excellent” service level agreement performance for all areas for more than 42 months.

Responsiveness to customer requests for services, scheduled and ad-hoc

NJVC managed tasks adhering to PMI standards and the ITILv3 framework. New tasks and Requests for Change (RFC) were managed with a disciplined step-by-step proposal development process, using templates that met and exceeded the customer’s requirements, including Technical Interchange Meetings and reports, weekly meeting and monthly status reports, and a Task Order Management Plan.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.13.2 Past Performance #2 – NJVC – Mission Systems Transition

NJVC Past Performance #2 - Mission Systems Transition (MST)	
1. Complete name of Government agency, commercial firm, or other organization	
Classified Intelligence Community Agency	
2. Complete address	
M/S N35-ACF, 7500 GEOINT Drive, Springfield, VA 22150	
3. Contract number or other reference	4. Date of contract
HM0176-11-C-0002/20080044.74	July 20, 2011
5. Date work was begun	6. Date work was completed
August 8, 2011	December 31, 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Perry Pepper, MST Representative M/S N35-ACF, 7500 GEOINT Drive Springfield, VA 22150 (571) 557-3297 perry.j.pepper@nga.mil	Dyah Goodman, Contracting Officer M/S N35-ACF, 7500 GEOINT Drive Springfield, VA 22150 (571) 557-2344 dyah.goodman@nga.mil
10. Location of work	
<ul style="list-style-type: none"> ▪ Washington, D.C. and the National Capital Region; more than 160 CONUS and OCONUS locations. ▪ More than 80 separate CONUS locations, including Alaska and Hawaii. ▪ OCONUS locations include Afghanistan, Australia, Bahrain, Germany, Iraq, Italy, Japan, South Korea, and the United Kingdom. 	
11. Description of the project	
<p>The MST project demonstrates NJVC’s ability to consolidate infrastructure, operating systems, storage and data management, classified networks, and applications into a Cloud architecture to support global operations and DOD net-centric and GIG requirements. Cost, schedule, and performance were managed using PMI tenets and guidelines and the ITIL v3 framework. NJVC served as the ISP for a classified Intelligence Community (IC) agency, providing secure engineering and IT support services for U.S. and coalition forces at more than 160 locations worldwide. They supported the transition from 7 data centers to 2, from 5 information libraries to 3, and from 25 BRAC-affected sites to a new agency campus with extensive mission system transition support.</p> <p>Storage Services</p> <p>The MST project included five key activities: Migrate Functionality, Move-as-Is, Move with Recap, Retire, and No Transition. Each of these activities had discrete requirements for hardware management and backup. The project planned a period of stabilization, which included dual operations or failover to another backup facility. NJVC engineered and delivered infrastructure, operating systems, storage and data management, classified networks, and applications. Throughout the project, they utilized O&S processes for backup, recovery, and ticket and workflow management, as well as used the Enterprise Service Center (ESC) to properly disposition trouble tickets for backup, recovery, or to satisfy user requests. NJVC used standard and approved desktop packets to pre-deploy the required systems and applications for users, then developed user groups to deploy packets of additional applications based on the mission support requirements of each individual. MST stood up the Hardware Storage Facility to transition appropriate systems to the new storage facility or to stage systems for their final move to the new campus.</p> <p>NJVC performed site surveys to validate that new system closets had adequate HVAC, power, and space, and to verify that equipment was received and placed in the necessary environment. To support continuous compliance, they conducted three reviews for each site transition: Implementation plan review, informal design review, and operational transition review. Engineers were put in place for just-in-time arrival of equipment, configuration and</p>	

NJVC Past Performance #2 - Mission Systems Transition (MST)

activation of equipment, and enhancement and integration into the virtualized environment. NJVC performed decommissioning and disposal of necessary equipment as part of each site implementation.

Pre-work for this project included upgrading the customer's aging and near-obsolete WAN infrastructure, and introducing an integrated network infrastructure by designing, engineering, and delivering a new WAN backbone. NJVC developed the plan, engineered the solution, and executed the work in three phases, addressing both WAN and LAN architecture changes. They realigned the WAN links for nearly every site within the customer's infrastructure, as three sites had been closed due to BRAC. NJVC's project execution plan ensured that the realignments were accomplished without impacting the customer's mission.

NJVC developed backup plans, created backup scripts, and executed backups for mission-critical classified and unclassified automated information systems. They developed and documented an OCIO-approved process to resolve data spills, through which a device is disabled if a data spill is detected. Administrators and engineers assisted in developing DOD technical requirements. System engineers performed WAN analysis and determined circuit requirements. NJVC further analyzed information related to WAN outages, failures, fault isolation steps, and maintenance data, and recommended changes to maintain network efficiency, performance, and service availability. Their system engineers used WAN modeling to analyze impacts on network cost, services, capabilities, and availability as network configuration changes were planned and executed, instituting self-service capabilities when appropriate for future cost avoidance.

Prior to the MST project, the customer had 36 networks operating at three different classification levels, requiring numerous backup systems to ensure data was safely and securely stored and could be accessed in the event of a system outage or failure. Once NJVC completed consolidation of these networks into three discrete networks (one for each security classification), they worked with the customer to determine a new backup system with the ability to recover data and information, as well as to support COOP. Each network had built-in redundancy capabilities, and operated at 99.999% availability.

Secure File Transfer Services

NJVC assisted the customer in establishing a secure file transfer framework for the three consolidated networks. Data and information on each classification level had to be kept separate at all times. The established backup system accomplished this goal, maintaining separation of data and performing backups regularly, according to agency guidelines.

Virtual Machine Services

Several legacy systems and their associated data had to be closed down in preparation for the move, but still needed to be accessed by agency users. NJVC hosted these applications in a virtual environment to make them accessible to users during the transition period. When transition was completed, the legacy systems were moved to the new environment without interruption of service.

Web/Database Hosting Services

The customer's core mission was data; NJVC supported this mission by projecting and documenting data hosting requirements associated with each transition. Data was transferred and hosted without impact to the customer's mission.

Development and Test Environment Services

NJVC's services include their CTI environment, which offers system transition testing, and supports development and testing services for equipment, applications, and performance for new or changing requirements.

SAP/ERP Application Hosting Services

NJVC made investments through the Managed Desktop Initiative to develop an FDCC-compliant Windows 7 image for use on enterprise workstations. Further investments were made by tasking the MDI team with developing software packages for 25 production entities (including approximately 200 production-optional applications) for remote provisioning via SCCM/App-V. NJVC provides Enterprise Resource Planning (ERP) hosting and system maintenance services either in the customer's environment or in a Cloud computing environment. NJVC hosts a corporate ERP, Cheney Federal's ERP, and a classified IC client's ERP.

History of high quality results and deliverables/staying within schedule and budget

In supporting this highly dynamic project, NJVC was required to remain flexible in handling changing requirements. When applicable, NJVC supported entity migration to a Cloud computing environment, providing secure virtualized computing capabilities to the customer. NJVC achieved "excellent" service level agreement

NJVC Past Performance #2 - Mission Systems Transition (MST)

performance ratings in all areas for more than 42 months. The MST project was completed on budget and within schedule, while meeting established performance objectives. NJVC completed the project without negatively impacting the customer's mission.

Cooperation and collaboration

During the initial MST project transition, NJVC organized and began to manage 16 subcontractors and 64 vendors. Their Program Management Office (PMO) structure supported customer input, risk mitigation, and overall coordination and planning. NJVC integrated transition activities across the enterprise with ESC operations to provide stakeholders with a transparent view of transitions as they were in process, helping to achieve project milestones and timelines.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

NJVC used PMI standards to support the MST project, which included 35 service level agreements. They have achieved –excellent” service level agreement performance for all areas for more than 42 months. NJVC’s dedicated PMO validated that vendors and contractors involved with the customer’s systems operated as an integrated team of service providers.

Responsiveness to customer requests for services, scheduled and ad-hoc

Task management adhered to PMI standards and the ITILv3 framework. New tasks and RFCs were managed with a disciplined step-by-step proposal development process. NJVC’s PMO supported the disposition and satisfaction of customer service requests. They received excellent award fees, and the customer’s satisfaction was indicated by numerous kudos from agency leaders.

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.13.3 Past Performance #3 – NJVC – Quad CIO COE Support

NJVC Past Performance #3 - Quad Chief Information Officer (CIO) Common Operating Environment (COE) Support	
1. Complete name of Government agency, commercial firm, or other organization	
Classified Intelligence Community Agency	
2. Complete address	
M/S N35-ACF, 7500 GEOINT Drive, Springfield, VA 22150	
3. Contract number or other reference	4. Date of contract
HM0176-11-C-0002/20110024	January 21, 2011
5. Date work was begun	6. Date work was completed
January 21, 2011	December 31, 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b)	(b)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Deborah McIntire, Contracting Officer's Representative M/S N35-ACF, 7500 GEOINT Drive Springfield, VA 22150 (571) 557-9101 deborah.a.mcintire@nga.mil	Dyah Goodman, Contracting Officer M/S N35-ACF, 7500 GEOINT Drive Springfield, VA 22150 (571) 557-2344 dyah.goodman@nga.mil
10. Location of work	
Washington, D.C. metropolitan area	
11. Description of the project	
<p>NJVC supports a classified agency as its ISP, providing secure engineering and IT support services for U.S. and coalition forces at more than 160 locations worldwide. They supported the transition from 7 data centers to 2, from 5 information libraries to 3, and from 25 BRAC-affected sites to a new agency campus with extensive mission system transition support. The Quad Agency Chief Information Officer (Quad CIO) project demonstrates NJVC's ability to integrate the technologies and management priorities of four leading IC agencies (the Quad), giving the agencies a consistent, comprehensive approach to developing the next-generation enterprise environment, including IT infrastructure, operating systems, storage and data management, classified networks, and applications supported by a Cloud architecture.</p> <p>Storage Services</p> <p>For the Quad CIO COE Support project, NJVC assisted four IC agencies in determining the requirements for consolidating their information-sharing infrastructures and having one of the agencies act as the ISP for all four entities. NJVC engineered and delivered infrastructure, operating systems, storage and data management, and classified networks via a Cloud architecture. They used a Configuration Management (CM) plan to manage hardware that supported the COE, including establishing a backup system to maintain data, both classified and unclassified.</p> <p>NJVC worked with the agency chosen as the COE ISP to determine power requirements, validating that power and associated items (such as HVAC) were adequate to maintain the equipment needed to support COE functions. As part of this study, NJVC recommended redundant backup power sources in the event of a power outage. NJVC instituted Network as a Service (NaaS), as well as a plan for network Operations and Maintenance (O&M). Infrastructure as a Service (IaaS) was also instituted to standardize and jointly manage network configurations. NJVC's ADS was used to provide members of the Quad CIO COE with real-time status of network operations using a single view, supporting transparency and allowing the agencies to monitor network performance in a single location, reducing potential risks and issues before they impacted users.</p> <p>To support the safety of Quad CIO COE data on multiple networks, NJVC developed plans to routinely execute</p>	

NJVC Past Performance #3 - Quad Chief Information Officer (CIO) Common Operating Environment (COE) Support

backups for mission-critical automated information systems, including LANs and WANs, at multiple security levels. The process put into place guaranteed that system backups were run consistently and approved by members of the Quad CIO group. NJVC maintained fly-away and drive-away crisis action teams that provided global and enterprise-wide technical assistance when required, in the event that Tier 1 help desk services could not solve a specific problem. Network efficiency was maintained by gathering and analyzing information related to system problems, and recommending possible methods of improving network performance and service continuity. NJVC further provided restoration services in the event of a system failure. They worked with the four agencies to determine their disaster recovery and COOP requirements and integrated them into the COE infrastructure. The network used for the COE project was redundant with automatic failover, ensuring 100% connectivity.

Secure File Transfer Services

The infrastructure built for the COE project used an ISP model to provide the agencies with file transfer services across a secure network; this ensured that files and other information were available to assist the agencies in maintaining mission continuity.

Virtual Machine Services

The Quad CIO COE project was based on the concept of providing and sharing agency data in a virtual environment using a Cloud-based architecture. The Cloud computing environment was secure, providing computing capabilities to U.S. and coalition forces, and Combatant Commands in more than 160 locations worldwide. NJVC also offered the Virtual Desktop Initiative, which gave individual users the opportunity to be recognized on any machine connected to the network; the Quad CIO COE realized significant cost savings in application licenses and a reduced need for desktop hardware.

Web/Database Hosting Services

NJVC developed Web pages and databases that could be shared across the COE infrastructure. They used the Web to install upgrades and system patches, which reduced the cost of network management since routine operations could be performed automatically rather than manually.

Development and Test Environment Services

NJVC's services include using the CTI for patch testing, upgrade testing, and incorporating new applications by first installing them on a closed system that mirrors the live operating environment of the COE agencies. This method of testing allows NJVC to determine possible issues with patches or applications, and develop ways to eliminate or mitigate them before they are introduced into the COE environment, reducing risks to mission continuity.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

NJVC completed the Quad CIO COE Support project on time and within budget. The recommendations they provided as part of the project were used to create the COE, which provides network services and support to U.S. and coalition forces, and Combatant Commands in more than 160 locations worldwide.

Cooperation and collaboration

The Quad CIO COE Support project required NJVC to work with representatives from the four IC agencies that made up the Quad. NJVC collaborated with the major stakeholders from each organization in designing and implementing the jointly managed infrastructure to support the COE. NJVC is currently the ISP for one of the four Quad agencies; based on the IT services work they performed for this agency, the Quad decided that NJVC's IC agency client was best positioned to serve as the Quad CIO ISP.

The collaborative efforts between NJVC and the Quad resulted in the development and publication of a Program Management Plan, various System Security Agreements, and a set of Quad CIO use cases. Other documents created through these efforts included a Feasibility Study Architecture diagram of the Quad CIO system, a quad COE implementation policy, and two white papers.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

NJVC followed International Organization for Standardization (ISO) 9001 processes, the ITIL v3 framework, and

NJVC Past Performance #3 - Quad Chief Information Officer (CIO) Common Operating Environment (COE) Support

PMI tenets and guidelines. These methods contributed to improved services for the Quad.

Responsiveness to customer requests for services, scheduled and ad-hoc

NJVC appointed a Program Manager to oversee project implementation, providing the Quad agencies with a single point of contact for planning, communication, and problem/issue resolution. New tasks or change requests were managed using NJVC's approved proposal process. Reports were submitted to the Quad upon request, including updates on project progress, budget status, and issues discovered during the course of the project. As issues arose, NJVC prepared and submitted a risk mitigation plan to address them.

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.14 Onix Networking Corporation’s Past Performance Summary

CGI proposes Onix Networking as a Team CGI member for the DOI FCHS program.

- Small business that provides federal agencies with expertise in implementing Google Apps in a Cloud model
- Google Enterprise Partner since 2002; one of the first Google partners invited to the initial Google Apps Partner Advisory Board, and the first Google partner to hold a GSA Schedule
- Awarded \$35M contract to provide Google Apps and related services to support over 92,000 DOI end users
- Value to the FCHS program: Proven partner for Team CGI in implementing Google Apps-based solutions for DOI and the Bureaus

DOI Business Need	U.S. Holocaust Memorial	Princeton Plasma Physics	(b) (4)
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.14-1. Onix Networking Corporation’s Relevant Past Performance.

A.14.1 Past Performance #1 – Onix Networking – U.S. Holocaust Memorial Google Apps Migration

Onix Networking Past Performance #1 - U.S. Holocaust Memorial Google Apps Migration	
1. Complete name of Government agency, commercial firm, or other organization	
United States Holocaust Memorial Museum (USHMM)	
2. Complete address	
100 Raoul Wallenberg Place SW, Washington DC 20024	
3. Contract number or other reference	4. Date of contract
RFP 9531-11-R-0400	July 28, 2011
5. Date work was begun	6. Date work was completed
July 28, 2011	November 1, 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Angelito Pangilinan, Technical Lead 100 Raoul Wallenberg Place SW Washington, DC 20024 (202) 488-0426 apangilinan@ushmm.org	Bruce Falk, Contracting Officer 100 Raoul Wallenberg Place SW Washington, DC 20024 (202) 314-7828 bfalk@ushmm.org
10. Location of work	
<ul style="list-style-type: none"> ▪ Washington, DC ▪ Remote from Onix staff location 	
11. Description of the project	
<p>Onix assisted USHMM in deploying Google Apps for its legacy Microsoft Exchange systems in various U.S. locations, providing project management, technical, communications, and training support. USHMM established a strict timeline in a change-averse environment, requiring change management sensitivity and a flexible training schedule. The deployment also included many Blackberry users with high up-time expectations. http://googleenterprise.blogspot.com/2011/11/us-holocaust-memorial-museum-completes.html</p>	
History of high quality results and deliverables/staying within schedule and budget	
Onix completed this project on schedule and within budget. USHMM was pleased with the work completed.	
Cooperation and collaboration	
Cooperation and collaboration were essential to project success. Onix worked with the USHMM management and technical teams to support a timely go-live.	
Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness	
Google Apps for Government provides a service level agreement of 99.9% monthly uptime. USHMM appreciated the high availability Google Apps provided.	
Responsiveness to customer requests for services, scheduled and ad-hoc	
Onix responded to all requests for services, scheduled or ad-hoc, within one business day.	
Problems encountered and corrective actions taken	
(b) (4)	

Onix Networking Past Performance #1 - U.S. Holocaust Memorial Google Apps Migration

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.14.2 Past Performance #2 – Onix Networking – Princeton Plasma Physics Google Apps Migration

Onix Networking Past Performance #2 -Princeton Plasma Physics Laboratory Google Apps Migration	
1. Complete name of Government agency, commercial firm, or other organization	
Princeton Plasma Physics Laboratory (PPPL)	
2. Complete address	
PPPL, U.S. Route 1 North at Sayre Dr., Princeton, New Jersey 08543	
3. Contract number or other reference	4. Date of contract
PE011068-R	August 2011
5. Date work was begun	6. Date work was completed
August 2011	November 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Marc Cohen, Systems Administrator Princeton Plasma Physics Laboratory P.O. Box 451, Princeton, New Jersey (609) 243.3404 mcohen@pppl.gov	Kevin Ranahan, Subcontracts Administrator Princeton Plasma Physics Laboratory P.O. Box 451, Princeton, New Jersey (609) 243-2011 kranahan@pppl.gov
10. Location of work	
<ul style="list-style-type: none"> ▪ Princeton, NJ ▪ Remote from Onix staff location 	
11. Description of the project	
Onix supported PPPL with migrating from Microsoft Exchange to Google Apps for messaging and collaboration. They further assisted in deploying systems and providing instructions to migrate data from various systems such as Exchange/Outlook. All users were trained and are actively on Google Apps. Onix’s project roles included project management, communication, and technical and training coordination.	
History of high quality results and deliverables/staying within schedule and budget	
Onix completed this project on schedule and within budget.	
Cooperation and collaboration	
Onix worked closely with the project manager and technical team to ensure reports were submitted weekly at minimum, detailing project status and outstanding items. They utilized Google Docs, as well as regularly scheduled meetings to foster collaboration.	
Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness	
PPPL was an Onix customer for three years. This program started as a small pilot group and grew to a full deployment, demonstrating PPPL’s satisfaction with Onix’s services.	
Responsiveness to customer requests for services, scheduled and ad-hoc	
Onix quickly and efficiently provided solutions, services, and assistance as required, supporting product solutions, integration, installation, and training services.	
Problems encountered and corrective actions taken	
(b) (4)	

Onix Networking Past Performance #2 -Princeton Plasma Physics Laboratory Google Apps Migration

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.14.3 Past Performance #3 – Onix Networking – (b) (4) Google Apps Migration

Onix Networking Past Performance #3 – (b) (4) Google Apps Migration

1. Complete name of Government agency, commercial firm, or other organization

(b) (4)

2. Complete address

(b) (4)

3. Contract number or other reference	4. Date of contract
---------------------------------------	---------------------

N/A	January 2011
-----	--------------

5. Date work was begun	6. Date work was completed
------------------------	----------------------------

January 2011	Ongoing
--------------	---------

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
-----------------------------	---

Under NDA	Under NDA
-----------	-----------

9a. Technical point of contact	9b. Contracting or purchasing point of contact
--------------------------------	--

(b) (4)	(b) (4)
---------	---------

10. Location of work

Remote from Onix staff location

11. Description of the Project

Onix provided a Cloud-based email and collaboration environment, and supported other tasks to pilot, migrate, and prepare more than 11,000 users for migration from Lotus Notes to Google Apps and Google Message Discovery. Onix provided several technical personnel supporting tasks across the U.S., Malaysia, Australia, Europe, and Latin America.

Onix overcame language and cultural barriers, working with international colleagues to achieve technical solutions for Cloud initiatives. They completed the original project in three phases, rolling out Google Apps out to over 12,500 users. Onix is currently supporting a follow-up contract, integrating data from multiple Google Domains into the (b) (4). This contract supports an additional 26,000 users.

History of high quality results and deliverables/staying within schedule and budget

Onix completed the original project on schedule and within budget.

Cooperation and collaboration

Cooperation and collaboration were essential to project success, given the multiple locations and cultural barriers. Onix facilitated open communication on all aspects of the project (e.g., technical, project management, change management, and training).

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

(b) (4) was satisfied with the quality of Onix’s service and the high availability Google Apps provided. (b) (4) stated “Onix continually delivered at or above expectations and added value throughout the project.”

Responsiveness to customer requests for services, scheduled and ad-hoc

Onix regularly supports (b) (4), as they purchased an annual support package. Onix’s response times range from four to six hours for each request, but no later than one business day.

Onix Networking Past Performance #3 - Sealed Air Google Apps Migration

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.15 Phase One Consulting’s Past Performance Summary

CGI proposes Phase One Consulting as a Team CGI member for the DOI FCHS program.

- DOI-trusted provider of strategic and tactical modernization initiative support services
- Assisted DOI in developing its plan in compliance with the Federal Data Center Consolidation Initiative (FDCCI)
- Value to the FCHS program: Value-added services provider to assist in strategic initiatives, planning and design, and transition and migration services, as well as support for Program Growth and Bureau Outreach initiatives

DOI Business Need	DOI	USDA	Veterans Affairs
Technical Service Lines			
Storage Services	✓		
Secure File Transfer Services			
Virtual Machine Services			✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services		✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓		✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓		✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to		✓	✓
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers		✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	

Figure A.15-1. Phase One Consulting’s Relevant Past Performance.

A.15.1 Past Performance #1 – Phase One Consulting – DOI Enterprise Architecture Support

Phase One Consulting Past Performance #1 - Department of the Interior (DOI) Enterprise Architecture Support, Data Center Source Selection and Acquisition	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of the Interior (DOI)	
2. Complete address	
1849 C St. NW, Washington, DC 20240	
3. Contract number or other reference	4. Date of contract
GS35F0130U/D08PD76893 (Legacy NBCF08527)	September 29, 2008
5. Date work was begun	6. Date work was completed
September 30, 2008	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$24M (base plus four option years)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Maria Clark, IT Transformation Project Manager 7301 W. Mansfield Ave. D-2100 Denver, CO 80235 (303) 969-5154 maria_e_clark@nbc.gov	Deena Myles, COR 1849 C St. NW Washington, DC 20240 (202) 316-9521 deena_myles@ios.doi.gov
10. Location of work	
Reston, VA	
11. Description of the project	
<p>DOI needed to develop a migration strategy to move from an IT asset-based model to an IT service-based model, with IT services deployed and consumed in support of agency missions and aggressive standardization of IT services across the organization. The strategy also called for a Cloud First model that would maximize the adoption of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) in the long-term, and leverage virtualization of servers and storage, shared infrastructure, and enterprise licensing in the short-term. Phase One has assisted the consolidation initiative, prioritizing consolidation efforts by categorizing server-based applications according to their readiness to be migrated to other service solutions, including the Cloud. To evaluate DOI server-based applications, Phase One developed an Applications Assessment Framework and created an Applications Assessment Tool to categorize and classify applications and provide instant feedback.</p> <p>Phase One has further assisted DOI in developing its plan in compliance with the Federal Data Center Consolidation Initiative (FDCCI). Phase One provided analytical support for assessing data center IT assets at over 200 locations and associated requirements, as well as developed the final plan for data center consolidation.</p> <p><u>Storage Services</u></p> <p>Phase One assessed backup and server management requirements, as well as Disaster Recovery (DR) requirements prior to migration. They were instrumental in collecting and analyzing specific requirements and DR and Continuity of Operations (COOP) plans at DOI data center locations as part of the FDCCI effort. As part of their Cloud application assessment, Phase One determined power/backup requirements for over 200 data center locations across DOI.</p> <p><u>Secure File Transfer Services</u></p> <p>Not applicable.</p> <p><u>Virtual Machine Services</u></p> <p>Not applicable.</p>	

Phase One Consulting Past Performance #1 - Department of the Interior (DOI) Enterprise Architecture Support, Data Center Source Selection and Acquisition

Web/Database Hosting Services

Phase One assessed Web/database hosting requirements for migration readiness across DOI's application portfolio. They collected and analyzed specific requirements at DOI data center locations as part of the FDCCI effort.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

The Cloud Migration Assessment and FDCCI effort supported DOI's Enterprise Architecture (EA) program. DOI has realized the following as a direct result of Phase One's support:

- Received the E-Gov Institute's Excellence in Enterprise Architecture Award for Federal Civilian Leadership in Government Transformation.
- The Office of Management and Budget (OMB) awarded the DOI EA program a score of 4.25 out of 5 for EA maturity, the highest of any federal agency.
- The Government Accountability Office (GAO) gave DOI the highest score in its assessment of federal EA programs.
- Government Computer News Best Practice recognized DOI's Data Architecture.
- DOI's Enterprise Transition Plan was recognized by the FEAPMO as a reference for other federal agencies.
- The EA program was featured as a two-part case study in the Journal of Enterprise Architecture in January and May of 2006.
- The EA program and MBT have been featured as a best practice by the Federal Enterprise Architecture Certification (FEAC) Institute.
- The EA program has conducted outreach and information sharing sessions with over 25 federal, state, and local government agencies, as well as five foreign governments with the intent of sharing best practices and helping the EA community of practice.

The Phase One team was recognized by DOI as providing high-quality services and deliverables through its formal acceptance of the Applications Assessment Tool across the Department. Although not mandated by the Department, the tool was adopted by each of DOI's Bureaus and Offices for assessing which applications to move to a Cloud hosting environment.

Both the Cloud Migration Assessment and FDCCI support were completed on schedule and within budget.

Cooperation and collaboration

Phase One worked extensively with application owners and data center operational support teams. A critical element of the Cloud Migration Assessment was extensive communication and outreach to facilitate objective governance for application migrations. Phase One employed multiple means for communication and outreach, including developing road show materials, blogs, and newsletters, as well as conducting one-on-one sessions with critical stakeholders.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Phase One applied the following criteria during development of the Applications Assessment Tool:

- Ability to be adopted by all Bureaus and Offices – comprehensive effort in assessing applications for migration.
- Consistent methodology – categorize and classify applications in compliance with DOI and federal policies and priorities.
- Objectivity – applications are assessed impartially, with instant feedback on status and a recommended plan of action.
- Automation – the number of servers and applications makes manual assessment cumbersome, expensive, and error-prone.
- Inventory – the tool documents not only applications inventory, but also valuable data regarding server-based applications, providing an output that fills information voids.

Phase One Consulting Past Performance #1 - Department of the Interior (DOI) Enterprise Architecture Support, Data Center Source Selection and Acquisition

Responsiveness to customer requests for services, scheduled and ad-hoc

FDCCI support was an ad-hoc effort; DOI turned to Phase One to support this effort, which was contracted to another company. DOI relied on Phase One's experience with Bureau and Office personnel, as well as their previous responsiveness to similar requests for collecting and analyzing information in support of the FDCCI plan.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.15.2 Past Performance #2 – Phase One Consulting – USDA

Phase One Consulting Past Performance #2 - U.S. Department of Agriculture (USDA)	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of Agriculture (USDA) Forest Service	
2. Complete address	
1400 Independence Avenue, SW, Washington, DC 20250	
3. Contract number or other reference	4. Date of contract
AG-3187-C-09-0030	September 2009
5. Date work was begun	6. Date work was completed
September 1, 2009	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$0 (IDIQ with no initial tasks)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Denise Hann, eMNEPA Project Manager 8617 Yuba Drive, Soda Springs, CA 95728 (559) 860-9001 denisehann@fs.fed.us	Stacy Flagg, Contracting Officer 2150 Centre Ave., Bldg A, Fort Collins, CO 80526 (970) 295-5730 slflagg@fs.fed.us
10. Location of work	
Washington, D.C.	
11. Description of the project	
<p>At the U.S. Forest Service, Phase One assists with modernizing the National Environmental Policy Act (NEPA) process, called Electronic Management for the National Environmental Policy Act (eMNEPA). Support areas include NEPA tracking, management, reporting, NEPA Comment Analysis, and NEPA Document Distribution. Phase One's eMNEPA work has resulted in significant cost savings for the customer, accomplished through managing the entire solution definition life cycle, including solution development, deployment, pilot and scale-up, database hosting and development, Web development, and tool integration across the entire application.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Web/Database Hosting Services</u> The Planning, Appeals, and Litigation System (PALS) provides project, document, and Web publishing services through a unified Web application. Phase One researched the solution definitions that supported PALS development and ongoing enhancements. When deployed in 2006, PALS was built leveraging Forest Service software licenses, but hosted outside of the Forest Service's infrastructure.</p> <p><u>Development and Test Environment Services</u> Phase One developed the Document Management and Distribution (DMD) service to support PALS. DMD manages documents for eMNEPA, providing services such as document conversion to PDF to further streamline Forest Service work processes. Phase One provided PaaS to develop, integrate, and deploy DMD with eMNEPA. They have in-house development and test environments, and utilize Cloud-based hosting to manage Web content, services, and Web analytics. Phase One provides Tiers 1, 2, and 3 help desk support for DMD. They are further responsible for security documentation, service level agreements, and monitoring support for DMD.</p> <p><u>SAP/ERP Application Hosting Services</u> Not applicable.</p>	

Phase One Consulting Past Performance #2 - U.S. Department of Agriculture (USDA)

History of high quality results and deliverables/staying within schedule and budget

As a result of Phase One's support, the eMNEPA program was recognized in 2011 by the President's Council on Environmental Quality as a best practice for improving NEPA implementation. eMNEPA was recognized for enabling more efficient and rigorous environmental analysis through focused electronic tools. The Forest Service's investment in eMNEPA has resulted in millions of dollars in annual cost savings.

Also in 2011, the Forest Service and Phase One were jointly awarded the 2011 Environmental Planning Excellence Award from the American Planning Association (APA). The award honors efforts to create greener communities, reducing the impact of development on the natural environment and improving environmental quality. APA noted that the Forest Service and Phase One's efforts to automate and streamline the NEPA stakeholder engagement process was an important step in expanding citizen participation and improving environmental plan review.

Cooperation and collaboration

Phase One leverages knowledge management technologies to support collaboration, conduct peer reviews, share best practices, and effectively manage workflow.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Phase One identifies procedures and performance metrics to support task and deliverable quality.

Responsiveness to customer requests for services, scheduled and ad-hoc

Strong project management and customer-focused support have allowed Phase One to provide outstanding technical and schedule performance.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.15.3 Past Performance #3 – Phase One Consulting –Veterans Affairs

Phase One Consulting Past Performance #3 - U.S. Department of Veterans Affairs (VA)	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of Veterans Affairs	
2. Complete address	
1450 S. Babcock Street, Melbourne, FL 32919	
3. Contract number or other reference	4. Date of contract
VA: VA118-11-F-H002 Harris: 0000000065	June 9, 2011
5. Date work was begun	6. Date work was completed
June 9, 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$ 1,714,368.00	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Blake Jan, Program Manager Harris Corporation 1450 S. Babcock Street Melbourne, FL 32919 (321) 914-1353 dbalser@harris.com	Greg Wagner, Subcontracts Manager (prime contractor) Harris Corporation 7799 Leesburg Pike, Suite 800 North Falls Church, VA 22043 (703) 610-4479 gwagne05@harris.com
10. Location of work	
Washington, D.C.; Melbourne, FL; Phoenix, AZ	
11. Description of the project	
<p>The U.S. Department of Veterans Affairs (VA) Veteran Health Administration (VHA) recognized the need for maximizing utilization of existing bed capacity and supporting the smooth transition of patients from the Emergency Department and Surgery to inpatient beds in VA Medical Centers (VAMC). To support the management of beds, the VA deployed the Bed Management Solution (BMS) in 153 VAMCs across the nation in 2009 as a Class III application. In addition, BMS supports the December 31, 2010 mandate from the House Veterans Affairs Committee (HVAC) to provide increased VA-wide visibility of available beds. At this time, the BMS application must become a Class I product for compliance with national programming standards. In addition, the VA is requesting enhancements that include the integration of BMS into the existing suite of flow management applications.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Phase One supports periodic virtual machine configuration and builds for the development and testing environments. As part of this support, they create, edit, and execute scripts to generate relevant virtual machine images of the BMS software solution, including database and application server installation and configuration.</p> <p><u>Web/Database Hosting Services</u> Phase One provides the VA with business requirement and analysis services for the BMS Class I product. Using Agile methodology and ProPath/PMAS-compliant processes, BMS is being implemented as a Class I product that will replicate the current Class III BMS function. Phase One provides business and technical services for enhancements to align this product with an integrated suite of flow management applications, and ultimately to build the Comprehensive Flow Management (CFM) dashboard application. The BMS solution involves</p>	

Phase One Consulting Past Performance #3 - U.S. Department of Veterans Affairs (VA)

integrating data across 153 installations. Phase One performs requirements engineering related to application and database hosting services for BMS.

Development and Test Environment Services

Phase One supports periodic virtual machine configuration and builds for the development and testing environments, including configuring the application and database server software to meet environment requirements. They execute custom scripts to create the baseline environments.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Phase One produces meaningful, high-quality results through careful management of schedule and budget performance. They are responsible for authorship and review of key system artifacts, including software design specifications, system requirements, recovery plans, and use cases. Phase One has owned much of the process for conducting stakeholder requirements workshops and interviews, and translating those requirements into visual use cases and user stories. Their staff received praise from Harris Corporation and the VA for timely, high-quality deliverables.

Cooperation and collaboration

The Phase One team takes full advantage of Agile processes and available technologies to foster collaboration. They use daily Scrum calls to identify areas of concern and the source of a problem as a team. Phase One further utilizes available technologies (Skype, Google Hangouts, WebEx, etc.) to share content or screens when working through challenges.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Phase One uses periodic and monthly reviews by both the VA and Harris Corporation as input for performance evaluation and improvement. The Quality Assurance Surveillance Plan also provides cues as to the VA's expectations and the remedies required to meet performance objectives.

Responsiveness to customer requests for services, scheduled and ad-hoc

Phase One is well-known in the VA VHA community, by BMS program staff in particular; they are sought out for system-specific information, as well as supporting incoming VA requests. The Phase One team is highly regarded for responding to ad-hoc requests.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.16 Riverbed’s Past Performance Summary

CGI proposes Riverbed as a Team CGI member for the DOI FCHS program:

- Enables enterprises to successfully and intelligently implement strategic initiatives such as virtualization, consolidation, Cloud computing, and disaster recovery without fear of compromising performance
- World leader in performance, scalability, and simplicity with proven enterprise-wide performance architecture
- Value to the FCHS program: IT performance platform solutions to assist FCHS in understanding, optimization, and acceleration of IT, resulting in fast, fluid, and dynamic IT service delivery solutions

DOI Business Need	DOI NPS	DISA	FDIC
Technical Service Lines			
Storage Services			
Secure File Transfer Services	✓	✓	✓
Virtual Machine Services			
Database Hosting Services			
Web Hosting Services			
Development and Test Environment Hosting Services			
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓	✓	✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to			
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.16-1. Riverbed’s Relevant Past Performance.

A.16.1 Past Performance #1 – Riverbed –Department of Interior National Park Service

Riverbed Past Performance #1 – Department of Interior National Park Service	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Interior National Parks Service Office of Natural Resource Information Systems via a Federal Secure Supply Chain partner—LTI Data Comm	
2. Complete address	
Office of Natural Resource Information Systems 1201 Oakridge Dr., Fort Collins, CO 80525	
3. Contract number or other reference	4. Date of contract
R2309121030	8/1/2012
5. Date work was begun	6. Date work was completed
August 2012	October 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
Proprietary	Proprietary
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Steve Jones, IT Specialist 1201 Oakridge Dr., Fort Collins, CO 80525 970-225-3569 Steve_D_Jones@contractor.nps.gov	Steve Jones, IT Specialist 1201 Oakridge Dr., Fort Collins, CO 80525 970-225-3569 Steve_D_Jones@contractor.nps.gov
10. Location of work	
Fort Collins, CO and Lakewood , CO	
11. Description of the Project	
<p>The National Parks Service (NPS) had requirements to consolidate data centers which included moving assets from an existing data center/office location in Fort Collins, CO to a data center in Lakewood, CO.</p> <p>The Fort Collins site supported 200 users in addition to the data center function. The users were to remain in that location after the data center assets moved. There was concern about the application response time for the users in Fort Collins now that their data would be 60 miles away.</p> <p>The National Park Service is performing a variety of optimization services to include File Transfer services, Secure file transfer services, http, https over SSL and encrypted notes. In addition they are securely peering with other DOI based accounts, which includes encrypting all optimized files between NPS and FWS Steelheads. NPS has a requirement to transfer more than 70TB of data securely between their datacenter locations.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> NPS implemented Riverbed Steelhead Technology in both the Fort Collins and Lakewood locations and in less than a month had achieved 70% reduction in bandwidth utilization for File Transfer Protocols and up to 99% bandwidth reduction in TCP and HTTP applications.</p> <p>The next step for NPS will be to implement the Riverbed Granite and Virtualization technology that were selected in addition to Steelhead. NPS will virtualize field applications on the Steelhead to reduce the cost footprint of extra application servers that currently reside at the user site. Next, they will use Granite technology to allow consolidation of storage from the field site, back to the data center. Granite will ensure that local field applications access necessary storage providing performance equivalent or better than what users experienced when the data was stored locally with the application users. The centralization of the storage back to the data center through Granite will reduce field site costs associated with server/software/tape and leverage the existing Data Center Storage Area Network (SAN) and existing Continuity of Operations (COOP) infrastructure.</p> <p>Riverbed has an on-going professional services engagement to manage the project and provide technical</p>	

Riverbed Past Performance #1 – Department of Interior National Park Service

resources once the SAN upgrade is complete.

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables

National Park Service IT personnel had previous experience managing a Steelhead solution in another Data Center environment. NPS was able to install, configure and implement the solution to enable the results described above. The Steelhead installation was accomplished within tight change management windows provide by the IT organization. NPS successfully stood up the systems within the maintenance windows and started providing optimized user traffic immediately. As is the case with Steelhead implementation, the more data that passes through the Steelheads, the more efficient the optimization becomes. This is demonstrated by the optimization numbers achieved with the first month in production.

Cooperation and collaboration

NPS is actively working with other DOI based organizations to take advantage of the Steelhead infrastructure in place and the existing Steelhead deployments are helping to reduce bandwidth consumption as they navigate through their WAN migration program.

Quality of service and improvement

NPS is seeing a total data reduction of 94% and a peak data reduction of 99%. Based on this, the bandwidth capacity has increase by a factor of 17x.

Responsiveness to customer requests for services

Riverbed's world-class technical support engineers (Escalation Engineers) are experts in the Riverbed product line and key related technologies. Escalation Engineers have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills. Under this contract agreement NPS has access to the expertise of Riverbed's engineers via the prime contractor. Escalation Engineers have full accountability for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, specialists in remote support organizations, third-party vendors, and engineering teams. The teams of individuals seamlessly work together to provide the excellent support customers require. Technical Support works very closely with the Quality Assurance (QA) and Engineering organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Riverbed can offer the highest degree of technical knowledge possible. At any time throughout the day, an experienced Riverbed support engineer will be available to directly respond to NPS customer questions and resolve technical issues.

Problems encountered and corrective actions taken

(b) (4)



Key Personnel

Not applicable.

Riverbed Past Performance #1 – Department of Interior National Park Service

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.16.2 Past Performance #2 – Riverbed – Defense Information Systems Agency

Riverbed Past Performance #2 – DISA STEP and Teleport Program	
1. Complete name of Government agency, commercial firm, or other organization	
Defense Information Systems Agency	
2. Complete address	
6916 Cooper Ave., Ft. Meade, Maryland 20755-7901	
3. Contract number or other reference	4. Date of contract
HC1028-12-F-0552	July, 2012
5. Date work was begun	6. Date work was completed
July 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,750,000	Proprietary
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Greg Van Dyke DOD Teleport Program Office/Systems Engineering Lead NSE12 IP Assessment Branch 6916 Cooper Ave. Ft. Meade, Maryland 20755-7901 Work: (301) 225-2281 (DSN 312-375) Cell: (703) 835-2618 Gregory.VanDyke@disa.smil.mil	Michael Jackson Contracting Officer- Chief GIG Ops Sustainment Contracting 6916 Cooper Ave. Ft. Meade, Maryland 20755-7901 301-225-4063 Michael.d.jackson119.civ@mail.mil
10. Location of work	
Defense Information Systems Agency	
11. Description of the Project	
<p>The DISA Teleport Program Office (TPO) selected Riverbed as the WAN optimization technology to be installed at their worldwide Teleport and Standard Tactical Entry Point (STEP) locations. As the two primary satellite services programs within DISA, STEP and Teleport service approximately 20,000 subscribers in DOD. The contract was awarded in Q2 2012, establishing Riverbed as the singular standard for DISA satellite circuits and the military subscribers they support.</p> <p>The selection of Riverbed was the result of a yearlong series of competitive performance tests, where Riverbed technology substantially outperformed competing solutions for application speed and bandwidth efficiency. DOD subscribers using DISA satellite circuits will now experience optimized and accelerated service, improving transaction times and user productivity, while reducing bandwidth requirements and the associated costs.</p> <p>In addition to the equipment purchase, this contract includes professional services to support configuration, installation and operation of the Riverbed products, as well as technical training for DISA and contractor support staff.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> The services provided to DISA are specifically designed to optimize and accelerate secure file transfers. The underlying software that drives the Riverbed product line is designed to provide secure file transfers, including FTP, HTTP, CIFS and MAPI, between optimization devices. These transfers are secured using AES-128 or 256, or 3DES, and the security is transparent to the end user systems.</p> <p>Riverbed devices are also integrated into the secure network architecture, providing secure transfers over the WAN while simultaneously accelerating and optimizing the transaction. By serving as a trusted agent within the network's SSL architecture and housing the network's certificates and keys, Riverbed is seamlessly optimizing</p>	

Riverbed Past Performance #2 – DISA STEP and Teleport Program

connections over the secure WAN while completely maintaining the network's security policies.

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables

For more than a year, Riverbed technologies were subjected to a broad array of test parameters, including varying operational and networking conditions designed to impede the performance of the network. In every case, Riverbed outperformed competing technologies and exceeded the performance requirements of the DISA test plan.

During the process, Riverbed worked with DISA to ensure that their deployment schedule could be met and that procurements could be done within their program budget. Because the scope of DISA's requirements fluctuated throughout the process, this required Riverbed to undergo multiple rounds of pricing analysis and quoting exercises. Ultimately, Riverbed was able to meet all program requirements on schedule and well within the budget provided by the program office.

Cooperation and collaboration

Riverbed engineers worked with DISA staff and the supporting contractors both at DISA headquarters and at Teleport Program Office at Aberdeen Proving Ground. This included providing test hardware, assisting in setting up the test network, collaboration on developing the test plan, and on-site troubleshooting throughout the test process. Riverbed was able to work closely with the customer on an engineering level throughout the test and evaluation exercise without compromising the integrity of the process or the procurement.

Quality of service and improvement

As part of the deployment, Riverbed has included multiple levels of performance diagnostics that will allow for the measurement and monitoring of system performance. This will provide both Riverbed engineers and DISA operations staff the information necessary to modify and improve system configurations as necessary. DISA staff will be trained on the generation and interpretation of this system monitoring capability as part of the training services purchased under this contract.

Responsiveness to customer requests for services

During the evaluation and procurement process, the scope of the TPO's requirements were frequently altered, changing and expanding to include different equipment and services to meet the TPO's evolving requirements. This required Riverbed to be highly responsive to these change requests, providing different evaluation equipment and personnel with different skill sets throughout the process. Because Riverbed is staffed with a highly technically-diversified staff backed by an equally diverse professional services organization, the company was well equipped to respond to these evolving requirements, and continues to do so even post-award.

Problems encountered and corrective actions taken

(b) (4)



Riverbed Past Performance #2 – DISA STEP and Teleport Program

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.16.3 Past Performance #3 – Riverbed – Federal Deposit Insurance Corporation

Riverbed Past Performance #3 – FDIC	
1. Complete name of Government agency, commercial firm, or other organization	
Federal Deposit Insurance Corporation (FDIC) via partner authorized in the Federal Secure Supply Chain - FCN	
2. Complete address	
550 17 th Street NW, Washington, DC 20429-9990	
3. Contract number or other reference	4. Date of contract
DOC46PAPT1000448/0002	12/22/2011
5. Date work was begun	6. Date work was completed
January 2010	December 2011
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
Proprietary	Proprietary
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Diane Senechal, Project Manager 3501 Fairfax Dr, Arlington, Virginia 22201 703-516-1159 tsenechal@fdic.gov	Dong-suk Han, Specialist Engineer 3501 Fairfax Dr, Arlington, Virginia 22201 (703) 516-1319 DHan@FDIC.gov
10. Location of work	
Washington, D.C.	
11. Description of the Project	
<p>FDIC was facing extensive bandwidth upgrades to support ever increasing data transfer and accessibility requirements across the enterprise. The decision was made, to procure data center and branch office Steelhead appliances to provide the application and data transfer speeds necessary to forego the upgrades while providing the performance and throughput rates required.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Riverbed Professional Services was engaged to provide the implementation support required to enable the solution and provided the following value-added activities in cooperation with FDIC personnel:</p> <ul style="list-style-type: none"> ▪ Testing – extensive lab environment testing was performed to simulate and validate the core component architecture and FDIC-specific configurations to support their objectives. ▪ Pre-Deployment Build Methodology – using the test results and validated configurations, Professional Services designed and documented an extensive build methodology to insure rollout success. This methodology was built in conjunction with subject matter expertise at FDIC to maximize the impact of the rollout and provide no negative production impact outside of scheduled and approved change windows. ▪ Hands On Training – to prepare the IT organization for inclusion of the new architecture, Riverbed Professional Services provided in-depth, hands on training of key personnel in addition to the core Riverbed training curriculum. ▪ DC Design/Validate – an extensive design activity involving multiple FDIC departments was undertaken and led by the Riverbed Consulting Solutions Architect and Project Management Office. The design incorporated knowledge objectives of FDIC and risk mitigation strategies to support incorporating the Steelhead solution into a robust and extensive head end delivery environment. ▪ Post Deployment Fine Tune/Production Validation – in addition to documenting the end state architecture post-deployment, Riverbed Professional Services monitored the environment and validated the design objectives over the course of several weeks. This led to minor configuration changes to assist performance improvements around specific protocols and validated the high and low level designs were operating as expected 	

Riverbed Past Performance #3 – FDIC

Virtual Machine Services

Not applicable.

Web/Database Hosting Services

Not applicable.

Development and Test Environment Services

Not applicable.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables

The pre-planning, testing and design efforts produced a stable implementation that met the objectives, but also provided the following

- An 80 site rapid deployment with multiple DCs with no project setbacks
- Performance improvements:
 - Exchange (80% WAN traffic reduction)
 - File Services (70%)
 - Backup (90% - backup windows reduced from 8+ hours to 3)

The project was delivered in budget. Customer delay in personnel availability during some phases of the project caused intermittent and unavoidable project delays, however ultimately the solution was successfully implemented and provides the ongoing value-added that was tested and expected.

Cooperation and collaboration

The collaboration of Riverbed Consulting Solutions Architects and subject matter experts at FDIC resulted in development of deployment/design and maintenance methodology to best fit to roles, responsibilities and methodologies at FDIC.

Quality of service and improvement

See above.

Responsiveness to customer requests for services

Riverbed Professional Services, understanding the customer importance and mission of FDIC, was able to provide resourcing within 3 day window of notification as requested due to unavoidable client personnel unavailability.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input checked="" type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.17 Salesforce’s Past Performance Summary

CGI proposes Salesforce as a Team CGI member for the DOI FCHS program.

- Industry leader in platform solutions for building and running social, mobile, and real-time business applications in the Cloud
- Value to the FCHS program: Upon completion of FedRAMP certification, Team CGI is positioned to provide DOI and the Bureaus with Force.com platform capabilities in a PaaS model under a Cloud Brokerage model

DOI Business Need	GSA	SEC	DoS GSS
Technical Service Lines			
Storage Services			
Secure File Transfer Services			
Virtual Machine Services			
Database Hosting Services	✓	✓	✓
Web Hosting Services		-	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓		✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs	✓		
Ensure applicable federal information security and privacy regulations are maintained and adhered to		✓	✓
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers		✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.17-1. Salesforce’s Relevant Past Performance.

A.17.1 Past Performance #1 – Salesforce – GSA

SalesForce Past Performance #1 - General Services Administration (GSA) Enterprise Cloud Computing License Agreement

1. Complete name of Government agency, commercial firm, or other organization

General Services Administration (GSA)

2. Complete address.

1275 First Street NE, Washington, DC

3. Contract number or other reference

GSI0011AA0280

4. Date of contract

July 31, 2011

5. Date work was begun

August 1, 2011

6. Date work was completed

Ongoing

7. Estimated contract price

\$28,000,000

8. Final amount invoiced or amount invoiced to date

(b) (4)

9a. Technical point of contact

Sonny Hashmi, Deputy Chief Information Officer
1275 First Street NE, Washington, DC
(202) 357-5848
sonny.hashmi@gsa.gov

9b. Contracting or purchasing point of contact

Fred Wuensch, Contracting Officer's Technical Representative
1275 First Street NE, Washington, DC
(202) 208-0228
fred.wuensch@gsa.gov

10. Location of work

Agency-wide; Washington, D.C. and Crystal City, VA

11. Description of the project

The GSA Enterprise Cloud Computing License Agreement is a five-year agreement with Salesforce.com; it includes application development on the Force.com Cloud platform, agency-wide collaboration to complement Gmail, and customer relationship management. The following has been achieved:

- Deployed Salesforce Chatter and Salesforce Ideas to GSA employees to complement their migration from Lotus email to Google Gmail; provided GSA's Administrator, Dan Tangherlini, with a platform for real-time agency-wide discussion. Chatter and Ideas have transformed the culture at GSA, removing the communication barriers that exist in email and providing immediate transparency across the agency.
- GSA Administrator, Dan Tangherlini, launched the "GSA Great Ideas Hunt" to all GSA employees, asking them to submit ideas that would drive cost savings within the agency and for the larger U.S. Government. In a matter of weeks, over 600 ideas and 20,000 votes were submitted by GSA employees. Five ideas were chosen to be implemented immediately, resulting in cost savings of \$5.5M.
- GSA deployed 23 applications on the Force.com Cloud platform in 6 months, resulting in significant costs savings, improved agility, and a better user experience. The platform is being used for a wide range of applications, including consolidation of duplicative departmental Lotus Domino applications, migration of various legacy applications, and development of new applications to meet emerging needs across the agency. Examples include: Government-wide Federal Data Center Consolidation Initiative (FDCCI); an agency-wide application for tracking conference attendance, travel, and spending approvals; agency-wide content and knowledge sharing; agency-wide IT spend tracking and approval application; case management and tracking; the Congressional Asset Inventory System; Project Management Central; and the National Customer Service and Call Center.

Storage Services

Not applicable.

Secure File Transfer Services

Not applicable.

SalesForce Past Performance #1 - General Services Administration (GSA) Enterprise Cloud Computing License Agreement

Virtual Machine Services

Not applicable.

Database Hosting Services

The enterprise license agreement with GSA includes the Force.com Cloud database, used to support Salesforce.com custom and pre-packaged Cloud applications deployed at GSA. There are currently 30+ applications in production that leverage the Force.com Cloud database at GSA.

Web Hosting Services

Not applicable.

Development and Test Environment Services

Multiple sandbox environments are included on this project. The sandbox environments provide GSA with replicated environments to support their full life cycle needs for development, testing, staging, quality assurance, training. Salesforce Sandbox enables administrators to easily create multiple replicated instances of their Salesforce environment.

▪ Complete or Partial Production Database Copy

With a single click, an administrator can create a complete copy of the organization's production database – all data and customizations are re-created in a completely separate sandbox environment that can be used for configuration change testing, integration testing, or new user training. Administrators also have the flexibility to create a partial copy with only setup customizations, no data.

▪ Sandbox Refreshment

Sandboxes can be deleted and refreshed with the click of a button and require no custom coding or hardware environment setup.

▪ Separate Hardware

Sandboxes exist on a completely separate set of Web, database, application, Application Programming Interface (API), cache, and search servers to minimize negative impact on the live production instances.

▪ Restricted End User Access

To prevent users from inadvertently logging into or receiving email notifications from the sandbox environment, usernames and email addresses on those servers can be altered (with the exception of the user who requested the sandbox copy). Administrators can open up access to additional users if desired, after the copy is made.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

- GSA consolidated 1,700 departmental Lotus Domino applications down to 15 enterprise-wide applications deployed on Force.com. The consolidation and migration was performed on time and within budget, ensuring that GSA could de-commission its legacy Domino infrastructure on schedule.
- GSA developed and deployed 26 additional cloud applications on Force.com in less than 6 months. These applications included Case Management, Customer Service, and Geo-Spatial applications. The speed and agility made available by the Force.com platform enabled GSA to drastically reduce the time to market for new applications and services, while driving significant cost savings.
- Using the Force.com platform, GSA deployed an ideation application called the “Great Ideas Hunt” to its 17,000+ employees in less than 3 days. Within the first month the application was live, GSA employees generated 635 ideas and over 20,000 votes. The Ideas were focused on ways the agency could be more efficient and save tax payer dollars. As a result, 5 of the top ideas were immediately selected for implementation. The implementation of these ideas lead to an annual savings of \$5.5m per year. An additional 40 Ideas are currently under consideration with the GSA innovation council.
- GSA’s numerous Force.com project has consistently on time and under budget. This has lead to Force.com being a key technology driver in their IT consolidation effort. GSA continues to consolidate and migrate applications to the Force.com Cloud Computing platform at an unprecedented pace.

Cooperation and collaboration

Salesforce.com maintains an open and ongoing dialogue between GSA and their product and operations teams,

SalesForce Past Performance #1 - General Services Administration (GSA) Enterprise Cloud Computing License Agreement

allowing GSA to have full understanding of the roadmap, future functionality, as well as guidance and best practices for various challenges as they occur. In addition, Salesforce.com provides GSA with their premier success and support plan, which includes 24/7 support, two-hour response time, assigned support representatives, basic API support, integration support, service level monitoring and reporting, and a dedicated success team.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Salesforce.com provides three painless, automatic upgrades per year to users as part of their service, and unlike other providers, all customizations and integrations carry over to the new versions without IT intervention. Customers benefit from frequent upgrades, allowing them to leverage the latest innovations immediately after they become available, rather than waiting five years or longer. Salesforce includes over 100 new features with each upgrade. These features add up to 1,500 innovations over the span of 5 years.

Responsiveness to customer requests for services, scheduled and ad-hoc

Salesforce.com maintains an open and ongoing dialogue between GSA and their product and operations teams, allowing GSA to have full understanding of the roadmap, future functionality, as well as guidance and best practices for various challenges as they occur. In addition, Salesforce.com provides GSA with their premier success and support plan, which includes 24/7 support, two-hour response time, assigned support representatives, basic API support, integration support, service level monitoring and reporting, and a dedicated success team.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.17.2 Past Performance #2 – Salesforce – SEC

SalesForce Past Performance #2 - U.S. Securities and Exchange Commission (SEC)	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Securities and Exchange Commission (SEC)	
2. Complete address.	
1275 First Street NE, Washington, DC	
3. Contract number or other reference	4. Date of contract
Not Applicable	September 20, 2008
5. Date work was begun	6. Date work was completed
October 1, 2008	July 2009
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$3M	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Richard Sugarman, Technology Lead 1275 First Street NE, Washington, DC (202) 551-6312 sugarmanr@sec.gov	Richard Sugarman, Technology Lead 1275 First Street NE, Washington, DC (202) 551-6312 sugarmanr@sec.go
10. Location of work	
Washington, D.C.	
11. Description of the project	
<p>Prior to Salesforce, the SEC’s Office of Investor Education and Advocacy (OIEA) was using a 10-year-old in-house system to track case files associated with investor tips, complaints, and inquiries. The system suffered from intermittent up-time and system speed. OIEA staff responds to a broad range of investor contacts through phone, email, Web forms, and U.S. mail, with volumes close to 90,000 contacts annually. As a result of implementing the Salesforce Service Cloud and Force.com platform, OIEA has seen improvements in system reliability, efficiency, and accuracy. The time required to complete files has decreased by up to 75%, and call volumes have been reduced by 40%. OIEA is now a paperless environment; paper files are scanned into the system and worked electronically. All channels (email, Web form, U.S. mail, fax, and phone) are brought into a single queue to be assigned and worked. Documentation can be attached to files, which allows staff member to build a complete chronology of events. Life cycle tracking is now also available, allowing management staff to see the stage and chain of events for every file. Furthermore, the system now tracks information that is useful for assisting investors, as well as reporting on data that is valuable to leadership and other divisions.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Not applicable.</p> <p><u>Database Hosting Services</u> The Salesforce.com license agreement with SEC includes the Force.com Cloud database, used to support all of the Salesforce.com applications that have been deployed at SEC.</p> <p><u>Web Hosting Services</u> Not applicable.</p> <p><u>Development and Test Environment Services</u> Multiple sandbox environments are included on this project. The sandbox environments provide SEC with replicated environments to support their full life cycle needs for development, testing, staging, quality assurance,</p>	

SalesForce Past Performance #2 - U.S. Securities and Exchange Commission (SEC)

training. Salesforce Sandbox enables administrators to easily create multiple replicated instances of their Salesforce environment.

- **Complete or Partial Production Database Copy**

With a single click, an administrator can create a complete copy of the organization's production database – all data and customizations are re-created in a completely separate sandbox environment that can be used for configuration change testing, integration testing, or new user training. Administrators also have the flexibility to create a partial copy with only setup customizations, no data.

- **Sandbox Refreshment**

Sandboxes can be deleted and refreshed with the click of a button and require no custom coding or hardware environment setup.

- **Separate Hardware**

Sandboxes exist on a completely separate set of Web, database, application, Application Programming Interface (API), cache, and search servers to minimize negative impact on the live production instances.

- **Restricted End User Access**

To prevent users from inadvertently logging into or receiving email notifications from the sandbox environment, usernames and email addresses on those servers can be altered (with the exception of the user who requested the sandbox copy). Administrators can open up access to additional users if desired, after the copy is made.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Salesforce.com focuses on customer success, avoiding hidden costs, lengthy implementations, and high failure rates, while providing a comprehensive, flexible solution that meets the needs of organizations of all sizes. The following are examples of how Salesforce.com ensures their customers stay within schedule and budget:

- **Initial Implementation and Deployment Costs:** Salesforce's multi-tenant Cloud delivery model means there is no software or hardware to buy or install. It also means no hidden costs for required technology stack components or add-on applications. Their solution is intuitive and includes extensive tutorials and help files, making it easier and faster to train users.
- **Ongoing Operational and Maintenance Costs:** Traditional software customers are subjected to annual vendor maintenance fees, plus the time required for the IT department to apply endless patches and bug fixes to the components in the technology stack. IT is further burdened with managing the infrastructure to validate that the application remains secure and retains expected response times. Salesforce frees customers from these hidden costs with their multi-tenant service. Service is provided on their global, trusted, and secure infrastructure, providing lightning fast response times and continuous availability; includes the most stringent security and disaster recovery safeguards in the industry.
- **Upgrade Costs:** The most common oversight in a TCO analysis is the cost of upgrades. Since the average lifespan of traditional applications is three to five years, IT organizations bear the burden of dealing with these aging applications. As these applications become outdated, user effectiveness, adoption, and morale suffer dramatically. Upgrades to traditional applications are extremely costly, especially for customizations that need to be reconfigured or recoded, integrations that need to be rebuilt, and supporting applications (i.e., IT stack or add-ons) that need to be upgraded at the same time. Most organizations typically choose to update their IT infrastructure at the time of an upgrade as well, which further adds to the cost. Salesforce.com provides three painless, automatic upgrades per year to users as part of their service, and unlike other providers, all customizations and integrations carry over to the new versions without IT intervention. Customers benefit from frequent upgrades, allowing them to leverage the latest innovations immediately after they become available, rather than waiting five years or longer. Salesforce includes over 100 new features with each upgrade. These features add up to 1,500 innovations over the span of 5 years.

Cooperation and collaboration

Salesforce.com provides SEC with their premier success and support plan, which includes 24/7 support, two-hour response time, assigned support representatives, basic API support, integration support, service level monitoring and reporting, and a dedicated success team.

SalesForce Past Performance #2 - U.S. Securities and Exchange Commission (SEC)

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Salesforce.com provides three painless, automatic upgrades per year to users as part of their service, and unlike other providers, all customizations and integrations carry over to the new versions without IT intervention. Customers benefit from frequent upgrades, allowing them to leverage the latest innovations immediately after they become available, rather than waiting five years or longer. Salesforce includes over 100 new features with each upgrade. These features add up to 1,500 innovations over the span of 5 years.

Responsiveness to customer requests for services, scheduled and ad-hoc

Salesforce.com provides SEC with their premier success and support plan, which includes 24/7 support, two-hour response time, assigned support representatives, basic API support, integration support, service level monitoring and reporting, and a dedicated success team.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|---|---|
| <input type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input checked="" type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.17.3 Past Performance #3 – Salesforce – DoS GSS

SalesForce Past Performance #3 - Department of State (DoS) Global Support Strategy (GSS)	
1. Complete name of Government agency, commercial firm, or other organization	
U.S. Department of State via CGI (prime contractor)	
2. Complete address	
Global Support Strategy (GSS), Office of Logistics Management, Acquisition Management P.O. Box 9115, Rosslyn Station, Arlington, VA 22219	
3. Contract number or other reference	4. Date of contract
S-AQMMA-10-D-0018	March 2011
5. Date work was begun	6. Date work was completed
March 2011	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
(b) (4)	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Michael J. Mickaliger, Contract Specialist Rosslyn Station, Arlington, VA 22219 (703) 875-6937 mickaligermj@state.gov	Reaver Clements, Contracting Officer Rosslyn Station, Arlington, VA 22219 (703) 875-5077 clementsrl@state.gov
10. Location of work	
Washington, D.C., and multiple embassies and consulates around the world.	
11. Description of the project	
<p>CGI provides critical visa support services for Consular Affairs (CA) in Washington, D.C. and for embassies and consulates around the world. We have launched or are transitioning this program on 5 continents, in 31 countries, and in 17 languages, including English and Spanish, as well as languages that use non-Latin-based alphabets such as Russian, Mandarin, Korean, Japanese, and Mongolian. CGI has won 7 out of 13 task orders to date.</p> <p>CGI performed a Cloud migration project for DoS, involving migration of applications and tools to a Cloud environment. Specifically, CGI leveraged the publicly available tools provided by Salesforce.com and internal processes to perform the following highly specialized tasks, including:</p> <ul style="list-style-type: none"> ▪ Reviewing specifications documents and other project notes ▪ Establishing the organization for this project ▪ Creating a new and improved specification document for project implementation with Salesforce.com ▪ Integrating several transactions to external systems for efficiency, correspondence, payment processing, feedback mechanisms, and calendar/appointment processes ▪ Embedding granular audit controls for all transaction types; controls are available based on security role profiles as dashboards to review and improve performance and to store audit trails as required <p>The tools created provide public-facing visa functions with a highly interactive set of workflow processes, giving DoS users the ability to see transactions requested and view dashboards of activity. The tools also integrate with other tools for efficiency.</p> <p>This platform supports DoS' efforts to migrate from paper-based, visa-related application services, to Web-based, online processes by offering self-service IV and NIV appointment scheduling for applicants; the ability to use email to collect supporting documentation, which is permanently stored with an applicant's record; and to reduce informational transactions for post, enabling them to focus on the adjudication of visas.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p>	

SalesForce Past Performance #3 - Department of State (DoS) Global Support Strategy (GSS)

Virtual Machine Services

Not applicable.

Web and Database Hosting Services

All systems we deployed are Cloud-based and 100% available to end users with zero downtime. The tools we deployed do not need any downtime when upgrades are initiated, and require no customizations that prevent regular upgrades from occurring. Both application and system upgrades are deployed via the Cloud and with zero user impact. Leveraging Cloud services allows volumes to increase and additional countries to be added to the production user base, with no need to procure new servers or new infrastructure staff.

Development and Test Environment Services

CGI leveraged the automated testing tools provided by Salesforce.com to create a bug-free release, leading to a deployment with no severity one defects.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

Leveraging Salesforce's platform, CGI uses a variety of testing and surveillance techniques to deliver quality GSS services and to meet the service level agreements of the program. The technical platform is monitored using a diverse set of network and systems management tools; this technical platform has offered 100% uptime since launching.

We have an excellent record of meeting service level agreements. CGI evaluates the quality assurance results, designs and implements improvements and fixes where necessary, then tests the modified solution again. We repeat this process until a final product emerges that not only meets our high standards of operational and systematic performance, but that also complies with task order service level agreements.

Cooperation and collaboration

Using Salesforce's platform, CGI has infused GSS operations with a constant stream of innovations that enhance the effectiveness of visa operations around the world. The most over-arching innovation is CGI's integrated solution itself, which offers precision appointment management and unprecedented reporting capabilities through universal, centrally-managed functionality that is also configurable by each post. CGI's system replaces applicant/post email correspondence related to group and expedited appointments with Web-based request forms and approval queues. It significantly reduces communications workload for posts, and tracks and communicates data such as no-shows and document delivery status. Much of the communication is automated and self-service; an applicant can, for example, email the system, enter their passport number, and get an automatic response containing the status of their passport. In many countries, CGI has increased the number of locations where applicants can pay fees and added convenient, online payment functionality where none existed before, eliminating time-consuming and sometimes expensive travel for applicants, especially in remote areas or those with poor infrastructure.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Monitoring and measuring the satisfaction of our two GSS customers—the USG and the applicants who use our services—is one method CGI uses to track program performance. Mission satisfaction is evaluated using a customer satisfaction survey. This survey is conducted quarterly and captures the satisfaction with overall GSS services and the support from the PMO and task order management teams. Highlights from the quarterly survey in March 2012, include 100% satisfaction ratings from two of our task orders in Asia. CGI also gathers applicant feedback through a link on the GSS Portal and other applicant communications. Sample statistics from our three most mature task orders include a roughly 90% applicant satisfaction rating for May, 2012.

Responsiveness to customer requests for services, scheduled and ad-hoc

Using Salesforce's platform, CGI coded, tested, accepted, trained, and deployed the new systems/tools in a total of 45 days – we deployed tools to 5 non-U.S. countries; 150 named users; 33,000 registered users; and generated 105,000 log-in sessions in the first 2 weeks of usage.

SalesForce Past Performance #3 - Department of State (DoS) Global Support Strategy (GSS)

Problems encountered and corrective actions taken

(b) (4)



Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.18 Technatomy’s Past Performance Summary

CGI proposes Technatomy as a Team CGI member for the DOI FCHS program:

- CMMI Maturity Level 3, ISO 20000:2005, and ISO 9001:2008-registered, service-disabled veteran-owned small business (SDVOSB) and SBA certified 8(a) small disadvantaged business (SDB)
- Provides application development, enhancement services, and technical expertise to the DOI NBC Human Resources Directorate
- Value to the FCHS program: Technatomy brings value through their understanding of the DOI technical environment, as well as their mature Quality Management System

DOI Business Need	DOI NBC	IRS FinCEN	IRS EFDS
Technical Service Lines			
Storage Services	✓	✓	
Secure File Transfer Services			
Virtual Machine Services		✓	
Database Hosting Services			✓
Web Hosting Services	✓		
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services	✓		
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services		✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs		✓	
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers			
Provide interoperable and portable solutions that enable mobility across hosting models and service providers			
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.18-1. Technatomy’s Relevant Past Performance.

A.18.1 Past Performance #1 – Technatomy – DOI NBC

Technatomy Past Performance #1 - Department of Interior (DOI) National Business Center (NBC)	
1. Complete name of Government agency, commercial firm, or other organization	
Department of Interior (DOI) National Business Center (NBC) Personnel and Payroll Systems Division (PPSD) – Human Resources Directorate (HRD)	
2. Complete address	
7301 W Mansfield Avenue, Lakewood, CO 80235	
3. Contract number or other reference	4. Date of contract
GS06F0678Z	April 01, 2012
5. Date work was begun	6. Date work was completed
April 01, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$15,482,949.09	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Robert Moody, Chief, Program Support Office, PPSD-HRD 7301 W Mansfield Avenue, Lakewood, CO 80235 (303) 969-5031 robert_moody@nbc.gov	Shanta Harrison, Contracting Officer 7301 W Mansfield Avenue, Lakewood, CO 80235 (303) 969-7224 shanta_m_harrison@nbc.gov
10. Location of work	
Lakewood, CO	
11. Description of the project	
<p>Technatomy provides application development and enhancement services, as well as technical expertise to DOI NBC’s HRD. The systems Technatomy supports interact with 40 Federal Government agencies, processing payroll for over 250,000 federal employees.</p> <p>The National Data Center (NDC) provides hosting services, security, and desktop support. The NBC and NDC work in tandem to provide the entire foundation necessary for DOI to be successful. The Personnel and Payroll System Division (PPSD) supports the NBC, providing programming, database management, workload assessment, configuration management, performance load testing, systems administration, and other assistance. PPSD further provides analysis, development, testing, implementation, maintenance, and production processing support for the full life cycle of application releases; systems life cycle administrative assistance; emergency changes; technical and programming assistance; and data requests for supported systems.</p> <p>The Federal Personnel and Payroll System (FPPS) is a Major Application (MA) consisting of the Federal Personnel and Payroll System, Quicktime, Web FPPS, Retirement Sub System, Datamart (a data warehouse), Kronos© WebTA, and QuickSAR applications. The Web FPPS application is a Graphical User Interface (GUI)-based means of accessing the FPPS application.</p> <p><u>Storage Services</u> NDC’s primary role is to provide storage services, disaster recovery, and data center consolidation transition support. Technatomy supports NBC in the Technology Systems Management Branch (TSMB) in conducting capacity and contingency planning, using database administrators and senior system administrators to maintain server technologies.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p> <p><u>Virtual Machine Services</u> Not applicable.</p>	

Technatomy Past Performance #1 - Department of Interior (DOI) National Business Center (NBC)

Database Hosting Services

Not applicable.

Web Hosting Services

WebTA and Web FPPS is supported for NBC's PPSD-HRD clients.

