ATTACHMENT J-8

# Sample Task Order (STO) #1 – CONTINGENCY SATELLITE COMMUNICATIONS SYSTEM AND SERVICES

# Introduction

The United States (US) Government Organization (USGO) has 10 quick reaction teams and requires a turnkey system with commercial satellite communications services as its primary means of communication for both training in garrison and operational deployment for each team. The USGO base of operations is in Germany. Training occurs at the USGO location in Germany. Operational deployment may be anywhere in Southwest Asia, or Northern Africa. Operational deployments occur with less than 48 hours’ notice and require units to be passing data traffic within three hours of arrival at the deployed location. Deployments may be two weeks to two months in length.

# Objective

The objective is to obtain engineering design support, integration services, equipment, commercial satellite communications services, and training for a USGO that has both training and rapid-deployment operational requirements.

# Summary of Requirements

### The Offeror shall propose a solution compliant with all sample task order requirements that delivers the required quality of service and availability and articulates rationale for the choice of architecture and components, including life cycle cost considerations.

### Services and equipment to be provided include:

* System design
* System documentation
* Integration
* Testing
* Engineering
* On-going maintenance and operational support services
* Training
* Customer care and help desk support
* Central satellite gateway site – Offeror defined location with connection to the internet
* Satellite connectivity to the training area and operational areas
* Deployed terminals

## Management Requirements

3.1.1 The Offeror shall provide a detailed project schedule (e.g., Microsoft Project or equivalent) in PDF format for the entire Task Order lifecycle.

3.1.2 The Offeror shall discuss:

#### A program management approach, procedures, and performance metrics and provide an explanation of how they will be used to ensure timely system development, installation and operation.

#### The roles and responsibilities of the Offeror and Subcontractors that will contribute to the solution, how work will be partitioned among subcontractors (if applicable), and how subcontractors will be managed.

#### Identification and assessment of risks and a mitigation strategy that minimizes cost, schedule, and performance risk.

#### Process and procedures they will employ to develop and furnish the deliverables in Section 7.2.

#### Implementation and maintenance of a governance and reporting structure that provides transparency and Government access to real-time cost, schedule, and performance metrics, and supports delivery of timely and accurate invoicing.

## Technical Requirements

### 3.2.1 Satellite Communications Terminals

#### The Offeror shall provide terminal suites that include all necessary satellite communications Radio Frequency (RF) equipment; baseband equipment; time division multiple access (TDMA) modem; two laptop computers; two Voice over Internet Protocol (VoIP) telephones; and all ancillary equipment (e.g., cables, connectors, and power cabling for a complete deployable communications solution.)

#### Each terminal suite shall be packed into no more than three rugged, transportable, airline baggage-shippable cases. The Offeror shall include the cases and packing foam with each terminal suite.

#### All equipment delivered as part of the complex satellite solution shall be new equipment.

#### Terminal equipment shall be able to be unpacked, set up, and configured by one person within two hours. Terminals shall be auto-acquire with an automatic peak and pol function to allow full operation no more than 30 minutes after terminal set-up.

#### Satellite communications terminals shall be Ku-band.

#### The Offeror shall provide all original manufacturer equipment documentation with each terminal suite.

#### The Government will provide one ViaSat AltaSec KG-250 **High Assurance Internet Protocol Encryptor** (HAIPE) network encryption device per terminal suite for the Offeror to integrate with the terminal suite equipment. There is no need for the Offeror to integrate the device into the terminal equipment cases

#### The Offeror shall procure, configure, test, and deliver ten (10) remote terminal suites.

#### The Offeror shall develop a test plan and schedule for the procured terminals and provide it to the Government for review/approval no later than 30 days after award. All procured terminals shall undergo factory acceptance testing at the Offeror facility prior to shipment. The Government reserves the right to attend all tests. The Offeror shall provide completed test reports to the Government within ten (10) days of test completion. The Offeror shall not ship any equipment prior to final Government acceptance of test results.

#### The Offeror shall ensure that all components are interoperable and shall integrate all components into a single turnkey solution.

