Centers for Medicare and Medicaid Services

Consolidated Information Technology Infrastructure Contract (CITIC)

Phase 1 Post-Award

Phase 2 Pre-Proposal

Conference

Woodlawn, MD

July 13 & 16, 2001

CITIC Conference Welcome and Administrative Matters

- *Welcome*
- *Please Register at Desk in Lobby*
- *Procedures for Dealing with Questions*
- *Conference is being Video-Taped*
- *Conference Transcript, and Presentation will be Posted on CITIC Web Site:*

  www.hcfa.gov/pubforms/citic/citic.htm

Introduction of CMS Representatives

- *Jared Adair - Deputy Director, Office of Information Services (OIS)*
- *Becky Harmon - Director, Technology Infrastructure Group (TIG), OIS*
- *Dennis Dolan, CITIC Management Team*
- *Marianne Bowen, CITIC Management Team*
- *Ron Gowers, CITIC Management Team*
- *Dave Januchowski, CITIC Management Team*
- *Brian McMenamin, CITIC Management Team*
- *Bridget Berardino - Project Officer, TIG, OIS*
- *Brian Hebbel - Contracting Officer, Acquisition and Grants Group (AGG), Office of Internal Customer Support (OICS)*
- *Leslie Mangels - Contract Specialist, AGG, OICS*

Opening Remarks: CMS' Goals for CITIC

- *Improved quality and responsiveness of IT infrastructure support by having single point of accountability.*
- *Strategic partner to assist CMS in planning for future and in executing plan.*
- *Improved cost efficiency through elimination of redundant program management and other resources.*
- *Move towards performance-based contracting.*

Opening Remarks: Issues to be Addressed by CITIC

- *Need to assimilate independently developed, solution-centered processing systems into cohesive environment.*
- *Need to improve problem identification and resolution capabilities.*
- *Need to move CMS from reactive to proactive mode in addressing infrastructure needs.*
- *Need to accommodate increasing demands placed on infrastructure within budget constraints.*

Opening Remarks: CMS' Commitment to CITIC

- *Over next 4 months, CMS will:*
  - *Present briefings on current operations.*
  - *Conduct technical discussions in group and one-on-one sessions.*
  - *Conduct tours of Central and Regional offices.*
  - *Make documentation available.*
  - *Respond to questions.*
- *CMS committed to providing whatever needed to enable Phase 1 awardees to:*
  - *Understand current environment.*
  - *Develop plan for future direction.*

CITIC Conference Schedule/Agenda Friday, 7/13/01

Morning Session, 9:00 am - 12:00 noon

- *Welcome and Administrative Matters*
- *CITIC Project Schedule*
- *Phase 1 Task Order Requirements*
- *CMS IT Architecture Overview*
- *CMS Security Overview*
- *Break*
- *Question Period*

CITIC Conference Schedule/Agenda
Friday, 7/13/01

Morning Session (cont.)

- *Current CMS IT Infrastructure Operations*
  - *Introduction*
  - *Tier 1 (Mainframe)*
  - *Tier 2 (Servers)*
  - *Tier 3 (Desktop)*
- *Question Period*
- *Lunch*

CITIC Conference Schedule/Agenda Friday, 7/13/01

Afternoon Session, 1:30 pm - 5:00 pm

- *Current CMS IT Infrastructure Operations*
  - *Voice Communications*
  - *Cable Plant*
  - *LAN Infrastructure Redesign*
  - *Data Communications*
  - *Network Control Center (NCC)*
  - *Integrated Test Facility (ITF)*
- *Break*
- *Question Period*

CITIC Conference Schedule/Agenda Friday, 7/13/01

Afternoon Session (cont.)

- *Current CMS IT Infrastructure Operations (cont.)*
  - *Video Conferencing*
  - *Web Support*
  - *Web Hosting*
  - *Webcasting*
  - *Database Administration*
  - *Service Desk*
- *Question Period*

CITIC Conference Schedule/Agenda
Monday, 7/16/01

Morning Session, 9:00am-12:00noon

- *Tour of Central Office Facilities*
- *Break*
- *Question Period*
- *Lunch*

CITIC Conference Schedule/Agenda Monday, 7/16/01

Afternoon Session, 1:30 pm - 5:00 pm

- *Phase 2 Task Order*
  - *Phase 2 Issues*
  - *Baseline and Options (Section B)*
  - *Contract Types (Section B)*
  - *Proposal Instructions (Section L)*
  - *Evaluation Factors (Section M)*
- *Break*
- *Question Period*

CITIC Conference Schedule/Agenda Monday, 7/16/01

Afternoon Session (cont.)

- *Phase 2 Task Order (cont.)*
  - *Service Level Agreements (SLA), Quality Performance Measure (QPM), and Incentive Pool*
  - *SOW Questions*
- *Conference Wrap-Up*

Procedures for Tour of Central Office Facilities

- *Gather in Auditorium at 9:00 am, Monday, 7/16/01*
- *Participants will be broken into 4 groups.*
- *Each Contractor team will be allowed up to 2 participants on each group--sign up in lobby by end of today's session.*
- *Tour will last about 2 hours.*
- *CMS subject matter experts (SME) will provide commentary at each area visited on tour.*
- *Return to Auditorium for question period.*

Procedures for Tour of Central Office Facilities (cont.)

- *All groups will visit following areas:*
  - *CMS Data Center*
  - *Network Control Center*
  - *Integrated Test Facility*
  - *Tape Library*
  - *Telephone Switch Area*
  - *Wiring Closet*
  - *Conference Bridge*
  - *Video Conferencing Center*
  - *TV Studio*
  - *IL&SC Training Rooms*
  - *IT Warehouse Area*

CITIC Project Schedule: Phase 1 Period of Performance

- *Group Technical Discussions - All day sessions*
  - *#1 - Monday, 7/23/01*
  - *#2 - Monday, 8/6/01*
  - *#3 - Monday, 8/27/01*
  - *#4 - Tuesday, 9/25/01*
- *Philadelphia RO Tour - Wednesday, 8/15/01*
- *One-on-One Technical Discussions to be scheduled during week of 9/10/01-9/14/01.*
- *Phase 1 study deliverable will be due at the same time as Phase 2 quotes.*

CITIC Project Schedule: Phase 2 Pre-Proposal Period

- *Final Phase 2 TORP released 6/29/01.*
- *Question and Answer Period for Phase 2 TORP.*
  - *Closes 9/28/01*
  - *Questions must be submitted to Contracting Officer on 3.5" disk or CD-ROM using MS Word 97 (do not use email for submission of questions)*
- *Phase 2 quotes will be due 11/1/01.*
- *Phase 2 award will be made between February and May 2002.*

Phase 1 Task Order: Work Requirements

- *Conduct study of CMS IT infrastructure.*
- *Participate in meetings:*
  - *Phase 1 Post Award/Phase 2 Pre-Proposal Conference and Central Office Tour*
  - *Group Technical Discussions*
  - *One-on-One Technical Discussions*
  - *Philadelphia Regional Office Tour*
- *Prepare and submit Consolidated Information Technology Infrastructure Definitions Study (CITIDS) Report.*

Phase 1 Task Order: CITIDS Requirements

- *Content revisions since initial TORP release.*
  - *No COCO consideration for Tier 1 and Unix servers.*
  - *Discuss impact of DHHS EIM ITA on CMS ITA.*
- *CITIDS Report due at the same time as Phase 2 quotes.*
- *See Phase 1 TORP Figure C.3-1 for page limitations on report deliverable.*
- *10 bound copies, 1 unbound copy, and 1 electronic copy in MS Office 97 to Contracting Officer.*
- *Report will be used as Phase 2 evaluation factor.*

Phase 1 Task Order: Group Technical Discussions

- *CMS SME panel available to answer questions.*
- *Topics/questions for inclusion on meeting agenda must be submitted at least 1 week prior to meeting date--by end of Conference for 7/23/01 meeting.*
- *Submit topics/questions to Contracting Officer on 3.5" disk or CD-ROM using MS Word 97 (do not use e-mail).*
- *All Group Technical Discussions will be held in CMS Multi-Purpose Room (next to Auditorium).*

Phase 1 Task Order: One-on-One Technical Discussions

- *CMS SME panel available to answer questions--2-hour time limit.*
- *Topics/questions for agenda must be submitted as per instructions for Group Discussions.*
- *Contracting Officer will contact you to schedule meetings for week of 9/10/01-9/14/01.*
- *All One-on-One Technical Discussions will be held in Multi-Purpose Room.*
- *One-on-One meetings not a forum for vendors to receive feedback from Government on possible weaknesses and deficiencies in Phase 1 study effort.*
- *Questions and answers from all One-on-One sessions will be posted on CITIC web site.*

Phase 1 Task Order: Philadelphia Regional Office Tour

- *Up to 5 representatives from each vendor team may attend tour.*
- *Maps, directions, and list of nearby hotels provided in separate handouts available at desk in lobby.*
- *RO located in Public Ledger Building. (www.publicledger.com)*
- *Visitors should plan to arrive on 8/15/01 at 8:45 am.*
  - *Enter building on 6th Street side and report to guard.*
  - *Guard will call 215-861-4140 to request an escort. Call 215-861-4274 if first number is busy.*
  - *An escort will direct you to conference room for kickoff of tour.*

CMS IT Architecture (ITA): IT Direction

- *Based upon the CIO's IT Vision - Information-centric IT environment:*
  - *A central core of "well-managed" databases that ensure reliable and consistent results each time the data are accessed;*
  - *structured interfaces that facilitate modular access to data in the core databases;*
  - *an assembly of modular application systems that manage infrastructure inputs and outputs, and provides support for data operations;*
  - *a unified set of security services that safeguards the confidentiality, integrity, and availability of CMS' information assets.*

CMS ITA: Overview

- *Volume One…….IT Direction*
- *Volume Two…….Business Architecture*
- *Volume Three……Information Architecture*
- *Volume Four…….Application Architecture*
- *Volume Five…….Infrastructure Architecture*
- *Volume Six…….Security Architecture*
- *Volume Seven……Management & Governance*

CMS ITA: Business Architecture

- *The Business Architecture describes the state of CMS' business from an enterprise-wide perspective - the functions and processes that support CMS' business, the organizations that perform this business, the location where the business is performed, and the factors that could cause the business to change.*

CMS ITA: Information Architecture

"More data is not the same as better information."

- *The information environment encompasses the conditions under which individuals function while attempting to collect, locate, assess, use or share information.*
- *Information architecture provides a framework (policy, process, standards) for enabling a clearer understanding of CMS' information environment*

CMS ITA: Application Architecture

"The Agency's applications must be able to handle current business needs, easily expand to address future needs, readily support administration of new programs and seamlessly adopt new technologies."

- *The Application Architecture identifies the logical systems needed to support CMS' business processes and relates those systems to the databases to which they provide access.*
- *The Application Architecture helps the Agency make more informed technology decisions and leverage IT investments by designing future applications that are adaptable, more maintainable and reusable and by encouraging the adoption and use of technology standards.*

CMS ITA:
IT Infrastructure Architecture

"Managing the insertion of technology to leverage its use for maximum benefit, while containing costs to better control CMS' technology destiny."

- *IT Infrastructure Architecture provides a framework (policy, process, standards) for enabling a clearer understanding of CMS' IT hardware and operating environment.*
- *IT Infrastructure Architecture identifies and defines the major infrastructure services needed to process and support enterprise business functions, information and application systems.*

CMS ITA: IT Security Architecture

"Prevention of unauthorized use, access to authorized assets."

- *IT Security Architecture provides a framework (policy, process, standards) for enabling a clearer understanding of CMS' IT security environment*
- *IT Security Architecture identifies and defines the major security services needed to protect enterprise business functions, processes, information and application systems*

CMS ITA:
ITA Governance

CIO

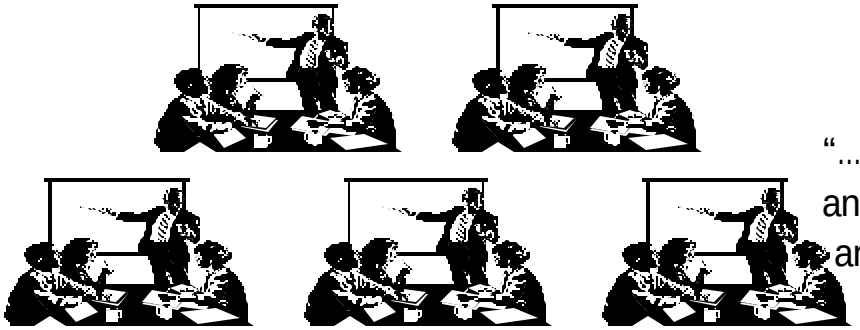
Looks to the IT Council for

"… Decision-making leadership and regarding information technology strategy, policy, and standards"