Development and Test Environment Services

NBC's PPSD-HRD environment uses a rigorous change control system, with direct management and evaluation of process changes through a Change Control Board (CCB). Federal staff and contractors actively participate in requirements and changes as they arise. Testing environments are divided into major tasks and sub-tasks that require CCB input. Regression and parallel testing is performed, and the databases are routinely copied to base, test, and development states.

SAP/ERP Application Hosting Services

The FPPS database and its subcomponent applications maintain the FBMS application; its file structure was successfully integrated in April of this year.

History of high quality results and deliverables/staying within schedule and budget

Technatomy adopted success strategies and additional functions that have enhanced deliverables, yielding high-quality results. One of these strategies is using Earned Value Management (EVM) to determine the budget and timeline in terms of hours for each contractor, tracking overall schedule performance. Technatomy's strength is identifying core technical needs and resources, in addition to understanding the budgetary constraints placed on agencies. They have a highly skilled quality assurance team that utilizes Capability Maturity Model Integration (CMMI) and International Organization for Standardization (ISO) practices. Technatomy takes a proactive approach to contractor schedules, using predictive analysis for status reporting, which has minimized uncertainty regarding remaining contract hours within a labor category or for each contractor.

Cooperation and collaboration

Technatomy works to meet and exceed expectations, maintaining a cooperative environment within the customer's organization. They openly discuss their vision within their own environment, as well as with their customers and the contractors they employ. Technatomy is currently working with DOI to help ease their transition from ISO to CMMI, providing pertinent process area information for its success.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

The performance measurement specifically used for this customer is extracted from the QuickSAR system. Tasks and assignments within this system are routinely evaluated by the federal staff. Technatomy understands the inner workings of QuickSAR, evaluating it periodically for improvements.

Technatomy's program manager conducts a monthly team lead meeting to discuss departmental and task-related activities, current and future priorities, and short and long-term goals. Concerns and recommendations are discussed with the department chiefs within PPSD-HRD.

Responsiveness to customer requests for services, scheduled and ad-hoc

NBC adds many agencies to its portfolio each year, and its success depends on its workforce. Many of the contractors employed have been with the department for many years, some over 15 years. The knowledge gained from working on a legacy system since its beginning has created a workforce with the flexibility to perform a variety of new, existing, and complex tasks, and has allowed Technatomy to respond to PPSD-HRD requests immediately. Nancy Kichler, Chief of the Systems Development Branch at PPSD-HRD, recently commended a member of Technatomy's staff, stating "I just wanted to take a few minutes to let you know how very much I appreciate George Cooper. He is always willing to work and help whoever needs his assistance and is always willing to put in as much time as necessary to complete the task. He is definitely a great asset to me as well as all of the NBC customers and I just wanted you to know how much he is appreciated."

Problems encountered and corrective actions taken

(b) (4)

Technatomy Past Performance #1 - Department of Interior (DOI) National Business Center (NBC)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.18.2 Past Performance #2 – Technatomy – IRS FinCeN

Technatomy Past Performance #2 - Internal Revenue Service (IRS) Financial Crimes Enforcement Network (FinCEN) IT Infrastructure Support Services

1. Complete name of Government agency, commercial firm, or other organization

Internal Revenue Service (IRS) Financial Crimes Enforcement Network (FinCEN)

2. Complete address

FinCEN, 2070 Chain Bridge Rd., Vienna, VA 22182

3. Contract number or other reference

D11PD18815 TO-18815, TO-10064

4. Date of contract

January 8, 2012

5. Date work was begun

January 8, 2012

6. Date work was completed

Ongoing

7. Estimated contract price

\$582,876

8. Final amount invoiced or amount invoiced to date

(b) (4)

9a. Technical point of contact

Delia Eitt, Deloitte, Specialist Master
1750 Tysons Blvd., Suite 800, McLean, VA 22102
(703) 905-3866
deitt@deloitte.com

9b. Contracting or purchasing point of contact

Delia Eitt, Deloitte Project Manager
2070 Chain Bridge Rd, Vienna, VA 22182
(703) 905-3866
deitt@deloitte.com

10. Location of work

IRS offices in Vienna, VA

11. Description of the project

Technatomy provides mission-critical support to FinCEN in its effort to modernize Bank Secrecy Act (BSA) applications and systems from a mainframe environment. This program supports more than 70 individual systems used by over 4,000 users, providing timely and accurate analysis of financial transactional data surrounding anti-money laundering and terrorist financing activities. Technatomy provides technical direction and operational cognizance over the legacy production IT environments. Their personnel support all facets of systems operations, including Active Directory engineering, network architecture and design, business analytics applications support, program and project management, configuration management support, data center virtualization, storage and backup system engineering support, and systems solution design support.

Technatomy manages a multi-vendor team in helping the government operate and maintain the current FinCEN Data Center and Network Operations Center. Technatomy maintains Windows, Solaris, and Linux-based systems, ensuring their availability in accordance with Business Impact Analysis assessments for individual systems.

Technatomy supports vendor interfaces and provides transition services from development and testing phases to full life cycle production; this includes reviewing and recommending changes to life cycle documentation developed under the modernization effort, as well as identifying critical components, such as backup methods and data archival methodologies, to be included in the modernization effort.

Storage Services

Technatomy oversees all storage systems within the FinCEN environment. The infrastructure team successfully implemented a multi-vendor Storage Area Network (SAN) in all four FinCEN computing environments. Technatomy provided personnel to implement block-based replication of SAN resources between the production data center in Parkersburg, WV and the application disaster recovery site in Vienna, VA.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Technatomy provides FinCEN with the ability to automatically patch Windows-based systems with Microsoft's SCCM environment, Solaris-based systems with xVM Operations Center, and Red Hat-based systems with Red Hat Satellite Server. They further coordinate with the IT security division to scan systems monthly, proactively

Technatomy Past Performance #2 - Internal Revenue Service (IRS) Financial Crimes Enforcement Network (FinCEN) IT Infrastructure Support Services

detecting vulnerabilities and providing remediation plans for identified anomalies. They provide FinCEN with life cycle upgrade plans for systems within the Enterprise. For systems nearing end-of-life, or as new requirements are identified, Technatomy's subject matter experts provide upgrade options, conduct market research on new technologies, and create project management plans.

Database Hosting Services

Not applicable.

Web Hosting Services

Not applicable.

Development and Test Environment Services

The Technatomy team and multi-vendor support team are responsible for providing test and development environments for applications and systems in the FinCEN environment. They have architected a Red Hat Enterprise Virtualization (RHEV) environment, which is capable of supporting up to 140 virtual environments on 6 physical hosts. The hosts are capable of accessing and utilizing back-end storage systems on both NetAPP and HP platforms.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

At the start of this project, there were over 50 physical Windows-based servers in the enterprise. Technatomy reduced the physical footprint in the client's data center by 48% through the following innovations:

- Architected and integrated a VMware solution for server virtualization
- Consolidated applications onto similar platforms
- Provided a four-hour Recovery Time Objective (RTO) to the FinCEN disaster recovery site
- Reduced the physical footprint by 40% during fiscal year 2011 through server virtualization techniques (i.e., VMware and RHEV)
- Provided RHEV expertise to host over 130 individual Windows and Linux environments on 6 physical machines
- Provided IT Service Management process development expertise to develop operational processes for configuration management, and release and deployment operations

Cooperation and collaboration

On the most recent Contractor Performance Assessment Reporting System evaluation, the client rated Technatomy as "Exceptional", demonstrating the team's successful service, and schedule and cost performance.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

Technatomy personnel have implemented customer support procedures that decreased the number of incident tickets on the supported systems to below ten per month. These procedures have been re-utilized in other customer support activities throughout FinCEN as well.

Responsiveness to customer requests for services, scheduled and ad-hoc

Technatomy personnel support each of the computing environments; they are responsible for responding to direct user support requests, as well as other members of the team requiring service within the environment.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

Technatomy Past Performance #2 - Internal Revenue Service (IRS) Financial Crimes Enforcement Network (FinCEN) IT Infrastructure Support Services

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.18.3 Past Performance #3 – Technatomy – IRS EFDS

Technatomy Past Performance #3 - Internal Revenue Service (IRS) Electronic Fraud Detection System (EFDS)	
1. Complete name of Government agency, commercial firm, or other organization.	
Department of the Treasury, Internal Revenue Service (IRS)	
2. Complete address.	
New Carrollton Federal Building, 5000 Ellin Road, Hyattsville, MD 20706	
3. Contract number or other reference	4. Date of contract
TIRNO-10-E-00055	September 1, 2011
5. Date work was begun	6. Date work was completed
September 1, 2011	August 31, 2012
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
\$1,510,811.28	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
Amenda T. Watson, Contracting Officer's Technical Representative 5000 Ellin Road, Hyattsville, MD 20706 (202) 283.5380 amenda.t.watson@irs.gov	Jennifer Henley, Contracting Officer 5000 Ellin Road, Hyattsville, MD 20706 (202) 283.1670 jennifer.n.henley@irs.gov
10. Location of work	
IRS offices in Hyattsville, MD	
11. Description of the project	
<p>Technatomy served as the prime contractor, providing database architecture and administration for the Electronic Fraud Detection System (EFDS), a highly visible IRS project. They provided an automated system for the Wage and Investment (W&I), Criminal Investigation (CI), and Small Business/Self Employed (SBSE) organizations to detect fraudulently filed tax returns and prevent the issuance of fraudulent refunds. EFDS efficiently identifies and tracks approximately 250,000 false refund claims. Technatomy's solution automatically referred tax returns that met certain customer-defined criteria to account management in the W&I organization for investigation. Technatomy also proposed engineering changes and recommendations to improve performance and accessibility to the EFDS data warehouse. They were responsible for implementing quality improvements, and provided consulting services in developing processes and procedures for data mining and warehousing efforts.</p> <p>This program supported the IRS' mission-critical objective of preventing fraud in the filing of tax returns. EFDS is a major, steady state, and automated client-server-based system supporting the Department of the Treasury's strategic goal to "manage the government's finances effectively". Revenue protection is an important element in managing the government's finances; fraudulent tax refund claims are a major cause of revenue loss to the Federal Government.</p> <p>Technatomy supported the IRS in preventing an annual \$3B in fraudulent refunds. Due to a delay in the implementation of tax regulations on the entire IRS data system, the IRS experienced an interruption in processing. Technatomy was able to successfully process 8M backlog returns in EFDS within 5 working days by bringing efficiencies to the processing structure and database systems. In addition, due to Technatomy's successful implementation, EFDS stopped fraudulent refunds totaling \$35.5M in Filing Season (FS) 2012, an increase of 13% over FS 2011.</p> <p><u>Storage Services</u> Not applicable.</p> <p><u>Secure File Transfer Services</u> Not applicable.</p>	

Technatomy Past Performance #3 - Internal Revenue Service (IRS) Electronic Fraud Detection System (EFDS)

Virtual Machine Services

Not applicable.

Database Hosting Services

Technatomy successfully managed three individual upgrades in the Oracle 10g environment, providing migration paths to a modernized Oracle 11g platform; provided data architecture support to multiple development, data mining, system acceptance testing, and production live data environments; suggested data access best practices to the IRS operations and maintenance teams; performed ad-hoc reporting, supplying detailed information on transactions within EFDS; and provided Oracle consulting services on the use and implementation of Oracle products (RAC, Discoverer, etc.) in the different IRS user environments.

Web Hosting Services

Not applicable.

Development and Test Environment Services

Technatomy managed all environments in the IRS SDLC. They were responsible for managing database instances, as well as monitoring and managing change requests for the various environments, depending on the testing schedules in each environment. Technatomy documented and implemented use case scripts that thoroughly tested each aspect of the database system for each environment in the IRS ELC.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

By directive of Congress, modifications to EFDS are only allowed to address legislative changes. As the need arose for EFDS to embrace newer technologies, Technatomy assisted the IRS by:

- Identifying the best point in the EFDS process to implement changes, with minimum risk
- Presenting alternatives and recommended implementations
- Reviewing the work of other teams on the EFDS project
- Providing input for the schedule
- Providing analysis, alternatives, and recommendations for tools
- Defining changes to the database
- Recommending data content changes

Technatomy achieved the following results for EFDS:

- Fraud detection increased by 273%
- Improved processing throughput potential, handling a 59% workload increase
- Successful processing and fraud detection as XML has become an accepted format to receive returns
- Successful processing and acceptance of electronically filed prior-year returns
- Implemented the legislative mandate for preparers to fill returns electronically
- Successful processing and tracking of tax forms (1040s) held until February 14th, 2011 for implementation extenders

Furthermore, Rachel Erath, Director of Systems & Analysis CI, stated –On behalf of Criminal Investigation, I would like to express my gratitude for the spirit of cooperation recently demonstrated by members of your staff with regard to providing CI with the crucial and time-sensitive RPAT data. Due to the recent problem with scheduling Discoverer queries, CI realized that we would not be able to obtain the RPAT data in time to meet our contractor’s deadline. Certain members of your staff came to our assistance voluntarily and ran the queries for us, running them at night and on the weekends to ensure we met our June 17 deadline. We are extremely grateful for their efforts.”

Cooperation and collaboration

While primarily responsible for the overall EFDS data architecture, Technatomy regularly collaborated with the development and operational teams to ensure that EFDS consistently operates at optimum standards.

Technatomy Past Performance #3 - Internal Revenue Service (IRS) Electronic Fraud Detection System (EFDS)

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

The Technatomy Team has implemented the institutionalized CMMI and ISO processes of Technatomy at the benefit of the EFDS program. We have been able to implement the Quality Assurance and Quality Control processes within the Technatomy CMMI discipline to validate and verify that the proposed changes to the EFDS Data Architecture will lead to appropriately designed and performance enhanced application responses. We are able to validate through these processes that any legislative or functional changes to the application will result in a continued level of performance and functionality at the database level.

Responsiveness to customer requests for services, scheduled and ad-hoc

On Technatomy's first day on the EFDS contract, the operations group encountered a severe error that brought the system down. Technatomy engaged their personnel and executive leadership to identify the problem and architect a solution to bring system back online.

Problems encountered and corrective actions taken

(b) (4)

Key personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.19 Valley Automation Inc. Past Performance Summary

CGI proposes Valley Automation Inc. (VAI) as a Team CGI member for the DOI FCHS program.

- Supports over 300 users of online exchange services who have been moved from various in-house solutions to Cloud-based exchange functionality
- Provides managed services, including network monitoring, network audits, and general network/workstation performance; designs systems to integrate into one package, communicating over the Cloud to consistently analyze and report on system health or the growing client base; and provides virtual server setup, remote desktop application setup and support, in addition to general server setup, and offsite replication and support
- Value to the FCHS program: VAI is a HUBZone and EDWOSB technology firm actively supporting customer operations with solid IT evaluations, design, installation, and support, including virtual, Cloud, and security-based solutions

DOI Business Need	(b) (4)	(b) (4)	(b) (4)
Technical Service Lines			
Storage Services	✓	✓	✓
Secure File Transfer Services	✓		
Virtual Machine Services	✓	✓	✓
Database Hosting Services	✓	✓	✓
Web Hosting Services	✓	✓	✓
Development and Test Environment Hosting Services	✓	✓	✓
SAP/ERP Application Hosting Services			
Business Objectives			
Improve availability, performance, and flexibility of datacenter services	✓	✓	✓
Reduce Total Cost of Ownership (TCO) of delivering IT services	✓	✓	✓
Promote the use of green IT by reducing the overall energy, real estate footprint, and use of toxic components of DOI datacenters, as well as implementing effective recycling and reuse programs			✓
Ensure applicable federal information security and privacy regulations are maintained and adhered to	✓	✓	✓
Provide tiered functions, service levels, and performance for customers	✓	✓	✓
Provide interoperable and portable solutions that enable mobility across hosting models and service providers	✓	✓	✓
Enable scaling of infrastructure and application resources to meet evolving application and user demand	✓	✓	✓

Figure A.19-1. Valley Automation Inc.’s Relevant Past Performance.

A.19.1 Past Performance #1 – VAI – (b) (4)

VAI Past Performance #1 - (b) (4)	
1. Complete name of Government agency, commercial firm, or other organization	
(b) (4)	
2. Complete address	
(b) (4)	
3. Contract number or other reference	4. Date of contract
No contract number; (b) (4)	January 1, 2012
5. Date work was begun	6. Date work was completed
January 2, 2012	Ongoing
7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
Time and Material Support/Supplier Agreement – no estimated contract price	(b) (4)
9a. Technical point of contact	9b. Contracting or purchasing point of contact
(b) (4)	
10. Location of work	
(b) (4)	
11. Description of the Project	
<p>Valley Automation Inc. (VAI) performs IT support activities for multiple locations. VAI evaluates and documents existing network infrastructure and consolidates company data into a secure, centralized location. They provide local and online backups of company data; migrate electronic mail from antiquated hardware/software to current, more reliable standards; replace outdated networking equipment; and connect multiple locations to headquarters via secure VPN connections. VAI maintains content on multiple company websites, provides a Web-based portal for customers to participate in project management and communications, and implements real-time continuous monitoring of the network and nodes.</p> <p>Storage Services</p> <p>VAI provides (b) (4) with storage services in many forms. VAI's service offering maintains onsite backup systems primarily with the use of NAS. Cloud-based online backup and recovery service offerings have been proposed and are under client consideration. The current proposal identifies online backups within campus solutions.</p> <p>Secure File Transfer Services</p> <p>(b) (4) uses an FTP site, hosted internally for interaction with customers and vendors. Any secure files or files of a size not handled through current (b) (4) systems are transferred from VAI servers using a mix of in-house SharePoint and FTP solutions, available to (b) (4) upon request on an as-needed basis.</p> <p>Virtual Machine Services</p> <p>The client currently uses VMware (EXSI) solution for the production CMS system (Visual Manufacturing), with integration of SQL Server data. The client uses a mix of point-to-point and remote desktop to access applications and data. Remote desktop is used as a primary means for system support, maintenance, and access.</p> <p>Database Hosting Services</p> <p>VAI assists (b) (4) with database hosting for several applications. SQL Server is the primary system in place, integrated with MS Exchange and Visual Manufacturing. VAI provides routine support and maintenance for both systems. The database platform is in-house and maintained/supported using remote access capabilities.</p>	

VAI Past Performance #1 (b) (4)

Web Hosting Services

VAI hosts a primary SharePoint portal, used for support tracking and project management. In addition, access to Microsoft Exchange is available using OWA via Web access.

Development and Test Environment Services

VAI offers the ability to test systems at either of their locations in (b) (4). VAI's systems are connected via VPN and available for testing environments without VAI's systems or temporarily constructed network systems. Their clients regularly expect VAI staff to test and simulate software and hardware upgrades to minimize impacts on production environments.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

VAI consistently works with (b) (4) to provide on-time projects within budget. Regardless of the project type or size, VAI is asked to identify needs to keep current systems up-to-date and to provide proposals for equipment, software, and labor pricing. VAI collectively works on schedules for implementation, which have minimal impact to daily business and employee involvement.

Cooperation and collaboration

VAI identifies upcoming needs and requirements of the municipal body and their evolving systems. Continuous customer interaction is provided to review performance, identify upcoming needs, and set plans for forward items to be completed. VAI works hand-in-hand with (b) (4) to identify needs and propose solutions that are cost-effective and involve current technologies and installation plans to minimize impact on daily production requirements.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

VAI provides quality and timely services. This year, they proposed and implemented a plan to provide online network monitoring and update services. The plan achieved a 50% total reduction in related services, while implementing a system with continuous monitoring and improvement. The same items are typically achieved quarterly by VAI staff, with an increased cost of at least 50% compared to this upgrade.

VAI's approach to evaluating quality solutions and improving customer efficiencies is continually evaluated. Once a problem area is identified or a service being offered can be enhanced, VAI analyzes the need, the customer acceptance to a change in a specific area, and VAI's in-house ability to provide solutions. Once these areas are identified, VAI is able to provide a sound approach both technically and financially for customer consideration.

Once technical needs are identified, solutions are proposed, and customer approval is achieved, VAI provides a plan that is efficient, timely, within budget, and has minimal impact on ongoing operations.

Responsiveness to customer requests for services, scheduled and ad-hoc

VAI continually evaluates and monitors support needs for the client. Their performance of service items is measured in quality, timeliness, and corrective measures taken.

Time and materials are documented by each employee for any and all activities. Support services are typically initiated using VAI's **support@valleyautomation.net** email; however, a backup, if required, is provided through their main telephone line. Telephone messages are sent to support staff using a unified communications system. When messages are left on the support line, the customer is instructed on a method to use in the event of an emergency.

VAI management staff consistently reviews activities to identify ongoing issues; this review supports a process of evaluation for ongoing issues with the client and helps to identify needs for upgrades, training, or other corrective measures.

VAI maintains continuous communications with customer management to identify upcoming needs. Time is also taken to discuss items found through analysis by the VAI management team through the documented efforts of VAI staff.

VAI Past Performance #1 (b) (4)

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedul | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.19.2 Past Performance # 2 – VAI – (b) (4)

VAI Past Performance #2 - (b) (4)

1. Complete name of Government agency, commercial firm, or other organization

(b) (4)

2. Complete address

(b) (4)

3. Contract number or other reference	4. Date of contract
--	----------------------------

No contract number; Reference: Technology Services, (b) (4)	January 1, 2006
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5. Date work was begun	6. Date work was completed
-------------------------------	-----------------------------------

January 1, 2006	Ongoing
-----------------	---------

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
------------------------------------	--

Time and Material Support/Supplier Agreement - no estimated contract price	(b) (4)
--	---------

9a. Technical point of contact	9b. Contracting or purchasing point of contact
---------------------------------------	---

(b) (4)	(b) (4)
---------	---------

10. Location of work

(b) (4) (six separate physical locations)

11. Description of the Project

VAI supports the (b) (4) as its technology consultant and support vendor/supplier. VAI is responsible for the operation, optimization, and reliability of over 50 workstations and 10 servers spread over six locations. Physical connections are connected by secure and encrypted VPN connections. (b) (4); VAI is responsible for the IT requirements, including equipment operations at both locations. Services also include cabling, security camera installation/maintenance, and consultant services for technology-based activities.

VAI provides Cloud-based services. They analyze requirements, recommend action plans, and implement upon approval. Current services include real-time continuous monitoring, online backup services, replicated servers between locations, and unified communications.

Support is achieved through VAI's support email system (support@valleyautomation.net). This method enters a ticket into VAI's current system and dispatches it within minutes of receipt. Average time for customer contact is well within one hour, with typical resolution achieved through online activities and/or support.

Storage Services

VAI provides the (b) (4) with storage services in many forms. VAI's service offering maintains onsite backup systems, including magnetic tape and network-attached storage. Replication between main office servers and remote servers at two additional facilities is also included. In process is a disaster recovery plan, which includes the implementation of an emergency facility with real-time replicated data and databases, including an AS400 system in the event of an emergency.

Cloud-based online backup and recovery services are included in the service offering. Online backups are split between municipal and law enforcement, both encrypted and readily available. Online backup systems are audited regularly for compliance and accuracy as part of VAI's service offering.

Secure File Transfer Services

Not applicable.

VAI Past Performance #2 - (b) (4)

Virtual Machine Services

Currently, the (b) (4) has one system that uses Virtual Machine (VM) services. In FY 2011, VAI installed a new server containing Hyper Threading with a VM solution. The system hosts the current tax payment solution, and integrates with the AS400 server connected to the same LAN. The system is available to the general public for tax payment and tax account status. VAI acted as a consultant for requirements, and provides the hardware/software solution, installation, setup, and current support. Special emphasis is placed on LAN/WAN security with new general public access to the server residing on the (b) (4) systems. VAI implemented a new Watchguard firewall with required policies, routing, and security to maintain integrity of the secure LAN setting.

Database Hosting Services

VAI supports (b) (4) databases daily. DB instances include AS400 accounting systems, water and wastewater monitoring/recording, GIS system maintenance, law enforcement internal and external DB requirements, and various other small instances. All DB instances are local, using a mix of MS SQL Server, AS400, and proprietary software. DB instances are local to the LAN with the exception of law enforcement, which uses an integrated platform with external DB connections.

Web Hosting Services

VAI supports the (b) (4) tax payment system. The system is hosted in-house and readily available to the general public for review and payment. It integrates with an AS400 node for real-time data. VAI implemented and installed Hyper Threading to achieve this goal.

VAI also includes Kaseya network monitoring services for approximately 60 nodes (workstation and servers). Their Cloud-based solution allows clients to connect to VAI-hosted servers offsite via the Internet for real-time monitoring, analysis, and alarm conditions.

Development and Test Environment Services

VAI offers the ability to test systems at either of their locations. Their systems are connected via VPN and available for testing environments without VAI systems or temporarily constructed network systems. VAI's clients regularly expect their staff to test and simulate software and hardware upgrades to minimize impacts on production environments.

SAP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

VAI consistently provides projects on time and within budget. Regardless of the project type or size, VAI is asked to identify needs to keep current systems up-to-date and to provide proposals for equipment, software, and labor pricing. VAI proposals are reviewed by the client and governing body; once approved, VAI collectively works on schedules for implementation that have minimal impact to daily business and employee involvement.

Cooperation and collaboration

VAI identifies upcoming needs and requirements of the municipal body and their evolving systems. Quarterly meetings are set to review performance, identify upcoming needs, and set plans for forward items to be completed. VAI works hand-in-hand with the (b) (4) to identify these needs and propose solutions that are cost-effective, and provide current technologies and installation plans to minimize impact on daily business requirements.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

VAI provides quality and timely services. This year, VAI proposed and implemented a plan to provide online network monitoring and update services. This plan achieved a 50% total reduction in related services, while implementing a system with continuous monitoring and improvement. The same items were achieved quarterly by VAI staff with an increased cost of at least 50% compared to the upgrade.

VAI's approach to evaluating quality solutions and improving customer efficiencies is continually evaluated. Once a problem area is identified or a service being offered can be enhanced, VAI analyzes the need, the customer acceptance to a change in a specific area, and VAI's in-house ability to provide solutions. Once these areas are identified, VAI is able to provide a sound approach both technically and financially for customer

VAI Past Performance #2 - (b) (4)

consideration.

Once technical needs are identified, solutions are proposed, and customer approval is achieved, VAI staff provides a plan that is efficient, timely, and within budget, with minimal impact to ongoing operations.

Responsiveness to customer requests for services, scheduled and ad-hoc

VAI continually evaluates and monitors support needs for the client. Their performance of service items is measured in quality, timeliness, and corrective measures taken.

Time and materials are documented by each employee for any and all activities. Support services are typically initiated using VAI's **support@valleyautomation.net** email; however, a backup, if required, is provided through their main telephone line. Telephone messages are sent to support staff using a unified communications system. When messages are left on the support line, the customer is instructed on a method to use in the event of an emergency.

VAI management staff consistently reviews activities to identify ongoing issues; this review supports a process of evaluation for ongoing issues with the client and helps to identify needs for upgrades, training, or other corrective measures.

Quarterly meetings are scheduled with customer management to identify upcoming needs. Time is also taken to discuss items found through analysis by the VAI management team through the documented efforts of VAI staff.

Problems encountered and corrective actions taken

(b) (4)

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

A.19.3 Past Performance #3 – VAI – (b) (4)

VAI Past Performance #3 - (b) (4)

1. Complete name of Government agency, commercial firm, or other organization

(b) (4)

2. Complete address

(b) (4)

3. Contract number or other reference	4. Date of contract
--	----------------------------

No contract number; Other Reference: Technology Services, County of Page	May 1, 2007
--	-------------

5. Date work was begun	6. Date work was completed
-------------------------------	-----------------------------------

May 1, 2007	Ongoing
-------------	---------

7. Estimated contract price	8. Final amount invoiced or amount invoiced to date
------------------------------------	--

Time and Material Support/Supplier Agreement - no estimated contract price	(b) (4)
--	---------

9a. Technical point of contact	9b. Contracting or purchasing point of contact
---------------------------------------	---

(b) (4)	
---------	--

10. Location of work

(b) (4)

11. Description of the Project

VAI supports the (b) (4) as its technology consultant and support vendor/supplier. VAI is responsible for the operation, optimization, and reliability of 200+ workstations and 18 servers spread over nine locations. Physical connections use secure and encrypted VPN connections. Primary servers and networking equipment are located centrally. Workstations are spread out between various physical locations and mobile users. Services include cabling, security camera installation/maintenance, and consultant services for technology-based activities. VAI provides Cloud-based services to the County. They analyze requirements, recommend action plans, and implement upon approval. Current services include online backup services, replicated servers, and unified communications.

Required support is achieved through VAI's support email system (support@valleyautomation.net). This method enters a ticket into VAI's current system and dispatches it within minutes of receipt. The average time for customer contact is well within one hour; typical resolution is achieved through online activities and/or support.

Storage Services

VAI provides the County with storage services in many forms. Their service offering maintains onsite backup systems, including magnetic tape and network-attached storage. Replication between servers is also included. Cloud-based online backup and recovery services are included in the service offering. Online backups are split between municipal and law enforcement, both encrypted and readily available. Online backup systems are audited regularly for compliance and accuracy.

Secure File Transfer Services

Not applicable.

Virtual Machine Services

Currently, the County has one system that uses Virtual Machine (VM) services. In FY 2010, VAI installed a new server containing Hyper Threading with a VM solution. The system hosts the (b) (4), and

VAI Past Performance #3 - County of Page, VA

integrates with the AS400 server connected to the same LAN. (b) (4)

(b) (4) VAI acted as a consultant for requirements, and provides hardware/software solution, installation, setup, and current support. VAI implemented a new Watchguard firewall with required policies, routing, and security to maintain integrity of the secure LAN setting.

Database Hosting Services

VAI supports the (b) (4) databases daily. DB instances include AS400 accounting systems, Laserfische document management, GIS system maintenance, law enforcement internal and external DB requirements, and various other small instances. All DB instances are local using a mix of MS SQL Server, AS400, and proprietary software. DB instances are local to the LAN with the exception of law enforcement, using an integrated platform with external DB connections.

Web Hosting Services

VAI supports the (b) (4). The system is hosted in-house and readily available to the general public for review and payment, integrating with an AS400 node for real-time data. VAI implemented and installed Hyper Threading to achieve this goal.

Development and Test Environment Services

VAI offers the ability to test systems at either of their locations. VAI systems are connected via VPN and available for testing environments without VAI systems or temporarily constructed network systems. VAI clients regularly expect their staff to test and simulate software and hardware upgrades to minimize impacts to production environments.

SAP/ERP Application Hosting Services

Not applicable.

History of high quality results and deliverables/staying within schedule and budget

VAI consistently provides projects on time and within budget. Regardless of the project type or size, VAI identifies needs to keep current systems up-to-date and to provide proposals for equipment, software, and labor pricing. VAI proposals are reviewed by the client and governing body; once approved, VAI collectively works on schedules for implementation that have minimal impact to daily business and employee involvement.

Cooperation and collaboration

VAI identifies upcoming needs and requirements of the municipal body and their evolving systems. Quarterly meetings are set to review performance, identify upcoming needs, and set plans for forward items to be completed. VAI works hand-in-hand with the (b) (4) to identify these needs and propose solutions that are cost-effective, and provide current technologies and installation plans to minimize impact on daily business requirements.

Quality of service and improvement – approach to implementing performance measures and for improving system effectiveness

VAI's approach to evaluating quality solutions and improving customer efficiencies is continually evaluated. Once a problem area is identified or a service being offered can be enhanced, VAI analyzes the need, the customer acceptance to a change in a specific area, and VAI's in-house ability to provide solutions. Once these areas are identified, VAI is able to provide a sound approach both technically and financially for customer consideration.

Responsiveness to customer requests for services, scheduled and ad-hoc

VAI continually evaluates and monitors support needs for the client. Their performance of service items is measured in quality, timeliness, and corrective measures taken.

Time and materials are documented by each employee for any and all activities. Support services are typically initiated using VAI's support@valleyautomation.net email; however, a backup, if required, is provided through their main telephone line. Telephone messages are sent to support staff using a unified communications system. When messages are left on the support line, the customer is instructed on a method to use in the event of an emergency.

VAI management staff consistently reviews activities to identify ongoing issues; this review supports a process of evaluation for ongoing issues with the client and helps to identify needs for upgrades, training, or other corrective measures.

VAI Past Performance #3 - (b) (4)

Quarterly meetings are scheduled with customer management to identify upcoming needs. Time is also taken to discuss items found through analysis by the VAI management team through the documented efforts of VAI staff.

Problems encountered and corrective actions taken

Problems have included identifying employee abuse on network systems (social media). VAI implemented firewall rules to limit the ability to view social media content.

VAI identified the need to upgrade an in-house backup solution; they analyzed data requirements, current hardware configurations, and performed cost analysis for solutions. VAI successfully implemented the proposed plan on time and within budget.

Key Personnel

Not applicable.

12. Current status of contract (choose one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Work continuing, on schedule | <input type="checkbox"/> Terminated for convenience |
| <input type="checkbox"/> Work continuing, behind schedule | <input type="checkbox"/> Terminated for default |
| <input type="checkbox"/> Work completed, no further action pending or underway | <input type="checkbox"/> Other (explain) |
| <input type="checkbox"/> Work completed, routine administrative action pending or underway | |
| <input type="checkbox"/> Work completed, claims negotiations pending or underway | |
| <input type="checkbox"/> Work completed, litigation pending or underway | |

Appendix B – Subcontracting Plan

SMALL, SMALL DISADVANTAGED AND WOMEN-OWNED BUSINESS SUBCONTRACTING PLAN

The following outline meets the minimum requirements of Public Law 95-507 and the Federal Acquisition Regulation (FAR) Subparts 19.7. It is intended to be a guideline. It is not intended to replace any existing corporate plan which is more extensive. If assistance is needed to locate small business sources, contact the Department of the Interior (DOI), Small Business Representative at 202-208-3493. Please note that the DOI has subcontracting goals of 51.5% for small business, 5% for small disadvantaged business, 3% for HUBZone certified, 5% for women-owned, and 3% for service disabled veteran-owned small business for fiscal year 2012/2013.

Identification Data:

Company Name: CGI Federal Inc.
Address: 12601 Fair Lakes Circle, Fairfax, VA 22033
Date Prepared: October 31, 2012 Solicitation number: D12PS00316
Item/Service: Cloud Hosting and Data Center Support
Place of Performance: Government Site and Contractor Site

B.1 TYPE OF PLAN (Check only one)

INDIVIDUAL PLAN: In this type of plan all elements are developed specifically for this contract and are applicable for the full term of this contract.

MASTER PLAN: In this type of plan, goals are developed for this contract; all other elements are standard. The master plan must be approved annually. Once incorporated into a contract with specific goals, it is valid for the life of the contract.

COMMERCIAL PRODUCTS PLAN: This type of plan is used when the contractor sells large quantities of off-the-shelf commodities to many Government agencies. Plans/goals are negotiated with the initial agency on a company-wide basis rather than for individual contracts. The plan is effective only during year approved. The contractor must provide a copy of the initial agency approval, AND MUST SUBMIT A SUMMARY SUBCONTRACT REPORT (SSR) FOR ~~INDIVIDUAL~~ SUBCONTRACTING PLANS VIA THE ELECTRONIC SUBCONTRACTING REPORT SYSTEM (eSRS).

B.2. GOALS

FAR 19.704(a)(1) requires separate dollar and percentage goals for using small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns as subcontractors for the base year and each option year. Goals for subcontracts with small women-owned business concerns are encouraged.

For the purposes of this subcontracting plan, CGI has assumed that the total dollar value of contracts awarded to CGI under the Foundation Cloud Hosting Services (FCHS) program equates to \$50M. Of that \$50M, CGI further assumes that approximately 70 percent of that work will be utility-based services for Cloud infrastructure, which, due to the nature of these Cloud infrastructure services, do not accommodate subcontracting and therefore are not subject to small

business subcontracting. Therefore, CGI assumes that 30 percent of the work awarded to CGI, or a total value of \$15M under the FCHS program, will fall into the category of Associated Support Services, where subcontracting is both applicable and appropriate. Based on the types of services applicable under the FCHS program, CGI plans to subcontract approximately 40% of the \$15M Associated Support Services total to all types of business concerns under the contract.

Based on this objective and these underlying assumptions, we have calculated projected dollar values for subcontracting, by type, based on the following: Base Period of three years, Option Period 1 of two years, Option Period 2 of two years, Option Period 3 of two years, and Option Period 4 of one year. Since this contract serves as an Indefinite Delivery /Indefinite Quantity (IDIQ) type vehicle, under which task orders will be competed and awarded, the total contract value, total subcontracting plan, and planned subcontracting by business type described herein assume a broad spectrum of task orders awarded to CGI with applicable Associated Support Services where subcontracting is appropriate. Total subcontracting percentages and dollar values may vary depending on the task orders awarded to CGI.

A. Estimated dollar value of all planned subcontracting i.e., to all types of business concerns under this Contract is:

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			

B. Estimated dollar value* and percentage of planned subcontracting to small business concerns is :(*This figure includes the amount in C, D, E, and F below.)

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			
51.5%	51.5%	51.5%	51.5%

C. Estimated dollar value and percentage of planned subcontracting to small disadvantaged business concerns is:

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			
5%	5%	5%	5%

D. Estimated dollar value and percentage of planned subcontracting to small women-owned business concerns is:

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			
5%	5%	5%	5%

E. Estimated dollar value and percentage of planned subcontracting to HUBZone certified business concerns are:

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			
3%	3%	3%	3%

F. Estimated dollar value and percentage of planned subcontracting to service disabled veteran-owned small business concerns is:

<u>BASE</u>	<u>1ST OPTION</u>	<u>2ND OPTION</u>	<u>3RD OPTION**</u>
(b) (4)			
<u>3%</u>	<u>3%</u>	<u>3%</u>	<u>3%</u>

**OPTION YEAR FOUR DOLLAR AMOUNTS AND PERCENTAGES INCLUDED ON THE FOLLOWING PAGE

- A. Estimated dollar value of all planned subcontracting i.e., to all types of business concerns under this Contract is:

4TH OPTION

(b) (4) _____

- B. Estimated dollar value* and percentage of planned subcontracting to small business concerns is :(*This figure includes the amount in C, D, E, and F below.)

4TH OPTION

\$(b) (4) _____

51.5%

- C. Estimated dollar value and percentage of planned subcontracting to small disadvantaged business concerns is:

4TH OPTION

\$(b) (4) _____

5%

- D. Estimated dollar value and percentage of planned subcontracting to small women-owned business concerns is:

4TH OPTION

\$(b) (4) _____

5%

- E. Estimated dollar value and percentage of planned subcontracting to HUBZone certified business concerns are:

4TH OPTION

\$(b) (4) _____

3%

- F. Estimated dollar value and percentage of planned subcontracting to service disabled veteran owned small business concerns is:

4TH OPTION

\$(b) (4) _____

3%

- G. Products and/or services to be subcontracted under this contract, and the types of businesses supplying them, are: (Check all that apply).

Figure B.2-1 provides the products and services to be subcontracted under this contract and the types of businesses supplying.

SUBCONTRACTED PRODUCT/SERVICE	BUSINESS CATEGORY OR SIZE					
	Large	Small	Small Disadvantaged	Women -Owned	HUBZone Certified	Service Disabled Veteran-Owned
Virtual Desktop Infrastructure and Virtualization Solutions		X	X			
SFTP Services Provider		X				
Drupal Support and Licensing for Content Management Systems (CMS)		X				
CDN and Network Connectivity Services	X					
Technology Partner for Cloud	X					
IT/Data Center Support	X	X	X	X	X	X
Geospatial Information Software Solution	X					
Cloud-based Records/Content Management and Electronic Archiving Solution		X				
Google Apps Integrator		X				

Figure B.2-1. Products/Services to be Subcontracted and Business Category/Size.

H. Explain the methods used to develop the subcontracting goals for small, small disadvantaged, and small women-owned business concerns. Explain how the product and service areas to be subcontracted were established, how the areas to be subcontracted to small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone were determined, and how the capabilities of small, small disadvantaged and small women-owned businesses were determined. Identify all source lists used in the determination process.

CGI recognizes that it is of vital importance to involve small businesses in subcontracting activity, where practicable. We embrace the innovative solutions and rich talent that small businesses offer and we will seek the continued input of the small business community to enhance CGI’s team. CGI supports DOI’S commitment to help small businesses achieve success in the federal marketplace.

In establishing goals for the Department of the Interior (DOI) Cloud Foundation Hosting Subcontracting Plan, CGI considered the availability of quality partners capable of performing the anticipated tasks and staff availability to support this engagement. As contract performance progresses and services and/or deliverables are refined, CGI will identify and solicit additional preferential sources, as opportunities present themselves. CGI intends to make a good faith effort to provide the maximum practicable opportunities to preferential subcontractors for participation in the performance of this contract.

CGI's teaming partners will provide us with immediate access to the technical expertise needed to meet or exceed DOI's requirements for the FCHS contract. These companies were selected based on CGI's expectations of the variety of tasks that may be requested under this contract. In addition, these companies were selected based on (1) CGI's knowledge of each company's capabilities, (2) their socio-economic categories, (3) their experience supporting similar programs, and (4) CGI's experience working with them. CGI's selections were made with the paramount goal of delivering successful work to the federal government. CGI is committed to complying with this Small Business Subcontracting Plan that offers maximum practicable opportunities for our team partners.

CGI offers DOI a diverse team of partners who understand DOI's mission, and are highly qualified companies that have gone through our rigorous vetting process to mitigate risk to DOI. CGI used its formal structured process that emphasizes domain knowledge, deep skills, quality, and integrity to identify and select team partners for this effort. Consideration is given to their skill sets and the value that they bring to the requirements. The goals that are identified in this Small Business Subcontracting Plan are a fair assessment of the preferential subcontracting opportunities that are currently anticipated under the contract and represent planned subcontracting at the time of proposal submission.

CGI's Small Business Program (SBP) is committed to utilizing small businesses. Our SBP is spearheaded by the Small Business Liaison Officer (SBLO) and includes the participation of the Contracts, Procurement, Business Development, and Customer Account teams. CGI believes that a small business program can only be successful if the appropriate stakeholders in the organization are active participants.

CGI's method for identifying potential subcontractors is structured and includes input from the CGI's SBLO and Contracts, Business Development, and Account representatives that best understand the individual customer's needs. Using subcontractors can increase risk to a project, but we believe that the advantage brought from innovative small businesses is worth that risk. Moreover, we have experience with subcontractors and have a proven approach, from selection through delivery, to mitigate and reduce risks.

When looking for potential teaming partners for contracts or task orders, CGI looks at our protégé firms and firms located in our internally developed database, maintained through a SharePoint portal. This portal currently lists more than 430 firms, which have all been personally interviewed and/or vetted by a representative of our SBP. This portal also includes an area to discuss small business issues, highlights small businesses, and provides resource material accessible by CGI members. Additionally, CGI subscribes to a Web-based resource tool, GovWin, connecting us to a massive network of possible subcontractors that fulfill both DOI's requirements and small business goals.

If CGI still has not located companies that will deliver excellence to our client, other sources are sought, including:

- Central Contractor Registration (CCR)
- Small Business Administration databases
- The Department of Defense's (DoD) CCR database's "Dynamic Small Business Search" gateway to small disadvantaged and woman-owned small businesses
- Department of Veterans Affairs' VetBiz Portal

- Lists provided by the soliciting agency, particularly firms currently doing work with that agency
- Lists from Offices of Small and Disadvantaged Business Utilization (OSDBU)
- Trade associations and business development organizations/listings
- Recommendations from our teaming partners, both large and small

Once candidate firms are identified, CGI conducts a thorough due diligence process that includes meetings with each firm, obtaining Dun & Bradstreet reports, and verifying past performance from current and previous customers. CGI specifically looks for firms with the requisite skills required by the Statement of Work (e.g., Java, Workflow, etc.), experience within the agency, past performance references, solid financial performance, and a management style that is compatible with CGI.

I. Indirect and overhead costs _____ HAVE BEEN
_____ X _____ HAVE NOT BEEN
included in the dollar and percentage subcontracting goals stated above. (Check one.)

J. If indirect and overhead costs HAVE BEEN included, explain the method used to determine the proportionate share of such costs to be allocated as subcontracts to small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns.

B.3 PROGRAM ADMINISTRATOR

FAR 19.704(a)(7) requires information about the company employee who will administer the subcontracting program. Please provide the name, title, address, phone number, and position within the corporate structure and the duties of that employee.

Name: Mary Crigler

Title/Position: Small Business Liaison

Address: 12601 Fair Lakes Circle, Fairfax, VA 22033

Telephone: 703-227-4767

Duties: Does the individual named above perform the following?

A. Developing and promoting company/division policy statements that demonstrate the company's/division's support for awarding contracts and subcontracts to small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns

X YES _____ NO

- B. Developing and maintaining bidders' lists of small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns from all possible sources
X___YES ___NO
- C. Ensuring periodic rotation of potential subcontractors on bidders' lists
X___YES ___NO
- D. Assuring that small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone are included on the bidders' list for every subcontract solicitation for products and services they are capable of providing
X___YES ___NO
- E. Ensuring that subcontract procurement ~~packages~~ are designed to permit the maximum possible participation of small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone businesses
X___YES ___NO
- F. Reviewing subcontract solicitations to remove statements clauses, etc., which might tend to restrict or prohibit small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business participation
X___YES ___NO
- G. Ensuring that the subcontract bid proposal review board documents its reasons for not selecting any low bids submitted by small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns
X___YES ___NO
- H. Overseeing the establishment and maintenance of contract and subcontract award records
X___YES ___NO
- I. Attending or arranging for the attendance of company counselors at Business Opportunity Workshops, Minority Business Enterprise Seminars Trade Fairs, etc.
X___YES ___NO
- J. Directly or indirectly counseling a small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns on subcontracting opportunities and how to prepare responsive bids to the company
X___YES ___NO
- K. Providing notice to subcontractors concerning penalties for misrepresentations of business status as small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the contractor's subcontracting plan
X___YES ___NO

- L. Conducting or arranging training for purchasing personnel regarding the intent and impact of Public Law 95-907 on purchasing procedures
X___YES _____NO
- M. Developing and maintaining an incentive program for buyers that supports the subcontracting program
X___YES _____NO
- N. Monitoring the company's performance and making any adjustments necessary to achieve the subcontract plan goals
X___YES _____NO
- O. Preparing and submitting timely reports
X___YES _____NO
- P. Coordinating the company's activities during compliance reviews by federal agencies
X___YES _____NO
- Q. Encouraging subcontracting in Labor Surplus Areas when consistent with the efficient performance of the contract
X___YES _____NO

B.4 EQUITABLE OPPORTUNITY

FAR 19.704(a)(8) requires a description of the efforts your company will make to ensure that small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone small business concerns will have an equitable opportunity to compete for subcontracts. (Check all that apply.)

- A. Outreach efforts to obtain sources:
- X___ Contacting minority, woman-owned, and small business trade associations
 - X___ Contacting business development organizations
 - X___ Attending small, woman-owned, and minority business procurement conferences and trade fairs
 - X___ Use the Business Partner Network (BPN). BPN is a procurement-related, Internet-based electronic search engine for locating SB, SDB, WOSB, HUBZ, SDVS, VOSB sources. The BPN Internet address (URL) is <http://www.bpn.gov>. BPN is a free electronic search mechanism that provides unprecedented views into several key databases across federal agencies. Another helpful Internet-based site is the SBA Subcontracting Opportunities Directory at <http://www.sba.gov/GC/indexcontacts-sbsd.html>.
- B. Internal efforts to guide and encourage purchasing personnel:
- X___ Presenting workshops, seminars and training programs
 - X___ SB, SDB, WOSB, HUBZ, SDVO, and VOSB concerns source lists, guides, and other data identifying SB, SDB, WOSB, HUBZ, SDVS, and VOSB concerns will be maintained and utilized by buyers in soliciting subcontracts
 - X___ Monitoring activities to evaluate compliance with the subcontracting plan

C. Additional efforts:

CGI's SBP representatives attend Business Opportunity Workshops, Minority Business Seminars, Trade Fairs, and other events. Furthermore, CGI sponsors internal events that afford small businesses the opportunity to meet members of our organization and present their companies' capabilities. In addition, CGI participates in various events, including the Annual Office of Small and Disadvantaged Business Utilization (OSDBU) Procurement Conference, National Veteran Small Business Conference and Expo, federal agency-sponsored match-making events, and events sponsored by organizations like Women in Technology (WIT), Industry Advisory Council (IAC), TechAmerica, etc.

As part of these activities, CGI staff counsels many small businesses and provides suggestions to those firms to improve their marketing and delivery to meet with greater success.

CGI's SBP maintains contact with hundreds of small businesses representing small disadvantaged (including 8(a) firms), woman-owned, HUBZone, veteran-owned, and service-disabled veteran-owned. CGI routinely reviews our database to identify firms that are appropriate for specific opportunities. We attend many of the small business fairs in an effort to keep current with the firms that do provide services, particularly within a specific domain. In addition, the SBP sponsors internal events (e.g., breakfasts, trade shows, etc.) to introduce small businesses to CGI and to introduce CGI managers to small business representatives.

The SBP meets personally with representatives of small businesses that have the potential to do business with CGI. CGI strongly believes that this one-on-one contact surpasses the simple provision of information to a website, from which we can later pursue relationships. This meeting is the first step in building a long-term, successful relationship. During these meetings and in subsequent communications by phone, mail, or email, discussions about subcontracting opportunities occur.

CGI's account teams, through their day-to-day support of the customer, come into contact with small businesses that are also supporting the customer. Through these working relationships, our accounts are able to communicate potential CGI opportunities for which the small business may be a good fit.

CGI often provides referrals to other firms, both large and small, when a particular business may be able to offer support. When CGI enters into a subcontracting relationship with a firm, they are asked to complete a certification of business status (size, category, etc.) and are notified within that certification of the penalties that may be imposed if the information provided is incorrect. Although CGI relies on their self-certification, the firms' status (e.g., 8a, HUBZone, etc.) is validated, where possible, through an independent source for preferential designations provided by a third party.

B.5 CLAUSE INCLUSION AND FLOW DOWN

Far 19.704(a)(9) requires that your company include FAR 52.219-8, "Utilization of Small Business Concerns", in all subcontracts that offer further subcontracting opportunities. Your company must require all subcontractors, except small business concerns, that receive subcontracts in excess of \$650,000 (\$1,500,000 for construction) to adopt and comply with a plan similar to the plan required by FAR 52.219-9, "Small Business Subcontracting Plan".

Your company agrees that the clause will be included and that the plans will be reviewed against the minimum requirements for such plans. The acceptability of percentage goals for small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns must be determined on a case-by-case basis, depending on the supplies and services involved; the availability of potential small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone subcontractors; and prior experience. Once the plans are negotiated, approved, and implemented, the plans must be monitored through the submission of periodic reports, including the Individual Subcontract Report (ISR) and the Summary Subcontract Report (SSR) using the Electronic Subcontracting Report System (eSRS) (<http://www.esrs.gov>).

CGI agrees that the clause entitled “Utilization of Small Business Concerns and Small Disadvantaged Business Concerns”, FAR 52.219-8, will be included in subcontracts that offer further subcontracting opportunities, and subcontractors (except small business concerns) who receive subcontracts in excess of \$650,000 (\$1,500,000 for construction of any public facility) will be required to adopt and comply with a subcontracting plan similar to this one.

We will, if necessary, review such plans by comparing them with the provisions of FAR 52.219-9, so that requirements of an acceptable subcontracting plan are met. Once approved and implemented, CGI will monitor plans through the submission of periodic reports (including review of eSRS) and reviews of applicable records and subcontracting program progress.

B.6 REPORTING AND COOPERATION

FAR 19.704(a)(10) requires that your company (1) cooperate in any studies or surveys as may be required, (2) submit periodic reports which show compliance with the subcontracting plan, (3) submit the Individual Subcontract Report (ISR) and Summary Subcontract Report (SSR) in accordance with the instructions at the electronic Subcontract Reporting System (eSRS) accessible at www.esrs.gov, and (4) ensure that subcontractors agree to submit the Individual Subcontract Report (ISR) and Summary Subcontract Report (SSR).

CGI understands the importance of reporting and cooperation with the government in its efforts to monitor small business subcontracting. Therefore, CGI will:

- Cooperate in any studies or surveys that may be required
- Submit periodic reports to allow the government to determine the extent of compliance by CGI with the Subcontracting Plans
- Submit Individual Subcontracting Reports (ISR) and/or Summary Subcontractor Reports (SSR) and required back-up forms in accordance with instructions in the electronic Subcontract Reporting System (eSRS)
- Submit our ISRs and SSRs via the eSRS website where possible, according to the schedule in **Figure B.6-1**
- Direct our subcontractors to submit ISRs and SSRs in accordance with the provisions indicated above in eSRS
- Provide our prime contract number, DUNS number, and the email address of our official responsible for receiving or rejecting the ISRs to first-tier subcontractors so they are able to enter this information into eSRS

- Require subcontractors with a subcontracting plan to provide the prime contract number, their DUNS number, and the email address of their official responsible for receiving or rejecting ISRs

Calendar Period	Report Due	Date Due	Send Report To
10/01-3/31	SF294/ISR	4/30	Cognizant Awarding Contracting Officer
4/01-9/30	SF294/ISR	10/30	Cognizant Awarding Contracting Officer
10/01-9/30	SF295/SSR	10/30	Awarding Contracting Officer

Figure B.6-1. CGI Small Business Reporting Schedule.

B.7 RECORDKEEPING

FAR 19.704(a)(11) requires a list of the types of records your company will maintain to demonstrate the procedures adopted to comply with the requirements and goals in the subcontracting plan. (Check all that apply.)

- A. Small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concern source lists, guides, and other data identifying such vendors
 YES NO
- B. Organizations contacted for small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business sources
 YES NO
- C. On a contract-by-contract basis, records on all subcontract solicitations over \$150,000 which indicate for each solicitation (1) whether small business concerns were solicited, and if not, why not; (2) whether small disadvantaged business concerns were solicited, and if not, why not; (3) whether women-owned small business concerns were solicited, and if not, why not; (4) whether veteran-owned small business concerns were solicited, and if not, why not; (5) whether service disabled veteran-owned small business concerns were solicited, and if not, why not; (6) whether HUBZone small business concerns were solicited, and if not, why not; (7) reasons for the failure of solicited small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns to receive the subcontract award
 YES NO
- D. Records to support other outreach efforts, e.g., contacts with minority and small business trade associations, attendance at small and minority business procurement conference and trade fairs
 YES NO
- E. Records to support internal activities to (1) guide and encourage purchasing personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor activities to evaluate compliance
 YES NO
- F. On a contract-by-contract basis, records to support subcontract award data, including the name, address, and business size and ownership status (SDB, WOB, etc.) of each

subcontractor (this item is not required for company or division-wide commercial products plans)

X _____ YES _____ NO

G. Other records to support your compliance with the subcontracting plan: (Please describe)

B.8 TIMELY PAYMENT TO SUBCONTRACTORS

FAR 19.702 requires your company to establish and use procedures to ensure the timely payment of amounts due pursuant to the terms of your subcontracts with small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns.

Your company has established and uses such procedures:

X ___ YES _____ NO

CGI has established procedures for timely payment of amounts due under our subcontracts with small business concerns. To validate that subcontractor invoices are received, approved, and processed more efficiently, and to improve CGI subcontractor payment history, each project is assigned a Subcontract Administrator (SCA) within the Contracts Department and a Financial Analyst (FA) within the Finance and Accounting Department to facilitate the processing and timely payment of subcontractor invoices. CGI's standard payment term for small businesses is net 30 days upon receipt of an acceptable invoice.

B.9 DESCRIPTION OF GOOD FAITH EFFORT

Maximum practicable utilization of small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business concerns as subcontractors in government contracts is a matter of national interest with both social and economic benefits. When a contractor fails to make a good faith effort to comply with a subcontracting plan, these objectives are not achieved and 15 U.S.C. 637(d) (4) (F) directs that liquidated damages shall be paid by the contractor. In order to demonstrate your compliance with a good faith effort to achieve the small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone business subcontracting goals, outline the steps your company plans to take. These steps will be negotiated with the contracting officer prior to approval of the plan.

CGI recognizes that small, small disadvantaged, women-owned, veteran-owned, service disabled veteran-owned, and HUBZone businesses significantly contribute to our economic strength and recovery. With over 99 percent of employers coming from the small business community and over 65 percent of new jobs provided by small businesses, it is important to involve small businesses in subcontracting activity, where practicable. To demonstrate our commitment to including small businesses in our contracts, CGI established the SBP in 2003, providing a structured and disciplined approach to small business subcontracting management and risk mitigation, while validating compliance across Public Services and maintaining continued quality service to our clients. One of the primary responsibilities of our SBP is to monitor CGI's

compliance with our subcontracting plans. We review our small business utilization regularly. If we are lagging in meeting goals in a specific area, we look for opportunities to add appropriate companies to our workforce.

As a general practice, CGI's proposal capture team consults with the SBP during proposal preparation, including task order proposals, to provide maximum practicable subcontracting opportunities. The team preparing the proposal identifies subcontractor requirements and determines where subcontracting opportunities exist. Then, in conjunction with the SBP, the team identifies specific opportunities for small businesses to participate in the proposed solution. CGI proposals are reviewed by senior CGI executives for approval prior to submission to the government. CGI will follow a similar process when preparing our proposal for each task order RFP issued under the IDIQ contract. The account team reviewing the task order RFPs will have primary responsibility for determining subcontracting opportunities. However, the SBP will be consulted and the approach will be validated for each task order scope of work. The SBP will assist in identifying additional subcontracting opportunities and subcontractor firms, using available resources. This tight integration between the proposal capture teams and the SBP allows for rapid assessment and turn-around to engage existing or new partners.

The SBP is available to work with each internal group pursuing opportunities with the government so that small businesses are considered for every subcontracting opportunity for which they are capable of providing products and services. It is CGI's policy that small business concerns have an equitable opportunity to compete for and perform efforts under each of our contracts where subcontracting opportunities exist. To accomplish this, the SBP reviews CGI's database and other sources to identify potential subcontractors. The SBP then communicates with and reaches out to small businesses that have been identified as potential contributors to our team.

CGI's Small Disadvantaged Business (SDB) utilization performance proves our commitment to SDBs. As illustrated in **Figure B.9-1**, we exceeded our SDB utilization goals under some of our largest contract vehicles.

Contract	CGI Goal	Actual Achieved
(b) (4)		

Figure B.9-1. CGI SDB Utilization. *Our commitment to the small business community is evident through our continued success in exceeding small business goals.*

CGI understands the importance of this small business subcontracting plan, and will make a good faith effort to comply with the plan. We understand that failure to comply in good faith could lead to liquidated damages.

LETTERS OF COMMITMENT

Accelera



6 September 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of Commitment, U.S. Department of the Interior (DOI) Foundation Cloud Hosting Services, Solicitation Number D12PS00316

This serves as Accelera Solutions, Inc.'s Letter of Commitment to support CGI Federal Inc. (CGI) upon award of the above subject solicitation.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Brown".

Joe Brown
President

Accelera Solutions, Inc. • 12150 Monument Drive • Suite 800 • Fairfax, VA 22033
Phone: 800.288.0182 Fax: 703.288.0197 e-mail: Order_Processing@AcceleraSolutions.com

Accellion



Accellion, Inc.
1804 Embarcadero Road
Suite 200
Palo Alto, CA 94303 USA

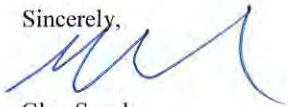
Tel +1 650-485-4300
Fax +1 650-485-4308
www.accellion.com

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Accellion, Inc. letter of commitment to support CGI Federal Inc. (CGI) upon
award of the above subject solicitation.

Sincerely,



Glen Segal,
CFO

Acquia

ACQUIA™

Acquia Inc.
25 Corporate Drive
Suite 400
Burlington, MA 01803
USA

Subject: Letter of Commitment, U.S. Department of the Interior (DOI) Foundation Cloud Hosting Services,
Solicitation Number D12PS00316

This serves as Acquia's letter of commitment to support CGI Federal In. (CGI) upon award of the above
subject solicitation.

Sincerely,



Tim Bertrand
Vice President Worldwide Sales

Akamai



September 7, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

To Whom It May Concern:

This serves as a letter of commitment from Akamai Technologies, Inc. to support CGI Federal
Inc. (CGI) upon award of the above subject solicitation.

Sincerely,



Robert San Martin
Regional Sales Manager
Akamai Public Sector

Akamai Technologies, Inc. 11111 Sunset Hills Road, Suite 250, Reston, VA 20190
Tel 703-621-4100 877-425-2624 Fax 703-621-4101
www.akamai.com

Carpathia



September 7, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Carpathia Hosting, Inc.'s letter of commitment to support CGI Federal Inc. (CGI)
upon award of the above subject solicitation.

Sincerely,



William Ranney
Chief Financial Officer

Chenega Government Consulting, LLC

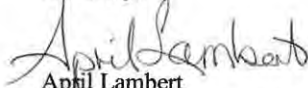


CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Chenega Government Consulting, LLC letter of commitment to support CGI
Federal Inc. (CGI) upon award of the above subject solicitation.

Sincerely,

A handwritten signature in cursive script that reads "April Lambert".

April Lambert
Director of Business Development

Esri



September 12, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation
Cloud Hosting Services, Solicitation Number D12PS00316

Dear Mr. Tyler,

This serves as Environmental Systems Research Institute, Inc. (Esri)'s letter of commitment
to support CGI Federal Inc. (CGI) upon award of the above subject solicitation.

Sincerely,



Jack McCarthy
Business Partner Manager - Esri

380 New York Street
Redlands, California 92373-8100 USA

909 793 2853
info@esri.com

esri.com

G&B Solutions, Inc.



Solutions, Inc.

Solutions for Your Success

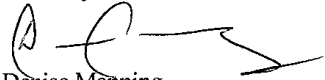
CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

September 12, 2012

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as G&B Solutions' letter of commitment to support CGI Federal Inc. (CGI) upon
award of the above subject solicitation.

Sincerely,



Denise Manning
President and COO, G&B Solutions, Inc.

IQ Business Group



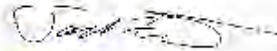
September 10, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as IQ Business Group, Inc. letter of commitment to support CGI Federal Inc. (CGI)
upon award of the above subject solicitation.

Sincerely,



Jack Frost
VP Federal

2300 Windy Ridge Parkway, Suite 520N, Atlanta, GA 30339 www.iqgroup-usa.com | Offices in New York City,
Atlanta, Washington DC: 678-388-1815 (Office); 678-302-4415 (Fax)

LanTech



CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as LanTech's letter of commitment to support CGI Federal Inc. (CGI) upon award of
the above subject solicitation.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Steiner".

Tom Steiner
Sales Manager, LanTech

Microsoft



CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Microsoft's letter of commitment to support CGI Federal Inc. (CGI) upon award
of the above subject solicitation.

Sincerely,



Greg Bateman
Senior Director, Acquisition Programs, Policy and Strategy
Microsoft Federal

NJVC



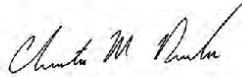
September 11, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of Commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

NJVC is fully committed to support CGI Federal Inc. (CGI) for subject effort in accordance with
our teaming agreement.

Sincerely,



Mr. Christian Ruefer
Director, Contracts
Phone: 703-748-6238
christian.ruefer@njvc.com

Submitted by:
NJVC, LLC
8614 Westwood Center Drive, Suite 300
Vienna, VA 22182

8614 Westwood Center Dr.
Suite 300
Vienna, VA 22182
703.556.0110
Fax 703.556.0181
www.njvc.com

DRIVEN BY YOUR MISSION™

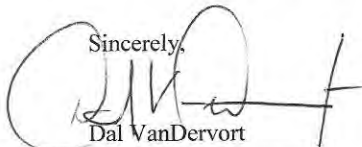
Onix Networking Corporation



CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Onix Networking Corp. (Onix) letter of commitment to support CGI Federal Inc.
(CGI) upon award of the above subject solicitation.

Sincerely,

Dal VanDervort
Federal Sales Manager

WORLD CLASS IT SOLUTIONS & SERVICES

800-664-9638 T 216-529-3000 F 216-529-3020 18519 Detroit Avenue, Lakewood, OH 44107 onixnet.com

Phase One Consulting Group



99 Canal Center Plaza – Suite 405 – Alexandria, Virginia – 22314

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Phase One Consulting Group's letter of commitment to support CGI Federal Inc.
(CGI) upon award of the above subject solicitation.

Sincerely

A handwritten signature in black ink, appearing to read "John Low", is written over a light blue circular stamp.

John Low
Director
Phase One Consulting Group

Riverbed Technology, Inc.

Riverbed Technology, Inc.
199 Fremont Street
San Francisco, CA 94105

Main 415.247.8800
Fax 415.247.8801

www.riverbed.com

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Riverbed Technology, Inc. letter of commitment to support CGI Federal Inc.
(CGI) upon award of the above subject solicitation.

Sincerely,



Randy Gottfried
CFO



Salesforce.com



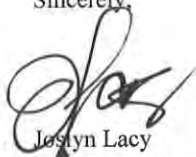
September 7, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as salesforce.com, Inc.'s ("SFDC") letter of commitment to support CGI Federal Inc.
(CGI) upon award of the above subject solicitation. SFDC's level of support shall be fully
within the discretion of SFDC.

Sincerely,



Jostyn Lacy
Supervisor, Americas Sales Operations

The Landmark @ One Market Street • Suite 300 • San Francisco, CA • 94105



Technatomy



3877 Fairfax Ridge Road
Suite 205C
Fairfax, VA 22030

Phone: 703-268-5525
Toll Free: 866-261-1019
Fax: 703-268-5529

September 18, 2012

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud Hosting Services, Solicitation Number D12PS00316

This letter serves as Technatomy Corporation's letter of commitment to support CGI Federal Inc. (CGI) upon award of the above subject solicitation.

Yours Sincerely,



Nadeem Butler
President and CEO
(703) 268-5525
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Service Disabled Veteran Owned Small Business
SBA Certified 8(a) and SDB

TECHNATOMY CORPORATION

ISO 9001:2008 Registered Company
ISO 20000 Registered Company
SEI CMMI Maturity Level 3 Appraised

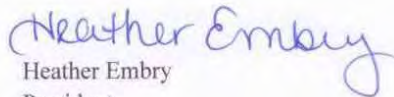
Valley Automation Inc.

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033

Subject: Letter of commitment, U.S. Department of the Interior (DOI) Foundation Cloud
Hosting Services, Solicitation Number D12PS00316

This serves as Valley Automation, Inc. letter of commitment to support CGI Federal Inc. (CGI)
upon award of the above subject solicitation.

Sincerely,



Heather Embry
President

Appendix C – Key Lessons Learned

From the introduction of virtualization to its evolution and the new focus on scalability, elasticity, and flexibility within a Cloud model, Team CGI has been at the forefront, partnering with our clients to achieve business objectives through new technology and Cloud-based capabilities. In evolving our IT infrastructure support services, technologies, and capabilities to where they are today, we have learned a number of lessons directly relevant to DOI's FCHS program. Many of these lessons learned have formed the foundation of the Cloud infrastructure and related services Team CGI has in place today to meet the needs of our government clients. In the following pages, we describe key lessons learned from our experience as a government IT infrastructure partner, systems integrator, government consulting partner, and Cloud services provider.

Lesson One – Provide the Best Fit for the Federal Government by Architecting a Cloud to Meet Federal Requirements

As Vivek Kundra and others within the Federal Government began to speak of the value of Cloud computing for the government in achieving data center consolidation objectives and significant cost savings, IT firms with considerable federal focus looked to fill the need for these new service models. Many of these IT consulting firms turned to commercial Cloud service providers to support the government's needs, acting as a strategic partner with commercial commodity Cloud providers. In this model, the federal IT consulting firm provided services and project management, while the Cloud vendor provided, in many cases, the same Cloud infrastructure available to their commercial clients.

While working in coordination with commercial providers of Cloud computing technologies on behalf of our federal government clients, we at CGI quickly recognized the limitations of this model. The introduction of FedRAMP further solidified the underlying concern of these commercial offerings meeting the strict security and compliance requirements associated with federal agency data and systems. As a result, CGI made the significant investment required to build CGI's Federal Cloud from the ground up. Working with trusted industry partners such as VMware, we architected the CGI Federal Cloud to specifically support government requirements, as then articulated in FedRAMP and by GSA in its IaaS BPA. As a result, CGI has been able to meet Federal Government security and compliance requirements more readily than commercial service providers and their federal IT consulting firm partners.

Also, federal agencies contracting with CGI have benefited from one accountable contractor delivering not only services, but the Cloud infrastructure itself. This integrated approach has resulted in low-risk migration of capabilities to the CGI Federal Cloud. Furthermore, CGI architected our Federal Cloud with robust capabilities for disaster recovery. When agencies that contracted with commercial commodity Cloud providers suffered outages, CGI clients did not. If the Cloud provider has architected a robust Cloud architecture and tested it thoroughly, agency sites and applications can remain available, even if a portion of the Cloud becomes unavailable.

Experience

CGI is the first federal CSP to begin working with the FedRAMP JAB to complete the FedRAMP certification process. CGI is on target to achieve FedRAMP certification by December 2012.

As a systems integrator and government consulting firm, CGI's lesson learned through the growth of the Cloud market and our entry into that market was to build solutions designed

specifically to meet our government clients' needs. For DOI, the lesson to be gained from CGI's experience is that **close analysis of "retrofitted" commercial Cloud offerings will be required to verify their compliance with federal security and compliance requirements**. As part of this solicitation, and to reduce risk in task order awards, we encourage the government to vet claims of compliance through the planned third-party certification requirements; FedRAMP certification; and, as appropriate, presentation of capabilities to verify that solutions not designed for the Federal Government have been effectively augmented to meet the government's stringent requirements.

Lesson Two – Clearly Defining “Commodity Cloud” vs. “Managed Cloud” is Important to Minimize Risk

GSA's IaaS BPA provided the first contractual means by which federal agencies could more readily procure Cloud services. However, the IaaS BPA did not provide a direct mechanism for procurement of associated services to implement Cloud-based solutions. DOI has included Additional Support Services within its contracting model, eliminating the barrier to Cloud services procurement.

Each purchasing organization using the FCHS vehicle must clearly understand the difference between what CGI refers to as “Commodity Cloud” as compared to a “Managed Cloud” service to be able to procure infrastructure, but also the ongoing maintenance and security of that infrastructure to the level required. FedRAMP certification serves as just one factor in differentiating “Commodity Cloud” and a “Managed Cloud” service. In CGI's experience, numerous commodity Cloud vendors fail to clearly articulate to the government the distinct responsibilities of the Cloud provider as compared to the systems integrator or application owner for critical areas of service such as patching. In some cases, federal agencies do not recognize at the point of contract signing the security controls that they or another third-party will be responsible for deploying and maintaining in the Cloud, compared to the security controls that are provided by the Cloud infrastructure provider within the price quoted.

Our experience as a Cloud services provider and Cloud broker has helped us to recognize that not all Cloud services are created or priced equally. If an organization has less experience negotiating Cloud services, it may fail to ask the challenging questions related to responsibilities, operating level agreements, and lines of demarcation; the result is typically the need to increase the contracted price with the Cloud provider through a change request, or to negotiate services (and resulting contract price increases) with the application developer or application operations and maintenance contractor.

