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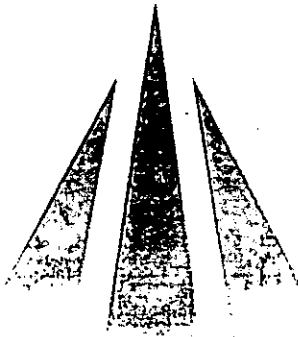
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89hOFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE (O/DNI)

PROFESSIONAL ADMINISTRATIVE SUPPORT SERVICES

PYRAMID

STATEMENT OF WORK

ATTACHMENT 1

15 MAY 2007

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CHANGE LOG

DOC REV	APPROVAL DATE	REV BY	AFFECTED SECTIONS	REMARKS	
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OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE (O/DNI) PROFESSIONAL ADMINISTRATIVE SUPPORT SERVICES (PYRAMID) STATEMENT OF WORK

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of the Statement of Work (SOW) is to set forth professional administrative support service requirements of the Office of the Director of National Intelligence (O/DNI).

The Professional Administrative Support Services (PYRAMID) solicitation is expected to result in the competitive award of a hybrid Cost Plus Award Fee, Level-of-Effort Term (CPAF/LOET) and Cost Reimbursable contract as prescribed by FAR 16.305 and FAR 16.302 respectively.

All pre- and post-award activities associated with the PYRAMID contract will be conducted in accordance with the contracting authorities granted to the Central Intelligence Agency (CIA), as prescribed in the CIA Act of 1949 and implemented by the   (b)(3)

1.2 BACKGROUND

The Director of National Intelligence (DNI) was established by Public Law 108-458 on December 17, 2004. Titled as the "Intelligence Reform and Terrorism Prevention Act of 2004", the Act established the Director of National Intelligence to (1) be head of the intelligence community; (2) be the principal advisor to the President, to the National Security Council, and the Homeland Security Council for intelligence matters related to the national security; and (3) ...oversee and direct implementation of the National Intelligence Program. The O/DNI supports the DNI in meeting these responsibilities.

Active duty military officers and career civil servants constitute the backbone of the O/DNI workforce. However, this workforce must be augmented by contractor personnel performing a wide range of administrative support functions.

At present, an assortment of contracting instruments of varying type, size, and complexity are in place to meet the O/DNI's professional administrative support service needs. These instruments are due to expire prior to the end of fiscal year 2007 (FY07). Given the evolving technical and contractual environment of the O/DNI, and limitations of the existing contract vehicles, a

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determination has been made that a single/omnibus award will-be made for Pyramid services across the O/DNI. Award of a single contract will allow the O/DNI to focus its management oversight on a single prime contractor, who will be expected to be able to recruit and retain a highly skilled and proficient workforce.

1.3   CONTRACT SCOPE

This SOW describes the professional administrative support services required by the O/DNI. Table 1 sets forth O/DNI professional administrative support service functions:

WORK BREAKDOWN STRUCTURE AND FUNCTIONAL REQUIREMENTS
TABLE 1

WBS	FUNCTIONAL REQUIREMENTS
3.1	Comptroller Support Services
3.1.1	Plans Support
3.1.2	Budget Support
3.1.3	Financial Support
3.2	Facilities Support Services
3.2.1	Facility Consulting Support
3.2.2	Architecture, Engineering (A/E) & Design Support
3.2.3	Facility Management Support
3.2.4	Program Management Support
3.3	General Support Services
3.3.1	Executive Administrative Support
3.3.2	Administrative Assistant
3.3.3	Office Automation Clerk/Secretarial Support
3.4	Human Resources Support Services
3.4.1	Applicant Processing Support
3.4.2	File Room Support
3.4.3	Instructional Design and Course Facilitation Support

3.4.4	Job Analysis and Classification Support
3.4.5	Policy Support
3.4.6	Job Posting Team Support
3.5	Information Management Support Services
3.5.1	Information Review and Release Expert Support
3.5.2	Information Review and Release Technician Support
3.5.3	Records Management Expert Support
3.5.4	Classification Management Expert Support
3.5.5	Systems Integration Support
3.6	Information Technology Support Services
3.6.1	Access Administration Support
3.6.2	Close Support
3.6.3	Graphics Support
3.6.4	Training Support
3.6.5	Communications Support
3.6.6	Applications and Database Support
3.6.7	Systems Engineering Support
3.6.8	Configuration Manager Support
3.6.9	License Manager Support
3.6.10	Program Manager Support
3.6.11	Project Manager Support
3.6.12	Requirements Manager Support
3.7	Logistics Support Services
3.7.1	Logistics Specialist Support
3.8	Security Support Services
3.8.1	Security Support
3.8.2	Adjudications Support
3.8.3	Security Policy, Education and Awareness Support
3.8.4	Physical and Technical SCIF Support
3.8.5	Information Systems Security Management Support

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Given the need to support evolving mission in times of peace or crisis, the O/DNI may acquire additional PYRAMID service under this contract. Additional services may reach up to 100% over and above the baseline requirement in place at the beginning of the Base contract year and of each Option contract year. Additional services may be for periods of one year or less.

The contractor shall provide dedicated management and on-site full-time equivalent (FTE) personnel. Management shall perform all functions necessary to; 1) recruit and retain fully qualified personnel, 2) process all required clearance documentation, and 3) manage all performance aspects of its personnel required to provide the professional administrative support services (PYRAMID) as set forth in this SOW.

The O/DNI requires the services defined herein to assist in fulfilling its mission as described in the National Intelligence Strategy. The services will be performed primarily in the Washington Metropolitan Area (WMA) but may require performance in CONUS areas outside the WMA and in OCONUS locations worldwide.

The contractor shall be responsible for the establishment of a Program Management Office (PMO), under the direction of a Program Manager (PM), responsible for the recruitment, management and retention of fully qualified personnel able to provide the full range of PYRAMID services required by the O/DNI. In satisfying this responsibility, the contractor is encouraged to subcontract, subject to FAR 52.244-2 Subcontracts, and all other terms and conditions of the contract.

In no case shall the contractor perform, or be tasked to perform, an inherently Governmental function. Thus, it shall be understood that the contractor shall have no decision authority with respect to Section 3.1 through 3.8 performance requirements.

1.4   O/DNI CUSTOMER BASE/STAKEHOLDERS

The services obtained through this SOW shall primarily support the O/DNI's Director of Intelligence Staff (DIS) and each of his/her Administrative branches (see below).

DIRECTOR OF INTELLIGENCE STAFF (DIS)
ADMINISTRATIVE BRANCHES
TABLE 2

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                    ┌──────────────┐
                    │ Director of  │
                    │ Intelligence │
                    │ Staff (DIS)  │
                    └──────────────┘
   ┌──────┬──────┬──────┬──────┬──────┬──────┬──────┬──────┐
┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐
│Chief │ │Chief │ │Chief │ │Chief │ │Chief │ │Chief │ │Chief │ │O/DNI │
│O/DNI │ │O/DNI │ │O/DNI │ │Info. │ │O/DNI │ │O/DNI │ │O/DNI │ │Comptro│
│Secur.│ │HR    │ │Logis.│ │Mgmt  │ │IT    │ │Facil.│ │Contr.│ │ller  │
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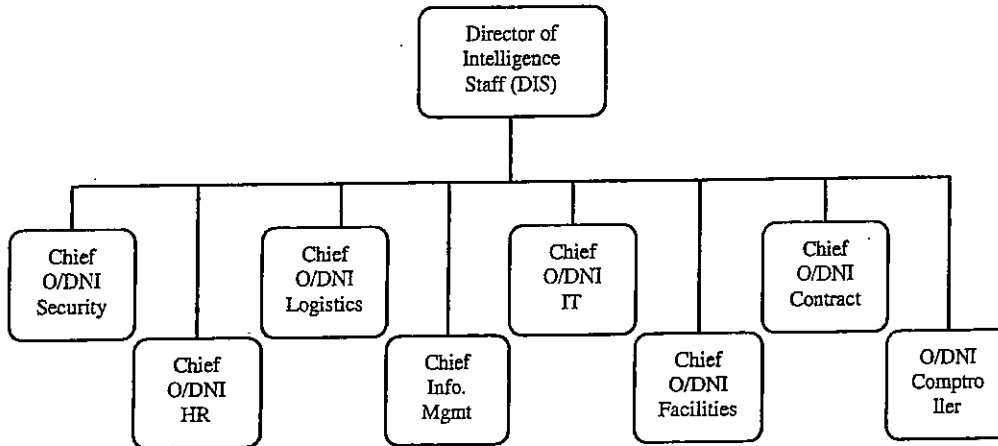
The DIS mission is to ensure the effective integration and coordination of policy, positions, and procedures across the functional domains of DNI responsibility. These domains span organizations including:

O/DNI Directorates

- DDNI Policy, Plans & Requirements
- DDNI Collection
- DDNI Analysis
- DDNI Acquisition

O/DNI Mission Managers

- National Counterterrorist Center (NCTC)
- National Counter Proliferation Center (NCPC)
- National Counter Intelligence Executive (NCIX)

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- Mission Manager for North Korea
- Mission Manager for Iran
- Mission Manager for Cuba/Venezuela

DNI Direct Reports

- Chief Financial Officer (CFO)
- Chief Information Officer (CIO)
- Chief Human Capital Officer (CHCO)

Additionally, services directly supporting O/DNI organizations beyond the DIS may be incorporated so long as they conform to the general technical scope of work described under paragraph 1.3 above.

1.5   CONTRACT OBJECTIVES

The objective of the Pyramid contract is to augment the government work force with a fully qualified contractor work force. Accomplishment of this goal will significantly enhance the ability of O/DNI is fulfill its mission.

Through Pyramid, the Government expects to gain:

- Tailored Requirements – clearly documented and understood needs/expectations built for the O/DNI vs. legacy organizations.
- Best of Breed Personnel Resources – ability to recruit and retain a highly proficient, flexible, and adaptive workforce responsive to O/DNI's dynamic environment.
- Standardization – leveraging a common set of industry best practices to the collective benefit of the entire organization.
- Accountability – placing the technical, schedule, and financial performance responsibility squarely in the hands of a single prime contractor.
- Flexibility – accommodating temporary surges in growth, as well as long-term requirements expansion.
- Continuity/Stability – establishing a long-term partnership with a diverse team of industrial vendors.
- Collaboration – establishing clear lines of communication between the O/DNI and the contractor at both the management & employee level.

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- Life Cycle Cost Savings – achieving financial economies of scale through consolidation and competition.

1.6 PLACE OF PERFORMANCE

Performance locations will generally be in the Washington Metropolitan Area (WMA). Most performance requirements will be at either CIA Headquarters, McLean, Virginia or the Defense Intelligence Analysis Center (DIAC), Bolling Air Force Base, Maryland during the first year of the contract. Final numbers and locations will not be available until after contract award. Many functional requirements will have a primary performance location but may spend a significant amount of time at one or more additional locations.

1.7 ENVIRONMENT

Work is generally categorized as professional and shall generally be performed in an office setting.

The Government considers a full time equivalent (FTE) employee one who works a minimum of forty (40) hours/week.

Monday - Friday from 0900-1700 shall be considered normal "prime time" business hours. All other days, holidays, and hours are considered "non-prime time" business hours. During non-prime time specific service areas may require shift or off-normal work hours; these requirements are noted in the technical requirements, where applicable.

There will be no overtime authorized for exempt personnel. Overtime for non-exempt personnel must be approved by the COTR.

The PM shall ensure O/DNI hours of coverage are supported at all times.

The PM and/or Deputy PM shall be accessible to the Government's CO and COTR at all times, via pager or other means. The contractor shall ensure that at least one designated person, empowered with full authority to act on program matters, shall be on-site during O/DNI normal business hours.

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1.8 PERIOD OF PERFORMANCE

The contract shall be for a one (1) year base period with four (4) one (1) year options.

2.0 PROGRAM-WIDE REQUIREMENTS

2.1 PROGRAM MANAGEMENT

The DNI has been charged with accomplishing an unprecedented task. The Director is responsible for overseeing the analysis and integration of intelligence data collected by 17 different agencies, using people and systems, around the globe on a 24 x 7 basis. He must then be able to present the summation of that data to the National Command Authority (NCA) in a way that will allow the NCA to gain maximum understanding of the issues, risks, dangers and opportunities.

To accomplish this mission, the DNI requires the support of knowledgeable, skilled, dedicated personnel whose tasks range from the mundane to the leading edge of science and technology. The superior performance of the PYRAMID contractor is critical to ensuring a smoothly functioning O/DNI.

In general, the PYRAMID contractor will support the DIS within the O/DNI which is responsible for ensuring that the O/DNI can accomplish the functions which the President and Congress have charged the Director. Because of the criticality of this support, a determination has been made that the effort and cost associated with administering a CPAF contract is justified. Additionally, a determination has been made that the cost associated with establishment of a dedicated Program Manager (PM), with staff in a Program Management Office (PMO), under the contractor team, for effective and efficient contract management, is also justified.

2.1.1 CONTRACT MANAGEMENT

The PMO shall be located on-site at the DIAC. The PMO shall be headed by the PM and shall be supported by a primary staff consisting of a Deputy PM, a Human Resources Manager (HRM), and a Security Manager. The HRM and Security Manager are expected to split their time between the DIAC and the home office to permit access to internal corporate databases.

In addition, the PM shall head a Program Management Team (PMT), consisting of working supervisory level personnel from both the prime contractor and from subcontractor affiliates. All

members of the PMO and PMT shall be considered "Key Personnel" and shall be fully qualified managers and program support supervisory personnel. All members of the PMO and PMT shall have demonstrated personnel management experience and technical experience relevant to their assigned responsibilities.

The personnel specified above are considered to be essential to the work performed hereunder. Following contract award, the Government reserves the right to approve or reject any contractor proposed candidate to substitute for or replace any key person, based upon the qualifications identified in the candidate's resume. The contractor shall submit resumes of potential candidates to the COTR 30 days prior to the date of anticipated start.