IT Council

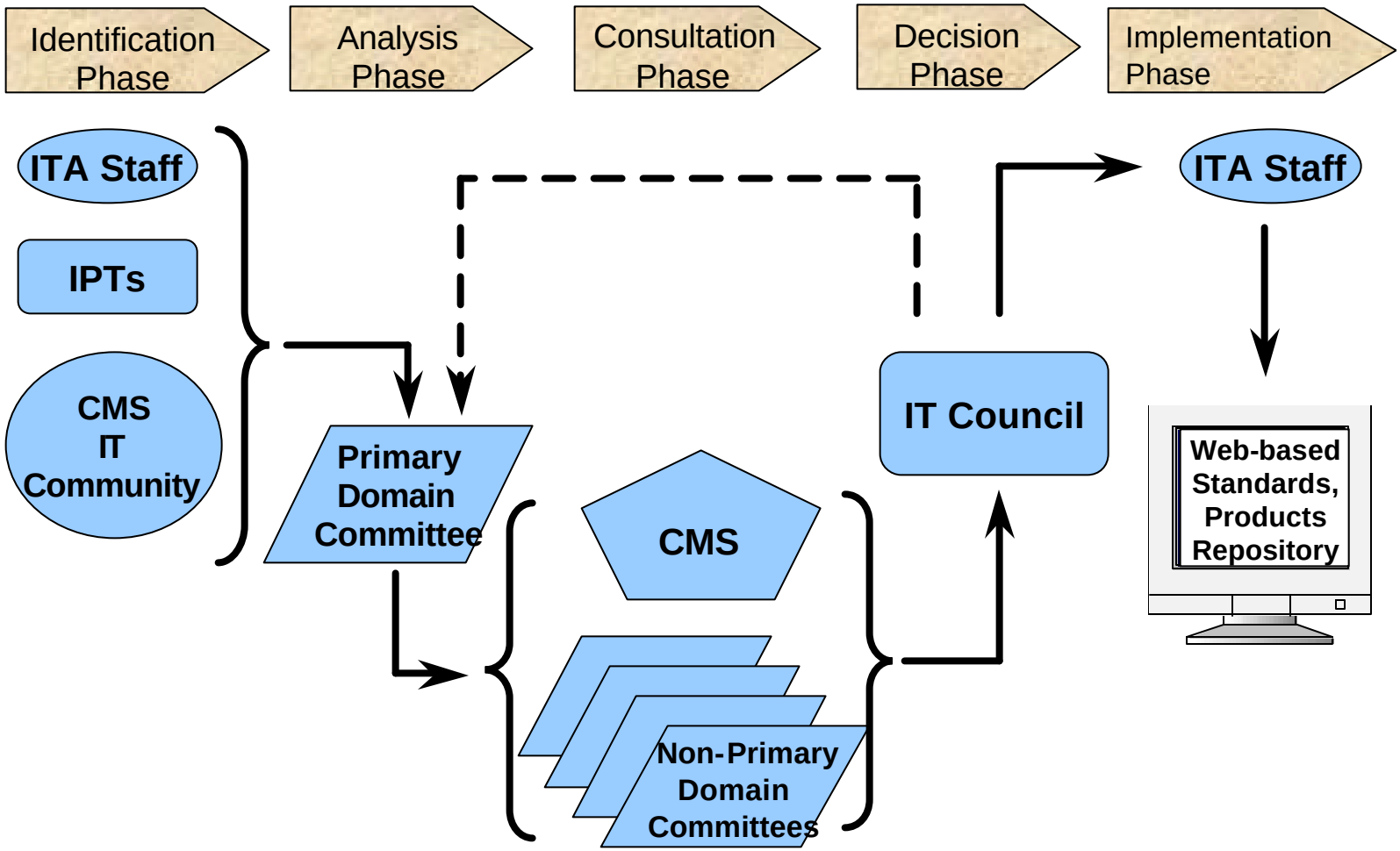
Uses the Architecture Committees to

"… conduct research and analysis of technology issues and impacts"



Architecture Committees

CMS ITA:
IT Products & Standards Approval Process



CMS Security:
Information Security Management Framework

- *Information Security Management Framework*
- *Four Pillars:*
  - *Policies and Procedures*
  - *Training and Awareness*
  - *Technical Engineering*
  - *Management and Oversight*
- *Security Organization*

CMS Security: Information Security Organization

- *Chief Information Officer*
- *Senior Systems Security Advisor*
- *Division of CMS Enterprise Standards*
- *Senior Information Systems Security Officer*
- *Component ISSOs*
- *RACF Group Administrators*
- *Consortia Contractor Management Staff Security Specialists*

CMS Security: Policies and Procedures

- *Provide a foundation and common understanding of expectations*
- *CMS IT Security Policy, Standards and Guidelines Handbook*
- *CMS Systems Security Planning Methodology*

CMS Security: Training and Awareness

- *New Employee Orientation Sessions*
- *End User Computer Based Training (required for all employees)*
- *Manager's Briefings (conducted monthly)*
- *IT Security Training Courses for employees with security responsibility*
- *IT Security and Privacy Conference*
- *IT Security and Privacy Awareness Day*

CMS Security: Management and Oversight

- *"White Hat" Penetration Testing (Ethical Hacking)*
- *Corrective Action Plan Process/Technical Security Review Tracking Document*
- *Security Plan Accreditation Reviews*
- *Security Plan IV&V*
- *Security in the Software Development Life Cycle*
- *IRS, CFO and other Audits*

CMS Security: Technical Engineering

- *Protect - Routers, Firewalls, Virus Checking, User IDs and Passwords*
- *Prevent - Assessments, Penetration Tests, Software Patches*
- *Detect - Intrusion Detection, Audit Trails, System Logs*
- *Target Security Architecture (Volume 6 of CMS Information Technology Architecture)*
- *Remote Access Design, FY 2001*
- *Access Control Management System Design and Development, FY 2001-2002*

Introduction to Current CMS IT Infrastructure Operations

- *Presentations intended to provide snapshot of current environment.*
- *Major upgrades/initiatives currently in progress will be noted during presentations.*
- *Presentations roughly follow Phase SOW categories, but nothing in presentations supercedes contents of Phase 2 SOW.*
- *Phase 2 bidders not constrained to follow current practices/procedures described in presentations when developing proposals.*

Introduction to Current CMS IT Infrastructure Operations (cont.)

- *3-Tier Environment*
  - *Tier 1 - Mainframes*
  - *Tier 2 - Servers*
  - *Tier 3 - Desktop*
- *Multiple Locations*
  - *Woodlawn*
  - *Washington, DC*
  - *10 Regional Offices (some w/satellite offices)*
- *Complex Business Requirements*
  - *Medicare Program*
  - *Medicaid Program*
  - *State Survey and Certification*
  - *Multiple networks -- MDCN and Quality Net*

Introduction to Current CMS IT Infrastructure Operations (cont.)

- *Numerous Business Partners*
  - *Medicare Contractors*
  - *State Agencies*
  - *Peer Review Organizations*
  - *Other Federal Agencies*
- *High Visibility*
  - *Congress*
  - *Oversight Agencies*
  - *Beneficiaries*
- *Budget Constraints*
  - *Single-year budget*
  - *Delays in appropriations at FY start*

Current Ops: Tier 1 - Mainframe CMS Data Center Overview

- *State-of-the art facility where vast majority of CMS' electronic record keeping and information processing occurs.*

- *Data center houses:*
  - *Medicare enrollment, eligibility, provider, and claims history data;*
  - *vast array of statistical, demographic, pricing, and budgeting data; and*
  - *various other profiles of information about both Medicare and Medicaid programs.*

Current Ops: Tier 1 - Mainframe Major Functional Responsibilities

- *Tier 1 console operation, media readiness and handling, and hardcopy print management.*
- *Production control workload scheduling & automated operations..*
- *Operating system support: management and distribution of operating system software on Tier 1 processors.*
- *Online system support.*
- *Capacity planning and performance management.*
- *Mainframe media management.*
- *Monitoring and managing local and wide-area networks.*
- *System integrity and RACF security.*

Current Ops: Tier 1 - Mainframe Data Center Platform

- *4 mainframe processors collectively providing in excess of 1,350 MIPS of processing capacity.*
- *25 terabytes of high-performance RAID DASD storage capacity--primarily Hitachi w/some IBM.*
- *10 StorageTek and 2 IBM Automatic Tape Library (ATL) units.*
- *52 IBM Magstar 256-track and 148 StorageTek and Hitachi 36-track magnetic tape cartridge units.*
- *1 IBM Virtual Tape Server providing instantaneous access to smaller files--unit appears as 128 magnetic tape drive devices to Tier 1 platform.*

Current Ops: Tier 1 - Mainframe Workload Statistics

- *Well in excess of 1 million batch processes performed per year.*
- *More than 100,000 magnetic tape volume requests processed per month.*
- *At any instance in time during peak hours of operation, as many as 1,200 people are connected to the mainframe platform and interacting with CMS business systems and programmatic data.*

Current Ops: Tier 1 - Mainframe Means of Access

- *CMS Central Office staff communicate through infrastructure via Host-On-Demand TN3270 facility and routed to Tier 1 through CISCO CIP interface.*
- *CMS Regional Offices connect to CMS Central Office via router based Wide-Area-Network (WAN).*
- *CMS external business partners utilize Host-on-Demand TN3270 facility via dial link into AT&T Global Network Services (AGNS).*
- *Medicare contractors utilize mainframe-to-mainframe SNA connectivity for both interactive and file transfer capabilities via AGNS WAN through IBM 3745 front-end processor (FEP).*
- *Some Medicare Contractors and other federal agencies utilize external mainframe-to-mainframe connectivity through SNA point-to-point links into the IBM 3745 FEP.*

Current Ops: Tier 1 - Mainframe Means of Access (cont.)

- *Some CMS contractors use traditional cluster controllers, Connect: Direct dial, and even RJE communications via the IBM 3745 FEP.*
- *Interactive client/ server applications utilize TCP/IP to connect to DB2 databases on mainframe via TCP/IP Passthru feature in CIP configuration.*
- *High speed file transfers between mid-tier and mainframe platforms utilize TCP/IP and Connect:Direct file transfer product via OS390 Gigabit OSA connection into a private GbE LAN.*
- *Token Ring SNA Server access from infrastructure to mainframe via IBM 3745 FEP Token Ring Interface Couplers.*
- *Currently, no Internet access.*

Current Ops: Tier 1 - Mainframe Mid-Tier Linkage

- *Gigabit Ethernet LAN provides high-speed data path between Tier 1 platform and Tier 2 processors.*
- *Dedicated to functioning as conduit for passing data between mainframe and mid-tier processors and for archiving contingency copies of Tier 2 data onto backup media.*
- *Presently extends between two Tier 1 processors and the IBM RS/6000-S80, IBM RS/6000-SP2, and Sun E10000 Tier 2 platforms.*
- *Sterling Commerce Connect:Direct product is used for exchanging data between Tier 1 and Tier 2 platforms.*
- *IBM Tivoli Storage Manager product presently used for Tier 2 data backup.*

Current Ops: Tier 1 - Mainframe Disaster Recovery

- *Current Status of Disaster Recovery Plan:*
  - *Core Operating System recovery and application file restores documented in the Task List For Disaster Recovery document.*
  - *Communication link to AGNS supports mainframe to mainframe SNA connectivity with Medicare contractor sites and NIH. Supports Connect: Direct and 3270 traffic. AGNS also supports TCP/IP Host-On-Demand TN3270 mainframe dial-up users.*
  - *SNA network structured to support the CMS production environment or a test network that can be active concurrent with the normal production environment.*
  - *IP network uses separate addresses for Disaster Recovery.*

Current Ops: Tier 1 - Mainframe Disaster Recovery (cont.)

- *Current Status of Disaster Recovery Plan (cont.):*
  - *Certified applications tested at the DR site: FACS.*
  - *FACS-- financial accounting application that produces Medicare payment data transmitted to Treasury and NIH using Connect: Direct.*
  - *Applications being tested: EBD and GHP. Should be certified by contract award time.*
  - *Will require connectivity to SSA from Disaster Recovery center, 2 synchronous 9600 dial lines through the 3745 for Connect: Direct and connectivity to contractor sites already in place through AGNS link.*

Current Ops: Tier 1 - Mainframe Facilities Maintenance

- *Central site facility owned and operated by General Services Administration in cooperation with CMS.*
- *GSA contract with LB&B Corporation to provide building engineering and support services.*
- *LB&B responsible for electrical and mechanical maintenance throughout facility.*
- *LB&B sub-contracts for appropriate factory-authorized services.*
- *Data center contract in place that provides for professional cleaning 4 times per year.*

Current Ops: Tier 1 - Mainframe Change Control

- *Infrastructure Change Control Board (ICCB) tracks changes to IT infrastructure using IBM mainframe based Info Man software tool.*
- *All changes to infrastructure including Tier 1, Tier 2, Tier 3 hardware components, systems software products, local and wide area network components are tracked.*
- *All changes tracked through Info Man require sponsor and technical representative approval.*

Current Ops: Tier 1 - Mainframe Change Control (cont.)

- *ICCB meets weekly, chaired by facilities management contract staff with representation by government technical staff and sponsors.*
- *Upcoming changes discussed at ICCB weekly meeting for content and impact, and either approved or disapproved depending on mitigating circumstances.*
- *Procedures exist for emergency change control to deal with unforeseen problems that develop or to implement changes outside of normal maintenance windows.*

Current Ops: Tier 2 - Servers NT Environment

- *Single Master Domain Model - HCFA.GOV*
- *7 Resource Domains*
- *13,000 User Objects*
- *150 Server Objects*
- *Limited Workstation Objects*

Current Ops: Tier 2 - Servers NT Environment (cont.)

- *Primary Functions:*
  - *Remote Desktop - Citrix WinFrame and MetaFrame*
  - *Remote Application - Citrix WinFrame and MetaFrame*
  - *Database Middleware – Sybase, DB2 Connect, Net8, ODBC, and Microsoft DBLib*
  - *Database – Microsoft SQL Server, Oracle Rdb*
  - *SNA Gateway – Microsoft SNA Server*
  - *DNS – Microsoft DNS Service*
  - *WINS – Microsoft WINS Service*
  - *DHCP – Microsoft DHCP Service*
  - *Management - Tivoli*

Current Ops: Tier 2 - Servers NT Environment (cont.)