CGI provides patching, monitoring, and hardening of the operating system as a standard offering; under the FCHS program, we will clearly define for the government when those services are not included as part of the offering. We will only remove services from inclusion in a solution when specified by the government (e.g., government is providing the operating system and does not desire hardening services).

In our experience, hardening application and operating system templates provides a secure baseline that can be managed and patched, as opposed to a commodity Cloud provider, where hardened images are frequently built from scratch for each implementation where they are specifically required. This is the core difference between providers such as CGI that include

patching, monitoring, and hardening by default, compared to commodity providers for which inclusion of such services is often the exception.

The lesson learned from CGI's experience as a systems integrator and Cloud Brokerage provider is to "look under the hood" to identify support areas – specifically related to patching and hardening – that will be provided by each party supporting the systems effort. Where organizations are new to the Cloud, using the services of a Cloud broker can help determine what questions need to be asked. Doing so will help the government avoid additional costs post-task order award.

Lesson Three – Analyze First Whether your Applications are Ready for the Cloud

As federal organizations look to benefit from the flexibility, scalability, elasticity, availability, performance, and cost-savings available within the Cloud, not all organizations have effectively analyzed their application portfolio to establish Cloud-readiness. Cloud-readiness of each application must be examined and analyzed prior to making the determination to move hosting of that application to the Cloud. Unless the application leverages architecture components that are Cloud-enabled, such as Hadoop, the organization may not be able to reap the benefits of elasticity. While an agency may be anxious to transition an application to the Cloud, the existing application's architecture – for example, a database layer that must be hosted on physical infrastructure – often prevents it from being able to take full advantage of horizontal scaling. In these cases, the application's architecture prevents it from fully realizing the advantages of the Cloud.

Before the decision is made to migrate an application to a Cloud infrastructure, organizations should carefully analyze the Cloud-readiness of not only that application, but the entire application portfolio. In many cases, the agency may best invest its resources in re-architecting an application or a suite of applications to take advantage of Service Oriented Architecture. When the government will not obtain advantage in cost savings, improved performance, or scalability within the Cloud without architecting components of the application, the decision to migrate to the Cloud may be premature. **An analysis of the organization's enterprise architecture can be an excellent opportunity for optimizing applications across the portfolio to take advantage of the capabilities available in the Cloud.**

Lesson Four – Additional Support Services and Consulting Services Optimize Cloud Benefits

Like most IT projects, migrating and operating environments in the Cloud requires not only well-managed technology, but consulting services at each step of analysis, planning, design, testing, implementation, and continuing operations. With each Cloud implementation CGI has performed for our federal clients, we review our design and migration processes, improve our checklists and templates, and ultimately decrease migration risk (and frequently time to migrate) for our clients based on lessons learned. CGI's Cloud infrastructure teams and consulting teams work closely to refine our processes – a continuous improvement approach that may not occur when separate corporate entities are responsible for infrastructure and support services.

Experience

When GSA OCSIT contracted with CGI for Web hosting in our secure Federal Cloud, OCSIT was unsure how to proceed – which websites would be in scope based on the ability to be supported in the Cloud infrastructure. CGI's consulting resources partnered with GSA to identify those sites that could be shut down, those to be transitioned to the Cloud, and those that could migrate to the Cloud with accommodations for limitations (e.g., inability of the database to be read across data centers).

Despite rigorous and detailed planning for Cloud migration, issues can arise during or after migration. A consulting organization with readily available architects, engineers, security experts, testers, risk management experts, and project managers can help reduce risks when inevitable challenges present themselves. The value of smart resources to support the Cloud implementation cannot be overemphasized.

Lesson Five – Plan for Performance and Latency Issues with Each Web Hosting Task Order

Performance of websites and Web-based applications is critical to end users – from the citizenry searching an organization’s website for information, to the agency end user seeking to optimize productivity in the field. No agency can anticipate every end user’s unique bandwidth or latency challenges – inevitably, a good number of end users will face challenges in accessing the information or applications they need. Therefore, CGI recommends that each Web hosting task or Web application hosting engagement proactively plan for users who will inevitably desire to access content or applications. CGI considers inclusion of CDN and/or Wide Area Network (WAN) acceleration technologies to be a critical component of hosting public-facing sites.

For DOI and its Bureaus, considerations for low latency apply not only to websites aimed at its constituencies, but also Web-based applications supporting its staff and contractors in remote areas. CDN technologies support pushing content to the edge of the Internet, minimizing the number of hops required for content to travel to the end user. CGI has partnered with Akamai for each of our current Cloud Web hosting contracts under GSA’s IaaS BPA. In turn, Akamai has partnered with Riverbed Technology, which can support WAN acceleration to increase data transfer efficiencies across WANs.

For each task order for Web hosting or Web-based application hosting to be procured under the FCHS program, CGI recommends that the government request industry discuss the value of CDN technology and WAN acceleration technology within its offerings and, based on Service Band requirements, provide pricing inclusive of these technologies so that end users can cost-effectively benefit from the increased performance and reduction in dropped packets – equating to increased productivity – that can be gained from these services.

Experience
Fifteen of the U.S. Cabinet-level agencies and all branches of DoD already trust Akamai to provide performance boosts and significantly reduce bandwidth and processing requirements in the home data center, resulting in greater efficiencies, economies of scale, and return on investment.

Lesson Six – Evolving from IaaS to PaaS and SaaS: Clarity in Pricing and Billing

Private Cloud, public Cloud, and hybrid; IaaS, PaaS, and SaaS – each of these Cloud and service models can provide value to the government, and may be of interest to DOI and its Bureaus under the FCHS program. However, a contract vehicle with this span of scope and time (i.e., 10 years) must be able to react to changes in not only market offerings, but billing models supporting those offerings. By nature, the price models of PaaS and SaaS components can easily become more complex than IaaS models, as licensing, maintenance, partner services, and other elements must be incorporated into the pricing model and, ultimately, the bill for services. Since a chief objective of procurement in a Cloud or “as a service” model is the desire for flexibility to respond to changing needs, priorities, and budgets, government agencies, particularly contracting offices, must adjust to new consumption-based models.

Take the example of Unified Communications (UC) in a SaaS model. Even in single Cloud offerings, there are likely to be different price models. An offering from a single vendor, e.g.,

UC, consists of different software modules. A UC offering provided in a SaaS model will need to reflect different pricing, based on the number of UC modules and each module's usage. Module upgrade schedules must also be considered. A UC offering further requires servers, handsets, and communication pipes from communication service providers, which, in turn, requires a data center infrastructure, including system administration, database administration, and security. Service level agreements must be articulated to evaluate performance and quality of the UC service.

DOI has included in the FCHS program the ability to expand offerings and to onboard and offboard service providers approved under the contract. A chief consideration for DOI and the Bureaus in analyzing new models – and evaluating pricing for those models – must be the ability of the service provider to support invoicing at the level of detail to meet government requirements. In partnering with PaaS and SaaS providers, CGI has learned to incorporate detailed planning for not only how invoicing will be done, but how each component of the invoice will be calculated, so that we can thoroughly describe these components to our government clients. Our lessons learned surrounding the evolving partnerships with PaaS and SaaS providers – and our own offerings hosted in CGI's Cloud to be provided to the government in a SaaS model – **include billing and invoicing as part of the overall solution design, not as a post-implementation afterthought.**

Lesson Seven – Put in Place the Partnership Plan for Program Growth

DOI and the National Business Center, as a current service provider to government organizations, understand the complexities associated with delivery under the government service provider model. DOI has invested significantly in putting together the procurement infrastructure to initiate the Foundation Cloud Hosting Services program, and has further invested in the program-level infrastructure required to support the Bureaus in the program and contract administrator role. For new programs, particularly, program management organizations must commit to significant outreach and communication in order to explain 1) the services available under the new program, 2) the way in which government entities can procure those services under the program, and 3) how the program will support monitoring and oversight through service delivery. Furthermore, the program must essentially sell its value proposition to its potential procuring entities, answering the question, **“Why should I procure these services through your program and your contract vehicle as opposed to the other contract vehicles available to me?”**

The FCHS program must proactively identify potential barriers to entry, potential concerns or risks perceived by ordering entities associated with the program and contract vehicle, and allay those concerns in order to bring customers to the program and the contract vehicle. Team CGI commits to supporting FCHS program growth and brings to the FCHS program a proven track record of assisting other government partners in achieving their program growth objectives. CGI's 30-year relationship with the U.S. Environment Protection Agency provides prime examples of the benefits of our partnership commitment:

Partnership

In addition to CGI's role as a trusted service provider of Cloud services, CGI has repeatedly proven our commitment to partnering with government to support program growth objectives through communications, thought leadership, presentations, roundtables, and other avenues that expand program exposure – **provided at no additional cost to the government.**

- Even prior to award of the EPA’s Central Data Exchange (CDX) Operations and Maintenance contract to CGI, we began working with the EPA to help emphasize the value of the current CDX investment as an optimum architecture to meet the needs of a host of other government data sharing initiatives. CDX was chosen as the core architecture to support the Recovery Accountability and Transparency Board’s (RATB’s) FederalReporting.gov, enabling the government to meet congressionally mandated reporting dates for recipients of Recovery Act funds. Connie Dwyer (EPA Director, Information Exchange and Services Division, Office of Information Management) and Linda Travers (EPA Acting Chief Information Officer) received 2010 Federal 100 awards for their leadership on the project.
- Upon award of the CDX O&M program to CGI, we committed to aggressive program growth objectives as a CGI service level objective of the program. Through expanded program growth, including a 30% increase in data flows through CDX over the last two fiscal years, EPA and regulated industry could reduce costs associated with federally mandated reporting. The results of this program growth included a per transaction cost reduction of more than 70% for the Agency. At the same time, our proactive program growth and outreach initiatives have resulted in more than 40 new projects (e.g., data flow, application support, business consulting, new programs/initiatives) under the CDX program.
- CGI is merging our current mobile technology research and development (R&D) initiatives with EPA’s existing EPA GeoPlatform initiative to help launch a new shared GeoSpatial Infrastructure, built in part on EPA’s existing service-oriented architecture (SOA) data exchange investment. Further technical innovations include the first industry to EPA machine-to-machine data exchanges, enabling processing of over 150,000 transactions a month, equating to a more than 500% processing improvement.

We support our clients in achieving their program growth objectives through program/business outreach and technology thought leadership, provided to programs at no additional cost to the government, aimed at expanding program exposure. Through these efforts, we support DOI in positioning the FCHS program as a program and procurement avenue of choice for a broad spectrum of cloud-based services.

A key lesson learned from these government clients and programs is the **inherent value that motivated industry partners can provide in helping to launch and grow programs much like the FCHS program**. For the FCHS program, Team CGI asserts that a proven partner that has delivered measurable program growth results for other government clients assists DOI realize the value of its investments associated with undertaking such a significant new enterprise-wide program.



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Application Hosting Supported

Software	Supported	Licensing Available	Comments
Cold Fusion	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Glass Fish	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Hibernate	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
JBOSSApp Server and Suite	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Matlab	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Media Wiki	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Oracle Application Server and BPM Middleware	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Silverlight	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Sun SMQ	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Tuxedo	X	Yes	v. 11g R1
WebLogic	X	Yes	v. 11g R2
WordPress	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.

Attachment 5 Agency Mandatory Security Control Enhancements and Clarifications



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<u>1.1.</u>	<u>Access Control (AC)</u>										
	AC-10		Concurrent Session Control		AC-10	The information system limits the number of concurrent sessions for each system account to [Organization-defined number]	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	AC-11	1			AC-11 (1)	The information system session lock mechanism, when activated on a device with a display screen, places a publicly viewable pattern onto the associated display, hiding what was previously visible on the screen		Implemented	Implemented	8/16/2011	12/31/2012
	AC-16		Security Attributes		AC-16	The information system supports and maintains the binding of organization defined security attributes] to information in storage, in process, and in transmission		N/A	N/A	8/16/2011	12/31/2012



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	AC-18	2			AC-18 (2)	The organization monitors for unauthorized wireless connections to the information system, including scanning for unauthorized wireless access points [Organization-defined frequency], and takes appropriate action if an unauthorized connection is discovered	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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	AC-2	7			AC-2 (7)	The organization: (a) Establishes and administers privileged user accounts in accordance with a role-based access scheme that organizes information system and network privileges into roles; and (b) Tracks and monitors privileged role assignments	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	AC-3	3			AC-3 (3)	The information system enforces [Assignment: organization-defined nondiscretionary access control policies] over [Assignment: organization-defined set of users and resources] where the policy rule set for each policy specifies: (a) Access control information (i.e., attributes) employed by the policy rule set (e.g., position, nationality, age, project, time of day); and (b) Required relationships among the access control information to permit access		Implemented	Implemented	8/16/2011	12/31/2012



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<u>1.3.</u>	<u>Audit and Accountability Policy and Procedures (AU)</u>										
<u>1.4.</u>	<u>Assessment and Authorization (CA)</u>										
	CA-2	1		CA-2 (1)	CA-2 (1)	The organization employs an independent assessor or assessment team to conduct an assessment of the security controls in the information system	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	CA-7	2			CA-7 (2)	The organization plans, schedules, and conducts assessments [Organization-defined [Selection: announced; unannounced], [Selection: in-depth monitoring; malicious user testing; penetration testing; red team exercises; [Organization-defined other forms of security assessment]] to ensure compliance with all vulnerability mitigation procedures		Implemented	Implemented	8/16/2011	12/31/2012

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<u>1.5.</u>	<u>Configuration Management (CM)</u>										
	CM-2	5			CM-2 (5)	The organization: (a) Develops and maintains [Assignment: organization-defined list of software programs authorized to execute on the information system]; and (b) Employs a deny-all, permit-by-exception authorization policy to identify software allowed to execute on the information system	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	CM-5	1			CM-5 (1)	The organization employs automated mechanisms to enforce access restrictions and support auditing of the enforcement actions		Implemented	Implemented	8/16/2011	12/31/2012

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	CM-5	5			CM-5 (5)	The organization: (a) Limits information system developer/integrator privileges to change hardware, software, and firmware components and system information directly within a production environment; and (b) Reviews and reevaluates information system developer/integrator privileges [Organization-defined frequency]	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	CM-6	1			CM-6 (1)	The organization employs automated mechanisms to centrally manage, apply, and verify configuration settings		Implemented	Implemented	8/16/2011	12/31/2012

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	CM-8	3			CM-8 (3)	The organization: (a) Employs automated mechanisms [Assignment: organization-defined frequency] to detect the addition of unauthorized components/devices into the information system; and (b) Disables network access by such components/devices or notifies designated organizational officials	(b) (4)	Not Implemented	Not Implemented	8/16/2011	12/31/2012
<u>1.6.</u>	<u>Contingency Planning (CP)</u>										
	CP-2	2			CP-2 (2)	The organization conducts capacity planning so that necessary capacity for information processing, telecommunications, and environmental support exists during contingency operations	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	CP-10	3			CP-10 (3)	The organization provides compensating security controls for [Assignment: organization-defined circumstances that can inhibit recovery and reconstitution to a known state]	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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<u>L.7.</u>	<u>Identification and Authentication (IA)</u>										
<u>L.8.</u>	<u>Incident Response (IR)</u>										
	IR-7	2			IR-7 (2)	The organization: (a) Establishes a direct, cooperative relationship between its incident response capability and external providers of information system protection capability; and (b) Identifies organizational incident response team members to the external providers	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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<u>1.9.</u>	<u>Maintenance (MA)</u>										
	MA-3	3			MA-3 (3)	The organization prevents the unauthorized removal of maintenance equipment by one of the following: (i) verifying that there is no organizational information contained on the equipment; (ii) sanitizing or destroying the equipment; (iii) retaining the equipment within the facility; or (iv) obtaining an exemption from a designated organization official explicitly authorizing removal of the equipment from the facility	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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	MA-5		Maintenance Personnel	MA-5	MA-5	The organization: a) Establishes a process for maintenance personnel authorization and maintains a current list of authorized maintenance organizations or personnel; and b) Ensures that personnel performing maintenance on the information system have required access authorizations or designates organizational personnel with required access authorizations and technical competence deemed necessary to supervise information system maintenance when maintenance personnel do not possess the required access authorizations	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

Attachment 5 Agency Mandatory Security Control Enhancements and Clarifications



Company Name CGI Federal

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							(b) (4)				

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<u>1.10.</u>	<u>Media Protection (MP)</u>										
	MP-4	1			MP-4 (1)	The organization employs cryptographic mechanisms to protect information in storage	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	MP-6	4			MP-6 (4)	The organization sanitizes information system media containing Controlled Unclassified Information (CUI) or other sensitive information in accordance with applicable organizational and/or federal standards and policies		Implemented	Implemented	8/16/2011	12/31/2012

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	MP-6	5					(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
1.14.	<u>Risk Assessment (RA)</u>										
	RA-5	2			RA-5 (2)	The organization updates the list of information system vulnerabilities scanned [organization-defined frequency] or when new vulnerabilities are identified and reported	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	RA-5	3			RA-5 (3)	The organization employs vulnerability scanning procedures that can demonstrate the breadth and depth of coverage (i.e., information system components scanned and vulnerabilities checked)	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	RA-5	6			RA-5 (6)	The organization employs automated mechanisms to compare the results of vulnerability scans over time to determine trends in information system vulnerabilities	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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	RA-5	9			RA-5 (9)	The organization employs an independent penetration agent or penetration team to: (a) Conduct a vulnerability analysis on the information system; and (b) Perform penetration testing on the information system based on the vulnerability analysis to determine the exploitability of identified vulnerabilities	(b) (4)	Implemented	Implemented	8/16/2011 12/31/2012
<u>1.15.</u>	<u>System and Services Acquisition (SA)</u>									
	SA-11	1			SA-11 (1)	The organization requires that information system developers/integrators employ code analysis tools to examine software for common flaws and document the results of the analysis	(b) (4)	Implemented	Implemented	8/16/2011 12/31/2012
	SA-12		Supply Chain Protection		SA-12	The organization protects against supply chain threats by employing: [organization-defined list of measures to protect against supply chain threats] as part of a comprehensive, defense-in-breadth information security strategy	(b) (4)	Implemented	Implemented	8/16/2011 12/31/2012

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	SA-4	7			SA-4 (7)	The organization: (a) Limits the use of commercially provided information technology products to those products that have been successfully evaluated against a validated U S Government Protection Profile for a specific technology type, if such a profile exists; and (b) Requires, if no U S Government Protection Profile exists for a specific technology type but a commercially provided information technology product relies on cryptographic functionality to enforce its security policy, then the cryptographic module is FIPS-validated	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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	SA-9	1			SA-9 (1)	The organization: (a) Conducts an organizational assessment of risk prior to the acquisition or outsourcing of dedicated information security services; and (b) Ensures that the acquisition or outsourcing of dedicated information security services is approved by [organization-defined senior organizational official]	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
<u>1.16.</u>	<u>System and Communications Protection (SC)</u>										
	SC-12	2			SC-12 (2)	The organization produces, controls, and distributes symmetric cryptographic keys using [NIST-approved, NSA-approved] key management technology and processes	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

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	SC-12	5			SC-12 (5)	The organization produces, controls, and distributes asymmetric cryptographic keys using approved PKI Class 3 or Class 4 certificates and hardware security tokens that protect the user's private key	(b) (4)	N/A Not Implemented			
	SC-13	1		SC-13 (1)	SC-13 (1)	The organization employs, at a minimum, FIPS-validated cryptography to protect unclassified information		Implemented	Implemented	8/16/2011	12/31/2012
	SC-21		Secure Name/Address Resolution Service (Recursive or Caching Resolver)		SC-21	The information system performs data origin authentication and data integrity verification on the name/address resolution responses the system receives from authoritative sources when requested by client systems		Implemented	Implemented	8/16/2011	12/31/2012
	SC-6		Resource Priority		SC-6	The information system limits the use of resources by priority		Implemented	Implemented	8/16/2011	12/31/2012



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	SC-7	8			SC-7 (8)	The information system routes [organization-defined internal communications traffic] to [organization-defined external networks] through authenticated proxy servers within the managed interfaces of boundary protection devices	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012

Attachment 5 Agency Mandatory Security Control Enhancements and Clarifications



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	SC-7	12			SC-7 (12)	The information system implements host-based boundary protection mechanisms for servers, workstations, and mobile devices	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
	SC-7	13			SC-7 (13)	The organization isolates [organization defined key information security tools, mechanisms, and support components] from other internal information system components via physically separate subnets with managed interfaces to other portions of the system		Implemented	Implemented	8/16/2011	12/31/2012

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	SC-7	18			SC-7 (18)	The information system fails securely in the event of an operational failure of a boundary protection device	(b) (4)	Implemented	Implemented	8/16/2011	12/31/2012
<u>1.17.</u>	<u>System and Information Integrity (SI)</u>										
	SI-6		Security functionality verification		SI-6	The information system verifies the correct operation of security functions [Selection (one or more): [Organization-defined system transitional states]; upon command by user with appropriate privilege; periodically every [Organization-defined time-period]] and [Selection (one or more): notifies system administrator; shuts the system down; restarts the system; [organization-defined alternative action(s)]] when anomalies are discovered		Implemented	Implemented	8/16/2011	12/31/2012



ATTACHMENT 19 COMPUTE HOST CONFIGURATIONS TEMPLATE

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Company Name:	CGI Federal
Definition of Core:	2Ghz

Standard	Contractor Configuration	
	Cores (#)	RAM (GB)
Extra Small	1	2
Small	2	4
Medium	4	8
Large	8	16
Extra Large	16	16

High Memory		
Extra Small	1	4
Small	2	8
Medium	4	16
Large	8	32
Extra Large	16	64

High Compute		
Medium	4	2
Large	8	4
Extra Large	16	8

High Compute Cluster		
Large	32	32
Extra Large	64	64

Custom		
(Task Order Defined)		



Company Name:

CGI Federal

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Database Supported

Software	Supported	Licensing Available	Comments
Informix	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
MS SQL Express	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
MS SQL Server (2005, 2008, 2010, 2012)	X	Yes	2008 Enterprise Edition 64-bit
MySQL	X	Yes	Basic and Silver Level Support
Oracle 10g	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Oracle 11g	X	Yes	Standard Edition 64-bit
Oracle 8a	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
PostGIS	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
PostgreSQL	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
SQLite	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Sybase IQ	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.

Department of the Interior (DOI) FOUNDATION CLOUD HOSTING SERVICES (FCHS)

Volume II - Technical Proposal

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

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Section One

1. Introduction of Overall Approach (C.1; C.1.1)

With the Foundation Cloud Hosting Services (FCHS) program, the Department of the Interior (DOI) has taken a proactive approach to moving itself and its Bureaus forward in aligning with the federal Cloud First Policy, Federal Data Center Consolidation Initiative, and the Administration's "25-point Implementation Plan to Reform Federal IT". CGI and our industry-leading technology partners, known collectively as Team CGI, are well-positioned to partner with DOI in supporting these initiatives. We propose solutions related to six of DOI's initial service lines under the FCHS program: Storage

Experience: CGI's Federal-Purposed Cloud and Managed Cloud Services Deliver Results

- CGI built our Federal Cloud service as a managed Cloud to meet Federal Government security and data protection requirements, as articulated by FedRAMP.
- CGI Federal was the first GSA IaaS BPA Lot 3 (Web hosting services) provider to achieve a permanent, government-wide Authority to Operate.
- CGI has already begun working with the FedRAMP Joint Authorization Board; we are expected to achieve FedRAMP certification by December 2012.
- Seven of eight federal agencies have used the GSA IaaS BPA to contract with CGI for Cloud services based on the inherent security of our Federal-purposed Cloud.

Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services, and Development and Test Environment Hosting Services. **To support DOI on the FCHS program, Team CGI proposes Cloud services and solutions delivered from CGI's Federal Cloud, which has received an Authority to Operate (ATO) for our FISMA Moderate Cloud from the General Services Administration (GSA) under its Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA).** Federal Risk and Authorization Management Program (FedRAMP) certification for our Cloud environment is well underway; CGI is currently working with the FedRAMP Joint Authorization Board (JAB), and is expected to achieve certification by December 2012.

The Cloud computing market is quickly evolving; however, for Bureaus within DOI and the Federal Government as a whole, security of federal data and systems remains paramount. Currently, few Cloud Service Providers (CSP) are positioned to support FedRAMP requirements; many CSPs have "augmented" their public Cloud offerings by attempting to retrofit their existing Cloud solutions to meet federal security requirements. CGI works with many of these CSPs in coordination with other clients (both private and public sector) as a Cloud broker, wherein CGI is contracted to analyze Cloud offerings, support negotiation of services, and serve as an integrator and managed services provider. As these CSPs work to achieve FedRAMP certification, CGI sees additional partnership opportunities to provide numerous Cloud offerings for DOI and the Bureaus to meet a variety of needs, including more commodity-based Cloud services, Platform as a Service (PaaS), and/or Software as a Service (SaaS) offerings through a single accountable provider.

In this proposal, we discuss CGI's capabilities in the **Cloud Brokerage role**, while providing detailed information and specifications regarding CGI's Cloud offerings, specifically delivered by CGI from our existing Federal Cloud infrastructure. Our goal is to provide DOI with **the capabilities to meet FCHS program requirements today and into the future**, supporting the program business objectives as articulated in Section C.2.1 of the solicitation. CGI's Federal Cloud service offerings, described herein, are designed to support these objectives. Furthermore, our future role as a Cloud Broker provides additional avenues for DOI and the Bureaus to realize flexibility and cost savings through cutting-edge solutions.

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1.1 Requirements Traceability Matrix

See *Requirements_Traceability_Matrix_CGI.xls* provided as an attachment to this proposal volume.

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1.2 Role Based Report, Monitor Performance and Manage Alerts & Reporting Plan, Usage & Cost Monitor Reports, Incident Management Report, Impact Plan, Quality Assurance Plan, Security Assessment Plan/Report, Mitigation Plan, Disaster Recovery Plan

The Role Based Report, Monitor Performance and Manage Alerts & Reporting Plan, Usage & Cost Monitor Reports, Incident Management Report, Impact Plan, Quality Assurance Plan, Security Assessment Plan/Report, Mitigation Plan, and Disaster Recovery Plan are provided as *Appendices A through I* of this proposal volume.

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Section Two

2. Enterprise-Wide Requirements Template

See *Bidders_Security_Questionnaire_CGI.xls* provided as an attachment to this proposal volume.

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Section Three

3. Scope of Offer Matrix

See *Scope_of_Offer_Matrix_CGI.xls* provided as an attachment to this proposal volume.

3.1 Government-Provided Templates

Government-Provided Templates	
Attachment Title	File Name
Establish and Meet Resource Requirements	
Operating Systems Supported	Operating Systems Supported and Provided_CGI.xls
Compute-Host Configuration	Compute_Host Config_CGI.xls
Storage Classes	Storage_Class_CGI.xls
Network Connectivity	Network_Connectivity_CGI.xls
Range of Database Software Supported	DATABASE_CGI.xls
Range of Web Hosting Software Elements Supported	WEB_HOSTING_SOFTWARE_CGI.xls
Range of Application Hosting Software Supported	APPLICATION_HOSTING_SOFTWARE_CGI.xls
Range of DOI Legacy Metering Reporting Software Supported	LEGACY_METER_HOSTING_SOFTWARE_CGI.xls
Range of Other Middleware Supported	OTHER_MIDDLEWARE_SOFTWARE_CGI.xls
Range of Scripting and Programming Software Supported	PROGRAMMING SOFTWARE_CGI.xls
Establish and Meet Service Level Requirements	
Uptime and Availability Service Bands	SERVICE_LEVEL_UPTIME_CGI.xls
Recovery Time Objectives (RTO)	SERVICE_LEVEL_RTO_CGI.xls
Recovery Point Objectives (RPO)	SERVICE_LEVEL_RPO_CGI.xls
Mean Time to Restore (MTR)	SERVICE_LEVEL_MTR_CGI.xls
Compute Host Provisioning Service Bands	SERVICE_LEVEL_PROVISION_COMPUTE_HOST_CGI.xls
Storage Provisioning Service Bands	SERVICE_LEVEL_PROVISION_STORAGE_CGI.xls
Customer Service Mean Time to Acknowledge (MTA)	SERVICE_LEVEL_MTA_CGI.xls
Customer Service Mean Time to Resolve or Satisfy (MTF)	SERVICE_LEVEL_MTF_CGI.xls
Scheduled Down-time (Maintenance Windows)	SERVICE_LEVEL_MTS_CGI.xls

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Section Four

4. Listing of Additional Tables, Drawings, and/or Exhibits

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4.1 Proposed Technical Solution (C.2.2; C.5.1.1; C.5.1.2; C.5.1.3; C.5.1.4; C.5.1.5; C.5.2.5; C.6; C.6.1; C.6.1.2; C.6.2.2.1; C.6.2.2.2; C.6.2.2.3; C.6.2.2.4; C.6.2.2.5; C.6.2.2.6; C.6.2.2.7; C.6.2.2.8; C.6.2.2.9; C.6.2.2.10; C.7.2.1; C.7.2.2; C.7.2.3, C.7.8.1, C.8.1)

Team CGI is prepared to deliver a comprehensive Cloud solution to DOI from our existing Federal Cloud, not just barebone virtual machines and storage from a commercial cloud provider. To meet DOI requirements, Team CGI proposes to deliver services across six of DOI's initial service lines: Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services, and Development and Test Environment Hosting Services. Our services include the security and infrastructure boundaries of our existing Federal Cloud, as shown in **Figure 4.1-1**, which has received an ATO from GSA under its IaaS BPA. As such, **DOI can leverage CGI's service line capabilities on Day 1 of award**, rather than relying on the design, development, and accreditation (and associated risks) of a Cloud offering built solely for DOI's purposes.

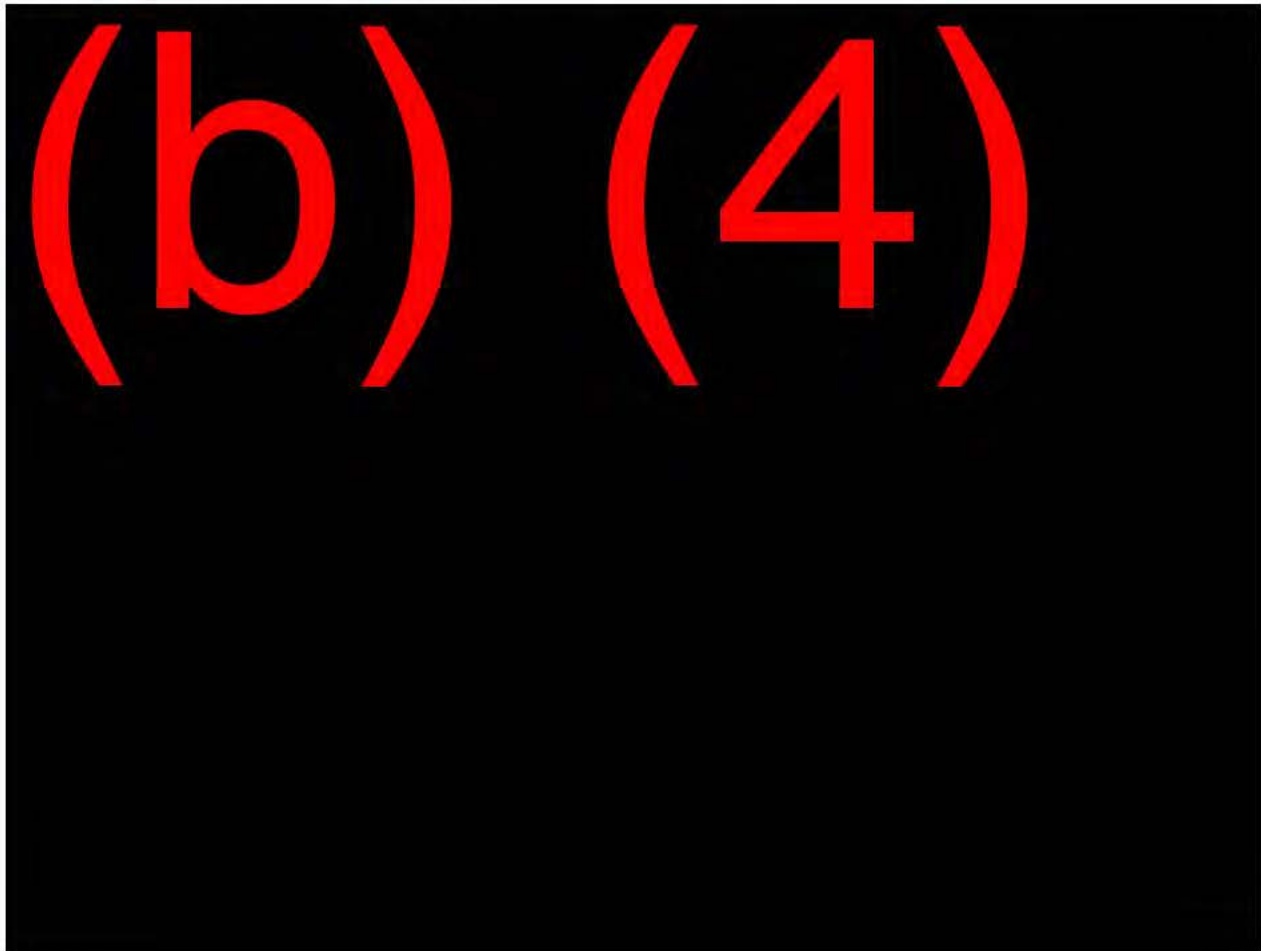


Figure 4.1-1. Approach to Foundation Cloud Hosting Services for DOI. *DOI's FCHS service lines will be hosted in CGI's Federal Cloud, which has received an ATO from GSA under its IaaS BPA.*

Team CGI offers a range of services from our federal-purposed Cloud, which meets the National Institute’s for Standards and Technology (NIST) Cloud definition, articulated in Section C.5.1 of the solicitation, as shown in **Figure 4.1-2**. Team CGI does not currently offer a Cloud solution to meet DOI’s requirement for a Solaris-based system under the SAP Hosting task order; therefore we are not proposing to support that service line at this time.

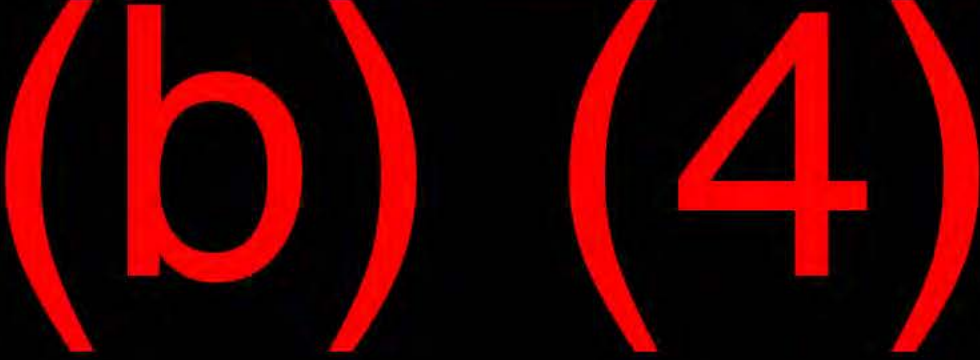
NIST Definition Component	CGI’s Federal Cloud
C.5.1.1 On-Demand Self-Service	
C.5.1.2 Ubiquitous Network Access	
C.5.1.3 Location-Independent Resource Pooling	
C.5.1.4 Rapid Elasticity	
C.5.1.5 Measured Services	

Figure 4.1-2. NIST Cloud Definition and the CGI’s Cloud. *Team CGI’s Cloud solution meets NIST’s Cloud definition.*

To provide the breadth of services and capabilities DOI and its Bureaus may envision in the future, CGI has partnered with a number of industry-leading firms to support DOI’s requirements for compute, storage, secure file transfer, virtual desktop, middleware, PaaS, SaaS, and other current and emerging needs. In addition, as described in *Volume I, Section 10*, CGI has significant experience providing Cloud Brokerage services to deliver optimum Cloud solutions through a secure, technically appropriate, and cost-effective model. With the breadth of capabilities available across Team CGI, we are able to meet DOI’s Cloud, consolidation, and emergency operations needs through a variety of technical service lines and associated services. Our existing capabilities include a segregated Federal Cloud environment, which meets separation requirements for most federal organizations. Team CGI has the expertise needed to establish a DOI-specific segregated Cloud in a standalone, air gapped private Cloud model based on future task order requirements. Standard commercial Cloud providers have neither the expertise, nor the data center capabilities to support such a buildout for physical and logical segregation.

Experience

CGI built our Federal Cloud specifically to address government and FedRAMP requirements. Our Cloud offerings provide robust security, having already been audited by a third party, and are currently undergoing FedRAMP JAB review. CGI’s Federal Cloud is expected to achieve FedRAMP certification in December 2012.

In supporting DOI and the Bureaus’ requirements for Cloud-based services, we are empowered by an International Organization for Standardization (ISO) 9001-certified Client Partnership Management Framework (CPMF), as well as Information Technology Infrastructure Library (ITIL) constructs for effective management of program and task-level operations, including service level management, incident management, and security management, with a keen focus on evolving customer needs.

Within the CGI Federal Cloud solution, we provide DOI with Basic Resources (C.6.1), Aggregated Resources, and Enabling Services (C.6.2) to support the business and technology needs envisioned under the FCHS program. Our solutions provide flexible options for DOI's Basic Resources requirements:

- **Operations System (OS) Resources** – Team CGI provides OS solution options, including a managed services model, wherein OS support is provided by Team CGI, as well as via a model wherein DOI will install, configure, patch, and support custom images. Consultative services will support transition between models. We indicate the OS currently supported by the CGI Federal Cloud in completed Attachment 18, *Operating and Systems Supported and Provided.xls*. As a standard operating procedure in managing our Cloud services, we upgrade OS versions post-testing to optimize the CGI Federal Cloud infrastructure.
- **Compute-Host Resources** – Our Cloud can provide the compute-host configurations required to meet the needs envisioned under the FCHS program.
- **Storage Resources** – The CGI Federal Cloud provides a wide variety of storage solutions across the performance classes, tiers, and pools required by DOI. We enable storage of files and data objects through solutions that support each command/request definition as defined by DOI (C.6.1.3.3), such as Hitachi's Virtual Storage Platform.
- **Transport Resources and Support Interconnections** – (b) (4)

[REDACTED]

As described in the use case details (*Section 4.1.1.1*) and Day 1 task order responses, Team CGI has architected our Cloud solutions to align with the required **Resource Services**, to be combined and aggregated within task orders to deliver the full breadth of technology services requirements. Responses to Attachments 18 to 27 detail our offerings related to DOI's current OS, database, middleware, Web technology, and application portfolios. As both a systems integrator and manager of our own Federal Cloud, one of Team CGI's core strengths is our ability to provide DOI with **Associated Support Services** required for successful transition and operation of IT systems in the cloud. CGI's Cloud Web hosting for GSA and the Department of Homeland Security (DHS) includes within the scope of work Planning Services (including analysis of cloud-readiness of applications), Engineering Services, and Migration Services to accomplish swift, low-risk transition. Application Management Services, Training Services, and Interface Design and Integration services (including interface to applications and databases hosted outside of our data center/Cloud) are a core component of services for clients hosting their federal financial management systems with CGI. The Centers for Medicare & Medicaid

Services (CMS) rely on Team CGI 508 compliance testing services to remedy non-compliance issues for Medicare Advantage & Part D applications; CGI established a specific practice within our CGI Federal business unit to support accessibility needs. Security Services (further described in *Section 4.1.4*) further support our commitment to meeting DOI- and Bureau-specific security requirements.

As a managed Cloud Services Provider and consulting firm with more than 35 years of experience supporting government needs, CGI is able to provide the breadth of Enabling Services required to support Cloud activities and services for DOI and its Bureaus. **Figure 4.1-3** highlights our ability to support required Enabling Services under FCHS task orders.

Enabling Service Requirement	CGI Cloud Capabilities
C.6.2.2.1 Bulk Data Transfer and Competitive Volume Discounts	Team CGI supports bulk data transfers using physical media and the Internet, intranets, and dedicated circuits. Volume pricing is addressed in <i>Volume III, Cost Proposal</i> .
C.6.2.2.2 Operating System Services	We will provide OS configuration and troubleshooting services for DOI as requested. In addition, DOI system administrators can perform common OS configuration and troubleshooting tasks.
C.6.2.2.3 Licensing and Installation Services	DOI can provision compute hosts from currently licensed and installed OSs within Team CGI's Cloud services. For other compute hosts, Team CGI can provide OS licensing and installation services as requested. See completed response to <i>Attachments 18 to 27</i> for details regarding our licensing offerings available at the time of proposal submission.
C.6.2.2.4 Patching and Version Control Services	Team CGI is able to provide patching and version control for the underlying infrastructure. (b) (4) <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div>
C.6.2.2.5 Disaster Recovery Services	Team CGI will work with DOI to architect, implement, manage, and support an appropriate Disaster Recovery (DR) solution to meet the requirements of each individual task order. (b) (4) <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div>
C.6.2.2.6 Solutions for Middleware Licensing and Support	Team CGI will provide licensing and support for middleware under each of DOI's preferred licensing models. See completed response to Attachment 26, <i>Other_Middleware_Software.xls</i> , for a list of supported middleware.
C.6.2.2.7 Hosting for DOI Legacy Metering and Reporting Software	In addition to supporting the wide array of metering and reporting software, as described in <i>Section C.6.2.2.7</i> , Team CGI will host DOI's legacy metering and reporting software packages.
C.6.2.2.8 Hosting for Other Middleware	Team CGI will provide hosting and timely upgrades for other middleware, as specified in individual task orders. (b) (4) <div style="background-color: black; height: 10px; width: 100%;"></div> <div style="background-color: black; height: 10px; width: 100%;"></div>
C.6.2.2.9 Hosting for Scripting and Programming Environments	Many of the scripting and programming environments are supported out-of-the-box by the OS. Additional languages can be installed per task order requirements.

Enabling Service Requirement	CGI Cloud Capabilities
C.6.2.2.10 Virtual Application and Virtual Desktop Resources	Team CGI’s virtual desktop and application services will be architected to support the scalability, security, remote access, and reliability/failover requirements of each specific task order. See <i>Section 4.1.1.1.2</i> , Background, Objectives, and Requirements for Virtual Machine Use Case for more information regarding Team CGI’s capabilities in this area.

Figure 4.1-3. CGI Cloud Capabilities Relative to Enabling Service Requirements. *CGI’s proven cloud capabilities will allow us to meet DOI enabling service requirements.*

To safeguard the government and Team CGI, we put in place measures to protect DOI’s Intellectual Property (IP) and data ownership rights. Federal-owned OS, middleware, systems, databases, data, etc. employed by and managed specifically by DOI will be maintained with appropriate segregation; we will not seek to leverage licenses specific to DOI on an enterprise level or in support of other clients.

4.1.1 Service Delivery, Management, and Technical Approach

4.1.1.1 Background, Objectives, and Requirements for Representative Use Cases

The following sections describe Team CGI’s ability to provide Cloud capabilities in response to the following use cases and/or service lines: Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services, and Development and Test Environment Hosting Services. Services provided under Service Lines and Use Cases can be aggregated to provide solutions that meet DOI needs.

4.1.1.1.1 Background, Objectives, and Requirements for Storage Services Representative Use Case

4.1.1.1.1.1 Storage Services (C.2.2.1; C.6.1.3.1; C.6.1.3.2; C.6.1.3.3; C.6.1.3.4; C.6.1.3.5; C.6.1.3.6; C.6.1.3.7)

As a current provider of hosting services to the government through Cloud and traditional models – including hosting for federal financial management systems in a managed services model – CGI brings demonstrated online and Cloud storage solutions for Federal Information Security Management Act (FISMA) moderate systems, delivering the storage services envisioned under the FCHS program to support Continuity of Operations (COOP), DR, and data center consolidation transition support requirements. As required by the Cloud model, CGI provides metered services under a Firm Fixed Price (FFP) per unit model, with a variety of storage resource, transport volume, storage class, and service level options to meet varying DOI and Bureau needs. We provide Bureaus the ability to securely access the CGI Federal Cloud Portal for online, on-demand storage that can be dynamically scaled.

<p>(b) (4)</p> <p>[Redacted content]</p>	<p>Experience</p> <p>CGI manages storage volumes of over 400 terabytes for numerous federal clients. Our storage solutions comply with National Archives and Records Administration (NARA) 1571 Archival Storage Standards.</p>
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(b) (4)

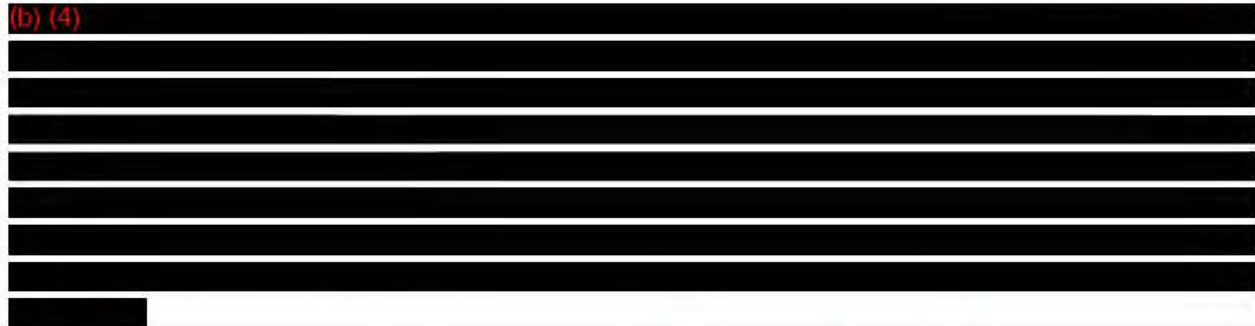


Figure 4.1.1.1.1-1. Team CGI's Storage Solution. (b) (4)




Meeting Resource Demands

Team CGI has analyzed DOI's storage and transport requirements. Our storage team provides a leveraged service across hosted systems, supporting and managing storage resources such as disk and tape media, to meet the storage size and transport volume required by DOI.

Meeting Support Storage Resource Classes Requirements

Team CGI's current storage solutions, including Cloud-based storage services, meet and exceed DOI requirements as identified in the following table, including defining the Storage Classes per Attachment 20. (b) (4)



(b) (4). Figure 4.1.1.1.1-2 provides Team CGI’s proposed storage class throughput and uptime availability offering.

Storage Classes	DOI Requirements for Throughput and Uptime Availability	Team CGI’s Throughput and Uptime Availability
A – High Speed	8 Gbps 100%	(b) (4)
B – Low Speed	1 Gbps 100%	
C – Remote On-Line Storage	99.90%	
D – Tape Library	Access within 24 hour Offline	
E – Low Speed (SAN)	N/A	

Figure 4.1.1.1.1-2. Team CGI’s Proposed Throughput and Uptime Availability per Class.

Capacity planning is an important activity to provide Database Administrators (DBA) and application teams with what seems like limitless storage. With rapid growth in storage demands, the storage team is continually investigating new storage technologies to drive storage costs down, improve agility, and maintain security and integrity. (b) (4)

[Redacted text block]

In Figure 4.1.1.1.1-3, we describe Team CGI’s capabilities related to enhancements to requirements (Sections J.5 to J.8 of the Representative Use Case for Storage Services).

Enhancement	CGI’s Capabilities
J.5 Enhancements to Enterprise Wide-Requirements	<ul style="list-style-type: none"> Team CGI provides DOI and the Bureaus the ability to provision services and filter service metering, status, and usage reports as needed by each task order.
J.6 Enhancements to Resource Requirements, J.5.1 Support Storage Resource Classes	<ul style="list-style-type: none"> (b) (4)
J.7. Enhancements to Service Level Requirements	<ul style="list-style-type: none"> (b) (4)

Enhancement	CGI's Capabilities
J.8 Enhancements to Optional Characteristics, J.8.1 Resource Segregation	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="font-size: 4em;">(b)</div> <div style="font-size: 4em;">(4)</div> </div>

Figure 4.1.1.1.1-3. Enhancement Requirements – Storage Services.

Also, as previously referenced in **Figure 4.1.1.1.1-3**, Team CGI has closely analyzed the means by which we will tailor VM offerings to meet Service Portfolio A or Service Portfolio B requirements, as described in **Figure 4.1.1.1.1-4**. (b) (4)

Solution Components	Service Portfolio A	Service Portfolio B
Virtual Machines	(b)	(4)
Recovery and Backup		
Storage Provisioning		
Bulk Transfer Throughput		
Customer/Program Support		
Maximum Allowable Planned Downtime – Workday		
Maximum Allowable Planned Downtime – Non-workday		

Figure 4.1.1.1.1-4. Approach to Meeting Service Portfolio A and B Requirements.

In Section C.6.1.3 of the solicitation, DOI lists a number of storage resource requirements that will support the needs of DOI and its Bureaus under the FCHS program; **Figure 4.1.1.1.1-5** details Team CGI's capabilities in support of these storage requirements.

Requirement	Team CGI's Capabilities to Meet Requirement
C.6.1.3.1 Identify and Provide Access to Storage APIs	<div style="background-color: black; color: red; text-align: center; padding: 20px; font-size: 48px; font-weight: bold;">(b) (4)</div>
C.6.1.3.2 Support Storage of Both Files and Data Objects	
C.6.1.3.3 Support Standard Storage Operations	<ul style="list-style-type: none"> Our storage solution supports the object storage requests/operations required by DOI (i.e., PUT, GET, HEAD, DELETE, POST, COPY and LIST).
C.6.1.3.4 Support Storage Resource Classes	<ul style="list-style-type: none"> See Figure 4.1.1.1.1-2. Team CGI can support additional availability requirements and storage classes hosted in alternative facilities that are identified in future task orders. We leverage existing storage partners, other CSPs, or new partners as needed to meet DOI's requirements.
C.6.1.3.5 Support Data Migration Across Storage Classes	<ul style="list-style-type: none"> Team CGI enables migration of data across storage classes to optimize performance or price, depending on the business requirements. (b) (4)
C.6.1.3.6 Support Alternative Backup Solutions	<ul style="list-style-type: none"> We have the expertise and subject matter experts required to design and manage back-up solutions to meet FCHS program requirements. Recovery objectives vary based on business requirements of each application. (b) (4)
C.6.1.3.7 Support Secure Transfer of Physical Media	<ul style="list-style-type: none"> Processes for secure chain of custody are documented in Standard Operating Procedures and include use of a certified courier service for transferring physical media. (b) (4)

Figure 4.1.1.1.1-5. Section C Storage Services Requirements. Team CGI's capabilities allow us to meet DOI's storage service requirements.

4.1.1.1.2 Background, Objectives, and Requirements for Virtual Machine Use Case

4.1.1.1.2.1 Virtual Machine Services (C.2.2.3, C.8.8)

Virtualized environments have allowed Team CGI data centers to reduce costs, improve efficiencies and performance, and reduce our carbon footprint. Evolving virtualization to the Cloud model enables further flexibility

Experience

A technology refresh and virtualization solution helped the Administrative Office of the U.S. Courts save an estimated \$3.4M per year.

to support consolidation, innovation, rapid response, and technology refresh requirements. CGI’s Cloud environment can support the range of concurrent VMs anticipated by DOI over time – from an initial 100 to 500 concurrent VMs in 2013, to an estimated 7,000 concurrent VMs in 2022, to include necessary storage and transport resources.

The CGI Federal Cloud services are managed to allow scalable capacity to support projected growth in computing capacity and memory to meet future task order requirements. As those resources are consumed, Team CGI provisions, through physical capacity and/or, in the future, Cloud Brokerage, the capacity that enables continued growth of Cloud resources. As data center space is consumed, we are able to increase system density to increase the number of provisionable VMs and Web servers, as well as to acquire additional data center space for further virtual infrastructure.

To optimize resource utilization, maximize throughput, minimize response time, and avoid overload, each DOI customer account by default has a DMZ zone with Virtual IP addresses (VIPs) which can be configured to load balance across instances. Team CGI provides static IPs as a norm, meeting the need for static IP addressing.

In **Figure 4.1.1.2.1-1**, we describe Team CGI’s proposed approach to requirements enhancements (Sections J.5 to J.8 of the Representative Use Case for Virtual Machine Hosting Services).

Enhancement	CGI’s Capabilities
J.5 Enhancements to Enterprise Wide-Requirements	<ul style="list-style-type: none"> ▪ The CGI Federal Cloud offering supports FISMA moderate classification. As task orders are released, we look to both our own Federal Cloud capabilities and, upon completion of FedRAMP certification, the abilities of other CSPs to support FISMA moderate requirements. To provide the necessary level of security, Team CGI: <div style="text-align: center; background-color: black; color: red; font-size: 48px; padding: 20px;"> (b) (4) </div>
J.6.1 Enhancements to Resource Requirements: Support Distribution of Operation Systems	<ul style="list-style-type: none"> ▪ Within CGI’s data center, we support Windows, Linux, and UNIX servers. See completed response to <i>Attachment 18, Operating Systems Supported and Provided.xls</i>, for details regarding the range of OSs CGI can support in our existing Federal Cloud. (b) (4) <div style="background-color: black; height: 15px; width: 100%; margin-top: 5px;"></div> <div style="background-color: black; height: 15px; width: 100%; margin-top: 5px;"></div> <div style="background-color: black; height: 15px; width: 100%; margin-top: 5px;"></div>
J.5.1 Compute Host	<ul style="list-style-type: none"> ▪ The CGI Federal Cloud offering can support the range of compute host VMs by the category and size envisioned under the FCHS program. We can allocate additional cores and/or RAM up to 64 GB, based on the compute class; see Figure 4.1.1.2.1-2.

Enhancement	CGI's Capabilities
	<p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p>
J.5.2 Support Storage Resource Classes	<p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p>
J.7 Enhancements to Service Level Requirements	<p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p>
J.8 Enhancements to Optional Characteristics: Resource Segregation	<p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p> <p>(b) (4)</p>

Figure 4.1.1.1.2.1-1. Enhancement Requirements – Virtual Machine Hosting Services. *Team CGI's capabilities allow us to meet DOI's enhancement requirements for virtual machine hosting services.*

As previously described in **Figure 4.1.1.1.2.1-1**, in response to J.5.1 Compute Host, we expand upon the data provided in Attachment 19. **Figure 4.1.1.1.2.1-2** demonstrates our flexibility in meeting compute host requirements for use cases in support of both the sub-category and category of percentages of distributed servers. As such, we show the Max Cores Available column.

Company Name:	CGI Federal			
Definition of Core:	2 GHz			
		CGI Configuration		
		Cores (#)	Max Cores Available	RAM (GB)
Standard				
	Extra Small	1	(b) (4)	2
	Small	2		4
	Medium	4		8
	Large	8		16
	Extra Large	16		16

Company Name:		CGI Federal		
High Memory				
	Extra Small	1	(b) (4)	4
	Small	2		8
	Medium	4		16
	Large	8		32
	Extra Large	16		64
High Compute				
	Medium	4		2
	Large	8		4
	Extra Large	16		8
High Compute Cluster				
	Large	32		32
	Extra Large	32		64

Figure 4.1.1.1.2.1-2. Max Cores Available Per Band. Team CGI will meet compute host requirements.

Furthermore, as previously referenced in **Figure 4.1.1.1.2.1-1**, Team CGI has closely analyzed how we will tailor VM offerings to meet Service Portfolio A or Service Portfolio B requirements, as described in **Figure 4.1.1.1.2.1-3**.

Solution Components	Service Portfolio A	Service Portfolio B
Virtual Machines	(b)	(4)
Recovery and Backup		
Storage Provisioning		
Bulk Transfer Throughput		

Solution Components	Service Portfolio A	Service Portfolio B
Customer/Program Support	(b)	(4)
Maximum Allowable Planned Downtime – Workday		
Maximum Allowable Planned Downtime – Non-workday		

Figure 4.1.1.1.2.1-3. Approach to Meeting Service Portfolio A and B Requirements. *Team CGI is able to meet DOI’s Service Portfolio A and B requirements.*

To support licensing needs, should DOI require locking of a resource to a VM, Team CGI can attach a particular VM to a process (i.e., physical host server) preventing it from being reassigned.

Associated Support Services

As a government consulting firm with extensive integration and IT infrastructure management experience, CGI brings DOI and its Bureaus value through consultative services to support VM hosting. Highly trained, professionally-certified IT infrastructure and systems architects, engineers, security specialists, transition specialists, security experts, and network specialists provide relevant Associated Support Services, analyzing Cloud readiness for systems/applications and low-risk migration to the Cloud, testing for compliance of related services with Section 508, and providing security services to support authorization analysis, data security, security risks, response to Plans of Action and Milestones (POA&M), Authorization and Accreditation (A&A), and response to new security threats, regulations, or mandates.

Our experience hosting federal applications and websites within the CGI Federal Cloud means that our staff has the expertise needed to support planning and migration services to reduce risk, cost, and time to migrate. (b) (4)

[Redacted content]

Virtual Application and Virtual Desktop Solutions (C.6.2.2.10, C.7.10)

Individual Bureaus within DOI have already begun to implement virtual application and Virtual Desktop Infrastructure (VDI) solutions to address the needs of remote users and resources wishing to bring their own device. With the proliferation of iPads/iPhones, Android/Windows tablets, and other emerging technologies to support computing in the field, the need for virtual applications, such as productivity apps and VDI solutions, will continue to grow, supporting users from any location at any time. Team CGI currently supports virtualized apps (SaaS) and VDI models for a number of federal and commercial customers. We also support virtualized

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PaaS solutions, such as the Drupal developer virtualized workstation template created to support the Department of Homeland Security's (DHS) website hosting model – the first task order awarded under GSA's IaaS BPA. (b) (4)

[Redacted]

(b) (4)

Innovation

Team CGI partner Accelera, a small 8a business, implemented a VDI solution for the Department of Defense that is scalable to over 36,000 concurrent users. The solution integrates Citrix XenApp, Citrix Access Gateway, VMware vSphere, Microsoft SQL Server, Juniper SA-4000 SSL VPN appliance, Microsoft Active Directory, and government application suites.

[Redacted]

4.1.1.1.3 Background, Objectives, and Requirements for Database Hosting Use Case

4.1.1.1.3.1 Database Hosting Services (C.2.2.4; C.6.2.2.2; C.6.2.1.3)

Team CGI provides flexibility in licensing models to meet DOI and Bureau Database Hosting requirements in support of data center consolidation and new application implementation objectives. We enable the government to license and install the OS or, alternatively, support a managed model wherein Team CGI provides OS licensing and installation.

Experience

Team CGI provides database hosting services to support the federal government, including:

- MS SQL Server (2005, 2008, 2010, 2012) – Administrative Office of the U.S. Courts
- MySQL – Centers for Medicare & Medicaid Services (CMS)
- Oracle 10g/11g – Environmental Protection Agency and General Services Administration

We currently provide database hosting services to more than 120 clients in the federal space. Our ITIL v3-based processes and data center facilities can easily support the DOI expected ramp-up of database hosting over the life of the contract, as described in the Representative Use Case, Section J.4. Please see response to *Attachment 22, Database.xls*, in this response, we detail the databases and versions for which Team CGI currently provides support, and those for which licensing is currently available.

DOI benefits from our experience as an end-to-end IT service provider, satisfying the data needs of private and public sector customers. We apply trained and certified personnel, ITIL-based practices, and technology to maintain availability, recoverability, and security of critical data, as

well as accessibility and performance to support the business mission. Team CGI currently supports more than 2,000 databases in a hosted service environment within our Phoenix Data Center (PDC), the facility in which the CGI Federal Cloud is located.

In **Figure 4.1.1.1.3.1-1**, we describe Team CGI’s capabilities related to requirements enhancements (Sections J.5 to J.8 of the Representative Use Case for Database Hosting Services).

Enhancement to be Met	CGI’s Capabilities
J.6.1 Support Distribution of Operation Systems Enhancements to Enterprise Wide-Requirements	<ul style="list-style-type: none"> ▪ (b) (4) [redacted], Team CGI is well-positioned to support the distribution described.
J.6.2 Compute Host	<ul style="list-style-type: none"> ▪ See completed response to Attachment 19, <i>Compute_Host Config.xls</i>, and Figures 4.1.1.1.2.1-1 and 4.1.1.1.2.1-2 in the Virtual Machine Hosting Services Use Case response. ▪ (b) (4) [redacted]
J.6.3 Support Storage Resource Classes	<ul style="list-style-type: none"> ▪ (b) (4) [redacted]
J.6.4 Database Management Systems	<ul style="list-style-type: none"> ▪ See completed response to <i>Attachment 22, Database.xls</i>.
J.7 Enhancements to Service Level Requirements	<ul style="list-style-type: none"> ▪ Team CGI’s offerings support both Service Portfolios A and B. (b) (4) [redacted]
J.8.1 Resource Segregation	<ul style="list-style-type: none"> ▪ The CGI multi-tenant Federal Cloud received ATO at the FISMA moderate level and can support both low and moderate sensitivity and impact systems. It is only available to U.S. federal, state, local, and tribal clients.

Figure 4.1.1.1.3.1-1. Enhancement Requirements – Database Services. *Team CGI will meet DOI’s database services enhancements requirements.*

As previously referenced in **Figure 4.1.1.1.3.1-1**, Team CGI has closely analyzed the means by which we will tailor database hosting offerings to meet Service Portfolio A or Service Portfolio B requirements, as described in **Figure 4.1.1.1.3.1-2**.

Solution Components	Service Portfolio A	Service Portfolio B
J.7.1 Uptime and Availability	(b) (4)	

Solution Components	Service Portfolio A	Service Portfolio B
J.7.2 Recovery Time Objective (RTO)	(b)	(4)
J.7.3 Recovery Point Objective (RPO)		
J.7.4 Backup Requirements – Frequency		
J.7.5 Backup Requirements – Retention		
J.7.6 Backup Requirements – Mean Time To Restore (MTR)		
J.7.7 Storage Provision Service Levels		
J.7.8 Additional Requirement – Bulk Transfer Throughput		
J.7.9 Customer/ Program Support – Availability		
J.7.10 Customer/ Program Support – Maximum Time to Acknowledge (MTA)		
J.7.11 Customer/ Program Support – Maximum Time to Resolve (MTF)		
J.7.12 Maximum Allowable Planned Downtime – Workday		

Solution Components	Service Portfolio A	Service Portfolio B
J.7.13 Maximum Allowable Planned Downtime – Non-workday	(b) (4)	

Figure 4.1.1.1.3.1-2. Approach to Meeting Service Portfolio A and B Requirements. *Team CGI will meet Service Portfolio A and B requirements.*

Associated Support Services

As a government consulting firm with extensive experience supporting various large databases as part of our IT infrastructure and systems development, integration, and support efforts, Team CGI delivers the value-added services desired by DOI and its Bureaus to support database hosting services. Within our organization, we have certified DBAs and database architects to support large volumes of critical data. Database architects, project managers, enterprise architects, and other experts may support planning and migration services. In addition, we leverage highly trained, professionally-certified IT infrastructure and systems architects, engineers, security specialists, transition specialists, security experts, and network specialists to provide relevant Associated Support Services, including analyzing Cloud readiness for databases and related systems; performing low-risk migration to the Cloud; testing databases for release management, disaster recovery, and database performance; and providing security services to support A&A and related activities.

Experience

During the recent annual closing of our Financial Management Line of Business (FMLoB) service for GSA and 45+ agencies, a hardware failure took a database server offline during a critical period when the government was closing their books. By configuring the database for high availability using Oracle RAC, this failure had zero impact on end users, who were able to close their books on time, with no impact to their mission.

DBAs support development, testing, and production, as well as provide critical input during release development, offering an operational perspective that helps to make the database application more reliable, faster, and supportable in production. DBAs help design and develop failover and DR processes that meet high availability requirements using techniques such as clustering and replication. They support performance testing, helping to evaluate results and recommend tuning options. Furthermore, where physical database implementation is recommended to support a Cloud-based application (where only the database tier is external to the Cloud), DBAs recommend implementation options for high performance, such as denormalization, partitioning, and sharding.

4.1.1.1.4 Background, Objectives, and Requirements for Secure File Transfer Services Use Case

4.1.1.1.4.1 Secure File Transfer Services (C.2.2.2; C.6.2.1.1, C.7.9)

Team CGI’s Cloud-based Secure File Transfer Services provide DOI with an enterprise-wide capability on the DOI network to transfer files of any size to and from internal and external partners. (b) (4)



(b) (4)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Innovation

Team CGI partner Accellion developed the industry's first virtual appliance for secure file transfer; their partnership with the Arbor Day Foundation highlights their capabilities. The Green Initiative's value is clear – one terabyte (TB) of data transferred via Accellion saves the equivalent of 50,000 trees from being made into paper and printed or 2,000 compact discs.

Team CGI's solution can easily scale to the number of simultaneous users and available incremental space requirements. On a task order basis, we architect secure file transfer solutions to meet service level requirements. User profile-based capabilities support a variety of user types for flexibility of the information sharing functionality, as shown in **Figure 4.1.1.1.4.1-1**.

User Type	Functionality
Standard User – internal user	(b) (4)
Expert User – internal user with special requirements	
Restricted User – external user	
Recipient	

Figure 4.1.1.1.4.1-1. User Profiles. User profile-based capabilities support a variety of user types for flexibility of the information sharing functionality.

An employee, contractor, or partner on the DOI network will have the ability to securely transfer files to internal and external business partners. File transfer size and storage can be capped by user. Self-registration enables new standard users/restricted senders to self-register for immediate access to file transfers.

4.1.1.1.4.2 Secure File Transfer Services Requirement 1.0 Accessing Solution

REQUIREMENT 1.0 Accessing Solution	
Accessing Solution Requirements	Team CGI's Solution
Solution shall allow the user inside the DOI network to invite users from outside of the DOI network to use the solution without administrator or system operator intervention	Internal end users have the ability to invite external users to use the application. External parties will have the ability to send files to internal DOI users. (b) (4) [Redacted]
Shall use a Web-based solution	The Accellion application allows users to use industry-standard browsers to access the application.
Shall not require any type of desktop client to be downloaded for the use of transferring or receiving files	Uploads, downloads, end user account access, and admin account access are through the Web browser.
All aspects of solution user Web client shall be functional under the Federal Desktop Core	Accellion has no functional issues operating on a system configured to FDCC and USGCB settings.

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REQUIREMENT 1.0 Accessing Solution	
Configuration (FDCC) and United States Government Configuration Baseline (USGCB)	
All aspects of the solutions users' Web client shall be functional without the users needing to have admin rights on their local machine	Because a browser is employed, end users do not require admin rights to their computers.
Solution vendor shall test all aspects of their product against the FDCC and USGCB for full functionality	The Accellion application is a browser-based solution; no components are installed on a desktop. We will review and comply with FDCC/USGCB browser-specific functionality.
Web Browser Compatibility – The solution shall allow for Web interface via the most current version Windows and Macintosh browsers	The Accellion application is compatible with the latest versions of Internet Explorer and Safari, as well as Chrome and Firefox.

Figure 4.1.1.1.4.2-1. Access Solution. *Team CGI will meet DOI's Accessing Solution requirements.*

4.1.1.1.4.3 Secure File Transfer Services Requirement 2.0 Scalable and License Model

REQUIREMENT 2.0 File Transfer Features	
File Transfer Features	Team CGI's Solution
Shall allow users to only see files they have uploaded for transfer	Users are only presented with the files they have uploaded for others. Additionally, a sender can withdraw or delete a file they have sent prior to its expiration date.
Shall allow users to attach files up to the administratively-specified maximum file size	Our System Administrator will define the minimum and maximum file sizes provided by DOI.
Shall have the option for users to attach more than one file per transaction	Users are allowed to attach multiple files in one transaction. Additionally, senders can upload folders that can contain an unlimited amount of files.
Shall allow users to specify one or more file recipient by an Internet email address	Senders can enter up to 100 Internet email addresses; these addresses can include individual addresses and distribution addresses.
Shall allow the user the option to include a customized text message with file transfer email	Senders use an email template to send files to recipients, which includes a "body". Senders can enter text in the body for the recipient to review. The body can also contain an email signature.
Users shall have the option to set expiration dates for file expiration, not to exceed the System Administrator-specified maximum expiration date	Standard users cannot edit the default expiration dates. Expert users can edit the default expiration date, but not to exceed the maximum period set by the System Administrator.
Users shall have the option to delete the posted files after sending notice of availability	A user can withdraw a file (delete) prior to download, or manually delete the file from the system prior to the expiration.
Solution shall require an NPS user to initiate a system-generated invitation for any outside users to register for access to post a file	This is accomplished through the invite option.
Users shall have the option to request an email confirmation once the file is downloaded	The Return Receipt function can be set to occur automatically, or the sender can choose if they want a Return Receipt or not. Confirmations can also be sent to other email addresses not in the original file transfer.
Users shall have the ability to delete files they have uploaded within the life of their user license (optional)	Users can delete files they have sent that are not already expired.

Figure 4.1.1.1.4.3-1. File Transfer Solution. *Team CGI will meet DOI's File Transfer Features Requirement.*

4.1.1.1.4.4 *Secure File Transfer Services Requirement 3.0 Scalable and License Model*

REQUIREMENT 3.0 File Recipient Features	
File Recipient Features	Team CGI's Solution
User shall receive email notification of file transfer awaiting receipt	A sender constructs an email and attaches the files securely before sending. This email serves as notification to the recipient that a file is waiting for download.
Email notification shall include a link to access file to download	Accellion places a unique HTTPS link for each file in the email that a recipient receives.
Shall provide pass through authentication for DOI users upon clicking the link to access the file	A DOI user will have to authenticate the first time they receive a file; subsequent links received will not require authentication if the encrypted cookie still exists on the computer they are using.
Shall require outside users to register with or logon to the system prior to accessing files	An external party will need to register for first-time use. Following successful registration, the Accellion application looks for the encrypted cookie. If the cookie has been deleted or expired, the external user must enter their username and password.
Only username and password shall be required for user registration	The Accellion application uses the Internet email address of the user and their password for registration.
Outside users shall use their email address as their username during registration	The Accellion application uses the internet email address of the user and their password for registration.
All other user registration data collected shall be optional to the user	No other registration data is collected outside of the username (email address) and password.
Outside users shall be required to set a password that satisfies DOI standards for password strength (as set by administrator)	The System Administrator will configure a password policy for outside users that satisfies DOI standards for password strength. The policy may include requirements for minimum password length, uppercase letters, numbers, changing passwords every "XX" days, preventing use of previous passwords, and locking an account after "XX" unsuccessful login attempts.
Solution shall allow the ability to reset passwords	A self-service "Forgot Password" link on the login page that requires no IT intervention.
Upon authentication, the solution shall provide access to the files awaiting receipt	Once properly authenticated, access to the file is provided.
Users shall only see files they have access to download	When a user logs in, they are presented with only the files that they have explicitly been authorized to view.

