

3.1 Computer Services

The contractor is responsible for providing computer services including both Data Center Operations and Software Engineering. These include such services as the operation, maintenance, and sustaining engineering of computing systems, distributed servers, and peripherals, as well as the development and maintenance of computer and web applications.

The nominal support requirement for this service is 1st shift, Monday through Friday, and performing remote monitoring with on-call support at all other times. Additional support may be required during major events based on scheduled customer requirements and may result in 2nd shift, 3rd shift, weekend, or holiday work.

The contractor shall operate the Data Center and provide Software Engineering. Four levels of service shall be offered as follows:

Level 1: Infrastructure services only, including secure facility with physical access control, backup power, rack storage, environmental monitoring, network connectivity, and hardware monitoring services (e.g., reporting visible problems to customer). The customer is responsible for providing hardware (e.g., server, storage); operating system and related software components; back-end software (e.g., web, application, database, fileserver); and backup equipment and consumables. The customer is responsible for performing all system administration, operations and maintenance, sustaining activities associated with the hardware, software and associated applications, and developing, implementing, and maintaining the IT Security Plan.

Level 2: All services included in Level 1 plus hardware (e.g., server, storage) operations, maintenance, and upgrades; backup services; operating system operations and maintenance; system administration; and assists the customer with development of the IT Security Plan. Hardware and software shall be obtained in compliance with Clause ~~H.20~~ H.21 and written justification provided to the COTR if a decision is made not to use Agency-wide contracts. The customer is responsible for providing back-end software (e.g., web, application, database, fileserver); application development and sustaining engineering; database administration; project management; and developing, implementing, and maintaining the IT Security Plan with the assistance of the Data Center personnel. Any customer requirements for back-end software that requires an operating system that is not currently supported or is not compatible with the existing software supported by the Data Center will be evaluated jointly by the Government and the contractor prior to implementation.

Level 3: All services included in Level 2 plus back-end software (e.g., web, application database, fileserver) and assist the customer with development of the IT Security Plan. The customer is responsible for providing the application development and sustaining engineering; database administration; project management; and developing, implementing, and maintaining the IT Security Plan with the assistance of the Data Center personnel. Any customer requirements for operating system and/or back-end software that are not currently

- a. Operate, maintain, and perform sustaining engineering of the Data Center and its associated systems.
- b. Perform installation design, procure, and install new cabling, equipment, and associated hardware and software to extend and/or enhance existing services.
- c. Provide configuration control and design of systems including the creation and maintenance of installation and system interface drawings.
- d. Implement and maintain access control procedures.
- e. Operate, maintain, and perform system monitoring, initializations, upgrades, backups, recoveries, and storage management for production systems.
- f. Determine and manage facility requirements including space allocation and assessments of power and heat loads.
- g. Develop and implement acceptance testing to support installation of hardware systems, subsystems, components, peripherals, and interfaces.
- h. Monitor system and subsystem efficiency and perform troubleshooting and tuning of systems, subsystems, components, peripherals, and interfaces.
- i. Conduct day-to-day computer operations for multi-user hardware systems to support processing of varying on-line and batch applications and schedules.
- j. Support consolidation of services which includes planning, testing, license management, capacity planning, and installation of computer systems hardware and software, as necessary.
- k. Plan, engineer, integrate, and implement new capabilities and features to optimize and standardize workloads, meet customer requirements, and accommodate changes in technology.
- l. Implement an automated Configuration Management Database (~~CMDM~~) (**CMDB**) to support discovery, catalog, and track IT infrastructure, enforce policy, best practices, and change management by January 15, 2009.
- m. Monitor Data Center operations utilizing a federated datab**ase** model with a consistent view that receives data from element-specific tools such as server configuration management, network management, and storage management.
- n. Begin consolidation of IT services and migration to a single Kennedy Data Center by March 15, 2009.