- *Primary Functions (cont.):*
  - *Security*
    - *Router Access –CiscoWorks TACACS+*
    - *Token - RSA SecurID*
    - *Firewall - Checkpoint Firewall-1*
    - *VPN – Microsoft PPTP*
    - *WarDialing - SecureLogix TeleSweep Secure*
    - *SMTP Content Analysis - Baltimore MailSweeper for SMTP*
    - *Proxy – Microsoft Proxy Server*
    - *Network Vulnerability Assessment - Symantec NetRecon*
    - *Password Synchronization – Symantec PassGo*

Current Ops: Tier 2 - Servers UNIX Environment

- *Hardware:*
  - *24 IBM RISC 6000 servers:*
    - *Releases 4.2.1, 4.3.2, 4.3.3*
    - *1 SP2 configuration*
  - *5 Sun Microsystems*
    - *Solaris release 7*
    - *1 ES 10000*

Current Ops: Tier 2 - Servers UNIX Environment (cont.)

- *Functional Areas:*
  - *Database, Data-Mart, Data Mining*
    - *Oracle*
    - *Sybase*
  - *Enterprise Network Management*
    - *Tivoli*
    - *CiscoWorks*
    - *Netview*
  - *Configuration Management*
    - *Merant PVCS Dimensions*
  - *Security*
    - *Checkpoint Firewall 1*

Current Ops: Tier 2 - Servers Novell Environment

- *Network Design/Layout:*
  - *Mixed tree*
    - *Both 4.11 and 5.1*
  - *Time configuration*
    - *NTP connected*
  - *Cluster*
    - *Novell Cluster Services via Fibre SAN (IBM)*

Current Ops: Tier 2 - Servers Novell Environment (cont.)

- *Client Operations:*
  - *User resources*
    - *File rights*
    - *ID issues*
    - *Client configuration*
    - *NAL(Novell Application Launcher) – Software distribution*
    - *Consultation with user groups*
  - *Server status*
    - *Corrective actions to maintain stability*

Current Ops: Tier 2 - Servers Novell Environment (cont.)

- *Server Operations :*
  - *New network resource setup and configuration*
    - *Printer – Groups - File rights*
  - *Security implementations*
  - *Test and apply Network OS patches*

Current Ops: Tier 2 - Servers Novell Environment (cont.)

- *Near Future:*
  - *NetWare 5.1*
    - *Novell cluster services*
    - *IP only*
    - *Host print*
    - *Ethernet conversion*

Current Ops: Tier 2 - Servers E-Mail

- *Configuration:*
  - *GroupWise 5.5 (32-bit version of client).*
  - *34 e-mail servers located as follows:*
    - *23 in Baltimore Central Office*
    - *10 in Regional Offices*
    - *1 in Washington, D.C. Office*

Current Ops: Tier 2 - Servers E-Mail (cont.)

- *Major Functional Responsibilities:*
  - *Report system status & statistics.*
  - *Coordinate with Service Desk.*
  - *System administration and modifications (e.g. ID, Post Office, Addresses, Domains).*
  - *System maintenance including patches, service packs, version upgrades & testing.*
  - *System backups & offsite storage.*

Current Ops: Tier 3 - Desktop Existing Contract

- *Seat Management Contract (NASA/ODIN):*
  - *GSA lease in support of Desktop Replacement Initiative (DRI).*
  - *Comprises over 95% of workstations.*
  - *Provides direct on-site support for all DRI contract-provided hardware and software, including tracking and auditing for trouble calls.*
  - *Provides engineering services for desktop-related programs/projects.*

Current Ops: Tier 3 - Desktop Existing Contract (cont.)

- *Seat Management Contract (cont.):*
  - *Provides procurement, installation, configuration and support services for desktop enhancements.*
  - *Provides desktop asset management (inventory control) for all leased equipment.*
  - *Provides for "technology refreshment."*
  - *Provides software distribution services via Zenworks/Tivoli.*

Current Ops: Tier 3 - Desktop Hardware

- *Typical workstation consists of:*
  - *Central Processor Unit (CPU)*
  - *Display Monitor,*
  - *Keyboard,*
  - *Mouse, and*
  - *Printer*
- *Majority of desktop systems currently in use:*
  - *450mhz IBM 300PL*
  - *866mhz IBM NetVista*
  - *These workstations provided by GSA lease and not owned by Government.*

Current Ops: Tier 3 - Desktop Hardware (cont.)

- *Other desktop systems in use:*
  - *266mhz through 400mhz Dell Optiplex workstations.*
  - *Various other (usually Compaq or Gateway) PCs.*
  - *These workstations are Government-furnished equipment (GFE).*
- *Many workstations include various peripherals:*
  - *Plotters, scanners, Zip or Jazz drives, CDRW drives and tape backup devices.*
- *Other supported devices include:*
  - *Laptop (notebook) computers and Portable Data Assistants (PDAs).*

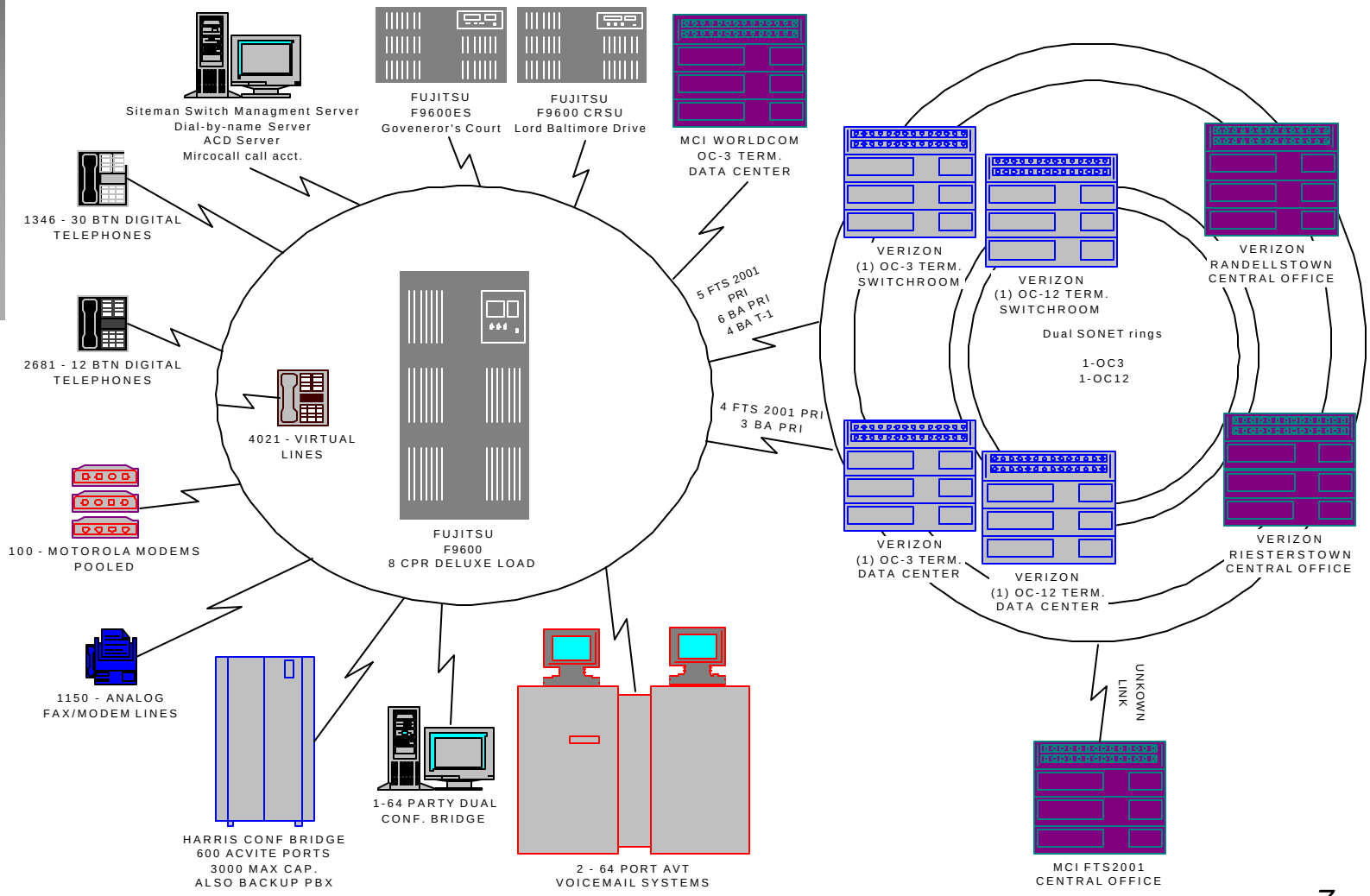
Current Ops: Tier 3 - Desktop Master Software Image (MSI)

- *Current MSI includes:*
  - *Microsoft Windows NT 4.0 (sp6a) Operating System*
  - *Microsoft Office 97 (sp2) Suite*
  - *Novell NetWare Client ver. 4.8e*
  - *Adobe Acrobat Reader ver. 4.0*
  - *Citrix ICA Client ver. 6.0*
  - *GroupWise E-mail Client ver. 5.5*
  - *Lexis-Nexis Research Software ver. 7.1*
  - *WinZip ver. 8*
  - *Microsoft Internet Explorer ver. 5.5*
  - *McAfee VirusScan 4.5*
- *Upgrading all workstations to MS Windows 2000 and MS Office 2000 (to be completed 5/02)..*

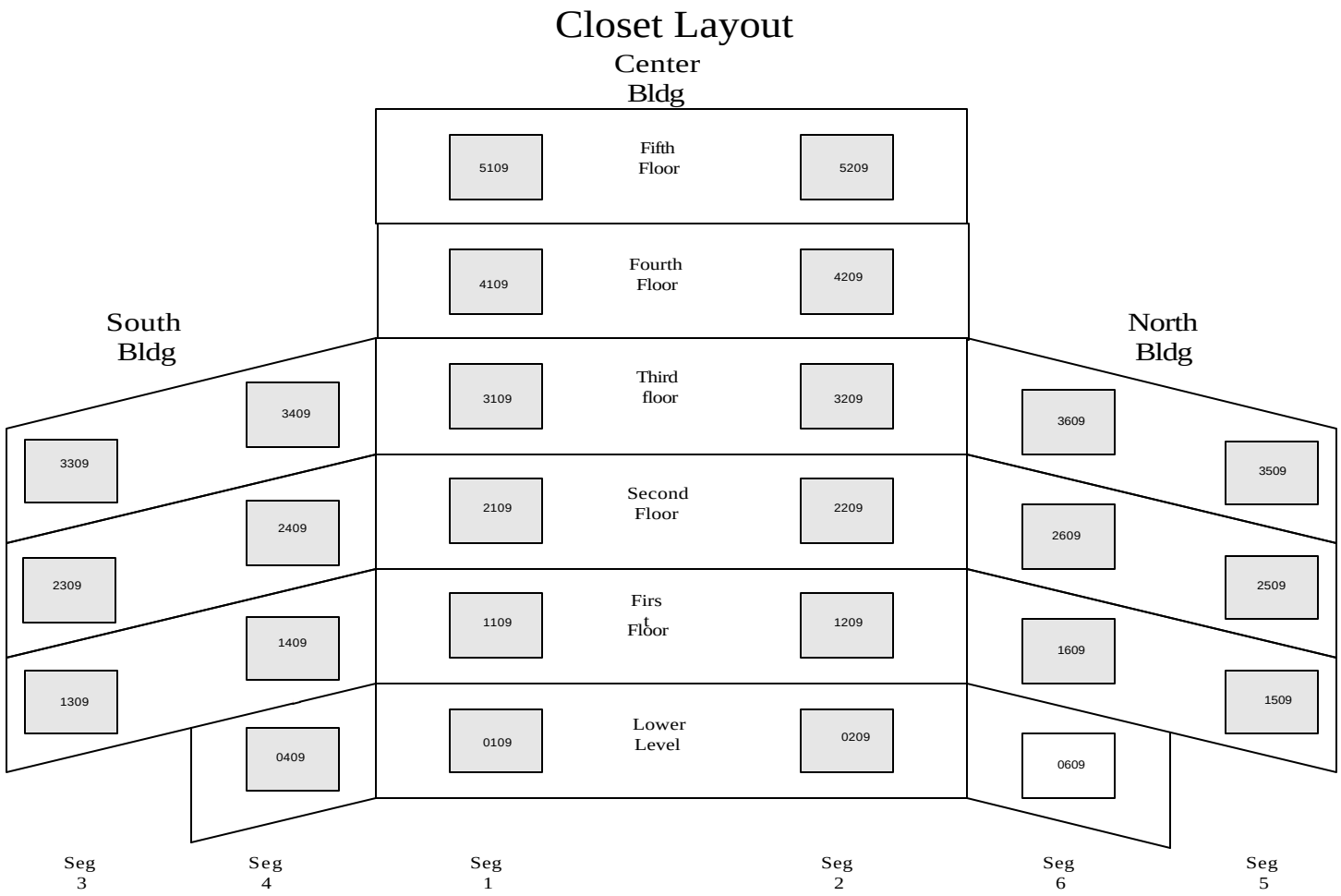
Current Ops: Tier 3 - Desktop Major Functional Responsibilities

- *Service desk is initial point of contact and principal tracking/ auditing vehicle for desktop customer service functions.*
- *Service desk is responsible for generating/ documenting work orders and tracking them inception to conclusion.*