Figure 4.1.1.1.4.4-1. File Recipient Solution. *Team CGI will meet DOI's File Recipient Features Requirement.*

4.1.1.1.4.5 *Secure File Transfer Services Requirement 4.0 Scalable and License Model*

REQUIREMENT 4.0 Administrative Requirements	
Administrative Requirements	Team CGI's Solution
The administrative tool shall be accessible remotely from the solution	The Accellion administrative interface is accessible using a browser over an SSL connection. Further, access to the administrative interface can be locked down by allowing one or a range of IP addresses.
All aspects of the solution admin Web client shall be functional under the FDCC/USGCB	Accellion has no known issues operating on a system configured to FDCC settings.
Administrators shall have the ability to exclude files by extension for incoming and outgoing files	The Accellion administrator can configure the application so that certain file extensions will be disallowed. If a user sends a file with a disallowed extension, they will be notified, and the application will prevent upload.

REQUIREMENT 4.0 Administrative Requirements	
Administrators shall have the ability to define the maximum upload space	The storage cap can be enabled for each class of users. For example, if the storage cap is set to 5 GB for standard users, each standard user cannot have more than 5 GB worth of sent files on the system.
Administrators shall have the ability to set file upload size maximum	This setting is configurable in the admin interface and is a global parameter; each user on the system would be subject to the size limit.
Administrators shall have the option to set an automatic rule to delete files over „an Administrator-specified“ days old	Files can be automatically deleted from the system after the specified default time has elapsed.
Administrators shall have the ability to customize on-screen banners to comply with DOI requirements	The Accellion application allows the administrator to brand the Web login page, add a header logo for pages after login, and edit the disclaimer that appears at the bottom of the login page.
Administrators shall have the ability to brand solution with DOI and component organization logos and wording	The Accellion application allows the administrator to brand the Web login page, add a header logo for pages after login, and edit the disclaimer that appears at the bottom of the login page.

Figure 4.1.1.1.4.5-1. Administrative Solution. *Team CGI will meet DOI’s Administrative Requirements.*

4.1.1.1.4.6 Secure File Transfer Services Requirement 5.0 Scalable and License Model

REQUIREMENT 5.0 Help Desk Support	
Help Desk Support	Team CGI’s Solution
Solution shall provide access to technical support from 6am ET to 7 pm PT M-F	Users have access to Team CGI’s help desk from 6am ET to 7 pm PT M-F.
Technical contact will be provided within four hours of initial report; solution shall provide online text-based „help“ support for users	Our technicians will respond within four hours of when the priority incident ticket was created. A Web chat feature will also be available.
25 named DOI users with access to technical support	Team CGI will provide technical support to 25 named users within DOI.

Figure 4.1.1.1.4.6-1. Help Desk Solution. *Team CGI will meet DOI’s Help Desk Requirement.*

4.1.1.1.4.7 Secure File Transfer Services Requirement 6.0 Scalable and License Model

REQUIREMENT 6.0 Scalable and License Model	
Scalable and License Model	Team CGI’s Solution
Shall provide bid amounts for 50 GB to 2,000 GB of available space with scalable options	Team CGI’s scalable solution supports 50 GB to 2,000 GB of available space.
Shall provide bid amounts for user license pool ranging from 500 to 1,500 in increments of 250, with scalable and incremental options	Our solution supports DOI’s user license pool requirements.
User licenses will be released after a specified number of days without activity and return to license pool	An Inactivity Timer can be set by Accellion so that if a user has not accessed their account in “XX” days (minimum 30 days) the account is deleted and the license becomes available for use.

Figure 4.1.1.1.4.7-1. Scalable and License Model Solution. *Team CGI will meet DOI’s Scalable and License Model Requirement.*

4.1.1.1.5 Web Hosting Service Line (C.2.2.5; C.5.2.2, C.6.2.1.4)

The Web Hosting Service Line described by DOI aligns with CGI's proven, secure, and scalable Web Hosting services under GSA's IaaS BPA. Several of the largest federal agencies such as GSA, DHS, and the Environmental Protection Agency (EPA) have selected Team CGI as their Web hosting provider. Unlike a solution conceived between multiple vendors and offerings for the purposes of meeting the requirements of this particular BPA, Team CGI is prepared to deliver these proven Web hosting services to DOI on **Day One** of the Day 1 task orders as both the owner and operator of the Web Hosting Service Line.

Innovation

Team CGI's partner, Esri, supports the U.S. Geological Survey Federal Geographic Data Committee's GeoCloud a cross-agency initiative. Exploring means to define common operating systems and software suites for geospatial applications, explore and document deployment and management strategies, monitor usage and costing of Cloud services, and pursue shared system security profiles for Web-based access to geospatial data in the Cloud.

Under the IaaS BPA, CGI has received an ATO for our Web hosting services at a FISMA moderate risk level. With seven (7) of eight (8) GSA IaaS Task Orders for Web Hosting awarded to CGI, we have in place the mature capabilities that meet federal agency needs through our existing managed services resource unit pricing approach compared to a *bare VM and storage* approach that requires further systems integration support. As such, CGI's Web hosting model provides predictable costs through a managed services model proven to support federal agency needs. Within our certified offering, we support and license a number of the Web server software options described by DOI, including Apache, Tomcat, WebSphere, and IIS. Each of the aforementioned software options is available as existing services that include licenses, support, patching, and regular upgrades as part of our standard certified offering. As a current provider of cloud-based Web hosting services to federal agencies such as NARA, we provide interface between our hosted system and systems hosted at other third-party providers. Within our Web hosting environment, Team CGI is capable of supporting DOI's installation of other Web server software, as well as additional software identified on future task orders. (b) (4)

[REDACTED]. Please see Team CGI's response to the Web Hosting Day One Task Order for additional details of these services specific to the requirements of the task order and service line.

4.1.1.1.6 Development and Test Service Line (C.6.2.1.5; C.2.2.6, C.8.2)

Similar to our Web hosting service line, Team CGI's existing VM hosting services under the GSA IaaS BPA are aligned with DOI's requirements of non-production environments running a range of instances and service lines. DOI benefits by being able to immediately leverage our certified infrastructure within a flexible configuration that supports multiple controls, boundaries, and levels of access specified in individual task orders. For the non-production environments, DOI can select Team CGI's base hosting containers (i.e., VMs) and

Partnership

CGI provides Cloud development, test, and production environment hosting for a portfolio of DHS Websites. DHS CIO Doug Hansen states, "CGI is very committed to the success of DHS and continues to focus on growth of the partnership, provides added value through an exceptional customer focus, and exudes dedication via collaborative efforts. By leveraging lessons learned and past performance, CGI displays efforts to ensure continued progress."

selectively add additional capabilities from our catalog of Cloud services, depending on the specific requirements of the non-production system, including modifications to compute host, storage, bandwidth, and service level requirements as compared to production environments.

The CGI Federal Cloud Portal supports DOI's ability to create and eliminate non-production environments. Team CGI supports persistent storage; otherwise, the machine must be deprovisioned, and data will be returned to DOI. Please see Team CGI's response to the Development and Test Day One Task Order for additional details of these services specific to the requirements of the task order and service line.

4.1.1.2 Provide Transport Resources and Support Interconnections (Section C.1.4.2; C. 6.1.4; C.6.1.4.2.1; C.6.1.4.2.2; C.6.1.4.2.3; C.6.1.4.2.4; C.6.1.4.2.5, C.8.6)

(b) (4)
[Redacted]
[Redacted] Team CGI will work with DOI so that each system has sufficient bandwidth to meet application requirements.

Our Cloud services comply with DOI's network connectivity requirements for transport resources, as outlined in Section C.6.1.4.2. (b) (4)

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

4.1.1.3 Service Level Agreements for each Service Offering (C.7.3; C.7.4; C.7.4.1; C.7.4.2; C.7.5.2)

Service level requirements define the performance and operating parameters required for each foundation Cloud hosting service. As a standard practice within our overall service offerings, CGI provides hosting services under performance-based contracts that include both Service Level Objectives (SLO) and SLAs. (b) (4)

[Redacted]
[Redacted]

DOI may provide service level requirements for each task order under the FCHS program. Where DOI does not establish the service level requirements as part of the solicitation, CGI proposes appropriate SLOs and/or SLAs based on the business priorities and requirements described within each task order and appropriate to the specific service line(s) employed to meet task order objectives. Post-award, we further refine measurement processes with the government and negotiate changes to proposed measures.

(b) (4)

[Redacted]

We collect service performance data (typically monthly) and compute performance levels for reporting. (b) (4)

[Redacted]

(b) (4)

[Redacted]

[Redacted]

[Redacted]

Method of Calculating Metrics

DOI has established a number of service level requirements applicable to the portfolio of services to be procured under the FCHS program. In the applicable attachments, Team CGI has indicated the service bands we propose for each measurement, in addition to the minimum acceptable performance level. The measures employed on each task order will be determined by task order objectives and applicable service lines used to provide the required services. In **Figure 4.1.1.3-1**, we describe the method of calculating these metrics, including the tools employed. We further detail Team CGI's proposed baseline method for calculating financial incentives or disincentives.

Uptime and Availability Service Bands				
Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services				
Performance Standard	The service is operational at all times to perform functions as designed. Acceptable performance level is based on delivering the minimum service level of the core cloud infrastructure, excluding service management components of the Cloud service (ancillary components such as the CGI Federal Cloud Portal and reporting functionality).			
Acceptable Performance Level	Service Band	Minimum (\geq)	Maximum (\leq)	Maximum Planned Downtime
	Band 1	(b) (4)	(4)	
	Band 2			
	Band 3			
	Band 4			
Minimum Acceptable Performance:				
Method of Calculation	(b) (4)			
Measurement Tool	Defined by service and task order (e.g., ITSM monitoring of OS sample, CGI-provided service). Remedy tickets are automatically generated by our monitoring system for an outage.			
Computation of Actual Performance Level	Actual hours of system availability during month across servers/storage, excluding network and/or Internet connectivity used in the service, divided by (total hours during month – planned maintenance).			
(b) (4)				

Recovery Time Objective			
Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services			
Performance Standard	Following an outage attributable to failure of the infrastructure support, systems will be made operational within a specified maximum time. This performance standard is only incorporated into a task order if failover/disaster recovery services are incorporated as part of the service line for the given task order.		
Acceptable Performance Level	Service Band	From	To
	Band 1	(b) (4)	(4)
	Band 2		
	Band 3		
	Band 4		
Band 5			
Minimum Acceptable Performance:			
Method of Calculation	(b) (4)		
Measurement Tool	ITSM, manual calculation.		
Computation of Actual Performance Level	Time at which disaster is declared (as entered in ITSM) subtracted from the time at which service is turned over to DOI for validation testing.		
(b) (4)			

(b) (4)

Recovery Point Objective

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard	Maximum tolerable period in which data might be lost from an IT service due to a major incident. Therefore, SLA is based on the "To" target. For this SLA, DOI must elect the DR option for virtual machines, and the application must be able to support replication. Measurement is based on annual DR test.		
Acceptable Performance Level	Service Band	From	To
	Band 1	(b) (4)	(4)
	Band 2		
	Band 3		
	Band 4		
	Band 5		
Minimum Acceptable Performance:			
Method of Calculation	(b) (4)		
Measurement Tool	Storage/Backup Management (e.g., Tivoli Storage Manager) (Bands 4-5). Data Domain or similar data replication service (Bands 1*-3). * Support for Band 1 requires application clustering.		
Computation of Actual Performance Level	(b) (4)		

(b) (4)

Mean Time to Restore

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard	Average time required to initiate a tape restore request across each request in a measurement period. This performance standard is only incorporated into a task order if CGI-managed backup services are incorporated as part of the service line for the given task order.		
Acceptable Performance Level	Service Band	Mean-Time to Restore	
	Band 1	(b) (4)	
	Band 2		
	Band 3		
	Band 4		
Maximum MTR			
Method of Calculation	(b) (4)		

	(b) (4)
Measurement Tool	Service Request Manager (SRM)
Computation of Actual Performance Level	The time at which request is entered in SRM subtracted from the time that the restore has been initiated (i.e., the technician has acknowledged and updated the ticket).



Compute Host Provisioning Service Bands

Service Offering(s): Virtual Machine Services, Database Hosting Services, Web Hosting Services, Development & Test Environment Hosting Services

Performance Standard	Measures time to provision each compute host request, in minutes, to support emergency requirements submitted by a manual request. Emergency is defined as "Critical Cloud Infrastructure Situation".		
Acceptable Performance Level	Service Band	From	To
	Band 1	(b) (4)	(4)
	Band 2		
	Band 3		
	Band 4		
Minimum Acceptable Performance:			
Method of Calculation	(b) (4)		

Measurement Tool	Information Portal		
Computation of Actual Performance Level	Time that user submitted the request subtracted from the time the service is provisioned. Service time start begins after a request has been approved and a task (Remedy ITSM ticket) has been issued.		
Service Fee Award/Penalty	Band	Service Fails to Meet Minimum	Service Exceeds Maximum
	Band 1	(b) (4)	(4)
	Band 2		
	Band 3		
	Band 4		
Minimum Acceptable Performance			

Storage Provisioning Service Bands

Service Offering(s): Storage Services

Performance Standard	Measures time to complete storage provisioning request, in minutes, to support emergency requirements. Emergency is defined as "Critical Cloud Infrastructure Situation".		
Acceptable Performance Level		Emergency	
	Service Band	Minimum (\geq)	Maximum ($<$)
	Band 1	(b) (4)	(4)
	Band 2		
	Band 3		
	Band 4		
Minimum Acceptable Performance:			
Method of Calculation	(b) (4)		

Measurement Tool	(b) (4)
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Computation of Actual Performance Level	Time that user submitted the request subtracted from the time the service is provisioned. Service time start begins after a request has been approved and a task (Remedy ITSM ticket) has been issued.
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Customer Service Mean Time to Acknowledge (MTA)

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard	Measures the elapsed time between receipt of ticket and acknowledgement of ticket. SLA objective is based on the maximum target per severity/priority level.
-----------------------------	--

Acceptable Performance Level	Severity/Priority								
		1		2		3		4	
	Service Band	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)
	Band 1	(b) (4)							
	Band 2								
	Band 3								
Band 4									
DOI Minimum Performance Level		24 hours		48 hours		72 hours		96 hours	

Method of Calculation	Time from when the ticket is entered until the time the ticket has been acknowledged by the technician.
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Measurement Tool	Remedy ITSM
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Computation of Actual Performance Level	Time at which the ticket is entered in ITSM subtracted from the time stamp of when the ticket has been acknowledged by a technician.
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Customer Service Mean Time to Fix (MTF)

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard	Measures the elapsed time between receipt of ticket and resolution of ticket. Ability to meet MTF is based upon availability of system, not individual component, and capability to fail over to secondary data center. Service management components not critical to customer system availability are excluded from this measure (e.g., ancillary components such as the CGI Federal Cloud Portal and reporting functionality).
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Acceptable Quality Level

	Severity/Priority							
	1		2		3		4	
Service Band	Minimum (≥)	Maximum (<)	Minimum (≥)	Maximum (<)	Minimum (≥)	Maximum (<)	Minimum (≥)	Maximum (<)
Band 1	(b) (4)							
Band 2								
Band 3								
Band 4								
DOI Minimum Performance Level	24 hours		48 hours		72 hours		96 hours	
Methods of Calculation	(b) (4)							
Measurement Tool								
Computation of Actual Performance Level	Time at which the ticket is entered in ITSM subtracted from the time stamp of when the ticket is put into resolved.							
(b) (4)								

Scheduled Downtime

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard	<p>Scheduled Downtime (Scheduled Maintenance Downtime) is the time reserved to take system components off-line to perform work such as patches, upgrades, replacement, or potentially disruptive configuration changes. CGI reserves an eight-hour window starting midnight Saturday twice a month to conduct this maintenance, if needed.</p> <p>This SLA applies to the potential impact to DOI systems based on the availability band and the given application's ability to fail over. For instance, in Band 1, the infrastructure is fully redundant; SLA impact excludes application failover time. In Band 5, the application is less mission critical and does not require availability and redundancy. In this case, the application could be expected to be unavailable for up to eight hours. Mutually agreed upon maintenance windows and scheduled downtime occur at specified times defined by individual task orders and service bands.</p>																
Acceptable Performance Level	<table border="1"> <thead> <tr> <th rowspan="2">Service Band</th> <th colspan="2">Maximum Scheduled Downtime Per week</th> </tr> <tr> <th>Minimum (≥)</th> <th>Maximum (<)</th> </tr> </thead> <tbody> <tr> <td>Band 1 (High Availability)</td> <td colspan="2" rowspan="5" style="text-align: center; vertical-align: middle;">(b) (4)</td> </tr> <tr> <td>Band 2</td> </tr> <tr> <td>Band 3</td> </tr> <tr> <td>Band 4</td> </tr> <tr> <td>Band 5</td> </tr> <tr> <td>DOI Maximum Allowed</td> <td></td> <td></td> </tr> </tbody> </table>	Service Band	Maximum Scheduled Downtime Per week		Minimum (≥)	Maximum (<)	Band 1 (High Availability)	(b) (4)		Band 2	Band 3	Band 4	Band 5	DOI Maximum Allowed			
Service Band	Maximum Scheduled Downtime Per week																
	Minimum (≥)	Maximum (<)															
Band 1 (High Availability)	(b) (4)																
Band 2																	
Band 3																	
Band 4																	
Band 5																	
DOI Maximum Allowed																	
Method of Calculation	(b) (4)																
Measurement Tool	Service availability monitoring tool (currently ProactiveNet; CGI is transitioning to ScienceLogic EM7).																
Computation of Actual Performance Level	<p>Monitoring system will automatically generate critical incidents where an outage occurs outside the defined maintenance windows.</p> <p>Downtime non-compliance time is based on when the critical incident ticket was created and the time stamp when the ticket was closed.</p>																
(b) (4)																	

(b) (4)

Figure 4.1.1.3-1. Performance Standard, Acceptable Performance Level, Method of Calculation, and Measurement Tool. SLAs reduce risk to DOI.

CGI provides additional information regarding our performance measurement strategy in the Quality Assurance Plan in *Section 4.1.1.7*.

4.1.1.4 Anticipated Major Difficulties and Problem Areas and Feasible Solutions and Approaches

Federal Cloud services mature at a fast pace, and various CSPs approach security, product catalogs, billing, integration, or health monitoring in unique ways, making the comparison of offerings complex during the ordering process, as well as complicating operational management. Even with FedRAMP certifications, each provider can choose which security controls they want to certify through FedRAMP, leaving a number of controls up to the agency/Cloud Broker to deploy. At the same time, agency infrastructure and remote end user challenges require tailoring of solutions. For example, should users of VDI need to connect to a central data center, performance may be impacted and, thus, productivity. Lastly, typical government systems lack Cloud-aware architectures such as database sharding, big data concepts, automated elasticity, and geographic failover between sites.

Team CGI tailors solutions to address each of these challenges, enabling us to provide value to DOI in spite of inherent constraints. To that end, we have partnered with industry-leading technology and service providers (b) (4)

(b) (4)

(b) (4)

Innovation

- At GSA, our innovative Cloud Migration Framework enabled us to transition 33 websites/applications to the Cloud within 75 days, and continually look for ways to reduce the virtual footprint.
- We helped the U.S. Department of State set up their Global Support Strategy on the Force.com platform in 40 days, enabling scheduling and payment of visa applications globally.

(b) (4)

Cloud transitions can be fast and complex; analysis of an application’s Cloud awareness prior to transition can help level set expectations. Elasticity needs to be tested to enable bursting, and processes put in place to support bursting. While easier with systems that are Cloud aware, load

testing and automation scripting can enable these features on legacy systems as well. (b) (4)

[Redacted]

4.1.1.5 Migration and Coexistence Strategies (C.5.4)

Transition, regardless of whether performed as part of a Cloud service or a traditional data center move, requires planning to avoid service interruptions. During the transition planning phase, Team CGI assigns a transition manager that works closely with DOI, our Cloud architects, security professionals, and service delivery manager. Our integrated approach to transitions integrates Cloud service/application rollout, the A&A process for that major application, and contingency planning, as shown in **Figure 4.1.1.5-1**.

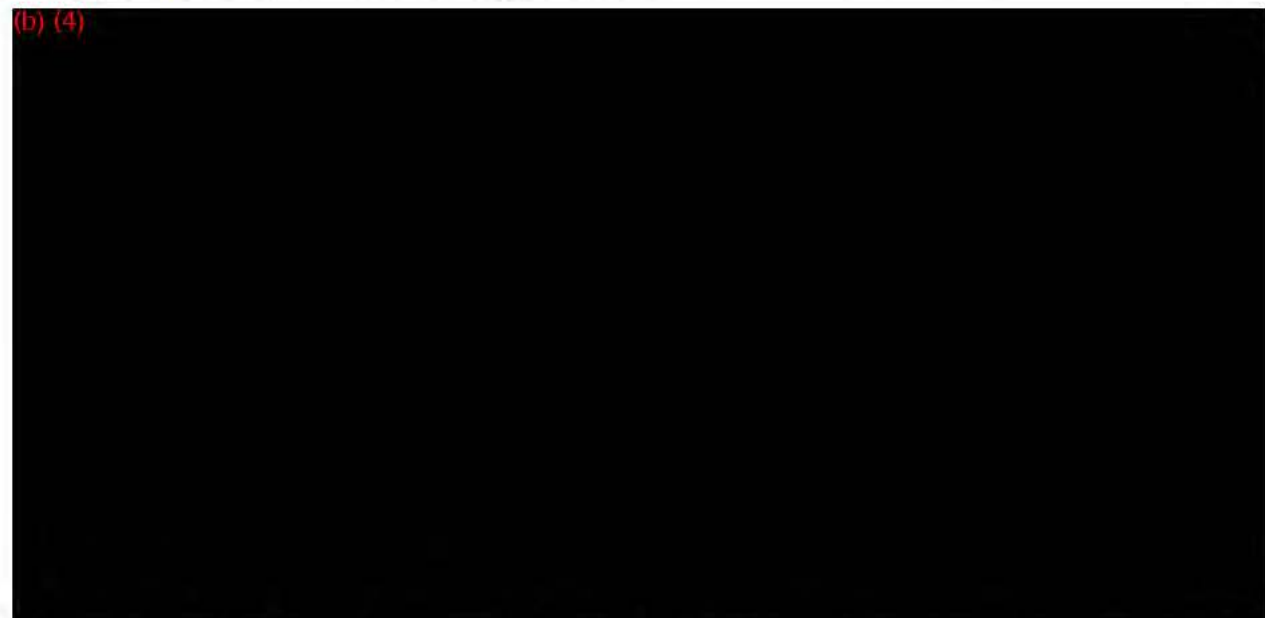


Figure 4.1.1.5-1. Transition Planning. *Team CGI's disciplined transition planning provides seamless cutover to Cloud Services for DOI.*

(b) (4) as shown in **Figure 4.1.1.5-1**:



To maintain service during transition and enable the Cloud service to coexist with legacy operations, Team CGI leverages several best practices tailored to DOI's requirements, (b) [redacted]

(4) [redacted]

[redacted]

(b) (4) [redacted]

(b) (4) [redacted]

Partnership

Team CGI's partner, Phase One, provided policy, governance, and management services for the deployment of the Department of Transportation's "IdeaHub" ideation tool. Phase One provided the scalability to support all DOT employees and developed the appropriate roles and permissions. Within the first three months after launch, employees contributed over 1,000 ideas, 4,000 comments, and 10,000 ratings.

4.1.1.6 Ability to Maintain Full Compliance with Awareness and Training Requirements (C.5.3.4.13)

As part of our FedRAMP certification process, CGI has put in place the processes and tools required to meet FedRAMP security requirements, including requirements related to Personnel Security (PS) and security awareness and training.

Personnel Security Policies and Procedures – CGI has in place a personnel security policy that establishes the baseline security requirements and minimum security prerequisites for each CGI resource (both regular and temporary). (b) (4)

[Redacted content]

Security Awareness and Training – (b) (4)

[Redacted content]

(b) (4)

[Redacted]

4.1.1.7 Quality Assurance Plan (QAP)

For task orders under the FCHS program, Team CGI will develop, document, and maintain a QAP, aligned with the program level QAP. (b) (4)

[Redacted]

Further information regarding the roles/responsibilities for quality assurance and Team CGI's approach to providing clear access and visibility of ongoing performance and resource usage through the CGI Federal Cloud Portal can be found in the QAP in *Volume II, Appendix F*.

4.1.1.7.1 *How and When DOI Will Survey, Observe, Test, Sample, Evaluate, and Document Performance (C.5.2.3)*

For each task order issued under the DOI FCHS program, we will establish the measures that DOI and Team CGI will use to assess performance based in whole or in part on the service portfolios/bands articulated at the program level. At the task order level, we further refine and obtain agreement from the government on when we will measure, how we will measure, and the frequency at which we calculate each measurement. Team CGI's Federal Cloud Portal provides visibility of performance against measures. The Portal and supporting tools such as the DOI-specific SharePoint-based Virtual Data Center enable transparency of performance and resource usage, providing:

- (b) (4)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

For task orders wherein part or the whole scope of Cloud services is provided by another partner, subcontractor, or CSP, Team CGI works to integrate partner portals and data feeds into the CGI Federal Cloud Portal.

Not all performance measures will be specific to Cloud infrastructure performance. (b) (4)

[Redacted]

[Redacted] For each task order, we tailor the data inputs and components used within IQ Suite to track data relevant to the scope of work envisioned under the task order. *Use of IQ Suite is inherent to Team CGI's operations and delivery of services to our government clients and, as such, is provided at no additional cost to DOI in support of the FCHS program.*

4.1.1.7.2 Achieving Minimum Required Service Levels (C.7.1.1; C.7.1.2; C.7.1.3; C.7.2.1; C.7.2.2; C.7.2.3; C.7.3; C.7.4; C.7.4.1; C.7.4.2; C.7.5; C.7.5.1; C.7.5.2; C.7.5.3 C.7.6; C.7.7; C.7.8; C.7.9; C.7.10; C.7.11; C.7.11.1; C.7.11.2; C.7.11.3; C.7.11.4, C.8.7)

DOI has set forth in Section C.7 a variety of service level requirements applicable to the portfolio of support areas envisioned under the FCHS program. The scope of work for each task order awarded under the program will dictate the specific acceptable quality levels or key performance indicators associated with each service level requirement. In **Figure 4.1.1.7.2-1**, we describe the value that Team CGI can provide in supporting these high-level service objectives and our experience architecting solutions that address these SLOs.

Service Level Objective	Team CGI Approach/Value Proposition
C.7.1 Optimize End-to-End Performance	
C.7.1.1 Manage Latency between Hosted Applications and End Users	<ul style="list-style-type: none"> As appropriate to address latency concerns between applications and end users, we incorporate Content Delivery Network (CDN) solutions within our overall solution architecture for the task order. We will work with DOI to deploy virtual application hosting to improve the user experience. (b) (4)
C.7.1.2 Adapt to Demand Fluctuations to Meet and Maintain Service Levels	<ul style="list-style-type: none"> Mature capacity management processes supported by automated access to capacity metrics through the CGI Federal Cloud Portal enable us to monitor and manage capacity. By working with application owners, we gain further understanding of seasonal capacity demand fluctuations (e.g., annual close for financial management applications) and plan for those fluctuations in the solution. Team CGI has shown our ability to quickly meet high demand by scaling the Cloud environment to support exponential growth. For example, Archives.gov received 65M hits in the first day, with NO degradation of performance, remaining available 100% of the time.
C.7.1.3 Streamline and/or Automate Resource Scaling	<ul style="list-style-type: none"> (b) (4)

Service Level Objective	Team CGI Approach/Value Proposition
	(b) (4)
C.7.2 Meet Software and Licensing Support Service Level Requirements	
C.7.2.1 – C.7.2.3	<ul style="list-style-type: none"> Team CGI will support software and licensing support requirements at the task order level; may include compliance with OS patching, timeframes for installation, etc.
C.7.3 Meet Uptime and Availability Requirements	
<ul style="list-style-type: none"> For each task order, Team CGI architects the solution to meet the uptime and availability service band required. We are guided by the program-level bands for scheduled downtime and uptime/availability, as referenced in the applicable program-level tables. Where appropriate, we provide uptime and availability measurement for each environment to be measured (e.g., production environment, test environment, development environment), depending on the service need. Team CGI provides automated access to uptime and availability metrics via the CGI Federal Cloud Portal, which provides visibility of appropriate system logs. 	
C.7.4 Meet Disaster Recovery Services Service Levels	
C.7.4.1 Meet Recovery Time Objectives (RTO)	<ul style="list-style-type: none"> For each task order, we architect the solution’s DR capability to meet the RTO based on the applicable service band. Where Team CGI believes our architecture can support a higher band without impact to price, we propose the higher RTO band. We work with the government to understand budgetary constraints and may propose additional service bands in task order pricing models for the government’s consideration on a task order-by-task order basis.
C.7.4.2 Meet Recovery Point Objectives (RPO)	<ul style="list-style-type: none"> Team CGI architects solutions to accomplish RPO objectives through appropriate data replication capabilities, including solutions such as Active Data Guard. We work with the government to understand budgetary constraints and may propose additional service bands in task order pricing models for the government’s consideration on a task order-by-task order basis.
C.7.5 Meet Backup Service Levels	
C.7.5.1 Comply with Backup Frequency Requirements)	<ul style="list-style-type: none"> For each task order, Team CGI architects the solution’s backup and archiving support based on an authorized technical user-defined schedule that supports the MTR required. Based on task order requirements, the authorized user will be able to select a different MTR and retention period for each backup. We audit backup processes and review backups for completeness to verify compliance with requirements that are typically scheduled for daily, weekly, monthly, and yearly backups.
C.7.5.2 Meet Mean Time to Restore Requirements	<ul style="list-style-type: none"> Team CGI calculates the MTR for each restore instance. We test the MTR periodically to verify the ability to meet service level requirements, based on task order requirements.
C.7.5.3 Comply with Data Retention Policies	<ul style="list-style-type: none"> We audit our compliance with data retention policies periodically to verify that we continue to meet service level objectives for backup retention and data retention as established per task order.
C.7.6 Document and Meet Provisioning Service Level Requirements	
<ul style="list-style-type: none"> Team CGI’s existing capabilities support significant speed of provisioning/de-provisioning for credentialed users, with a standard of 90 minutes from request to provision. Where additional brokered services are provided under a given task order, CGI as prime contractor verifies through testing activities that the CSP’s solution will meet provisioning service bands. Service bands for certain solutions, such as SaaS solutions, may be different than the provisioning time needs for infrastructure-only elements under an IaaS model. 	
C.7.7 Meet SAP Hosting Performance Requirements	
<ul style="list-style-type: none"> Not applicable, as CGI is not proposing the SAP Hosting Service Line. 	

Service Level Objective	Team CGI Approach/Value Proposition
C.7.8 Meet Middleware Management Service Levels	
<ul style="list-style-type: none"> ▪ Team CGI provides tiers of middleware management support, governed by ITIL best practices. ▪ DOI is enabled to do test patches at least one week prior to production for Team CGI licensed and supported middleware. Based upon our ITIL best practices, we document and test patches and versions prior to implementation and plan for fall back, if necessary. ▪ Team CGI applies appropriate patching schedules, driven by business need. (b) (4) ▪ Team CGI architects solutions to meet additional task order service requirements for middleware management. 	
C.7.9 Meet Secure File Transfer Service Levels	
<ul style="list-style-type: none"> ▪ Our secure file transfer services meet DOI requirements for solution access, compliance, compatibility, file transfer, file recipient, and support/administrative features. ▪ Team CGI is prepared to meet performance requirements surrounding secure file transfer services, including functionality, user support, service security, and other areas as deemed appropriate by task order. 	
C.7.10 Meet Virtual Desktop and Application Service Levels	
<ul style="list-style-type: none"> ▪ Team CGI virtual desktop and application services will be architected to support the scalability, security, remote access, and reliability/failover requirements of each individual task order. 	
C.7.11 Meet Customer and Program Support Service Levels	
<ul style="list-style-type: none"> ▪ We architected a program-level support model that predefines service levels for availability, time to respond, time to resolve, and planned downtime, which is aligned with DOI's severity and priority definitions. ▪ (b) (4) 	
C.7.11.1 Meet Service Center Availability Service Levels	<ul style="list-style-type: none"> ▪ (b) (4) enables Team CGI to effectively meet each of the availability tiers/options defined in C.7.11.1.1 – C.7.11.1.6, including emergency.
C.7.11.2 Meet Service Level Time to Respond to Requests Service Levels	<ul style="list-style-type: none"> ▪ Our SOPs for each task order include the appropriate tiers of service by severity and priority, with thresholds for meeting acceptable quality levels (b) (4)
C.7.11.3 Meet Mean Time to Resolve Service Levels	<ul style="list-style-type: none"> ▪ Team CGI's SOPs for each task order include the appropriate tiers of service by severity and priority, with thresholds for meeting acceptable quality levels that meet or exceed industry standards. We use automated tools such as Remedy ITSM and ITIL processes for measuring time from initial response to resolution or escalation.
C.7.11.4 Minimize Planned Downtime and Maintenance Windows	<ul style="list-style-type: none"> ▪ Our SOPs for each task order include the appropriate tiers of service for scheduled downtime, with maximums set by band. We use automated tools such as ScienceLogic or ProactiveNet to measure scheduled downtime.

Figure 4.1.1.7.2-1. Meeting Service Levels. Team CGI's approach to meeting service levels brings value to DOI.

4.1.1.8 Management and Organizational Structure

CGI assembled a team of technology products and service providers to support DOI's current and emerging needs; designed a Cloud Brokerage model to further support emerging requirements for a best fit, best price approach; tailored our program management approach; and

assigned a program leadership team to provide quality services and thought leadership as the Cloud market evolves. In the following sections, we describe:

- The organizational structure for our leadership team and discuss how our subcontractors deliver FCHS program services
- The roles/responsibilities of our management organization
- Our ISO 9001-certified management approach, the CPMF, which governs the methods and processes used across the tasks
- The management and status reporting approach for the FCHS program and task orders

4.1.1.8.1 FCHS Program Management and Delivery Organization (C.5.2.4; C.5.2.6)

Team CGI’s management organization and governance model for the FCHS program, shown in **Figure 4.1.1.8.1-1**, is focused on delivering high-quality services and support at the task order level. We further assist DOI in growing the FCHS program through Program Growth and Bureau Outreach, encouraging Bureaus to utilize the vehicle/program. We also partner with DOI in analyzing and evaluating new technologies, Cloud market evolution, potential regulatory requirements, and emerging technical challenges and solutions through our Consulting and Thought Leadership Team.

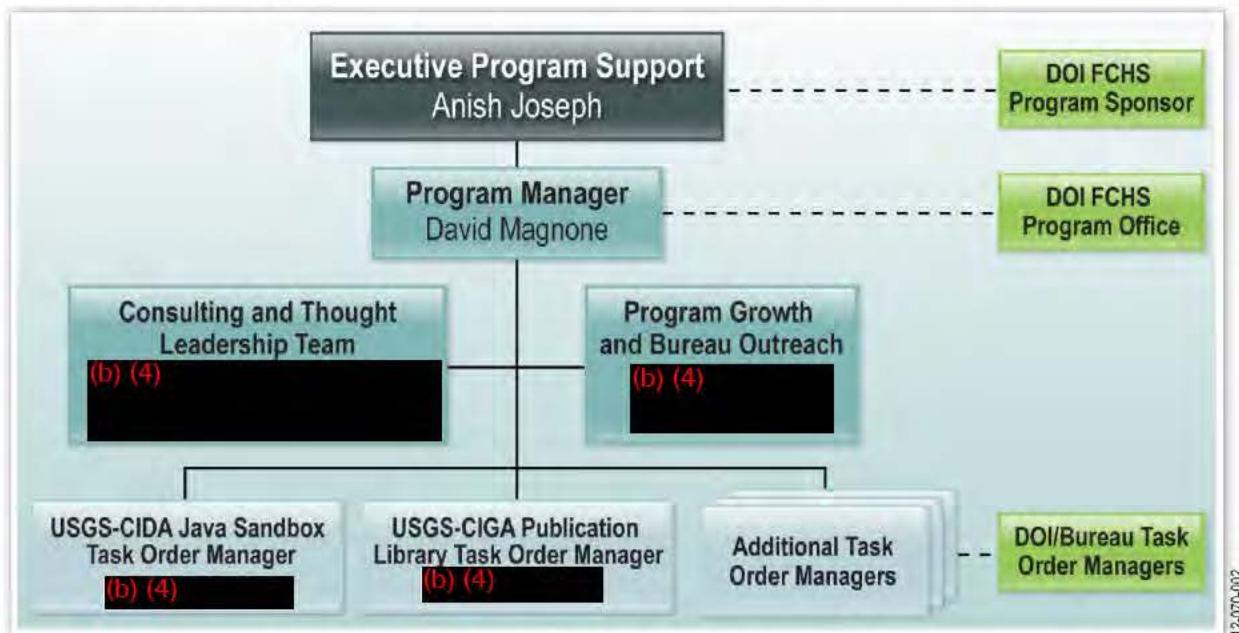


Figure 4.1.1.8.1-1. Management Team. *We integrate subcontractors (partners and CSPs) into our task order delivery organization, reporting to a CGI task order manager.*

We describe a services model under the FCHS program, where Team CGI will directly support DOI and Bureau task order requirements with capabilities available from our current Federal Cloud infrastructure. (b) (4)

[Redacted text block]

(b) (4)

A CGI task order manager serves as the voice of the DOI customer to the appropriate service provider organization (subcontractor). The task order manager verifies that services meet task order requirements. Furthermore, they work with each CSP to enable metering, billing, utilization, and performance transparency through a single, Web-based portal to enterprise wide assets, regardless of hosting entity. In other cases, subcontractors serve as partners with CGI as accountable prime in delivering services. Should DOI require geospatial capabilities environment in a SaaS model, Esri, and CGI are currently partnering to provide EPA geospatial services.

4.1.1.8.2 Management’s Roles and Responsibilities

Team CGI’s organizational structure, shown in **Figure 4.1.1.8.1-1**, delivers A clear chain of command that reduces sources of conflict between prime contractor and subcontractors or between task order teams; commonality in work methods, standards, processes, tools, and deliverables for consistent high-quality delivery and support; and flexibility needed to provide the right services and support to DOI through a CSP or Cloud Brokerage model. **Figure 4.1.1.8.2-1** details the specific roles/responsibilities within our management team. For a more detailed description of roles and charter, see *Volume I, Section 2.1*.

Team CGI’s Organization	
Role	Responsibilities
Executive Sponsorship	<ul style="list-style-type: none"> Serves as a point of escalation in resolving issues.
Program Management	<ul style="list-style-type: none"> Provides overall leadership and management of activities performed under the FCHS program by CGI and each of our Team CGI subcontracting partners. Partners with DOI to understand business and technology needs so that Team CGI services are positioned to support DOI and Bureau needs today and into the future. Delivers to DOI program-level communications surrounding performance and quality of Team CGI services.
Consulting and Thought Leadership Team	(b) (4)
Program Growth and Bureau Outreach Team	(b) (4)
Service Delivery/Task Order Management	<ul style="list-style-type: none"> Manages service delivery for compliance with DOI service level requirements based on the appropriate service band contracted for services. Delivers timely and responsive customer/program and end user support, including incident management support and root cause analysis. Guides and assists government counterparts in managing Cloud infrastructure for optimum cost savings through the provisioning and de-provisioning process. Leads/supports A&A activities.

Figure 4.1.1.8.2-1. Team CGI Organization. *Each of our members has defined roles and responsibilities.*

The program management team is supported by a Quality Manager, Facilities Security Officer, Contracts, Subcontractors Office, Finance, Human Resources/Recruiting, Facilities, Security, and Program Management Office functions as indirect, corporate-level support to meet FCHS program requirements.

4.1.1.8.3 Management and Status Reporting Approaches

Team CGI's management approach relies on a strong foundation of collaboration, outreach, and oversight enabled by automated tools. (b) (4)

[Redacted]

[Redacted]

[Redacted]. Using automated tools integrated with our processes, Team CGI provides increased visibility and transparency of operations for DOI. As required on a task order basis, we provide additional written status reporting via email (b) (4)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Partnership
EPA needed new data dissemination capabilities following the earthquakes that rocked Japan. CGI developed and implemented a Google Maps-based data publishing application and a series of RESTful Web services for RadNet data. Hosted in EPA's private cloud instance, supported by CGI, the EPA's Japan 2011 Emergency Response website received over 1.1M hits within the first 48 hours of operation. CGI, in partnership with CDN provider Akamai, enabled the Cloud-hosted Web presence to scale and perform above expectations.

4.1.1.8.4 Resource Planning Processes and Procedures

Team CGI's large staff of technical resources, commitment to the continuing education/certification of our resources, keen focus on emerging technologies and solutions, and our ability to scale infrastructure resources to meet future capacity supports overall resource planning for the FCHS program, including personnel and infrastructure resources. We proactively manage our resource plan for realistic staff growth and infrastructure capacity growth based on projected needs. The ability to partner with our approved subcontractors further enhances our ability to deliver highly qualified staffing and Cloud infrastructure resources and capabilities to support evolving DOI requirements.

4.1.2 Usability and Functionality (C.5.3.2)

4.1.2.1 Proposed Service Offerings' Features, Functionality, Capabilities, and Usability

CGI's Federal Cloud Portal provides an easy-to-use, Web-based means of managing Cloud hosting services, viewing data related to the health of the environment, reviewing performance against SLAs, and accessing invoicing information. CGI Federal Cloud Portal functionality enables service management (e.g., mechanisms for provisioning/de-provisioning, application loading, order management), performance management (e.g., performance of provisioned resources such as memory and CPU), service cost management (e.g., billing and invoicing), service request management (e.g., catalog of products and services available), and managed security services (e.g., compute resources security status, vulnerability reports, and dashboards).

4.1.2.1.1 Overall user experience

CGI provides on-demand self-service through the CGI Federal Cloud Portal. Ubiquitous access to the portal is provided via a secure HTTPS connection through the Internet, providing a new level of transparency and speedy access to data to support IT management. From the log-in page, the DOI user can elect to configure VPN access or log in using CGI's established two-factor authentication. Once authenticated, the user accepts the security attestation and can access functionality from the following menu: Services portal (e.g., selecting services based on the service catalog CLINs), service management, information portal (e.g., help desk tickets, performance against SLAs), and managed security portal (e.g., vulnerability trending and drill-down capabilities).

Innovation
Use of Akamai's Content Delivery Network (CDN) supported the tight security requirements of the U.S. 2010 Census. Census CIO Brian McGrath states, "That was a huge concern for us that in the height of the decennial activity if we were a target of a DDoS attack or the site would go down or the performance would go down that it would reflect negatively on the Census Bureau and deter citizens from participating. Using the CDN was a huge positive lesson. I don't know if it could have gone any better."

4.1.2.1.2 Ease of use

(b) (4)

[Redacted content]

4.1.2.1.3 Required training to gain proficiency using service offerings given the government's "as-is" state

We provide training and demonstrations, and have developed user guides to support government management of our Cloud services. Administration tasks and role-based security requirements set forth by DOI will define the content of training provided. The help desk provides DOI users with support for additional questions and queries.

4.1.2.1.4 Overall services' functionality (C.5.3.4.11)

Services within the overall Service Catalog are available for users to select under the Services Portal (currently named the Virtual Machine Portal based on CGI's efforts supporting the GSA IaaS BPA). An authorized user can select services based on templates created specific to the DOI FCHS program Service Catalog.

4.1.2.1.5 Define user authorization workflows (C.1.1.1.1; C.5.2.1.1)

Under the GSA IaaS BPA, CGI has architected the CGI Federal Cloud Portal to support limited user authorization workflows. Our current architecture restricts access to each component of the console, and provides access privilege management to authorized administrators and clients only with documented activities to respect process and procedures, including request for privilege,

maintenance, revocation, privilege rules, special privileges, and segregation of duties. We define supporting roles to assign users supporting group-level management with the ability to create, modify, delete, and configure user accounts, profiles, and permissions. (b) (4)

4.1.2.1.6 Set up authorized users (C.5.3.2)

User request forms, completed and submitted by the task order Contracting Officer’s Technical Representative (COTR) or designated authorizing authority, are required to set up a new authorized user. The approval process includes providing the user with a soft token to support two-factor authentication. At the DOI hosted application level, the CGI Federal Cloud supports Active Directory, one-way filtered LDAP synchronization, Kerberos, HSPD-12, and SAML token transfers to seamlessly integrate over SSH or SSL with DOI’s Identity, Authorization, and Access Management (IdAAM) solution hosted repositories for application identification and authorization security services.

4.1.2.1.7 Define resource and service level templates

Under the FCHS program, Team CGI will define service offerings and service portfolio options as templates within the catalog of services available to DOI and the Bureaus. Through the CGI Federal Cloud Portal, users will be able to view available services and portfolio bands when selecting services to meet business needs. As new service lines are added or updates to service portfolios are made, we will work with DOI to analyze impacts to existing services and implement updated templates.

4.1.2.1.8 Provision/de-provision and scalability of virtual machines and storage (C.5.2.1.2; C.6.2.1.2)

Using the CGI Federal Cloud Portal, a user configures Cloud services as part of the ordering process. The user can perform additional configuration after the service is provisioned by remotely logging on as an administrator. An authorized user can provision, copy, de-provision, power-on, and power-off a service instance through the My Services page in the portal. **Figure 4.1.2.1.8-1** details our compliance with DOI’s provision/de-provision and scalability requirements as defined in solicitation *Section C.6.2.1.2*.

DOI Provision/De-Provision and Scalability Requirements	Team CGI Response
Scalable, redundant, and dynamic capabilities or virtual machines	CGI is able to provide scalable, redundant, and dynamic capabilities of virtual machines based on triggers to copy/clone, with no service interruption, supporting automated provisioning of VMs based on load or other operational circumstances, including live migration of VMs between physical hosts.
Allow government users to procure and provision computing services online via the Internet	CGI provides ubiquitous, Internet accessible provisioning through our Web-based, on-demand/self-service CGI Federal Cloud Portal.
Allow users to remotely load applications and data via the Internet	The CGI Federal Cloud Portal contains a secure interface that enables authorized remote users to upload applications and data via the Internet.
Configuration and management via Web browser, over the Internet	The CGI Federal Cloud Portal enables configuration and management of VM instances via a standard Web browser over the Internet.
Government retains ownership	We give government clients the ability to retain ownership of their VMs,

DOI Provision/De-Provision and Scalability Requirements	Team CGI Response
	templates, clones, scripts, and applications specific to their VMs on a given task order.
Spawn on-demand instances	The CGI Federal Cloud Portal enables government clients' virtualization services that can spawn on-demand virtual server instances. Within the Portal, Team CGI provides a DOI-specific service catalog to initiate on-demand instances.
Support acceptable secure administration interface	Our Web-based CGI Federal Cloud Portal administration interface operates using the industry-standard secure HTTPS protocol for Web traffic. Individual compute host instances can be managed through SSH and/or TLS-secured connections that give government-designated users the ability to remotely administrate their virtual instances.
Dynamic allocation based on load, without service interruption	The CGI virtualization solution allows clients to establish automatic triggers that facilitate creation of additional VMs based on demand loads without interrupting existing service.
Copy/clone	Our virtualization solution allows DOI to copy and/or clone VMs to establish archives, support troubleshooting, and test before establishing production solutions.
Multi-processor virtual machines	Our VM solution supports multi-processor VM instances.
Support processor isolation	CGI's Federal Cloud employs processor isolation for multi-tenant environments through our VMware ESXi Hypervisor.
Supports live migration between physical hosts	Our Cloud is based on multiple physical clusters of ESXi hosts. The VMware vCloud Director software automatically manages cluster load and supports live migration between hosts. During maintenance periods, the hosts are migrated without manual intervention. Upon request, CGI can manually migrate a compute host to a different physical cluster.
Role-based access controls and auditing for hypervisor	CGI's Federal Cloud solution allows government clients to assign specific roles through our Cloud portal to support role-based access control to provision and configure VMs. The CGI Federal Cloud Portal keeps activity logs of user actions for auditing purposes. CGI does not provide customers direct access to the hypervisor.
Hypervisor supports hardware-assisted memory virtualization	Our Federal Cloud solution has a hypervisor that enables our Intel processors to be compatible with VMware features such as hardware-assisted memory virtualization.

Figure 4.1.2.1.8-1. Provision/De-Provision and Scalability Compliance. *Team CGI will meet DOI's Provision/De-Provision and Scalability Requirements.*

4.1.2.1.9 Established alerts and alarms (C.5.2.1.3)

CGI monitors Cloud services (b) (4)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

4.1.2.1.10 Established role-based reporting and filters

Users are assigned to groups with a common set of rules and permissions for ease of management. Default and custom roles enable pre-defined sets of permissions. Actions initiated by users are recorded in event logs, providing an audit trail to improve accountability. We deliver role-based reporting and filtering capability through our SharePoint-based Ensemble Virtual Data Center (VDC) instance created specifically for the FCHS Program.

We currently provide Federal Cloud customers with a number of standard monthly reports, delivered to the designated task order COTR, including SLA reports, help desk reports, and invoicing/billing reports. At the program level, we provide Cloud report of sales (e.g., quantity and type of task order services ordered) and service utilization reports based on service line (for GSA IaaS, this equates to lots; for DOI, we envision configuration based on service lines to align with the templates created in the service catalog).

4.1.2.1.11 Usage and cost monitoring reports (C.5.2.1.4)

Our secure online portals allow DOI administrators to track the status of their provisioned services (i.e., uptime), performance reporting, financial reporting (with email alerts set to notify DOI when contract spending approaches 85 percent of funding levels, by task order), and current invoices. Should the customer's monthly invoice reach the monthly dollar amount limit, we will not by default invoice above the limit; we will follow DOI instructions for handling ongoing service delivery to that customer. DOI users will be able to create and view reports such as site usage and cost monitoring through the CGI Federal Cloud Portal.

4.1.2.1.12 Incident management reports

As shown in *Volume II, Appendix D, Incident Management Report*, CGI details information related to incidents and end user support required under the FCHS program. Remedy ITSM, a core component of our Cloud infrastructure, is integrated with CGI's help desk to facilitate this level of detailed reporting and enhanced visibility of services. Through the CGI Federal Cloud Portal, we provide a view service level and incident management, as well as problem management (including trend analysis and correlation).

4.1.2.1.13 Screens or link (URL) to demonstration site, where Web-based portal elements can be reviewed

The CGI Federal Cloud Portal is accessible via the Internet at **www.cloud.cgifederal.com**. CGI will provide DOI with appropriate credentials to review the site capabilities upon request.

4.1.3 Service Offerings' Interoperability with Installed Base of Standard Software and Hardware

The ability to interoperate with the current base of hardware and software is supported by Team CGI's standards-based solutions. Our relationships with VMware, Microsoft, Citrix, Oracle, AT&T, and other leaders in the technology industry support our ability to provide service offerings for the broad spectrum of DOI IT solutions. As DOI seeks to migrate its existing application base to the Cloud and increase virtualization, provide ubiquitous support for mobile applications, and leverage SaaS and virtual desktop models, DOI benefits from Team CGI's

Innovation

Team CGI's partner Accelera developed a secure private Cloud solution using Citrix Access Gateway, Citrix XenApp, and VMware vSphere to virtualize the clinical application set, and deliver it to any device over any network connection for the SPAWAR Military Health System.

relationships with leaders in the technology industry. As DOI's services partner for each task order competed under the FCHS IDIQ, Team CGI will analyze the optimum solution for interoperability with the government's installed base of standard hardware and software.

As prime contractor, CGI has invested in our own federal-purposed Cloud infrastructure, in which we have currently installed many of the software and hardware elements used at DOI today. We leverage our corporate partnerships to procure new software or hardware to support unique DOI requirements as they arise, installing those elements within our Cloud infrastructure or working with our partners, vendors, and other CSPs to provide the services and support DOI requires on a task order-by-task order basis. In providing Cloud Brokerage services to DOI, we will seek to optimize the government's return on investment and avoid unnecessary costs. In this way, Team CGI reflects our partnership commitment, acknowledging that one size does not fit all when seeking to cost-effectively meet government requirements.

4.1.3.1 Recommended Elements for Pre-award Testing and Operational Capability Demonstrations (C.5.3.3)

Based on the rapid growth and expansion of technical capabilities and products within the Cloud market, Team CGI recommends that elements provided within operational assessments be tailored to the service provided in partnership between the government and industry.

4.1.4 IT Security and Regulatory Compliance Approach (C.5.3.3)

4.1.4.1 Security and Regulatory Compliance Requirements

Team CGI is committed to standards, frameworks, and practices such as FISMA, NIST 800 Special Publications, ITIL, Capability Maturity Model Integration (CMMI), ISO 20000.1, and ISO 9001, incorporating these standards into our solutions. CGI's service management solutions integrate major service design, transition, and operational processes with the tools used to manage, control, and support our IT infrastructures. CGI works closely with DOI stakeholders so that required regulation is met either through NIST 800 controls or additional government mandates and regulations. We partner with DOI to support government security and regulatory requirements, including new regulatory requirements, restrictions (proprietary and confidential business information), and litigation holds.

CGI's senior management sets the direction for managing security risks and protecting CGI's and our clients' information security/information technology (IS/IT) assets. *CGI Information Security Policy, v1.4, 10/2011* defines broad guidance for the security controls required to maintain our business operations in full compliance with security policies, standards, and guidelines, as well as legal and regulatory requirements where applicable, including NIST 800-37 in accordance with FISMA legislation.

We conduct security assessment and authorization activities in accordance with the security assessment and authorization procedures defined in the United States GSA IT Security Procedural Guide *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk* and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System*, as well as in accordance with DOI guidance. NIST 800-37 Revision 1 serves as the basis for conducting A&A and security assessment activities.

(b) (4)

(b) (4)
[Redacted]
[Redacted]
[Redacted]. These due diligence activities have allowed CGI Federal to achieve a permanent ATO for our IaaS Cloud under GSA's BPA.

Team CGI will adhere to regulations and requirements outlined in the DOI solicitation, including DOI Security Control Standards, Foundation Cloud Hosting Services Information Technology Security and Privacy Requirements for the U.S. Department of the Interior, DOI Privacy Loss Mitigation Strategy, and additional IT security information, and in compliance with our completed response to *Attachment 5, Bidder's Security Questionnaire.xls*.

4.1.4.2 Experience with Successful Assessment and Authorization (A&A) (C.5.3.4.4)

CGI's Federal Cloud completed the A&A process and was granted an ATO from GSA on August 16, 2011. CGI is compliant with the A&A process as published in NIST 800-37 Revision 1. We currently use this process to conduct our security A&A activities in accordance with the security assessment and authorization procedures defined in the United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk* and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System* to maintain the existing ATO granted by GSA for delivering Cloud services to the Federal Government.

<i>Experience</i>
CGI was one of the first vendors to receive an ATO under the GSA IaaS BPA for our Cloud environment following a thorough security assessment.

As part of the A&A process, CGI developed the CGI IaaS Cloud System Security Plan (SSP), which details the Cloud infrastructure and management, operational, and technical security controls in place to protect the Cloud. The development of the SSP, assessment of the security controls by an independent third party, and the issuance of an ATO serve to identify and document the CGI IaaS Cloud risk profile. Formal Risk Assessments (RA) are conducted in accordance with FISMA compliance regulations at CGI's discretion, and are documented in the SSP and a Security Assessment Report. As part of the 2011 A&A process, an RA conducted on the CGI IaaS Cloud was delivered in conjunction with the A&A package.

4.1.4.3 Information Security Service Level Agreements

(b) (4)
[Redacted]
[Redacted]
[Redacted].

4.1.4.4 Strategies and Tactics, Design Specification, and Concept of Operations to Meet the Information Security and Regulatory Compliance Requirements

(b) (4)
[Redacted]. **Figure 4.1.4.4-1** reflects our concept of operations to meet information security and regulatory compliance requirements. (b) (4)
[Redacted]
[Redacted]
[Redacted]

(b) (4) [Redacted]

(b) (4) [Redacted]

4.1.4.5 Risk Mitigation Strategies (C.5.3.4.14)

Team CGI's layered security approach underpins the risk mitigation strategies for our Cloud services. Our strategy minimizes surprises through close coordination with DOI to clearly understand evolving security regulations and requirements that represent high standards for Cloud platform performance. As evidenced by our current status in the FedRAMP certification process, we have in place a mature risk management practice and supporting policies to identify risks, assess the impacts of the risks identified, and take appropriate steps to reduce the identified risks to an acceptable level.

CGI uses Risk Assessments (RAs) to determine the extent of potential security threats and risks associated with an IT system throughout its life cycle. Results of the RA are used to apply appropriate security controls to reduce risks to an acceptable level during the risk mitigation phase. As a result of each audit, CGI will update a Plan of Action and Milestones (POA&M), documenting changes to existing security vulnerabilities by outlining the mitigating controls in place or implemented to reduce the existing risk.

When conducting an RA, CGI uses the guidance provided by GSA RA policies defined in GSA IT Security Policy; GSA Order CIO P 2100.1G, dated June 27, 2011; GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7*, dated May 31, 2011; and NIST SP 800-30, *Risk Management Guide for Information Technology Systems*, dated July 2002. We partner with DOI's appropriate security personnel through the RA and POA&M process to achieve security objectives.

Figure 4.1.4.4-1. Information Security and Regulatory Compliance Concept of Operations. *Our proven processes and policies will allow us to meet DOI's information security and regulatory compliance requirements.*

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Appendix A - Role Based Report (C.5.2.1.1)

Each CGI Federal Cloud customer is set up in a unique Organizational Unit (OU) (i.e. virtual private cloud, within our IaaS offering). The OU is separated from other Cloud customers through a Virtual Local Area Network (VLAN) and data segregation at the Storage Area Network (SAN) level. CGI develops Role Based Reports through the compilation of various information collected from and about new users and information contained within Active Directory pertaining to each CGI Federal Cloud customer's Organizational Unit (OU) that services are provided to.

Figure A-1 displays the various data elements that CGI captures as part of adding a new user that is permitted to access the CGI Federal Cloud through the CGI Federal Cloud Portal.



CGI Federal Cloud New User Request Form	
Requested Date (MM/DD/YY):	
OU Name:	
Last Name:	
First Name:	
User ID Name: (optional)	
Office Street Address:	
City, State, Zip:	
E-mail Address:	
Office Phone:	
Cell Phone:	
Pin Delivery:	
VPN Only:	
v-Cloud Director (Check org user or access, not both)	
v-Cloud Organizational User	
Site 1:	
Site 2:	
v-Cloud Console Access	
Site 1:	
Site 2:	
ITSM	
Create Requests:	
COTR Approver:	
Security Approver:	
Information Portal (reports)	
Default:	
Restricted:	
MSS Portal	
MSS Portal (Mngd Security Sys)	

Figure A-1. CGI Cloud New User Request Form. CGI captures essential Role Based information during the issuance of access through our New User Request Form.

The fields include:

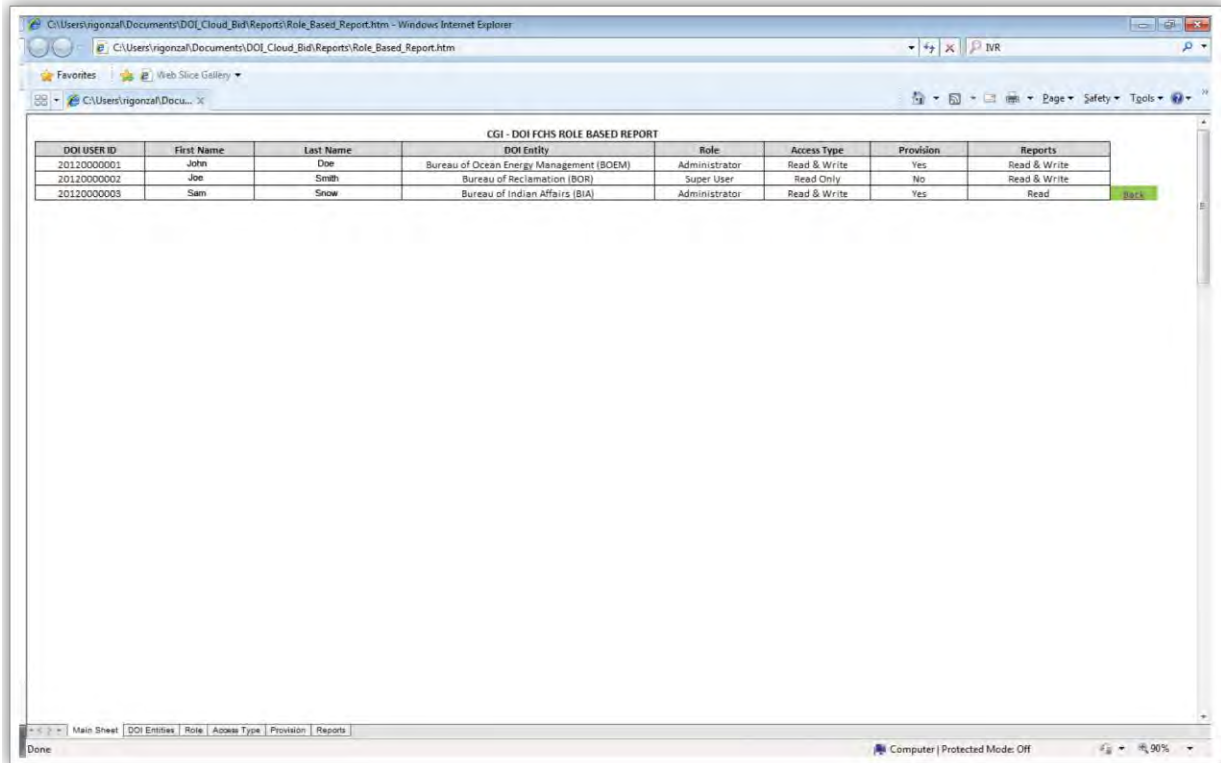
- Requested Date
- OU Name
- Last Name
- First Name
- Office Street Address
- City, State, Zip
- Office Phone
- E-mail Address
- Cell Phone
- Pin Delivery

- Virtual Private Network (VPN) Only
- vCloud Director (Check org user or access; not both)
 - vCloud Organizational User
 - *Site 1*
 - *Site 2*
 - vCloud Console Access
 - *Site 1*
 - *Site 2*
 - Information Technology Service Management (ITSM)
 - *Create Requests*
 - *COTR Approver*
 - *Security Approver*
 - Information Portal (reports)
 - *Default*
 - *Restricted*
 - MSS Portal

The CGI Federal Cloud defines the following Infrastructure as a Service (IaaS) roles:

- **vCloud Director**
 - vCloud Client Admin: This role has permission to provision, start, stop and de-provision Virtual Machines (VMs) with the client organizational structure and Virtual Data Center (VDC).
 - Console Access: This role gives the user access to the console to access the VMs, but cannot provision or de-provision VMs.
- **ITSM**
 - Security Approver: This role must approve all changes to user ids (add, modify, delete) prior to the changes being made.
 - COTR Approver: This role must approve all infrastructure changes.
 - Service Request: This role gives the user the ability to create Service Requests.
- **Information Portal**: There are 3 sets of reports that the user role may access:
 - Standard
 - *Help Desk ticket* – shows ITSM ticket statistics
 - *Performance* – user can view historical and near real time VM performance
 - *Service Level Agreement* - report for the cloud infrastructure
 - Administrator
 - *Firewall rules* – show firewall rules for client
 - *Load Balancer rules* – show load balancer rules of the client
 - Restricted
 - *Contains agency invoices*
- **Managed Security Services (MSS) Portal**: This function has only one role which allows the individual to see the security reports for the client.

Based upon the data collected in the New User Request Form, the IaaS role defined for that user by their organization, and an Active Directory pull against the customer OU, CGI is able to extract, compile, and deliver a Role Based Report. **Figure A-2** is an example of the role based report we are capable of providing.



DOI USER ID	First Name	Last Name	DOI Entity	Role	Access Type	Provision	Reports
20120000001	John	Doe	Bureau of Ocean Energy Management (BOEM)	Administrator	Read & Write	Yes	Read & Write
20120000002	Joe	Smith	Bureau of Reclamation (BOS)	Super User	Read Only	No	Read & Write
20120000003	Sam	Snow	Bureau of Indian Affairs (BIA)	Administrator	Read & Write	Yes	Read

Figure A-2. Sample CGI Role Based Report. CGI provides a Role Based Report compiled from the New User Request Form and accounts in Active Directory.

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Appendix B – Monitor Performance and Manage Alerts and Reporting

B.1 Overview

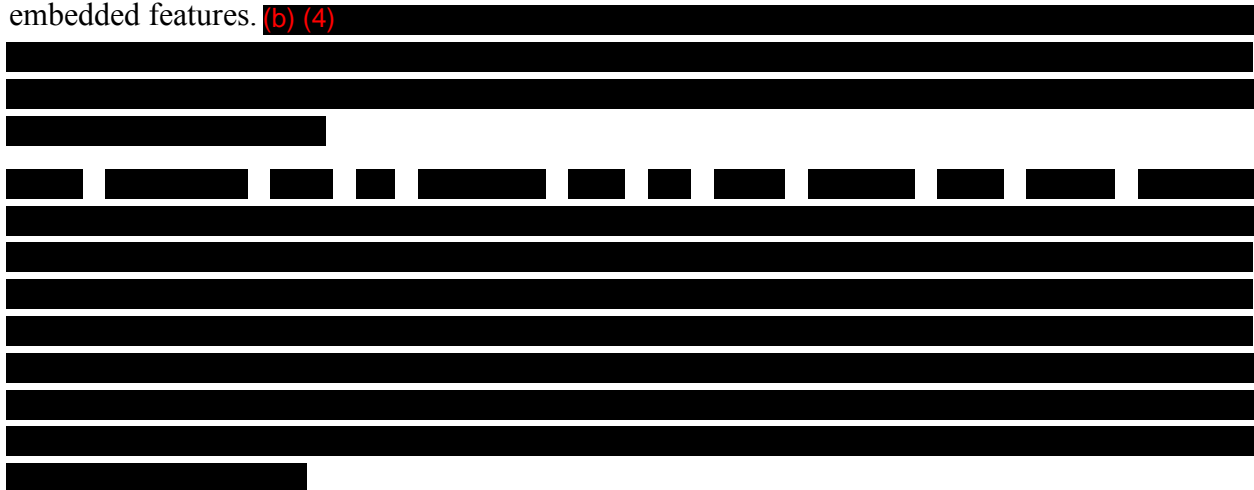
To make the use of the Cloud as easy and transparent as possible for DOI, Team CGI's performance monitoring tools and applications provide DOI with a complete view into system availability, performance, and resources granting DOI access to necessary and relevant information in a real-time. We employ automated monitoring that views service level trends over time. We detect potential threats or issues that threaten the quality of service, and proactively notify DOI (when appropriate) to effectively manage their Cloud resources. In the following section, we provide an overview of Team CGI's methodology, techniques, and quality processes to meet DOI's requirements for effective performance monitoring, alerts management, and reporting.

B.2 Health and Availability

Team CGI continuously monitors the health and availability of Cloud infrastructure and supporting systems to confirm DOI is receiving superior service. We have extensive automated monitoring of network, servers, and storage infrastructure to detect conditions that might impact availability or performance. The CGI Federal Cloud also provides a centralized Portal that enables automated end-to-end monitoring of systems, giving site owners and managers near real-time visibility into services availability and operational site-specific performance.

Health and Availability Monitoring

Team CGI incorporates multiple levels of system and infrastructure monitoring within our Federal Cloud. In developing our Federal Cloud, Team CGI focused on delivering rich embedded features. (b) (4)



Health and Availability Reports

Each Federal Cloud client has their own health and availability reports available on the Information Portal, an online portal enabling DOI administrators to track the status and the health and availability of their provisioned services, and updated invoices in near real-time.

Team CGI's online availability and service management reporting dashboards produce reports as depicted in **Figure B.2-1**. The graphs and charts are interactive when logged into the dashboard. Users have access to drill into more detailed data and specifics regarding the infrastructure platform(s) under management. Additional reports related to the health of the environment may

be located in *Section B.5 Resources*, which provide a complete package of health and availability reporting.

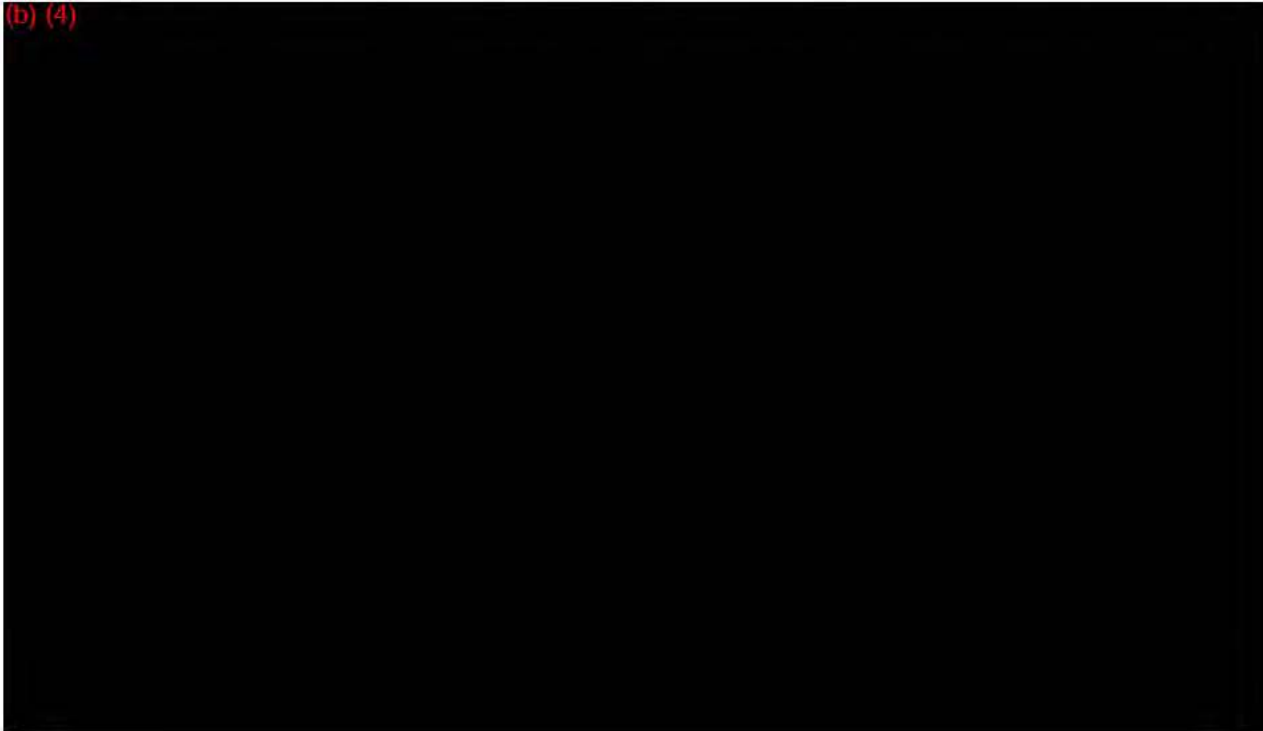
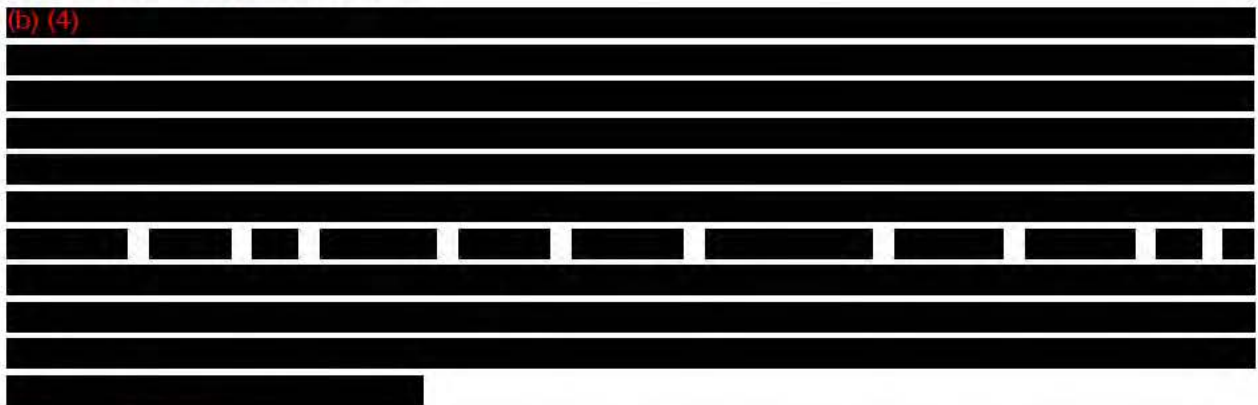


Figure B.2-1. Team CGI Health and Availability Reporting. *Team CGI generates Health and Availability Reports that are made available on the Availability and Service Management Reporting Dashboards.*

Health and Availability Alerts



B.3 SLA Performance

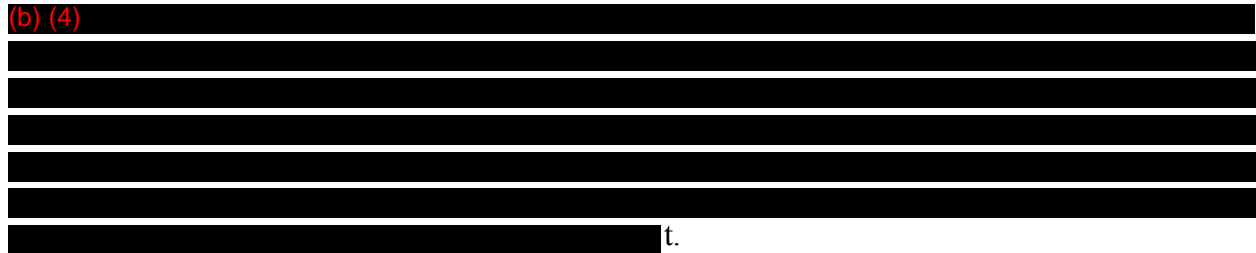
A standard Team CGI practice is to employ SLAs that align our service delivery with the client's business objectives. Clear and measurable service levels provide Cloud customers with visibility into the performance of the CGI Federal Cloud services. Actual service levels also are a key element in our continual service improvement. We track and report SLAs by customer to provide each customer with the actual service levels they experience. Customers can view the BPA IaaS Service Levels on the Information Portal with the option to download the associated SLA Report

in CSV format. Team CGI also delivers printed monthly reports to the ordering activity COTR, for customers who require this method of delivery.