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### 3.2.2 Equipment Service and Support

The Offeror presents an approach for lifecycle management (on-going maintenance and operational support services, customer care and help desk support to include electromagnetic interference (EMI)/radio frequency interference (RFI) resolution support, and training). The Offeror shall provide a maintenance service plan that describes how the Offeror will provide continued technical support for all equipment and minimize mean time between failure and mean time to repair including warranty service, spare parts, and field support

### 3.2.3 Managed Network Services

3.2.3.1 The Offeror shall provide baseline commercial satellite communications managed network services for 10 terminals, each supporting two computers and two phones, operating simultaneously. The network outroute(s) shall support a minimum committed information rate (CIR) of 768 kilobits per second (kbps) to each remote terminal. The network inroute(s) shall be sufficient to ensure a CIR of 512 kbps per terminal. The Offeror shall provide

 a link budget for the solution explaining how the capacity proposed meets the Government’s CIR requirements. The Offeror shall describe how unused network resources can be re-allocated to terminals operating in the network to provide them with higher throughput.

|  |  |  |
| --- | --- | --- |
| Direction | Definition | CIR (kbps) |
| Inroute | Data transmitted by the VSAT to the Gateway | 512 |
| Outroute | Data received by the VSAT from the Gateway | 768 |

#### 3.2.3.2 The managed network services shall include space segment, teleport, and terrestrial components as necessary to ensure a complete end-to-end communications solution.

#### 3.2.3.3 The Offeror's teleport services shall include access to the public Internet. Public Internet access shall be via a U.S.-based Internet Point of Presence (PoP). For example, users should reach google.com and not google.de.

#### 3.2.3.4 Space segment coverage shall include Germany for terminals in the training environment. Space segment coverage for support of operational deployments shall include the African continent north of 15 N latitude, Yemen, Oman, Saudi Arabia, United Arab Emirates, Bahrain, Qatar, Kuwait, Jordan, Lebanon, Syria, Iraq, Iran, Turkey, Afghanistan, and Pakistan. The Offeror shall provide maps with clearly depicted and labeled contour lines, demonstrating coverage across the required locations. Contour lines should clearly demonstrate satellite gain to noise temperature ratio (G/T), effective isotropic radiated power (EIRP), and elevation angle values for proposed satellite(s) and covered region(s).

#### 3.2.3.5 Space segment shall meet 99.999% availability. The satellite gateway shall meet 99.95% availability per year.

#### 3.2.3.6 The Offeror shall develop and provide network architecture and configuration documentation, and transmission plans.

#### 3.2.3.7 The Offeror shall have a means of satellite communications EMI and RFI identification, characterization, and geo-location. The Offeror will be required to analyze and report all EMI/RFI to the Government and may be asked to participate in exercises involving EMI/RFI.

#### 3.2.3.8 The Offeror will be required to meet Federal and DoD Information Assurance requirements for a Moderate Impact Information System. The Offeror shall provide a completed Information Assurance (IA) checklist (Attachment J-2).

### 3.2.4 Frequency Clearances and Approvals

#### 3.2.4.1 The Offeror shall describe the frequency clearance requirements and explain how the requirements will be met to allow transmission in Host Nations. The Offeror shall support Host Nation Agreement (HNA) efforts in obtaining international approvals for radio spectrum operations under this contract in foreign nations. The Offeror shall ensure that international services provided under this contract may be provided as scheduled with the full approval of each affected host nation. Typical services may include, but are not limited to: host nation approvals, landing rights, operating agreements, site licenses, and frequency clearances.

#### 3.2.4.2 Frequency Clearances for all ten (10) terminals operating in Germany shall be required prior to the start of managed network services.

#### 3.2.4.3 If additional host nation support becomes necessary during the life of the Task Order, contract line item numbers will be added to the order at the time they are required and shall be invoiced at pass-through rates. The Offeror may be required to provide HNAs for any nation covered within the limits defined in the coverage area, as needed by the user.

#### 3.2.4.4 Frequency Clearances shall be requested for the maximum time period allowed by the host nation, up to the life of the contract.

#### 3.2.4.5 The Offeror shall provide the Government with copies of regulatory licenses and approvals obtained to operate and use the spectrum for countries within the required service region. This will be a post-award contract deliverable. See Section L.22.2 regarding submission of post-award contract deliverables.

### 3.2.5 Training Support

3.2.5.1 The Offeror shall develop a Training Plan and training materials to provide USGO personnel with classroom training for operation and maintenance of terminals and services. The training must include fundamentals of satellite communications, Very Small Aperture Terminal (VSAT) configuration, planning, network architecture, orbits, and hands-on equipment set-up, operation, and trouble- shooting. The Offeror shall provide the Training Plan to the

#### Government for approval at least 30 days prior to training. Training is required once annually for up to 20 personnel. This will be a post-award contract deliverable. See Section L.22.2 regarding submission of post-award contract deliverables.

#### 3.2.5.2 The USGO will provide the classroom for training at the USGO facility in Stuttgart, Germany. The Offeror shall provide all training materials.