Current Ops: Voice Communications Switch Diagram

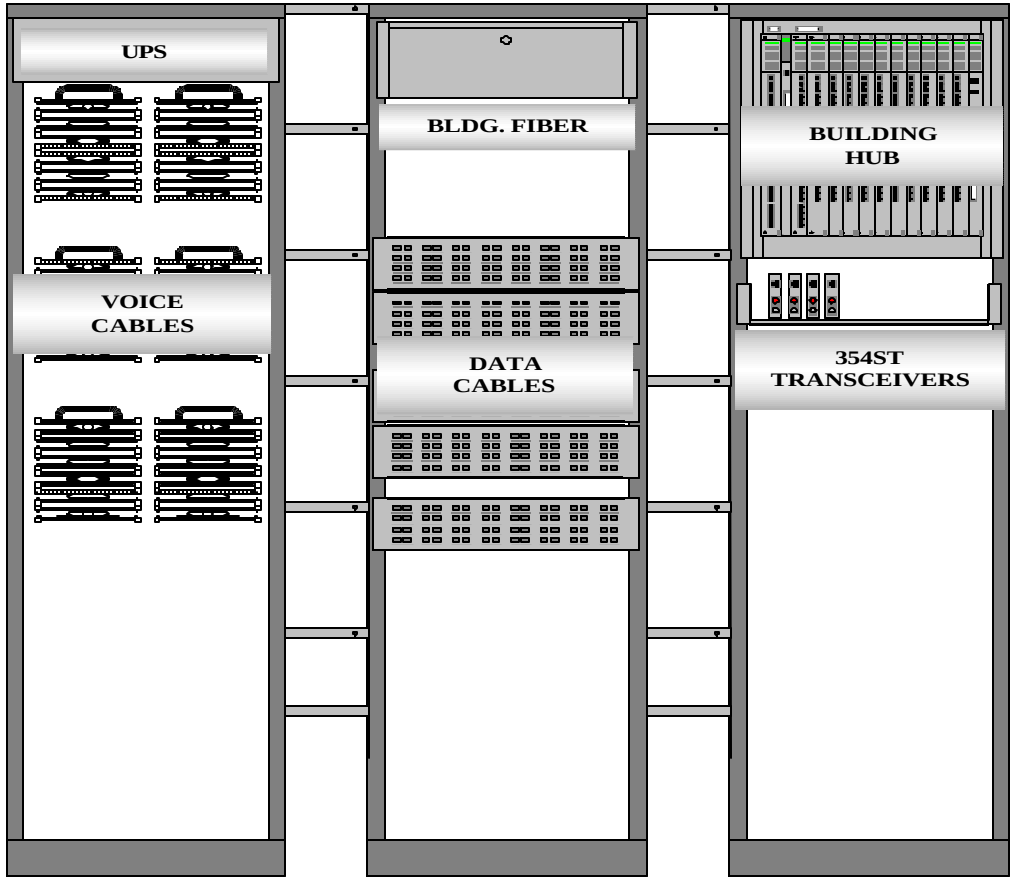


Current Ops: Cable Plant Closet Layout Diagram



Current Ops: Cable Plant
3509 Closet Diagram

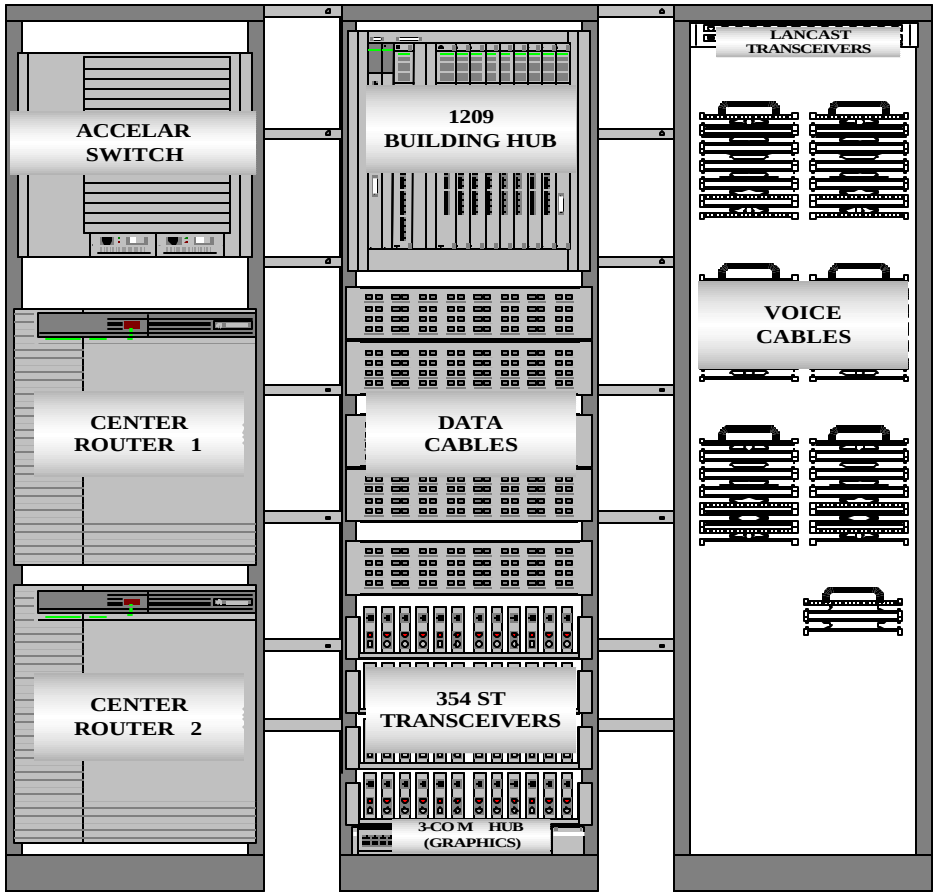
Closet Rack Layout - 3509



3509

Current Ops: Cable Plant
1209 Closet Diagram

Closet Rack Layout - 1209

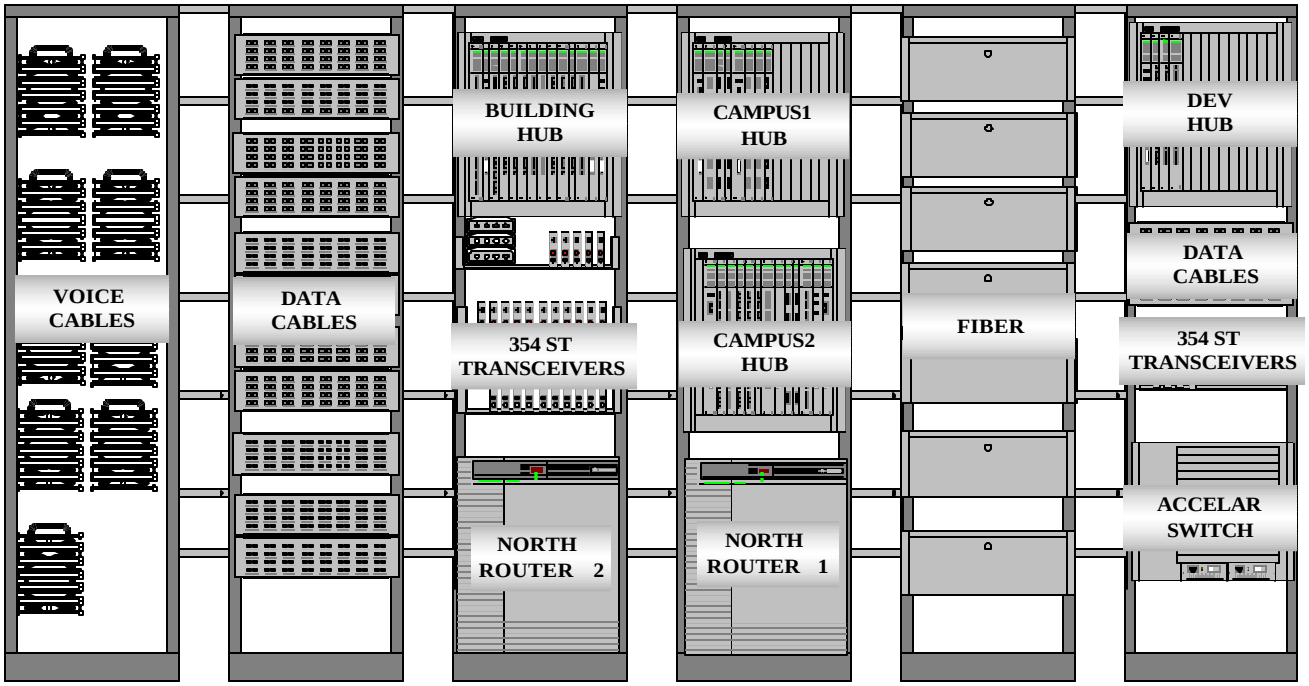


1209

Current Ops: Cable Plant
1509 Closet Diagram

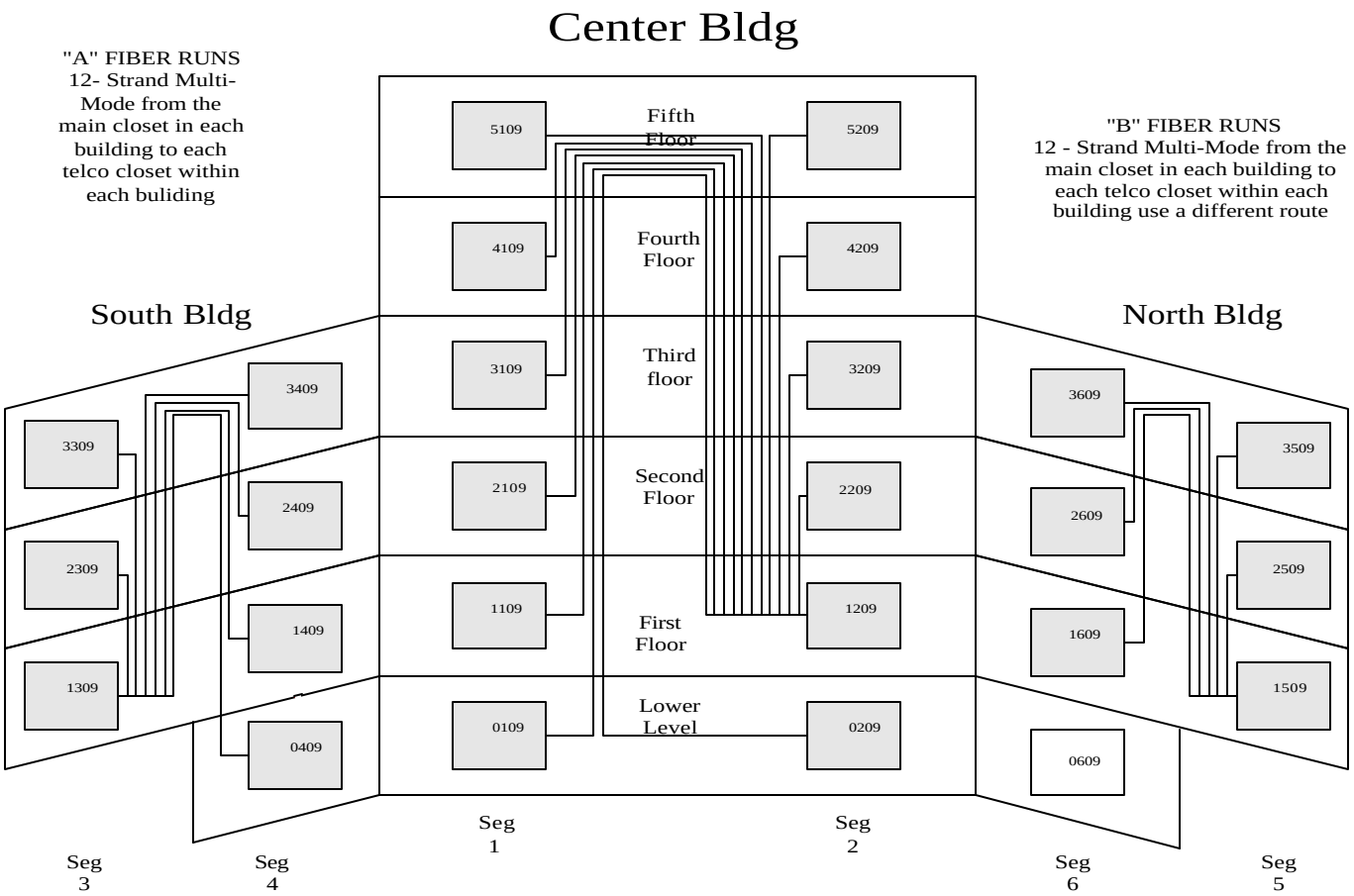
Closet Rack Layout - 1509

1509

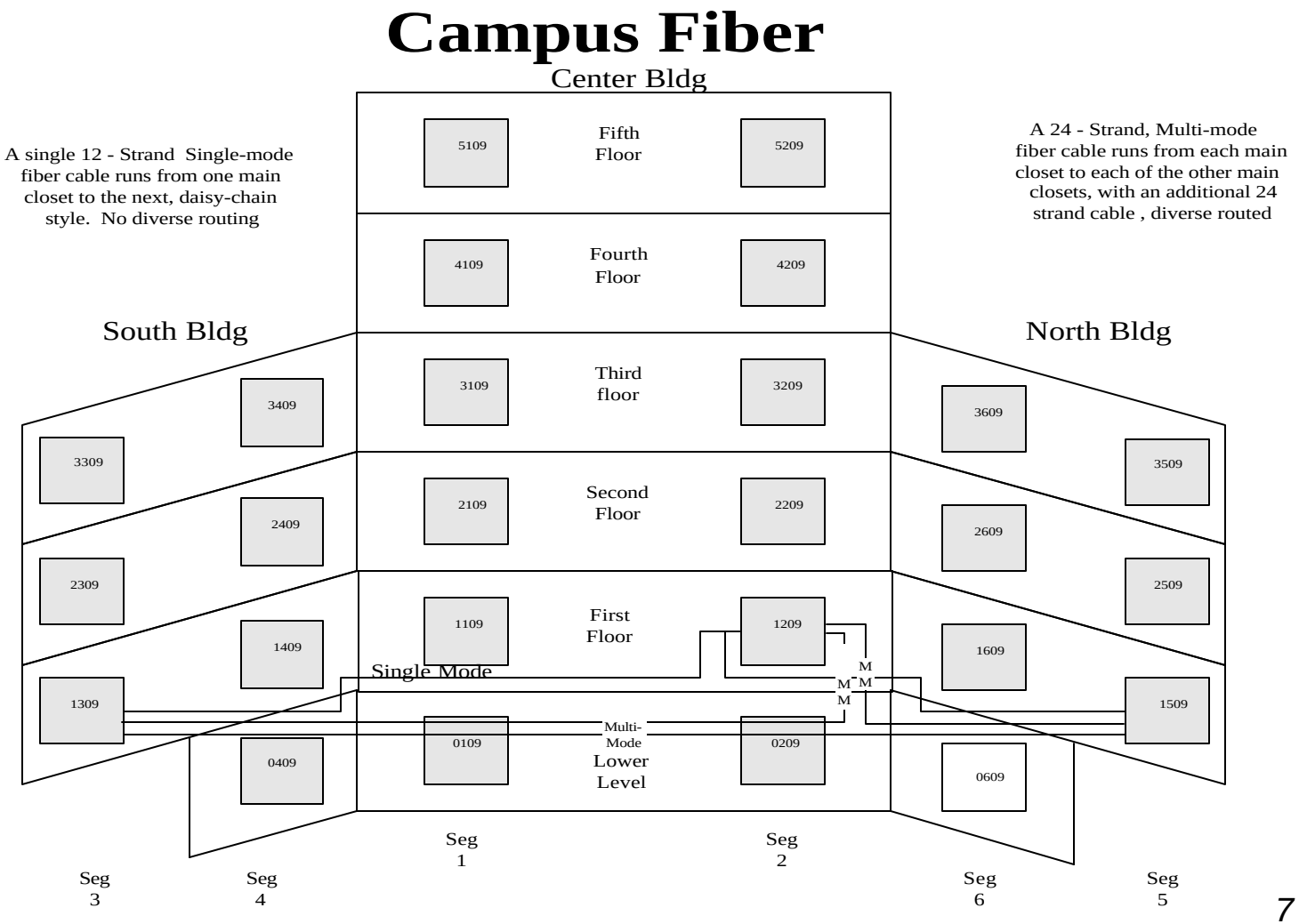


Current Ops: Cable Plant Building Fiber Run Layout

Building Fiber



Current Ops: Cable Plant
Campus Fiber Run Layout



Current Ops: Cable Plant Voice Connectivity

- *4-Pair Category 5 cable goes from workstation to telephone closet.*
- *25-Pair Category 5 Riser Cable goes from each telephone closet to Telephone Switch Room.*
- *Cross-connects also done with Category 5 cross-connects.*

Current Ops: Cable Plant Data Connectivity

- *From workstation, Category 5 Data Cables run to patch panels in closet.*
- *Cables patched to T/R Host Card in Local Hub.*
- *From each ring, copper is run to ST device via vertical fiber to building closet, into another ST device out to building router.*
- *Each building router has FDDI connection to Campus Hub.*
- *Additionally, Accelar Switch has Giga-Bit fiber connection to each router. Servers connected to Accelar Switch.*

Current Ops: LAN Infrastructure Redesign Network Devices

- *To be completed by contract award date.*
- *Network will be layer 2 switched network with layer 3 deployed as needed.*
- *Network will be built in modules, consisting of WAN, Server Farm, Security, User, and Management modules.*
- *Modules will tie into backbone via redundant switches.*
- *Switches will connect to backbone via Gigabit Ethernet.*

Current Ops: LAN Infrastructure Redesign Network Devices (cont.)

- *Devices (servers, workstations, etc.) will connect to switches via Fast Ethernet within a given module.*
- *Each building will have separate redundant switches connecting building to backbone.*
- *Each floor will have two switches connecting to building switch.*
- *Devices will be housed in wire closets on each floor and the data center.*
- *UPS for devices will be provided through data center power supply.*

Current Ops: LAN Infrastructure Redesign Addressing and Workstations

- *Addressing:*
  - *Networking devices will be addressed using CMS public addressing.*
  - *Workstations will be addressed using CMS public addressing.*
  - *Management system will be addressed using private addressing.*
- *Workstations:*
  - *Workstations will connect to floor switch via Fast Ethernet.*
  - *Workstations will be addressed using CMS public addressing via DHCP.*

Current Ops: LAN Infrastructure Redesign Protocols and Wiring

