

NCSA Statement of Work For KSSG Helpdesk Support

Dated 2 April 2009

SECTION I – DEFINITIONS

1.1 Technical Terms

Reserved.

SECTION 2 – EXECUTIVE SUMMARY AND SCOPE OF WORK

2.1 Scope of Project

This Statement of Work (SOW) requires five (5) separate helpdesk technicians to be hired to fulfil the following requirements. The consultants to be hired for the CIS helpdesk located at HQ ISAF Afghanistan. These posts are in direct support of COMKAF CJ6 and falls within the Helpdesk Section in the Kandahar Air Field (KAF) Signal Support Group (KSSG). This post is responsible for operating the helpdesk and troubleshooting IS problems for computer users.

Fast-paced, multinational environment. Living conditions in KAF may be deemed austere. Lodging will be arranged on the KAF military compound.

2.2 Description of Tasks to Be Performed

The Contracted KSSG Helpdesk Technicians are envisaged to have the following responsibilities:

- First Point of Contact for end users submitting requests for assistance
- Resolve Level I and some Level II issues
- Set-up and termination of user accounts
- Interface with CIS users for all service desk related Installation, Maintenance and Change requests (IMACs).
- Dispatches to provide second level support to common application and OS related issues to end users.
- Manages ticketing system queue according to priority
- Ensures timely and accurate updates to ticket history.
- Observes Service Level Agreement guidelines ensuring requests are resolved and closed within the established time tables.
- Follow SOPs and highlight changes required to documentation responsible parties.
- Ensures that all support documentation is current.

- Follows and maintains industry best practices.
- Troubleshoots as per provided SOPs.
- Updates assigned tickets in detail with pertinent information
- Advises Helpdesk escalation of tickets to other support group if not a service desk related issue.
- Image machines as required
- Provides basic hardware and connectivity troubleshooting
- Supports printer IMACs
- Administration and troubleshooting of cellular telephone devices and radios
- Able to work shift and longer hours if required

2.3 *Reserved.*

2.4 Security Clearance

The Contractor/Consultant must possess and present valid proof of a nationally issued and NATO acceptable security clearance to the minimum level of NATO SECRET.

2.4.1 Availability of Contractor/consultant

The Contractor/Consultant is requested on a full time basis.

2.5 Language

English: Listening, speaking, reading and writing shall be very good.

The work both oral and written in the post and in the Headquarter as a whole is conducted mainly in English.

2.6 Qualifications

- A Higher Secondary education and completed intermediate vocational training leading to a formal technical or professional certification with 2 years function related experience or a Secondary education and completed intermediate vocational training leading to a professional qualification or professional accreditation with 3 years post related experience.
- Should have at least 2 years experience working on a large help desk environment to include:
 - Experience facing customers in a demanding environment
 - Should be thoroughly knowledgeable on office automation software
 - Basic networking principles and troubleshooting experience
 - Experience supporting Microsoft applications suite
 - Experience with various ticketing systems
 - Hardware support and troubleshooting experience
 - Experience in the CIS Service Desk support arena
 - Previous experience in VoIP
 - Previous experience in Seimens Phone systems

- Candidate Shall have Education/Certification in a majority of the following:
 - MCSE
 - GHOST/NORTON or other Image Software course
 - A+ Certification
 - Network + Certification
 - Knowledge or training in ITIL principles
 - Knowledge of Siemens HiPath 4000
 - Knowledge of Internet Protocol Distributed Architecture (IDPA)
 - Knowledge of Siemens PABX and VoIP trained

2.7 *Reserved.*

2.8 Physical Security/Safety Requirements

Official duty place will only be within KAF (Inside the Fence). The Contractor/Consultant will be briefed on the approved site physical security and safety regulations and emergency services upon arrival. Access passes will be provided subject to Host Nation/Base regulations.

2.9 Direction and Evaluation

The Contractor/Consultant is expected to establish his/her own daily routine based on a self-assessment of defined requirements and priorities. The COTR may provide additional guidance as required or requested and may provide prioritization of work. The COTR will evaluate performance using the method of surveillance and produce a progress/status report to the NCSA Requirements Board as necessary.

2.10 Quality Assurance

A monthly meeting between the Contractor/Consultant and the COTR will be scheduled in order to evaluate the Contractor/Consultant performance.

2.10 Hours of Operations:

Normal working hours for the place of employment are as follows:

10-12 hours a day/5 days a week

2.11.1 Recognized Holidays

N/A.

2.12 Deployment to NATO Theatre of Operations

Required Qualifications/Arrangements:

The Contractor shall be responsible for ensuring that the Contractor's Personnel are suitably protected and medically fit to work under this Contract, and will at a minimum guarantee:

- All on-site personnel shall be in possession of flak jacket and helmet.
- All contractors' personnel shall ensure their passports are valid at the beginning of the deployment for at least 12 months. If this requirement cannot be met for any reason, the deployment must not extend beyond the validity period of the passport held by the contractor.
- All on-site personnel shall have adequate medical and indemnity insurance.
- All on-site personnel shall have completed all national medical formalities prior to departure and hold current medical certificates.

