



Jet Propulsion Laboratory
California Institute of Technology
4800 Oak Grove Drive
Pasadena, California 91109-8099

May 25, 2012

Subject: Request for Information (RFI) regarding Information Technology (IT) Infrastructure Services

Attachment: Statement of Work dated May 25, 2012

THIS IS NOT A SOLICITATION ANNOUNCEMENT. THIS IS A RFI ONLY TO GATHER INFORMATION OF POTENTIAL QUALIFIED SOURCES AND THEIR SIZE CLASSIFICATIONS (SMALL, HUBZONE, WOMEN-OWNED, SMALL DISADVANTAGED, VETERAN OWNED, SERVICE-DISABLED VETERAN OWNED OR LARGE BUSINESS) RELATIVE TO NAICS CODE 541513. RESPONSES TO THIS RFI WILL BE USED BY JPL TO MAKE APPROPRIATE ACQUISITION DECISIONS REGARDING A SMALL BUSINESS SET-ASIDE PROCUREMENT.

The California Institute of Technology's (Caltech) Jet Propulsion Laboratory (JPL) Office of the Chief Information Officer (OCIO) operating under a prime contract with the National Aeronautics and Space Administration (NASA) anticipates awarding a Subcontract for managing the IT infrastructure and end user services and support for a 5,000 person organization, located in Pasadena, CA. We are interested in your company's capabilities and interest to propose on this effort. The purpose of this letter and attached Statement of Work (SOW) is to request information to determine industry capabilities and interest in participating in this competitive contract award process.

The attached "Straw man" SOW contemplates moving from a support Subcontract in which labor is provided under JPL direction, to a services Subcontract in which the subcontractor takes responsibility for the uptime, quality and security of mature services while incorporating changes and enhancements to those services as appropriate. There are also elements of the SOW that contemplate engineering, development and implementation of new services or service upgrades that would be treated as a project based Subcontract Work Orders. JPL will provide additional details to the attached SOW and/or Exhibits at a later date.

Statement of Capabilities

If your company is interested and capable of being the prime contractor on this effort, or a portion of this effort, JPL requests a response to the following key points regarding your company's capabilities:

1. Describe your related experience including customer, contract type, similarities to the proposed scope and average number of employees,
2. Describe your capabilities and corporate resources to perform a Subcontract of this size and complexity,
3. Describe your financial resources available to operate a Subcontract of this size, including how you would finance the startup and first 3 months after transition is complete,
4. Describe your ability to provide services to multiple customers with a single team,

5. Provide the size of your current work force (W-2 employees), the size/socio-economic status of your company, and any comment on the NAICS code specified above.

Request for Information

Relative to the attached SOW, you are requested to provide your comments/opinions in the following areas:

1. Provide short but concise comments for each of the clauses in paragraph (1.0 and 2.0) of the SOW,
2. Discuss your experience with small businesses working as a prime contractor for this size of a contract,
3. Opinions of using Time and Material (T&M) or Firm Fixed Price (FFP) type subcontract,
4. Providing work as a service (vs. level of effort),
5. Provide your experience transitioning large efforts, without disruption or degradation in service,
6. Discuss the benefits or challenges of working on-site at JPL vs. off-site at subcontractor facility,
7. Utilization of Subcontractor's processes to provide the requested services.

JPL requests that interested parties respond in written form with no restriction on page limit. Please include your company name, contact information, and size classification.

Responses Due (for JPL Web Site)

Responses are requested by June 25, 2012, and shall be submitted to:

The Jet Propulsion Laboratory
4800 Oak Grove Drive
Pasadena, CA 91109

Attn: Thomas Lynch, M/S 190-214

Or, via email to: thomas.f.lynch@jpl.nasa.gov. If you have technical questions, please contact Gordon Campbell at 818 354-2848. Questions of an administrative nature should be directed to the undersigned at (818) 354-4948.

Disclaimer

It is emphasized that this is not a solicitation announcement. This is an RFI only. The requested information is for preliminary planning purposes only and does not constitute a commitment, implied or otherwise, that JPL will solicit your company for such procurement in the future. Neither JPL nor the Government will be responsible for any costs incurred by you in furnishing this information. Prospective contractors are advised that any information provided shall be deemed to be furnished with unlimited rights to JPL, with JPL assuming no liability for the disclosure, use, or reproduction of such data.