- *Protocols:*
  - *IP will be primary.*
  - *IPX will continue to be used for a period.*
  - *SNA will continue to be used.*
- *Wiring:*
  - *Wiring between networking devices will be fiber.*
  - *Wiring between workstations and network devices will be Fast Ethernet (cat5 or cat5 +).*
  - *Wiring between servers and network devices will be Fast Ethernet (cat5 or cat5 +).*

Current Ops: Data Communications
Medicare Data Communications Network

- *Medicare Data Communications Network (MDCN) is data communications WAN infrastructure used to support 60+ Medicare Contractors who use Common Working File (CWF) connectivity among CWF Hosts and CMS Data Center for host and satellite connectivity for Standard Part A, Part B, and DMERC systems.*
- *MDCN provides connectivity to all States in support of Minimum Data Set (MDS) project.*
- *MDCN also used for connectivity to CMS Data Center for Managed Care Organizations for Data Center resident systems, National Provider Systems and Call Centers.*

Current Ops: Data Communications MDCN (cont.)

- *MDCN provides secure connectivity for external CMS developer contractors to remotely support CMS projects. Each contractor provided with a T1 with a PVC defined to access CMS resources.*
- *MDCN provides secure IP dial connectivity to over 75,000 dial users including Home Health Agencies and Skilled Nursing Facilities.*
- *MDCN provides WAN connectivity between Peer Review Organizations (PRO) and CMS in support of CMS Quality Network.*

Current Ops: Data Communications MDCN (cont.)

- *MDCN provides ISP and Managed Firewall Services for CMS:*
  - *on Internet to support HCFA.GOV and MEDICARE.GOV,*
  - *for Intranet to support HCFANet, and*
  - *for Extranet to support applications such as DOORSNet and DESY.*
- *MDCN provides WAN connectivity for 10 Regional Offices, DC Office, and Boston Regional Office Outstation.*
- *MDCN has over 300 T1 circuits, 6 T3 circuits, over 1,000 PVCs, over 20,000 SNA users and over 10,000 SNA application connections.*

Current Ops: Data Communications FTS 2001 Network

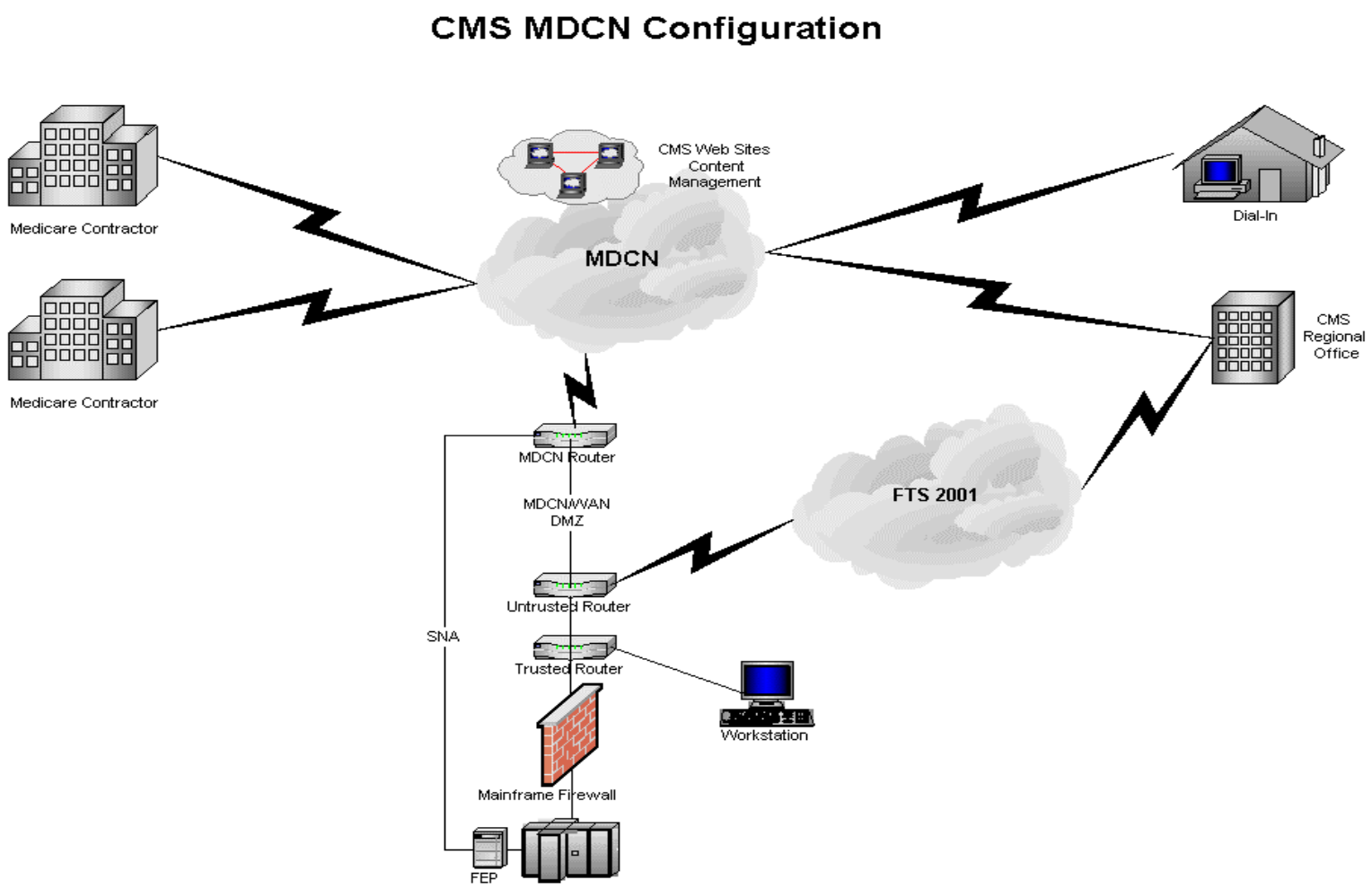
- *Regional Offices and Outstations:*
  - *All 10 Regions have backup fractional T1 of 384K with a 256K CIR.*
  - *Miami Outstation has 128K fractional circuit with a 56K CIR.*
- *DTS - 9 DTS sites with various speeds ranging from 9.6 to a full T1.*
- *ESRD Quality Net - extension of PRO network and consists of 20 sites with 384K circuits and T1 circuits.*
- *Medicare + Choice – 7 sites with circuits ranging from 1 T1 to 5 T1s.*

Current Ops: Data Communications CMS PRO Quality Network

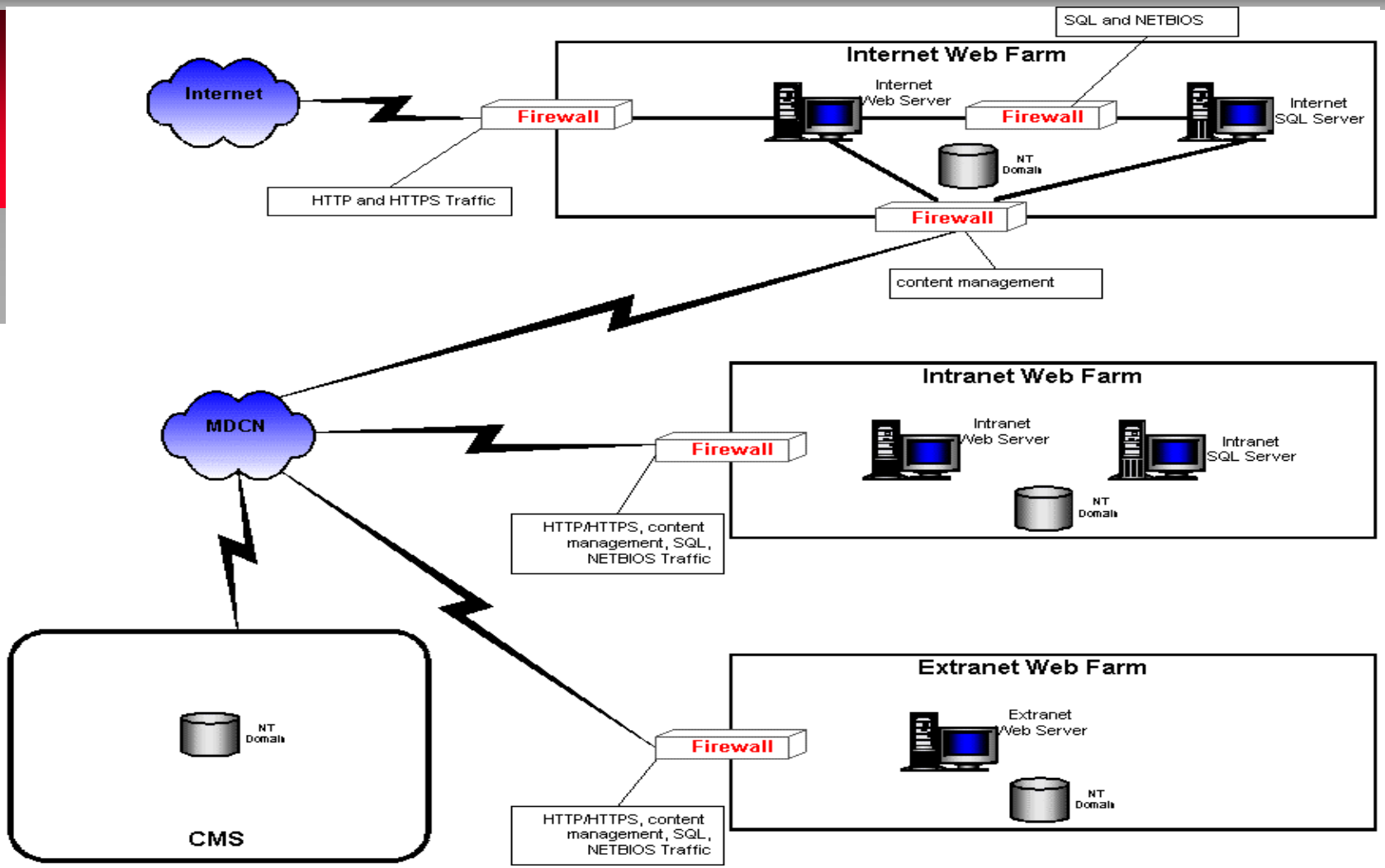
- *CMS Quality Network provides service between CMS, the Peer Review Organizations(PRO), and the End Stage Renal Disease (ESRD) Network.*