By addressing issues proactively, we maintain high service levels for customers. Team CGI employs automated monitoring to detect issues that threaten the quality of service. We also view service level trends over time to detect potential threats.

SLA Monitoring

(b) (4)

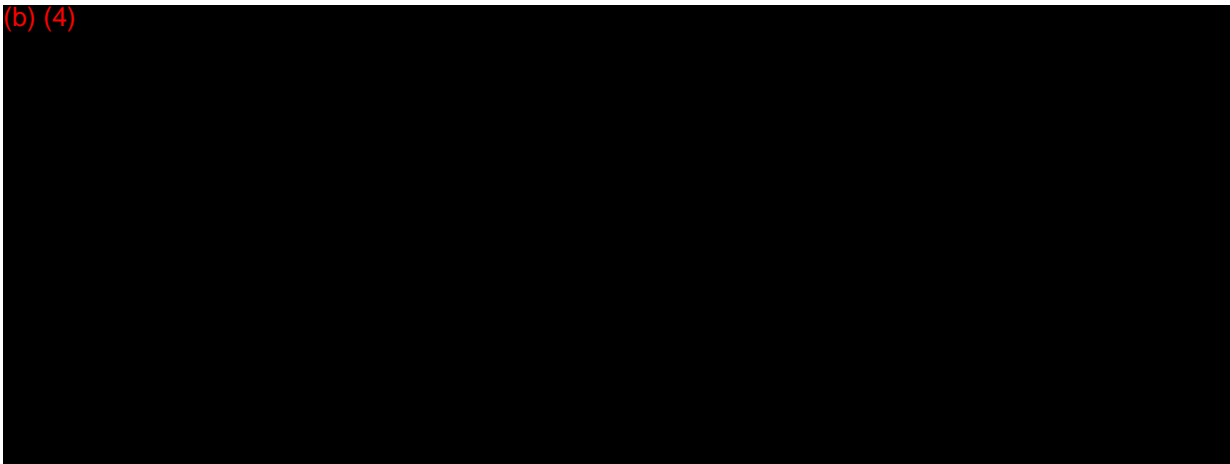


t.

SLA Reports

Team CGI can create monthly SLA performance reports that detail the following:

(b) (4)



Each performance report is tailored to the specific service levels of a particular task order. **Figures B.3-1 through B.3-5** on the following pages display sample data elements that Team CGI captures as part of tracking SLA metrics specific to the SLA metrics captured under the GSA IaaS BPA. For DOI's FCHS Program, we update templates, metrics, severity levels, and other DOI-specific service level requirements based upon the SLAs described in *Appendix F, Quality Assurance Plan*.

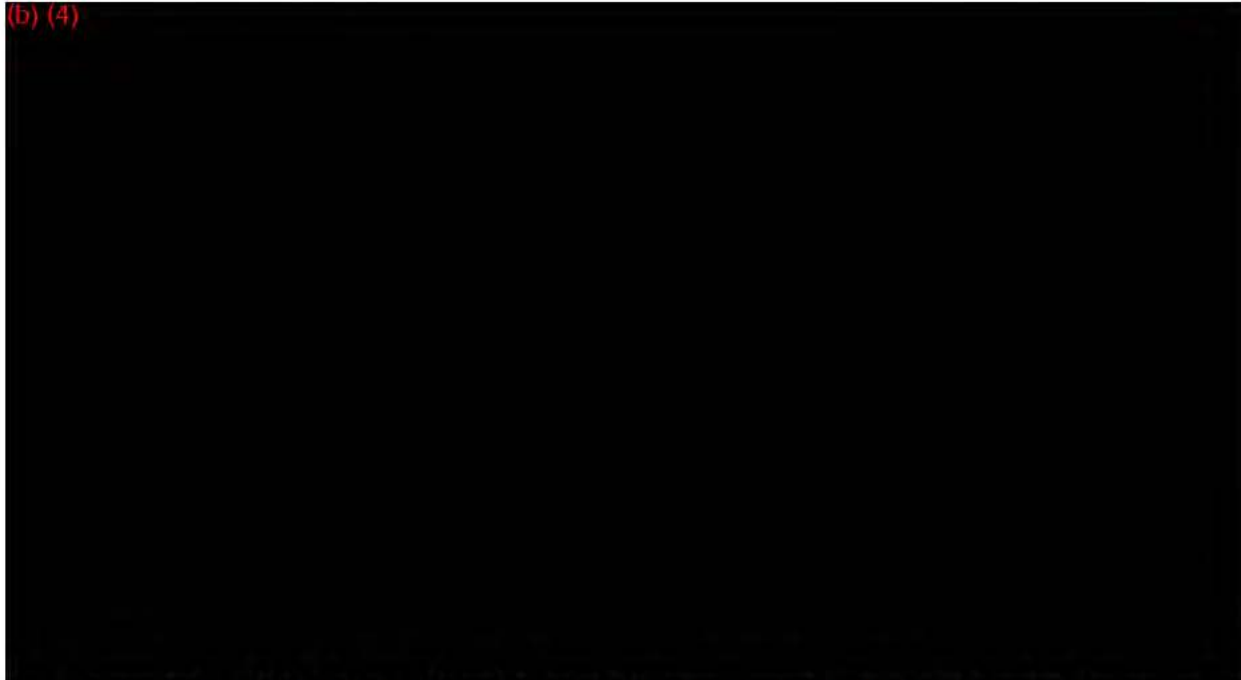


Figure B.3-1. CGI Federal Cloud Quality Measurement Reports. *Team CGI captures essential SLA metrics information through our Cloud Quality Measurement Report.*

The fields include:

- (b) (4)
-
-
-
-
-
-
-
-

(b) (4)



Figure B.3-2. Team CGI Quality Impact Analysis. *The Quality Measure Report also defines the level of impact, urgency, and priority of an incident and allows for impact analysis to the SLAs.*

As part of the Quality Measure Report, this form is divided into three categories: Requires Investigation, Impact to SLAs, No Impact to SLAs (**Figure B.3-3**).

The fields include:

- Incident ID
- Company
- Summary
- Incident Type
- Impact
- Urgency
- Priority
- Assigned Group
- Status
- Reported Date
- Responded Date
- Submitter

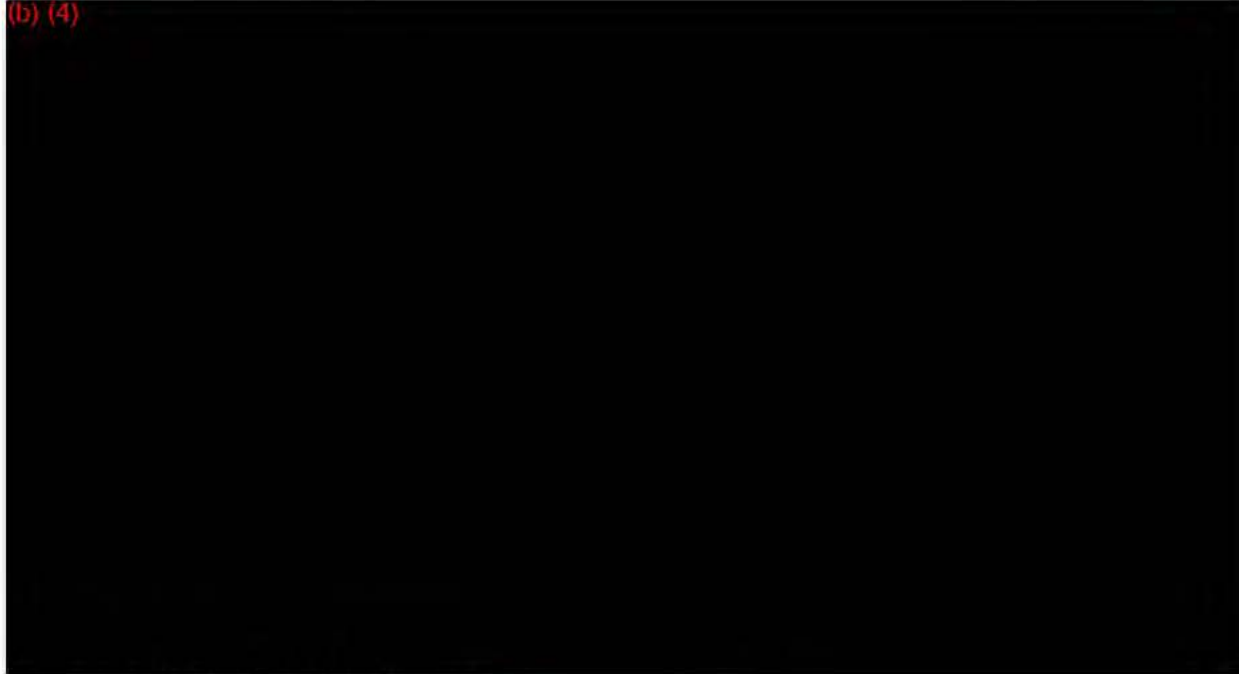
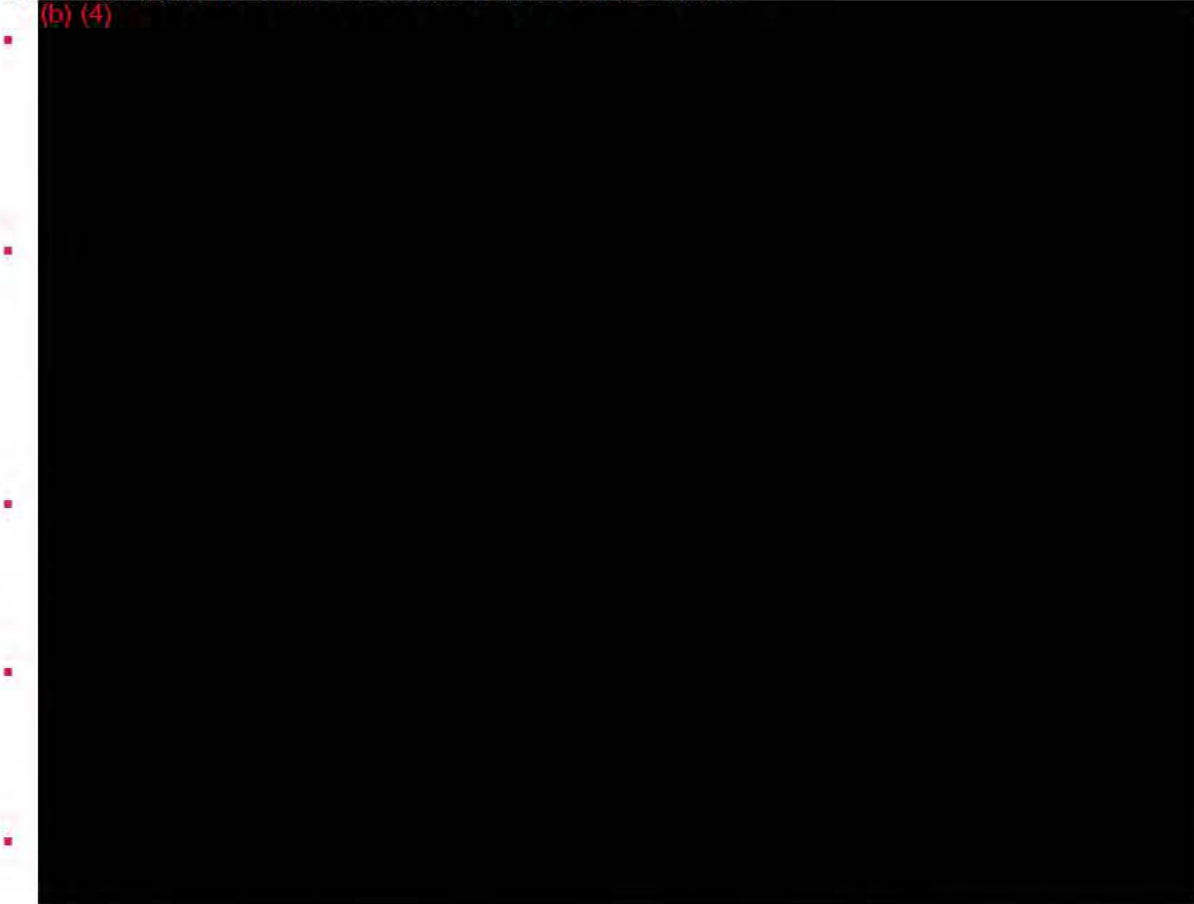


Figure B.3-3. SLA Calculations. (b) (4)

The fields (specific to the GSA IaaS BPA SLAs) include:

- (b) (4)
- -
 -
 -
 -
 -
- 

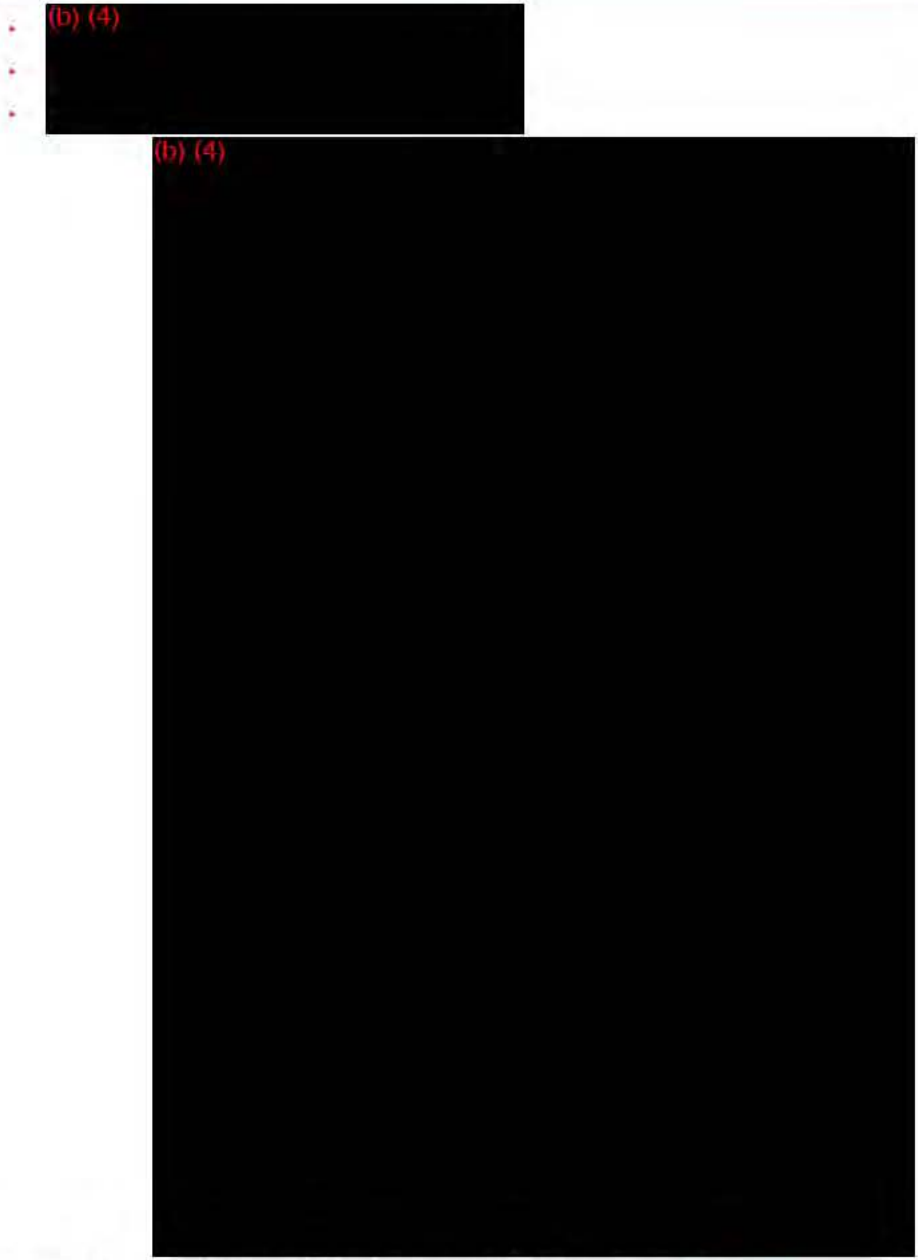

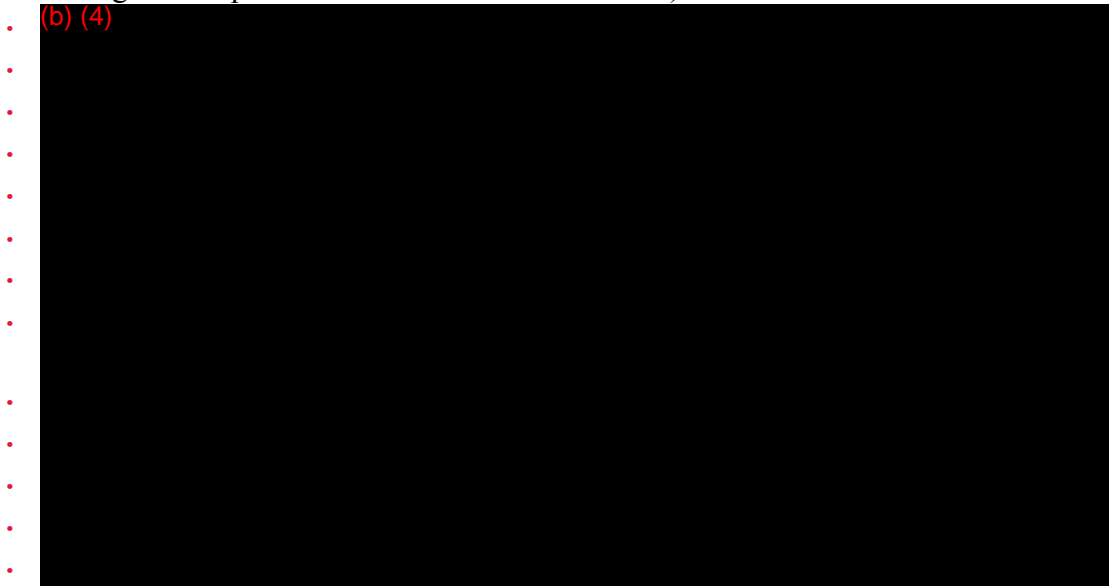


Figure B.3-4. Quality and Performance Measurements. (b) (4)

The fields include:

- Group
- 
- The list item "Group" is followed by a large black redaction box. The text "(b) (4)" is visible in red at the top left of the redaction.

- Quality Measure (These categories are Agency specific depending on agreed upon SLAs but the following were represented in the screen shot above)



- Performance Level Scale

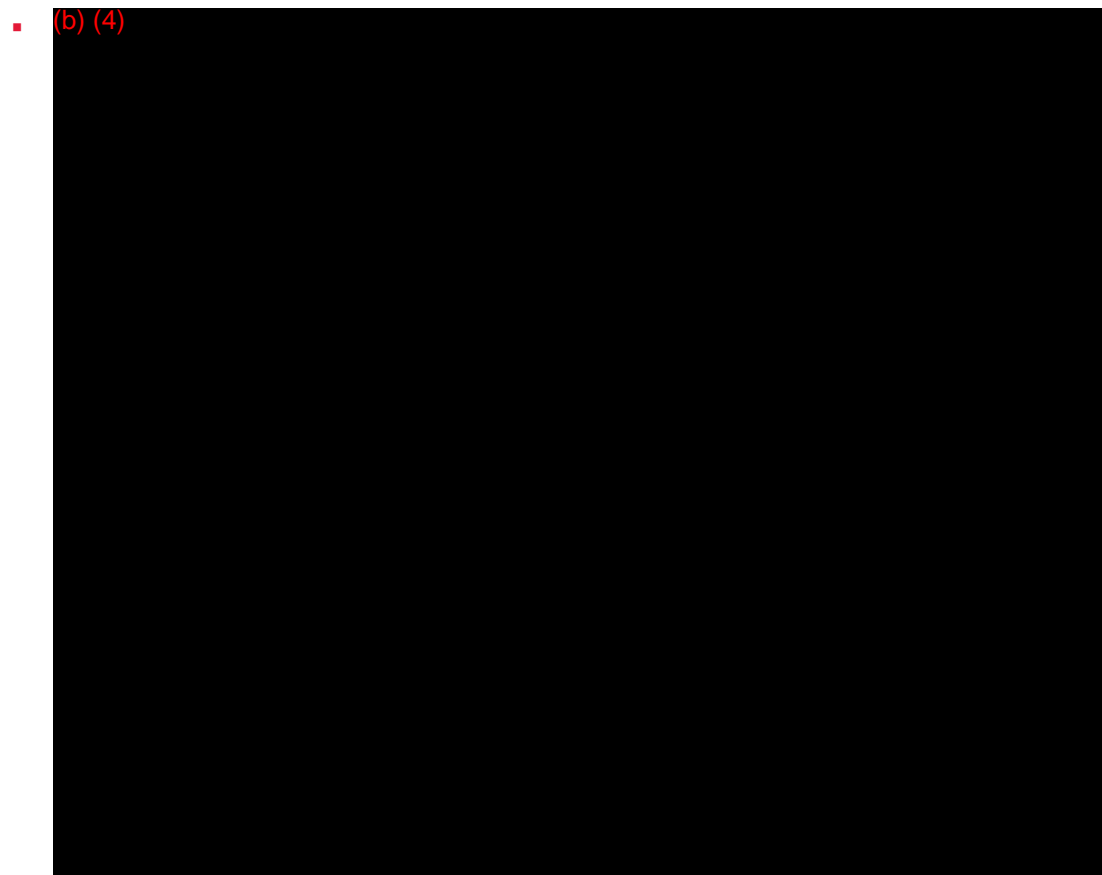


Figure B.3-5. Team CGI Response Times. *The table provides various data elements that Team CGI captures as part of tracking SLA incident response times.*

Note that for the DOI FCHS Program, Team CGI will update our SLA response time tables to support the service bands and severity definitions that are incorporated in our solution for DOI. These bands are defined in the applicable service lines and attachments to Volume II.

The fields include:

- Priority
 - Critical
 - High
 - Medium
 - Low
- Response Time Target
- Resolution Time Target
- Priority Description

SLA Alerts

Team CGI uses the information gathered to enable the highest quality service available and to determine what changes are needed to improve overall SLA performance. Further bolstering our discipline of continuous service improvement, we perform root cause analysis on outages over one hour, developing improvement plans to mitigate recurrence of such outages in the future.

Team CGI will work with DOI to identify appropriate alerts based upon the specific Service Levels defined on a task order basis.

B.4 Security

As part of the requirements for obtaining an ATO on the GSA IaaS BPA as well as upcoming FedRAMP certification, Team CGI has implemented a program of continuous security monitoring in our Federal Cloud. These consist of a number of components that complement each other, resulting in effective monitoring of the security posture and handling of security incidents. The monitoring program meets the requirements set forth in NIST 800-53 (moderate baseline), upon which our ATO is based.

SOC Alerting

On a real-time basis, the Security Operations Center (SOC) is responsible for monitoring our Federal Cloud for suspicious activity, investigating events to further categorize them as incidents, if applicable. (b) (4)

[Redacted content]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted content]

(b) (4)

[Redacted content]

(b) (4)

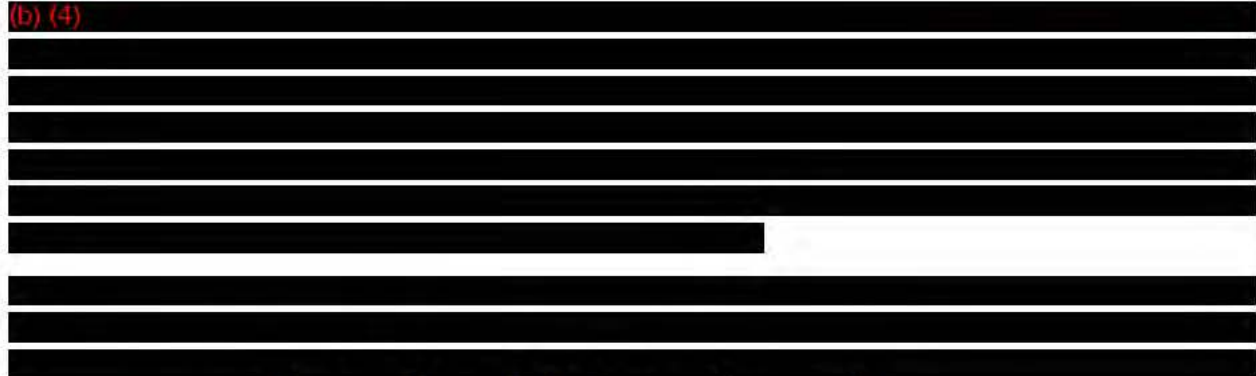
[Redacted content]

Figure B.4-1. Team CGI Arcsight Event Viewer. (b) (4)

(b) (4)

[Redacted content]

(b) (4)

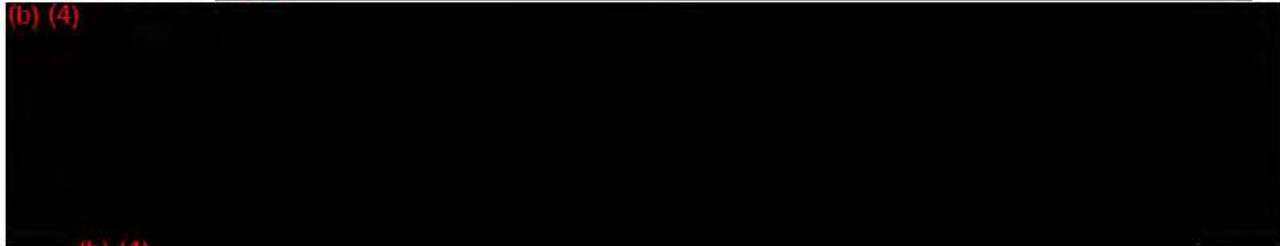


Please see **Figure B.4-2** for a sample screen shot.



Figure B.4-2. (b) (4)

(b) (4)



(b) (4)

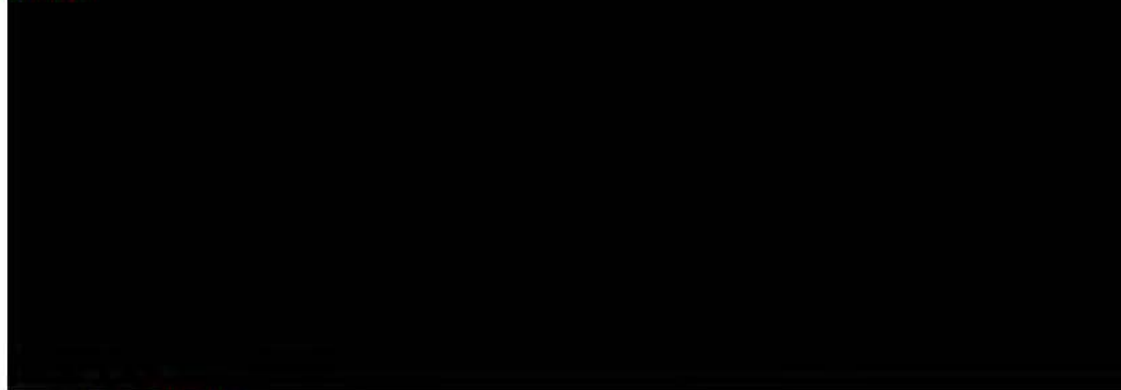
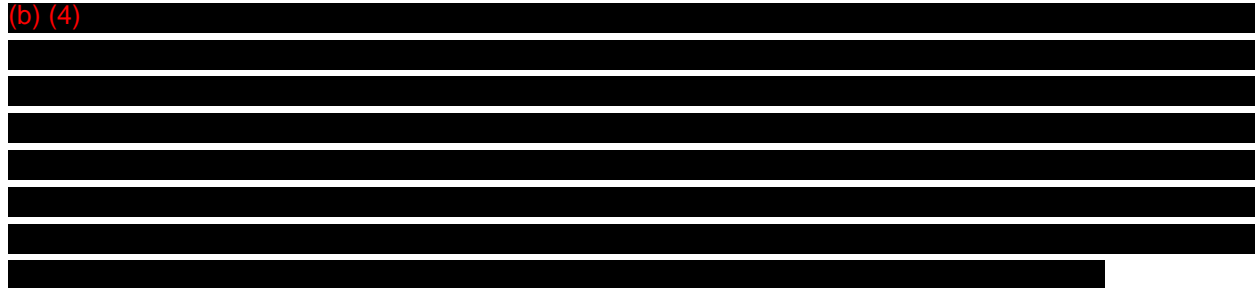


Figure B.4-3. (b) (4)

The Information System Security Officer (ISSO) and SOC work together on some incidents, leveraging their combined skills to determine the severity of an incident, develop a containment plan, or a recovery strategy.

Incident Reporting

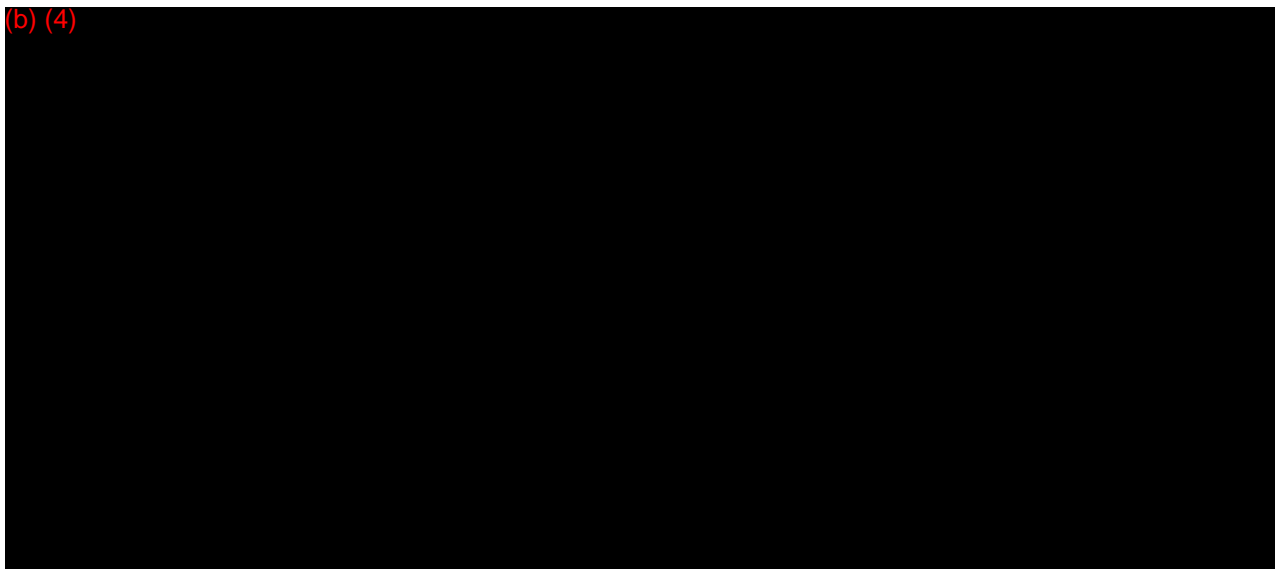
(b) (4)



Information System Security Officer (ISSO)

The CGI Federal Cloud ISSO reviews reports to validate that security rules are being followed and to enforce them when instances of non-conformance are noted.

(b) (4)



Should it be discovered that an entry in a weekly report represents a security incident of sufficient severity; the ISSO will implement the security incident handling process by contacting the SOC in a timeframe commensurate with the risk level.

Client Reporting (b) (4)



Based upon the information gathered, Team CGI is able to confirm DOI is receiving the highest level of security monitoring.

B.5 Resources

As stated in previous sections, the CGI Federal Cloud provides a centralized Portal that enables automated end-to-end monitoring of systems, giving site owners and managers near real-time visibility into resource utilization.

In order to monitor resources, Team CGI uses an account management process based on proven approaches from our experience with federal hosting solutions, industry best practices, and lessons learned. As an awardee of the GSA IaaS BPA, Team CGI reports technical (compute, memory, storage, bandwidth, etc.) usage on a near real time basis through our Federal Cloud Portal provided to customers.

Resource Monitoring



Figure B.5-1 and Figure B.5-2 are screenshots of a resource monitoring dashboard from our Federal Cloud Portal (b) (4)

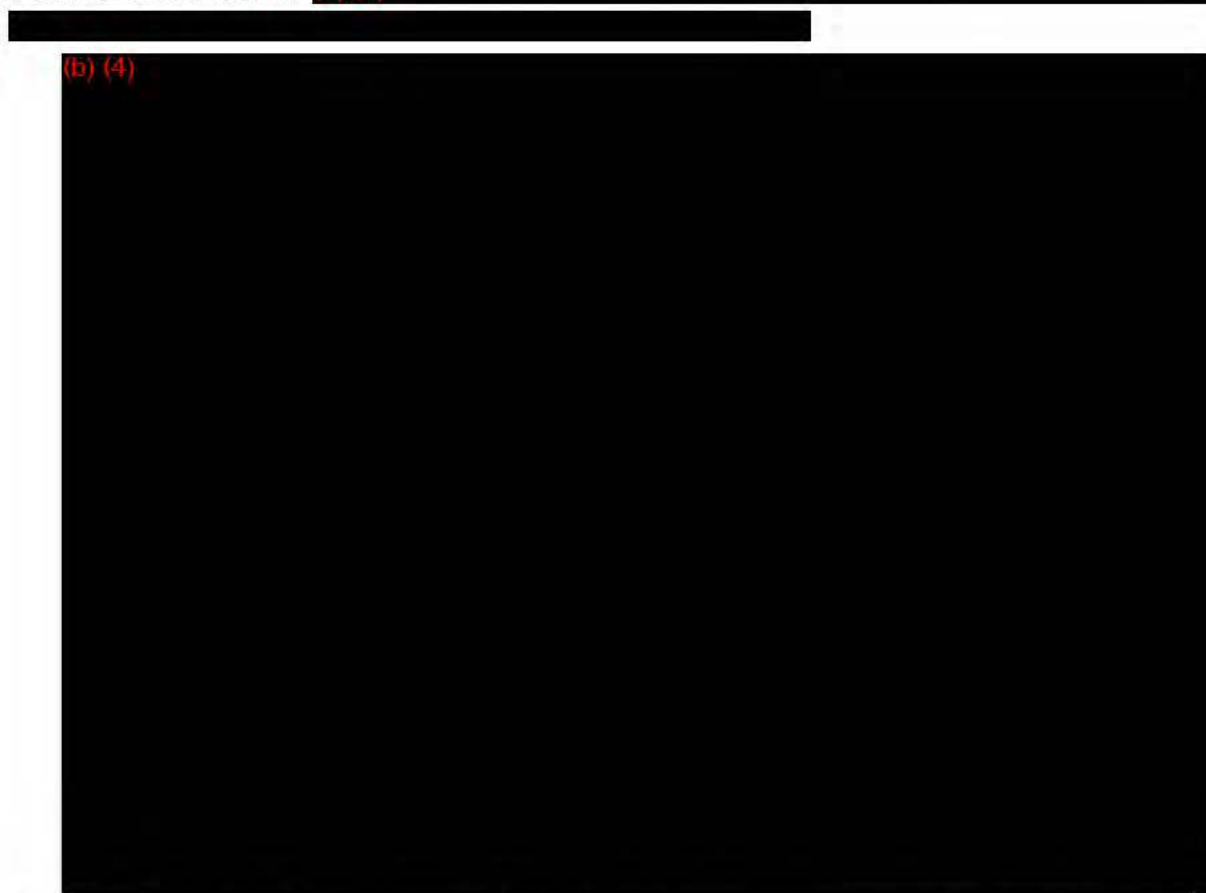


Figure B.5-1. Team CGI Resource Monitoring. Team CGI monitors CGI Federal Cloud usage and efficiency (b) (4)

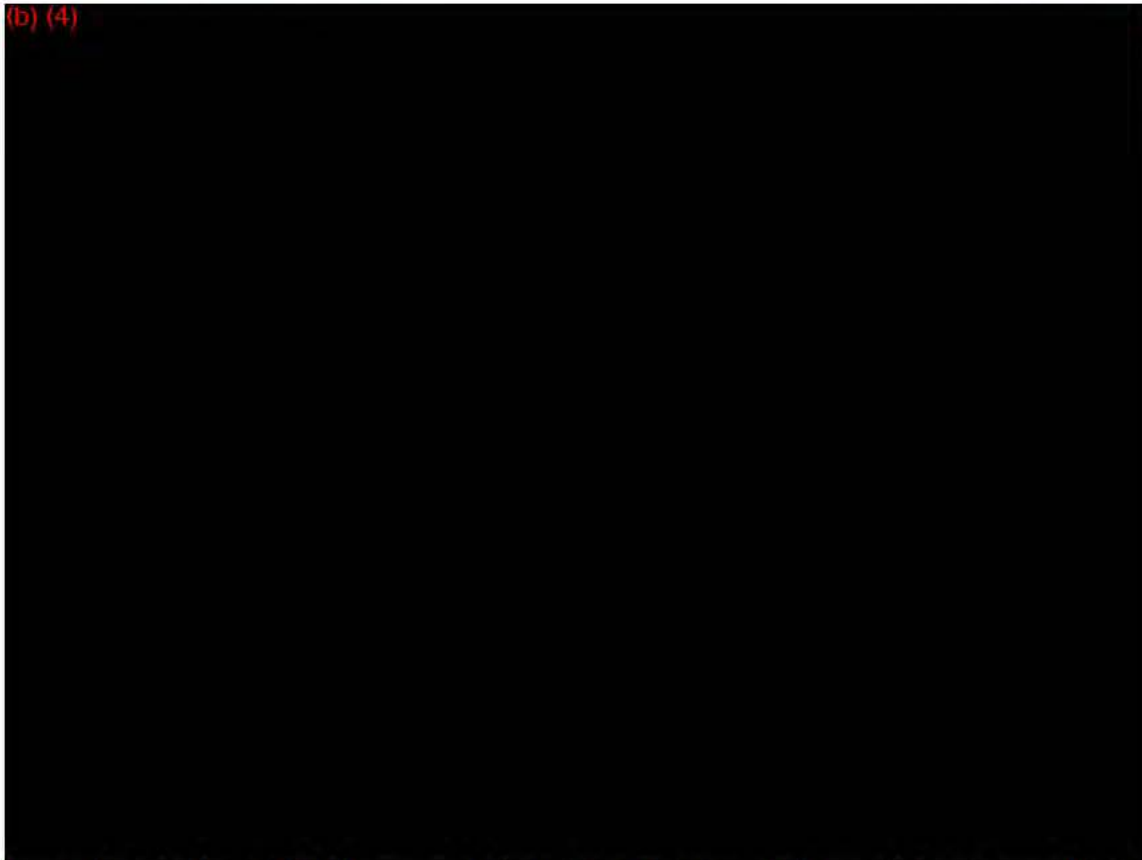


Figure B.5-2. Team CGI Resource Monitoring Continued. *Team CGI monitors the CGI Federal Cloud through multiple channels.*

Resource Reports



Resource Alerts

Our secure online portals allow DOI administrators to track the status of their provisioned services (i.e., uptime), performance reporting, financial reporting (with email alerts set to notify DOI when contract spending approaches 85 percent of funding levels, by task order), and current invoices. Should the customer's monthly invoice reach the monthly dollar amount limit, we will not by default invoice above the limit; we will follow DOI instructions for handling ongoing service delivery to that customer. Consumption is measured by the hour or by the month, depending on the service purchased, and can be adjusted on a Task Order basis.



(b) (4)

B.6 Configuring Alarms and Alerts

(b) (4)

B.7 Active Service Summary

In order to provide DOI with a broad view of provisioned services that are currently running, Team CGI continuously monitors the active services through the use of several tools and applications.

Active Service Monitoring

(b) (4)

Active Service Summary Reports

(b) (4)

Figure B.7-1 is an example audit of resource utilization taken from the vCenter application.

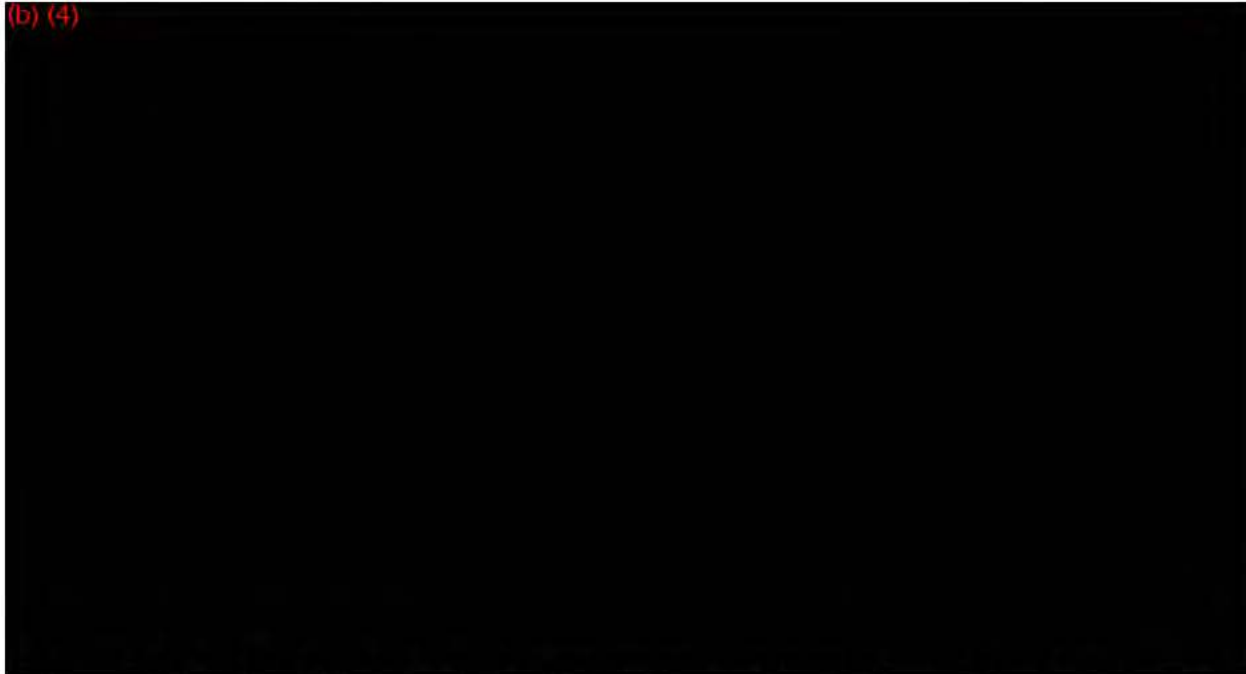


Figure B.7-1. The CGI Federal Cloud Active Service Audit Report. *Team CGI captures essential VM information.*

This shows VM basic configuration of:

- NICS
- vCPU
- MEM
- Storage
- Number of Disk
- VM name (VM names were removed as they were client specific)
- Usage Numbers

Appendix C - Usage & Cost Monitor Reports (C.5.2.1.4)

(b) (4)



(b) (4)

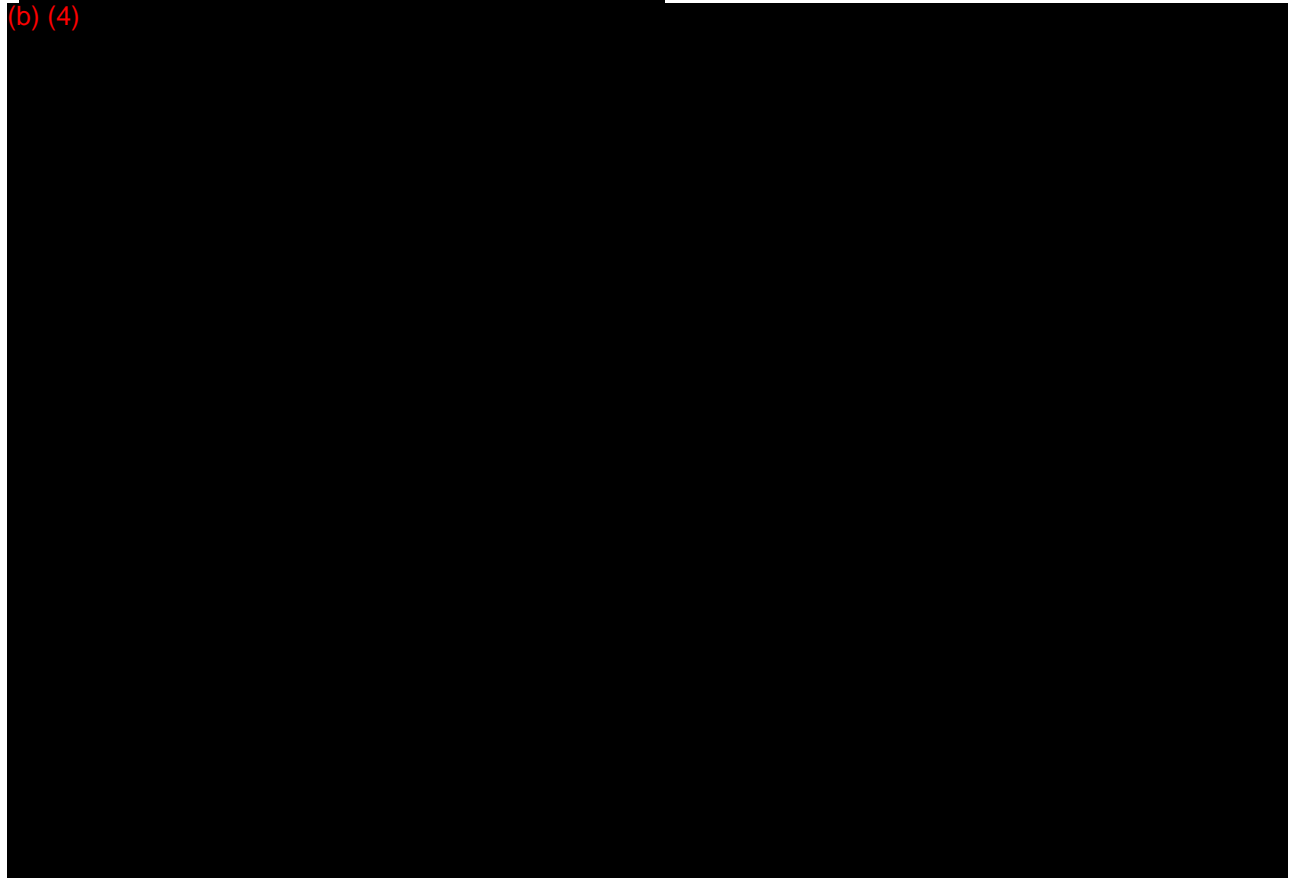


Figure C-1. Sample Usage and Cost Monitoring Report (1). (b) (4)



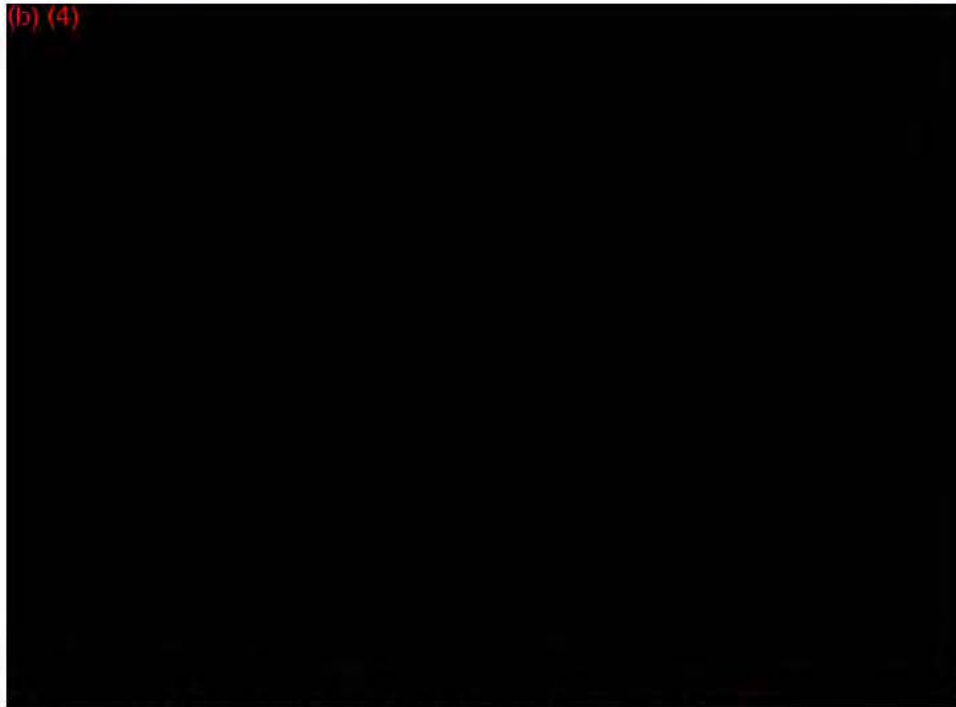


Figure C-2. Sample Usage and Cost Monitoring Report (2). (b) (4)

As part of our certified Cloud offering under the General Services Administration's (GSA) Infrastructure as a Service BPA, CGI provides the capability to generate automated alerts and triggers that sends an automated message email to the Federal client when they have reached 85% of their funding level. **Figure C-3** is an illustration of the funding level expended email.



Figure C-3. Sample 85% Funding Level Expended Email. *CGI provides an automated email alert to DOI when 85% of the funding on a task order is exceeded.*

Appendix D - Incident Management Report (C.5.2.1.5)

The CGI Client Partnership Management Framework (CPMF) is CGI's ISO 9001-certified methodology which brings together industry standards, frameworks, and best practices such as the Information Technology Infrastructure Library (ITIL), National Institute of Standards and Technology (NIST) 800 Special Publications, Project Management Institute Project Management Body of Knowledge (PMBOK), and Software Engineering Institute – Capability Maturity Model Integration (SEI-CMMI), combined with CGI's experience, into a single framework of tools and processes for the effective and efficient management of projects and service delivery.

The CPMF and our ITIL v3-based framework for Problem Management and Event Management underpin our delivery of Incident Management Reporting for clients such as DOI. An event or problem begins when an incident is logged. Incidents are the unplanned interruptions and/or reduction in the quality of our Cloud service. The Incident Management process aids in the restoration of normal service (as quickly as possible) and minimizes the adverse impact to DOI mission and operations, should service encounter an interruption.

Our Incident Management Reports in this section reflect our delivery of these outputs from our tools that provide transparent monitoring and reporting.

Figure D-1 shows our current Federal Cloud Information Portal home dashboard where a DOI Foundation Cloud Hosting Services (FCHS) user/administrator can obtain the various Incident Management Reports required in Section C.5.2.1.5 of the DOI FCHS Request for Proposal.

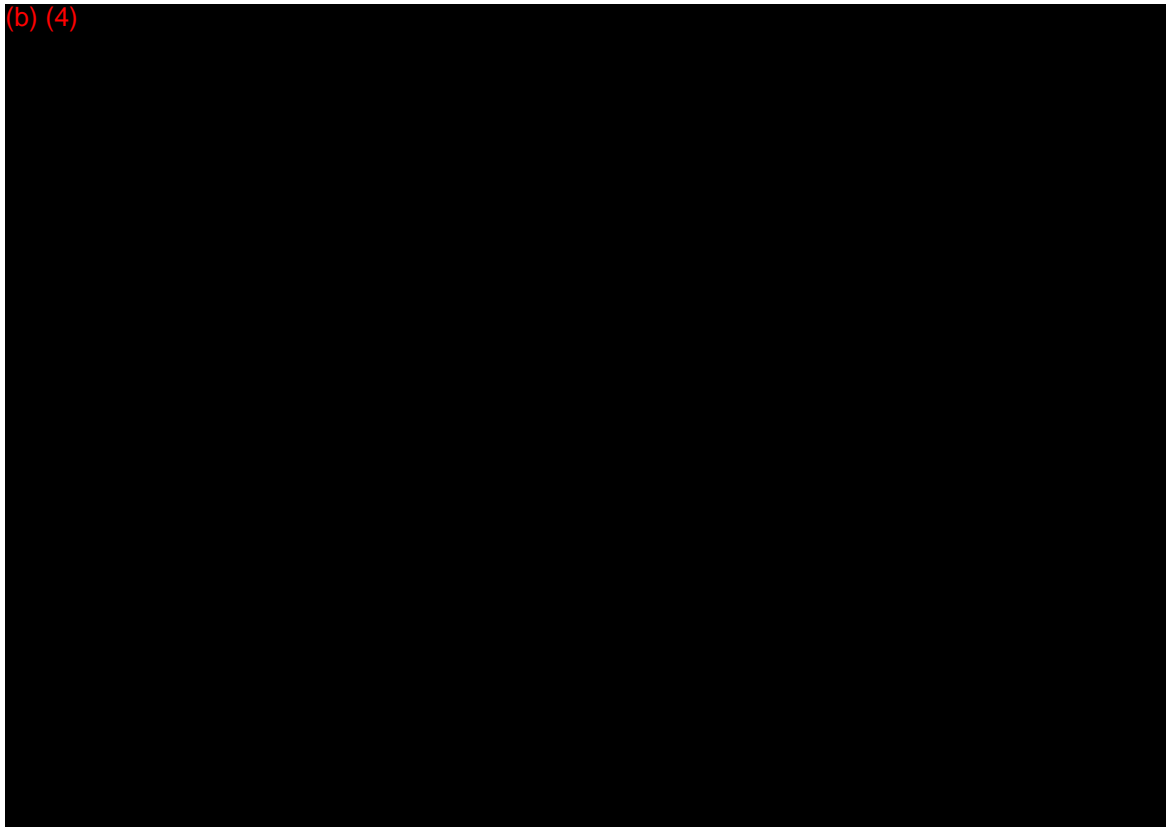


Figure D-1. CGI Federal Cloud Information Portal Dashboard Screen. *Team CGI provides access to the various Incident Management Reports via the CGI Federal Cloud Portal Dashboard.*

Our current CGI Federal Cloud Portal has the ability to deliver online reporting against Key Performance Indicators (KPIs) to provide continuous monitoring and support control. **Figure D-2** exemplifies our online reporting tool, which reports on metrics such as: Service Requests Opened, Service Requests Closed, Incidents Opened, Incidents Closed, Average Mean Time to Respond/Acknowledge (MTA), and Average Mean Time to Resolve/Fix (MTF).

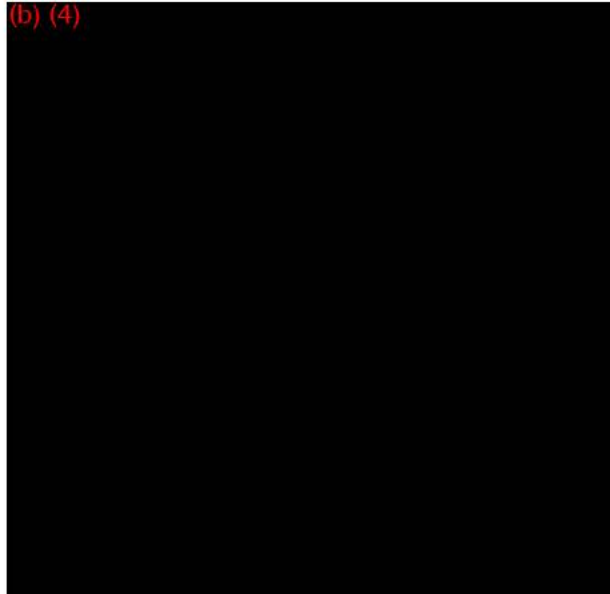


Figure D-2. CGI Federal Cloud Incident Management Screen. *Team CGI provides the online reporting today of incident management reports as per C.5.2.1.5 of the DOI FCHS RFP.*

These reports are currently generated to reflect an agreed upon given time period for monthly reporting. Team CGI does not parse the information in our records database, Remedy, by hour, day, or week. This information can be extracted through the development of new queries. Team CGI is prepared to work with DOI to develop new queries, as required by future task orders.

Figure D-3 is a screen sample of the incident and service requests queue, which includes information captured as part of the Incident Management and Service Request Management processes within our instance of Remedy Information Technology Service Management (ITSM). This information can be extracted through the development of new queries specific for DOI and either developed in Crystal Reports or within Remedy itself. Team CGI is prepared to work with DOI to develop new queries, as required by future task orders.

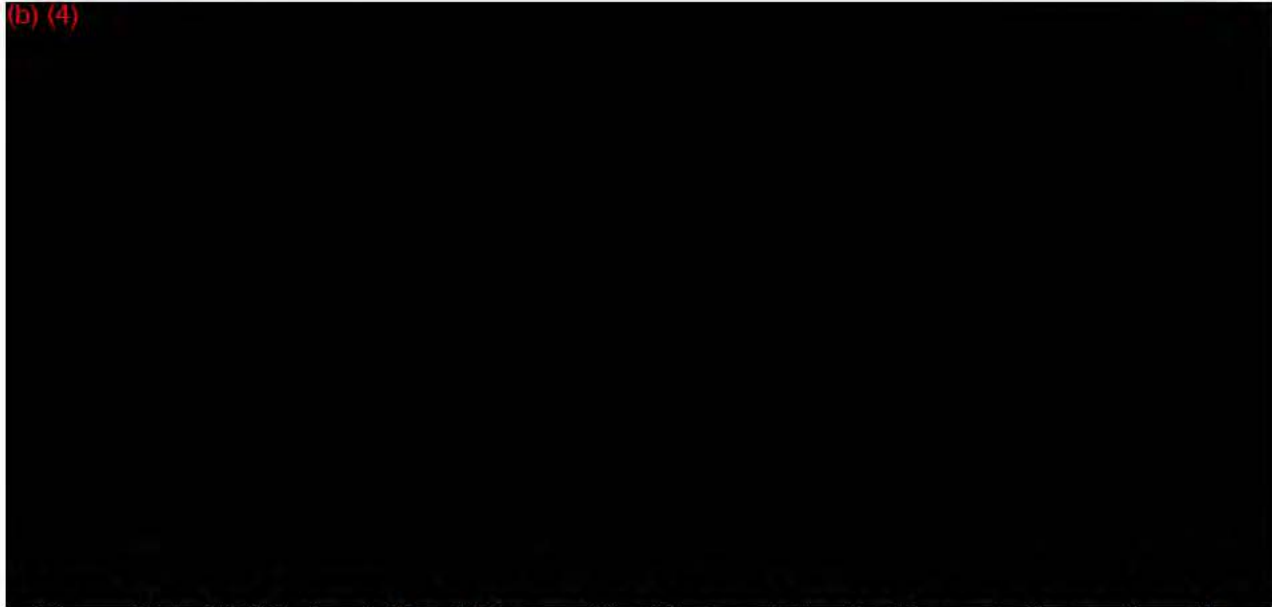


Figure D-3. CGI Federal Cloud Queue of Incident and Service Requests Screen Sample.
Team CGI provides online queue view of open incidents and service request.

The CGI Federal Cloud Outage Report is depicted in **Figure D-4**. The CGI Federal Cloud IT Service Management Team coordinates planned outages within designated timeframes. The team tracks planned outages and monitors them for success against the planned actions and the timeframes for which the outages are approved. Time outside those approved outages is tracked as extended and tracked as unplanned outages. Unplanned outages are also tracked and logged to provide a total of outages for service availability purposes.

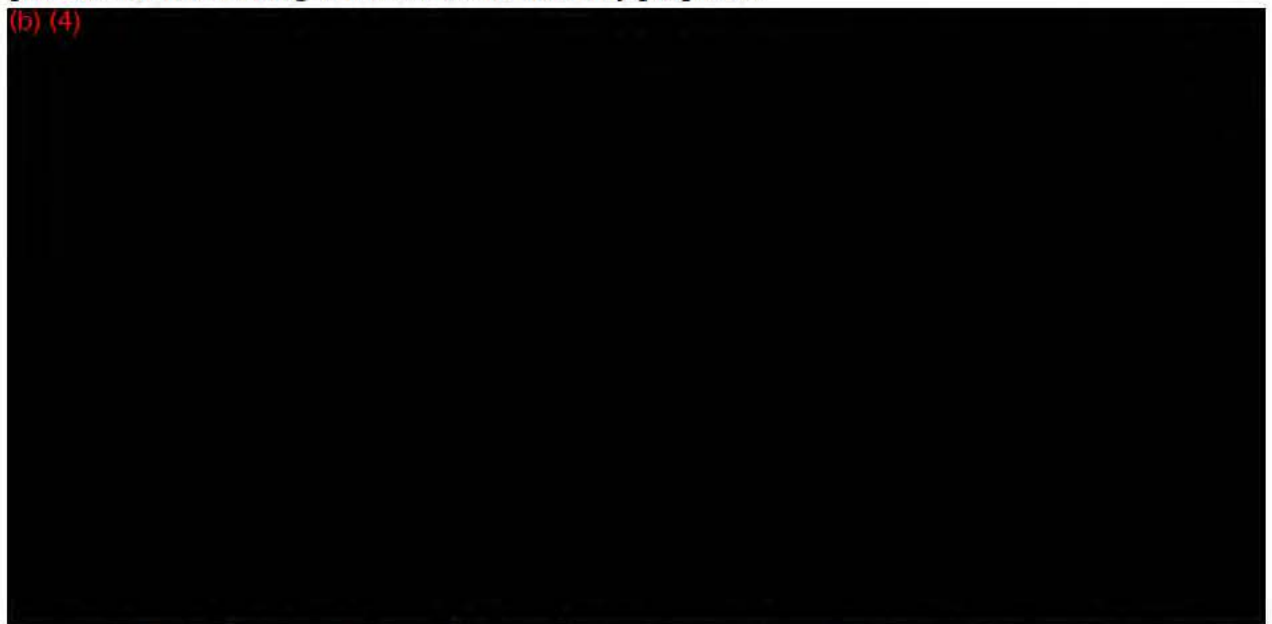



Figure D-4. CGI Federal Cloud Outage Report Screen Sample. *Team CGI provides an online view of outages report.*



(b) (4)



Team CGI has developed sample outputs of data currently collected using our Automatic Call Distribution System (ACD). The figures identified as **Figures D-5** and **D-6**, below, are sample manual outputs of data collected with our ACD. These figures demonstrate call distribution across time so that Team CGI can identify the busy call periods which require the most of amount of support available.

(b) (4)

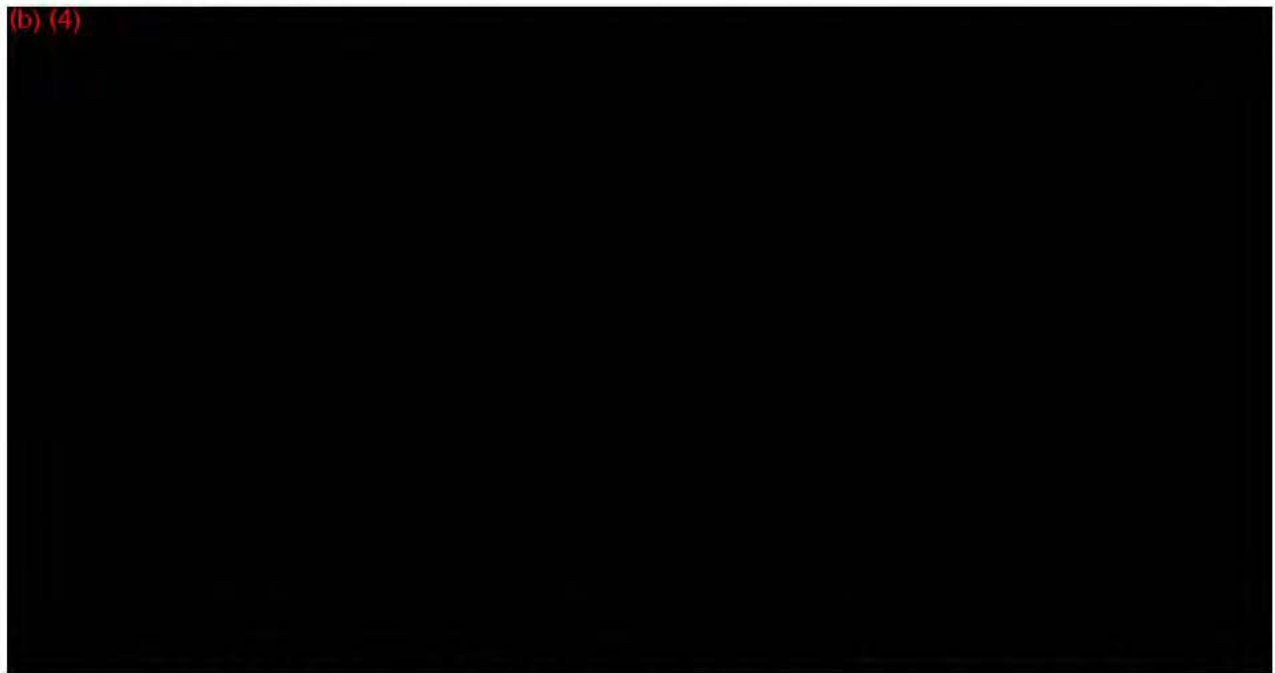
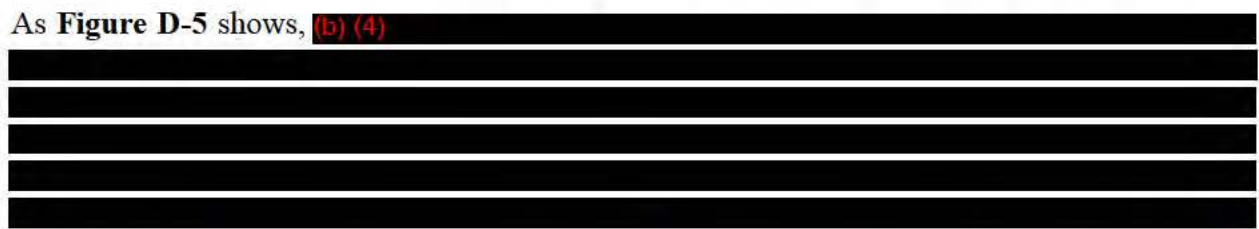
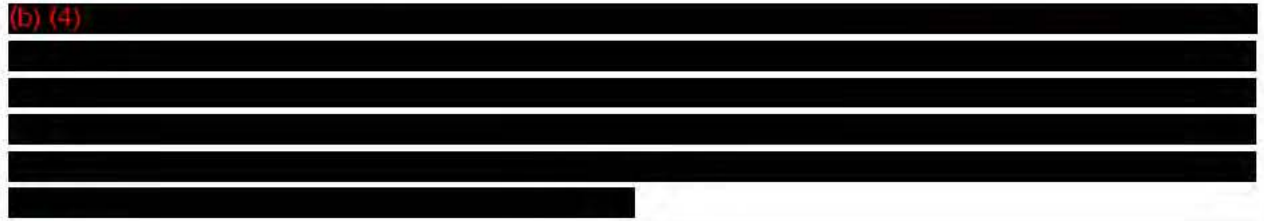


Figure D-5. ACD Call Report Screen Sample 1. *CGI provides online view of calls into the ACD.*

As **Figure D-5** shows, (b) (4)



(b) (4)



(b) (4)

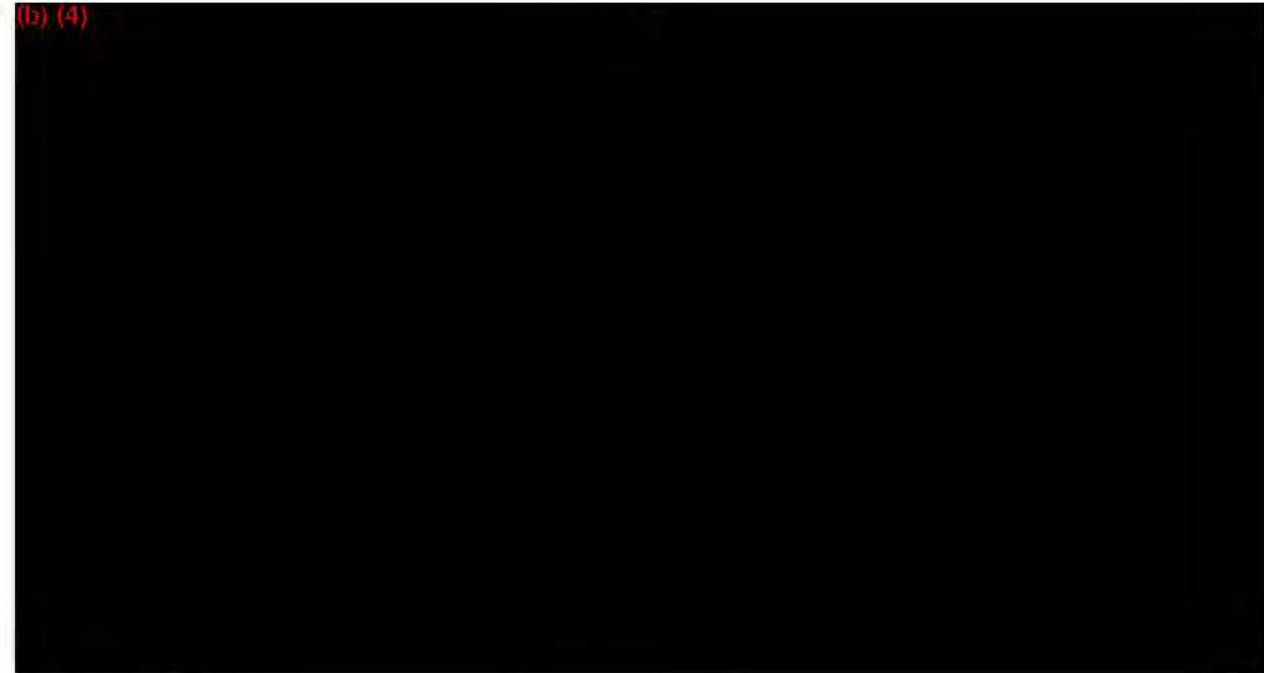


Figure D-6. (b) (4)



Figure D-6 is a continuation (b) (4)

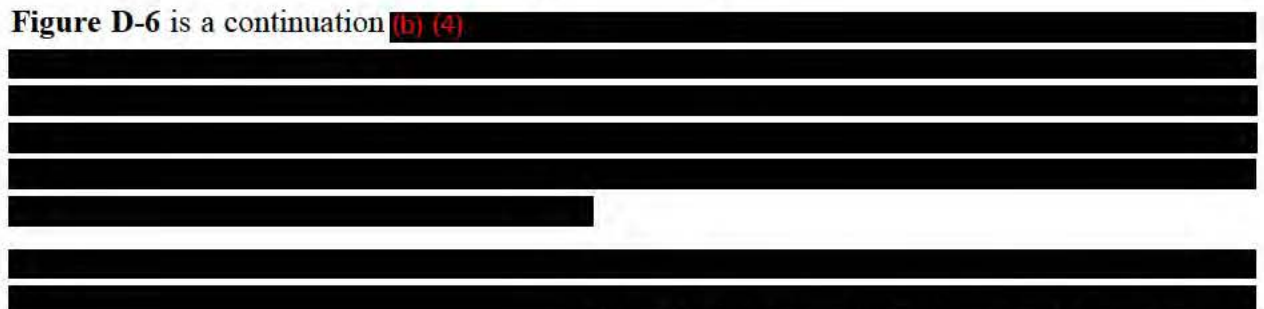


Figure D-7 is a sample of the generated email.