Sincerely,

Thomas Lynch
Subcontracts Manager,
The Jet Propulsion Laboratory

Statement of Intent:

Provide Services to the JPL users of IT that are:

- Consistent*
- Predictable with published prices*
- Meet user needs*
- Do not exceed user needs at additional cost*
- Allow for tiered service at an additional cost*

It is expected that some or all of IT Services could be defined well enough to enable a Subcontractor to provide a methodology and a fixed price to maintain the service to established service levels. Work envisioned in this effort would at a minimum include monitoring and health of the computers/servers/or other hardware that the services run on, patching of software, upgrading of software (per a pre-agreed roadmap) and accepting upgrades or enhancements that are presented to the Subcontractor after proceeding through a lifecycle review. JPL is interested in Industry input on how much of the "stack" is reasonable for a Subcontractor to provide on a fixed priced basis.

It is highly likely that changes to many of the services would be engineered, tested and delivered by the same Subcontractor under a separately funded task. All engineering and development would be subject to following JPL's Enterprise Architectural Principles, which at a minimum will ensure interoperability between services as required.

STATEMENT OF WORK (*)

1.0 The Subcontractor shall provide a broad range of Information Technology (IT) infrastructure services to JPL. These services include, but are not limited to, infrastructure that supports IT services, end user services and network operations, telecommunications operations and telecom administration and IT Security. In the performance of this effort, the Subcontractor shall provide on a fixed priced basis services in the following areas:

1.1 Infrastructure and End User Services Operations (**)

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the infrastructure that supports IT services, JPL End User Services and Telecommunications Services are operational 24 X 365 to the service levels specified for each service.

1.2 Network Operations

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the JPL

Network Services are operational 24 X 365 to the service levels specified for each service.

1.3 Telecommunication Administration

This effort is to be performed as a (fixed price) service by the Subcontractor. Telecom invoices from all sources shall be validated and provided to JPL Invoice Management for processing.

1.4 Cable Plant Administration

This effort is to be performed as a (fixed price) service by the Subcontractor. The Subcontractor will maintain the as built configuration of the JPL Cable Plant, interface with facilities and operations to document and engineer any changes, adds, deletes from the cable plant and coordinate with third party cabling providers.

1.5 Cyber Security Services

This effort is to be provided to JPL by the Subcontractor as a (fixed price) service for which the Subcontractor shall perform necessary functions to ensure that the JPL is in timely and actionable receipt of cyber security threats, preventative and remedial actions.

2.0 The Subcontractor shall provide network engineering, information systems development, system administration and cyber security support on an as needed basis (discretely funded on a Time and Material basis).

2.1 End User Services, Telecom and Network Engineering

This effort is to be performed on a Task basis by the Subcontractor. Service and Network Operational enhancements or changes that are identified by JPL or by the Subcontractor and approved by JPL shall be designed, engineered, developed and delivered to the operational service per the requirements of the JUMP (JPL's Project Management Lifecycle Process) Process.

2.2 System Administration

This is a support effort in which the Subcontractor shall perform system administration on Flight and Mission Systems as requested by customers of the OCIO.

2.3 Development Support for IT Solutions

This effort is to be performed on a Task basis by the Subcontractor. The Subcontractor will provide qualified staffing for the purpose of designing, developing, testing and

implementation a broad range of IT solutions, applications and mobile applications delivered to operational service per the requirements of the JUMP Process.

2.4 Video Conferencing Engineering

This effort is to be performed on a Task basis by the Subcontractor. The Subcontractor shall be responsible for design and build (working with JPL Facilities) of new conference rooms or remodeling of conference rooms.

2.5 Cyber Security Engineering and Support

Additional IT Security effort may be performed on a Task basis by the Subcontractor to provide on demand response for cyber security investigations, forensics and/or remedial actions.

(*) THIS STATEMENT OF WORK REFLECTS A TOP LEVEL, GENERAL DESCRIPTION OF THE WORK EFFORT TO BE PROPOSED. AS ADDITIONAL DETAILS ARE DEVELOPED, THEY WILL BE RELEASED AND AVAILABLE ON THE JPL ACQUISITION WEB SITE.

(**) LISTING OF INFRASTRUCTURE AND END USER SERVICES (NOT ALL INCLUSIVE)

INFRASTRUCTURE

Application Hosting Service
Data Access Service
Directory and Authentication Service
Storage Service
System Monitoring and Notification Service
Unified Charging Service
System Administration

IT Security Data Base
Sharepoint

END USER

Network
Telecom
Application Hosting Service
Backup and Recovery Service
Data Access Service
Electronic Library Service
Enterprise Tool Service
File Service
IT Security Service
Portal Service
Storage Service
Two-Factor Authentication Service
Web Hosting Service
System Administration