- *Network is comprised of both FTS 2001 Frame Relay and MDCN Frame Relay.*

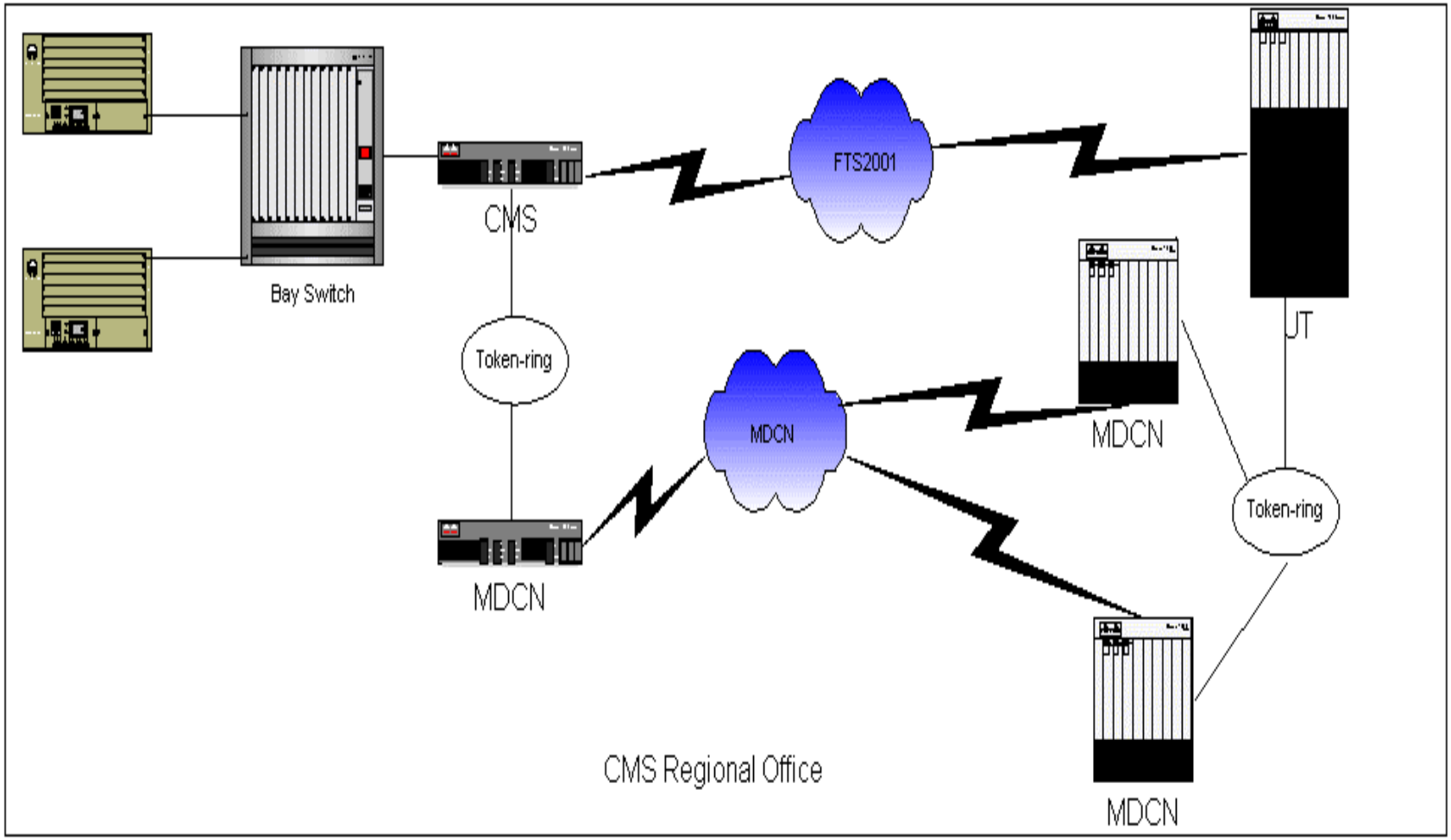
Current Ops: Data Communications MDCN Configuration



Current Ops: Data Communications Internet, Intranet, and Extranet Sites



Current Ops: Data Communications Regional Offices



Current Operations: Network Control Center (NCC)

- *Cornet Matrix Switch*
  - *Connects FEP to Modems and CSUs.*
  - *As configured will connect at a max of 256Kbps per channel.*
  - *Configured to provide A/B switching between FEPs.*

Current Operations: NCC (cont.)

- *Motorola Modems and CSUs*
  - *Shelves connected via Ethernet (10BaseT) for remote management.*
  - *Motorola Ethernet behind a router to control access.*
  - *Telnet to Shelves from control PC on same segment.*
  - *T1 Cards can feed analog (28.8K) modems or CSUs.*
  - *Several types of T1 and CSU cards.*

Current Operations: NCC (cont.)

- *NMS*
  - *Hardware: IBM RISC 6000 J-40 6 way*
    - *Tivoli Framework (base only on NMS platform)*
    - *NetView 6000*
    - *AIX/Optivity (integrated, not interfaced to NetView)*
  - *Monitoring Tools*
- *Modem shelves report to OpenView and Tivoli*
- *Novell NetWare Management System*
- *Cisco Works*

Current Operations: Integrated Test Facility (ITF)

- *Purpose of the ITF is to:*
  - *promote information technology solutions by providing effective way to evaluate new technologies,*
  - *test processes,*
  - *validate proposed hardware and software modifications, and*
  - *conduct proof of concept testing.*

Current Operations: ITF (cont.)

- *Isolated from CMS Infrastructure*
  - *No connection to the production network*
- *Mirrors as closely as possible CMS Infrastructure*
  - *Routers and switches mimic the Central Office and Regional LANs*
  - *Link to test LPAR on mainframe*
- *Varying number of servers and workstations*
  - *Compaq, Dell, and IBM*

Current Ops: Video Conferencing Overview

- *Video conferencing system based on ITU H.320 Standard (PX64).*
- *Multiple sites in Woodlawn, DC, and Regions.*
- *2 Field Office sites.*

Current Ops: Video Conferencing
Video Communications Network Center

- *Located on 5th floor in Central Building:*
  - *2 PictureTel Montage Bridges (32 and 24 Site Capacity at 384K)*
  - *1 port on Bridge accommodates 24 line audio bridge*
  - *14 PRIs for Bridges and 24 BRIs for 5th floor room systems derived from FTS-2001 (MCIW) DS-3 directly to Video Communications Network Center*
  - *DS-3 Switched by Adtran Atlas 800 (MCIW)*
  - *Monitoring equipment includes:*
    - *Polycom Viewstation 512*
    - *PictureTel 550 Desktop*

Current Ops: Video Conferencing Locations

- *Central Office*
  - *11 Room Systems*
  - *3 Desktop Systems*
- *Washington, DC*
  - *5 Room Systems located on 3rd floor of Hubert Humphrey Building*
- *10 Regional Offices (common configuration)*
- *2 Field Offices*
  - *Puerto Rico*
  - *Miami*

Current Ops: Web Support Strategy

- *150 web-based applications to be developed and implemented over next 3 to 4 years.*
- *All application development projects follow CMS' SDLC--eventually leads most web-based applications to Web Support Team (WST) functioning as an Integrated Project Team (IPT).*
- *WST consists of staff from various technology components who work with project owner and developer throughout system development life cycle.*
- *WST staff have knowledge of the web and web security as well as CMS' web standards, web contract, hardware platforms, and standard web software tools.*

Current Ops: Web Support WST Activities

- *Participate in regularly scheduled web support team (WST)/Integrated project team (IPT) meetings and any follow-up meetings as needed.*
- *Provide technical guidance to project owners and contractors throughout the SDLC process.*
- *Address implementation issues.*
- *Troubleshoot and assist coding and auxiliary program support problems whether in development or production via review or code sharing from other applications.*

Current Ops: Web Support WST Activities (cont.)

- *Perform initial loads of COTS applications used to support CMS web apps.*
- *Perform initial loads of third party developed applications.*
- *Work with CMS' web content host on specific issues.*

Current Ops: Web Hosting Overview

- *Since 1998, CMS has outsourced its Internet web sites, its Intranet (called HCFAnet) and some Extranet web applications.*
- *CMS policy is that all web sites be hosted within CMS' environment--which includes the MDCN connected Web Servers.*
- *All production Web machines located and run by the content host provider.*
- *CMS has current specific, software standards.*

Current Ops: Web Hosting Overview (cont.)

- *Internet sites located in two geographically dispersed locations. HCFAnet (Intranet) and Extranet are in one location.*
- *Locations are hardened facilities, fully managed 24X7,with security functionality built into contract.*
- *There are currently 9 web servers and 6 databases servers within the outsource web server farms supporting our web sites.*

Current Ops: Web Hosting Overview (cont.)

- *Within CMS data center are support machines for outsourced web servers:*
  - *Content deployment machines which also house data repository and provide mirroring.*
  - *Development machines to work on Web-Based applications.*
  - *An e-mail list server which was not a service provided by the outsourcer.*
  - *FTP support to update CMS' virus scanning software.*
  - *Machine to support CD-ROM's which have Web Interface.*
  - *CMS-based machines currently have support only during regular business hours.*

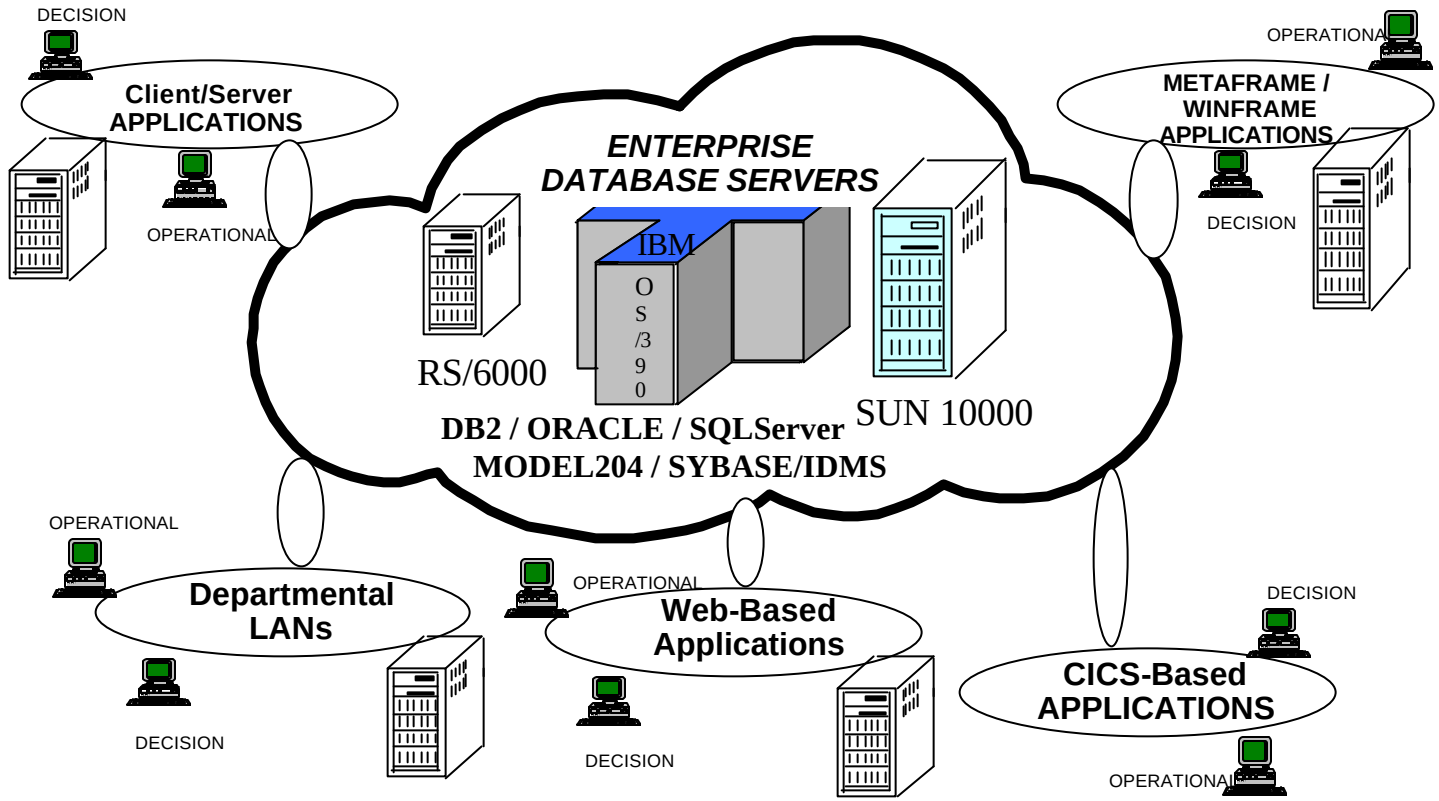
Current Ops: Web Hosting
Development/Deployment Environment