The contractor shall propose whatever program support staff requirements it deems necessary to fully support its technical approach and its proposed staffing plan. The PM shall be responsible for all contractor personnel and for the technical management and performance of all tasks· identified in this SOW.

In addition to the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR) relationships, contractor management personnel shall also take operational direction from designated Government personnel, identified at the time of contract award, who have organizational responsibility and oversight for the activities the PYRAMID contractor will support. Operational direction and oversight will not require or entail any change in contract scope. Changes in scope may only be authorized by the CO.

The PMT, under the direction of the PM, shall:

- Support the Government in planning and evaluating customer requirements. This support shall include, but is not limited to, the following activities: Determining feasibility; estimating resources, costs, and schedules.
- Work with the Government contract management team to establish a prioritized list and implementation schedule for all approved requirements.
- Be responsible for the planning, organization, direction, and control of all approved requirements to be accomplished by the contractor.
- Ensure that all approved requirements are completed correctly, efficiently, and on time.
- Proactively search for better ways of performing requirements and shall make recommendations for process improvements and cost reductions.

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- The CO and COTR shall be notified in advance of any changes in resources required to perform new tasks. These resources include, but are not limited to: training facilities, technical and management experts, and research centers.

2.2   SECURITY

Since this is a CIA contract done on behalf of the O/DNI, it will require the review and concurrence of the CIA's Industrial Security Support Division ISSD. Because ISSD will provide security guidance related to this effort post-award, it must review and concur with all contract actions with the potential to impact on existing security requirements. All security issues and questions must be referred to ISSD. When security clearances are needed to perform the required work, all security documentation must be delivered to ISSD unless it provides alternate instructions.

2.2.1   SECURITY EDUCATION

The contractor shall ensure all contractor personnel on the program are trained, understand, and comply with O/DNI & Central Intelligence Agency security standards and procedures.

2.2.2   ASSOCIATION

The association between the contractor and the Government shall be unclassified.

2.2.3 PERSONNEL SECURITY

All contractor personnel shall have a DNI Industrial Security Staff-Like Approval (DNI/ISSA) Top Secret (TS)/Special Compartmented Information (SCI) clearance or be eligible for crossover at the time of contract award. Loss of a DNI/ISSA TS/SCI clearance shall result in immediate removal from performance under this contract.

Contractor personnel requiring unfettered access to O/DNI facilities and Automated Information Systems (AIS) must have and maintain a DNI/ISSA TS/SCI clearance. Eligibility for access is based on successful completion of a single scope background investigation (SSBI) and a counterintelligence scope polygraph (CSP) examination. A current SSBI or CSP conducted by another United States (U.S.) Government Agency will generally be acceptable.

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Due to the nature of work in NCIX and ISG, personnel supporting CLIN #4 (NCIX)
or CLIN #5 (ISG) shall follow CIA clause [          ] Security Requirements -          (b)(3)
Clearances (AUG 2005), if required.
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The contractor shall pre-screen all proposed candidates for assignment to the contract to ensure an acceptable rate of success in meeting the security requirements. The contractor shall plan for attrition with careful screening of personnel, and advance preparation and submission of clearance requests. A sufficient number of relief personnel, to cover absenteeism and special events, shall be cleared to ensure quality service. Prior to clearance request submission to the Government security office, the contractor shall provide justification for each person submitted for a clearance, to the COTR, for review.

The contractor shall participate in the O/DNI's polygraph program.

2.2.4 PERSONNEL DATA RESTRICTION

Contractor personnel performing under this contract may have access to, or become knowledgeable of, data of a sensitive or personal nature. For reasons of privacy, ethics, and need-to-know, contractor personnel shall not access, use or distribute personal data without specific authorization from the cognizant contracting official in consultation with the cognizant security official. Failure to comply with this restriction may lead to immediate revocation of security clearance and referral of the case to the Justice Department for prosecution.

Knowledge or information pertaining to any person, procedure or other matter that is gained as a result of performance under this contract is subject the restrictions noted herein. Contractor personnel shall treat such knowledge as if it were classified. The contractor shall take ensure that all personnel are made aware, upon hire and on an annual basis, of the requirements of the Privacy Act, shall take reasonable steps to protect against unauthorized disclosure, and shall ensure that contractor personnel observe these restrictions.

2.3 OTHER DIRECT COST REQUIREMENTS

Other direct cost (ODC) requirements, if any, shall be reimbursed on a cost reimbursable basis (i.e. non-fee bearing).

2.3.1 CONTRACTOR FURNISHED EQUIPMENT, PROPERTY, FACILITIES AND SERVICES

It is not anticipated that the contractor shall be required to provide any equipment, property, facilities, or services not otherwise described in this SOW. In the event that the contractor is required to provide any equipment, property, facilities, or services not otherwise described in this SOW, the contractor shall be reimbursed on a cost reimbursable basis (i.e. non-fee bearing). Any requirement for equipment, property or facilities will be evaluated by the contractor on a rigorous lease vs. purchase basis, and the result provide to the Government. Any equipment purchase by the contractor, which is reimbursed by the Government, shall become the property of the Government at the expiration or termination of the contract.

2.3.2 TRAVEL REQUIREMENTS

Travel, when required, will generally be within the Washington, DC Metropolitan Area. Travel outside the Washington, DC Metropolitan Area, CONUS and OCONUS, may be required for specific performance categories and/or under other than normal operating conditions. The contractor shall obtain prior approval for all travel outside the Washington, DC Metropolitan Area from the COTR.

2.3.3 TRAINING REQUIREMENTS

The contractor shall be responsible for providing personnel with the appropriate technical training to ensure its personnel expertise is maintained for assigned areas. All training will be contractor-sponsored and contractor-funded (costs and hours), unless the training is unique to the O/DNI or the U.S. Government and is not available commercially.

The Government shall not be charged directly for contract personnel time or incur any expense related to contractor-sponsored training (travel/lodging expenses or course cost). Any O/DNI unique training to be charged directly to the contract requires CO approval prior to initiation.

2.4 GOVERNMENT FURNISHED EQUIPMENT, PROPERTY, FACILITIES AND SERVICES

The Government will provide appropriate office space, desks, chairs, computer work stations and printers, tables, faxes (commercial and secure), and office supplies at O/DNI facilities as appropriate for individual positions. No other Government furnished equipment (GFE) will be provided or is anticipated except as noted under specific support areas. No GFE may be removed from any O/DNI facility without specific approval by the Contracting Officer.

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The Government will furnish at least the following services at Government facilities: telephone service; security and building maintenance; timely access to equipment and documentation subject to security restrictions; access to Government-automated configuration management, technical control, analysis systems and databases; adequate utilities such as water, electricity, sanitation, and other municipal-type services.

The contractor shall comply with property and asset management policies and procedures for all Government property under its management and control.

3.0   PROFESSIONAL ADMINISTRATIVE SUPPORT SERVICES

The contractor may frequently be responsible for the accomplishment of critical tasks defined by paragraphs 3.1 through 3.8, often with little detailed direction and generally with minimal Government oversight. Contractor personnel, in all positions, must have proven records of superior performance, preferably within either the intelligence community or DoD, and be highly capable and motivated. The contractor is solely responsible for the knowledge, skills, and abilities of its assigned personnel.

Several key skills are common to virtually all positions:

- High school diploma is a minimum requirement but a Bachelor's degree is a desired requirement for all positions.
- A relevant Bachelor's degree plus five (5) years of relevant work experience is acceptable or ten (10) years of verifiable relevant work experience is required for some positions (see paragraphs 3.1 through 3.8).
- A relevant Master's degree plus five (5) years of relevant work experience is acceptable or fifteen (15) years of verifiable relevant work experience is required for some positions (see paragraphs 3.1 through 3.8).
- Strong computer usage skills. Proficiency with the MS Office suite: Word, Excel, Power Point, Project, and Visio. Proficiency with LOTUS Notes desirable.
- Excellent writing skills. Ability to develop succinct, comprehensive, understandable documents based upon complex and multi-source data.
- Excellent oral skills. Ability to present data in briefings, large forum meetings and tabletop settings to both senior and junior staff.
- Strong organizational, problem solving and time management skills. Must be detailed oriented.

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- Ability to handle a large, complex workload, effectively coordinate multiple resources, and multi-task in a fast paced environment.
- Analytic ability to evaluate programmatic data, resolve inconsistencies, and propose innovative solutions to challenging problems.
- A high level of personal integrity and the ability to discreetly handle sensitive, personal and classified information.
- Strong relationship building and customer service skills.

Additional knowledge, skills, and abilities specific to individual positions are listed under each functional area.

3.1 COMPTROLLER SUPPORT SERVICES

O/DNI Comptroller Staff's mission is to develop, implement, and oversee the processes by which the O/DNI plans for and budgets to meet its resource needs; to manage O/DNI participation in the internal and external budget review process; to provide fiscal and financial policy guidance; and to monitor execution of the Community Management Account (CMA) program after the budget is approved by Congress.

3.1.1 PLANS SUPPORT

3.1.1.1 GENERAL SCOPE OF EFFORT:

Plans support shall entail preparing the O/DNI budget submissions within the O/DNI financial and budget management systems (BASIS/PARIS) or any future O/DNI financial system.

3.1.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Development, implementation, monitoring, and defense of the O/DNI (Community Management Account) budget submissions.
- Development of programmatic guidance for building and executing the O/DNI budget, defending the budget to both internal and external reviewers, including OMB examiners.
- Development of guidance initiatives, identify resource shortfalls, and assist in preparing congressional hearings on DNI related issues.

- Compilation of data for use in various responses to Questions for the Record (QFR), Congressional Directed Actions (CDA), and other requirements.
- Other comptroller functions, as tasked.

3.1.1.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of relevant experience as a plans officer and/or program manager with a demonstrated understanding of Federal resource management, annual budget, and strategic planning processes.
- Must be knowledgeable of the program budget review process.

3.1.2   BUDGET SUPPORT

3.1.2.1   GENERAL SCOPE OF EFFORT:

Budget support shall entail preparing the O/DNI budget submissions within the O/DNI financial and budget management systems (BASIS/PARIS).

3.1.2.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

- Support the senior Budget Officer and Comptroller in the areas of budget execution and formulation.
- Preparation of the annual budget submissions; assist in providing guidance to directorate and center personnel on technical program and budget matters.
- Review and verify program and budget data submitted by directorates and centers.
- Preparation of accurate reports and providing of value-added analysis of budget and financial data.
- Compilation of data for use in various responses to Questions for the Record (QFR), Congressional Directed Actions (CDA), and other requirements.
- Work with various Congressional staffers and Office of Management and Budget (OMB) examiners on execution reviews, measuring performance metrics, analyzing trends, and help draft issue papers.
- Other budget functions, as tasked.

3.1.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of relevant Federal budget experience and willingness to learn new applications such as PARIS (budget system), Lawson (payroll system), and BASIS (accounting system).
- Must be knowledgeable of the program budget review process.

3.1.3 FINANCIAL SUPPORT

3.1.3.1 GENERAL SCOPE OF EFFORT:

Financial support shall entail preparing and inputting financial transactions within the O/DNI financial management system (BASIS/PARIS) or any future O/DNI financial system.

3.1.3.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Support the certification of the availability of funding within designated budget line items (BLIs) by monitoring account balances.
- Prepare vouchers containing accounting data for input into Agency financial records.
- Input voucher data into the automated finance system for computerized processing.
- Draft correspondence relating to designated BLI accounts.
- Collect, analyze, and develop report metrics on the status of resources and subordinate O/DNI activities.
- Monitor, review, and reconcile advance and other General Ledger accounts
- Maintain liaison relationships with staff offices from Other Government Agencies
- Provide financial expertise, analysis and solutions to O/DNI staff officers and other O/DNI personnel.
- Other financial functions, as tasked.

3.1.3.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum three years of relevant experience with a demonstrated understanding of Federal resource management, annual budget, and strategic planning processes.
- Must be knowledgeable of the program budget review process.

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3.2 FACILITIES SUPPORT SERVICES

3.2.1 FACILITY CONSULTING SUPPORT

3.2.1.1 GENERAL SCOPE OF EFFORT:

Provide technical facility consulting services to the O/DNI. The areas of concentration are: acquisition and procurement, facility management, asset management, financial management, information technology, logistics and organizational & human capital.

3.2.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Conduct feasibility studies to support alignment of facilities with organizational objectives of the O/DNI.
- Provide technical facility services to the O/DNI using industry best practices.
- Conduct facility reviews.
- Facilitate working group discussions.
- Other facility consulting functions, as tasked.

3.2.1.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelor's or Master's degree in engineering or architecture.
- Should have a Professional Engineering License or an AIA certification (if the candidate has a degree in architecture).
- Should have an International Facility Management Association (IFMA) Certification
- Should have a minimum ten years of relevant experience in facility research and analysis.

3.2.2 ARCHITECTURE AND ENGINEERING (A&E) DESIGN SUPPORT

3.2.2.1 GENERAL SCOPE OF EFFORT:

Provide technical A&E and design support to the O/DNI.

3.2.2.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

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Contractor performance shall include, but not be limited to, the following functions:

- Develop A&E designs to support DNI facility requirements.
- Facilitate internal and external working group discussions of facilities related issues.
- Conduct technical studies in accordance with Architecture Institute Association (AIA) and industry best-practice standards.
- Maintain the facilities As-Built Drawings in a Central Repository.
- Other architecture engineering and design functions, as tasked.

3.2.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelor's Degree (Master's degree in engineering or architecture desired).
- Should have a Professional Engineering License or AIA Certification.
- Should have IFMA Certification.
- Should have a minimum ten years of relevant experience in A/E and design.

3.2.3   FACILITY MANAGEMENT SUPPORT

3.2.3.1   GENERAL SCOPE OF EFFORT:

Provide Project Management services in support of the O/DNI Office of Facilities.