Medical care can only be provided by ISAF to Contractor personnel in the case of life & limb threat situations. Any additional services provided by ISAF to Contractor personnel are at the ISAF Commander discretion and may be billed to the individual accordingly. Emergency medical evacuation from the ISAF theatre is a Contractor responsibility. While in theatre, the Contractor's personnel must follow all security and safety regulations and instructions issued by NATO authorities.

NATO reserves the right to refuse access to its facilities for failure to respond to the minimum requirements as stated herein. Costs for failure to comply or delay in compliance attributable to the Contractor or its personnel will be determined unallowable and therefore relieving NCSA of the liability for payment.

a) Personnel Protection

Pre-deployment training will be arranged by NCSA HQ. All on-site personnel shall be in possession of, and wear protective gear (e.g. flak jackets and helmets) as a minimum as directed by the local command. Access pass will be provided.

The Contractor's personnel shall use the protective gear that may be made available by NATO and return it after the mission in the same condition as received. Should NATO fail to provide the protective gear then the Contractor shall be requested to provide the equipment meeting NATO standards. Should the latter option be chosen and billed to NCSA then the protective gear will become NATO property after the mission.

Accountability for all purchased protective gear is that of the Contractor. The contractor shall maintain a property list and submit it with each invoice. The Contractor shall disposition the protective gear as directed by NCSA.

b) Medical and Insurance Requirements

Since NATO support in theatre is limited, the Contractor shall be responsible for ensuring that the nominated individual is medically fit and suitably covered by insurance(s). Personnel must be capable of performing their duties in challenging environmental and working conditions, with extreme temperatures ranges and long, working hours. All on-site personnel shall have medical, life- and indemnity insurance

- all on-site personnel shall have completed all national medical formalities, of which they are a citizen, prior to departure and hold current medical certificates;
- early repatriation of contractor personnel: repatriation for death or health reasons shall be covered by the health insurance of the contractor.

c) Travel

Travel from Belgium the primary NCSA place of work to the theatre and back, will be through military flights, some of which may be military, flights and will be arranged by NCSA HQ for deployment. This also applies to the leave period mentioned above.

d) Liability

Prior to deployment the Contractor shall provide, to the Contracting Officer, a certificate of conformity to deploy, which will clearly state that all minimum requirements are met.

The Contractor shall be liable for the physical safety and integrity of their employees. The Contractor has freedom of choice and independence over the means, measures and capabilities he deems necessary to execute and direct implementation of his contractual obligations. That does not exempt the Contractor from his obligation to observe all international, national and local laws, rules and regulations.

e) Time Frame

Contractors' Personnel nearing the end of their contracts should not be deployed if the duration of their deployment extends beyond the termination date of their contracts. In such cases personnel are to be back in their primary place of work a minimum of 5 working days prior to the contract expiration date to enable local administrative out processing action to be taken.

f) Clothing

Under exceptional circumstances, and should intelligence reports clearly indicate that civilian personnel wearing civilian clothes are intentionally targeted, then the Commander, to overcome this threat, may request contractor personnel to wear any dress that will blend them in with their military colleagues. Under such circumstances, local arrangements will be made for the provision of such clothing.

g) Food and Accommodation in the Theatre of Operations

NATO has available services for messing, lodging, water and laundry for the Contractor's personnel working under this contract. The Contractor/Contractor's personnel must pay on-site for the use of these services. All payment for these services must be made to the service provider in cash. The NATO local representative in the theatre of operations will inform the contractor's personnel upon his arrival regarding the actual rates and administrative procedures for obtaining the aforementioned services.

h) Firearms

The Contractor's personnel are prohibited from carrying or using firearms of any type for any purpose in theatre.

SECTION 3 – NCSA FURNISHED PROPERTY AND SERVICES

All computer/network related equipment and other office equipment will be provided.

SECTION 4 – CONTRACTOR/CONSULTANT FURNISHED SERVICES

No Contractor/Consultant furnished services are required.

SECTION 5 – DELIVERABLES

Monthly Execution Report

The contractor shall apply best efforts towards accomplishing the contract work effort.

-The contractor shall promptly notify the Contracting Officer in writing when there is an indication that premature exhaustion of the total labour hours will occur.

- It is understood and agreed that the monthly labour hour expenditure rate may fluctuate in pursuit of the technical objective. However, such fluctuations will be controlled to avoid exhaustion of total labour hours before the expiration of the term of the contract.

- It is further agreed that the contractor may submit written requests to accelerate the labour hour expenditure rate to exhaust the total authorized labour hours prior to the expiration date of this contract. If approved by the Contracting Officer, the accelerated performance shall be without increase in fee or profit, as applicable, and the transaction shall be formalized by Supplemental Agreement to the contract.

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