

OCIO End User Services Operation, Application Development and IT Engineering Services

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IT Directorate (OCIO)

- 257 employees/304 subcontractors
- Subcontracts
 - Desktop Outsourcing including service desk
(not in play until 2017)
 - Institutional Services and Support (ISAS)
(subject for today)
 - Cloud



What is Going to be Different

- Small Business
- Task vs. Staffing
 - More Task, Less Staffing
- Multiple Subcontracts
 - End user services operations
 - Application Development
- Reachback/Infusion of Industry Best Practices
 - More reliance on depth of subcontractor expertise

Acquisition Description

- OCIO End User Services Operations Sub Contract provides majority of support for the operation of the JPL's IT Infrastructure services. This includes:
 - Network; Institutional, Flight and Guest, 15,000 ports and ubiquitous wireless
 - Backup Services
 - Storage
 - System Monitoring
 - Hosting
 - Directory
 - Telecom Administration
 - System Administration
 - Security

Operations

- On-site and remote operations staff under subcontractor direction
- System Administrators under subcontractor direction
- Rotation of staff to fit skill level requirements
- Engineering as a service for enhancements to current operational services

Acquisition Description

- IT Application Development Subcontract will provide for a range from support for development teams to complete tasking of direct funded Applications to support the JPL Missions and Administrative community. Examples include:
 - Web Applications
 - Mobile Apps
 - Pressure Vessel Safety System
 - Search
 - Product Data Management System
 - Conference Room Design
 - Sharepoint Site Development

Development

- Working to well documented requirements
- Subcontractor will need the ability to staff/price to requirements (and refine requirements as necessary)
- Mostly off-site with good collaboration
- Deliveries at “module” level
- Burst Capability
- Some level of effort (JPL supervised)

Acquisition Strategy

- Best Value Source Selection
 - Technical/Management Evaluation
 - Cost
 - Past Performance
- Potential 10-year term
- Will be posted on JPL external website (not FedBizOpps)
 - <http://acquisition.jpl.nasa.gov/rfp/>
- Small business classification-currently suggested
 - NAICS Code: 541511 – Computer Program Software Development
 - NAICS Co 541513 – IT Operations
 - \$25 Million Annual Receipts



Procurement Schedule

- Internal Management one-on-ones January 31, 2012
- High Tech Briefing March 6, 2012
- **Dark Period (MSL Landing) July 16 – August 24**
- Draft RFP/RFI to Industry August 27, 2012
- Industry one-on-ones with JPL September 2012
- RFP(s) Issued January 5, 2013
- Source Selection April 30, 2013
- Transition Complete September 30, 2013