3.2.3.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Serve as the Project Manager to support O/DNI facility requirements.
- Develop SOWs, cost estimates, technical proposals, move-add-change requirements, AutoCAD drawings, Gantt Charts, or project schedules for various facility projects.
- Facilitate internal and external working groups.
- Interface with facility occupants on project requirements.
- Support the development of budgets and the coordination of procurement activities.
- Provide technical guidance to the Chief and Deputy Chief of Facilities.
- Establish and operate a facilities Help Desk capability.
- Other facility management support, as tasked.

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3.2.3.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelor's or Master's degree in engineering or architecture.
- Should have a Professional Engineering License or AIA Certification.
- Should have IFMA Certification.
- Should have knowledge of Computer Aided Facility Management (CAFM) systems.
- Should have a minimum ten years of relevant experience in facility management.

3.2.4 PROGRAM MANAGEMENT SUPPORT

3.2.4.1 GENERAL SCOPE OF EFFORT:

Provide Program Management services in support of the O/DNI Office of Facilities.

3.2.4.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Serve as the Program Manager for a designated facility organization.
- Develop staffing space requirements, technical proposals and programming.
- Facilitate internal and external working groups.
- Provide technical guidance on designated facility support operation to the Chief and Deputy Chief of Facilities.
- Develop reports and presentations to support specific facility operational functions.
- Support the O/DNI facilities Master Plan.
- Monitor compliance with Public Law 91-596, Occupational Safety and Health Act of 1970.
- Maintain real property records.
- Maintain a comprehensive O/DNI asset database in accordance with Executive Order 13148, Greening the Government Through Leadership in Environment Management, dated 21 April 2000 and Executive Order 13287, Preserve America, dated 3 March 2003 and in compliance with congressional reporting requirements.
- Other program management functions, as tasked.

3.2.4.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelor's or Master's degree in engineering or architecture.
- Should have a Professional Engineering License or AIA Certification.
- Should have IFMA Certification.
- Should have knowledge of CAFM systems
- Should have a minimum ten years of relevant experience in facility management.

3.3 GENERAL SUPPORT SERVICES

3.3.1 EXECUTIVE ADMINISTRATIVE SUPPORT

3.3.1.1 GENERAL SCOPE OF EFFORT:

3.3.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide oversight for the daily activities of the Director and Deputy Director's Office including performance direction of, if assigned, one or more administrative assistants.
- Manage the Director's calendar, phone/e-mail, travel and contacts (both internal and external) using Microsoft Outlook, the internal conference room scheduler and the Agency's Visitor Access Request system. Supporting the Director is this position's primary responsibility.
- Collect and prepare materials for use in meetings/discussions. Meetings and/or discussions may be with the both higher and lower echelons within the Division, O/DNI, the IC and offices or organizations external to O/DNI and the IC.
- Compose correspondence, monitor external/internal communications, address communications in an expeditious manner and bring critical issues to the Director and Vice Director.
- Manage incoming and outgoing communications, including telephone, e-mail and fax.
- Initiate and follow up on high-level contacts inside and outside of the Branch.
- Schedule and coordinate video teleconferences and conference calls.
- Coordinate all logistical details for meetings and events. For meetings, this includes scheduling rooms, sending out meeting announcements, tracking attendance, arranging food, take minutes as appropriate and distributing follow-up materials.
- Maintain a Branch organization chart that includes both government and contractor personnel and both local and dispersed organization elements.

- Create/format documents, spreadsheets, databases and presentations.
- Create, maintain and update charts, lists and calendars as well as reporting travel schedules and attendance to the front office.
- Maintain and track travel and due diligence budgets.
- Maintain official files and work with staff to create and maintain official files for the division.
- Assist staff with proofreading, formatting and data input on Excel Spreadsheets, PowerPoint and Word documents (using track changes when needed).
- Assist in preparing local, domestic, and international travel arrangements, including authorizations, vouchers, and reimbursements for the Director and team as well as assist in follow up on preparation of travel reimbursements to ensure timely filing and train new members on travel procedures.
- Review directives and instructional material pertaining to administrative practices and clerical policies and procedures to stay abreast of new, revised or amended policies and regulations.
- Other executive administrative functions, as tasked.

3.3.1.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have five to seven years experience as an Executive Assistant or senior Administrative Assistant providing support to administrative operations.
- Should have knowledge of administrative and clerical functions, processes, practices and procedures to perform administrative and clerical support duties, including office automation support, office procedures, filing systems, correspondence and mail processes and procedures and travel.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.

3.3.2 ADMINISTRATIVE ASSISTANT SUPPORT

3.3.2.1 GENERAL SCOPE OF EFFORT:

3.3.2.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Schedules and manages, coordinates, and controls all appointments on the calendar of the Division.
- Resolves conflicts on own initiative, using knowledge of responsibilities and preferences.
- Facilitate officers' local transportation and access by visitors to the office.
- Prepare packages with background material for Branch meetings.
- Coordinate scheduling of the DNI conference rooms.
- Review all incoming correspondence and monitor Lotus Notes for items requiring immediate attention or action.
- Maintain office files and retrieve office mail.
- Maintain an efficient office environment, to include ordering supplies and arranging for repair of office equipment.
- Purchase office supplies and equipment using contractor-supplied credit cards.
- Pick up supplies and other items from vendors.
- Deliver items to customers.
- Maintain accountability records.
- Coordinate parking requirements.
- Move office equipment and other items (under 70 pounds).
- Other administrative assistant functions, as tasked.

3.3.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have experience as an Administrative Assistant or senior secretary providing support to administrative operations.
- Should have knowledge of administrative and clerical functions, processes, practices and procedures to perform administrative and clerical support duties, including office automation support, office procedures, filing systems, correspondence and mail processes and procedures and travel.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.

3.3.3   OFFICE AUTOMATION CLERK/SECRETARIAL SUPPORT

3.3.3.1   GENERAL SCOPE OF EFFORT:

3.3.3.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provides general clerical office support to one or more staff members.
- Provide general administrative assistance to the appropriate staff.
- Schedule conference rooms and maintain appointment calendar for the Division.
- Utilize typing skills and knowledge of office automation hardware and software systems.
  - Software applications may include word processing, electronic spreadsheets, database management, calendar and electronic mail.
- Fax and retrieve faxed documents.
- Photocopy office material.
- Answer telephones.
  - Assist callers and refer them to the appropriate staff.
- Filing.
- Responsible for all incoming and outgoing mail.
- Order and deliver office supplies for the Division.
- Special projects.
- Coordinate VIP parking requirements with the O/DNI Logistics office.
- Resolves conflicts on own initiative, using knowledge of responsibilities and preferences.
- Facilitate officers' local transportation and access by visitors to the office.
- Prepare packages with background material for Branch meetings.
- Coordinate scheduling of the DNI conference rooms.
- Review all incoming correspondence and monitor Lotus Notes for items requiring immediate attention or action.
- Maintain office files and retrieve office mail.
- Maintain an efficient office environment, to include ordering supplies and arranging for repair of office equipment.
- Pick up supplies and other items from vendors.
- Deliver items to customers.
- Maintain accountability records.
- Coordinate parking requirements.
- Move office equipment and other items (under 70 pounds).
- Other administrative assistant functions, as tasked.

3.3.3.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

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- Should have experience as an Administrative Assistant or secretary providing support to administrative operations.
- Should have knowledge of administrative and clerical functions, processes, practices and procedures to perform administrative and clerical support duties, including office automation support, office procedures, filing systems, correspondence and mail processes and procedures and travel.
- Must know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.

3.4 HUMAN RESOURCES SUPPORT SERVICES

O/DNI HR's mission is to provide the Office of the Director of National Intelligence with responsive and customer-oriented human resource services that support the organization's mission to protect and defend American lives and interests. This is accomplished with a professional and knowledgeable workforce that employs HR tools to identify flexible and creative solutions to requirements levied by our mission partners. HR programs, policies, and services are established and implemented to recruit, develop, retain, and reward individuals in the dynamic O/DNI organization.

3.4.1 APPLICANT PORCESSING SUPPORT

3.4.1.1 GENERAL SCOPE OF EFFORT:

Recruitment and Applicant Processing is a fast-paced office responsible for processing applicants for O/DNI employment. Human Resources (HR) Administrators conduct all official communication with applicants from the point at which they accept an O/DNI employment offer through their entry on duty (EOD). It is critical that Applicant Processors maintain a high standard of customer service in their daily interactions with applicants. Applicant Processors provide a full range of recruitment support.

3.4.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Scheduling applicant appointments and interviews.
- Keeping up-to-date information in the Applicant Processing database.
- Generating written correspondence, mostly from templates.

- Communicating with applicants to arrange appointments and other informational exchange.
- Tracking applicant cases with Office of Medical Services and the Office of Security and keeping the applicant informed.
- Arranging for the successful EOD of applicants.
- Other applicant processing support functions, as tasked.

3.4.1.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years human resources support experience.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.

3.4.1.4   HOURS OF COVERAGE

Core hours are 9:00 AM – 5:00 PM except for the Monday at the beginning of each pay period. Work hours for the Monday at the beginning of each pay period are 6:30AM – 5:00 PM. If needed, work hours for the remainder of the week may be adjusted to accommodate the need for extended hours on specified Monday's.

3.4.2   FILE ROOM SUPPORT

3.4.2.1   GENERAL SCOPE OF EFFORT:

Provide general administrative support to ADMN/HRS to include but not limited to standing up, organizing and maintaining an O/DNI HRS Official Personnel File system according to Office of Personnel Management guidelines and e-government initiatives.

3.4.2.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Responsible for preparing and presenting to Chief and Deputy Chief ADMN/HRS a concept of operations for establishing an O/DNI HRS filing system for creation and maintenance of official personnel records based on Office of Personnel Management guidelines and e-government initiatives.
- Create and maintain Official Personnel Files (OPFs) for all O/DNI staff employees.

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- Create a system and mechanism to check-out and track checked-out Official Personnel Files.
- Create and adhere to quality control processes that prevent loss of OPFs and maintenance of OPFs per OPM standards.
- Responsible for forwarding OPFs for O/DNI staff employees who transfer to other government agencies.
- Responsible for archiving OPFs for separated employees following federal government information management guidelines and controls.
- Create and maintain files for other federal government employees or persons assigned to the O/DNI through detail or intergovernmental personnel agreements.
- Responsible for requesting SF75 (Request for Preliminary Employment Data) forms for individuals transferring directly to the O/DNI from another government Agency.
- Responsible for requesting the Official Personnel Files of direct government transfers from another government Agency.
- Responsible for requesting appropriate documentation to transfer leave balances, adjust federal government service dates and adjust annual leave accruals for direct government transfers.
- Responsible for completing Employment Verification Requests for O/DNI staff employees to forward to Deputy Chief O/DNI HRS for signature.
- Other file room support functions, as tasked.

3.4.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- A Bachelor's degree is desired.
- Should have a minimum five years experience in establishing and maintaining federal government official file systems.
- Working knowledge of the Federal Code of Regulations for official personnel file management, administration and related information management practices.

3.4.3 INSTRUCTIONAL DESIGN AND COURSE FACILITATION SUPPORT

3.4.3.1   GENERAL SCOPE OF EFFORT:

Create, facilitate, and maintain a 1 and 2-day Entrance on Duty Orientation Course for new O/DNI employees, detailees, and contractors.

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3.4.3.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- From a government-provided concept of operations, prepare a list of measurable objectives for the courses.
- Create a course outline that will result in achievement of the stated course objectives. Course objectives will be provided after an individual is selected for the position.
- Create lesson plans from the course outline. Work with the Chief, Training and Development and/or designated O/DNI employee to create and implement lesson plans that align with the outline of the courses.
- Create and/or obtain and maintain audio-visual material. Create a uniform format for presentations and work with O/DNI offices to ensure that the presentations are designed and delivered in accordance with adult learning principles and theories.
- Prepare a facilitator's guide that provides step-by-step instructions on the duties and responsibilities for the facilitator.
- Facilitate a one and a two-day EOD course for new employees. This includes the introduction of speakers; ensuring that stated timelines for each Orientation is adhered to and ensuring that training needs of new employees are addressed in a timely manner. Also includes ensuring that new employee questions are provided to and addressed by the appropriate O/DNI office/individual.
- Prepare student manuals, update materials as needed, provide copies of all course material to be used during the Orientations, and maintain electronic and paper files of all Orientation material.
- Create an evaluation approach for measuring course effectiveness. This includes design and/or redesign as needed and an end-of-course evaluation.
- Provide suggestions for course adjustments that are response to feedback received through end-of-course evaluations.
- Other instructional design or course facilitation support functions, as tasked.

3.4.3.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (preferably in Education) supplemented by verifiable relevant work experience in education or technical training.

3.4.3.4 HOURS OF COVERAGE

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Core hours are 9:00 AM – 5:00 PM except for days on which EOD Orientations are presented. Work hours on the days of the Orientation shall be 6:45 AM – 5:00 PM on day one and 6:45 AM – 3:00 PM on the second day.

3.4.4 JOB ANALYSIS AND CLASSIFICATION SUPPORT

3.4.4.1 GENERAL SCOPE OF EFFORT:

Assist the Government Human Resources representative in conducting an O/DNI wide job analysis of GS positions. This support shall include, but is not limited to, documentation of position descriptions, position classifications, standard operating procedures and creation of an online position description handbook. Develop an automated tool to guide managers and supervisors to create accurate position descriptions linked to an optimum organization structure.

3.4.4.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Conduct position audits of all O/DNI GS positions to identify required knowledge, skills and abilities, appropriate grade and requisite competencies.
- Prepare for approval a schedule to complete the O/DNI job analysis and deliverables to meet the O/DNI HR program manager's deadline for the job analysis.
- Recommend for approval by the government HR program manager a plan for the government to maintain and update position descriptions as developed by the job analysis team.
- Create and recommend for approval by the government HR program manager a standard operating procedure and automated template for creating new positions descriptions.
- Create and recommend for approval by the HR program manager a plan for maintaining an on-line Position description handbook including available COTS, GOTS or internally developed applications.
- Analyze strategic planning goals, human capital planning goals and budgetary implications in creating the optimum organizational structure. Create a profile to link the current organization structure with the optimum organization structure providing a pathway to reach the optimum structure identifying recruitment and training necessary to supplement and/or compliment the current workforce.
- Link the automated position management system to the recruitment module.