### 3.2.6 Additional Requirements

#### 3.2.6.1 The Offeror shall staff a 24/7/365 Network Operations Center (NOC) as a focal point for network access, technical support, and troubleshooting. NOC staff shall be English-speaking and U.S. citizens.

#### 3.2.6.2 The Offeror shall be required to coordinate with external offices and agencies, USGO Operations Centers, and other communications planners, managers and operators.

#### 3.2.6.3 The Offeror shall provide status reporting on equipment status, network status, and network utilization. The Offeror shall create and manage trouble tickets. The Offeror shall produce monthly and annual resource utilization reports. These will be post-award contract deliverables. See Section L.22.2 regarding submission of post-award contract deliverables.

#### 3.2.6.4 The Offeror shall provide all required software and firmware for all Offeror furnished equipment to include Windows Operating System for the laptops. The Offeror shall be responsible for system administration, maintaining back-ups/restoral capability, firewall management, and system security to include maintaining IA compliance. This will be a post-award contract deliverable. See Section L.22.2 regarding submission of post-award contract deliverables.

#### 3.2.6.5 The Offeror will provide an unpriced Bill of Materials (BOM) in Microsoft Excel that will include services, equipment, and labor(see J-9).

# Performance

## Locations

### Work is to be performed at Offeror facilities. Equipment shall be shipped to the USGO location in Germany. Technical support may be required at the USGO location in Germany. Training is required annually at the USGO location in Germany.

## Period of Performance

### The period of performance for this Task Order will be five (5) years. In addition to the CLINs priced by the Offeror during the 5-year period of performance (Years 1 through 5), the Offeror shall propose pricing for the two CS3 option periods: one (1) three-year option period (Years 6 through 8) followed by one (1) two-year option period (Years 9 and 10), and the FAR 52.217-8 six-month extension option.

### In the first six months after contract award, the Offeror shall acquire, integrate, test, and deliver the requested capability, and conduct training for the deployed teams.

# Government Support

## Government Furnished Equipment/Facilities:

### The Government will provide one ViaSat AltaSec KG-250 HAIPE network encryption device per terminal to be integrated by the Offeror.

### The Government will provide a classroom for training at the USGO location in Germany.

# Security

### The Offeror shall articulate processes and procedures to address the security requirements for personnel assigned to the task order. All Offeror personnel assigned to this task shall be U.S. citizens and undergo background checks prior to their assignment. All Offeror personnel with access to key operational security information (e.g., unit locations, troop movement information) and key personnel (e.g., Program Manager) shall possess United States SECRET security clearances.

The Offeror shall ensure that all sensitive and classified information is safeguarded in accordance with the guidance provided in the CS3 DD254. Although the Offeror may be provided access to SECRET information in order to accomplish tasks, documents generated shall not include classified information unless directed by the Government and in accordance with classification guidelines and standards for documentation.

# Deliverables

The following deliverables will be used to document the comprehensiveness of the Offeror’s complex satellite solution for Contingency Satellite Communications Systems and Services.

## Pre-Award Deliverables (Submitted with Offeror’s proposal)

* IA Checklist (Attachment J-2)
* Link Budget
* Original Manufacturer Equipment Documentation for Each Terminal Suite
* Network Architecture and Configuration Documentation, and Transmission Plans
* Maps with clearly depicted and labeled contour lines, demonstrating coverage across the required locations. Contour lines should clearly demonstrate satellite gain to noise temperature ratio (G/T), effective isotropic radiated power (EIRP), and elevation angle values for proposed satellite(s) and covered region(s).
* Bill of Materials
* Schedule

## Post-Award Deliverables

* Training Plan and Materials
* Test Plan
* Maintenance Service Plan
* HNA Frequency Clearances, Regulatory Licenses and Approvals
* Status Reports
* All required software and firmware for Offeror furnished equipment to include Windows Operating System for the laptops.

# Pricing

## Instructions

### The Offeror shall provide firm fixed prices for the items listed in the contract line item number (CLIN) list in Section J, Attachment J-9 according to the instructions in Section B, including labor categories and number of hours for each category as necessary. Each proposed labor category shall include position title and definition.

## Priced Line Items

* Satellite Communications Terminals
* SATCOM Equipment Services and Support
* Space Segment
* Teleport Service
* Terrestrial Service
* Training Materials and Labor
* Frequency Clearances and Approvals
* Network Management and Operations Support
* Shipping

(END OF SECTION J, ATTACHMENT J-8)