(b) (4)



Figure D-7. Automated Integrated Incident Email Alert. *Team CGI provides an automated integrated email alert capability for incident management notification.*

Appendix E – Impact Plan

CGI is a large international Information Technology services and outsourcing business that has grown exponentially over the decades through a combination of successful organic growth and strategic mergers and acquisitions. More specifically, as a wholly-owned subsidiary, CGI Federal Inc. exists as a result of two such transformative merger/acquisitions over the course of the last 8 years. In addition to our framework of corporate governance policies and procedures, CGI Federal Inc. has a myriad of specific policies and processes in place that govern our operations which are focused almost exclusively on supporting U.S. Federal or quasi-federal government client contracts and subcontracts; such policies, procedures and practices impact every internal system and process used, from accounting and time-keeping to human resources, recruiting, and security. Working under such conditions, we have been entirely successful throughout these organizational changes with little negative impact to our contract execution and our ability to meet client expectations. To demonstrate this fact, we have had tremendous growth in new and repeat government client contract awards during the past 8 years, including government Fiscal Year 2012; while simultaneously absorbing those changes necessitated by our mergers and acquisitions over that same period, all with no terminations for cause and with the various added benefits that our new acquisition partners brought to our existing operational excellence. Therefore, should we encounter more such events going forward, we have every expectation they will not have a negative impact to the business interactions between CGI Federal and the DOI based on the success of our past experiences.

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Appendix F – Quality Assurance Plan (QAP)

The purpose of a quality assurance program is to identify and align a program’s approach and effort with business objectives, as well as establish the criteria used to measure against that alignment. Team CGI’s Quality Assurance Plan (QAP) strives to align with DOI’s goals for providing cloud services under the Foundation Cloud Hosting Services (FCHS) Program, including:

- Improved availability, performance, and flexibility of data center services
- Infrastructure and application resource scalability
- Compliance with evolving security mandates and protection from increasingly mature cybersecurity threats
- Reduced total cost of ownership for IT services.

This document serves as the baseline QAP for efforts conducted under the FCHS Program and will be tailored, as appropriate, for task order efforts under the program. We document the service levels applicable to performance of services for each task order and the Service Portfolio Band (as applicable), against which services are to be measured.

F.1 Overview

The QAP codifies the means by which Team CGI will provide quality control and quality assurance activities across the task order scope of work. As DOI transitions to a managed service/cloud offering, Service Level Agreements (SLAs) enable DOI to track outcomes freeing staff from the day-to-day infrastructure management. The QAP will further document the roles/responsibilities of key players within the quality process; Team CGI’s support for DOI quality surveillance activities; and the key performance indicators and/or acceptable quality levels for each dimension of service most relevant to task order success.

Depending upon the nature of each task order, certain SLAs may or may not apply. We take into consideration the Service Portfolio Band (*Band A* or *Band B*) that the purchasing entity contracts with Team CGI to perform services under the given task order. Service Portfolio Bands are tailored to the type of services to be provided, defined by the government through task order solicitations. Where Service Portfolio Bands are not clearly defined by the solicitations, or where the solicitation indicates that offerors should propose one or more bands, Team CGI will propose clearly measureable bands, aligned with appropriate pricing based on existing Contract Line Items (CLINs) to support the FCHS Program procurement process.

Across each task order, we focus on employing systematic methods to monitor and evaluate the services required to achieve high level expectations of performance and success, corresponding to the following dimensions:

- **Timeliness** – adherence to project schedules and service level objectives
- **Accuracy and Usability** – alignment of deliverables and services with requirements
- **Security** – adherence to DOI’s security standards, policies, and requirements
- **Customer Satisfaction** – alignment of our service delivery with customer objectives and expectations
- **Efficiency** – effective use of resources in delivery of services

The QAP supports the delivery of high-quality products and services by providing DOI, its Bureaus, and Team CGI staff (at all resources levels) insight into, and feedback on, processes and associated work products throughout the life of the Program. The practices in the QAP are to validate that processes are planned, implemented, and monitored, and that specified requirements are satisfied at the highest levels of quality. This plan identifies program-specific and CGI Federal Program Management Office (PMO)/Quality Group policies and procedures. Task order-specific measures and unique processes are captured at the task order level.

F.2 Team CGI Quality Framework

Team CGI's Quality Management Framework assists with the identification of potential delivery problems, or improvement opportunities, as early as possible. Our Quality Management System is composed of policies, processes, and procedures we use to maintain the integrity and dependability of task results, providing a unified framework for quality regardless of the task type. The QAP identifies the organization and/or personnel responsible for quality control and the specific procedures used to deliver quality products and services. **Figure F.2-1** describes the core objectives of our Quality Management Framework, as tailored for the FCHS Program.

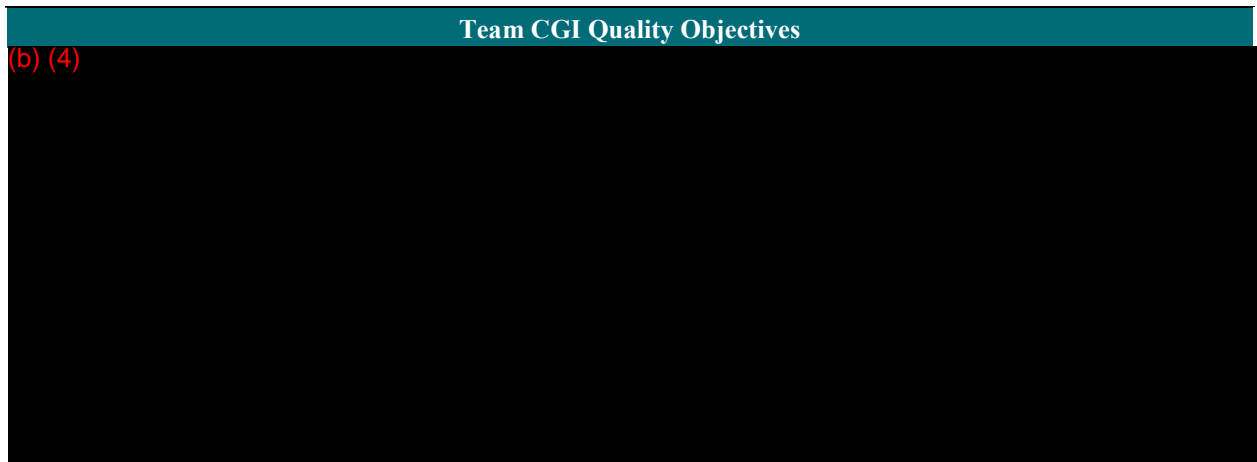
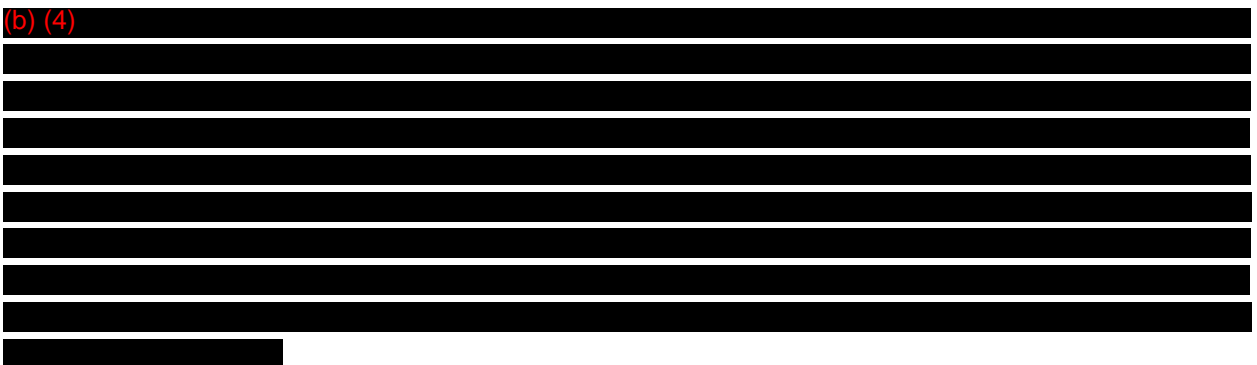


Figure F.2-1. Team CGI Quality Objectives. *Our quality objectives provide the foundation for consistent and robust quality throughout all Team CGI products and services.*



F.3 Quality Control and Assurance-Enabling Processes and Tools

Based upon ISO 9001:2000, ITIL, and COBIT standards and best practices, CGI's Quality Management Framework provides key operational quality controls and supporting systems, processes, templates, tools, and approaches to execute the QAP. The effective management and

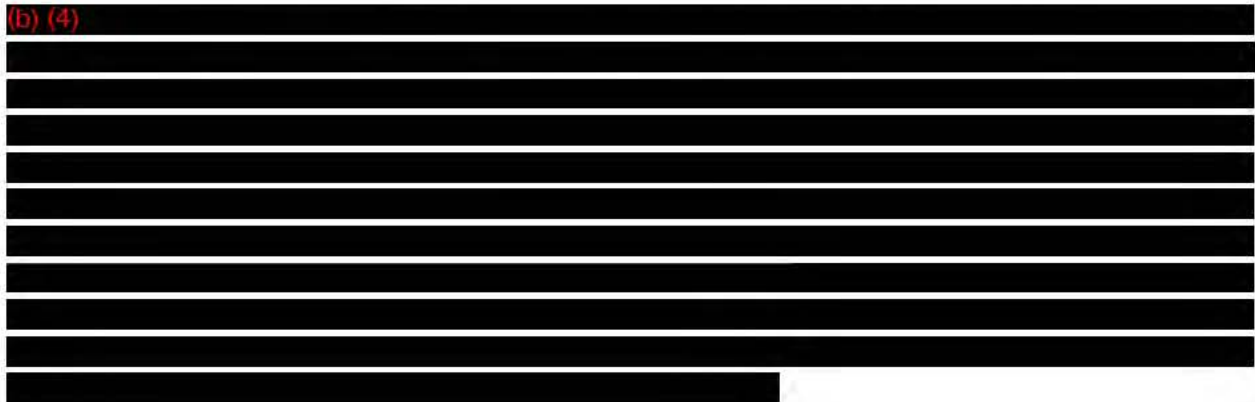
administration of tasks and activities under each FCHS Program task order is made possible by adherence to established and agreed-upon processes for task order management.

Figure F.3-1 describes a number of the processes and tools our team will use for effective transition and task order management.

Processes and Tools Supporting Task Order Management and Reporting QA Activities	
Process/Tool	Description
(b) (4)	[Redacted content]



Figure F.3-1. Team CGI's QA Processes/Tools. *Established processes and tools support assessment, reporting, and continuous improvement of cloud services.*



F.4 Quality Management Roles and Responsibilities

Quality delivery is the responsibility of each team member assigned to support DOI under each task order. While each program and task order team member plays an important role in the delivery of quality services and products, Team CGI's DOI FCHS Program Manager, individual Task Order Managers, and QA Manager play important leadership roles in instilling the culture of quality focus within our delivery organization. Under their leadership, Team CGI establishes

the processes and procedures to monitor, measure, and report on the quality of performance across relevant dimensions. Roles/responsibilities are described in **Figure F.4-1**.

Roles and Responsibilities – Team CGI	
DOI FCHS Program Quality Role	QA/QC Responsibilities
Program Manager	(b) (4)
Task Order Managers	
QA Manager	
Task Order Delivery Team Members (including Subcontractors)	
CGI Federal Program Management Office (PMO) Director, PMO Quality Manager, and Engagement Assessment Services (EAS) Lead	

Figure F.4-1. Quality Control and Quality Assurance Roles and Responsibilities. *Quality is a responsibility of all members of our FCHS Program team.*

F.5 Service Level Agreements

Service level requirements define the performance and operating parameters required for each foundation cloud hosting service. As a standard practice within our overall service offerings, Team CGI provides hosting services under performance-based contracts that include both Service Level Objectives and Service Level Agreements (SLAs). (b) (4)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From our extensive experience establishing and managing SLAs on numerous current federal and commercial projects, we focus on the following principles to achieve highly effective results:

- **Measure what is important to the mission** – By measuring items that have clear, direct relationship to mission performance, we stay focused on what matters and permit the flexibility essential for continual service improvement.
- **Measure outputs, not inputs** – For example, measuring the responsiveness of helpdesk services staff and how quickly they complete requests; not the level of effort expended.
- **Develop measures jointly** – We work with the government to define and implement measurement approaches to provide transparency and accountability for results.
- **Use measurement methods that are simple to understand and easy to implement** – Provide simple, straightforward measurement methods that are quick to implement, easy to evolve, facilitate continuous monitoring to pro-actively address service level threats, and easier for the government to independently verify.
- **Update SLOs and SLAs regularly** – Currency of SLOs and SLAs must be maintained as the mission and technology evolve, and as part of continual service improvement.

For each task order under the IDIQ, DOI may provide service level requirements. Where DOI does not establish the service level requirements as part of the solicitation, Team CGI proposes appropriate SLOs and/or SLAs based upon the business priorities and requirements described within each task order and appropriate to the specific service line(s) employed to meet task order objectives. Post-award, we further refine measurement processes with the government and negotiate any changes to proposed measures.

SLAs are not applicable for solutions such as virtual machines where Team CGI does not manage the operating system (OS) and/or software patching, services provisioned for less than one month, and development and test environments where developers have administrative rights. The following general exclusions also apply to performance measurements:

- **Outside of Team CGI Scope of Control** - Contractor will be held responsible for meeting these performance levels with respect to items and processes that the contractor controls, but not with respect for items and processes that are not under the direct control of Team CGI.
- **Force Majeure** - Performance measures will be suspended during a Force Majeure event, unless the measure is related to a service that is engineered for such an event.
- **Regulatory Restrictions** – Performance standards will not be considered „missed“ in the event that the contractor cannot take corrective action without violating government instructions or procedures.

F.5.1 (b) (4)

(b) (4)



F.5.2 Method of Calculating Metrics

DOI has established a number of service level requirements applicable to the portfolio of services to be procured under the FCHS IDIQ. Within the applicable attachments, Team CGI indicates the service bands we propose for each measurement, in addition to the minimum acceptable performance level. The measures to be employed on each task order are determined by the task order objectives and applicable service lines used to provide the required services. In **Figure F.5.2-1**, we describe the method of calculating these metrics including the tools

employed. We further detail Team CGI's proposed baseline method for calculating financial incentives or disincentives.

Uptime and Availability Service Bands				
Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services				
Performance Standard	The service is operational at all times to perform functions as designed. Acceptable performance level is based on delivering the minimum service level of the core cloud infrastructure, excluding service management components of the cloud service (e.g., ancillary components such as the CGI Federal Cloud Portal and reporting functionality).			
Acceptable Performance Level	Service Band	Minimum (>=)	Maximum (<=)	Maximum Planned Downtime
	Band 1	(b) (4)		
	Band 2			
	Band 3			
	Band 4			
	Minimum Acceptable Performance:	95%		<36 hours/month
Method of Calculation	(b) (4)			
Measurement Tool	Defined by service and task order (e.g., ITSM monitoring of OS sample, CGI-provided service) Remedy tickets are automatically generated by our monitoring system for an outage.			
Computation of Actual Performance Level	Actual hours of system availability during month across all servers/storage excluding network and/or internet connectivity used in the service divided by (Total hours during month – Planned maintenance)			
	(b) (4)			

Recovery Time Objective		
Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services		
Performance Standard	Following any outage attributable to failure of the infrastructure support, systems will be made operational within a specified maximum time. This performance standard is only incorporated into a task order if failover/disaster recovery services are incorporated as part of the service line for the given task order.	
Acceptable Performance Level	Service Band	From To
	Band 1	(b) (4)
	Band 2	
	Band 3	
	Band 4	
	Band 5	
	Minimum Acceptable Performance:	
Method of Calculation	(b) (4)	
Measurement Tool	ITSM, Manual calculation.	
Computation of Actual Performance Level	Time at which disaster is declared (as entered in ITSM) subtracted from the time at which service is turned over to DOI for validation testing.	
	(b) (4)	

	(b) (4)
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Recovery Point Objective

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard Maximum tolerable period in which data might be lost from an IT service due to a major incident. Therefore, SLA is based on the "To" target.
For this SLA, DOI must elect the DR option for virtual machines, and the application must be able to support replication. Measurement is based on annual DR test.

Acceptable Performance Level	Service Band	From	To
	Band 1	(b) (4)	
	Band 2		
	Band 3		
	Band 4		
	Band 5		
Minimum Acceptable Performance:			

Method of Calculation (b) (4)

Measurement Tool Storage/Backup Management (e.g., Tivoli Storage Manager) (Bands 4-5)
Data Domain or similar data replication service (Bands 1* - 3)
* Support for Band 1 requires application clustering.

Computation of Actual Performance Level (b) (4)

(b) (4)

Mean Time to Restore

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard Average time required to initiate a tape restore request across each request in a measurement period.
This performance standard is only incorporated into a task order if Team CGI-managed backup services are incorporated as part of the service line for the given task order.

Acceptable Performance Level	Service Band	Mean-Time to Restore	
	Band 1	(b) (4)	

	Band 2	(b) (4)
	Band 3	
	Band 4	
	Maximum MTR	
Method of Calculation	(b) (4)	
Measurement Tool	Service Request Manager (SRM)	
Computation of Actual Performance Level	The time at which request is entered in SRM subtracted from the time that the restore has been initiated (i.e., the technician has acknowledged and updated the ticket).	
(b) (4)		

Compute Host Provisioning Service Bands

Service Offering(s): Virtual Machine Services, Database Hosting Services, Web Hosting Services, Development & Test Environment Hosting Services

Performance Standard	Measures time to provisioning each compute host request, in minutes, to support emergency requirements submitted by a manual request. Emergency is defined as "Critical Cloud Infrastructure Situation."		
Acceptable Performance Level	Service Band	From	To
	Band 1	(b) (4)	
	Band 2		
	Band 3		
	Band 4		
Minimum Acceptable Performance:			
Method of Calculation	(b) (4)		
Measurement Tool	Information Portal		
Computation of Actual Performance Level	Time that user submitted the request subtracted from the time the service is provisioned. Service time start begins after a request has been approved and a task (Remedy ITSM Ticket) has been issued.		

(b) (4)			
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Storage Provisioning Service Bands

Service Offering(s): Storage Services

Performance Standard	Measures time to complete storage provisioning request, in minutes, to support emergency requirements. Emergency is defined as "Critical Cloud Infrastructure Situation."		
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Acceptable Performance Level	Emergency								
	Service Band	Minimum (\geq) Maximum ($<$)							
	Band 1	(b) (4)							
	Band 2								
	Band 3								
	Band 4								
	Minimum Acceptable Performance:								
Method of Calculation	(b) (4)								
Measurement Tool	Storage provisioning for all classes is handled through the self-service portal. Each transaction is logged and tracked. Provisioning of storage over 2 TB is excluded from this SLA.								
Computation of Actual Performance Level	Time that user submitted the request subtracted from the time the service is provisioned. Service time start begins after a request has been approved and a task (Remedy ITSM Ticket) has been issued.								
(b) (4)									
Customer Service Mean Time to Acknowledge (MTA)									
Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services									
Performance Standard	Measures the elapsed time between receipt of ticket and acknowledgement of ticket. SLA objective is based on the maximum target per severity/priority level.								
Acceptable Performance Level	Severity/Priority								
		1		2		3		4	
	Service Band	Minimum (\geq)	Maximum ($<$)	Minimum (\geq)	Maximum ($<$)	Minimum (\geq)	Maximum ($<$)	Minimum (\geq)	Maximum ($<$)
	Band 1	(b) (4)							
	Band 2								
	Band 3								
Band 4									
DOI Minimum Performance Level		24 hours		48 hours		72 hours		96 hours	
Method of Calculation	Time from when the ticket is entered until the time the ticket has been acknowledged by the technician.								
Measurement Tool	Remedy ITSM								
Computation of Actual Performance Level	Time at which the ticket is entered in ITSM subtracted from the time stamp of when the ticket has been acknowledged by a technician.								
(b) (4)									

(b) (4)

Customer Service Mean Time to Fix (MTF)

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard Measures the elapsed time between receipt of ticket and resolution of ticket. Ability to meet MTF is based upon availability of system, not individual component, and the capability to fail over to a secondary data center. Service management components not critical to customer system availability are excluded from this measure (e.g., ancillary components such as the CGI Federal Cloud Portal and reporting functionality).

Acceptable Quality Level

Service Band	Severity/Priority							
	1		2		3		4	
	Minimu m (>=)	Maximu m (<)	Minimu m (>=)	Maximu m (<)	Minimu m (>=)	Maximu m (<)	Minimu m (>=)	Maximu m (<)
Band 1	(b) (4)							
Band 2								
Band 3								
Band 4								
DOI Minimum Performance Level		24 hours		48 hours		72 hours		96 hours

Methods of Calculation (b) (4)

Measurement Tool Remedy ITSM

Computation of Actual Performance Level Time at which the ticket is entered in ITSM subtracted from the time stamp of when the ticket is put into resolved.

(b) (4)

Scheduled Downtime

Service Offering(s): Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services

Performance Standard Scheduled Downtime (Scheduled Maintenance Downtime) is the time reserved to take system components off-line to perform work such as patches, upgrades, replacement, or potentially disruptive configuration changes. Team CGI reserves an eight-hour window starting midnight Saturday twice a month to conduct this maintenance, if needed. This SLA applies to the potential impact to DOI systems based on the availability band and the given application's ability to fail over. For instance, in Band 1, the infrastructure is fully redundant; SLA impact excludes application failover time. In Band 5, the application is less mission critical and does not require availability and redundancy. In this case, the application could be expected to be unavailable for up to eight hours. Mutually agreed upon maintenance windows and scheduled downtime occur at specific times defined by individual task orders and service bands.

Acceptable Performance Level	Maximum Scheduled Downtime Per week	
	Minimum (>=)	Maximum (<)
Service Band	(b) (4)	
Band 1 (High Availability)		
Band 2		
Band 3		
Band 4		
Band 5		
DOI Maximum Allowed		8 hr

Method of Calculation	(b) (4)
Measurement Tool	Service Availability monitoring tool (currently ProactiveNet; CGI is transitioning to ScienceLogic EM7)
Computation of Actual Performance Level	Monitoring system will automatically generate critical incidents where an outage occurs outside the defined maintenance windows. Downtime non-compliance time is based on when the critical incident ticket was created and the time stamp when the ticket was closed.
(b) (4)	

Figure F.5.2-1. Performance Standard, Acceptable Performance Level, Method of Calculation and Measurement Tool. Team CGI proposes specific SLAs to reduce risk to DOI.

F.5.3 Achieving Minimum Required Service Level Objectives

DOI has set forth in Section C.7, a variety of service level requirements applicable to the portfolio of support areas envisioned under the FCHS program. The scope of work for each task order awarded under the program dictates the specific acceptable quality levels or key performance indicators associated with each service level requirement. In **Figure F.5.3-1**, we describe the value that Team CGI can provide in support of these high-level service objectives and our experience architecting solutions that address these same service level objectives.

Service Level Objective	Team CGI Approach/Value Proposition
C.7.1 Optimize End-to-End Performance	
C.7.1.1 Manage Latency between Hosted Applications and End Users	<ul style="list-style-type: none"> As appropriate to address latency concerns between applications and the end users, we indicate Content Delivery Network (CDN) solutions within our overall solution architecture for the task order. (b) (4)
C.7.1.2 Adapt to Demand Fluctuations to Meet and Maintain Service Levels	<ul style="list-style-type: none"> Mature capacity management processes supported by automated access to capacity metrics through the CGI Federal Cloud Portal enable us to monitor and manage capacity. Working with application owners, we gain further understanding of seasonal capacity demand fluctuations (e.g., annual close for financial management applications) and plan for those within the solution. Team CGI has shown our ability to meet high demand quickly by scaling the cloud environment to support exponential growth in demand. For example, Archives.gov received 65 million hits on the first day, with NO degradation of performance, remaining available 100% of the time.
C.7.1.3 Streamline and/or Automate Resource Scaling	<ul style="list-style-type: none"> (b) (4)

Service Level Objective	Team CGI Approach/Value Proposition
	<p>(b) (4)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
C.7.2 Meet Software and Licensing Support Service Level Requirements	
C.7.2.1 – C.7.2.3	<ul style="list-style-type: none"> Team CGI supports software and licensing support requirements detailed at the task order level. These may include compliance with O/S patching, timeframes for installation, etc.
C.7.3 Meet Uptime and Availability Requirements	
<ul style="list-style-type: none"> For each task order, we architect the solution to meet the uptime and availability service band required. We are guided by the program-level bands for Scheduled Downtime and Uptime/Availability as referenced in the applicable Program-level tables. Where appropriate, we provide uptime and availability measurement for each environment to be measured (e.g., production environment, test environment, development environment) depending upon the service need. We provide automated access to uptime and availability metrics via the CGI Federal Cloud Portal, which provide visibility to appropriate system logs 	
C.7.4 Meet Disaster Recovery Services Service Levels	
C.7.4.1 Meet Recovery Time Objectives (RTO)	<ul style="list-style-type: none"> For each task order, we architect the solution’s Disaster Recovery capability to meet the Recovery Time Objective based upon the applicable service band. Where Team CGI believes the architecture can support a higher band without impact to price, we propose the higher RTO band. Team CGI works with the government to understand budgetary constraints and may propose additional service bands within task order pricing models for the government’s consideration on a task order by task order basis.
C.7.4.2 Meet Recovery Point Objectives (RPO)	<ul style="list-style-type: none"> Team CGI architects solutions to accomplish RPO objectives through appropriate data replication capabilities, including solutions such as Active Data Guard. Team CGI works with the government to understand budgetary constraints and may propose additional service bands within task order pricing models for the government’s consideration on a task order by task order basis.
C.7.5 Meet Backup Service Levels	
C.7.5.1 Comply with Backup Frequency Requirements)	<ul style="list-style-type: none"> For each task order, Team CGI architects the solution’s backup and archiving support based on an authorized technical user-defined schedule that supports the MTR required. Based on task order requirements, the authorized user will be able to select a different MTR and retention period for each backup. We audit backup processes and review backups for completeness to verify compliance with requirements that are typically scheduled for daily, weekly, monthly, and yearly backups.
C.7.5.2 Meet Mean Time to Restore Requirements	<ul style="list-style-type: none"> Team CGI calculates the mean time to restore for each restore instance. We test the mean time to restore periodically to verify ability to meet service level requirements, based on task order requirements.
C.7.5.3 Comply with Data Retention Policies	<ul style="list-style-type: none"> Team CGI audits our compliance with data retention policies periodically to verify that we continue to meet service level objectives for backup retention and data retention as established per task order.
C.7.6 Document and Meet Provisioning Service Level Requirements	
<ul style="list-style-type: none"> Team CGI’s existing capabilities support significant speed of provisioning/de-provisioning for credentialed users, with a standard of 90 minutes from request to provision. Where additional brokered services are provided under a given task order, CGI as prime contractor verifies through testing activities that the CSP’s solution will meet provisioning service bands. Service bands for certain solutions, such as SaaS solutions, may be different than the provisioning time requirements for infrastructure-only elements under an IaaS model. 	
C.7.7 Meet SAP Hosting Performance Requirements	

Service Level Objective	Team CGI Approach/Value Proposition
<ul style="list-style-type: none"> Not applicable as Team CGI is not proposing on the SAP Hosting Service Line. 	
C.7.8 Meet Middleware Management Service Levels	
<ul style="list-style-type: none"> Team CGI provides tiers of middleware management support, governed by ITIL best practices. For those middleware components for which Team CGI provides licensing and support, we enable DOI to test patches at least one week prior to production. Based upon our ITIL best practices, we document and test patches and versions prior to implementation and plan for fall back, if necessary. Team CGI applies appropriate patching schedules, driven by business need. (b) (4) Team CGI architects solutions to meet additional task order service requirements for middleware management on a task order by task order basis. 	
C.7.9 Meet Secure File Transfer Service Levels	
<ul style="list-style-type: none"> Team CGI's Secure File Transfer Service meets DOI requirements for solution access, compliance, compatibility, file transfer, file recipient, and support/administrative features. Team CGI is prepared to meet performance requirements surrounding secure file transfer services to include functionality, user support, service security, and other areas as deemed appropriate by task order. 	
C.7.10 Meet Virtual Desktop and Application Service Levels	
<ul style="list-style-type: none"> Team CGI virtual desktop and application services are architected to support the scalability, security, remote access, and reliability/failover requirements of each individual task order. 	
C.7.11 Meet Customer and Program Support Service Levels	
<ul style="list-style-type: none"> We architected a program-level support model that pre-defines service levels for availability, time to respond, time to resolve, planned downtime, aligned with DOI's severity and priority definitions. 	
C.7.11.1 Meet Service Center Availability Service Levels	<ul style="list-style-type: none"> (b) (4) enable Team CGI to effectively meet each of the availability tiers/options defined in C.7.11.1.1 – C.7.11.1.6, including emergency support.
C.7.11.2 Meet Service Level Time to Respond to Requests Service Levels	<ul style="list-style-type: none"> Team CGI's SOPs for each task order include the appropriate tiers of service by severity and priority with thresholds for meeting acceptable quality levels (b) (4)
C.7.11.3 Meet Mean Time to Resolve Service Levels	<ul style="list-style-type: none"> Team CGI's SOPs for each task order include the appropriate tiers of service by severity and priority with thresholds for meeting acceptable quality levels that meet or exceed industry standards. We use automated tools such as Remedy, ITSM, and ITIL processes for measuring time from initial response to resolution or escalation.
C.7.11.4 Minimize Planned Downtime and Maintenance Windows	<ul style="list-style-type: none"> Team CGI's SOPs for each task order include the appropriate tiers of service for scheduled downtime with maximums set by band. We use automated tools such as ScienceLogic or ProactiveNet for measuring scheduled downtime.

Figure F.5.3-1. Meeting Service Levels. *Team CGI's approach to meeting service level objectives, brings value to DOI in the most appropriate manner, as determined by the type of service(s) provided.*

F.6 Quality Control to Prevent Incidents, Defects, and Problems

Quality control is supported by three critical operational support processes: Incident Management, Change Management, and Problem Management. These processes provide the underpinning of our Quality Control program and are defined as follows:

- **Incident Management (IM)** – The set of processes supporting restoration of services when a disruption of service or unplanned change occurs. IM encompasses fault detection; impact assessment; ticketing and assigning severity; break-fix activities; incident notification and escalation; and service testing. The output of a successful IM process is often fed directly into either the Problem Management process (determining why an incident occurred) or the Change Management process (implementing a change to prevent the incident from reoccurring), both described below.
- **Change Management (CM)** – A set of standardized methods and procedures designed to minimize the impact of intentional changes made to a production system or service. A properly implemented and supported CM process improves service delivery, service availability, and customer satisfaction by reducing service interruptions and, in turn, improving daily operations. A CM process is also a prominent sign of organizational and/or program maturation and is usually developed as a program or service transitions from the start-up phase toward a steady-state environment with higher standards of service quality and delivery. A proactive CM process has the following results:
 - Planned service interruptions are minimized in number and scope and are fully disclosed and monitored as they are executed
 - Higher standards for quality of service and availability of service are established and achieved
 - Customer satisfaction increases
 - Consistently high levels of quality across the service delivery infrastructure are achieved
- **Problem Management (PM)** – Root cause analysis. We evaluate each incident to determine its root cause and subsequently identify improvements that remediate the problem. We build improvements into the solution, pass them through QA testing, and then deploy these improvements, resulting in a more reliable, and high-quality product.

Team CGI performs various activities to proactively promote quality outcomes that achieve the quality objectives, mitigating risks and reducing the number of issues that impact services. These activities include:

- **Preventive maintenance** – We keep abreast of vendor recommendations, releases, and patches for the platform software, evaluating them for application within the Cloud. We schedule the deployment based on criticality of the change. Changes are applied to a test environment before deployment to production unless it is a critical security patch. We perform preventive maintenance under control of the change and configuration management process.
- **Real-time performance monitoring** – The CGI Federal Cloud Service uses automated tools to continually monitor the health and performance of environments. Monitors detect conditions that exceed pre-defined thresholds and automatically alert our engineers. Engineers investigate the alerts and take any necessary action to resolve them, often before users are impacted.

- **Security vulnerability scans** – We regularly run vulnerability scans of servers to confirm they are properly secured in accordance with security policies. Vulnerability scan reports are reviewed by Team CGI operations security specialists and any findings are recorded in a Plan of Action and Milestones (POA&M) to initiate remediation activities.
- **Security threat assessment** – Team CGI operations security specialists maintain situational awareness of the threat environment by subscribing to the national incident reporting agencies, such as ISC Storm center, NMAP hackers, US-Cert Portal, NVD.Nist.gov, and CVE.Mitre.org. Our specialists also follow security forums and groups such as SecurityNewsPortal.com, Microsoft TechNet Security Tech Center, Linux Security, Secunia Mailing Lists, eEye Digital Security Research website, Versa newsletters, McAfee Threat Center, Symantec Security Response, Security Focus forums, and mailing lists.

F.7 Quality Assurance Corrective Action Procedures

Team CGI's Quality Assurance corrective action process is designed to discover and resolve issues before they become problems. Throughout this process, we treat our customer as our partner in the reporting, analysis, and resolution of issues. We validate the issue, determine the possible impact, and generate solutions.

Issues may relate to services supporting one customer (task order-level issues) or multiple customers under the FCHS Program (program-level issues). We engage the appropriate resources to address the issue and formulate a corrective action plan. When a solution is approved by the government, Team CGI assigns resources and makes appropriate organizational or process changes to resolve the issue. The appropriate manager (Program Manager or Task Order Manager) implements the resolution and monitors the correction.

We propose creative corrective actions to address quality issues, including, but not limited to:

- Solution changes
- New or modified plans, processes, or procedures
- Changes in staffing, organization, or communications
- Changes to SLAs, including changes to address how we measure successful performance, whether the SLA is appropriate or effective, and whether to include new SLAs
- Changes to or additions to the subcontractors of Team CGI

F.8 Quality Communications Mechanisms for Performance Management

Quality permeates the FCHS Program and is deeply intertwined with risk management. As such, it requires frequent communication with stakeholders, which Team CGI accomplishes through reporting available on the CGI Federal Cloud Portal, our Ensemble application (SharePoint-based project management repository), regular status calls, and ad hoc communications. The following sections detail communication approaches related to each quality communications reporting mechanism.

In Section C.5.2.3 of the solicitation, DOI indicates a number of critical information points to access for the monitoring and oversight of performance and resource usage. In Section F.1.1, Deliverable Table, DOI indicates the desire to review the outputs available to the government from the Cloud providers' various tools to support this level of oversight. Team CGI provides each of these data points for our Cloud clients, and provides examples of each as attachments to

this QAP. **Figure F.8-1** provides an overview of our approach to meeting each of the desired elements for transparent and effective performance management, as set forth in Section C.5.2.3.

Section C.5.2.3 Requirement for Access/Visibility	Team CGI Solutions Meet	Information Regarding Data/Information Provided	Appendix Where Example Output Can Be Found
<p>a. Provide role filtered self management tools to support billing, monitoring, and reporting on service management functions</p>	<p>✓</p>	<p>(b) (4)</p>	<p>See Appendix A, Role Based Report</p>
<p>b. Provide visibility into usage metering using metrics and granularity appropriate to the type of service</p>	<p>✓</p>	<p>(b) (4)</p>	<p>See Appendix C, Usage and Cost Monitoring Report</p>
<p>c. Provide a suite of reports, dashboards, and alarms to monitor and track operational and infrastructure performance (e.g., incidents, service usage capacity, SLA adherence)</p>	<p>✓</p>	<p>(b) (4)</p>	<p>See Appendix B, Monitor Performance and Manage Alerts & Reporting Plan and Appendix D, Incident Management Report</p>

Section C.5.2.3 Requirement for Access/Visibility	Team CGI Solutions Meet	Information Regarding Data/Information Provided	Appendix Where Example Output Can Be Found
<p>d. Provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc., via service dashboard or other electronic means</p>	✓	<p>(b) (4)</p>	<p>See <i>Appendix B, Monitor Performance and Manage Alerts & Reporting Plan</i></p>
<p>e. Provide the ability to filter and view usage and invoicing by: Technical Service Line, Bureau (and sub-Bureau), Program, IT System, IT System type, IT System Lifecycle, Security Level, and other elements which may be identified in individual Task Orders</p>	✓		<p>See <i>Appendix C, Usage and Cost Monitoring Report</i></p>
<p>f. Provide access to all log files generated by the hosted application, associated middleware, operating system, and underlying virtual and physical infrastructure</p>	✓		<p>NA</p>
<p>g. Provide online reporting metrics interface for all resource utilization including metrics such as: current utilization, historical average and peak for a user-defined window of time</p>	✓		<p>NA – See Figure F.8-2 below.</p>

Figure F.8-1. Enabling Transparent and Effective Performance Management. *Our approach meets each of the desired elements for transparent and effective performance management.*

As referenced above in **Figure F.8-1**, Section g., the CGI Federal Cloud Portal provides insight as a graphical representation of utilization for a user-defined window of time. **Figure F.8-2** reflects an example of the output provided.

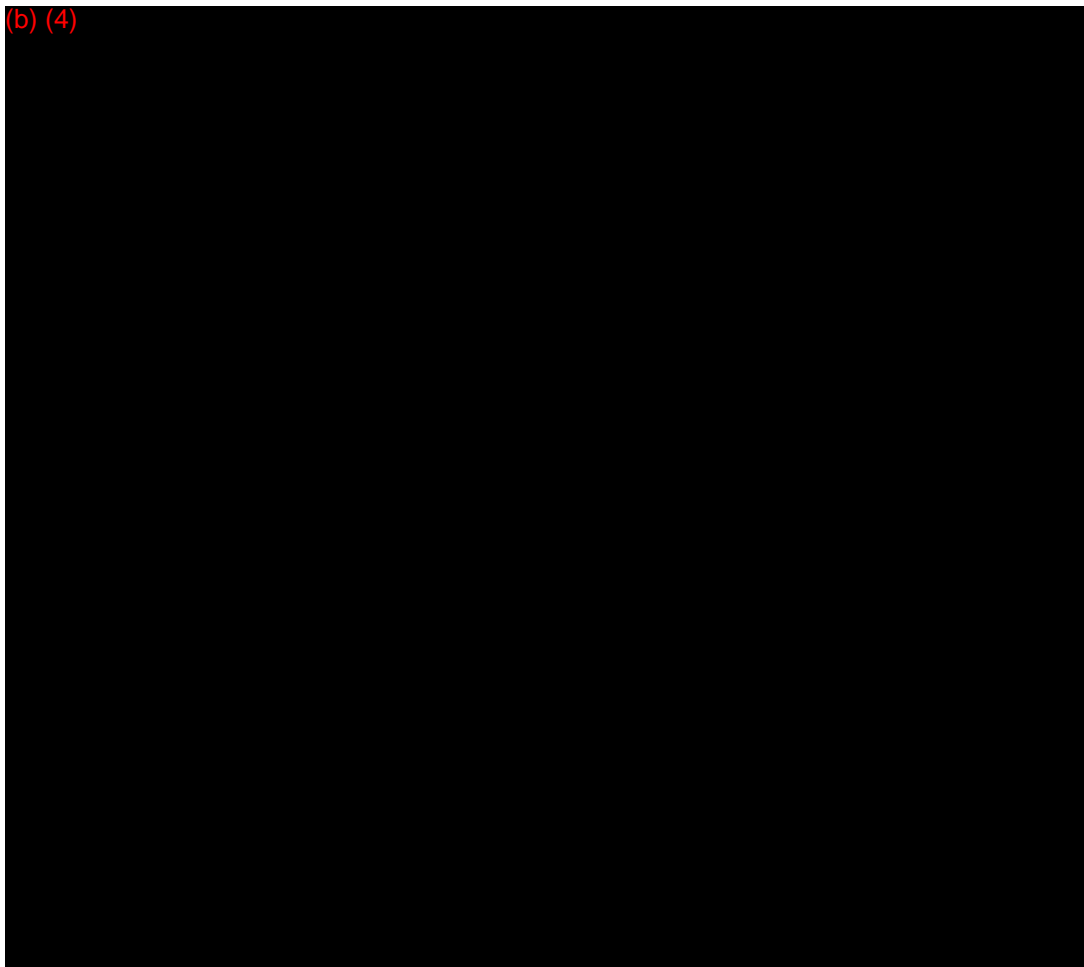


Figure F.8-2. Historical Trend and Current Utilization Data Visualization. *The CGI Federal Cloud Portal provides insight as a graphical representation of utilization for a user-defined window of time.*

In the following sections, we provide additional information regarding the standard quality communications mechanisms that Team CGI plans to use in partnership with DOI and the Bureaus under the FCHS Program.

F.8.1 CGI Federal Cloud Portal

The CGI Federal Cloud Portal serves as a primary conduit for service management, including provisioning/de-provisioning, SLA tracking, resource utilization tracking, and trend analysis regarding the performance of DOI's Cloud-based services. Data available via the CGI Federal Cloud Portal supports overall performance management and transparency into services and performance across the following dimensions:

- Role-based service management activities
- Cloud account management
- Service level management

- Security management
- Resource utilization reporting and trends
- Billing and invoicing reporting

F.8.2 CGI's Ensemble Project Management Repository

To support DOI-specific reporting requirements that reside outside of the data type provided through the CGI Federal Cloud Portal, we create a Cloud-based instance of SharePoint, termed an Ensemble Virtual Data Center (VDC), specific to the FCHS Program. This secure repository is accessed in much the same way as an authorized developer would access his/her development environment, with prior authorization required by the DOI FCHS program for SharePoint access. Within the Ensemble VDC environment, Team CGI provides access to additional detailed information that can be further filtered and analyzed to meet DOI-specific program needs. For example, within the Ensemble VDC, Team CGI can provide access log files in a readily accessible manner, removing the need to access log files at the server level. Furthermore, we use the Ensemble VDC as a repository of historical data, including discrete deliverables (e.g., systems lifecycle deliverables as indicated in task orders incorporating Associated Support Services).

F.8.3 Regular Status Calls

We host weekly and/or monthly status calls, internally and with DOI ordering entities, which feature quality as an agenda item. During these calls, Team CGI and DOI examine the current status of services, as well as the overall health of the program. We identify and discuss quality issues, and suggestions for improvement are evaluated. We generate a status report at the conclusion of each call that captures the items and milestones discussed.

F.8.4 Ad Hoc Communications

Quality performance is communicated on an ad hoc basis via e-mail and phone calls.

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Appendix G – Security Assessment Plan and Report

G.1 Overview (C.5.3.3)

Security Assessment Plans are designed to identify the exposure of a business to risk. The purpose of the Security Assessment Plan is to identify weakness or vulnerability in the implementation of the agreed upon security controls. An independent third party is used to assess the security controls and determine any noncompliant controls. The intent of the Security Assessment Plan is to determine the method by which testing will be performed.

CGI uses the NIST SP 800-37 Rev. 1, *Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach*, the SP 800-53 A Rev. 1, *Guide for Assessing the Security Controls in Federal Information Systems and Organizations, Building Effective Security Assessment Plans*, and SP 800-53 Rev. 3, *Recommended Security Controls for Federal Information Systems and Organizations* to assess and identify system vulnerabilities as the foundation of our Security Assessment Plan for the DOI Foundation Cloud Hosting Services program.

CGI conducts its security Assessment and Authorization (A&A) activities in accordance with the security A&A for our Federal Cloud, as defined and outlined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk* and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System*, and in accordance with DOI guidance. A third party assessment will also use the same agreed upon criteria as determined by DOI and Team CGI. Upon completion of an assessment, a Security Assessment Report will be produced that identifies any noncompliant control. CGI then develops a detailed mitigation plan to ensure issues are addressed and mitigated in a timely manner.

G.2 Implement & Maintain Access Control

CGI's Federal Cloud went through the A&A process and was granted an Authority to Operate (ATO) on August 16, 2011. CGI is fully compliant with the A&A process as published in NIST 800-37 Revision 1. CGI currently uses this process to conduct its security assessment and authorization activities in accordance with the security assessment and authorization procedures as defined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk*, and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System* in order to maintain the existing ATO granted by GSA for delivering Cloud Services to the Federal Government today.

(b) (4)

[Redacted content]

In order to receive and sustain our authority to operate on the GSA IaaS BPA, CGI must continually deliver and maintain documentation, which includes System Security and Disaster Recovery Plans. Per the GSA BPA, CGI cannot publish or disclose in any manner, without the GSA Contracting Officer's written consent, the details of any safeguards either designed or

developed by CGI under the BPA or otherwise provided by the Government. The security documents shall be controlled by the GSA IaaS Security Point of Contact (POC), iaas-cm@gsa.gov. DOI can contact the GSA IaaS Security POC at the email address provided to schedule an opportunity to visit the GSA Reading Room to view this document. For contractors opting to complete the FedRAMP process, leveraging agencies shall contact the FedRAMP office, <http://fedramp.gov> and info@fedramp.gov, for security document access.

G.2.2 Access Control Requirement – Attachment 5 – Bidder’s Security Questionnaire

As part of our proposal, CGI completed Attachment 5 – Bidder’s Security Questionnaire as requested. Any controls that are not implemented have been documented in a Plan of Action & Milestone (POA&M). The countermeasures and target dates of completion or implementation are included within the designated POA&M. Our POA&M is also available at the GSA reading room and can be scheduled with the GSA IaaS Security POC.

G.3 FedRAMP

As an awardee on the GSA IaaS BPA, and holder of a full Authority to Operate, CGI’s Federal Cloud is currently going through the A&A process to attain a FedRAMP ATO with a target of completion date near the end of the calendar year 2012.

G.4 DOI Requirements

To maintain compliance with GSA security policies and controls, CGI documents and follows its formal procedures in support of the DOI FCHS program. This approach includes: providing annual refresher compliance training, collaborating with DOI while implementing controls, developing security programs early in the life cycle, coordinating internal control reviews, conducting risk assessments with DOI-approved (and FedRAMP in the future) techniques, conducting annual self-assessments, and delivering monthly compliance audit activity reports.

Appendix H – Mitigation Plan

H.1 Overview (C.5.3.4)

Risk mitigation is an important aspect of risk management. Mitigation plans are designed to identify and eliminate the exposure of a business to risk, lessen the impact of a threat, or reduce the severity of the risk, ultimately reducing potential losses from future vulnerabilities or incidents. Mitigation plans identify the vulnerabilities that impact the system, identify actions to reduce losses from those vulnerabilities, and establish a coordinated process to implement the plan.

The CGI Client Partnership Management Framework (CPMF) is CGI's ISO 9001-certified methodology which brings together industry standards, frameworks, and practices such as ITIL, NIST 800 Special Publications, PMBOK, and SEI-CMMI, combined with CGI's experience, into a single framework of tools and processes for the effective and efficient management of projects, and more importantly, service delivery.

CGI uses the NIST SP 800-37 Rev. 1, *Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach*, the SP 800-53 A Rev. 1, *Guide for Assessing the Security Controls in Federal Information Systems and Organizations, Building Effective Security Assessment Plans*, and SP 800-53 Rev. 3, *Recommended Security Controls for Federal Information Systems and Organizations* to assess and identify system vulnerabilities as the foundation of our Mitigation Plan for the DOI Foundation Cloud Hosting Services program.

NIST Special Publication 800-30 Rev. A defines vulnerability as “a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach or a violation of the system's security policy.” When performing internal assessments CGI employs the NIST Risk Assessment methodology process as follows:

- ✓ System characterization
- ✓ Vulnerability identification
- ✓ Threat identification
- ✓ Countermeasure identification
- ✓ Likelihood determination
- ✓ Risk determination
- ✓ Additional Countermeasures recommendations
- ✓ Document results

CGI conducts its security assessment and authorization activities in accordance with the security assessment and authorization procedures for our Federal Cloud as defined and outlined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk* and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System*, and in accordance with DOI guidance. Our Mitigation Plan is intended to support the identification of risk and countermeasure, determine the likelihood of the exploitation of the vulnerability, and measure the impact of risk to the system. Our Mitigation Report is designed and intended to make certain the vulnerabilities found during the assessment are properly mitigated.

H.2 Implement & Maintain Access Control

CGI's Federal Cloud went through the Assessment & Authorization (A&A) process and was granted an Authority to Operate (ATO) on August 16, 2011. CGI is fully compliant with the A&A process as published in NIST 800-37 Revision 1. CGI currently uses this process to conduct its security assessment and authorization activities in accordance with the security assessment and authorization procedures as defined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk*, and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System* in order to maintain the existing ATO granted by GSA for delivering Cloud Services to the Federal Government today.

(b) (4)

[Redacted]

[Redacted] In order to receive our Authority to Operate on the GSA IaaS BPA, CGI must continually deliver and maintain documentation, which includes System Security and Disaster Recovery Plans. Per the GSA BPA, CGI cannot publish or disclose in any manner, without the GSA Contracting Officer's written consent, the details of any safeguards either designed or developed by CGI under the BPA or otherwise provided by the Government. The security documents shall be controlled by the GSA IaaS Security Point of Contact, iaas-cm@gsa.gov. For contractors opting to complete the FedRAMP process, leveraging agencies shall contact the FedRAMP office, <http://fedramp.gov> and info@fedramp.gov, for security document access.

H.2.2 Access Control Requirement – Bidder's Security Questionnaire

As part of our proposal, CGI completed the Bidder's Security Questionnaire as requested. Any controls that are not implemented have been documented in a Plan of Action & Milestone (POA&M). The countermeasures and target dates of completion or implementation are included within the designated POA&M. Similar to our System Security and Disaster Recovery plans, full document access to CGI's Federal Cloud POA&M is available at the GSA reading room.

H.3 FedRAMP

CGI's Federal Cloud is currently going through the A&A process to attain a FedRAMP ATO with a target of completion date near the end of the calendar year 2012.

H.4 DOI Requirements

To maintain compliance with GSA security policies and controls, CGI documents and follows its formal procedures in support of the DOI FCHS program. This approach includes: providing annual refresher compliance training, collaborating with DOI while implementing controls, developing security programs early in the life cycle, coordinating internal control reviews, conducting risk assessments with DOI-approved (and FedRAMP in the future) techniques, conducting annual self-assessments, and delivering monthly compliance audit activity reports.

Appendix I – Disaster Recovery Plan

I.1 Overview (C.7.4, C.7.4.1, and C.7.4.2)

Disaster recovery and continuity planning are processes developed by an organization to help prepare for incidents that can disrupt normal operations. Management's involvement in this process can include overseeing the plan, providing guidance, and/or implementing the plan during an emergency. These processes and procedures are a valuable guide, which aid in attaining normal operations effectively and quickly after any disruption.

CGI uses the NIST SP 800-34 Rev. 1, *Contingency Planning Guide for Federal Information Systems*, the SP 800-84, *Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities*, and SP 800-53 Rev. 3, *Recommended Security Controls for Federal Information Systems and Organizations* to assess, test, and train the necessary staff on the CGI Federal Cloud Disaster Recovery (DR) and Business Continuity (BC) Plans.

CGI conducts its security assessment and authorization activities in accordance with the security assessment and authorization procedures for our Federal Cloud as defined and outlined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk* and NIST 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System*, and in accordance with DOI guidance. A third party assessment will also use the same agreed upon criteria as determined by DOI and CGI. Upon completion of training and exercises, an action report is generated to determine and document the outcome of how the tested systems/ components functioned. The After-Action Report (AAR) includes a list of all test participants and information from participant surveys that were distributed during the assessment and testing.

I.2 Disaster Recovery Plan

CGI's Federal Cloud went through the Assessment & Authorization (A&A) process and was granted an Authority to Operate (ATO) on August 16, 2011. CGI is compliant with the A&A process as published in NIST SP 800-37 Revision 1. CGI currently uses this process to conduct its security assessment and authorization activities in accordance with the security assessment and authorization procedures as defined in United States GSA IT Security Procedural Guide, *CIO-IT Security-06-30, Revision 7, Managing Enterprise Risk*, and NIST SP 800-37 Revision 1, *A Guide for Applying the Risk Management Framework to a Federal Information System* in order to maintain the existing ATO granted by GSA for delivering Cloud Services to the Federal Government today.

(b) (4)
[Redacted text block]

CGI's Federal Cloud DR Plans complies with all specifications as defined in C.7.4 of the RFP.

In order to receive our Authority to Operate on the GSA IaaS BPA, CGI must continually deliver and maintain documentation, which includes System Security, DR Plans, and BC Plans. Per the GSA BPA, CGI cannot publish or disclose in any manner, without the GSA Contracting

Officer's written consent, the details of any safeguards either designed or developed by CGI under the BPA or otherwise provided by the Government. The security documents shall be controlled by the GSA IaaS Security Point of Contact, iaas-cm@gsa.gov. For contractors opting to complete the FedRAMP process, leveraging agencies shall contact the FedRAMP office, <http://fedramp.gov> and info@fedramp.gov, for security document access.

I.3 FedRAMP

CGI's Federal Cloud is currently going through the A&A process to attain a FedRAMP ATO with a target of completion date near the end of the calendar year 2012.

I.4 DOI Requirements

To maintain compliance with GSA security policies and controls, CGI documents and follows its formal procedures in support of the DOI FCHS program. This approach includes: providing annual refresher compliance training, collaborating with DOI while implementing controls, developing security programs early in the life cycle, coordinating internal control reviews, conducting risk assessments with DOI-approved (and FedRAMP in the future) techniques, conducting annual self-assessments, and delivering monthly compliance audit activity reports. CGI will work with DOI to make certain all DR and BC Plans are tested and enhanced per Section C.7.4 compliance.



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DOI Legacy Metering and Reporting Software Supported Template

Software	Supported	Licensing Available	Comments
Actuate	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
AWStats	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Crystal Reports	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Fiddler	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Groundworks	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Hyperion SQR	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
IBM Applications Service Center	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Jasper Server	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
MS SCOM	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
NAGIOS	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
SmarterStats	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Splunk	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Windows Log Parser	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.

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Section	From	To	Minimum Requirements
C.6.1.4.2.1	Compute Host Instance (Vendor Data Center A)	Compute Host Instance (Vendor Data Center A)	(b) (4)
C.6.1.4.2.2	Compute Host Instance (Vendor Data Center A)	Compute Host Instance (Vendor Data Center B)	
C.6.1.4.2.3	Vendor Data Center	DOI Intranet (measured at the DOI Trusted Internet Connection point of entry)	
C.6.1.4.2.4	Compute Host Instance, Vendor Data Center	Internet	
C.6.1.4.2.5	Vendor Data Center	DOI Customers (LAN-to-LAN VPN and dedicated circuits)	



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Other Middleware Supported

Software	Supported	Licensing Available	Comments
Adlassian Jira	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Adobe Pro	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
ArborText	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Citrix XenApp	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Citrix XenDesktop	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Citrix XenServer	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Common Spot	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
CommVault	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Documentum	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Exlips Plut-ins	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Entellitrak	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Hydra	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
IBM FileNet	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Microsoft Dynamix CRM 2011	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Net Backup	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Networker	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Oracle ADF	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.



Prolifics	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
PureDisk	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
SharePoint	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Software AG/Entirex DCOM (Communicator, XML Mediator, Adapters)	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
SQL Forms	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Web Center Content	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
XML Data Powers	X	CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.



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Scripting and Programming

Software	Supported	Licensing Available	Comments
.NET	X	Yes	v. 4
ASP net	X	Yes	v. 4
Flex Action Script	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
ISAPI	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Java	X	Yes	v.1.4.2
Java Script	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Jscript	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Node.js	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
4GL	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Perl	X	Yes	v. 5.8.8
PHP	X	Yes	v. 5.3.8
Python	X	Yes	v 2.4.3
RScript	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Ruby on Rails	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
UNIX Scripting	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.



Attachment 16 Requirements Traceability Matrix

Company Name CGI Federal

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Solicitation Reference			Offer Reference		
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 1	(Information)	(b) (4)	All pages	Volume II	Volume II in its entirety addresses Team CGI's approach to delivering services that meet DOI business objectives for the Foundation Cloud Hosting Services (FCHS) Program
C 2	(Information)	(b) (4)	All pages	Volume II	Volume II in its entirety addresses Team CGI's approach to delivering services that meet DOI business objectives for the Foundation Cloud Hosting Services (FCHS) Program
C 2 2	Initial Technical Service Lines	(b) (4)	4-5 to 4-23	4 1 1 1	Section 4 1 1 1 , Background, Objectives, and Requirements for Representative Use Cases, describes the approach for each of the initial technical services line proposed by Team CGI
C 2 2 1	Storage Services	(b) (4)	4-5 to 4-9	4 1 1 1 1	Details provided within the response to the Representative Use Case for Storage Services
C 2 2 2	Secure File Transfer Services	(b) (4)	4-17 to 4-21	4 1 1 1 4	Details provided within the response to the Representative Use Case for Secure File Transfer Services
C 2 2 3	Virtual Machine Services	(b) (4)	4-9 to 4-14	4 1 1 1 2	Details provided within the response to the Representative Use Case for Virtual Machine Services
C 2 2 4	Database Hosting Services	(b) (4)	4-14 to 4-17	4 1 1 1 3	Details provided within the response to the Representative Use Case for Database Hosting Services
C 2 2 5	Web Hosting Services	(b) (4)	4-22	4 1 1 1 5	Description provided within the response to the Service Line for Web Hosting Services The separate proposal for the Web Hosting Day One Task Order provides additional details specific to the Web Hosting Day One Task Order and its requirements
C 2 2 6	Development and Test Environment Hosting Services	(b) (4)	4-22 to 4-23	4 1 1 1 6	Description provided within the response to the Service Line for Development and Test Environment Hosting Services The separate proposal for the Development and Test Environment Hosting Services Day One Task Order provides additional details specific to the Development and Test Environment Hosting Services Day One Task Order and its requirements
C 2 2 7	SAP Application Hosting Services	(b) (4)	N/A	N/A	(b) (4)
C 3	(Information)	(b) (4)	4-1 to 4-5	4 1	Section 4 1, Proposed Technical Solution, provides insight into Team CGI's capabilities Volume II provides further information related to detailed sub requirements (C 3 1 - C 3 7)
C 4	(Information)	(b) (4)	N/A	N/A	Section C 4 provides information for offerors only and is not associated with any specific offeror requirements
C.5	Establish and Meet Enterprise-Wide Requirements	(b) (4)	All pages of Volume II	Volume II	Volume II in its entirety addresses Team CGI's approach to delivering services that meet DOI business objectives for the Foundation Cloud Hosting Services (FCHS) Program
C.5.1	Comply with Essential Cloud Service Requirements	(b) (4)	4-2	4 1	Figure 4 1-2 details the features of the CGI Federal Cloud aligned with the NIST Cloud Definition
C 5 1 1	On-Demand Self Service	(b) (4)	4-2; 4-40 to 4-44	4 1, 4 1 2	(b) (4)
C 5 1 2	Ubiquitous Network Access	(b) (4)	4-2; Completed response to Attachment 21, Network Connectivity xls	4 1, 4 1 2 1 1, Completed response to Attachment 21, Network Connectivity.xls	



Solicitation Reference		Offer Reference				
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description	
C 5 1 3	Location Independent Resource Pooling	(b) (4)	4-2	4 1	(b) (4)	
C 5 1 4	Rapid Elasticity	(b) (4)	4-2; Completed response to Attachment 32, Service_4 1, Completed Level_Provision_Compute_Host.xls	4 1, Completed response to Attachment 32, Service_Level_Provision_Compute_Host.xls		
C 5 1 5	Measured Services	(b) (4)	4-2; 4-5 to 4-9; 4-9 to 4-14	4 1, 4 1 1 1 1 1, 4 1 1 1 2 1		
C.5.2	Manage Service Delivery and Maintain Business Relationships and Interconnections	(b) (4)	All pages of Volume II	Volume II		Volume II in its entirety addresses Team CGI's approach to delivering services and maintaining business relationships and interconnections that meet DOI objectives Volume II provides further information related to detailed sub requirements as detailed below in this Requirements
C.5.2.1	Provide Browser-Based Management Functionality	(b) (4)	4-40 to 4-44; Appendix B; Appendix C; Appendix D; Appendix E	4 1 2 1, Appendix B; Appendix C; Appendix D and Appendix E		(b) (4)
C 5 2 1 1	Define User Roles and Support User Authorization Workflows	(b) (4)	Appendix A; 4-41 to 4-42	Appendix A; 4 1 2 1 5		
C 5 2 1 2	Provision, Configure and De-Provision (Release) Resources	(b) (4)	4-42 to 4-43	4 1 2 1 8		
C 5 2 1 3	Monitor Performance and Manager Alerts and Reporting	(b) (4)	Appendix B; 4-43 to 4-44	Appendix B; 4 1 2 1 9, 4 1 2 1 10, 4 1 2 1 11		
C 5 2 1 4	Monitor Resource Usage/Utilization and Provide Cost Metering and Cost Controls	(b) (4)	Appendix C; 4-44	Appendix C, 4 1 2 1 11		
C 5 2 1 5	Manage Open and Resolved Incidents and Service Requests	(b) (4)	Appendix D; 4-44	Appendix D; 4 1 2 1 12; Completed responses to Attachment 31, Attachment 34, Attachment 35		



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 5 2 2	Support DOI System Interfaces	(b) (4)	4-22	4 1 1 5	For current Cloud clients, Team CGI supports interface between systems hosted within the CGI Federal Cloud and systems hosted in third-party or government hosting facilities
C 5 2 3	Implement Transparent and Effective Performance Management	(b) (4)	4-34 to 4-35; Appendix F	4 1 1 7 1, Appendix F	As described in Section 4 1 1 7 1 and in the Quality Assurance Plan (Appendix F of this response), the CGI Federal Cloud Portal supports transparent and effective performance management
C 5 2 4	Implement Efficient, Effective and Formal Governance	(b) (4)	4-38 to 4-39	4 1 1 8 1	The governance model and management organization for Team CGI at the program level is described in Section 4 1 1 8 1
C 5 2 5	Protect Intellectual Property Rights	(b) (4)	4-1 to 4-5	4 1	(b) (4)
C 5 2 6	Prohibit and Actively Prevent Adware, SPAM and Remarketing of DOI Information	(b) (4)	4-38 to 4-39	4 1 1 8 1	
C 5 3	Establish and Maintain Security and Privacy	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support DOI security and privacy requirements
C 5 3 1	Comply with FedRAMP and DOI Information Security and Privacy Requirements	(b) (4)	4-33 to 4-34; 4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support FedRAMP controls compliance as well as DOI information security and privacy requirements Specifics are provided within Team CGI's completed response to Attachment 5, Bidder's Security Questionnaire
a	DOI Security Control Standards	(b) (4)	4-33 to 4-34; 4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support FedRAMP controls compliance as well as DOI information security and privacy requirements Specifics are provided within Team CGI's response to Attachment 5, Bidder's Security Questionnaire
b	DOI Cloud Hosting Services IT Security and Privacy Requirements	(b) (4)	4-33 to 4-34; 4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support FedRAMP controls compliance as well as DOI information security and privacy requirements Team CGI's response to Attachment 5, Bidder's Security Questionnaire provides specifics
c	DOI Privacy Loss Mitigation Strategy (PLMS)	(b) (4)	4-33 to 4-34; 4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support FedRAMP controls compliance as well as DOI information security and privacy requirements Team CGI's response to Attachment 5, Bidder's Security Questionnaire provides specifics



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	d. Additional IT Security Information	(b) (4)	4-33 to 4-34; 4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 1 6, 4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Our security processes and ongoing security training support FedRAMP controls compliance as well as DOI information security and privacy requirements Team CGI's response to Attachment 5, Bidder's Security Questionnaire provides specifics
C 5 3 2	Provide User Authentication and Secure Connections	(b) (4)	4-41; 4-42; Attachment 5, Bidder's Security Questionnaire.xls	4 1 2 1 1, 4 1 2 1 6, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	(b) (4)
C 5 3 3	Comply with Security Assurance Requirements	(b) (4)	4-45 to 4-47	4 1 4	
	Provide Security Assessment Plan	(b) (4)	4-45 to 4-47	4 1 4	
	Provide Security Assessment Report	(b) (4)	4-45 to 4-47; Attachment 5, Bidder's Security Questionnaire.xls	4 1 4, Completed response to Attachment 5, Bidder's Security Questionnaire.xls	Response to Attachment 5 reflects our security controls within the Cloud in accordance with policies and directives identified in proposal response Section 4 1 4 Within Team CGI's response to Attachment 5, Bidder's Security Questionnaire, we indicate the controls for existing POA&Ms
C 5 3 4	Complete Third Party Assessment of Security Controls and Mitigate Weaknesses	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Provided in completed response to Attachment 5, Bidder's Security Questionnaire, Reference Item 1 4
J Attachment 5	Provide Bidder's Security Questionnaire	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 1	Implement and Maintain Access Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 5 3 4 2	Implement and Maintain Awareness and Training Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 3	Implement and Maintain Audit and Accountability Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 4	Implement and Maintain Security Assessment and Authorization Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 5	Implement and Maintain Configuration Management Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 6	Implement and Maintain Contingency Planning Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 7	Implement and Maintain Identification and Authorization Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 8	Implement and Maintain Incident Response Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 9	Implement and Maintain Maintenance Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 10	Implement and Maintain Media Protection Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 11	Implement and Maintain Physical and Environmental Protection Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 12	Implement and Maintain Planning Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 5 3 4 13	Implement and Maintain Personnel Security Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 14	Implement and Maintain Risk Assessment Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 15	Implement and Maintain System and Services Acquisition Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 16	Implement and Maintain System and Communication Protection Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 3 4 17	Implement and Maintain System and Information Integrity Controls	(b) (4)	Attachment 5, Bidder's Security Questionnaire.xls	Completed response to Attachment 5	Completed Attachment 5 Bidder's Security Questionnaire
C 5 4	Ensure Portability of IT Systems and Facilitate Migration between System Providers	(b) (4)	4-31 to 4-32	4 1 1 5	(b) (4)
C.6	Establish and Meet Resource Requirements	(b) (4)	4-1 to 4-5	4 1	Each C 6 subsection is addressed in the RTM below
C 6 1	Provide Basic Resources	(b) (4)	4-1 to 4-5; 4-40	4 1, 4 1 1	Team CGI supports Basic Resources and describes further in our response each representative use case/service line and how we support specific "Basic Resource" requirement relevant to that service
C 6 1 1	Provide and Support Operating System Resource Requirements	(b) (4)	4-1 to 4-5; Attachment 18, Operating Systems Supported and Provided.xls	4 1, Completed response to Attachment 18	Team CGI supports a variety of operating systems, supports migration strategy and cost analysis, and can provide solely the infrastructure, as desired, as identified by each individual task order See completed response to Attachment 18, <i>Operating Systems Supported and Provided.xls</i> .
	Current	(b) (4)	4-1 to 4-5; Attachment 18, Operating Systems Supported and Provided.xls	4 1, Completed response to Attachment 18	Team CGI supports a variety of operating systems, supports migration strategy and cost analysis, and can provide solely the infrastructure, as desired, as identified by each individual task order See completed response to Attachment 18, <i>Operating Systems Supported and Provided.xls</i> .