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3.4.4.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (preferably in Human Resource Management).
- Should have relevant Human Resource Management work experience in position management, position classification, organizational effectiveness and program design.
- Should have knowledge and experience in federal position management and classification guidelines.
- Should have in-depth knowledge of Office Personnel Management occupational families and codes.
- Should have knowledge of standardized system data requirements.

3.4.5 POLICY SUPPORT

3.4.5.1   GENERAL SCOPE OF EFFORT:

Provide support to the O/DNI in the field of Human Resources policy and regulations.

3.4.5.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Draft and monitor O/DNI requirements for Human Resource policies, instructions and procedures through the review and coordination process.
- Research, develop and interpret policy on pay and allowances, leave, performance management, staffing, and benefits.
- Draft policies, procedures, instructions and/or briefings to facilitate implementation of HR Programs across the O/DNI.
- Analyze policies for continued relevance as well as for modifications to address changing needs and recommend for acceptance, compliance, modification or deletion.
- Serve as referent to all O/DNI HR officers on both substantive policy and process issues.
- Assist O/DNI HR policy representative on various groups and committees.
- Deliver briefings that transcend the substantive policy areas (pay and allowances, leave, performance management, staffing, and benefits) to Agency management, HR officers, or other interested audiences. Presentations may include teaching modules of Policy-sponsored courses.

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- Review policy packages prior to Chief, HR Policy, review. Provide substantive and editorial comments on policy documents as well as major HR communication releases.
- Stay abreast of human resources trends in private industry and other Federal agencies.
- Other policy support functions, as tasked.

3.4.5.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (preferably in Human Resource Management).
- Should have relevant Human Resource Management work experience in policy development.
- Should have knowledge and experience in federal policy development and implementation.
- Should have knowledge of standardized system data requirements.

3.4.6   JOB POSTING TEAM SUPPORT

3.4.6.1   GENERAL SCOPE OF EFFORT:

Provide general administrative support to the O/DNI HR job posting function. This shall include, but is not limited to, posting vacancies, preparing applicant packages, scheduling interviews, arranging building accesses, etc.

3.4.6.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Post O/DNI vacancies on appropriate job posting sites.
- Responsible for following O/DNI HRS guide for posting vacancies for the O/DNI including using appropriate language and formats.
- Monitor number of applicants against each job posting and prepare applicant packages for each individual.
- Focal point for receipt of all applicant packages and questions regarding receipt of applications and required documentation in coordination with designated HR officer.
- Prepare applicant packages and forward for screening and scheduling of interviews.
- Prepare interview books, schedule interviews, arrange building access and make other logistical arrangements for DNM/ADMN applicants.

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- Monitor and track job posting and applicant metrics.
- Create, organize and maintain O/DNI Job Posting library with applicant packages in line with O/DNI Information Management Guidelines.
- Other job posting support functions, as tasked.

3.4.6.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree supplemented by verifiable relevant work experience in Human Resource Management.
- Must have the analytic ability to evaluate programmatic data, resolve inconsistencies, and propose innovative solutions to challenging problems.
- Should know or have the ability to learn and research Agency regulations, policies, and procedures.

3.5 INFORMATION MANAGEMENT SUPPORT SERVICES

3.5.1 INFORMATION REVIEW AND RELEASE EXPERT SUPPORT

3.5.1.1 GENERAL SCOPE OF EFFORT:

The mission of the Information Management Office (IMO) is to support O/DNI Offices by providing accurate and timely policy guidance, effective and efficient implementation support services, and training for all aspects of information management enabling the O/DNI to find, exploit, and share intelligence information vital to safeguarding our national security, while being fully compliant with federal statues, Executive Orders and regulations. The contractor will support the Director/IMO with expert level information review and release support. The contractor will perform extensive review and release of information and provide recommendations to IMO in response to FOIA requests, Congressional inquiries, 25-year declassification efforts, and all forms of public release.

3.5.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Review Freedom of Information Act (FOIA) requests, conduct and coordinate searches, and draft appropriate responses based on the searches.

- Review Privacy Act (PA) requests, conduct and coordinate searches, and draft appropriate responses based on the searches.
- Review documents to determine their proper National Security classification.
- Review documents as part of the pre-publication review process.
- Review documents received as referrals from other agencies including the CIA; provide coordination with various elements within the O/DNI, and with other agencies.
- Other information review and release support functions, as tasked.

3.5.1.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (History, Business, Accounting, Law) supplemented by verifiable relevant work experience in records management.
- Certified Records Management (CRM) certification preferred.
- Should have a minimum ten years records management support experience.
- Must know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.
- Must have experience with review and release of classified information, experience with FOIA policy and declassification of classified documents.

3.5.2 INFORMATION REVIEW AND RELEASE TECHNICIAN SUPPORT

3.5.2.1 GENERAL SCOPE OF EFFORT:

The contractor will support the Director/IMO with information review and release technical support. The technical support contractor will manage and track the FOIA caseload and will implement standard FOIA process to ensure timely response to all review and release requirements. The contractor will support all daily operations of the O/DNI release and review process.

3.5.2.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Support daily operations of the O/DNI review and release program.
- Log and track all Freedom of Information Act (FOIA)/Privacy Act (PA) requests received into the office by mail (both US and internal) and fax. (Requests arrive in a variety of formats including letters, packages, faxes, and electronic media.)

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- Maintain all files relating to the office; create files for all new FOIA/PA and pre-publication review cases.
- Coordinate with CIA on tracking and forward materials to CIA/CIO/IMS
- Assist with the development of information release program policies and procedures.
- Other information review and release functions, as tasked.

3.5.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum six months administrative support experience.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, procedures and accounting principles.
- FOIA, review and release of classified information, and or declassification experience preferred.

3.5.3   RECORDS MANAGEMENT EXPERT SUPPORT

3.5.3.1   GENERAL SCOPE OF EFFORT:

The mission of the IMO is to support O/DNI Offices by providing accurate and timely policy guidance, effective and efficient implementation support services, and training for all aspects of information management enabling the O/DNI to find, exploit, and share intelligence information vital to safeguarding our national security, while being fully compliant with federal statues, Executive Orders and regulations. The contractor will support the Director/IMO with the development of the O/DNI records management program and with records management expert support.

This support will include creation and implementation of O/DNI policy and development and execution of training program to implement the policy uniformly across the organization. The contractor will be responsible for assisting with the inventory, development, and coordination process for a records control system and the development of electronic record keeping requirements for the O/DNI. In addition, the contractor will assist with the identification, description, and processing of legacy records inherited by O/DNI.

3.5.3.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Develop files plans for various O/DNI components.
- Conduct surveys of records, both paper and electronic, of various O/DNI components.
- Map business processes and procedures of various O/DNI components.
- Draft records control schedules.
- Review records relating to various topics and/or business areas to insure adequate and proper documentation.
- Conduct vital records survey and develop plans.
- Draft records management policies and procedures.
- Train and implement records management policies.
- Work with information systems under development to ensure record keeping requirements are identified and executed.
- Identify, describe and process legacy records inherited by ODNI.
- Other records management support functions, as tasked.

3.5.3.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors degree (History, Business, Accounting, Law) supplemented by Archives and Records Management training and verifiable relevant work experience with electronic records management (ERM) applications.
- Certified Records Management (CRM) certification preferred.
- Should have a minimum fifteen years records management support experience.
- Must know or demonstrate the ability to learn and research Agency regulations, policies, and procedures.
- Experience with electronic records keeping systems, electronic record keeping requirements, and software system development project management lifecycles preferred.

3.5.4 CLASSIFICATION MANAGEMENT EXPERT SUPPORT

3.5.4.1   GENERAL SCOPE OF EFFORT:

The mission of the IMO is to support O/DNI Offices by providing accurate and timely policy guidance, effective and efficient implementation support services, and training for all aspects of information management enabling the O/DNI to find, exploit, and share intelligence information vital to safeguarding our national security, while being fully compliant with federal statues, Executive Orders and regulations. The contractor will support the Director/IMO with expert classification management support.

The contractor will provide support to meet the requirements identified in EO12958, as amended as it relates to classification management. These activities include assisting with the classification policy at a sufficient level of detail to guide the operations of the O/DNI. Since the O/DNI will be bringing together elements both from inside and outside of the IC, significant coordination will be required in developing information sharing and classification policies and procedures. The contractor will also support the development and implementation of a classification management program within the O/DNI. In addition the contractor will provide support for the configuration management boards and general system integration support.

3.5.4.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Develop policies and procedures relating to classification and protection of O/DNI information.
- Develop a draft "O/DNI classification guide." Coordinate with the DNI Special Security Center, the Chief Information Officer's (CIO's) Office, and O/DNI Policy, as well as Information Management on drafting an O/DNI Classification Guide.
- Coordinate the O/DNI classification guide to the deployment of the community classification guide.
- Review IC community guides to look for "best of breed ".
- Review IC community classification tools to determine "best of breed".
- Assure consistency among agencies in their application of the policies and procedures.
- Monitor effectiveness of the policies, procedures, and mechanisms.
- Coordinate with the CIA Classification Program Office on the IT requirements for the O/DNI guide. The guide will be made available on the CIA's information technology systems, which the O/DNI utilizes.
- Provide training and marketing to the O/DNI workforce regarding classification and the O/DNI's classification guide.
- Provide classification/guidance support for classification accuracy.
- Other classification management functions, as tasked.

3.5.4.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (minimum).

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- Should have a minimum ten years of relevant experience working on classification management issues.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, procedures and accounting principles.

3.5.5 SYSTEMS INTEGRATION SUPPORT

3.5.5.1 GENERAL SCOPE OF EFFORT:

The mission of the IMO is to support O/DNI Offices by providing accurate and timely policy guidance, effective and efficient implementation support services, and training for all aspects of information management enabling the O/DNI to find, exploit, and share intelligence information vital to safeguarding our national security, while being fully compliant with federal statues, Executive Orders and regulations. The contractor shall support the Director/IMO with systems integration (SI) support services.

The contractor will provide assistance with program planning, scheduling, status reviews, technical evaluations, and reporting. The contractor will be responsible for tracking all requests for service coming to the office and providing status. The contractor will provide general program management support to the Director/IMO. The contractor will also provide system integration support for their configuration management board structure.

3.5.5.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Program planning, scheduling, status reviews, technical evaluations, and reporting.
- Prepare progress reports, revise program schedules and identify options or alternative actions.
- Track all requests for service received in the Information Management Office and provide status.
- Provide general program management support to Director, Information Management
- Other system integration support functions, as tasked.
- Provide system integration support for configuration management board structure.
- Provide system integration support to evaluate electronic record keeping systems and classification management systems and make recommendations to ensure systems are compliant with federal policies and regulations.

3.5.5.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a Bachelors' degree (History, Business, Accounting, Computer Science).
- Should have a minimum five years systems integration support experience.
- Should know or demonstrate the ability to learn and research Agency regulations, policies, procedures and accounting principles.
- Experience with electronic records keeping systems, electronic record keeping requirements, and software system development project management lifecycles preferred.

3.6   INFORMATION TECHNOLOGY SUPPORT SERVICES

Information technology support services are provided through four sections: (1) The Client Support Center Section; (2) Communications Section; (3) Information Technology (IT) Engineering and Applications Section; and the (4) Plans and Capital Management Section.

(1)   The Client Support Center Section is the primary Point-of-Contact (POC) for all O/DNI customer service request and issues. It provides Tier 1 and Tier 2 customer service and support, which requires a broad range of technical skills, experience and expertise. The Client Support Center Section is a 24-hour, 7 day per week, 365 day per year-operation and is located in several buildings within the Washington Metropolitan Area. Function requirements support services will be provided in 4 areas as set forth below.

- 3.6.1   Access Administration Support
- 3.6.2   Close Support
- 3.6.3   Graphics Support
- 3.6.4   Training Support

(2)   The Communications Section is responsible for all voice, data, and network communications and like functions to include: telephone support; local and deployed communications capabilities and support; video teleconferencing communications (VTC), technical and scheduling support; audio/visual installation and maintenance; Local Area Network (LAN) and Wide Area Network (WAN) administration and planning services; and COMSEC and cryptographic equipment.

- 3.6.5   Communications Support

(3)   The Information Technology (IT) Engineering and Applications Section is responsible for programming, content management, marketing, testing, and deployment services. Design, document, develop, modify, test, install, implement, and support new or existing application software. Analyze system requirements; translate system requirements in to operational and application prototypes; plan, determine, and design application architectures; write, debug and maintain code; design user interfaces; work with customers to test applications; assure system and application quality and functionality; integrate hardware and software components; write and maintain program documentation; evaluate new application software and hardware technologies; ensure rigorous application of information security/information assurance policies, principles, and practices to the delivery of application services.

- 3.6.6   Applications and Database Support
- 3.6.7   Systems Engineering Support

(4)   The Plans and Capital Management Section is responsible for all facets of IT systems planning, integration, resources and project and engineering management. P/CM also provides software licensing, configuration and lifecycle management, and disaster recovery and continuity of operations planning.

- 3.6.8   Configuration Management Support
- 3.6.9   License Manager Support
- 3.6.10   Program Manager Support
- 3.6.11   Project Manager Support
- 3.6.12   Requirements Manager Support

3.6.1 ACCESS ADMINISTRATION SUPPORT

3.6.1.1   GENERAL SCOPE OF EFFORT:

The Access Administration team shall provide account management for the O/DNI. The contractor shall provide Tier 1 and Tier 2 access administration for the management of all O/DNI user accounts.