- *There are 10 servers currently within the deployment/development environment.*
- *Intranet and Internet deployment servers not networked together.*
  - *These servers must have an "air gap" to ensure security.*
  - *Uni-directional mirroring device being investigated to provide security and automation to the deployment process.*

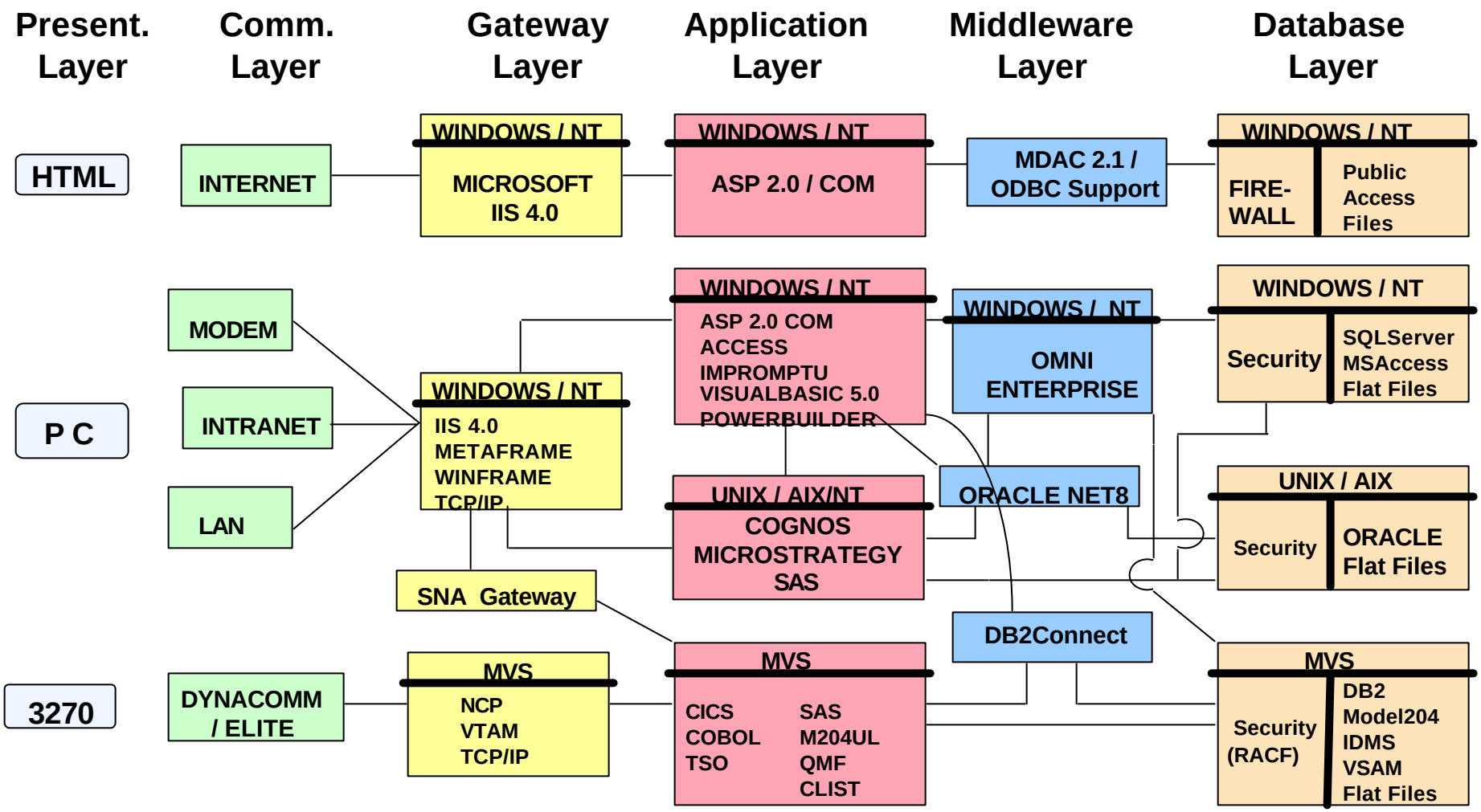
Current Operations: Webcasting

- *CMS provides program content via live broadcast or videotape.*
  - *For live event, vendor picks up CMS' satellite signal.*
  - *For taped event, CMS sends vendor videotape.*
- *Vendor encodes content in suitable format for webcasts.*
- *Vendor archives material upon request for 30 days or longer.*

Current Ops: Database Administration Trusted Environment



Current Ops: Database Administration Middleware Connectivity



Current Ops: Service Desk General Statistics

- *Number of Calls*
  - *4,250 calls received per month on average.*
- *Length of Calls*
  - *Current policy calls for Service Desk staff to stay on line with users for up to 3 minutes trying to resolve problem before handoff to next level.*
  - *Will stay on longer for individual calls if appropriate (I.e., problem resolution seems imminent).*

Current Ops: Service Desk Software

- *Business View Observer*
  - *Telephony software used to gather statistics on length of call and abandon rate.*
- *Software Artistry's Expert Advisor (EA)*
  - *Service desk software used to log in trouble tickets.*
  - *Using Version 5.02, moving to Version 6.0.*
  - *Became Tivoli Problem Management/Peregrine Service Center.*
  - *CMS will be moving to Service Center.*
  - *EA application software resides on one server and SQL database resides on another server.*

Current Ops: Service Desk Process

- *Call received by Service Desk.*
- *Call can be from either CMS employee or external entity (e.g., Medicare contractor).*
- *Depending on nature of call:*
  - *Service Desk technician can resolve problem; or*
  - *Call is routed to someone else via EA software.*
- *If call in reference to hardware/software issue, MicroSupport technician dispatched.*

Current Ops: Service Desk Process (cont.)

- *If problem proves to be malfunctioning piece of hardware/software **not covered** under Seat Management (SM) contract, call placed to appropriate maintenance vendor for service.*
- *If problem proves to be malfunctioning piece of hardware/software **covered** under SM contract, trouble ticket turned over to SM contractor.*
- *Trouble ticket information currently transmitted to SM contractor via e-mail.*
  - *In near future, SM contractor will be able to access EA via dial-up connection.*

Current Ops: Service Desk Process (cont.)

- *When SM contractor resolves issue, Service Desk notified.*
- *When trouble ticket closed, Service Desk technician:*
  - *Sends e-mail to user (if internal) verifying that problem was fixed.*
  - *If external user, technician calls user.*
- *If user on Service Desk "Hot List", that user given high priority.*

Phase 2 Issues
Major Changes from Draft TORP

- *Section B:*
  - *Baseline and Optional work has changed -- now more Baseline work and less Optional work.*
- *Section J:*
  - *Split into 'J' and 'R' (and renumbered)*
  - *J's -- things that "stay with contract" after award.*
  - *R's -- reference materials only.*
- *Section C:*
  - *All 'SHALLS' numbered for ease of reference.*
  - *'Phase-in' time periods/dates for assuming work now defined in J01 (C.3.1.9).*

Phase 2 Issues
Changes from Draft TORP (cont.)

- *Section C (cont.):*
  - *Definitions for 'Standard' &'Reduced' Levels of Service removed (C.3.2).*
  - *Data Communications area re-written to clarify the requirements (C.3.2.1.6).*
  - *'Work area site' requirement for limited number of CMS personnel in event of disaster added. (C.3.2.2.12).*
  - *Availability / Return-to-Service requirement changes (C.3.3.3.1 & Table C.3-5):*
    - *Availability requirements added to Table C.3.*
    - *Return to Service times for some areas changed.*
    - *Pricing for alternate Return to Service times now required.*

Phase 2 Issues
Changes from Draft TORP (cont.)

- *Section C (cont.):*
  - *Several requirements deleted totally.*
    - *HCFA Agents Support (was C.3.4.1.7)*
    - *Ad-hoc Survey Support (was C.3.4.1.12)*
  - *C.4 through C.6 -- new sections containing things traditionally found elsewhere in an RFP.*
    - *Inspection and Acceptance*
    - *Task Order Administration*
    - *Special Contract Requirements*
  - *Several new Engineering Services tasks added (see C.3.5.5, C.3.5.6, and C.3.5.7).*

Phase 2 Issues
Pending Amendments to Phase 2 TORP

- *Significant Changes/Additions to the SOW Requirements for the following functions:*
  - *Quality Net*
  - *Web Hosting*

- *Clarifications to several other requirements in Section C.*

Phase 2 Baseline and Options (Section B)

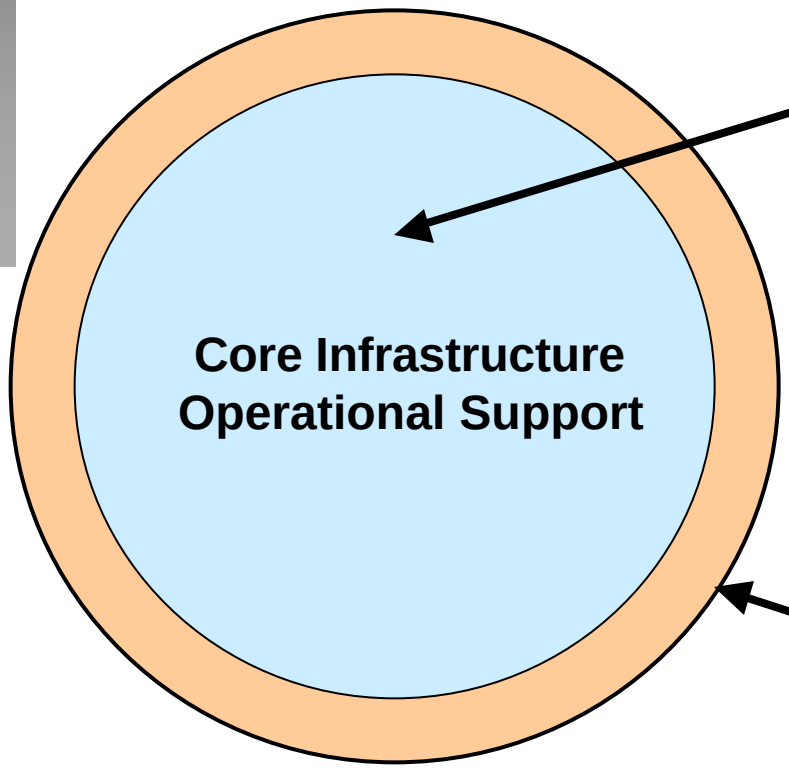
BASELINE WORK

- *Tier 1 (Mainframe)*
- *Tier 2 (Servers)*
- *Tier 3 (Desktop)*
- *Voice Communications*
- *Cable Plant Infrastructure*
- *WAN/VAN Management*
- *LAN Services*
- *Network Control Center*
- *Integrated Test Facility*
- *Webcasting Services*
- *Engineering Services*

OPTIONAL WORK

- *WAN/VAN Services*
- *Video Conferencing Support (Woodlawn and/or Regional Offices)*
- *Disaster Recovery Site*
- *Web Hosting Services*

Phase 2 Contract Types (Section B)



Fixed Price Incentive Fee:

Most activities related to the ongoing operation and maintenance of core infrastructure components.

Cost Plus Incentive Fee:

Most engineering services and other non-recurring activities.