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	Future	(b) (4)	4-1 to 4-5; Attachment 18, Operating Systems Supported and Provided.xls	41, Completed response to Attachment 18	Team CGI supports a variety of operating systems, supports migration strategy and cost analysis, and can provide solely the infrastructure, as desired, as identified by each individual task order See completed response to Attachment 18, <i>Operating Systems Supported and Provided.xls</i>
C 6 1 2	Provide and Support Compute-Host Resources	(b) (4)	4-9 to 4-14; Attachment 19, Compute_Host_Config.xls	4 1 1 1 2 1, Completed response to Attachment 19, Compute_Host_Config.xls	Figures within Section 4 1 1 1 2 1 provide details as to the scope of compute-host resources available Completed response to Attachment 19, <i>Compute_Host_Config.xls</i> , further supports this requirement
	Contractor Proposed Configurations meet or exceed Minimum Configuration Requirements	(b) (4)	4-9 to 4-14; Attachment 19, Compute_Host_Config.xls	4 1 1 1 2 1, Completed response to Attachment 19, Compute_Host_Config.xls	Figures within Section 4 1 1 1 2 1 provide details as to the scope of compute-host resources available See specifically Figure 4 1 1 1 2 1-2 Completed response to Attachment 19, <i>Compute_Host_Config.xls</i> , further supports this requirement
C 6 1 3	Provide and Support Storage Resources	(b) (4)	4-5 to 4-17; Attachment 20, Storage Class.xls	4 1 1 1 1 1, 4 1 1 1 2 1, 4 1 1 1 3 1, Completed response to Attachment 20, Storage Class.xls	Team CGI provides a breadth of storage capabilities within the CGI Federal Cloud offering We provide details in our completed response to Attachment 20, <i>Storage Class.xls</i> , and also within Section 4 1 1 1 1 1 specific to the Storage Services Use Case, Section 4 1 1 1 2 1 specific to the Virtual Machine Services Use Case, and Section 4 1 1 1 3 1 specific to the Database Hosting Services Use Case
C 6 1 3 1	Identify and Provide Access to Storage APIs	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	(b) (4)
C 6 1 3 2	Support Storage for Both Files and Data Objects	(b) (4)	4-1 to 4-9	41, 4 1 1 1 1 1	
C 6 1 3 3	Support Standard Storage Operations	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	
C 6 1 3 4	Support Storage Resource Classes	(b) (4)	Attachment 20, Storage Class.xls	Completed response to Attachment 20, <i>Storage Class.xls</i>	Figure 4 1 1 1 1-5 provides additional details related to the overall scope of storage solutions and operations available from Team CGI
C 6 1 3 5	Support Data Migration Across Storage Classes	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	(b) (4)
	Web-Based Interface	(b) (4)	N/A	N/A	
	Open Source API Interface	(b) (4)	N/A	N/A	
C 6 1 3 6	Support Alternative Backup Solutions	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	DOI designed/managed solution	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	(b) (4)
	Contractor provide solution	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	Team CGI can architect, design, and implement storage solutions to support DOI needs
	Comply with Security and Privacy Requirements	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	Team CGI architects storage solutions that comply with FedRAMP and DOI Information Security and Privacy Requirements
	Available at both Onsite and Offsite locations	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	(b) (4)
	Web Management Functionality	(b) (4)	N/A	N/A	(b) (4)
a	Ability to configure backup schedule	(b) (4)	N/A	N/A	(b) (4)
b	Ability to restore files and images from backup	(b) (4)	N/A	N/A	(b) (4)
c	Ability to configure retention period and automatic deletions of old files	(b) (4)	N/A	N/A	(b) (4)
d	Ability for government to specify the level of redundancy required	(b) (4)	N/A	N/A	On a task order basis, Team CGI can analyze our ability to provide a Web-based capability to specify level of redundancy required
e	A scripting interface	(b) (4)	N/A	N/A	(b) (4)
C 6 1 3 7	Support Secure Transfer of Physical Media	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	(b) (4)
	Secure Chain of Custody	(b) (4)	4-5 to 4-9	4 1 1 1 1 1	See Figure 4 1 1 1 1 1-5 Team CGI and its offsite storage partner have in place Standard Operating Procedures relative to chain of custody
	Flexibility in Courier Pick-up and Delivery Times	(b) (4)	N/A	N/A	Team CGI has (b) (4) courier pickup and delivery time but (b) (4) on a task order by task order basis
C 6 1 4	Provide Transport Resources and Support Interconnections	(b) (4)	4-23	4 1 1 2	(b) (4)
C 6 1 4 1	Comply with General Transport Requirements	(b) (4)	4-23	4 1 1 2	(b) (4)
	Calculate bandwidth using 95th percentile method with minimum sample times of five minutes	(b) (4)	N/A	N/A	(b) (4)
C.6.1.4.2	Comply With Interconnection Configurations and Requirements	(b) (4)	4-23	4 1 1 2	(b) (4)



Solicitation Reference		Offer Reference			Brief Description
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	
C 6 1 4 2 1	Between Compute Host Instances (Same Data Center)	(b) (4)	4-23	4 1 1 2	(b) (4)
C 6 1 4 2 2	Between Compute Host Instances (Different Contractor Data Centers)	(b) (4)	4-23	4 1 1 2	
C 6 1 4 2 3	Between Compute-Host at Contractor Data Center and DOI TIC	(b) (4)	4-23	4 1 1 2	
C 6 1 4 2 4	Between Compute-Host at Contractor Data Center and the Internet	(b) (4)	4-23	4 1 1 2	
C 6 1 4 2 5	Between Compute-Host at Contractor Data Center to DOI Customers via Direct Connections	(b) (4)	4-23	4 1 1 2	
C.6.2	Provide Aggregated Resources and Enabling Services	(b) (4)	4-1 to 4-5	4 1	Team CGI provides aggregated resources across service lines Enabling services, described in more detail in Figure 4 1-3, support the breadth of solutions and services required by DOI
C 6 2 1	Provide Aggregated Resource Services	(b) (4)	4-1 to 4-5; 4-5 to 4-23	4 1, 4 1 1 1	(b) (4)
C 6 2 1 1	Provide Secure File Transfer Resources	(b) (4)	4-17 to 4-21	4 1 1 1 4	
C 6 2 1 2	Provide Virtual Machine Resources	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	
	Scalable, redundant, dynamic capabilities or virtual machines	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Provided currently through the CGI Federal Cloud offering under our GSA Cloud Services Contract, thus supporting our ability to meet DOI needs on contract Day One
	Allow Government users to procure and provision computing services on-line via the Internet	(b) (4)	4-42 to 4-43	4 1 2 1 8	(b) (4)
	Allow users to remotely load applications and data via the Internet	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	
	Configuration and Management via Web Browser, over the Internet	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	
	Government Retains Ownership	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	
	Spawn on-Demand Instances	(b) (4)	4-9 to 4-14; 4-42 to 4-43	4 1 1 1 2 1, 4 1 2 1 8	
	Support Acceptable Secure Administration Interface	(b) (4)	4-42 to 4-43	4 1 2 1 8	
	Dynamic Allocation based upon load, without service interruption	(b) (4)	4-42 to 4-43	4 1 2 1 8	



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	Copy/Clone	(b) (4)	4-42 to 4-43	4 1 2 1 8	(b) (4)
	Multi-processor Virtual Machines	(b) (4)	4-42 to 4-43	4 1 2 1 8	Team CGI supports multi-processor virtual machines
	Support Processor Isolation	(b) (4)	4-42 to 4-43	4 1 2 1 8	(b) (4)
	Supports live migration between physical hosts	(b) (4)	4-42 to 4-43	4 1 2 1 8	See Figure 4 1 2 1 8-1 Team CGI provides support for live migration between physical hosts
	Role-Based access controls and Auditing for Hypervisor	(b) (4)	4-42 to 4-43	4 1 2 1 8	Figure 4 1 2 1 8-1 describes our role-based access controls and auditing capabilities for the Hypervisor layer of the overall CGI Federal Cloud solution
	Hypervisor supports hardware-assisted memory virtualization	(b) (4)	4-42 to 4-43	4 1 2 1 8	Figure 4 1 2 1 8-1 describes the hypervisor's support (b) (4) such as hardware-assisted memory virtualization
C 6 2 1 3	Provide Database Hosting Resources	(b) (4)	4-14 to 4-17	4 1 1 1 3 1	Team CGI's response to the Database Hosting Representative Use Case/Service Line details our capabilities in this area
	Supports Current Range of Software	(b) (4)	Attachment 22, Database.xls	Completed response to Attachment 22, Database.xls	Completed response to Attachment 22, Database.xls, details the current range of software supported, including those for which Team CGI can provide licensing
C 6 2 1 4	Provide Web Hosting Resources	(b) (4)	4-22	4 1 1 1 5	We provide Web hosting resources in the cloud, leveraging the existing CGI Federal Cloud infrastructure that has obtained Authority to Operate under the GSA IaaS BPA to support Web hosting (under Lot 3)
	Supports Current Range of Software	(b) (4)	Attachment 23, Web_Hosting_Software.xls	Completed response to Attachment 23, Web_Hosting_Software.xls	Completed response to Attachment 23, Web_Hosting_Software.xls, describes Team CGI's support for the current range of software, including the versions for which we can currently provide licensing
C 6 2 1 5	Provide Development and Test Environment	(b) (4)	4-22 to 4-23	4 1 1 1 6	We provide development and test environment hosting, leveraging the existing CGI Federal Cloud infrastructure that has obtained Authority to Operate under the GSA IaaS BPA to support virtual machines hosting
	Support Range of Technical Service Lines, and range of instances for each (e.g. 0-100)	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI provides support for the range of technical service lines and instances required by each task order under the FCHS Program
	Accommodate custom roles and authorizations	(b) (4)	N/A	N/A	(b) (4)
C 6 2 1 6	Provide Application Hosting	(b) (4)	Attachment 24, Application_Hosting_Software.xls	Completed response to Attachment 24, Application_Hosting_Software.xls	Completed response to Attachment 24, Application_Hosting_Software.xls, provides the detailed listing of our application hosting supported specific to the portfolio provided by DOI in the Attachment 24 template
	Supports Current Range of Software	(b) (4)	Attachment 24, Application_Hosting_Software.xls	Completed response to Attachment 24, Application_Hosting_Software.xls	Completed response to Attachment 24, Application_Hosting_Software.xls, provides the detailed listing of our application hosting supported specific to the portfolio provided by DOI in the Attachment 24 template
C.6.2.2	Provide Enabling Services	(b) (4)	4-1 to 4-5	4 1	Figure 4 1-3 describes the Enabling Services provided by Team CGI
C 6 2 2 1	Support Bulk Data Transfer and Provide Competitive Volume Discounts	(b) (4)	4-1 to 4-5	4 1	(b) (4)



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
a	Loading data from physical media	(b) (4)	4-1 to 4-5	4 1	Team CGI provides (b) (4) transfer loading from physical media
b	Transferring data in/out over the Internet	(b) (4)	4-1 to 4-5	4 1	Team CGI provides (b) (4) transfer in/out over the Internet
c	Transferring Data in/out to the DOI intranet	(b) (4)	4-1 to 4-5	4 1	Team CGI provides (b) (4) transfer in/out over the DOI intranet
d	Transferring data in/out via dedicated circuits (including VPN)	(b) (4)	4-1 to 4-5	4 1	Team CGI provides (b) (4) transfer in/out via dedicated circuits such as VPN
	One-Time, Free of Charge, Bulk Transfer of all data stored in Contract environment upon termination of Task Orders	(b) (4)	4-1 to 4-5	4 1	(b) (4)
C.6.2.2.2	Provide Operating System Services	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3
	Contractor will provide	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 Team CGI provides operating system services (b) (4)
	Contractor will permit DOI to provide at DOI option	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 Team CGI provides operating system services, (b) (4)
	Configure Operating System	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 Team CGI provides operating system services, including configuration, (b) (4)
	Troubleshoot Operating System Problems	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 Team CGI provides operating system services, including troubleshooting, (b) (4)
C 6 2 2 3	Provide Licensing and Installation Services	(b) (4)	4-1 to 4-5	4 1, Completed responses to Attachments 18-27	(b) (4) (4)
C 6 2 2 4	Provide Patching and Version Control Services	(b) (4)	4-1 to 4-5	4 1	Team CGI is able to provide patching and version control for (b) (4) See specifically Figure 4 1-3
	Commit to defined patching schedule and process	(b) (4)	4-1 to 4-5	4 1	(b) (4) See specifically Figure 4 1-3
	DOI Receive > 1 week Advance Notice	(b) (4)	4-1 to 4-5	4 1	(b) (4) See specifically Figure 4 1-3
	DOI right to delay or deny implementation	(b) (4)	4-1 to 4-5	4 1	(b) (4) See specifically Figure 4 1-3
	Contractor comply with change controls processes and authorities for change	(b) (4)	4-1 to 4-5	4 1	(b) (4) See specifically Figure 4 1-3
C.6.2.2.5	Provide Disaster Recovery Services	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 (b) (4)
	Support to design, implement and Manage the Disaster Recovery Solution	(b) (4)	4-1 to 4-5	4 1	(b) (4) (4)
	Provide Web-based capability for configuring Disaster Recovery Options	(b) (4)	N/A	N/A	(b) (4) (4)
	Supports DOI defining set of mission critical data and snapshots	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 (b) (4)
	Provides all service required to execute failover	(b) (4)	4-1 to 4-5	4 1	(b) (4)



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 6 2 2 6	Supports one or More Solutions for Middleware Licensing	(b) (4)	4-1 to 4-5	4 1	See Figure 4 1-3 and completed response to Attachment 26, <i>Other_Middleware_Software.xls</i> Completed response to Attachment 26 lists those Middleware software packages Team CGI supports, including those for which we can provide licensing to the government
A and/or	Contractor Provided Support for Current (and/or)	(b) (4)	4-1 to 4-5	4 1	Team CGI can provide support for current middleware portfolio as defined in Attachment 26
B and/or	Contractor Proposed Migration and Standard	(b) (4)	4-1 to 4-5	4 1	Team CGI can identify migration strategies and costs for transitioning to an alternative platform
C and/or	DOI Provided	(b) (4)	4-1 to 4-5	4 1	(b) (4)
C 6 2 2 7	Provides Hosting for DOI Legacy Metering and Reporting Software	(b) (4)	Attachment 25, Legacy_Meter_Hosting_Software.xls	Completed response to Attachment 25, Legacy_Meter_Hosting_Software.xls	Completed response to Attachment 25, <i>Legacy_Meter_Hosting_Software.xls</i> , details that legacy metering and reporting software that Team CGI currently supports, including those with available licensing
	Supports Current Range of Software	(b) (4)	Attachment 25, Legacy_Meter_Hosting_Software.xls	Completed response to Attachment 25, Legacy_Meter_Hosting_Software.xls	Completed response to Attachment 25, <i>Legacy_Meter_Hosting_Software.xls</i> , details that legacy metering and reporting software that Team CGI currently supports, including with available licensing
C 6 2 2 8	Provides Hosting for Other Middleware	(b) (4)	Attachment 26, Other_Middleware_Software.xls	Completed response to Attachment 26, Other_Middleware_Software.xls	Completed response to Attachment 26, <i>Other_Middleware_Software.xls</i> , details that additional middleware for which Team CGI currently or can provide hosting services
	Supports Current Range of Software	(b) (4)	Attachment 26, Other_Middleware_Software.xls	Completed response to Attachment 26, Other_Middleware_Software.xls	Completed response to Attachment 26, <i>Other_Middleware_Software.xls</i> , details that additional middleware for which Team CGI currently or will provide hosting services
C 6 2 2 9	Provides Hosting for Scripting and Programming Environments	(b) (4)	Attachment 27, Programming_Software.xls	Completed response to Attachment 27, Programming_Software.xls	Completed response to Attachment 27, <i>Programming_Software.xls</i> , details those scripting and programming languages for which Team CGI currently or will provide hosting services
	Supports Current Range of Software	(b) (4)	Attachment 27, Programming_Software.xls	Completed response to Attachment 27, Programming_Software.xls	Completed response to Attachment 27, <i>Programming_Software.xls</i> , details those scripting and programming languages for which Team CGI currently or can provide hosting services
C 6 2 2 10	Provide or Support Virtual Application and Virtual Desktop Resources	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Team CGI's response to the Virtual Machine Service Line and Use Case also describes support capabilities and past experience surrounding Virtual Application and Virtual Desktop Resources
and/or	Provides	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Team CGI's experience includes providing virtual application and virtual desktop hosting services
	Supports	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Team CGI's experience includes support for the scope of virtual application/virtual desktop end user needs as described in Table 7, solicitation section C 6 2 2 10
C.7	Establish and Meet Portfolio of Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	See Figure 4 1 1 7 2-1
C 7 1	Optimize End-to-End Performance	(b) (4)	4-35 to 4-37	4 1 1 7 2	See Figure 4 1 1 7 2-1 CDN capabilities enable Team CGI to optimize end-to-end performance



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C 7 1 1	Manage Latency between Hosted Applications and End Users	(b) (4)	4-35 to 4-37	4 1 1 7 2	See Figure 4 1 1 7 2-1 CDN capabilities enable Team CGI to minimize latency between hosted applications and end users
C 7 1 2	Adapt to Demand Fluctuations to Maintain Service Levels	(b) (4)	4-35 to 4-37	4 1 1 7 2	See Figure 4 1 1 7 2-1 Mature capacity management processes supported by automated access to capacity metrics through the CGI Federal Cloud Portal enable us to monitor and manage capacity By working with application owners, we gain further understanding of seasonal capacity demand fluctuations (e g , annual close for financial management applications) and plan for those fluctuations in the solution
C.7.1.3	Streamline and/or Automate Resource Scaling	(b) (4)	4-35 to 4-37	4 1 1 7 2	The CGI Federal Cloud capabilities support rapid, automated resource scaling, including provisioning and de-provisioning of infrastructure measured in minutes See Figure 4 1 1 7 2-1
	Tiers of Service, Template Capability and Scaling sequence definition or acceptable alternative	(b) (4)	4-35 to 4-37	4 1 1 7 2	The provisioning system orchestrates automated provisioning of the requested items based on the required sequence, including the implementation of scaling sequence triggers for increasing and decreasing services based on demand Orchestration, in this case, means mapping a business request (e g , create one virtual Linux server) with the multiple underlying technical actions
	* Compute-Host: Processor	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI supports scaling of processor resources
	* Compute-Host: Memory	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI support scaling of memory
	* Storage	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI supports storage scaling
	* Transport: Bandwidth	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI supports bandwidth scaling
	Restrict to DOI approved tiers and templates in the provisioning portal	(b) (4)	4-35 to 4-37	4 1 1 7 2	DOI users will be restricted to selecting the desired service within the predefined tiers and templates for provisioning in the portal
	User defined scaling sequence and triggers	(b) (4)	4-35 to 4-37	4 1 1 7 2	The provisioning system orchestrates automated provisioning of the requested items based on the required sequence, including the implementation of scaling sequence triggers for increasing and decreasing services based on demand Orchestration, in this case, means mapping a business request (e g , create one virtual Linux server) with the multiple underlying technical actions
C.7.2	Meet Software and Licensing Support Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will support software and licensing support requirements at the task order level; may include compliance with OS patching, etc
C 7 2 1	Meet Operating System Services Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will meet service level requirements related to licensing of operating systems and operating systems services on a task order basis
	Contractor Proposed guaranteed minimum performance level	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will establish minimum performance levels on a task order basis
C 7 2 2	Meet Licensing and Installation Services Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will meet service level requirements related to licensing and installation services as identified on a task order basis
	Contractor Proposed guaranteed minimum performance level	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will establish minimum performance levels on a task order basis
C 7 2 3	Meet Patching and Version Control Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will meet service level requirements related to patching and version control for services as identified on a task order basis
	Contractor Proposed guaranteed minimum performance level	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI will establish minimum performance levels on a task order basis



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C 7 3	Meet Uptime and Availability Requirements	(b) (4)	4-35 to 4-37; Attachment 28, Service_Level_Uptime.xls	4 1 1 7 2, Completed response to Attachment 28, Service_Level_Uptime.xls	See completed response to Attachment 28, <i>Service_Level_Uptime.xls</i> , for uptime/availability service bands
	Meet Minimum Acceptable Performance Level: 95% Uptime with no more than 36 hours/calendar month of planned downtime	(b) (4)	4-23 to 4-30; Attachment 28, Service_Level_Uptime.xls	4 1 1 3, Completed response to Attachment 28, Service_Level_Uptime.xls	Team CGI's solutions are architected to meet, at a minimum, the minimum acceptable performance level of 95% uptime with no more than 36 hours/calendar month of planned downtime
	Contractor Recommended Incentives and Disincentives	(b) (4)	4-23 to 4-30; Attachment 28, Service_Level_Uptime.xls	4 1 1 3, Completed response to Attachment 28, Service_Level_Uptime.xls	In Figure 4 1 1 3-1, Team CGI has proposed financial incentives and disincentives relative to service level agreements, delineated by service band
	Contractor Proposed from one (1) to four (4) service bands that meet DOI minimum requirements	(b) (4)	4-23 to 4-30; Attachment 28, Service_Level_Uptime.xls	4 1 1 3, Completed response to Attachment 28, Service_Level_Uptime.xls	As shown in Figure 4 1 1 3-1 and response to Attachment 28, <i>Service_Level_Uptime.xls</i> , Team CGI proposes four (4) service bands related to uptime/availability
C 7 4	Meet Disaster Recovery Services Service Levels	(b) (4)	4-23 to 4-30; 4-35 to 4-37; Attachments 29 and 30	4 1 1 3, 4 1 1 7 2, Completed responses to Attachments 29 and 30	Team CGI proposes service level bands related to RTO and RPO, as detailed within completed responses to Attachments 29 and 30
	Contractor Provided Draft Disaster Recovery Plan	(b) (4)	Appendix I	Appendix I	Team CGI provides a Draft Disaster Recovery Plan in <i>Appendix I</i> . We employ an independent team to assess and test the DR and BC Plans for the CGI Federal Cloud as part of its three-year assessment and authorization cycle Note that as part of the GSA IaaS BPA and the FedRAMP process, CGI Federal prepared a detailed Cloud disaster recovery plan. As per federal government guidance, agencies wishing to leverage CGI Federal's FedRAMP certification must contact the FedRAMP office, http://fedramp.gov and info@fedramp.gov , for document access
C 7 4 1	Meet Recovery Time Objectives (RTO)	(b) (4)	4-23 to 4-30; Attachment 29, Service_Level_RTO.xls	4 1 1 3, Completed response to Attachment 29, Service_Level_RTO.xls	Section 4 1 1 3 and completed response to Attachment 29, <i>Service_Level_RTO.xls</i> , detail Team CGI's proposed Recovery Time Objective Service Level Agreements



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	Contractor Proposed from one (1) to five (5) service bands that meet DOI minimum requirements	(b) (4)	4-23 to 4-30; Attachment 29, Service_Level_RTO.xls	4 1 1 3, Completed response to Attachment 29 Service_Level_RT O.xls	As detailed in 4 1 1 3 and completed response to Attachment 29, Service_Level_RTO.xls, Team CGI proposes five (5) service bands related to Recovery Time Objectives that meet DOI minimum requirements
	Minimum Acceptable Performance: 7 Days	(b) (4)	4-23 to 4-30; Attachment 29, Service_Level_RTO.xls	4 1 1 3, Completed response to Attachment 29 Service_Level_RT O.xls	Team CGI's DR solutions are architected to meet, at a minimum, the minimum acceptable performance level RTO of seven (7) days
C 7 4 2	Meet Recovery Point Objectives (RPO)	(b) (4)	4-23 to 4-30; Attachment 30, SERVICE_LEVEL_RPO.xls	4 1 1 3, Completed response to Attachment 30, SERVICE_LEVEL_RPO.xls	Section 4 1 1 3 and Attachment 30, SERVICE_LEVEL_RPO.xls detail Team CGI's proposed Recovery Point Objective Service Level Agreements
	Contractor Proposed from one (1) to five (5) service bands that meet DOI minimum requirements	(b) (4)	4-23 to 4-30; Attachment 30, SERVICE_LEVEL_RPO.xls	4 1 1 3, Completed response to Attachment 30, SERVICE_LEVEL_RPO.xls	As detailed in 4 1 1 3 and Attachment 30, Team CGI proposes five (5) service bands related to Recovery Point Objectives that meet DOI minimum requirements
	Minimum Acceptable Performance: 7 Days	(b) (4)	4-23 to 4-30; Attachment 30, SERVICE_LEVEL_RPO.xls	4 1 1 3, Completed response to Attachment 30, SERVICE_LEVEL_RPO.xls	Team CGI's DR solutions are architected to meet, at a minimum, the minimum acceptable performance level RPO of seven (7) days
C.7.5	Meet Backup Service Levels	(b) (4)	4-35 to 4-37	4 1 1 7 2	For each task order, Team CGI architects the solution's backup and archiving support based on an authorized technical user-defined schedule that supports the MTR required. The authorized user will be able to select a different MTR and retention period for each backup.
C 7 5 1	Comply with Backup Frequency Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	For each task order, Team CGI architects the solution's backup and archiving support based on an authorized technical user-defined schedule that supports the MTR required. The authorized user will be able to select a different MTR and retention period for each backup.
	Provide means DOI authorized technical user to configuring backup and archiving frequency on authorized user defined schedule	(b) (4)	4-35 to 4-37	4 1 1 7 2	The authorized user will be able to select a different MTR and retention period for each backup.
	Schedule Supports Required Frequencies: Daily, Weekly, Monthly, Yearly	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI can support the required backup frequencies. We audit backup processes and review backups for completeness to verify compliance with requirements that are typically scheduled for daily, weekly, monthly, and yearly backups.
	Provide means for DOI authorized technical user to select from approved Mean-Time-to-Restore	(b) (4)	4-23 to 4-30; 4-35 to 4-37; Attachment 31, Service_Level_MTR.xls	4 1 1 3, 4 1 1 7 2, Completed response to Attachment 31, Service_Level_MTR.xls	Within the completed response to Attachment 31, Service_Level_MTR.xls, Team CGI provides 4 MTR bands, with a maximum MTR of 72 hours.
	Provides means for DOI authorized technical user to select approved Retention Periods	(b) (4)	4-35 to 4-37	4 1 1 7 2	For each task order, Team CGI enables DOI to establish the retention period, which serves as the duration that each backup snapshot will be retained before automatic deletion.



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 7 5 2	Meet Mean Time to Restore Requirements	(b) (4)	Attachment 31, Service_Level_MTR.xls	Completed response to Attachment 31, Service_Level_MTR.xls	Within completed response to Attachment 31, Service_Level_MTR.xls, Team CGI provides four (4) MTR bands, with a maximum MTR of 72 hours
	Minimum Acceptable Performance Level: 72 Hours	(b) (4)	Attachment 31, Service_Level_MTR.xls	Completed response to Attachment 31, Service_Level_MTR.xls	Within completed response to Attachment 31, Service_Level_MTR.xls, Team CGI provides four (4) MTR bands, with a maximum MTR of 72 hours
	Contractor Proposed from one (1) to four (4) service bands that meet DOI minimum requirements	(b) (4)	Attachment 31, Service_Level_MTR.xls	Completed response to Attachment 31, Service_Level_MTR.xls	Within completed response to Attachment 31, Service_Level_MTR.xls, Team CGI provides four (4) MTR bands, with a maximum MTR of 72 hours
C 7 5 3	Comply with Data Retention Policies	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI audits compliance with data retention policies to meet contractual obligations and DOI standards
	Retention period duration before automatic deletion	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI audits compliance with retention periods as dictated by each task order
C 7 6	Document and Meet Provisioning Service Level Requirements	(b) (4)	4-35 to 4-37; 4-42 to 4-43; Attachment 32, Service_Level_Provisioning_Compute_Host.xls; Attachment 33 SERVICE_LEVEL_PROVISIONING_STORAGE	4 1 1 7 2, 4 1 2 1 8, Completed responses to Attachment 32 and Attachment 33	Team CGI can support provisioning service level requirements based upon tiers of service This includes provisioning service level requirements for compute host/operations systems provisioning and storage provisioning



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 7 6 1	Meet Compute Host and Operations System Provisioning Service Level Requirements	(b) (4)	4-35 to 4-37; 4-42 to 4-43; Attachment 32, Service_Level_Provision_Compute_Host.xls; Attachment 33	4 1 1 7 2, 4 1 2 1 8, Completed responses to Attachment 32 and Attachment 33	Completed response to Attachment 32, <i>Service_Level_Provision_Compute_Host.xls</i> , details Team CGI's proposed service levels and tiers
	Provide means for several tiers of service for the speed in which a hosted system can respond to changes in demand (either manually or automatically)	(b) (4)	4-35 to 4-37; 4-42 to 4-43; Attachment 32, Service_Level_Provision_Compute_Host.xls	4 1 1 7 2, 4 1 2 1 8, Completed response to Attachment 32	Completed response to Attachment 32, <i>Service_Level_Provision_Compute_Host.xls</i> , details Team CGI's proposed service levels and tiers
	Provide means in all cases where resources shall be brought online and available for use within the specified time (either manually or automatically)	(b) (4)	4-35 to 4-37; 4-42 to 4-43; Attachment 32, Service_Level_Provision_Compute_Host.xls	4 1 1 7 2, 4 1 2 1 8, Completed response to Attachment 32	Orchestration enables resources to be brought online and available for user within specified time periods



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	Minimum Acceptable Performance Level: 24 Hours	(b) (4)	Attachment 32, Service_Level_Provision_Compute_Host.xls;	Completed response to Attachment 32	Team CGI will meet the minimum acceptable performance level of 24 hours for provisioning compute host/operations systems infrastructure
	Contractor Proposed from one (1) to four (4) service bands that meet DOI minimum requirements	(b) (4)	Attachment 32, Service_Level_Provision_Compute_Host.xls;	Completed response to Attachment 32	Team CGI has proposed four (4) service bands that meet DOI minimum requirements
C 7 6 2	Meet Storage Provisioning Service Level Requirements	(b) (4)	4-5 to 4-9; Attachment 33, Service_Level_Provision_Storage.xls	4 1 1 1 1, Completed response to Attachment 33	Completed response to Attachment 33, <i>Service_Level_Provision_Storage.xls</i> , details Team CGI's proposed service levels and tiers
	Provide means to provision the storage both manually, and/or scale storage resources both manually and automatically	(b) (4)	Attachment 33, Service_Level_Provision_Storage.xls	Completed response to Attachment 33	The CGI Federal Cloud Portal supports provisioning of storage resources
	Minimum Acceptable Performance Level: 24 Hours	(b) (4)	Attachment 33, Service_Level_Provision_Storage.xls	Completed response to Attachment 33	Team CGI will meet the minimum acceptable performance level of 24 hours for provisioning of storage
	Contractor Proposed from one (1) to four (4) service bands that meet DOI minimum requirements	(b) (4)	Attachment 33, Service_Level_Provision_Storage.xls	Completed response to Attachment 33	Team CGI proposes four (4) service bands that meet DOI minimum requirements
C 7 7	Meet SAP Hosting Performance Requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Provide means for several tiers of service for SAP Hosting Services	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
C 7 7 1	Meet SAP Computation Performance Requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	Provide means for SAP configurations with scalable processing performance; scalable up and down to meet requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Performance requirements from 20,000 SAPS (or equivalent) up to and including 1,800,000 SAPS (or equivalent) or further as needs grow	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
C 7 7 2	Meet SAP RAM Performance Requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Provide means for SAP configurations with scalable RAM availability; scalable up and down to meet requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Performance requirements from 800GB up to 13,000 GB or further as needs grow	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
C 7 7 3	Meet SAP Storage Performance Requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Provide means SAP configurations with scalable storage availability; scalable up and down to meet requirements	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
	Performance requirements from 3 5TB up to 600TB or further as needs grow	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
C 7 7 4	Meet Additional SAP Performance Metric Requirement	(b) (4)	N/A	N/A	Team CGI is not proposing on the SAP Hosting Day One Task Order/Service Line at this time
C 7 8	Meet Middleware Management Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI provides tiers of middleware management support, governed by ITIL best practices See Figure 4 1 1 7 2-1
	Provide means for several tiers of management support for Database, Web Server, and Application Servers	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI provides tiers of middleware management support, governed by ITIL best practices See Figure 4 1 1 7 2-1
C 7 8 1	Meet Middleware Patching and Version Control Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI provides tiers of middleware management support, governed by ITIL best practices See Figure 4 1 1 7 2-1
	Provide means to commit to a defined patching schedule and process	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI applies appropriate patching schedules, driven by business need For example, we apply middleware security patches within 30 days of the patch release date or at the time that the application can be upgraded to support the middleware patch Non-critical patches are applied quarterly
	Provide means for the DOI test patches at least 1 week before they are rolled out to production systems	(b) (4)	4-35 to 4-37	4 1 1 7 2	For those middleware components for which Team CGI provides licensing and support, we enable DOI to test patches at least one week prior to production
	Provide means to ensure compatibility with the business system and to include fall back procedures	(b) (4)	4-35 to 4-37	4 1 1 7 2	Based upon our ITIL best practices, we document and test patches and versions prior to implementation and plan for fall back, if necessary
	Provide means for coordination with the system owner prior to making changes on a weekly, monthly, quarterly, and yearly schedule	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI applies appropriate patching schedules, driven by business need For example, we apply middleware security patches within 30 days of the patch release date or at the time that the application can be upgraded to support the middleware patch Non-critical patches are applied quarterly
C 7 8 2	Meet Additional Middleware Service Level Requirements	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI architects solutions to meet additional middleware management service levels on a task order by task order basis
C 7 9	Meet Secure File Transfer Service Levels	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI's secure file transfer services meet DOI requirements for solution access, compliance, compatibility, file transfer, file recipient, and support/administrative features
C 7 1 0	Meet Virtual Desktop and Applications Service Levels	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI virtual desktop and application services will be architected to support the scalability, security, remote access, and reliability/failover requirements of each individual task order
C 7 1 1	Meet Customer and Program Support Service Levels	(b) (4)	4-35 to 4-37	4 1 1 7 2	We architected a program-level support model that pre-defines service levels for availability, time to respond, time to resolve, planned downtime, aligned with DOI's severity and priority definitions



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
	Provide means for several tiers of support services; to include both trouble ticket support and service management	(b) (4)	4-35 to 437; Attachment 28, 34, 35, 36	4 1 1 7 2; Completed responses to Attachment 28, Attachment 34, Attachment 35, Attachment 36	Team CGI proposes a tier of support for each of the ticket and service management relevant service level requirements See relevant attachments
	Provide means to ensure pre-defined service level metrics are met; (availability, time to response, time to resolve, and planned downtime) as identified within the severity level	(b) (4)	4-35 to 437; Attachment 28, 34, 35, 36	4 1 1 7 2; Completed responses to Attachment 28, Attachment 34, Attachment 35, Attachment 36	Team CGI proposes a tiered service level model incorporating severity level
	Provide means to describe an outage greater than 1-hour of unscheduled downtime, including root-cause and fix	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI provides detailed root cause analysis and remediation plans for a major outage that results in more than 60 minutes of unscheduled downtime. Subsequent to such an outage, we provide a root cause analysis and fix report within 30 days of occurrence
C 7 1 1 1	Meet Service Center Availability Service Levels	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
	Provide means for reaching support or service personnel, during hours of availability for service or log a trouble ticket	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's existing Service Desk supports federal clients and provides 24x7 capabilities
C 7 1 1 1 1	8x5 Single Time Zone	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
C 7 1 1 1 2	8x5 CONUS	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
C 7 1 1 1 3	8x5 CONUS + Alaska	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
C 7 1 1 1 4	24x7x365/366	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
C 7 1 1 1 5	Custom Work Hours, Custom Work Week, Selected Time Zone(s)	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities enable us to meet this support model
C 7 1 1 1 6	Defined Season or Emergency/Incident Support	(b) (4)	4-35 to 437	4 1 1 7 2	Team CGI's 24x7 capabilities with proven scalability enable us to meet this support model
C 7 1 1 2	Meet Service Level Time To Respond (Acknowledge) to Requests Service Levels	(b) (4)	4-35 to 437; Attachment 34, Service_Level_MTA.xls	4 1 1 7 2, Completed response to Attachment 34	Team CGI provides MTA service level bands as detailed in completed response to Attachment 34, <i>Service_Level_MTA.xls</i> , supported by Remedy ITSM and ITIL processes
	Provide means for acknowledgement of the request and initial service center within the specified time to respond, within the tiers of services to include the severity and priority levels	(b) (4)	4-35 to 437; Attachment 34, Service_Level_MTA.xls	4 1 1 7 2, Completed response to Attachment 34	Team CGI provides MTA service level bands as detailed in completed response to Attachment 34, <i>Service_Level_MTA.xls</i> , supported by Remedy ITSM and ITIL processes
C 7 1 1 3	Meet Mean-Time-To-Resolve Service Levels	(b) (4)	4-35 to 437; Attachment 35, Service_Level_MTF.xls	4 1 1 7 2, Completed response to Attachment 35	Team CGI provides Mean Time to Resolve service level bands, incorporating severity/priority, as detailed in completed response to Attachment 35, <i>Service_Level_MTF.xls</i> . Remedy ITSM and ITIL processes support our ability to meet these measures



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	Provide means of commitment on the mean time to resolve all service and support issues to include the severity and priority levels	(b) (4)	4-35 to 4-37; Attachment 35, Service_Level_MTF.xls	4 1 1 7 2, Completed response to Attachment 35	Team CGI provides Mean Time to Resolve service level bands, incorporating severity/priority, as detailed in completed response to Attachment 35, <i>Service_Level_MTF.xls</i> . Remedy ITSM and ITIL processes support our ability to meet these measures
C 7 11 4	Minimize Planned Downtime and Maintenance Windows	(b) (4)	4-35 to 4-37; Attachment 36, SERVICE_LEVEL_MTS.xls	4 1 1 7 2, Completed response to Attachment 36	Our SOPs for each task order include the appropriate tiers of service for scheduled downtime, with maximums set by band. We use automated tools such as ScienceLogic EM7 or ProactiveNet to measure scheduled downtime.
	Provide means for support services that accommodate several maintenance window maximums to include planned downtime	(b) (4)	4-35 to 4-37; Attachment 36, SERVICE_LEVEL_MTS.xls	4 1 1 7 2, Completed response to Attachment 36	Our SOPs for each task order include the appropriate tiers of service for scheduled downtime, with maximums set by band. We use automated tools such as ScienceLogic EM7 or ProactiveNet to measure scheduled downtime.
C 8	Optional Characteristics Requirements	(b) (4)	4-1 to 4-5; 4-22 to 4-23; 4-9 to 4-14; 4-35 to 4-37; 4-45 to 4-46;	Volume II	We respond to Optional Characteristics Requirements throughout Volume II as detailed in the subsections of C 8 in this RTM
C 8 1	Support Resource Segregation Options	(b) (4)	4-1 to 4-5	4 1	Team CGI provides a federally-focused and federally-purposed Cloud offering, partners with commercial providers in a Cloud brokerage model upon receipt of FedRAMP by those providers, and has the experience and capabilities to support a DOI-specific private Cloud model.
	Provide means for several options for segregating resources; fully segregated; Federal government segregation, and Non-segregated	(b) (4)	4-1 to 4-5	4 1	Team CGI provides a federally-focused and federally-purposed Cloud offering, partners with commercial providers in a Cloud brokerage model upon receipt of FedRAMP by those providers, and has the experience and capabilities to support a DOI-specific private Cloud model.
C 8 2	Support Non-production environments	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI provides support for development/test/non-production environments
	Provide means in order to define non-production environments (e.g., test, development, training, staging, sandbox) as customized copies of a production environment	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI enables non-production environments to be architected as customized copies of the production environment
	Provide means for administrators to have the ability to adjust the non-production environment specifications	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI architects development/test environment solutions to enable administrators to adjust non-production environment specifications
	Provide means for non-production environments to access production storage or middleware instances, to include populating storage, both inside or outside, of the provider's environment	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI architects development/test environment solutions to enable access to production storage or middleware instances inside or outside of the Team CGI hosting environment
	Provide the ability to restrict access to non-production environments to users or "domains"	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI enables the requested restricted access
	Provide the ability to create and destroy non-production environments via Web console	(b) (4)	4-22 to 4-23	4 1 1 1 6	Team CGI supports provisioning and de-provisioning via the CGI Federal Cloud Portal



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C 8 3	Support Requirement to Manage Underlying Physical Resources	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Should DOI require locking of a resource to a VM to support licensing needs, Team CGI can support the attachment of a particular VM to a process and prevent it from being reassigned
C 8 4	Provide Content Delivery Network (CDN)	(b) (4)	4-35 to 4-37	4 1 1 7 2	Team CGI partner Akamai provides CDN services, which serve as a key enabler of high performance and availability for Web hosting services
C 8 5	Support Unique Compliance Requirements	(b) (4)	4-45 to 4-46	4 1 4 1	Team CGI provides support for regulatory compliance, proprietary/confidential business information data, litigation holds, and DOI and/or Bureau-specific security requirements
C 8 6	Support Alaska/Hawaii Regional Connectivity	(b) (4)	4-23	4 1 1 2	If connectivity to DOI's CONUS operations has been lost, Team CGI can enable access from Alaska and Hawaii to core systems and data resources hosted in the CGI Federal Cloud by redirecting traffic across the public Internet. In such cases, data can be secured via HTTPS/SSL or point-to-point VPN connections
C 8 7	Address Issues Related to Poor Connectivity	(b) (4)	4-35 to 4-37	4 1 1 7 2	Figure 4 1 1 7 2-1, response to Section C 7 1 1, also addresses Team CGI's partnership with Akamai to provide solutions that address latency and low bandwidth
C 8 8	Support or Provide Hardware Clustering	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	Figure 4 1 1 2 1-1 describes Team CGI's recommended approach to high availability, including our support for hardware clustering
C 8 9	Provide Load Balancing	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	To optimize resource utilization, maximize throughput, minimize response time, and avoid overload, each DOI customer account by default has a DMZ zone with Virtual IP addresses (VIPs) which can be configured to load balance across instances
C 8 10	Support or Provide Interfaces to Non-Department Systems	(b) (4)	4-1 to 4-5	4 1	External Contractor systems or data stores hosted outside of DOI boundaries can be connected to the CGI Federal Cloud via an SSL VPN protected with two-factor authentication or a VPN tunnel with a pre-shared key. As the owner and operator of the CGI Federal Cloud, Team CGI can provide the necessary network infrastructure (e.g. DMZ, firewall, gateway) to meet the data exchange needs of individual task orders. We can support authentication schemes into DOI systems hosted in the CGI Federal Cloud including Active Directory, OpenID, and other schemes identified on a task order basis.
	Provide the ability to connect a Contractor hosted system or data store to another system that is hosted outside the DOI boundaries	(b) (4)	4-1 to 4-5	4 1	External Contractor systems or data stores hosted outside of DOI boundaries can be connected to the CGI Federal Cloud via an SSL VPN protected with two-factor authentication or a VPN tunnel with a pre-shared key. As the owner and operator of the CGI Federal Cloud, Team CGI can provide the necessary network infrastructure (e.g. DMZ, firewall, gateway) to meet the data exchange needs of individual task orders. We can support authentication schemes into DOI systems hosted in the CGI Federal Cloud including Active Directory, OpenID and other schemes identified on a task order basis.
	Provide the means for the connection to be configured to support data exchange, support authentication schemes required by either system, adhere to all security requirements	(b) (4)	4-1 to 4-5	4 1	External Contractor systems or data stores hosted outside of DOI boundaries can be connected to the CGI Federal Cloud via an SSL VPN protected with two-factor authentication or a VPN tunnel with a pre-shared key. As the owner and operator of the CGI Federal Cloud, Team CGI can provide the necessary network infrastructure (e.g. DMZ, firewall, gateway) to meet the data exchange needs of individual task orders. We can support authentication schemes into DOI systems hosted in the CGI Federal Cloud including Active Directory, OpenID and other schemes identified on a task order basis.
C 8 11	Support or Provide Static IP Addressing	(b) (4)	4-9 to 4-14	4 1 1 1 2 1	As a norm, Team CGI provides a static IP address range from The CGI Federal Cloud that can be assigned to given resources/machines



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Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
C 8 12	Provision Dedicated Resources	(b) (4)	4-1 to 4-5	4 1	Team CGI capabilities include the ability to support DOI requirements for private cloud and dedicated resources
C 9	Associated Support Services	(b) (4)	4-1 to 4-5	4 1	Team CGI can provide skilled resources to support each of the eight identified Associated Support Services and currently provides such services for federal customers across multiple contracts
J 5	Bidder's Security Questionnaire	(b) (4)	Attachm ent 5	Completed response to Attachment 5	Team CGI describes our security controls and processes to meet FedRAMP and DOI-specific requirements in the Bidder's Security Questionnaire
J 17	Scope of Offer Matrix	(b) (4)	Attachm ent 17	Completed response to Attachment 17	Team CGI has completed the Scope of Offer matrix
J 18	Operating Systems Supported	(b) (4)	Attachm ent 18	Completed response to Attachment 18	Team CGI has completed the Operating Systems Supported and Provided matrix
J 19	Compute-Host Configurations	(b) (4)	Attachm ent 19	Completed response to Attachment 19	Team CGI has completed the Compute-Host Configurations matrix
J 20	Storage Classes	(b) (4)	Attachm ent 20	Completed response to Attachment 20	Team CGI has completed the Storage Classes matrix
J 21	Network Connectivity	(b) (4)	Attachm ent 21	Completed response to Attachment 21	Team CGI has completed the Network Connectivity matrix
J 22	Range of Database Software Supported	(b) (4)	Attachm ent 22	Completed response to Attachment 22	Team CGI has completed the Range of Database Software Supported matrix
J 23	Range of Web Hosting Software Supported	(b) (4)	Attachm ent 23	Completed response to Attachment 23	Team CGI has completed the Range of Web Hosting Software Supported matrix
J 24	Range of Application Hosting elements Supported	(b) (4)	Attachm ent 24	Completed response to Attachment 24	Team CGI has completed the Range of Application Hosting Elements Supported matrix
J 25	Range of DOI Legacy Metering and Reporting Software Supported	(b) (4)	Attachm ent 25	Completed response to Attachment 25	Team CGI has completed the Range of DOI Legacy Metering and Reporting Software Supported matrix
J 26	Range of Other Middleware Supported	(b) (4)	Attachm ent 26	Completed response to Attachment 26	Team CGI has completed the Range of Other Middleware Supported matrix
J 27	Range of Scripting and Programming Software Supported	(b) (4)	Attachm ent 27	Completed response to Attachment 27	Team CGI has completed the Range of Scripting and Programming Software Supported matrix
J 28	Uptime and Availability Service Bands	(b) (4)	Attachm ent 28	Completed response to Attachment 28	Team CGI describes our proposed offerings related to uptime and availability, by proposed service band, in completed response to Attachment 28, <i>Service_Level_Uptime.xls</i>
J 29	Recovery Time Objectives (RTO)	(b) (4)	Attachm ent 29	Completed response to Attachment 29	Team CGI describes our proposed offerings related to RTO in completed response to Attachment 29, <i>Service_Level_RTO.xls</i>
J 30	Recover Point Objectives (RPO)	(b) (4)	Attachm ent 30	Completed response to Attachment 30	Team CGI describes our proposed offerings related to RPO in completed response to Attachment 30, <i>Service_Level_RPO.xls</i>
J 31	Mean Time to Restore (MTR)	(b) (4)	Attachm ent 31	Completed response to Attachment 31	Team CGI describes our proposed offerings related to MTR in completed response to Attachment 31, <i>Service_Level_MTR.xls</i>
J 32	Compute-Host Provisioning Service Bands	(b) (4)	Attachm ent 32	Completed response to Attachment 32	Team CGI describes our proposed compute-host provisioning service bands in completed response to Attachment 32, <i>Service_Level_Provision_Compute_Host.xls</i>
J 33	Storage Provisioning Service Bands	(b) (4)	Attachm ent 33	Completed response to Attachment 33	Team CGI describes our proposed storage provisioning services bands in completed response to Attachment 33, <i>Service_Level_Provision_Storage.xls</i>
J 34	Customer Service Meantime to Acknowledge (MTA)	(b) (4)	Attachm ent 34	Completed response to Attachment 34	Team CGI describes our proposed offerings related to MTA in completed response to Attachment 34, <i>Service_Level_MTA.xls</i>



Solicitation Reference		Offer Reference			
Section #	Requirement	Contractor Self Certification (Meets, Does Not Meet)	Page #	Section #	Brief Description
J 35	Customer Service Meantime to Resolve or Fix (MTF)	(b) (4)	Attachment 35	Completed response to Attachment 35	Team CGI describes our proposed offerings related to MTF in completed response to Attachment 35, <i>Service_Level_MTF.xls</i>
J 36	Scheduled Downtime (Maintenance Windows)	(b) (4)	Attachment 36	Completed response to Attachment 36	Team CGI describes the scheduled downtime service levels we propose under the FCHS Program within completed response to Attachment 36, <i>Service_Level_MTS.xls</i>



Offeror CGI Federal

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Section	Technical Service Line	In-Scope	Bidder Proposed Cloud Service Model		Scope of Associated Support Services Provided								
			IaaS/PaaS	SaaS	Planning	Engineering	Migration	Application Management	Interface Design and Integration Services	Testing	Training	Security	
C.2.2.1	Storage Services	(b) (4)											
C.2.2.2	Secure File Transfer Services												
C.2.2.3	Virtual Machine Services												
C.2.2.4	Database Hosting Services												
C.2.2.5	Web Hosting Services												
C.2.2.6	Development and Test Environment Hosting Services												
C.2.2.7	SAP Application Hosting Services												



Attachment 34 - Customer Service Meantime to Acknowledge (MTA) Template

Company Name

CGI Federal

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	Severity/Priority							
	1		2		3		4	
Service Band	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)
Band 1	(b) (4)							
Band 2	(b) (4)							
Band 3	(b) (4)							
Band 4	(b) (4)							
DOI Minimum Performance Level	24 hours		48 hours		72 hours		96 hours	



Attachment 35 Customer Service Mean Time to Resolve or Fix (MTF) Template

Company Name CGI Federal

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Service Band	Severity/Priority							
	1		2		3		4	
	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)	Minimum (>=)	Maximum (<)
Band 1	(b) (4)							
Band 2								
Band 3								
Band 4								
DOI Minimum Performance Level	24 hours		48 hours		72 hours		96 hours	



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Attachment 31 - Meantime to Restore (MTO) Template

Company Name CGI Federal

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Mean Time to Restore Services

Service Band	Mean-Time to Restore
Band 1	(b) (4)
Band 2	
Band 3	
Band 4	
Maximum MTR	72 hours



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ATTACHMENT 36

Company Name

CGI Federal

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Maximum Scheduled Downtime Per week		
Service Band	Minimum (>=)	Maximum (<)
Band 1 (High Availability)		0.1 min
Band 2	(b) (4)	
Band 3		
Band 4		
Band 5		
DOI Maximum Allowed		8 hr



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Attachment 32 - Compute-Host Provisioning Service Bands Template

Company Name CGI Federal

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Complete Manual Request
(in Minutes)

	Emergency	
Service Band	Minimum (\geq)	Maximum ($<$)
Band 1	(b) (4)	
Band 2		
Band 3		
Band 4		
Minimum Acceptable Performance:		24 Hours

Attachment 33 - Storage Provisioning Service Bands Template

Company Name **CGI Federal**

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Complete Manual Request
(in Minutes)

	Emergency	
Service Band	Minimum (\geq)	Maximum ($<$)
Band 1	(b) (4)	
Band 2		
Band 3		
Band 4		
Minimum Acceptable Performance:		24 Hours

Attachment 30 - Recovery Point Objective (RPO) Template

Company Name

CGI Federal

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Recovery Point Objective (RPO)

Service Band	From	To
Band 1	(b) (4)	
Band 2		
Band 3		
Band 4		
Band 5		
Minimum Acceptable Performance:		7 days



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Attachment 29 - Recovery Time Objectives (RTO) Template

Company Name

CGI Federal

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Recovery Time Objective (RTO)

Service Band	From	To
Band 1	(b) (4)	
Band 2		
Band 3		
Band 4		
Band 5		
Minimum Acceptable Performance:		7 days



Attachment 28 - Uptime and Availability Service Bands Template

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Company Name **CGI Federal**

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Uptime and Availability

Service Band	Minimum (>=)	Maximum (<)	Maximum Planned Downtime
Band 1	(b) (4)		
Band 2			
Band 3			
Band 4			
Minimum Acceptable Performance:	95%		<36 hours/month

Company Name:

CGI Federal

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Storage Classes

Storage Class	Throughput	Uptime/ Availability	Example
A	(b) (4)		
B			
C			
D			
E			



Company Name:

CGI Federal

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Web Hosting Elements Supported

Software	Supported	Licensing Available	Comments
Apache	X	Yes	v. 2.2.3 (RedHat Enterprise Linux)
TomCat	X	Yes	v. 5.5, 6.0 (RedHat Enterprise Linux)
Jeronimo	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
IBM WebSphere	X	Yes	v. 7
Oracle Application Server	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
JRU	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
Glass Fish	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
IBM HTTP Server	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.
IIS	X	Yes	v. 6.0 (Windows Server 2003), 7.5 (Windows Server 2008)
Jetty (Eclipse Foundations)	X		CGI Federal's Cloud can support the installation of the identified software with DOI providing the licenses, patching and associated software support.



(b) (4)

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Attachment 37 - Virtual Machine Capability Bundles																																																																																																							
Class: Standard Configuration + OS: Microsoft Windows DataCenter Edition																																																																																																							
VM Bundle Definition (Assumes Persistent Storage)		<table border="1"> <tr> <th colspan="5">Class: Standard Configuration</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>CLIN#</td> <td>0005AA</td> <td>0005AB</td> <td>0005AC</td> <td>0005AD</td> <td>0005AE</td> </tr> </table> <p>(up to five different classes)</p>				Class: Standard Configuration					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AA	0005AB	0005AC	0005AD	0005AE																																																																																	
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Operating System Select Operating System (href) Operating System: (b) (4)																																																																																																							
Compute Host Processor: Bus Size (32bit, 64bit, other) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory RAM Included (GB) RAM Capacity (GB)																																																																																																							
Storage Storage Class/Tier Disk Space (GB)																																																																																																							
Telecom and Networking Access Speed Internet: Input Bandwidth (Mbps) Internet: Output Bandwidth (Mbps) Remote Data Center: Input Bandwidth (Mbps) Remote Data Center: Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center connections only) Input Volume (GB/Month) Output Volume (GB/Month)																																																																																																							
IaaS Bundle Pricing (Assumes Persistent Storage)		<table border="1"> <tr> <th colspan="5">Class: Standard Configuration</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>CLIN#</td> <td>0005AA</td> <td>0005AB</td> <td>0005AC</td> <td>0005AD</td> <td>0005AE</td> </tr> </table>				Class: Standard Configuration					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AA	0005AB	0005AC	0005AD	0005AE																																																																																	
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CLIN#	0005AA	0005AB	0005AC	0005AD	0005AE																																																																																																		
Additional Resources		<table border="1"> <tr> <td colspan="2">Additional Cores</td> <td>CLIN#</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Price Per Additional Core (\$)</td> <td></td> <td>0001AA</td> <td>(b) (4)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Maximum Number of Cores per Virtual Server</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2">Additional Processing Memory</td> <td>RAM</td> <td>CLIN#</td> <td></td> <td></td> <td></td> </tr> <tr> <td>1 GB</td> <td></td> <td></td> <td>0002AA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2 GB</td> <td></td> <td></td> <td>0002AB</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4 GB</td> <td></td> <td></td> <td>0002AA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>8 GB</td> <td></td> <td></td> <td>0002AB</td> <td></td> <td></td> <td></td> </tr> <tr> <td>16 GB</td> <td></td> <td></td> <td>0002AA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>32 GB</td> <td></td> <td></td> <td>0002AB</td> <td></td> <td></td> <td></td> </tr> <tr> <td>64 GB</td> <td></td> <td></td> <td>0002AA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>{n} GB</td> <td></td> <td></td> <td>0002AB</td> <td></td> <td></td> <td></td> </tr> <tr> <td>{n} GB</td> <td></td> <td></td> <td>0002AA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Maximum RAM Capacity (GB)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>				Additional Cores		CLIN#					Price Per Additional Core (\$)		0001AA	(b) (4)				Maximum Number of Cores per Virtual Server							Additional Processing Memory		RAM	CLIN#				1 GB			0002AA				2 GB			0002AB				4 GB			0002AA				8 GB			0002AB				16 GB			0002AA				32 GB			0002AB				64 GB			0002AA				{n} GB			0002AB				{n} GB			0002AA				Maximum RAM Capacity (GB)						
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Notes: (b) (4)																																																																																																							

(b) (4)

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Attachment 37-L - Virtual Machine Capability Bundles

Class: Standard Configuration + OS: Red Hat Enterprise Linux V5 64Bit

VM Bundle Definition (Assumes Persistent Storage)

Class	Standard Configuration					Notes
Sub Class	Extra Small	Small	Medium	Large	Extra Large	
CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L	

Operating System: Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided

Select Operating System (ref): Operating System: (b) (4)

Compute Host

Processor

Bus Size (32bit, 64bit, either)	(b) (4)	Notes
Speed (Mhz)	(b) (4)	
Cores Included (#)	(b) (4)	
Core Capacity (#)	(b) (4)	
Processing Memory	(b) (4)	
RAM Included (GB)	(b) (4)	
RAM Capacity (GB)	(b) (4)	
Storage	(b) (4)	
Storage Class/Tier	(b) (4)	
Disk Space (GB)	(b) (4)	
Telecom and Networking	(b) (4)	
Access Speed	(b) (4)	
Internet Input Bandwidth (Mbps)	(b) (4)	
Internet Output Bandwidth (Mbps)	(b) (4)	
Remote Data Center Input Bandwidth (Mbps)	(b) (4)	
Remote Data Center Output Bandwidth (Mbps)	(b) (4)	
Dedicated Circuit Bandwidth (Mbps)	(b) (4)	
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)	(b) (4)	
Input Volume (GB/Month)	(b) (4)	
Output Volume (GB/Month)	(b) (4)	

IaaS Bundle Pricing (Assumes Persistent Storage)

Class	Standard Configuration					Notes
Sub Class	Extra Small	Small	Medium	Large	Extra Large	
CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L	

Recurring Costs

Unit of Service (min, hr, dy, wk, mo, other)	(b) (4)	Notes
Minimum Billing Increment (min, hr, dy, wk, mo, other)	(b) (4)	
Cost Per Unit of Service (\$)	(b) (4)	
Extended Unit Cost for Full Service Month	(b) (4)	

IaaS Resource Scaling Pricing

Class	Standard Configuration					Notes
Sub Class	Extra Small	Small	Medium	Large	Extra Large	
CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L	

Additional Resources

Additional Cores

Price Per Additional Core (\$)	0001AA	(b) (4)	Notes
Maximum Number of Cores per Virtual Server		(b) (4)	

Additional Processing Memory

RAM	CLIN#		Notes
1 GB	0002AA	(b) (4)	
2 GB	0002AB	(b) (4)	
4 GB	0002AA	(b) (4)	
8 GB	0002AB	(b) (4)	
16 GB	0002AA	(b) (4)	
32 GB	0002AB	(b) (4)	
64 GB	0002AA	(b) (4)	
{n} GB	0002AB	\$	
{n} GB	0002AA	\$	
Maximum RAM Capacity (GB)			

Additional Storage (per GB)- See Storage Pricing

Additional Transport Volume- See Telecommunications and Networking

Notes:

(b) (4)



(b) (4)

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Attachment 37-B - Virtual Machine Capability Bundles																							
Class: Standard Configuration + OS: No OS																							
VM Bundle Definition (Assumes Persistent Storage)		<table border="1"> <tr> <th>Class</th> <th colspan="5">Standard Configuration</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AA-B</td> <td>0005AB-B</td> <td>0005AC-B</td> <td>0005AD-B</td> <td>0005AE-B</td> </tr> </table> <p>(up to five different classes)</p>				Class	Standard Configuration					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B
Class	Standard Configuration																						
Sub Class	Extra Small	Small	Medium	Large	Extra Large																		
CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B																		
<p>Operating System</p> <p>Select Operating System (ref) Operating System</p> <p>Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided</p> <p>(b) (4)</p>																							
<p>Compute Host</p> <p>Processor</p> <p>Bus Size (32bit, 64bit, other)</p> <p>Speed (Mhz)</p> <p>Cores Included (#)</p> <p>Core Capacity (M)</p> <p>Processing Memory</p> <p>RAM Included (GB)</p> <p>RAM Capacity (GB)</p> <p>Storage</p> <p>Storage Class/Tier</p> <p>"Disk" Space (GB)</p> <p>Telecom and Networking</p> <p>Access Speed</p> <p>Internet: Input Bandwidth (Mbps)</p> <p>Internet: Output Bandwidth (Mbps)</p> <p>Remote Data Center: Input Bandwidth (Mbps)</p> <p>Remote Data Center: Output Bandwidth (Mbps)</p> <p>Dedicated Circuit Bandwidth (Mbps)</p> <p>Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)</p> <p>Input Volume (GB/Month)</p> <p>Output Volume (GB/Month)</p>																							

IaaS Bundle Pricing																	
Class: Standard Configuration																	
IaaS Bundle Pricing (Assumes Persistent Storage)		<table border="1"> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AA-B</td> <td>0005AB-B</td> <td>0005AC-B</td> <td>0005AD-B</td> <td>0005AE-B</td> </tr> </table>				Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B
Sub Class	Extra Small	Small	Medium	Large	Extra Large												
CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B												
<p>Recurring Costs</p> <p>Unit of Service (min, hr, dy, wk, mo, other)</p> <p>Minimum Billing Increment (min, hr, dy, wk, mo, other)</p> <p>Cost Per Unit of Service (\$)</p> <p>Extended Unit Cost for Full Service Month</p>																	

IaaS Resource Scaling Pricing																	
Class: Standard Configuration																	
IaaS Resource Scaling Pricing		<table border="1"> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AA-B</td> <td>0005AB-B</td> <td>0005AC-B</td> <td>0005AD-B</td> <td>0005AE-B</td> </tr> </table>				Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B
Sub Class	Extra Small	Small	Medium	Large	Extra Large												
CLIN#	0005AA-B	0005AB-B	0005AC-B	0005AD-B	0005AE-B												
<p>Additional Resources</p> <p>Additional Cores</p> <p>Price Per Additional Core (\$)</p> <p>Maximum Number of Cores per Virtual Server</p> <p>Additional Processing Memory</p> <p>RAM</p> <p>1 GB</p> <p>2 GB</p> <p>4 GB</p> <p>8 GB</p> <p>16 GB</p> <p>32 GB</p> <p>64 GB</p> <p>{n} GB</p> <p>{n} GB</p> <p>Maximum RAM Capacity (GB)</p> <p>Additional Storage (per GB): See Storage Pricing</p> <p>Additional Transport Volume: See Telecommunications and Networking</p>																	

Notes:

(b) (4)



(b) (4)

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Attachment 38 - Virtual Machine Capability Bundles		Class: High Memory + OS: Microsoft Windows DataCenter Edition				
Bundle Definition (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small Small Medium Large Extra Large (up to five different classes)				
Operating System: Select Operating System (xref) Operating System (b) (4)		CLIN# 0005AF 0005AG 0005AH 0005AJ 0005AK				
Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided						
Compute Host		Processor:				
Bus Size (32bit, 64bit, other)		(b) (4)				
Speed (Mhz)		(b) (4)				
Cores Included (#)		(b) (4)				
Core Capacity (#)		(b) (4)				
Processing Memory		RAM Included (GB)				
RAM Capacity (GB)		(b) (4)				
Storage		Storage Class/Tier				
"Disk" Space (GB)		(b) (4)				
Telecom and Networking		Access Speed				
Internet Input Bandwidth (Mbps)		(b) (4)				
Internet Output Bandwidth (Mbps)		(b) (4)				
Remote Data Center Input Bandwidth (Mbps)		(b) (4)				
Remote Data Center Output Bandwidth (Mbps)		(b) (4)				
Dedicated Circuit Bandwidth (Mbps)		(b) (4)				
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)		Input Volume (GB/Month)				
Output Volume (GB/Month)		(b) (4)				
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small Small Medium Large Extra Large				
Recurring Costs		CLIN# 0005AF 0005AG 0005AH 0005AJ 0005AK				
Unit of Service (min, hr, dy, wk, mo, other)		(b) (4)				
Minimum Billing Increment (min, hr, dy, wk, mo, other)		(b) (4)				
Cost Per Unit of Service (\$)		(b) (4)				
Extended Unit Cost for Full Service Month		(b) (4)				
IaaS Resource Scaling Pricing		Class: High Memory Sub Class: Extra Small Small Medium Large Extra Large				
Additional Cores		CLIN# 0005AF 0005AG 0005AH 0005AJ 0005AK				
Price Per Additional Core (\$)		(b) (4)				
Maximum Number of Cores per Virtual Server		(b) (4)				
Additional Processing Memory		RAM CLIN#				
1 GB		0002AA				
2 GB		0002AB				
4 GB		0002AA				
8 GB		0002AB				
16 GB		0002AA				
32 GB		0002AB				
64 GB		0002AA				
(n) GB		0002AB				
(n) GB		0002AA				
Maximum RAM Capacity (GB)						
Additional Storage (per GB) - See Storage Pricing						
Additional Transport Volume - See Telecommunications and Networking						
Notes: (b) (4)						

(b) (4)

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Attachment 38-L - Virtual Machine Capability Bundles																				
Class: High Memory + OS: Red Hat Enterprise Linux V5 64Bit																				
Bundle Definition (Assumes Persistent Storage)		Class: <table border="1"> <tr> <th colspan="5">High Memory</th> </tr> <tr> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>CLIN# 0005AF-L</td> <td>0005AG-L</td> <td>0005AH-L</td> <td>0005AJ-L</td> <td>0005AK-L</td> </tr> </table> (up to five different classes)				High Memory					Extra Small	Small	Medium	Large	Extra Large	CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L
High Memory																				
Extra Small	Small	Medium	Large	Extra Large																
CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L																
Operating System Select Operating System (xref) Operating System (b) (4)																				
Offers to fill out one sheet per Configuration Class and Operating System Class combination provided																				
Compute Host		Notes:																		
Processor		(b) (4)																		
Bus Size (32bit, 64bit, other)																				
Speed (Mhz)																				
Cores Included (#)																				
Core Capacity (#)																				
Processing Memory																				
RAM Included (GB)																				
RAM Capacity (GB)																				
Storage																				
Storage Class/Tier																				
"Disk" Space (GB)																				
Telecom and Networking																				
Access Speed																				
Internet: Input Bandwidth (Mbps)																				
Internet: Output Bandwidth (Mbps)																				
Remote Data Center: Input Bandwidth (Mbps)																				
Remote Data Center: Output Bandwidth (Mbps)																				
Dedicated Circuit Bandwidth (Mbps)																				
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)																				
Input Volume (GB/Month)		(b) (4)																		
Output Volume (GB/Month)																				
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: <table border="1"> <tr> <th colspan="5">High Memory</th> </tr> <tr> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>CLIN# 0005AF-L</td> <td>0005AG-L</td> <td>0005AH-L</td> <td>0005AJ-L</td> <td>0005AK-L</td> </tr> </table> Notes:				High Memory					Extra Small	Small	Medium	Large	Extra Large	CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L
High Memory																				
Extra Small	Small	Medium	Large	Extra Large																
CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L																
Recurring Costs		(b) (4)																		
Unit of Service (min, hr, dy, wk, mo, other)																				
Minimum Billing Increment (min, hr, dy, wk, mo, other)																				
Cost Per Unit of Service (\$)																				
Extended Unit Cost for Full Service Month																				
IaaS Resource Scaling Pricing		Class: <table border="1"> <tr> <th colspan="5">High Memory</th> </tr> <tr> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>CLIN# 0005AF-L</td> <td>0005AG-L</td> <td>0005AH-L</td> <td>0005AJ-L</td> <td>0005AK-L</td> </tr> </table> Notes:				High Memory					Extra Small	Small	Medium	Large	Extra Large	CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L
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Extra Small	Small	Medium	Large	Extra Large																
CLIN# 0005AF-L	0005AG-L	0005AH-L	0005AJ-L	0005AK-L																
Additional Cores		(b) (4)																		
Price Per Additional Core (\$)																				
Maximum Number of Cores per Virtual Server																				
Additional Processing Memory																				
RAM																				
1 GB																				
2 GB																				
4 GB																				
8 GB																				
16 GB																				
32 GB																				
64 GB																				
(n) GB																				
(n) GB																				
Maximum RAM Capacity (GB)																				
Additional Storage (per GB)- See Storage Pricing																				
Additional Transport Volume- See Telecommunications and Networking																				
Notes:		(b) (4)																		



(b) (4)

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Attachment 38-B - Virtual Machine Capability Bundles																																																		
Class: High Memory + OS: No OS																																																		
Bundle Definition (Assumes Persistent Storage)		<table border="1"> <tr> <th>Class</th> <th colspan="5">High Memory</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AF-B</td> <td>0005AG-B</td> <td>0005AH-B</td> <td>0005AJ-B</td> <td>0005AK-B</td> </tr> </table> (up to five different cl				Class	High Memory					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B																											
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Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided Select Operating System (pref) Operating System: (b) (4)																																																		
Compute Host																																																		
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Class	High Memory																																																	
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CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B																																													
Additional Resources																																																		
<table border="1"> <tr> <th>Additional Cores</th> <th>CLIN</th> <th>Notes</th> </tr> <tr> <td>Price Per Additional Core (\$)</td> <td>0001AA</td> <td>(b) (4)</td> </tr> <tr> <td>Maximum Number of Cores per Virtual Server</td> <td></td> <td></td> </tr> <tr> <th>Additional Processing Memory</th> <td></td> <td></td> </tr> <tr> <th>RAM</th> <th>CLIN</th> <td></td> </tr> <tr> <td>1 GB</td> <td>0002AA</td> <td>(b) (4)</td> </tr> <tr> <td>2 GB</td> <td>0002AB</td> <td>(b) (4)</td> </tr> <tr> <td>4 GB</td> <td>0002AA</td> <td>(b) (4)</td> </tr> <tr> <td>8 GB</td> <td>0002AB</td> <td>(b) (4)</td> </tr> <tr> <td>16 GB</td> <td>0002AA</td> <td>(b) (4)</td> </tr> <tr> <td>32 GB</td> <td>0002AB</td> <td>(b) (4)</td> </tr> <tr> <td>64 GB</td> <td>0002AA</td> <td>(b) (4)</td> </tr> <tr> <td>{n} GB</td> <td>0002AB</td> <td>(b) (4)</td> </tr> <tr> <td>{n} GB</td> <td>0002AA</td> <td>(b) (4)</td> </tr> <tr> <td>Maximum RAM Capacity (GB)</td> <td></td> <td></td> </tr> </table>						Additional Cores	CLIN	Notes	Price Per Additional Core (\$)	0001AA	(b) (4)	Maximum Number of Cores per Virtual Server			Additional Processing Memory			RAM	CLIN		1 GB	0002AA	(b) (4)	2 GB	0002AB	(b) (4)	4 GB	0002AA	(b) (4)	8 GB	0002AB	(b) (4)	16 GB	0002AA	(b) (4)	32 GB	0002AB	(b) (4)	64 GB	0002AA	(b) (4)	{n} GB	0002AB	(b) (4)	{n} GB	0002AA	(b) (4)	Maximum RAM Capacity (GB)		
Additional Cores	CLIN	Notes																																																
Price Per Additional Core (\$)	0001AA	(b) (4)																																																
Maximum Number of Cores per Virtual Server																																																		
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1 GB	0002AA	(b) (4)																																																
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Notes: (b) (4)																																																		

(b) (4)

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Attachment 39 - Virtual Machine Capability Bundles

Class: High Computing + OS: Microsoft Windows Enterprise Server

Bundle Definition
(Assumes Persistent Storage)

Class: **High Computing**

Sub Class: **Medium Large Extra Large** (up to five different classes)

CLIN#: **0005AL 0005AM 0005AN**

Operating System: Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided

Select Operating System (year): **(b) (4)** Operating System: **(b) (4)**

Compute Host

Processor

Bus Size (32bit, 64bit, either)
Speed (Mhz)
Cores Included (#)
Core Capacity (#)