3.6.1.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide day-to-day administration services (user account creation, deletion, and transfers).
- Ensure O/DNI user accounts are setup with the standard suite of tools and applications.
- Resolve user access and user account related service request.
- Escalate account problems to the appropriate service organization, when needed.
- Monitor the Service Request System (SRS) database for O/DNI account/access tickets.
- Grant access to O/DNI share drives and data folders.
- Update and modify Lotus Notes group and database access control list.
- Provide technical guidance to other team members.
- Practice and adhere to current Security guidelines, rules, policies and regulation for the management of user accounts and data.
- Attend technical exchanged meetings and participates in various training classes/pilots/seminars to maintain or update skills needed.
- Provide Name and Address Book (NAB) management for mail database servers, Access Control List (ACL) management for many applications, and deployment and monitoring of applications on directorate application servers.
- Monitor auto-reply databases to ensure auto-reply processing functions properly.
- Coordinate with and support the Engineering Team to facilitate integration and upgrades for operating system releases, application releases into the network domain.
- Carry a pager at all times.
- Other access administration support functions, as tasked.

3.6.1.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have extensive applied experience in Administration of Lotus Notes databases and applications (mail, databases, applications, and Domino servers).
- Should have extensive and/or applied experience in providing Lotus Notes support/troubleshooting.
- Should have a minimum of three years working in a Help Desk/Client Support Center environment.
- Should have an expert administrative level understanding of Active Directory and Windows.
- Should have an expert administrative level understanding of managing user accounts, groups, and share drives.
- Should have a working-level understanding of SRS Remedy.

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3.6.1.4   HOURS OF COVERAGE

Core hours are 9:00 AM – 5:00 PM. In addition, the contractor shall schedule its personnel so that there is adequate coverage between 7:00 AM and 9:00 AM and between 5:00 PM and 6:00 PM.

3.6.2   CLOSE SUPPORT

3.6.2.1   GENERAL SCOPE OF EFFORT:

3.6.2.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide troubleshooting and consulting on desktop and applications.
- Manage the Client Support Center's customer service phone Hotline.
- Assist walkup clients with their service call requests.
- Troubleshoot hardware and peripherals failures, such as: printers, scanners, laptops, Blackberries, pagers, etc.
- Assist O/DNI clients in the setup of video teleconferences, secure and non-secure phones, blackberries, and secure cell phones.
- Enter trouble tickets into SRS Remedy System and monitor them until they are resolved to the satisfaction of the customer and closed.
- Provide technical assistance and consulting on the standard suite of applications on the unclassified and classified networks to include: Common Workgroup Environment (CWE), Agency Internet Network (AIN), Secret Internet Protocol Routed Network (SIPRNet), Joint Worldwide Intelligence Communications System (JWICS) and other government networks.
- Submit customer requirements into SRS Remedy on behalf of O/DNI clients and be the liaison for clients to the service provider or organization assigned to work the requirement.
- Maintain the accountability of computer equipment, such as: laptops, pagers, Blackberries, etc.
- Act as the Data Transfer Officer for O/DNI clients by copying data between the Agency networks and O/DNI networks.
- Train and mentor new team members on standard operating procedures.

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- Attend technical exchange meetings and participates in various training classes/pilots/seminars to maintain or update skills needed.
- Participate in the early release of new applications and products in order to better assist O/DNI clients.
- Provide logon and user training to O/DNI new hires.
- Adhere to strict guidelines and practices to ensure all security requirements and policies are employed.
- Address questions concerning supported products and services and the Agency's corporate network environment.
- Provide virus scanning assistance; drive access assistance and support information security personnel with virus resolution, and other security related requests.
- Carry a pager at all times.
- Other close support functions, as tasked.

3.6.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have solid training and/or applied experience in providing Lotus Notes support/troubleshooting.
- Should have a minimum of three years working in a Help Desk/Client Support Center environment.
- Should have a working-level understanding of SRS Remedy.
- Should have a solid understanding and knowledge of Windows Operating Systems.
- Should have solid diagnostic and troubleshooting skills.
- Should have applied experience and/or training in problem tracking, control, and resolution techniques.
- Should be familiar with network and local printer installation and support.

3.6.2.4   HOURS OF COVERAGE

Core hours are 9:00 AM – 5:00 PM. In addition, the contractor shall schedule its personnel so that there is adequate coverage between 7:00 AM and 9:00 AM and between 5:00 PM and 6:00 PM.

3.6.3 GRAPHICS SUPPORT

3.6.3.1   GENERAL SCOPE OF EFFORT:

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The Graphics Team shall provide presentation, graphic design, multimedia, and web design support for the O/DNI.

3.6.3.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Work with O/DNI clients to plan, compose, and produce graphics and other printed materials in a timely manner.
- Meet with O/DNI clients to capture and define requirements for projects and ideas.
- Design, and customize printed materials-certificates, posters, logos, power-point presentations, high-end hardcopy and softcopy reports, documents and charts.
- Create, order, and deliver business cards for the O/DNI.
- Design and prepare graphics and documents for web site.
- Assist customers with promotional items, such as: note pads, apparel, pens and pencils, mugs, etc.
- Carry a pager at all times.
- Other graphics support functions, as tasked.

3.6.3.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have extensive applied experience with the Adobe Product Suite and other graphics/presentation software.
- Should have a strong ability to express creative marketing concepts and idea.
- Should have a strong understanding of graphics software, applications, and technology.
- Should have a minimum of three years working in a Help Desk/Graphics Support environment.

3.6.3.4   HOURS OF COVERAGE

Core hours are 9:00 AM – 5:00 PM. In addition, the contractor shall schedule its personnel so that there is adequate coverage between 7:00 AM and 9:00 AM and between 5:00 PM and 6:00 PM.

3.6.4 TRAINING SUPPORT

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3.6.4.1 GENERAL SCOPE OF EFFORT:

The Client Support Center is the primary Point-of-Contact (POC) for all O/DNI customer service request and issues. The Client Support Center provides Tier 1 and Tier 2 customer service and support, which requires a broad range of technical skills, experience and expertise. The Client Support Center is a 24-hour, 7 day per week, 365 day per year-operation and is located at several buildings within the Washington Metropolitan Area.

The Training Team shall provide technical training for commonly used applications (such as Microsoft Office products) and new products and application added to the IT baseline.

3.6.4.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide one-on-one assistance, group sessions, and classroom training for O/DNI customers.
- Work with other O/DNI IT organizations to provide useful documentation and Standard Operating Procedures (SOPs).
- Create and produce useful training guides, such as frequently asked questions, quick reference guides.
- Provide basic orientation training for new customers during the O/DNI New Employee Orientation.
- Provide product familiarization training.
- Provide seminars and workshops.
- Develop computer-based training (CBT) and web-based training modules.
- Carry a pager at all times.
- Other training support functions, as tasked.

3.6.4.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have extensive applied experience in courseware development and instructional design.
- Should have a minimum of five years experience in developing and providing technical training.
- Must demonstrate analytic abilities to evaluate programmatic data, resolve inconsistencies, and propose innovative solutions to challenging problems.

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3.6.4.4   HOURS OF COVERAGE

Core hours are 9:00 AM – 5:00 PM. In addition, the contractor shall schedule its personnel so that there is adequate coverage between 7:00 AM and 9:00 AM and between 5:00 PM and 6:00 PM.

3.6.5 COMMUNICATIONS SUPPORT

3.6.5.1   GENERAL SCOPE OF EFFORT:

3.6.5.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Assist in implementing portions of the physical and logical topology of networks (e.g., local area network (LAN), wide area network (WAN), telephone, video) following O/DNI standards and policies.
- Perform standard maintenance, upgrades, and diagnostics on networks and resolves routine problems within established time parameters; recommend new or revised procedures in areas of limited scope.
- Assist in the evaluation of network technologies for suitability to meet O/DNI requirements.
- Comply with local telecommunications regulations and reporting requirements and understand and mitigate their implications for daily operations
- Update and maintain appropriate network documentation databases as modifications are made to the network.
- Support the development and implementation of security policies for access to networks.
- Establish the process for documentation of network modifications and ensures adherence to the process.
- Recommend application of new network technologies to meet O/DNI needs; interacts with vendors to influence standards and product development.
- Install, maintain, and train on the cryptographic equipment at the O/DNI facilities.

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- Work with Other Government Agencies to connect to their cryptographic systems.
- Other communications support functions, as tasked.

3.6.5.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have computer/network security, VTC and secure/unclassified telephone equipment experience (Audits, planning, design, implementation, testing and management).
- Should have knowledge of cryptology tools, methods, systems and protocols for computer/network and telephone equipment.
- Should have experience with installation, configuration, integration and management of firewalls, proxy servers and routing equipment.
- Should have experience conducting vulnerability assessments.
- Should have a working knowledge and skills in IP technologies.
- Should have experience in networking and application protocols.
- Should have vulnerability research experience.
- Should be familiar with security analysis applications.
- Should have wireless networking experience.

3.6.6   APPLICATION AND DATABASE SUPPORT

3.6.6.1   GENERAL SCOPE OF EFFORT:

3.6.6.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide For Lotus Notes Development Services: Develop new databases and provide O&M support on existing Domino client-based applications (such as Group Calendars, Action Tracking, CATS, workflow applications, and Messaging databases). Design requirements, test database functionality, resolve anomalies, research and implement new features. Attend design review meetings on behalf of management, provide status reports to senior management, liaison assistance with ISI, DNI, CIO representatives, manage service requests tickets and phone calls, participate in pilot testing, and provide general user, administrative, and Tier 2 Close Support. Lotus Notes applications development is

currently the largest part of the task. However, applications development is expected to increase and possibly transition away from Lotus Notes.

- For Web Development Services: Develop new web applications using (Domino, SharePoint, and evolving/emerging web-developing tools), building static websites, and providing 24 x 7 O&M support on existing DNI Connection and DNI Admin Tool websites which serves as portal to all O/DNI web applications. Publish new releases to the external websites. Gather design and system requirements, testing functionality, resolving anomalies, as well as researching and implementing new features for all supported internal and external websites. Attend design review meetings on behalf of management; provide status reports to senior management, and liaison assistance with DNI, CIO and other IC representatives.
- For Web Design: Design new and attractive concepts with logical navigation. Adhere to the O/DNI, Federal, and Industry standards on branding, design, optimization, platform compatibility, and color schemes. Gather design and system requirements, testing functionality, resolving anomalies, as well as researching and implementing new features for all supported internal and external websites. Attend design review meetings on behalf of management and provide status reports to senior management.
- For COTS Development: Develop and customize applications (MSAccess, MSWord, Excel, etc.) and provide O&M support on existing applications, forms, and templates for the organization. Gather design and system requirements, testing functionality, resolving anomalies, as well as researching and implementing new features for all supported COTS applications. Attend design reviews meetings on behalf of management; provide status reports to senior management, and liaison assistance with DNI, CIO and other IC representatives.
- Provide network security scanning and other technical input for Federal Information Security Management Act of 2002 (FISMA) and Privacy Act reporting to OMB.
- Provide input to System Security Plans and Certification and Accreditation (C&A).
- Provide input to the Information Security Management database.
- Carry a pager at all times.
- Other application and database support functions, as tasked.

3.6.6.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have Microsoft Certified Solution Developer (MCSD), Lotus Notes Developer, and Web Designer Certifications and four years of advanced programming experience may be substituted for Degrees for Junior Analysts.

- Should be proficient with software and programming languages such as Macromedia Studio, PhotoShop, Illustrator, Visual Studio, SQL, JavaScript, Net Programming, XHTML/CSS, HTML, Java, Lotus Notes/Domino, MS Access (Oracle and SharePoint are a plus).
- Team leads and senior developers should have a PMP Certification.
- Should have a general knowledge of server administration.
- Should have the ability to develop small and enterprise scale applications.
- Should have the ability to provide O&M support and content management for "legacy" applications and websites.
- Should have the ability to update "legacy" code (formula, LotusScript, HTML, JavaScript).
- Should have the ability to troubleshoot application, system hardware, and software problems.
- Should have a strong understanding of Security policies and protocols.

3.6.7 SYSTEMS ENGINEERING SUPPORT

3.6.7.1 GENERAL SCOPE OF EFFORT:

3.6.7.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Perform standard maintenance, upgrades, and diagnostics on networks and resolves routine problems within established time parameters.
- Install, support, maintain and operate O/DNI computer systems.
- Plan and respond to service outages.
- Plan and coordinate the installation, testing, operation, troubleshooting, and maintenance of O/DNI hardware and software systems.
- Design, install, and support O/DNI's local-area network (LAN) and wide-area network (WAN), network segment, Internet, and Intranet systems and applications.
- Maintain network hardware and software, analyze problems, and monitor the system hardware to ensure its availability to system users.
- Gather data to identify interpret and evaluate system hardware and operating system (OS) requirements and configurations.
- Plan, coordinate, and implement system security measures as prescribed by Security.

- Ensure that the design of the O/DNI computer sites allow all DNI components, including computers, the network, and software, to fit together and work properly.
- Monitor and adjust the performance of existing hardware and continually survey current computer operations to determine future hardware needs.
- Deploy and install system-wide software and associated patches and upgrades.
- Troubleshoot problems reported by users via Close Support and problems reported by automated network monitoring systems and make recommendations for enhancements in the implementation of future servers and networks.
- Monitor security configurations, manage user names and passwords via Close Support, monitor disk space and other resource use, perform backups, and set up new hardware and software.
- Assist in application--software and hardware--upgrades and installations.
- Quickly diagnose system problems and determine technical solutions.
- Perform the following systems administration activities:
  o Perform routine checks of system and application hardware and software.
  o Perform daily, incremental, and weekly data backups.
  o Perform necessary and required OS updates and configuration changes.
  o Install and configure new hardware and software.
  o Add/delete/create/modify user account information, password resets, etc.
  o Answer technical queries and questions.
  o Ensure compliance with Security Guidelines and Standards.
  o Document system configurations.
  o Troubleshoot application and system hardware and software problems.
  o Perform system performance tuning.
  o Keep system hardware and software running.
  o Perform Database Administration, Network, Application, System Architecture, and System Design technical support as necessary.
  o Suggest and provide IT solutions to business and management problems.
  o Provide training and technical support for users with varying levels of IT knowledge and competence.
  o Plan and implement future IT developments and undertaking project work.
- Perform the following O/DNI Engineering, Network Administration functions:
- Install, support, maintain and operate CLAN/CMS and future O/DNI networks.
- Perform a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks; including personnel, hardware, software, and support facilities and/or equipment.