Phase 2 Quote Preparation (Sec. L) Questions

- *All questions must be submitted in writing to Contract Specialist no later than close of business September 28, 2001, via regular mail or delivery service.*
- *Submissions shall include a hardcopy and a softcopy of the questions in Microsoft Word.*
- *Questions shall be submitted to:*

  Centers for Medicare and Medicaid Services
  Office of Acquisition and Grants
  Attn:Ms. Leslie Mangels
  Contracting Specialist, C2-21-15
  7500 Security Blvd.
  Baltimore, MD 21244-1850

Phase 2 Quote Preparation (Sec. L) Web Site

- *Web site available to provide consistent information to all Bidders.*
- *CMS will post written questions and answers for all Bidders to access.*
- *Web site is located at following address:*

  http://www.hcfa.gov/pubforms/citic/citic.htm
- *Problems or questions about web site should be directed to Contracting Officer.*

Phase 2 Quote Preparation (Sec. L) Written Quote Submission

- *Quotes must be received by 3:00 p.m., November 1, 2001*
- *Any Quote received after this date/time will be considered a late submission.*
- *Submit quotes to:*

  Brian Hebbel
  Centers for Medicare and Medicaid Services
  Mail Stop: C2-21-15
  7500 Security Blvd.
  Baltimore, MD 21244

Phase 2 Quote Preparation (Sec. L) Written Quote - Originals & Copies

- *Hardcopies of the Quote should be submitted in 3-ringed loose-leaf binders.*
- *The Quote shall be divided into 2 volumes:*
  - *Volume I, Technical Quote, and*
  - *Volume II, Cost/Price Quote.*
- *Each volume should include a table of contents (excluded from the page limitation).*
- *The Cost/Price Quote shall be submitted on separate media from the rest of the Quote.*

Phase 2 Quote Preparation (Sec. L) Technical Quote Organization

- *Binder 1:*
  - *Section 1 Small and Disadvantaged Business Goals*
  - *Section 2 Relevant Experience and Past Performance*
  - *Section 3 Technical Approach, Sub-sec. A - Introduction*
  - *Section 3 Technical Approach, Sub-sec. B - Overview*
  - *Section 3 Technical Approach, Sub-sec. C Program Management*
- *Binder 2:*
  - *Section 3 Technical Approach, Sub-sec. D - Operations*
- *Binder 3:*
  - *Section 3 Technical Approach, Sub-sec. E - Technical Support Services*
  - *Section 3 Technical Approach, Sub-sec. F - General Support Services*
  - *Section 3 Technical Approach, Sub-sec. G - Engineering Services*
  - *Section 3 Technical Approach, Sub-sec. H - Security and Privacy Services*

Phase 2 Quote Preparation (Sec. L) Page Number Limitations

		Page Limitation
Volume I Technical Quote		*410*
Section 1	*Small and Disadvantaged Business*	*5*
Section 2	*Relevant Experience & Past Performance*	*5*
Section 3	*Technical Approach*	*400*
Sub-section A	*Introduction*	*5*
Sub-section B	*Overview*	*10*
Sub-section C	*Program Management*	*35*
Sub-section D	*Operations*	*190*
Sub-section E	*Technical Support Services*	*80*
Sub-section F	*General Support Services*	*40*
Sub-section G	*Engineering Services*	*30*
Sub-section H	*Security and Privacy Services*	*10*
Volume II Cost/Price Quote		*None*

Phase 2 Quote Preparation (Sec. L) Content of Technical Quote

- *Section 1 - Small Business & Disadvantaged Business*
  - *Planned participation goals for task order.*
  - *Sub-section that addresses Small Disadvantaged Business (SDB) participation.*
  - *Listing of small business strategic alliances.*
  - *Description of how subcontractor performance will be evaluated.*
- *Section 2 - Relevant Experience & Past Performance*
  - *Any additional (new/updated) information to supplement Phase 1 Past Performance and Experience information.*
  - *Contractor's or proposed subcontractors' technical and managerial information.*
  - *For work similar to the Phase 2 statement of work..*

Phase 2 Quote Preparation (Sec. L) Content of Technical Quote (cont.)

- *Section 3 - Technical Approach*

  For each sub-section complete the Cross-reference and Compliance Matrix (supplied in Appendix L.1):

EXAMPLE - Table L.A.3 Cross Reference and Compliance Matrix - Operations

SOW Itemized Requirement (Shall)	SOW Paragraph Title	Contractor Quote Reference	Offeror Compliance Yes/No?	Non-compliance Notes
C.3.2	Operations			
shall (1)				
shall (2)				
shall (3)				
shall (4)				

Phase 2 Quote Preparation (Sec. L) Content of Technical Quote (cont.)

- *Section 3 - Technical Approach (cont.)*

  Within sub-sections C through H, further subdivide by the major topics (see Tables L.1 through L.6):

EXAMPLE - Table L.2 Operations Topics

SOW Paragraph Number	Discussion Topics
C.3.2.1.1	Tier 1
C.3.2.1.2	Tier 2
C.3.2.1.3	Tier 3 – Desktop
C.3.2.1.4	Voice Communications
C.3.2.1.5	Cable Plant Infrastructure
C.3.2.1.6.1	LAN Management
C.3.2.1.6.2	WAN/VAN Management
C.3.2.1.6.3	WAN/VAN Services
C.3.2.1.7	Network Control Center (NCC)
C.3.2.1.8	Integrated Test Facility
C.3.2.1.9	Videoconferencing Support

Phase 2 Quote Preparation (Sec. L) Content of Technical Quote (cont.)

- *Section 3 - Technical Approach (cont.)*

  Under each 'Discussion Topic', provide information in the following areas:

  - *Basic Service Description*
  - *Risks*
  - *Basis of Estimate*
  - *Excluded Services*
  - *Deliverables*
  - *Performance*
  - *Service Interfaces*

  Definitions for each of these 7 areas are in Section L.

Phase 2 Quote Preparation (Sec. L) Content of Technical Quote (cont.)

- *Section 3 - Technical Approach (cont.)*

Sample partial outline: Technical Support Services

Cross Reference and Compliance Matrix, Technical Support Services

SOW Itemized Requirement (Shall)	SOW Paragraph Title	Contractor Quote Reference	Offeror Compliance Yes/No?	Non-compliance Notes
C.3.3	Technical Support Services			
shall (1)		1.0	Yes	
shall (2)		1.0	Yes	
C.3.3.1	System Administration			
shall (1)		1.1	Yes	
shall (2)		1.1	Yes	
shall (3)		1.2	Yes	
etc.				

1.0 Technical Support Services
  1.1 System Administration
    - Basic Service Description
    - Risks
    - Basis of Estimate
    - Excluded Services
    - Deliverables
    - Performance
    - Service Interfaces

Phase 2 Quote Preparation (Sec. L) Cost/Price Quote Content

- *Section 1 Cost and Pricing Data*
- *Section 2 Outline of the CWBS*
- *Section 3 Letters of Commitment*
- *Section 4 Total Compensation Plan*
- *Section 5 Recruitment and Relocation Planning*
- *Section 6 Alternate Maintenance Pricing*

Phase 2 Quote Preparation (Sec. L) Oral Presentations

- ***Purpose:*** *to enable technical evaluation panel to assess each Offeror's relative level of familiarity with and understanding of task order work.*
- *Each Phase 2 Offeror -- one full-day oral presentation.*
- *Each presentation: four 1-hour sessions (2 in the morning, 2 in the afternoon).*
- *Each session followed by question and answer period.*
- *Only key personnel may be presenters.*
- *Program Manager must be a presenter.*
- *Major subcontractors may also be presenters.*
- *Professional speakers or consultants may not be used to make presentation.*

Phase 2 Quote Preparation (Sec. L) Major Assumptions

- *On-going hardware and software maintenance will be included in the 200 series CLINs.*
- *Burdens on costs of hardware, software, consumables, and maintenance contracts are pass-through costs.*
- *The Contractor will begin collecting and reporting metrics for the Service Level Agreements on the responsibility transfer date in Attachment J.1. Accountability against the SLA metrics will begin 1 to 3 months later.*
- *The Government will transfer ownership of the Desktop assets to the Contractor.*

Phase 2 Quote Preparation (Sec. L) Major Assumptions (cont.)

- *Desktop computers transferred to the Contractor will be refreshed as follows: One-third of Tier 3 desktops will require refresh 6 months after contract award. Second third refreshed a year later and final third a year after that.*
- *For Disaster Recovery engineering support (C.3.5.7), all 25 critical applications listed in F.5.27 are to be implemented within 24 months of task order award.*
- *The assumed growth rate for CMS is 0%.*
- *All "Optional CLINs" and all "Option Periods" will be exercised.*

Phase 2 Evaluation Factors (Sec. M) Best Value Procurement

- *Award to other than the lowest priced Offeror or to other than the highest technically rated Offeror is possible.*
- *All technical evaluation factors when combined are significantly more important than cost/price.*
- *As technical scores become closer, cost/price may become a more important factor.*

Phase 2 Evaluation Factors (Sec. M) Technical Factors

- *Technical evaluation factors, in descending order of importance, are:*
  - *Technical Approach*
  - *Phase 1 Study Deliverable*
  - *Relevant Experience and Past Performance*
  - *Small and Disadvantaged Business Goals*

Phase 2 Evaluation Factors (Sec. M) Technical Approach Sub-Factors

- *Technical Approach sub-factors, in descending order of importance, are:*
  - *Operations, Technical Support Services (equal)*
  - *Program Management*
  - *Engineering Services*
  - *General Support Services*
  - *Security and Privacy Services*

Phase 2 Evaluation Factors (Sec. M) Phase 1 Study Deliverable

- *Government looking for:*
  - *Innovativeness of the plan.*
  - *Demonstrated knowledge of CMS' business needs.*
  - *Soundness/rationale of the plan.*
  - *Proposed end-state of the IT infrastructure.*

Phase 2 Evaluation Factors (Sec. M) Experience and Past Performance

- *Primary purpose of including this factor in the Phase 2 quote is to allow vendors to provide additional information to supplement the Phase 1 submission.*
- *Experience and Past Performance rating from Phase 1 will be combined and the rating will be scored in the same manner it was scored in the Phase 1 quote.*
- *Any new rating information will be scored in an identical manner as the Phase 1 rating.*
- *Any additional information must be submitted in the same format as described in the Phase 1 TORP.*

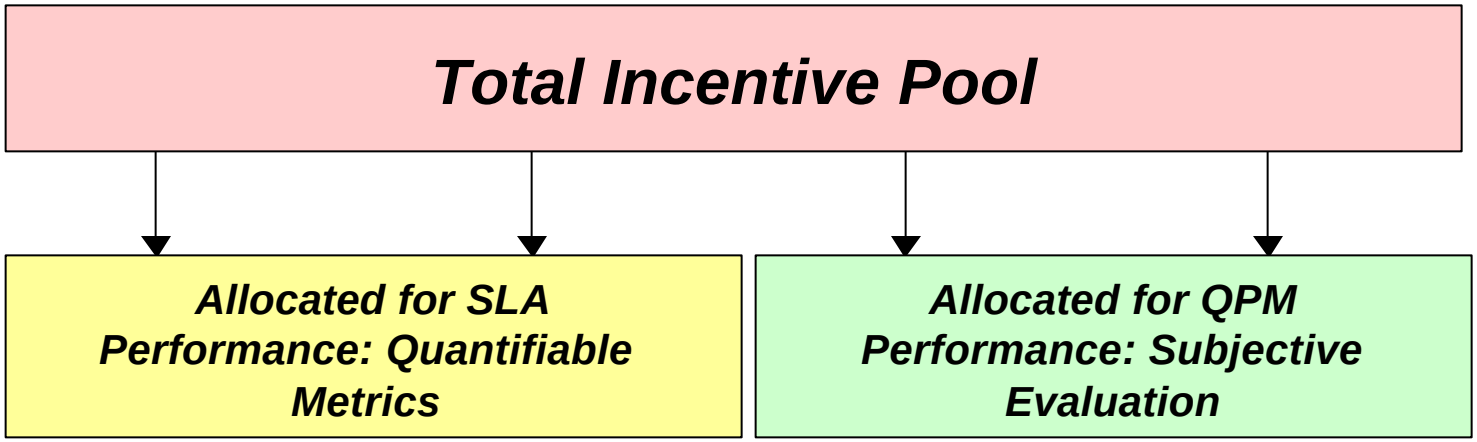
Phase 2 Evaluation Factors (Sec. M) Small & Disadvantaged Business

- *Government will consider the following sub-factors:*
  - *Extent of an Offeror's commitment to use SDB and HUBZone concerns.*
  - *Are subcontract arrangements already in place, letters of commitment, etc.?*
  - *Is proof of certification provided?*
  - *Are targets expressed and are they adequate?*
  - *Complexity and variety of the work SDB and HUBZone concerns are to perform.*

Phase 2 Evaluation Factors (Sec. M) Cost/Price Factors

- *Cost/price will be determined based on the following:*
  - *Proposed costs and fees or total fixed price plus incentive.*
  - *Any adjustments for cost realism.*
  - *Time and Material labor rates.*
  - *Other costs to the Government (e.g., the need to procure special equipment using Government funds).*

SLAs, QPM, and Incentive Pool



Two-fold approach for administering incentive pool:

Objective: Service Level Agreements (SLAs) will be negotiated for critical areas of infrastructure for which quantifiable metrics exist.

Subjective: Quality Performance Measure (QPM) will also be used to evaluate performance in non-quantifiable areas (similar to award fee).

SLA Process--Overview

- *Each SLA covers major functional area and comprised of one or more Metrics.*
- *Each Metric prescribes a required minimum service level for specific area of service; e.g., Availability, Return to Service Time, System Response Time, Abandoned Calls.*
- *Definitions of metrics and minimum service levels subject to negotiation and periodic revision as experience proves necessary.*
- *Meeting all minimum performance requirements results in Contractor receiving full amount of SLA portion of incentive pool for evaluation period.*

SLA Process--Service Credits

- *Service Credits assessed against Contractor as performance falls below negotiated minimum standard.*
- *Process is subtractive; i.e., each Service Credit assessed against Contractor results in reduction in amount of SLA incentive pool that Contractor will receive.*
- *Each SLA weighted with fixed number of Service Credits.*

QPM Process

- *Government makes subjective evaluation of Contractor's performance in variety of areas of concern; e.g., Program Management, Configuration Management, Quality of Deliverables, Responsiveness to Regions.*
- *Process includes regular collection of information on areas of concern, but Government not constrained to considering only these areas.*
- *Subjective nature of QPM allows Government to consider any aspect of Contractor's performance in determining amount of QPM portion of incentive pool to be received by Contractor.*

Conference Wrap-Up

- *Direct any inquiries concerning CITIC only to the CO, Brian Hebbel, (410) 786-5159.*
- *Check the CITIC web site for Q&As, as well as other information.*
- *Group Technical Discussion #1, next Monday, 7/23/01, at 9:00am in the Multi-Purpose Room.*