Processing Memory

RAM Included (GB)
RAM Capacity (GB)

Storage

Storage Class/Tier
Disk Space (GB)

Telecom and Networking

Access Speed

Internet Input Bandwidth (Mbps)
Internet Output Bandwidth (Mbps)
Remote Data Center Input Bandwidth (Mbps)
Remote Data Center Output Bandwidth (Mbps)
Dedicated Circuit Bandwidth (Mbps)
Transport Volume (Applies to service provider operated internet and Remote Data Center Connections only)
Input Volume (GB/Month)
Output Volume (GB/Month)

Notes: **(b) (4)**

IaaS Bundle Pricing
(Assumes Persistent Storage)

Class: **High Computing**

Sub Class: **Medium Large Extra Large**

CLIN#: **0005AL 0005AM 0005AN**

Recurring Costs

Unit of Service (min, hr, dy, wk, mo, other)	(b) (4)
Minimum Billing Increment (min, hr, dy, wk, mo, other)	(b) (4)
Cost Per Unit of Service (\$)	(b) (4)
Extended Unit Cost for Full Service Month	(b) (4)

Notes: **(b) (4)**

IaaS Resource Scaling Pricing

Class: **High Computing**

Sub Class: **Medium Large Extra Large**

CLIN#: **0005AL 0005AM 0005AN**

Additional Resources

Additional Cores

Price Per Additional Core (\$)	CLIN	(b) (4)
Maximum Number of Cores per Virtual Server		(b) (4)

Additional Processing Memory

RAM	CLIN	
1 GB	0002AA	(b) (4)
2 GB	0002AB	(b) (4)
4 GB	0002AA	(b) (4)
8 GB	0002AB	(b) (4)
16 GB	0002AA	(b) (4)
32 GB	0002AB	(b) (4)
64 GB	0002AA	(b) (4)
{n} GB	0002AB	(b) (4)
{n} GB	0002AA	(b) (4)
Maximum RAM Capacity (GB)		(b) (4)

Additional Storage (per GB) - See Storage Pricing

Additional Transport Volume - See Telecommunications and Networking

Notes: **(b) (4)**

(b) (4)

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Attachment 39-L - Virtual Machine Capability Bundles
Class: High Computing + OS: Microsoft Windows Enterprise Server

Bundle Definition (Assumes Persistent Storage)		Class	High Computing		
		Sub Class	Medium	Large	Extra Large
		CLIN#	0005AL-L	0005AM-L	0005AN-L
(up to five different classes)					
Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided					
Select Operating System (xref):		Operating System	(b) (4)		
Compute Host					
Processor					
Bus Size (32bit, 64bit, either)		(b) (4)			
Speed (Mhz)		(b) (4)			
Cores Included (n)		(b) (4)			
Core Capacity (n)		(b) (4)			
Processing Memory					
RAM Included (GB)		(b) (4)			
RAM Capacity (GB)		(b) (4)			
Storage					
Storage Class/Tier		(b) (4)			
"Disk" Space (GB)		(b) (4)			
Telecom and Networking					
Access Speed					
Internet: Input Bandwidth (Mbps)		(b) (4)			
Internet: Output Bandwidth (Mbps)		(b) (4)			
Remote Data Center: Input Bandwidth (Mbps)		(b) (4)			
Remote Data Center: Output Bandwidth (Mbps)		(b) (4)			
Dedicated Circuit Bandwidth (Mbps)		(b) (4)			
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)					
Input Volume (GB/Month)		(b) (4)			
Output Volume (GB/Month)		(b) (4)			

IaaS Bundle Pricing (Assumes Persistent Storage)		Class	High Computing		
		Sub Class	Medium	Large	Extra Large
		CLIN#	0005AL-L	0005AM-L	0005AN-L
Recurring Costs					
Unit of Service (min, hr, dy, wk, mo, other)		(b) (4)			
Minimum Billing Increment (min, hr, dy, wk, mo, other)		(b) (4)			
Cost Per Unit of Service (\$)		(b) (4)			
Extended Unit Cost for Full Service Month		(b) (4)			

IaaS Resource Scaling Pricing		Class	High Computing		
		Sub Class	Medium	Large	Extra Large
		CLIN#	0005AL-L	0005AM-L	0005AN-L
Additional Resources					
Additional Cores		CLIN			
Price Per Additional Core (\$)		0001AA	(b) (4)		
Maximum Number of Cores per Virtual Server		(b) (4)			
Additional Processing Memory					
RAM		CLIN			
1 GB		0002AA	(b) (4)		
2 GB		0002AB	(b) (4)		
4 GB		0002AA	(b) (4)		
8 GB		0002AB	(b) (4)		
16 GB		0002AA	(b) (4)		
32 GB		0002AB	(b) (4)		
64 GB		0002AA	(b) (4)		
{n} GB		0002AB	(b) (4)		
{n} GB		0002AA	(b) (4)		
Maximum RAM Capacity (GB)		(b) (4)			
Additional Storage (per GB): See Storage Pricing					
Additional Transport Volume: See Telecommunications and Networking					

Notes:
 (b) (4)

(b) (4)

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Attachment 39-B - Virtual Machine Capability Bundles

Class: High Computing + OS: No OS

Bundle Definition
(Assumes Persistent Storage)

Class: High Computing
Sub Class: Medium, Large, Extra Large (up to five different classes)
CLIN#: 0005AL-B, 0005AM-B, 0005AN-B

Operating System
Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided
Select Operating System (area): Operating System: (b) (4)

Compute Host

Processor:

- Bus Size (32bit, 64bit, other)
- Speed (Mhz)
- Cores Included (#)
- Core Capacity (#)

Processing Memory:

- RAM Included (GB)
- RAM Capacity (GB)

Storage:

- Storage Class/Tier
- "Disk" Space (GB)

Telecom and Networking

Access Speed:

- Internet: Input Bandwidth (Mbps)
- Internet: Output Bandwidth (Mbps)
- Remote Data Center: Input Bandwidth (Mbps)
- Remote Data Center: Output Bandwidth (Mbps)
- Dedicated Circuit Bandwidth (Mbps)
- Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)
- Input Volume (GB/Month)
- Output Volume (GB/Month)

Notes: (b) (4)

IaaS Bundle Pricing
(Assumes Persistent Storage)

Class: High Computing
Sub Class: Medium, Large, Extra Large
CLIN#: 0005AL-B, 0005AM-B, 0005AN-B

Recurring Costs

- Unit of Service (min, hr, dy, wk, mo, other) (b) (4)
- Minimum Billing Increment (min, hr, dy, wk, mo, other) (b) (4)
- Cost Per Unit of Service (\$)
- Extended Unit Cost for Full Service Month

Notes:

IaaS Resource Scaling Pricing

Class: High Computing
Sub Class: Medium, Large, Extra Large
CLIN#: 0005AL-B, 0005AM-B, 0005AN-B

Additional Resources

Additional Cores

- Price Per Additional Core (\$): (b) (4)
- Maximum Number of Cores per Virtual Server

Additional Processing Memory

- RAM
- 1 GB
- 2 GB
- 4 GB
- 8 GB
- 16 GB
- 32 GB
- 64 GB
- {n} GB
- {n} GB
- Maximum RAM Capacity (GB)

Additional Storage (per GB)- See Storage Pricing

Additional Transport Volume- See Telecommunications and Networking

Notes:

Notes:
(b) (4)

(b) (4)

Attachment 40 - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.	
Class: High Performance Cluster + DS: Microsoft Windows Enterprise Server			
Bundle Definition (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: Large, Extra Large (up to five different ds) CLIN# 0005AP, 0005AQ	
Operating System Offers to fill out one sheet per Configuration Class and Operating System Class combination provided Select Operating System (xref) Operating System (b) (4)			
Compute Host Processor Bus Size (32bit, 64bit, either) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory RAM Included (GB) RAM Capacity (GB)		Notes (b) (4)	
Storage Storage Class/Tier Disk Space (GB)			
Telecom and Networking Access Speed Internet Input Bandwidth (Mbps) Internet Output Bandwidth (Mbps) Remote Data Center Input Bandwidth (Mbps) Remote Data Center Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated internet and Remote Data Center Connections only) Input Volume (GB/Month) Output Volume (GB/Month)			
			(b) (4)
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: Large, Extra Large CLIN# 0005AP, 0005AQ	
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) (b) (4) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month			Notes
IaaS Resource Scaling Pricing		Class: High Performance Cluster Sub Class: Large, Extra Large CLIN# 0005AP, 0005AQ	
Additional Resources Additional Cores Price Per Additional Core (\$) (b) (4) Maximum Number of Cores per Virtual Server Additional Processing Memory RAM 1 GB (0002AA) 2 GB (0002AB) 4 GB (0002AC) 8 GB (0002AD) 16 GB (0002AE) 32 GB (0002AF) 64 GB (0002AG) (n) GB (0002AH) (n) GB (0002AA) Maximum RAM Capacity (GB)		Notes (b) (4)	
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking			
Notes: (b) (4)			

(b) (4)

Attachment 40-L - Virtual Machine Capability Bundles		Class: High Performance Cluster					
<small>This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.</small>							
Class: High Performance Cluster ± OS: Microsoft Windows Enterprise Server							
Bundle Definition (Assumes Persistent Storage)	Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </table> (up to five different classes)	Large	Extra Large	0005AP-L	0005AQ-L	Notes
Large	Extra Large						
0005AP-L	0005AQ-L						
Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided Select Operating System (use #) Operating System: (b) (4)							
Compute Host							
Processor							
Bus Size (32bit, 64bit, either) (b) (4)							
Speed (Mhz) (b) (4)							
Cores Included (#) (b) (4)							
Core Capacity (#) (b) (4)							
Processing Memory							
RAM Included (GB) (b) (4)							
RAM Capacity (GB) (b) (4)							
Storage							
Storage Class/Tier (b) (4)							
Disk Space (GB) (b) (4)							
Telecom and Networking							
Access Speed (b) (4)							
Internet Input Bandwidth (Mbps) (b) (4)							
Internet Output Bandwidth (Mbps) (b) (4)							
Remote Data Center Input Bandwidth (Mbps) (b) (4)							
Remote Data Center Output Bandwidth (Mbps) (b) (4)							
Dedicated Circuit Bandwidth (Mbps) (b) (4)							
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)							
Input Volume (GB/Month) (b) (4)							
Output Volume (GB/Month) (b) (4)							
IaaS Bundle Pricing (Assumes Persistent Storage)							
Class: High Performance Cluster Sub Class: CLIN#							
<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </table>				Large	Extra Large	0005AP-L	0005AQ-L
Large	Extra Large						
0005AP-L	0005AQ-L						
Recurring Costs							
Unit of Service (min, hr, dy, wk, mo, other) (b) (4)							
Minimum Billing Increment (min, hr, dy, wk, mo, other) (b) (4)							
Cost Per Unit of Service (\$) (b) (4)							
Extended Unit Cost for Full Service Month (b) (4)							
IaaS Resource Scaling Pricing							
Class: High Performance Cluster Sub Class: CLIN#							
<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </table>				Large	Extra Large	0005AP-L	0005AQ-L
Large	Extra Large						
0005AP-L	0005AQ-L						
Additional Resources							
Additional Cores							
Price Per Additional Core (\$) (b) (4)							
Maximum Number of Cores per Virtual Server (b) (4)							
Additional Processing Memory							
RAM							
1 GB (b) (4)							
2 GB (b) (4)							
4 GB (b) (4)							
8 GB (b) (4)							
16 GB (b) (4)							
32 GB (b) (4)							
64 GB (b) (4)							
(n) GB (b) (4)							
(n) GB (b) (4)							
Maximum RAM Capacity (GB) (b) (4)							
Additional Storage (per GB) - See Storage Pricing							
Additional Transport Volume - See Telecommunications and Networking							
Notes: (b) (4)							

(b) (4)

Attachment 40-B - Virtual Machine Capability Bundles		Class: High Performance Cluster + OS: No OS					
<p><i>This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.</i></p>							
Bundle Definition (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-B</td> <td>0005AQ-B</td> </tr> </table> (up to five different classes)	Large	Extra Large	0005AP-B	0005AQ-B
Large	Extra Large						
0005AP-B	0005AQ-B						
Operating System Offers to fill out one sheet per Configuration Class and Operating System Class combination provided Select Operating System (href) Operating System (b) (4)							
Compute Host Processor Bus Size (32bit, 64bit, other) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory RAM Included (GB) RAM Capacity (GB)		Notes (b) (4)					
Storage Storage Class/Tier Disk Space (GB)							
Telecom and Networking Access Speed Internet Input Bandwidth (Mbps) Internet Output Bandwidth (Mbps) Remote Data Center Input Bandwidth (Mbps) Remote Data Center Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) Output Volume (GB/Month)							
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-B</td> <td>0005AQ-B</td> </tr> </table>	Large	Extra Large	0005AP-B	0005AQ-B
Large	Extra Large						
0005AP-B	0005AQ-B						
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month		Notes (b) (4)					
IaaS Resource Scaling Pricing		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP-B</td> <td>0005AQ-B</td> </tr> </table>	Large	Extra Large	0005AP-B	0005AQ-B
Large	Extra Large						
0005AP-B	0005AQ-B						
Additional Resources Additional Cores Price Per Additional Core (\$) Maximum Number of Cores per Virtual Server Additional Processing Memory RAM 1 GB 2 GB 4 GB 8 GB 16 GB 32 GB 64 GB (n) GB (n) GB Maximum RAM Capacity (GB)		Notes (b) (4)					
Additional Storage (per GB): See Storage Pricing Additional Transport Volume: See Telecommunications and Networking							
Notes: (b) (4)							

VM_CUSTOM

Attachment 41 - Virtual Machine Capability Bundles This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Free Information Act and which is subject to the legend contained on the cover page of this proposal.

Class: TASK ORDER CUSTOM + OS: Microsoft Windows Enterprise Server

Bundle Definition (Assumes Persistent Storage)		Class: TASK ORDER CUSTOM				
		Sub Class				
		TO#	TO#	TO#	TO#	TO#
		0005AR	0005AS	0005AT	0005AU	0005AV
		CLIN#				
		0005AR	0005AS	0005AT	0005AU	0005AV
Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided						
Select Operating System (xref) Operating System						
OS0001		Microsoft Windows		Enterprise Server		
Compute Host						
Processor						
Bus Size (32bit, 64bit, either)						Notes
Speed (Mhz)						1
Cores Included (#)						2
Core Capacity (#)						
Processing Memory						
RAM Included (GB)						
RAM Capacity (GB)						
Storage						
Storage Class/Tier						
"Disk" Space (GB)						7
Telecom and Networking						
Access Speed						
Internet: Input Bandwidth (Mbps)						
Internet: Output Bandwidth (Mbps)						
Remote Data Center: Input Bandwidth (Mbps)						5
Remote Data Center: Output Bandwidth (Mbps)						5
Dedicated Circuit Bandwidth (Mbps)						4
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)						
Input Volume (GB/Month)						6
Output Volume (GB/Month)						6

IaaS Bundle Pricing (Assumes Persistent Storage)		Class: TASK ORDER CUSTOM				
		Sub Class				
		TO#	TO#	TO#	TO#	TO#
		0005AR	0005AS	0005AT	0005AU	0005AV
		CLIN#				
		0005AR	0005AS	0005AT	0005AU	0005AV
Recurring Costs						
Unit of Service (min, hr, dy, wk, mo, other)						Notes
Minimum Billing Increment (min, hr, dy, wk, mo, other)						
Cost Per Unit of Service (\$)						
Extended Unit Cost for Full Service Month						

IaaS Resource Scaling Pricing		Class: TASK ORDER CUSTOM				
		Sub Class				
		TO#	TO#	TO#	TO#	TO#
		0005AR	0005AS	0005AT	0005AU	0005AV
		CLIN#				
		0005AR	0005AS	0005AT	0005AU	0005AV
Additional Resources						
Additional Cores						
Price Per Additional Core (\$)		CLIN				Notes
		0001AA				3
Maximum Number of Cores per Virtual Server						1
Additional Processing Memory						
RAM		CLIN				
1 GB		0002AA				
2 GB		0002AB				
4 GB		0002AA				
8 GB		0002AB				
16 GB		0002AA				
32 GB		0002AB				
64 GB		0002AA				
{n} GB		0002AB				
{n} GB		0002AA				
Maximum RAM Capacity (GB)						
Additional Storage (per GB)- See Storage Pricing						
Additional Transport Volume - See Telecommunications and Networking						

VM_CUSTOM



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Transport

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Attachment 42 - Transport		Service Determination/Access Quantities		Notes											
<table border="1"> <thead> <tr> <th>Access Quantities</th> <th>Service</th> </tr> </thead> <tbody> <tr> <td>To Internet via Public Backbone</td> <td>(b) (4)</td> </tr> <tr> <td>Via Internet DOI TIC to Vendor TIC</td> <td>(b) (4)</td> </tr> <tr> <td>Via Internet via DOI LAN to LAN VPN</td> <td>(b) (4)</td> </tr> <tr> <td>to Remote data center</td> <td>(b) (4)</td> </tr> </tbody> </table>		Access Quantities	Service	To Internet via Public Backbone	(b) (4)	Via Internet DOI TIC to Vendor TIC	(b) (4)	Via Internet via DOI LAN to LAN VPN	(b) (4)	to Remote data center	(b) (4)				
Access Quantities	Service														
To Internet via Public Backbone	(b) (4)														
Via Internet DOI TIC to Vendor TIC	(b) (4)														
Via Internet via DOI LAN to LAN VPN	(b) (4)														
to Remote data center	(b) (4)														
Networking and Telecommunications Pricing (When exceeds Bundle/Package allocation)															
			Price per unit of Service			Notes									
				non-Bulk Transfer		Bulk Transfer									
Minimum Billing Increment	Unit of Service	Time of Day (Peak/non-peak)		Time of Day (Peak/non-peak)											
Transport {#} GB	(GB)	Up to { }	{ } to { }	> { }	Up to { }	{ } to { }	> { }								
Inbound Transport		CLIN													
To Internet via Public Backbone	0003AA	(b) (4)													
Via Internet DOI TIC to Vendor TIC	0003AB														
Via Internet via DOI LAN to LAN VPN	0003AC														
to Remote data center	0003AD														
Outbound Transport		CLIN													
To Internet via Public Backbone	0003AE	(b) (4)													
Via Internet DOI TIC to Vendor TIC	0003AF														
Via Internet via DOI LAN to LAN VPN	0003AG														
to Remote data center	0003AH														
Notes:															
(b) (4)															



Associated Support Services

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Attachment 44 - Pricing for Associated Support Services							
Unit of Service (UOS)		Hour		If other than Hour			
CLIN	LABOR DESCRIPTION			Min Billing Increment (min, 15 min, hr, day,...)	Labor Rate (\$/UOS)	Labor Hours (UOS)	Notes
	SERVICE AREA	LABOR CATEGORY	SKILL LEVEL				
000XAA	All Service Areas	Database Specialist	I	Hr	(b) (4)		
000XAB	All Service Areas	Database Specialist	II	Hr			
000XAC	All Service Areas	Database Specialist	III	Hr			
000XAD	All Service Areas	Database Specialist	IV	Hr			
000XAE	All Service Areas	Disaster Recovery Specialist	I	Hr			
000XAF	All Service Areas	Disaster Recovery Specialist	II	Hr			
000XAG	All Service Areas	Disaster Recovery Specialist	III	Hr			
000XAH	All Service Areas	Disaster Recovery Specialist	IV	Hr			
000XAJ	All Service Areas	Infrastructure Architect	I	Hr			
000XAK	All Service Areas	Infrastructure Architect	II	Hr			
000XAL	All Service Areas	Infrastructure Architect	III	Hr			
000XAM	All Service Areas	Infrastructure Architect	IV	Hr			
000XAN	All Service Areas	Hardware Engineer	I	Hr			
000XAP	All Service Areas	Hardware Engineer	II	Hr			
000XAQ	All Service Areas	Hardware Engineer	III	Hr			
000XAR	All Service Areas	Hardware Engineer	IV	Hr			
000XAS	All Service Areas	Helpdesk Specialist	I	Hr			
000XAT	All Service Areas	Helpdesk Specialist	II	Hr			
000XAU	All Service Areas	Helpdesk Specialist	III	Hr			
000XAV	All Service Areas	Helpdesk Specialist	IV	Hr			
000XAW	All Service Areas	IT Security Specialist	I	Hr			
000XAX	All Service Areas	IT Security Specialist	II	Hr			
000XAY	All Service Areas	IT Security Specialist	III	Hr			
000XAZ	All Service Areas	IT Security Specialist	IV	Hr			
000XBA	All Service Areas	Network Specialist	I	Hr			
000XBB	All Service Areas	Network Specialist	II	Hr			
000XBC	All Service Areas	Network Specialist	III	Hr			
000XBD	All Service Areas	Network Specialist	IV	Hr			
000XBE	All Service Areas	Project Manager	I	Hr			
000XBF	All Service Areas	Project Manager	II	Hr			
000XBG	All Service Areas	Project Manager	III	Hr			
000XBH	All Service Areas	Project Manager	IV	Hr			
000XBJ	All Service Areas	Systems Administrator	I	Hr			
000XBK	All Service Areas	Systems Administrator	II	Hr			
000XBL	All Service Areas	Systems Administrator	III	Hr			
000XBM	All Service Areas	Systems Administrator	IV	Hr			
000XBN	All Service Areas	Storage Engineer	I	Hr			
000XBP	All Service Areas	Storage Engineer	II	Hr			
000XBQ	All Service Areas	Storage Engineer	III	Hr			
000XBR	All Service Areas	Storage Engineer	IV	Hr			
000XBS	All Service Areas	Storage Admin	I	Hr			
000XBT	All Service Areas	Storage Admin	II	Hr			
000XBU	All Service Areas	Storage Admin	III	Hr			
000XBV	All Service Areas	Storage Admin	IV	Hr			
000XBW	All Service Areas	Quality Assurance/Control	I	Hr			
000XBX	All Service Areas	Quality Assurance/Control	II	Hr			
000XBY	All Service Areas	Quality Assurance/Control	III	Hr			
000XBZ	All Service Areas	Quality Assurance/Control	IV	Hr			
000XCA	All Service Areas	Software Developer	I	Hr			
000XCB	All Service Areas	Software Developer	II	Hr			
000XCC	All Service Areas	Software Developer	III	Hr			
000XCD	All Service Areas	Software Developer	IV	Hr			
000XCE	All Service Areas	Subject Matter Expert	I	Hr			
000XCF	All Service Areas	Subject Matter Expert	II	Hr			
000XCG	All Service Areas	Subject Matter Expert	III	Hr			
000XCH	All Service Areas	Subject Matter Expert	IV	Hr			
000XCJ	All Service Areas	Program Manager	I	Hr			
000XCK	All Service Areas	Program Manager	II	Hr			
000XCL	All Service Areas	Program Manager	III	Hr			
000XCM	All Service Areas	Program Manager	IV	Hr			
000XCN	All Service Areas	System Operator	I	Hr			
000XCP	All Service Areas	System Operator	II	Hr			
000XCQ	All Service Areas	System Operator	III	Hr			
000XCR	All Service Areas	System Operator	IV	Hr			
000XCS	All Service Areas	Business Analyst	I	Hr			
000XCT	All Service Areas	Business Analyst	II	Hr			

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Attachment 45- Optional Software and Services

Unit of Service (UOS) (b) (4)

CLIN	DESCRIPTION	Min Billing Increment Monthly	Notes
00050A	(b) (4)		
00050B			
00050C			
00050D			
00050E			
00050F			
00050G			
00050H			
00050J			
00050K			
00050L			

Notes:
(b) (4)

This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

Attachment 37 - Virtual Machine Capability Bundles						
Class: Standard Configuration + OS: Microsoft Windows DataCenter Edition						
VM Bundle Definition (Assumes Persistent Storage)		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large (up to five different classes) CLIN#: 0005AA 0005AB 0005AC 0005AD 0005AE				
Operating System Select Operating System (xref) Operating System (b) (4)						
Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided						
Compute Host Processor:		(b) (4)				
Bus Size (32bit, 64bit, either) Speed (Mhz) Cores Included (#) Core Capacity (#)		(b) (4)				
Processing Memory RAM Included (GB) RAM Capacity (GB)		(b) (4)				
Storage Storage Class/Tier "Disk" Space (GB)		(b) (4)				
Telecom and Networking Access Speed Internet: Input Bandwidth (Mbps) Internet: Output Bandwidth (Mbps) Remote Data Center: Input Bandwidth (Mbps) Remote Data Center: Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) Output Volume (GB/Month)		(b) (4)				
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large CLIN#: 0005AA 0005AB 0005AC 0005AD 0005AE				
Recurring Costs		Notes				
Unit of Service (min, hr, dy, wk, mo, other) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month		(b) (4)				
IaaS Resource Scaling Pricing		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large CLIN#: 0005AA 0005AB 0005AC 0005AD 0005AE				
Additional Resources		Notes				
Additional Cores Price Per Additional Core (\$) Maximum Number of Cores per Virtual Server		(b) (4)				
Additional Processing Memory RAM 1 GB 2 GB 4 GB 8 GB 16 GB 32 GB 64 GB {n} GB {n} GB Maximum RAM Capacity (GB)		(b) (4)				
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking		(b) (4)				
Notes: (b) (4)						

This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

Attachment 37-L - Virtual Machine Capability Bundles								
Class: Standard Configuration + OS: Red Hat Enterprise Linux V5 64bit								
VM Bundle Definition (Assumes Persistent Storage)		Class: Standard Configuration						
		Sub Class	Extra Small	Small	Medium	Large	Extra Large	(up to five different classes)
		CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L	
Operating System		Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided						
Select Operating System (if/oft)		Operating System						
		(b) (4)						
Compute Host		Notes						
Processor								
Bus Size (32bit, 64bit, either)		(b) (4)						
Speed (Mhz)								
Cores Included (n)								
Core Capacity (#)								
Processing Memory								
RAM Included (GB)								
RAM Capacity (GB)								
Storage								
Storage Class/Tier								
Disk Space (GB)								
Telecom and Networking								
Access Speed								
Internet Input Bandwidth (Mbps)								
Internet Output Bandwidth (Mbps)								
Remote Data Center Input Bandwidth (Mbps)								
Remote Data Center Output Bandwidth (Mbps)								
Dedicated Circuit Bandwidth (Mbps)								
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)								
Input Volume (GB/Month)		(b) (4)						
Output Volume (GB/Month)								

IaaS Bundle Pricing							
Class: Standard Configuration							
IaaS Bundle Pricing (Assumes Persistent Storage)		Sub Class	Extra Small	Small	Medium	Large	Extra Large
		CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L
Recurring Costs		Notes					
Unit of Service (min, hr, dy, wk, mo, other)		(b) (4)					
Minimum Billing Increment (min, hr, dy, wk, mo, other)							
Cost Per Unit of Service (\$)							
Extended Unit Cost for Full Service Month							

IaaS Resource Scaling Pricing							
Class: Standard Configuration							
Additional Resources		Sub Class	Extra Small	Small	Medium	Large	Extra Large
		CLIN#	0005AA-L	0005AB-L	0005AC-L	0005AD-L	0005AE-L
Additional Cores		Notes					
Price Per Additional Core (\$)		(b) (4)					
Maximum Number of Cores per Virtual Server							
Additional Processing Memory							
RAM							
1 GB		0002AA					
2 GB		0002AB					
4 GB		0002AA					
8 GB		0002AB					
16 GB		0002AA					
32 GB		0002AB					
64 GB		0002AA					
{n} GB		0002AB					
{n} GB		0002AA					
Maximum RAM Capacity (GB)							
Additional Storage (per GB)- See Storage Pricing							
Additional Transport Volume- See Telecommunications and Networking							

Notes:					
(b) (4)					

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Attachment 37-B - Virtual Machine Capability Bundles					
Class: Standard Configuration + OS; No OS					
VM Bundle Definition (Assumes Persistent Storage)		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large (up to five different classes) CLIN# 0005AA-B 0005AB-B 0005AC-B 0005AD-B 0005AE-B			
Operating System Select Operating System (wref) - Operating System (b) (4)					
Compute Host Processor Bus Size (32bit, 64bit, ether) (b) (4) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory RAM Included (GB) RAM Capacity (GB)					
Storage Storage Class/Tier Disk Space (GB)					
Telecom and Networking Access Speed Internet: Input Bandwidth (Mbps) Internet: Output Bandwidth (Mbps) Remote Data Center: Input Bandwidth (Mbps) Remote Data Center: Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) (b) (4) Output Volume (GB/Month)					
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large CLIN# 0005AA-B 0005AB-B 0005AC-B 0005AD-B 0005AE-B			
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) (b) (4) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month					
IaaS Resource Scaling Pricing		Class: Standard Configuration Sub Class: Extra Small Small Medium Large Extra Large CLIN# 0005AA-B 0005AB-B 0005AC-B 0005AD-B 0005AE-B			
Additional Resources Additional Cores Price Per Additional Core (\$) (b) (4) Maximum Number of Cores per Virtual Server Additional Processing Memory RAM 1 GB (b) (4) 2 GB 4 GB 8 GB 16 GB 32 GB 64 GB (n) GB (n) GB Maximum RAM Capacity (GB)					
Additional Storage (per GB)- See Storage Pricing Additional Transport Volume - See Telecommunications and Networking					
Notes: (b) (4)					

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Attachment 38 - Virtual Machine Capability Bundles																																																																	
Class: High Memory + OS: Microsoft Windows DataCenter Edition																																																																	
Bundle Definition (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small Small Medium Large Extra Large (up to five different classes)	<table border="1"> <tr> <th>CLIN#</th> <th>0005AF</th> <th>0005AG</th> <th>0005AH</th> <th>0005AJ</th> <th>0005AK</th> </tr> </table>			CLIN#	0005AF	0005AG	0005AH	0005AJ	0005AK																																																						
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IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small Small Medium Large Extra Large	<table border="1"> <tr> <th>CLIN#</th> <th>0005AF</th> <th>0005AG</th> <th>0005AH</th> <th>0005AJ</th> <th>0005AK</th> </tr> </table>			CLIN#	0005AF	0005AG	0005AH	0005AJ	0005AK																																																						
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Additional Resources Additional Cores: Price Per Additional Core (\$) (b) (4) Maximum Number of Cores per Virtual Server: Additional Processing Memory: <table border="1"> <tr> <th>RAM</th> <th>CLIN</th> <th></th> <th></th> <th></th> <th></th> </tr> <tr> <td>1 GB</td> <td>0002AA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2 GB</td> <td>0002AB</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4 GB</td> <td>0002AA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8 GB</td> <td>0002AB</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>16 GB</td> <td>0002AA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>32 GB</td> <td>0002AB</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>64 GB</td> <td>0002AA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>{n} GB</td> <td>0002AB</td> <td>\$</td> <td></td> <td></td> <td></td> </tr> <tr> <td>{n} GB</td> <td>0002AA</td> <td>\$</td> <td></td> <td></td> <td></td> </tr> </table> Maximum RAM Capacity (GB)						RAM	CLIN					1 GB	0002AA					2 GB	0002AB					4 GB	0002AA					8 GB	0002AB					16 GB	0002AA					32 GB	0002AB					64 GB	0002AA					{n} GB	0002AB	\$				{n} GB	0002AA	\$			
RAM	CLIN																																																																
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32 GB	0002AB																																																																
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Notes: (b) (4)																																																																	

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Attachment 38-L - Virtual Machine Capability Bundles					
Class: High Memory + OS: Red Hat Enterprise Linux V5 64Bit					
Bundle Definition (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small, Small, Medium, Large, Extra Large CLIN#: 0005AF-L, 0005AG-L, 0005AH-L, 0005AJ-L, 0005AK-L	(up to five different classes)		
Operating System: Select Operating System (xref) Operating System (b) (4)					
Offers to fill out one sheet per Configuration Class and Operating System Class combination provided					
Compute Host		Processor:			
Processor:		(b) (4)			
Bus Size (32bit, 64bit, other)		(b) (4)			
Speed (Mhz)		(b) (4)			
Cores Included (#)		(b) (4)			
Core Capacity (#)		(b) (4)			
Processing Memory		RAM Included (GB) RAM Capacity (GB)			
Storage		Storage Class/Tier "Disk" Space (GB)			
Telecom and Networking		Access Speed Internet: Input Bandwidth (Mbps) Internet: Output Bandwidth (Mbps) Remote Data Center: Input Bandwidth (Mbps) Remote Data Center: Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps)			
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)					
Input Volume (GB/Month)		(b) (4)			
Output Volume (GB/Month)		(b) (4)			
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Memory Sub Class: Extra Small, Small, Medium, Large, Extra Large CLIN#: 0005AF-L, 0005AG-L, 0005AH-L, 0005AJ-L, 0005AK-L	Notes		
Recurring Costs					
Unit of Service (min, hr, dy, wk, mo, other)		(b) (4)			
Minimum Billing Increment (min, hr, dy, wk, mo, other)		(b) (4)			
Cost Per Unit of Service (\$)		(b) (4)			
Extended Unit Cost for Full Service Month		(b) (4)			
IaaS Resource Scaling Pricing		Class: High Memory Sub Class: Extra Small, Small, Medium, Large, Extra Large CLIN#: 0005AF-L, 0005AG-L, 0005AH-L, 0005AJ-L, 0005AK-L	Notes		
Additional Resources					
Additional Cores		CLIN: 0001AA Price Per Additional Core (\$)	(b) (4)		
Maximum Number of Cores per Virtual Server		(b) (4)			
Additional Processing Memory					
RAM		CLIN: 0002AA, 0002AB, 0002AC, 0002AD, 0002AE, 0002AF, 0002AG, 0002AH, 0002AA, 0002AB, 0002AC, 0002AD, 0002AE, 0002AF, 0002AG, 0002AH	(b) (4)		
1 GB		(b) (4)			
2 GB		(b) (4)			
4 GB		(b) (4)			
8 GB		(b) (4)			
16 GB		(b) (4)			
32 GB		(b) (4)			
64 GB		(b) (4)			
(n) GB		CLIN: 0002AB	(b) (4)		
(n) GB		CLIN: 0002AA	(b) (4)		
Maximum RAM Capacity (GB)		(b) (4)			
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking					
Notes: (b) (4)					

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Attachment 38-B - Virtual Machine Capability Bundles		Class: High Memory + OS: No OS																						
Bundle Definition (Assumes Persistent Storage)		<table border="1"> <tr> <th>Class</th> <th colspan="5">High Memory</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AF-B</td> <td>0005AG-B</td> <td>0005AH-B</td> <td>0005AJ-B</td> <td>0005AK-B</td> </tr> </table> (Up to five different classes)					Class	High Memory					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B
Class	High Memory																							
Sub Class	Extra Small	Small	Medium	Large	Extra Large																			
CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B																			
Operating System: Select Operating System (xref) Operating System (b) (4)		Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided																						
Compute Host Processor: Bus Size (32bit, 64bit, other) (b) (4) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory: RAM Included (GB) RAM Capacity (GB) Storage: Storage Class/Tier "Disk" Space (GB) Telecom and Networking: Access Speed Internet: Input Bandwidth (Mbps) Internet: Output Bandwidth (Mbps) Remote Data Center: Input Bandwidth (Mbps) Remote Data Center: Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) (b) (4) Output Volume (GB/Month)		Notes																						
IaaS Bundle Pricing (Assumes Persistent Storage)		<table border="1"> <tr> <th>Class</th> <th colspan="5">High Memory</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AF-B</td> <td>0005AG-B</td> <td>0005AH-B</td> <td>0005AJ-B</td> <td>0005AK-B</td> </tr> </table> Notes					Class	High Memory					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B
Class	High Memory																							
Sub Class	Extra Small	Small	Medium	Large	Extra Large																			
CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B																			
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) (b) (4) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month		Notes																						
IaaS Resource Scaling Pricing		<table border="1"> <tr> <th>Class</th> <th colspan="5">High Memory</th> </tr> <tr> <th>Sub Class</th> <th>Extra Small</th> <th>Small</th> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <th>CLIN#</th> <td>0005AF-B</td> <td>0005AG-B</td> <td>0005AH-B</td> <td>0005AJ-B</td> <td>0005AK-B</td> </tr> </table> Notes					Class	High Memory					Sub Class	Extra Small	Small	Medium	Large	Extra Large	CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B
Class	High Memory																							
Sub Class	Extra Small	Small	Medium	Large	Extra Large																			
CLIN#	0005AF-B	0005AG-B	0005AH-B	0005AJ-B	0005AK-B																			
Additional Resources Additional Cores: CLIN# Price Per Additional Core (\$) (b) (4) Maximum Number of Cores per Virtual Server Additional Processing Memory: RAM: CLIN# 1 GB: 0002AA 2 GB: 0002AB 4 GB: 0002AA 8 GB: 0002AB 16 GB: 0002AA 32 GB: 0002AB 64 GB: 0002AA (n) GB: 0002AB \$ (n) GB: 0002AA \$ Maximum RAM Capacity (GB)		Notes																						
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking																								
Notes: (b) (4)		Notes																						

Attachment 39 - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.									
Class: High Computing + OS: Microsoft Windows Enterprise Server											
Bundle Definition (Assumes Persistent Storage)		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL</td> <td>0005AM</td> <td>0005AN</td> </tr> </table> CLIN# _____ (up to five different classes)	Medium	Large	Extra Large	0005AL	0005AM	0005AN			
Medium	Large	Extra Large									
0005AL	0005AM	0005AN									
Operating System: _____ Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided											
Select Operating System (w/ref) Operating System (b) (4)											
Compute Host Processor:		Notes (b) (4)									
Bus Size (32bit, 64bit, either) _____ Speed (Mhz) _____ Cores Included (#) _____ Core Capacity (#) _____											
Processing Memory:											
RAM included (GB) _____ RAM Capacity (GB) _____											
Storage											
Storage Class/Tier _____ "Disk" Space (GB) _____											
Telecom and Networking											
Access Speed											
Internet: Input Bandwidth (Mbps) _____ Internet: Output Bandwidth (Mbps) _____ Remote Data Center: Input Bandwidth (Mbps) _____ Remote Data Center: Output Bandwidth (Mbps) _____ Dedicated Circuit Bandwidth (Mbps) _____ Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)											
Input Volume (GB/Month) _____ Output Volume (GB/Month) _____					(b) (4)						
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL</td> <td>0005AM</td> <td>0005AN</td> </tr> </table> CLIN# _____	Medium	Large	Extra Large	0005AL	0005AM	0005AN			
Medium	Large	Extra Large									
0005AL	0005AM	0005AN									
Recurring Costs		Notes (b) (4)									
Unit of Service (min, hr, dy, wk, mo, other) _____											
Minimum Billing Increment (min, hr, dy, wk, mo, other) _____											
Cost Per Unit of Service (\$) _____ Extended Unit Cost for Full Service Month _____											
IaaS Resource Scaling Pricing		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL</td> <td>0005AM</td> <td>0005AN</td> </tr> </table> CLIN# _____	Medium	Large	Extra Large	0005AL	0005AM	0005AN			
Medium	Large	Extra Large									
0005AL	0005AM	0005AN									
Additional Resources:		Notes (b) (4)									
Additional Cores											
Price Per Additional Core (\$)	CLIN# 0001AA										
Maximum Number of Cores per Virtual Server _____											
Additional Processing Memory											
RAM	CLIN#										
1 GB	0002AA										
2 GB	0002AB										
4 GB	0002AA										
8 GB	0002AB										
16 GB	0002AA										
32 GB	0002AB										
64 GB	0002AA										
(n) GB	0002AB										
(n) GB	0002AA										
Maximum RAM Capacity (GB) _____											
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking											
Notes: (b) (4)											

Attachment 39-L - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.																																			
Class: High Computing + OS: Microsoft Windows Enterprise Server																																					
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0005AL-L	0005AM-L	0005AN-L																																			
Additional Resources																																					
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RAM	CLIN#																																				
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(n) GB	0002AB	(b) (4)																																			
(n) GB	0002AA	(b) (4)																																			
Maximum RAM Capacity (GB)		(b) (4)																																			
Additional Storage (per GB) - See Storage Pricing Additional Transport Volume - See Telecommunications and Networking																																					
Notes: (b) (4)																																					

Attachment 39-B - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.									
Class: High Computing + OS: No OS											
Bundle Definition (Assumes Persistent Storage)		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL-B</td> <td>0005AM-B</td> <td>0005AN-B</td> </tr> </table> CLIN# _____ (up to five different classes)	Medium	Large	Extra Large	0005AL-B	0005AM-B	0005AN-B			
Medium	Large	Extra Large									
0005AL-B	0005AM-B	0005AN-B									
Operating System: _____ Select Operating System (ref) Operating System: _____ Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided											
Compute Host Processor: Bus Size (32bit, 64bit, either) _____ Speed (Mhz) _____ Cores Included (#) _____ Core Capacity (#) _____ Processing Memory: RAM included (GB) _____ RAM Capacity (GB) _____ Storage: Storage Class/Tier _____ "Disk" Space (GB) _____ Telecom and Networking: Access Speed: Internet: Input Bandwidth (Mbps) _____ Internet: Output Bandwidth (Mbps) _____ Remote Data Center: Input Bandwidth (Mbps) _____ Remote Data Center: Output Bandwidth (Mbps) _____ Dedicated Circuit Bandwidth (Mbps) _____ Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) _____ Output Volume (GB/Month) _____		Notes: (b) (4)									
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL-B</td> <td>0005AM-B</td> <td>0005AN-B</td> </tr> </table> CLIN# _____	Medium	Large	Extra Large	0005AL-B	0005AM-B	0005AN-B			
Medium	Large	Extra Large									
0005AL-B	0005AM-B	0005AN-B									
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) _____ (b) (4) Minimum Billing Increment (min, hr, dy, wk, mo, other) _____ Cost Per Unit of Service (\$) _____ Extended Unit Cost for Full Service Month _____		Notes: (b) (4)									
IaaS Resource Scaling Pricing		Class: <u>High Computing</u> Sub Class: <table border="1"> <tr> <th>Medium</th> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AL-B</td> <td>0005AM-B</td> <td>0005AN-B</td> </tr> </table> CLIN# _____	Medium	Large	Extra Large	0005AL-B	0005AM-B	0005AN-B			
Medium	Large	Extra Large									
0005AL-B	0005AM-B	0005AN-B									
Additional Resources: Additional Cores: _____ CLIN# _____ Price Per Additional Core (\$) _____ (b) (4) Maximum Number of Cores per Virtual Server _____ Additional Processing Memory: _____ RAM: _____ CLIN# _____ 1 GB _____ 0002AA 2 GB _____ 0002AB 4 GB _____ 0002AA 8 GB _____ 0002AB 16 GB _____ 0002AA 32 GB _____ 0002AB 64 GB _____ 0002AA (n) GB _____ 0002AB (n) GB _____ 0002AA Maximum RAM Capacity (GB) _____		Notes: (b) (4)									
Additional Storage (per GB)- See Storage Pricing Additional Transport Volume- See Telecommunications and Networking											
Notes: (b) (4)											

Attachment 40 - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.					
Class: High Performance Cluster + OS: Microsoft Windows Enterprise Server							
Bundle Definition (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#					
		<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP</td> <td>0005AQ</td> </tr> </table> (up to five different OS)	Large	Extra Large	0005AP	0005AQ	
Large	Extra Large						
0005AP	0005AQ						
Operating System *Select Operating System (xref) Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided (b) (4)							
Compute Host Processor Bus Size (32bit, 64bit, either) Speed (Mhz) Cores Included (#) Core Capacity (#) Processing Memory RAM Included (GB) RAM Capacity (GB) Storage Storage Class/Tier Disk Space (GB) Telecom and Networking Access Speed Internet Input Bandwidth (Mbps) Internet Output Bandwidth (Mbps) Remote Data Center Input Bandwidth (Mbps) Remote Data Center Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) Output Volume (GB/Month)		Notes (b) (4)					
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#					
		<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP</td> <td>0005AQ</td> </tr> </table>	Large	Extra Large	0005AP	0005AQ	
Large	Extra Large						
0005AP	0005AQ						
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month		Notes (b) (4)					
IaaS Resource Scaling Pricing		Class: High Performance Cluster Sub Class: CLIN#					
		<table border="1"> <tr> <th>Large</th> <th>Extra Large</th> </tr> <tr> <td>0005AP</td> <td>0005AQ</td> </tr> </table>	Large	Extra Large	0005AP	0005AQ	
Large	Extra Large						
0005AP	0005AQ						
Additional Resources Additional Cores Price Per Additional Core (\$) Maximum Number of Cores per Virtual Server Additional Processing Memory RAM 1 GB 2 GB 4 GB 8 GB 16 GB 32 GB 64 GB (n) GB (n) GB Maximum RAM Capacity (GB)		Notes (b) (4)					
Additional Storage (per GB)- See Storage Pricing Additional Transport Volume -See Telecommunications and Networking							
Notes: (b) (4)							

Attachment 40-L - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.					
Class: High Performance Cluster + OS: Microsoft Windows Enterprise Server							
Bundle Definition (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <thead> <tr> <th>Large</th> <th>Extra Large</th> </tr> </thead> <tbody> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </tbody> </table> (up to five different CLINs)	Large	Extra Large	0005AP-L	0005AQ-L
Large	Extra Large						
0005AP-L	0005AQ-L						
Operating System Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided Select Operating System (href) Operating System: (b) (4)							
Compute Host Processor Bus Size (32bit, 64bit, either) Speed (Mhz) Cores included (#) Core Capacity (#)		Notes (b) (4)					
Processing Memory RAM Included (GB) RAM Capacity (GB)							
Storage Storage Class/Tier Disk Space (GB)							
Telecom and Networking Access Speed Internet Input Bandwidth (Mbps) Internet Output Bandwidth (Mbps) Remote Data Center Input Bandwidth (Mbps) Remote Data Center Output Bandwidth (Mbps) Dedicated Circuit Bandwidth (Mbps) Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only) Input Volume (GB/Month) Output Volume (GB/Month)							
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <thead> <tr> <th>Large</th> <th>Extra Large</th> </tr> </thead> <tbody> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </tbody> </table>	Large	Extra Large	0005AP-L	0005AQ-L
Large	Extra Large						
0005AP-L	0005AQ-L						
Recurring Costs Unit of Service (min, hr, dy, wk, mo, other) Minimum Billing Increment (min, hr, dy, wk, mo, other) Cost Per Unit of Service (\$) Extended Unit Cost for Full Service Month		Notes (b) (4)					
IaaS Resource Scaling Pricing		Class: High Performance Cluster Sub Class: CLIN#	<table border="1"> <thead> <tr> <th>Large</th> <th>Extra Large</th> </tr> </thead> <tbody> <tr> <td>0005AP-L</td> <td>0005AQ-L</td> </tr> </tbody> </table>	Large	Extra Large	0005AP-L	0005AQ-L
Large	Extra Large						
0005AP-L	0005AQ-L						
Additional Resources Additional Cores Price Per Additional Core (\$) Maximum Number of Cores per Virtual Server		Notes (b) (4)					
Additional Processing Memory RAM 1 GB 3 GB 4 GB 8 GB 16 GB 32 GB 64 GB (n) GB (n) GB Maximum RAM Capacity (GB)							
Additional Storage (per GB)- See Storage Pricing Additional Transport Volume -See Telecommunications and Networking							
Notes: (b) (4)							



Attachment 41 - Virtual Machine Capability Bundles		This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Free Information Act and which is subject to the legend contained on the cover page of this proposal.				
Class: TASK ORDER CUSTOM + OS: Microsoft Windows Enterprise Server						
Bundle Definition (Assumes Persistent Storage)		Class: TASK ORDER CUSTOM				
		Sub Class: TO# TO# TO# TO# TO#				
		CLIN# 0005AR 0005AS 0005AT 0005AU 0005AV				
Operating System Select Operating System (xref) Operating System		Offerors to fill out one sheet per Configuration Class and Operating System Class combination provided				
OS0001 Microsoft Windows Enterprise Server						
Compute Host						
Processor						
Bus Size (32bit, 64bit, either)						
Speed (Mhz)						
Cores Included (#)						
Core Capacity (#)						
Processing Memory						
RAM Included (GB)						
RAM Capacity (GB)						
Storage						
Storage Class/Tier						
"Disk" Space (GB)						
Telecom and Networking						
Access Speed						
Internet: Input Bandwidth (Mbps)						
Internet: Output Bandwidth (Mbps)						
Remote Data Center: Input Bandwidth (Mbps)						
Remote Data Center: Output Bandwidth (Mbps)						
Dedicated Circuit Bandwidth (Mbps)						
Transport Volume (Applies to service provider operated Internet and Remote Data Center Connections only)						
Input Volume (GB/Month)						
Output Volume (GB/Month)						
IaaS Bundle Pricing (Assumes Persistent Storage)		Class: TASK ORDER CUSTOM				
		Sub Class: TO# TO# TO# TO# TO#				
		CLIN# 0005AR 0005AS 0005AT 0005AU 0005AV				
Recurring Costs						
Unit of Service (min, hr, dy, wk, mo, other)						
Minimum Billing Increment (min, hr, dy, wk, mo, other)						
Cost Per Unit of Service (\$)						
Extended Unit Cost for Full Service Month						
IaaS Resource Scaling Pricing		Class: TASK ORDER CUSTOM				
		Sub Class: TO# TO# TO# TO# TO#				
		CLIN# 0005AR 0005AS 0005AT 0005AU 0005AV				
Additional Resources						
Additional Cores						
Price Per Additional Core (\$)		CLIN 0001AA				
Maximum Number of Cores per Virtual Server						
Additional Processing Memory						
RAM		CLIN				
1 GB		0002AA				
2 GB		0002AB				
4 GB		0002AA				
8 GB		0002AB				
16 GB		0002AA				
32 GB		0002AB				
64 GB		0002AA				
{n} GB		0002AB				
{n} GB		0002AA				
Maximum RAM Capacity (GB)						
Additional Storage (per GB)- See Storage Pricing						
Additional Transport Volume - See Telecommunications and Networking						

VM_CUSTOM



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Attachment 44 - Pricing for Associated Support Services							
Unit of Service (UOS)		Hour		If other than Hour			
ELIN	LABOR DESCRIPTION			Min Billing Increment (min, 15 min, hr, day,...)	Labor Rate (\$/UOS)	Labor Hours (UOS)	Notes
	SERVICE AREA	LABOR CATEGORY	SKILL LEVEL				
000XAA	All Service Areas	Database Specialist	I	Hr	(b) (4)		
000XAB	All Service Areas	Database Specialist	II	Hr			
000XAC	All Service Areas	Database Specialist	III	Hr			
000XAD	All Service Areas	Database Specialist	IV	Hr			
000XAE	All Service Areas	Disaster Recovery Specialist	I	Hr			
000XAF	All Service Areas	Disaster Recovery Specialist	II	Hr			
000XAG	All Service Areas	Disaster Recovery Specialist	III	Hr			
000XAH	All Service Areas	Disaster Recovery Specialist	IV	Hr			
000XAJ	All Service Areas	Infrastructure Architect	I	Hr			
000XAK	All Service Areas	Infrastructure Architect	II	Hr			
000XAL	All Service Areas	Infrastructure Architect	III	Hr			
000XAM	All Service Areas	Infrastructure Architect	IV	Hr			
000XAN	All Service Areas	Hardware Engineer	I	Hr			
000XAP	All Service Areas	Hardware Engineer	II	Hr			
000XAQ	All Service Areas	Hardware Engineer	III	Hr			
000XAR	All Service Areas	Hardware Engineer	IV	Hr			
000XAS	All Service Areas	Helpdesk Specialist	I	Hr			
000XAT	All Service Areas	Helpdesk Specialist	II	Hr			
000XAU	All Service Areas	Helpdesk Specialist	III	Hr			
000XAV	All Service Areas	Helpdesk Specialist	IV	Hr			
000XAW	All Service Areas	IT Security Specialist	I	Hr			
000XAX	All Service Areas	IT Security Specialist	II	Hr			
000XAY	All Service Areas	IT Security Specialist	III	Hr			
000XAZ	All Service Areas	IT Security Specialist	IV	Hr			
000XBA	All Service Areas	Network Specialist	I	Hr			
000XBB	All Service Areas	Network Specialist	II	Hr			
000XBC	All Service Areas	Network Specialist	III	Hr			
000XBD	All Service Areas	Network Specialist	IV	Hr			
000XBE	All Service Areas	Project Manager	I	Hr			
000XBF	All Service Areas	Project Manager	II	Hr			
000XBG	All Service Areas	Project Manager	III	Hr			
000XBH	All Service Areas	Project Manager	IV	Hr			
000XBJ	All Service Areas	Systems Administrator	I	Hr			
000XBK	All Service Areas	Systems Administrator	II	Hr			
000XBL	All Service Areas	Systems Administrator	III	Hr			
000XBM	All Service Areas	Systems Administrator	IV	Hr			
000XBN	All Service Areas	Storage Engineer	I	Hr			
000XBP	All Service Areas	Storage Engineer	II	Hr			
000XBQ	All Service Areas	Storage Engineer	III	Hr			
000XBR	All Service Areas	Storage Engineer	IV	Hr			
000XBS	All Service Areas	Storage Admin	I	Hr			
000XBT	All Service Areas	Storage Admin	II	Hr			
000XBU	All Service Areas	Storage Admin	III	Hr			
000XBV	All Service Areas	Storage Admin	IV	Hr			
000XBW	All Service Areas	Quality Assurance/Control	I	Hr			
000XBX	All Service Areas	Quality Assurance/Control	II	Hr			
000XBY	All Service Areas	Quality Assurance/Control	III	Hr			
000XBZ	All Service Areas	Quality Assurance/Control	IV	Hr			
000XCA	All Service Areas	Software Developer	I	Hr			
000XCB	All Service Areas	Software Developer	II	Hr			
000XCC	All Service Areas	Software Developer	III	Hr			
000XCD	All Service Areas	Software Developer	IV	Hr			
000XCE	All Service Areas	Subject Matter Expert	I	Hr			
000XCF	All Service Areas	Subject Matter Expert	II	Hr			
000XCG	All Service Areas	Subject Matter Expert	III	Hr			
000XCH	All Service Areas	Subject Matter Expert	IV	Hr			
000XCJ	All Service Areas	Program Manager	I	Hr			
000XCK	All Service Areas	Program Manager	II	Hr			
000XCL	All Service Areas	Program Manager	III	Hr			
000XCM	All Service Areas	Program Manager	IV	Hr			
000XCN	All Service Areas	System Operator	I	Hr			
000XCP	All Service Areas	System Operator	II	Hr			
000XCQ	All Service Areas	System Operator	III	Hr			
000XCR	All Service Areas	System Operator	IV	Hr			

This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal

Attachment 45- Optional Software and Services			
Unit of Service (UOS)		(b) (4)	
CLIN	DESCRIPTION	Min Billing Increment Hourly	Notes
00050A	(b) (4)		
00050B			
00050C			
00050D			
00050E			
00050F			
00050G			
00050H			
00050J			
00050K			
00050L			

Notes:
(b) (4)

This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.

Standard vs. Alternate Offering Detailed Table	
Description	(b) (4)
Service Highlights	
Operating Systems Supported	
Operating System Patching	
Backup/Recovery	
Security	



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Standard vs. Alternate Offering Detailed Table	
(b) (4)	
CLIN Type	Content of Bundle
(b) (4)	

Department of the Interior (DOI)

FOUNDATION CLOUD HOSTING SERVICES (FCHS)

Volume III - Cost/Price Proposal

Submitted on: November 19, 2012

Solicitation No: D12PS00316



Submitted To:

Department of the Interior, NBC, AQD
381 Elden Street, 4th Floor
Herndon, VA 20170
Attn: Rob Stoltz, ph: 703-964-3624
OR Nancy Moreno, ph: 703-964-3562

Submitted By:

CGI Federal Inc.
12601 Fair Lakes Circle
Fairfax, VA 22033
703.227.6000



www.cgi.com

The information specifically identified on pages marked with the legend below within this proposal constitutes trade secrets or confidential commercial and financial information which the offeror believes to be exempt for disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law. The offeror also requests that this information not be used in whole or part by the government for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result of or in connection with the submission of the proposal, the Government shall have the right to use this information to the extent provided in the contract. *This page contains trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act and which is subject to the legend contained on the cover page of this proposal.*

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1. Introduction	1
2. Corporate Information	1
3. IDIQ Pricing Workbooks	2
4. Period of Performance	3
5. Pricing Methodology	3
6. Associated Support Services.....	5
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6.2 Labor Rate Escalation.....	9
7. Travel and Other Direct Costs	9
8. Pricing Assumptions.....	9

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1. Introduction

CGI Federal Inc. (CGI) is pleased to submit our quote for services to support the Department of Interior (DOI)/National Business Center (NBC). The anticipated contract(s) resulting from this Request for Proposal (RFP) will be Indefinite-Delivery-Indefinite-Quantity (IDIQ), fixed price per “unit of service” type vehicles within the various service areas. With the Foundation Cloud Hosting Services (FCHS) program, DOI has taken a proactive approach to moving itself and its Bureaus forward in aligning with the federal Cloud First Policy, Federal Data Center Consolidation Initiative, and the Administration’s “25-point Implementation Plan to Reform Federal IT”. CGI and our industry-leading technology partners are well-positioned to partner with DOI in supporting these initiatives. We propose solutions related to six of DOI’s initial service lines under the FCHS program: Storage Services, Secure File Transfer Services, Virtual Machine Services, Database Hosting Services, Web Hosting Services, and Development and Test Environment Hosting Services.

To support DOI on the FCHS program, CGI proposes Cloud services and solutions delivered from CGI’s Federal Cloud, which has received an Authority to Operate (ATO) from the General Services Administration (GSA) under its Infrastructure as a Service (IaaS) Blanket Purchase Agreement (BPA). Federal Risk and Authorization Management Program (FedRAMP) certification for our Cloud environment is well underway; CGI is currently working with the FedRAMP Joint Authorization Board (JAB), and is expected to achieve certification by December 2012. This price proposal reflects CGI’s offerings from our CGI Federal Cloud infrastructure.

Our goal under the FCHS Program is to provide DOI with **the capabilities to meet FCHS program requirements today and into the future**, supporting the program business objectives.

CGI has elected to bid two of the three day one task orders in accordance with the RFP. CGI has elected not to bid the SAP Application Hosting task order (RFP Attachment 6). The other two task orders: Development and Test: USGS-CIDA Java Sandbox (RFP Attachment 7) and Public Web Hosting: USGS-CIDA Publication Library (RFP Attachment 8), are being bid by CGI. Note that CGI has provided separate binders for the following price elements:

- Cost/Price Proposal for Representative Use Cases
- Cost/Price Proposal for Development and Test: USGS-CIDA Java Sandbox Day 1 Task Order
- Cost/Price Proposal for Public Web Hosting: USGS-CIDA Publication Library Day 1 Task Order

2. Corporate Information

The IDIQ submission is proposed by CGI Federal Inc. Should CGI be awarded an IDIQ under this vehicle, the award document would need to be issued using the corporate information below:

1. Tax Identification Number: 27-0087176
2. Dun & Bradstreet Number (DUNS): 145969783
3. CAGE Code: 3YVK7
4. EFT Remittance Address:

CGI Federal Inc.
Bank of America
ABA Routing # 111000012
Account # 3756257625

3. IDIQ Pricing Workbooks

CGI has included completed the Pricing Workbooks for solicitation Attachments 37-44 for the base period of the IDIQ. Within the workbook, CGI has provided an additional tab, “Optional SW and Services” for DOI’s consideration. The rates shown in those attachments are the ceiling price for the option years. To provide the government with the most flexibility, CGI provides two pricing offerings – standard, based on hourly unit of service, and alternate, based on monthly unit of service. The completed Pricing Workbooks, therefore, are designated within the provided CDs as “*DOI FCHS Cost Price Attachments 37- 45 Pricing Tables Standard Offering.xls*” and “*DOI FCHS Cost Price Attachments 37- 45 Pricing Tables Alternate Offering.xls*”. **Please note, we added an Attachment 45 to this workbook which is not to be confused with the Government’s Attachment 45 provided with the solicitation.**

Figure 3-1 below outlines the included attachments related to CGI’s Pricing Standard Offering

(b) (4)



Figure 3-1. CGI’s Pricing Standard Offering.

Figure 3-2 outlines (b) (4)

(b) (4)

compute host, Transport, Storage and Associated Support Services required within the solicitation.

(b) (4)

[Redacted content]

Class	Sub Class	CLINS	Cores (#)	RAM (GB)	Storage	Bandwidth
Standard	Extra Small	0005AA	1	2	10	300
	Small	0005AB	2	4	50	500
	Medium	0005AC	4	8	150	1500
	Large	0005AD	8	16	150	1500
	Extra Large	0005AE	16	16	150	1500
High Memory	Extra Small	0005AF	1	4	10	300
	Small	0005AG	2	8	50	500
	Medium	0005AH	4	16	150	1500
	Large	0005AJ	8	32	150	1500
	Extra Large	0005AK	16	64	150	1500
High Compute	Medium	0005AL	4	2	150	1500
	Large	0005AM	8	4	150	1500
	Extra Large	0005AN	16	8	150	1500
High Compute Cluster	Large	0005AP	32	32	300	1500
	Extra Large	0005AQ	64	64	300	1500

Figure 5-1. CLIN Legend by Class and Sub Class.

(b) (4)

[Redacted content]

(b) (4)

Description	Standard Offering	Alternate Offering
<p>(b) (4)</p> <p>(b) (4)</p>		

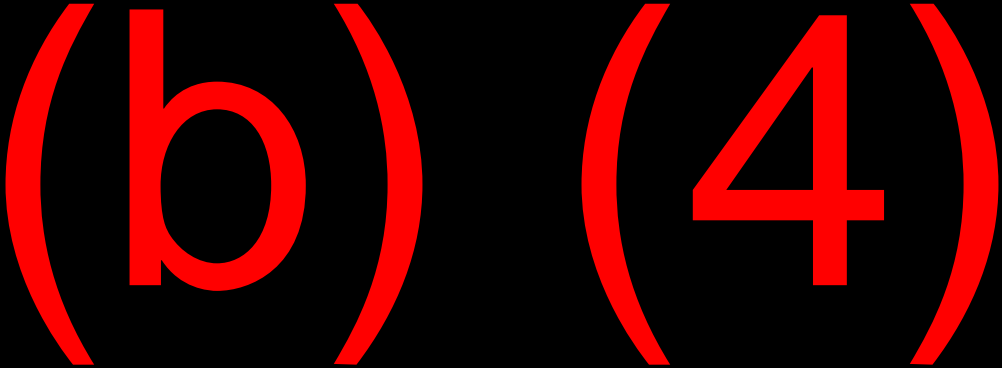
Figure 5-2. High-Level Services Comparison of Standard (b) (4) vs. Alternate (b) (4) Pricing Models.

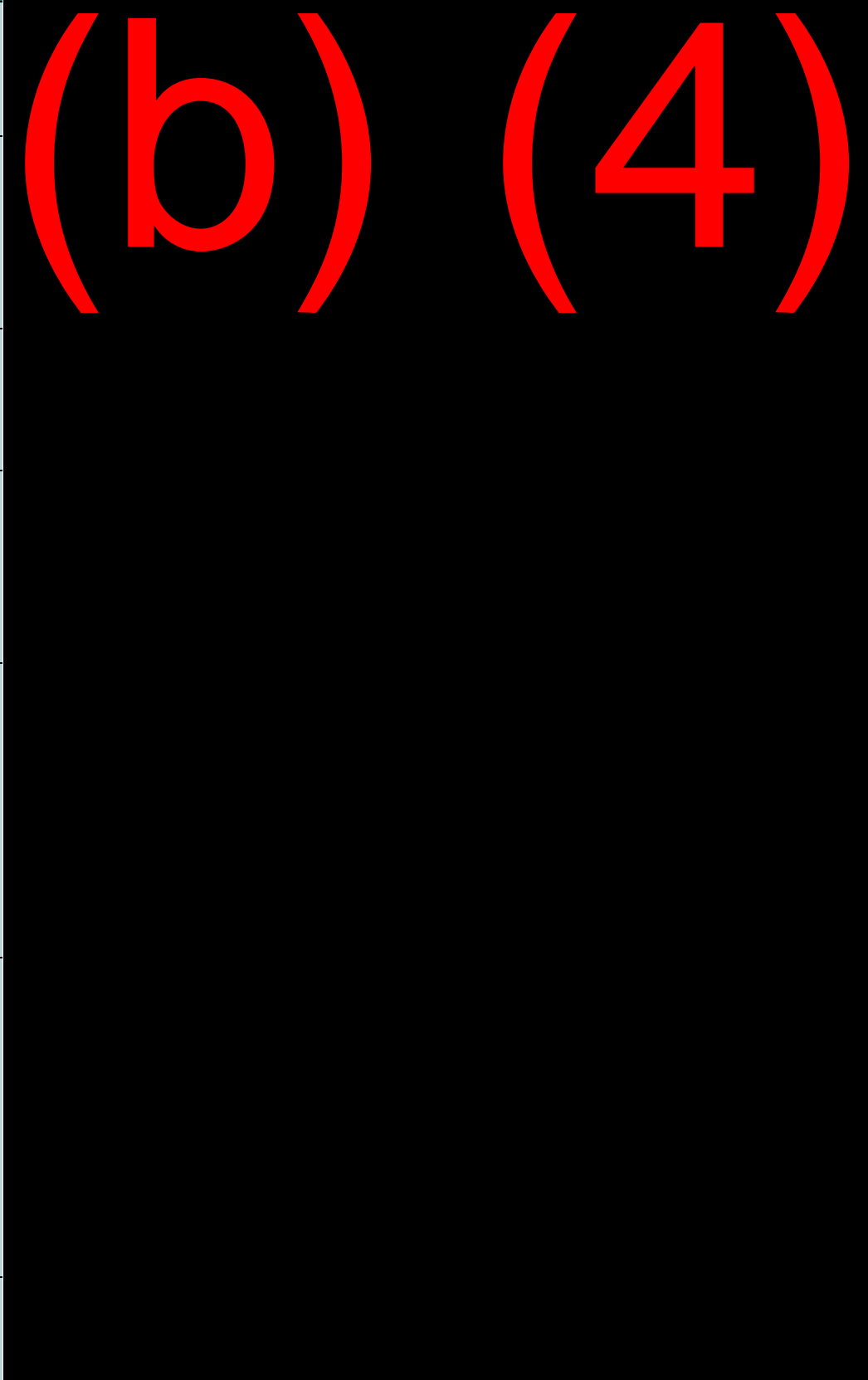
6. Associated Support Services

In accordance with the RFP, CGI has developed the labor categories (**Figure 6-1**) and skill levels (**Figure 6-2**) we propose to provide Associated Support Services under FCHS program task orders. CGI has established labor rates by (b) (4)

Based on our experience providing Cloud infrastructure services to multiple Federal customers, (b) (4)

The corresponding CLIN, rates, service area, skill level, and unit of service can be viewed in completed workbooks (Standard and Alternate) within the *Associated Support Services* tab.

Category	Description
Database Specialist	
Disaster Recovery Specialist	
Infrastructure Architect	
Hardware Engineer	
Helpdesk Specialist	
IT Security Specialist	
Network Specialist	
Project Manager	

Category	Description
	
Systems Administrator	
Storage Engineer	
Storage Admin	
Quality Assurance/Control	
Software Developer	
Subject Matter Expert	

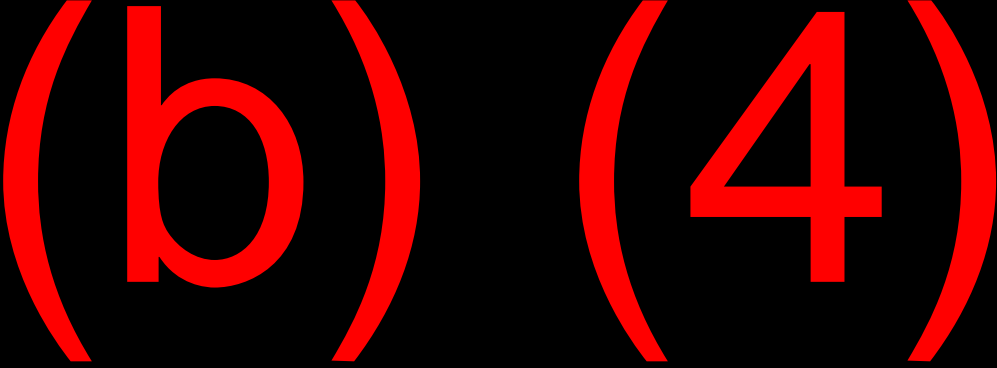
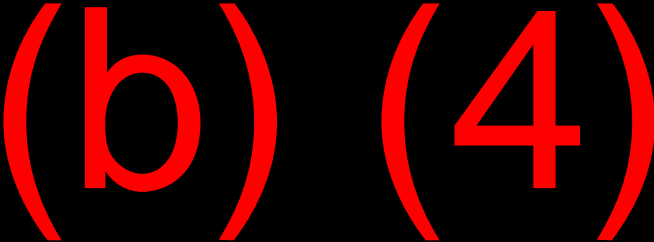
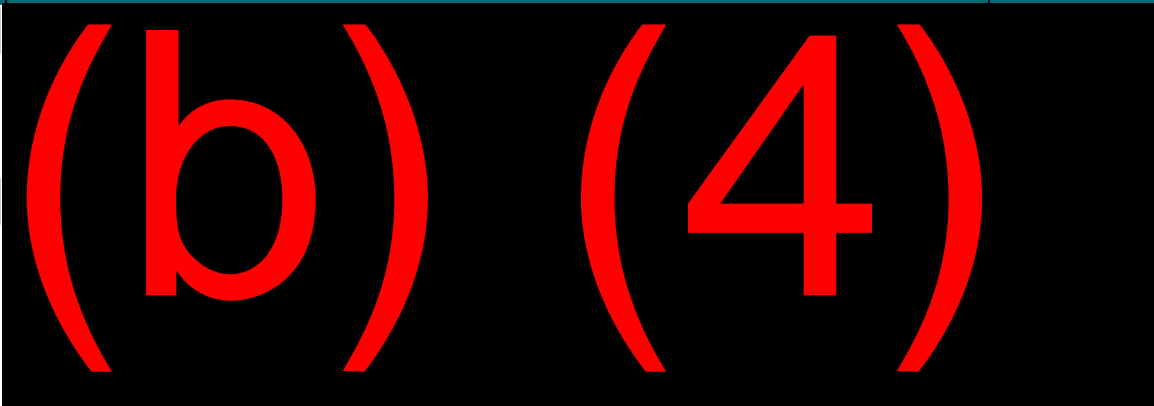
Category	Description
	
Program Manager [Key]	
System Operator	
Business Analyst	
Technical Writer	
Project Administrator	
Financial Analyst	

Figure 6-1. FCHS Program Labor Categories for Associated Support Services.

Level	Knowledge/Skills	Years of Experience
I		
II		

Level	Knowledge/Skills	Years of Experience
III		
IV		

(b) (4)

6.1 (b) (4)

[Redacted]

6.2 (b) (4)

[Redacted]

7. (b) (4)

[Redacted]

8. (b) (4)



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