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- Plan and perform network-engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications.
- Perform the following network administration activities:
    - Proactively monitor the corporate network segments, including all network components comprising the corporate network.
    - Provide technical guidance to O/DNI personnel in managing the O/DNI segments of the corporate network (i.e., operations, troubleshooting, data recovery, etc.).
    - Provide Tier 3 technical support.
    - Install, configure and maintain switches, hub, and routers and assist in the design and implementation of any core switches and routers.
    - Plan and implement additions, deletions and major modifications to the supporting infrastructure.
    - Install, configure, and maintain TACLANE E-100.
    - Update network drawings to reflect changes to the network.
    - Assist in LAN/WAN related additions and changes (this includes all hardware and software issues and on-going administration of the networks).
    - Implement and manage all aspects of IT security related to the O/DNI networks.
    - Maintain accurate records of all maintenance, inventory, and security measures associated with the O/DNI data networks.
    - Install firmware components inclusive of workstations and servers and provide component troubleshooting/problem resolution.
    - Design and develop O/DNI specific/unique network capabilities; conduct associated product/market surveys and "hands-on" product installation, evaluation and benchmarking.
    - Coordinate all technical aspects for moves and/or reorganizations, including physical network engineering; modifying directory structures; modifying group and personal accounts in LN and Windows; migrating of data; re-establishing pointers and drive mappings to shared resources; and disconnecting, moving and re-installing equipment, etc.
    - Maintain server checklists and systems management procedures that sustain proactive identification, isolation, and resolution to potential operational problems in an effort to avoid system outages.
    - Monitor and manage disk space and other resources on all corporate application servers.
- O/DNI Engineering analyzes, designs, develops, and deploys innovative hardware and software systems and applications in to the Agency's IT environment.

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- o Identifies discrepancies between the enterprise technical architecture and system designs proposed by project teams, and assists project teams in resolving the discrepancies.
- o Represents the organization on various internal and external boards, task forces, and working groups relevant to O/DNI Engineering activities and mission.
- Systems Engineering monitors and enhances the performance of O/DNI network systems and software, hardware, and storage components; and acts as Tier 3 resolution to support relevant escalated Tier 2 problems.
  - o Plays a critical role in monitoring the performance of the LAN/WAN systems for which the O/DNI, is responsible.
  - o Responsible for designing and deploying specialty network applications/capabilities in response to new requirements.
- Provide network security scanning and other technical input for Federal Information Security Management Act of 2002 (FISMA) and Privacy Act reporting to OMB.
- Provide input to System Security Plans and Certification and Accreditation (C&A).
- Provide input to the Information Security Management database.
- Other Systems Engineering support functions, as tasked.

3.6.7.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Minimum formal education level:
  - o Bachelor's Degree required for Team Leads and Senior Analysts.
  - o Should have Engineering and Network Administration Certifications and practical experience may be substituted for degrees for junior team members.
- Professional training:
  - o Should have training in computer systems maintenance, monitoring, software engineering and designing of systems or networks.
  - o Should have knowledge of switches, routers, and hubs maintenance and monitoring.
  - o Should have training in Virtual Local Area Networks (VLANs), Quality of Service (QOS), Enhanced Interior Gateway Routing Protocol (EIGRP), Firewalls, Intrusion Detection Systems (IDSs), Internet Protocol Security (IPSec) and Secure Socket Layer Virtual Private Networks (SSL VPNs), Multiprotocol Label Switching (MPLS).
  - o Should have training in translating the needs of an organization in to a set of technical requirements based on available technology.

- o Should have training in Government IT principles, concepts, and methods (e.g., data storage, software applications, networking).
- o Should have training in the Government's systems development life cycle processes.
- o Should have operating systems and application training with emphasis on the behavior of software.
- o Should have training in security policies and protocols.
- Certifications:
  - o Team Leads should have PMP.
  - o Should be a CISCO Certified Network Professional (CCNP)
  - o Should be a CISCO Certified Internetwork Expert (CCIE)
  - o Should be a Certified Information Systems Security Professional (CISSP)
  - o Should be a Microsoft Certified Systems Engineer (MCSE) or equivalent.
  - o Should be a Microsoft Certified Network Engineer (MCNE)
- Skills:
  - o Should be familiar with Relational Database Management System (RDBMS) products (i.e., Sybase and Oracle).
  - o Should be familiar with Systems Management and Operations methodologies and activities.
- Specific Experience:
  - o Should have applied experience with a wide range of networking protocols, architectures, and topologies, including Transmission Control Protocol/Internet Protocol (TCP/IP), Ethernet, fiber, and coaxial systems.
  - o Should have applied experience in internet-associated hardware, including routers, bridges, hubs, modems, and gateways.
  - o Should have applied experience in the installation, configuration, and support of the Microsoft operating systems and associated hardware platforms.
  - o Should have applied experience in the application of structured engineering methodologies to solving technical problems.

3.6.8   CONFIGURATION MANAGER SUPPORT

3.6.8.1   GENERAL SCOPE OF EFFORT:

3.6.8.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

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- Administer Configuration Management toolsets of various Windows-based desktops and servers.
- Guide project teams in the appropriate Configuration Management technology and methods.
- Perform requirements analysis and systems architecture functions.
- Establish and maintain processes, develop Configuration Management procedures and identify items to be put under configuration control.
- Track changes to various types of configuration items to include hardware and software components, and documents.
- Assist in facilitating control board and engineering review board meetings to include preparation of agendas, handouts, and minutes.
- Evaluate existing processes, recommend changes, and guide implementation to improve efficiency.
- Other configuration management support functions, as tasked.

3.6.8.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should demonstrate an applied knowledge of configuration management concepts.
- Should have experience with change/issues tracking concepts.
- Should have experience in generating configuration management reports and metrics.
- Should have practical knowledge of designing and implementing configuration controls in complex operational environments.
- Should be able to co-ordinate activities of teams so deliverables are on schedule and within standards.
- Should have working knowledge of configuration management tools, e.g., DOORS.
- Should have knowledge of project management methodologies a plus.

3.6.9   LICENSE MANAGER SUPPORT

3.6.9.1   GENERAL SCOPE OF EFFORT:

The License Manager (LM) is responsible for overall functions relating to the requirement, purchase, installation, and sustainment of software at O/DNI. The LM ensures clients understand software policies and provides control over the entire O/DNI software process. The LM works with and coordinates efforts with Call Center personnel, software installation

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technicians, workstation installation technicians, requirements and purchasing agents, and the engineering review board to ensure process control. Additionally, the LM is also responsible for directing an O/DNI-wide software-auditing program and will coordinate this effort with 2-Letter designated software managers.

3.6.9.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Manage the purchasing of the software reseller, including the provision of an online software purchasing and license management system.
- Coordinate site-license and volume purchases.
- Determine type of licenses that are used within O/DNI then define rules how the licenses are counted and tracked.
- Maintain records of software purchases.
- Maintain all software media and logs.
- Provide technical analysis, research, evaluations, and recommendations for proposed software licenses.
- Evaluate software for suitability to meet Agency requirements.
- Design and execute plans for major software installations (e.g., new releases, major enhancements), to include identifying the Agency training needs.
- Coordinate all software requests with Resource Section and the customer. The LM works with the Resource Section to develop technical solutions for clients requiring non-standard software that is new to user.
- Support the Requirements Manager (RM) in the acquisition, documentation, and coordination process.
- Coordinate the license transfers to new workstations including all existing software on the workstation scheduled for retirement or reuse. This includes all existing standard and non-standard software on the workstation.
- Develop and maintain O/DNI's software inspection program to include database administration for automated software retrieval as well as program for all systems included in the O/DNI enterprise.
- Inspect O/DNI organizations for software compliance.
- Other license manager support functions, as tasked.

3.6.9.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

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- Should have knowledge of the full range of IT and information security concepts and of applicable legislative, administrative and regulatory requirements and the impact of those requirements on the O/DNI IT function.
- Should have the ability to establish and maintain an integrated IT function including establishment and maintenance of appropriate internal day-to-day processes and controls to ensure the consistent and timely support to the O/DNI.
- Should have the ability to develop work collaboratively, prioritize tasks, identify problems and propose creative and innovative solutions to complex IT issues that increase program effectiveness and customer service.
- Should have a record of proven and effective leadership in license management.
- Should have prior COTR/Project Management Experience with demonstrated ability to manage large, complex projects, or similar experience with purchasing and management of COTS software procurements and license management for similar large, complex projects.

3.6.10 PROGRAM MANAGER SUPPORT

3.6.10.1 GENERAL SCOPE OF EFFORT:

O/DNI IT requires program management and technical support services in the areas of organization and program planning, with special emphasis on process design, development, and implementation. The program management support shall include defining, designing, developing, testing, and implementing engineering and networking, requirements, application development and deployment, telecommunications, capital management, close support and other O/DNI IT processes, activities, and services.

The program management support will span the full range of management, provisioning, and service delivery operations and processes. Processes may include problem and incident reporting and management, help desk services, asset management, capacity and availability management, planning, service level agreements, change management, configuration management, license management, quality assurance and management, IT security, and related processes.

3.6.10.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

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- Develop efficient plans involving numerous resources within a group, division, or business and effectively coordinate and implement these plans.
- Lead change and improvement initiatives.
- Provide tactical and operational research in planning allocation of resources and in the development of long-range goals, objectives and milestones.
- Formulate processes and programs for developing structure and capabilities to assure that the O/DNI IT provides rapid and consistent support to O/DNI.
- Develop and direct the implementation of goals, objectives, policies, procedures and work standards applicable for the assigned program.
- Analyze areas of concern and present feasible alternatives and recommendations, research regulatory and administrative requirements, and assemble data for financial and analytical reports and documents.
- Monitor and stay abreast of technological and operational changes that affect the processes of the program; make recommendations for and develop and carry out improvements to the program to meet changing mission parameters and requirements.
- Assist in developing and coordinating policies, goals, vision and expectations of the agency and program.
- · Identify and track key metrics of system or process efficiency and effectiveness, using data to revise procedures and optimize functioning.
- Formulate IT principles, define policies and procedures, determine IT capabilities, define the technical architecture, define the IT process model, define the IT organizational model, market IT services, customer liaison, strategic business reporting, define customer support requirements, identify new service needs, and define IT requirements to address business goals.
- Perform data collection and analysis, needs assessments, problem analysis, and cost estimating and modeling.
- Support business case development and related analytical, cost estimating and modeling efforts.
- Other program manager support functions, as tasked.

3.6.10.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- A minimum of five (5) years work experience.
- Research and analytical skills absolutely essential.
- Advanced Government writing skills required.

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- Should have experience in a new office start-up.
- Should be knowledgeable of the Capability Maturity Model (CMM).

3.6.11 PROJECT MANAGER SUPPORT

3.6.11.1 GENERAL SCOPE OF EFFORT:

The Plans and Capital Management (P/CM) Section is responsible for all facets of IT systems planning, integration, resources and project and engineering management. P/CM also provides software licensing, configuration and lifecycle management, and disaster recovery and continuity of operations planning.

Project Managers will staff a wide range of functions and tasks, which require vision, leadership, and proficiency in developing, explaining, and implementing policy and high level plans to enable efficient and effective operations. The skills of problem identification, analysis, and resolution are central to the effective conduct of their activities. They develop pertinent information and communicate it to varied audiences, internal and external to O/DNI, in a timely and appropriate manner.

3.6.11.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Identify resources needed to perform project; requests resources for self and project team far enough in advance such that resources are available when needed.
- Prepare project schedules, reports and budgets.
- Monitor project and/or personnel performance, checking actual performance against planned performance, to ensure technical, schedule, and budget goals are met or exceeded.
- Explain any deviations from planned budgets and schedules.
- Assign a wide range of tasks based on their skills, experience, and availability; clearly communicates task priorities, helping personnel adjust workload as needed.
- Provides technical and leadership guidance and direction to personnel to ensure proper, timely completion of work.
- Provide personnel with timely, constructive, and actionable feedback that increases individual and team effectiveness.
- Actively participate in setting performance goals for project team or work unit.

- Anticipate problems or situations that could affect work unit, assess the potential impact on own and others' work, and plans how to address them.
- Interact frequently with requirements manager and configuration manager to define project requirements and identify solutions consistent with O/DNI architecture, policy, and regulations.
- Other program manager support functions, as tasked.

3.6.11.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years experience in project management.
- Should be able to perform multiple tasks ranging from equipment recommendations to coaching other team members.
- Should have working knowledge of project scheduling and cost estimating tools.
- Must have demonstrated leadership skills, show creativity and deal with ambiguity while driving for results.
- Must have a high level of trust in peer relationships and set or adjust priorities as changes occur.

3.6.12 REQUIREMENTS MANAGER SUPPORT

3.6.12.1 GENERAL SCOPE OF EFFORT:

Provide requirements management support to the O/DNI. The requirements manager will be responsible for eliciting, document, and maintaining IT requirements. Facilitates working sessions, articulates requirements, makes recommendations for process and business flows, develops consensus on requirements, documents requirements, and manages requirements throughout the life of the project.

3.6.12.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Prepare user requirements and functional specifications on large, complex or multiple concurrent projects.
- Analyze IT requirements and manage change requirements.
- Negotiate, persuade, compromise, and work independently and collaboratively in a team environment.

- Adapt proactively to a dynamic, rapidly changing business and technical requirement.
- Be able to identify opportunities for process/ quality improvements and follow through with implementation and dissemination of improvements.
- Work with the customers to prioritize current requirements with new change requests.
- Work with customers to aide them in determining/prioritizing their own needs.
- Understand and document business processes and determine business needs.
- Develop and interpret policies, procedures and strategies governing the planning and delivery of data management services and information security.
- Other requirements manager support functions, as tasked.

3.6.12.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have Project Manager Professional (PMP) certification.
- Should have experience in using DOORS or other requirements management tools.
- Should have a minimum of five years experience in Program Management.

3.7   LOGISTICS SUPPORT SERVICES

The O/DNI Logistics mission is to provide premier logistics services customized to meet unique requirements of a diverse set of customers. The Logistics Branch performs to the highest standards in logistics management, while implementing process improvements and organizational integration. The customer-service-oriented professionals of the Logistics Branch are responsible for enabling Intelligence Community initiatives.

3.7.1   LOGISTICS OFFICERS SUPPORT

3.7.1.1   GENERAL SCOPE OF EFFORT:

The overall success of the O/DNI largely depends on supporting services. Logistics support is an enabler for O/DNI and the professional support of the PYRAMID contractor will be a key component of the Branch meeting its mission effectively and efficiently.

3.7.1.2   CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Contribute to staff development and operations of supply support systems.

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- Perform liaison between staff and supported personnel to improve effectiveness of support activities.
- Inspect completed work for accuracy and compliance with established procedures.
- Coordinate supply activities.
- Review and annotate changes to unit material condition status report.
- Post transactions to organizational and installation property books and supporting transaction files.
- Perform inventory control management functions.
- Maintain property under agency regulations.
- Review and record daily and monthly records of issues of products and operating supplies.
- Receive incoming materials, parts, supplies and equipment.
- Unpack and check goods received against purchase orders or invoices.
- Provide administrative and clerical support for the purchasing function.
- Maintain files, logs, invoice records, purchase orders and other related documents.
- Maintain logs for shipments and files packaging slips.
- Prepare and process shipping and storage paperwork and documentation.
- Prepare and maintain records of merchandise shipped.
- Prepare shipments to CONUS and OCONUS.
- Maintain inventory database and control access to inventory.
- Responsible for all incoming and outgoing mail.
- Other logistics functions, as tasked.

3.7.1.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- A Bachelor's degree desired, but not required. Significant logistics experience may be substituted for education.
- Should have a minimum five years of relevant experience, preferably in a logistics environment.
- Must have Project Management experience in both lead and/or supporting roles.
- Should have knowledge of and experience working in or with the Intelligence Community (IC) preferred.
- Valid, unrestricted driver's license required. A current driving record shall be provided prior to initiation of work.
- Should have strong organization, problem solving, time management and communications skills; detailed oriented. This includes, but is not limited to, the ability

to effectively coordinate multiple resources, multitask in a fast-paced environment, and work under limited supervision.

- Should have the ability to communicate effectively with management on all levels; strong relationship building and customer service skills.
- Must be able to lift 70 lbs

3.8 SECURITY SUPPORT SERVICES

The O/DNI Security mission is to provide premier security services customized to meet unique requirements of a diverse set of customers by creating and implementing an effective security program that represents the best security practices from government, IC and industry and that is appropriate to support the ODNI mission. The Security Branch performs to the highest standards in security management, while implementing process improvements and organizational integration.

3.8.1 SECURITY SUPPORT

3.8.1.1 GENERAL SCOPE OF EFFORT:

The contractor shall provide security administration support assistants qualified to perform essential O/DNI Security tasks including, but not limited to, clearance processing, customer service, maintaining O/DNI Security files and databases and general administrative support. Security administration support shall entail administrative security services (and not physical or emergency response) for O/DNI personnel.

3.8.1.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Address and resolve security issues of common concern for O/DNI personnel.
- Perform office clerical duties, including a variety of support tasks requiring the collection, compilation, evaluation and publication of information and statistical data included in documents, records, forms, reports, plans, policies and regulations.
- Maintain correspondence suspense files, records, files for reports, operating procedures, internal memorandums, and composes correspondence.
- Perform duties such as filing, copying, preparing data for transmittal, and maintaining/updating databases.

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- Process various types of clearance actions, which include determining processing requirements.
- Perform data entry. Verify data entered, where applicable.
- Conduct reviews of security files and other adjudicative actions in order to initiate needed security actions, such as monitor ongoing adjudicative actions to insure each case is complete prior to forwarding the file for adjudication.
- Initiate National Agency Checks.
- Prepare Investigative assignments
- Provide timely assistance to O/DNI and non-O/DNI personnel involved in the clearance process and maintain effective working relations with these individuals.
- Respond to written, telephonic inquires; verify case status; and respond to requests for routine and/or ad hoc reporting of personnel security statistics.
- Assist in the enforcement of adherence to and development of facility security policy.
- Creation, issuance, and retrieval of facility badges for O/DNI personnel, contractors, and visitors.
- Provide photos for passports, Visas, and ID Cards.
- Input and update badge and credential records and enter into the badge system.
- Provide fingerprint services for all new employees.
- Process requests for O/DNI Identification Cards and credentials.
- Assist in the establishment of visitor access and control processes and procedures.
- Pass and monitor clearance certifications via established procedures.
- Develop and provide security briefings as necessary.
- Assist in the preparation and updating of a security welcome booklet.
- Train tenants on how vault alarm systems function and security hardware.
- Maintain vault access rosters.
- Responsible for facilitating repair of security alarm and hardware systems.
- Maintain inventory of security equipment and hardware.
- Address and complete other ad hoc responsibilities in order to assist O/DNI Security to meet it mission goals and obligations.
- Other security administration functions, as tasked.

3.8.1.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of relevant experience, preferably in a security and/or law enforcement environment.

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3.8.2 ADJUDICATIONS SUPPORT

3.8.2.1 GENERAL SCOPE OF EFFORT:

The contractor shall provide adjudicative support service for O/DNI. Contractor personnel shall work on groups of cases within one or more of the adjudicative disciplines within the O/DNI Adjudicative Branch. Each case will vary in the number of total tasks, time and effort required to provide a formal written recommendation to grant, disapprove, or revoke a Top Secret security clearance/approval.

Reviews comprehensive investigative reports and other findings in order to make a formal security recommendation that an individual is a sound risk and of unquestioned loyalty, good character and reputation. The adjudication entails the examination of a sufficient period of a person's life, under a single-scope background investigation (SSBI) standards, to make a determination that the individual is not now and is not likely to become an unacceptable security risk. The adjudicator reviews file contents and determines investigative coverage, and ensures the quality and coverage of the investigative produce as it applies to the adjudicative needs. After a thorough review and analysis of all pertinent case information, renders a recommendation. Writes succinct, comprehensive, unbiased reports, which accurately and fairly outline the investigative results. Must have a thorough understanding of the federal rules and regulations that encompass the clearance process.

3.8.2.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Review case files to determine what additional security processing, if any, needs to be performed.
- Assist in the enforcement of adherence to and development of facility security policy.
- Advise the sponsor of the need for additional security processing in order to render an adjudicative decision.
- Review the results of all security processing to glean necessary facts and data relevant to a final recommendation.
- Interview subjects in person, by telephone, or through written correspondence to elicit clarifying information.

- Conduct discussions with the Senior Case Manager (SCM), Assessment Board members, Polygraph Examiners, Background Investigators, Case Processing Personnel, and Customers to resolve information discrepancies or gaps.
- Analyze information and show a nexus between the behavior of subjects and DCID 6/4 issues sufficient to support a final recommendation.
- Provide a final written recommendation, in sufficient detail to permit the sponsor to make an informed, independent decision to grant, disapprove or revoke a security clearance or approval.
- Maintain security files by purging duplicate copies of SF86s, unofficial notes, page flags, and other extraneous materials prior to forwarding files to the SCM.
- Make oral presentations to SCMs, Program Mangers, Adjudication Boards, and/or other Senior Agency officials as required.
- Administer notification to the customer, identifying and recommending codes of conduct issues for the sponsor to address, inputting of closing information in the MDP/PS database, and/or performing other follow-up actions resulting from the disposition of the case.
- Protect information and data acquired during the preparation of the analysis from unauthorized release and returning all adjudicative notes to the sponsor.
- Return to the contractor's POC, cases that may give rise to an actual or potential conflict of interest, organizational or otherwise.
- Respond in a timely manner to inquiries from the sponsor on the status of pending cases or any other information pertaining to adjudicative support tasks under this SOW.
- Provide a draft adjudicative recommendation to the Sponsor for all cases worked.
- Following receipt of sponsor provided comments and guidance, provide a final recommendation to the Sponsor.
- Other adjudication support functions, as tasked.

3.8.2.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of Federal level adjudicative security experience
- Must have a thorough understanding of the federal rules and regulations that encompass the SCI and collateral security process. This includes, but is not limited to:
  - Director of Central Intelligence Directive 6/4, Personnel Security Standards and Procedures Governing Eligibility for Access to Sensitive Compartmented Information (SCI) and Annexes A through F, dated 2 July 1998.

o Executive Order 12958, Classified National Security Information, dated 12 April 1995.
o Executive Order 13292, Further Amendment to Executive Order 12958, As Amended, Classified National Security Information, dated 25 March 2003.
o Executive Order 12968, Access to Classified Information, dated 2 August 1995.

3.8.3 SECURITY POLICY, EDUCATION AND AWARENESS SUPPORT

3.8.3.1 GENERAL SCOPE OF EFFORT:

The contractor shall provide security policy, security education and security awareness support services for customers throughout the O/DNI.

3.8.3.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Support the development of policy and provide security education and awareness support to O/DNI Security Policy and Education Branch.
- Draft security policies.
- Prepare and deliver security indoctrinations and briefings on all security procedures and topics.
- Develop security awareness materials.
- Field security questions
- Participate in Intelligence Community working groups on security policy and awareness.
- Other security policy, education and awareness support functions, as tasked.

3.8.3.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of Federal level SCI physical and technical security experience.
- Must have a thorough understanding of the federal rules and regulations that encompass the SCI and collateral security process. This includes, but is not limited to:
  o Director of Central Intelligence Directive 6/4, Personnel Security Standards and Procedures Governing Eligibility for Access to Sensitive Compartmented Information (SCI) and Annexes A through F, dated 2 July 1998.

    o Director of Central Intelligence Directive 6/9, Physical Security Standards for Sensitive Compartmented Information Facilities, 18 November 2002.

    o Executive Order 12958, Classified National Security Information, dated 12 April 1995.

    o Executive Order 13292, Further Amendment to Executive Order 12958, As Amended, Classified National Security Information, dated 25 March 2003.

    o Executive Order 12968, Access to Classified Information, dated 2 August 1995.

3.8.4 PHYSICAL AND TECHNICAL SENSITIVE COMPARTMENTED INFORMATION FACILITY (SCIF) SUPPORT

3.8.4.1 GENERAL SCOPE OF EFFORT:

The contractor shall provide physical and technical Sensitive Compartmented Information Facility (SCIF) security support services in support of the needs of customers throughout the O/DNI.

3.8.4.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide physical and technical Sensitive Compartmented Information Facility (SCIF) security support services including, but not limited to:
- Evaluation
- Accreditation
- Review SCIF files to determine security-processing needs.
- Review Fixed Facility Checklists.
- Prepare accreditation documents for approval by the sponsor.
- Assist in conducting SCIF inspections to ensure compliance with appropriate security policies.
- Advising sponsor of the need for additional security processing in order to render accreditation decision.
- Review the TEMPEST and technical security posture of O/DNI facilities and make recommendations to the sponsor.
- Maintain accreditation file.
- Prepare co-utilization agreements for the sponsor.

- Manage security hardware and ensure that it is in proper working order.
- Field complaints/questions from O/DNI personnel about security hardware.
- Other physical and technical SCIF support functions, as tasked.

3.8.4.3 DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should have a minimum five years of Federal level physical and/or technical security experience.
- Must have a thorough understanding of the federal rules and regulations that encompass physical and technical security standards for SCI and collateral security process. This includes, but is not limited to:
    o Director of Central Intelligence Directive 6/9, Physical Security Standards for Sensitive Compartmented Information Facilities, 18 November 2002.
    o Executive Order 12958, Classified National Security Information, dated 12 April 1995.
    o Executive Order 13292, Further Amendment to Executive Order 12958, As Amended, Classified National Security Information, dated 25 March 2003.

3.8.5 INFORMATION SYSTEMS SECURITY MANAGEMENT SUPPORT

3.8.5.1 GENERAL SCOPE OF EFFORT:

The contractor shall provide Information Systems Security Management Support services in support of the needs of customers throughout the O/DNI.

3.8.5.2 CONTRACTOR PERFORMANCE REQUIREMENTS:

Contractor performance shall include, but not be limited to, the following functions:

- Provide general information security (INFOSEC) support.
- Complete technical and security review of all System Security Plans for O/DNI IT projects for O/DNI ISSM approval.
- Provide written recommendations, in sufficient detail to permit the sponsor to make an informed, independent decision to grant and/or disapprove System Security Plans submitted for review.
- Provide direct customer support in the O/DNI for knowledge-based implementation of security features on laptops, workstations and servers as required.

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- Assist in the development of and adherence to Information Technology (IT) security policy.
- Prepare the annual FISMA report.
- Maintain the O/DNI Information Security Management database and update it with System Security Plans (SSPs), Certification and Accreditation (C&A) data and programmatics of IT projects in the O/DNI.
- Other Information Systems Security Management Support functions, as tasked.

3.8.5.3   DESIRED KNOWLEDGE / SKILLS / ABILITIES:

- Should be a Certified Information Systems Security Profession (CISSP).
- Should have extensive experience working with Government classified systems.
- Should have a minimum five years of Federal level ISSM experience.
- Should have experience in one or more of the following Information Security disciplines: Network Security, Computer Forensics, Physical Security, Government Computer Systems, Firewall/Router Management, Security Project Management, and/or Network Vulnerability Analysis.
- Should be knowledge of exploits, attacks and tools used by skilled hackers.
- Should have familiarization with multiple operating systems: Windows 2000/2003/xp, Unix, Linux, and Solaris.
- Should have familiarization with secure implementations such as VPNS, encryption technologies, IPSEC, V-LANS, and Wireless technologies.
- Should have a thorough understanding of the federal rules and regulations that encompass the SCI and collateral security process. This includes, but is not limited to:
    o Director of Central Intelligence Directive 6/3, Protecting Sensitive Compartmented Information Within Information Systems, dated 05 June 1999.
    o Federal Information Security Management Act of 2002 (FISMA)

4.0   DELIVERABLES

4.1   PROGRAM MANAGEMENT PLAN

The Program Management Plan (PMP) shall be in the format outlined in Table 4, below. It shall describe the contractor's processes and activities for providing PYRAMID. Paragraphs 4.1.1, 4.1.2, and 4.1.3 describe the required content and level of detail for the deliverable.

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The PMP shall be developed incrementally. This requirement specifies three types of submittals that shall be used during Pyramid's life cycle as described below.

PROGRAM MANAGEMENT PLAN CONTENT BY VERSION
TABLE 6

SECTION	VERSION 1	VERSION 2	VERSION 3
1.0 OVERVIEW	Y	Y	Y
1.1 Program Summary	Y	Y	Y
1.1.1 Purpose, Scope and Objectives	Y	Y	Y
1.1.2 Assumptions and Constraints	Y	Y	Y
1.1.3 Schedule and Budget Summary	Y	Y	Y
2.0 KEY PERSONNEL	Y	Y	Y
2.1 Roles and Responsibilities	Y	Y	Y
2.1.1 Program Manager	Y	Y	Y
2.1.2 Deputy Program Manager	Y	Y	Y
2.1.3 Human Resources Manager	Y	Y	Y
2.1.4 Security Manager	Y	Y	Y
2.1.5 Program Management Team	Y	Y	Y
3.0 ORGANIZATION	Y	Y	Y
3.1 Program Management Office	Y	Y	Y
3.2 Program Management Team	Y	Y	Y
3.3 Internal Interfaces & Reach-Back	Y	Y	Y
3.4 External Interfaces & Reach-Out	Y	Y	Y
3.5 Roles and Responsibilities	Y	Y	Y
3.6 Security Plan	Y	Y	Y
4.0 MANAGERIAL PROCESS PLANS	Y	Y	Y
4.1 Program Phase-In Plan	Y	Y	Y
4.2 Staffing Plan	Y	Y	Y
4.2.1 Staff Recruitment Plan	Y	Y	Y
4.2.2 Staff Training Plan	Y	Y	Y
4.2.3 Staff Retention Plan	Y	Y	Y
4.3 Work Plan	Y	Y	Y
4.3.1 Work Activities	Y	Y	Y
4.3.2 Resource Allocation	Y	Y	Y

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4.3.3 Budget Allocation	Y	Y	Y
4.4 Control Plan	Y	Y	Y
4.4.1 Subcontract Management Plan	Y	Y	Y
4.4.2 Requirements Control Plan	Y	Y	Y
4.4.3 Schedule Control Plan	Y	Y	Y
4.4.4 Budget Control Plan	Y	Y	Y
4.4.5 Quality Control Plan	Y	Y	Y
4.4.6 Metrics Collection Plan	Y	Y	Y
4.5 Risk Management Plan	Y	Y	Y
4.6 Process Improvement Plan	Y	Y	Y
4.7 Program Phase-Out Plan	Y	Y	Y

4.1.1 PMP, VERSION 1

Version 1 shall be submitted during the PYRAMID kickoff meeting. It shall address, in detail based upon the level of detail available in the final RFP, all sections and subsections of the format. This version shall define the organization by function; and define the managerial processes for the efficient and effective operation of the proposed structure. It shall include, but is not limited to, the management plan, subcontract management plan, recruitment plan, retention plan, risk management plan and quality control plan. Version 1 shall also include contractor proposed format/content description for the deliverables that are listed in Table 6 of the table.

4.1.2 PMP, VERSION 2

Version 2 shall be delivered in final draft 30 days after contract award, briefed in-detail to the O/DNI COTR and staff 40 days after contract award, and submitted as a final product 60 days after contract award. Version 2 shall build on Version 1 by adding depth and a detailed work plan, including schedule and cost; assignment of additional names to functions; and refinement of managerial and supporting processes.

The ODNI COTR and staff will be prepared to discuss the Program Management Plan, submitted in final draft format 30 days after contract award, during the in-depth briefing which shall be presented 40 days after contract award. The Program Management Plan final submission, to be submitted 60 days after contract award, shall address all written comments. ODNI comments will provide within 10 days following the detailed briefing.

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4.1.3 PMP, VERSION 3

Version 3 (and beyond) shall be submitted as needed, but not less frequently than annually, to address changes to scope, performance requirements, personnel requirements, subcontract management, quality control or risk management. The annual update will form the basis for program management for the follow-on period, if exercised.

4.2 MONTHLY STATUS REPORT

The purpose of the Monthly Status Report (Attachment A) is to describe the contractor's prior month activities. The Monthly Status Report shall include an Executive Summary and Branch specific data including, but not limited to:

- Monthly and cumulative information on hours expended and costs incurred.

- Performance related work, issues and actions.
    - Work accomplished including a copy of all final submissions.
    - Problems/issues during the report period, which were opened, ongoing, or closed.
    - Notice, in advance if possible, of actual or anticipated major performance issues.
    - Planned actions for the month following the month in which the report was submitted.

- Labor Hours Expended
    - Summary, by individual and in total
    - Individual labor hours

- Personnel Security Clearance Status
    - All prime and subcontractor personnel
    - Current clearance and date
    - Special Access Program(s) and date(s)

The first Monthly Status Report shall be submitted to the COTR 30 days after contract award and monthly thereafter. It shall be prepared using Microsoft Office Word. The COTR shall be able to easily segregate and forward appropriate sections of the Report to each Branch Chief.

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4.3   TEMPLATE GUIDE

The contractor shall create document templates within each support service area for each type of document that is required on a recurring (more than once) basis. Each such template shall be prepared initially in draft format and submitted to the COTR for review and Government approval. When approved, the contractor shall finalize the format and incorporate it into an indexed template guide. The template guide will be updated monthly and submitted to the COTR as an attachment to the Monthly Status Report (Attachment A).

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APPENDIX A ACRONYMS

A/E	Architecture and Engineering
AIA	Architecture Institute Association
AIN	Agency Internet Network
BASIS	O/DNI accounting system
BLI	Budget Line Item
CAFM	Computer Aided Facility Management
C&A	Certification and Accreditation
CBT	Computer-Based Training
CDA	Congressional Directed Actions
CIA	Central Intelligence Agency
CCIE	CISCO Certified Internetwork Expert
CCM	Central Intelligence Agency Contracting Manual
CCNP	CISCO Certified Network Professional
CIO	Chief Information Officer
CISSP	Certified Information Systems Security Professional
CMM	Capability Maturity Model
CO	Contracting Officer
COTR	Contracting Officer Technical Representative
CPAF	Cost Plus Award Fee
CSP	Counterintelligence Scope Polygraph
CWE	Common Workgroup Environment
DIAC	Defense Intelligence Analysis Center, Bolling Air Force Base, Maryland
DID	Data Item Description
DNI	Director of National Intelligence
EIGRP	Enhanced Interior Gateway Routing Protocol
EOD	Entry on duty
ERB	Employee Review Board
ERM	Electronic Records Management
FAR	Federal Acquisition Regulation

FOIA	Freedom of Information Act
FTE	Full-Time Equivalent
FY	Fiscal Year
GFE	Government Furnished Equipment
GSA	General Services Administration
HBO	CIA Headquarters, McLean, Virginia
HR	Human Resources
IC	Intelligence Community
IDS	Intrusion Detection Systems
IFMA	International Facility Management Association
IM	Information Management
IMO	Information Management Office
IPSec	Internet Protocol Security
ISSA	Industrial Security Staff-Like Approval
IT	Information Technology
JWICS	Joint Worldwide Intelligence Communications System
LAN	Local-Area Network
LAWSON	O/DNI payroll system
LM	License Manager
LOET	Level-of-Effort Term
MCNE	Microsoft Certified Network Engineer
MCSD	Microsoft Certified Solution Developer
MCSE	Microsoft Certified Systems Engineer
MPLS	Multiprotocol Label Switching
O/DNI	Office of the Director of National Intelligence
OMB	Office of Management and Budget
OPF	Official Personnel File
OS	Operating System

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PA	Privacy Act
PARIS	O/DNI budget system
P/CM	Plans and Capital Management
PM	Program Manager
PMO	Program Management Office
PMT	Program Management Team
POC	Point-of-Contact
POV	Privately Owned Vehicle
PYRAMID	Professional Administrative Support Services
QFR	Questions for the Record
QOS	Quality of Service
RDBMS	Relational Database Management System
RM	Resource Manager
SCI	Special Compartmented Information
SI	Systems Integration
SIPRNet	Secret Internet Protocol Routed Network
SOP	Standard Operating Procedure
SOW	Statement of Work
SRS	Service Request System
SSBI	Single Scope Background Investigation
SSL VPN	Secure Socket Layer Virtual Private Network
SSP	System Security Plan
TCP/IP	Transmission Control Protocol/Internet Protocol
TS	Top Secret
U.S.	United States
VLAN	Virtual Local Area Network
WAN	Wide-Area Network

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APPENDIX B DEFINITIONS

Full-Time Equivalent (FTE)	One individual working a full calendar year in accordance with the corporate disclosure statement.
Tier 1	Help desk phone support and simple desk side assistance requiring nominal certifications and experience of the engineer. First-level problem determination and resolution attempt. After N number of minutes, as determined by the problem management process, the problem will be escalated to second-level support. Issue trouble tickets and monitor the data center on a 24x7 basis. Assist in the physical layout of production servers. Provide tape librarian functions. Perform incremental and full backups. Monitor systems (servers, network, peripheral devices).
Tier 2	Somewhat more difficult which may require some in depth analysis and repair which normally requires advanced certifications and experienced engineers. Problem determination and attempted resolution. After N minutes as determined by the problem management process, the problem will be escalated to third level. Process design, implementation, ownership, and accountability (production acceptance, change management, etc.). Support software installation and configuration. Perform system maintenance as required. Perform storage management functions. 24x7 on-call support. Perform disaster-recovery drills. Establish end-of-life plans to deactivate servers and applications. Monitor system and network performance. Provide online availability statistics. Define and reset standards to support mission-critical applications.
Tier 3	Involves highly complex analysis and engineering or software development/debugging and requires Expert level engineering skill sets. The buck stops here; if they can't fix the problem, no one can. Physical location of the server, network connections,

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and sufficient power for all peripherals. Preventive maintenance diagnostics on all incoming equipment. Partitioning the disks during OS installation. Configuring the OS. Applying patches to the OS as needed. Assisting database administration with RDBMS installations. Installing any unbundled products, such as tape management and disk mirroring, and applying patches to unbundled products as needed. Installing all required support packages, such as the console server, auto-pager, preventive maintenance routines, and so on. Support of software installation and configuration. Maintaining and configuring system security. Performing system maintenance as required. 24x7 on-call support. Performing disaster-recovery drills. Monitoring system and network performance. Tuning systems for peak performance. Implementing capacity planning. Performing security audits and monitoring security access. Establishing system user accounts and root ownership. Defining and setting standards to support mission-critical applications. Problem resolution. Designing and architecting infrastructure-related programs.

All three levels (1, 2 and 3) apply to desktops, servers, storage devices, routers, switches, infrastructure, operating systems, database engines, applications, design engineering, migration engineering, etc

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APPENDIX C APPLICABLE DOCUMENTS

The documents listed in the SOW form a part of this contract. In the event of conflict between these documents and the content of the SOW, the contents of the SOW shall be considered as a superseding requirement unless otherwise specified. In all cases, the contractor implementation shall be compatible and fully interoperable with the current approved version of these references at the time of contract award.

The following are a compilation of documents that are referenced, in whole or part, in the SOW. The referenced documents include both U.S. Government Documents and Commercial Publications.

(1) Federal Acquisition Regulation.
(2) Central Intelligence Act of 1949, June 20, 1949.
(3) [   ]   (b)(3)
(4) Public Law 108-458, Intelligence Reform and Terrorism Prevention Act of 2004, December 17, 2004.
(5) The National Intelligence Strategy of the United States of America, October 2005.
(6) Section 552a of Title 5, United States Code (the "Privacy Act").
(7) Director of Central Intelligence Directive 6/3, Protecting Sensitive Compartmented Information Within Information Systems, dated 05 June 1999.
(8) Director of Central Intelligence Directive 6/4, Personnel Security Standards and Procedures Governing Eligibility for Access to Sensitive Compartmented Information (SCI) and Annexes A through F, dated 2 July 1998.
(9) Director of Central Intelligence Directive 6/9, Physical Security Standards for Sensitive Compartmented Information Facilities, 18 November 2002.
(10) Executive Order 12958, Classified National Security Information, dated 12 April 1995.
(11) Executive Order 12968, Access to Classified Information, dated 2 August 1995.
(12) Executive Order 13148, Greening the Government Through Leadership in Environment Management, dated 21 April 2000.
(13) Executive Order 13287, Preserve America, dated 3 March 2003.
(14) Executive Order 13292, Further Amendment to Executive Order 12958, As Amended, Classified National Security Information, dated 25 March 2003.
(15) Federal Information Security Management Act of 2002 (FISMA).
(16) Public Law 91-596, Occupational Safety and Health Act of 1970.

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MONTHLY STATUS REPORT
ATTACHMENT A

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