**SAMPLE – For Reference Only** – This sample is a redacted copy of a work statement accomplished under a NITAAC GWAC. A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the Contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach. **This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references and regulations to their own PWS/SOO/SOW.**

Splunk Professional Services

Statement of Work (SOW)

# Background

Detail removed.

# Objectives

Contractor support is required to perform ongoing administration, new solution design and implementation, application support, security analytics, and reports & visualization development of the world-wide Splunk-based audit log collection, retention, and reduction capability, the “Splunk Architecture”. Contractor support is also required to update and maintain technical documentation and diagrams for all elements involved in this project.

# Scope

The purpose of this acquisition is to create a contract for a total solution for Splunk Administration, Configuration, and Support Services.

The Contractor shall provide necessary software licensing and personnel required to meet the requirements outlined in this State of Work (SOW). The software and non-software support services to be acquired fall within the general areas of:

* Splunk Architecture analysis and improvement, including fault tolerance and/or high availability.
* Splunk Architecture improvement Roadmap Development.
* Continuity of Business and Disaster Recovery design analysis and improvement implementation for the Splunk Architecture.
* Installation, configuration, management, and optimization of Splunk software.
* Monitoring and optimization of Splunk Architecture performance.
* Analysis and improvement of configuration of data collection and data mapping.
* Analysis and improvement implementation of backup strategy for the Splunk Architecture.

The Contractor’s support services shall be focused on (but not limited to) the following technologies:

* Splunk Enterprise
* The Splunk App for Enterprise Security
* The Splunk App for VMware
* Splunk End User Behavior Analytics

# Specific Tasks

1. The Contractor shall not lead, manage, or supervise Government employees or the employees of other contractors. The Contractor shall ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of Splunk operations and analytics services and employ industry standard program management techniques (as defined by the Project Management Institute or equivalent organization). The Contractor shall collaborate with all project stakeholders to ensure the project is successfully completed and communicate and coordinate the resolution of all project related problems to the appropriate project Government lead. The Contractor shall provide the COR / Technical Task Manager In-Progress-Reviews (IPR). At the IPR the Contractor shall address, at a minimum: project scope and objectives; schedules, project cost estimates and expenditures; status; deliverables; risk; and proposed way ahead to address project issues.
2. Documentation. The Contractor shall develop, write, update, revise, maintain and publish products associated with the documentation of operational systems, configuration management, and any developing system plans and strategies as required. The Contractor shall provide support to the development of products for documents and briefings within the scope of this SOW. The Contractor shall develop system, application, and user documentation for both existing and newly deployed aspects of the Splunk Architecture. The Contractor shall provide the following documentation for each system or user application in the Splunk Architecture:
* System Documentation
* Training Documentation
* User Documentation
1. The Contractor shall provide necessary documents upon each completed phase of any initiated or ongoing projects:
* Inception phase documents shall include Vision, Use Cases, Data Modeling, Risks, Architecture, Infrastructure, Schedule, Cost Breakdown.
* Elaboration phase documents shall include Use Cases, Data Models/Procedures, Test Cases, Models.
* Construction phase documents shall include Source Code Baselines, Compile Time-Files, and Component executables.
* Transition phase document shall include User Guide, Analysis and Design Package, and Maintenance and Deployment Package.
* Other documents deemed necessary.
1. Task Order (TO) Management – Not Applicable.

# Deliverables/Delivery Schedules

## Basic Services

The Contractor shall provide support services for the administration and utilization of an enterprise-wide audit log collection, retention, and reduction capability based on Splunk software and associated Splunk Applications including Splunk Enterprise Security. The scope of the work includes tasks associated with the program management, infrastructure management, and analytics operations of a Splunk Enterprise Architecture resident on <AGENCY>s unclassified and classified networks at all <AGENCY> and <AGENCY> supported sites world-wide. Specific areas of performance may include, but are not limited to, those outlined in the remainder of Section 5 of this PWS.

## Project Management

Project Management is the method of planning, organizing, and managing resources to bring about the successful completion of specific project goals and objectives. The Contractor shall provide project management services as approved by the COR / Technical Task Manager. The Contractor shall lead, manage, and execute projects and project operations approved by the COR / Technical Task Manager, ensure production schedules are met and systems resources are used effectively.

The Contractor shall not lead, manage, or supervise Government employees or the employees of other contractors. The Contractor shall ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of Splunk operations and analytics services and employ industry standard program management techniques (as defined by the Project Management Institute or equivalent organization). The Contractor shall collaborate with all project stakeholders to ensure the project is successfully completed and communicate and coordinate the resolution of all project related problems to the appropriate project Government lead. The Contractor shall provide the COR / Technical Task Manager In-Progress-Reviews (IPR). At the IPR the Contractor shall address, at a minimum: project scope and objectives; schedules, project cost estimates and expenditures; status; deliverables; risk; and proposed way ahead to address project issues.

## Documentation

The Contractor shall develop, write, update, revise, maintain and publish products associated with the documentation of operational systems, configuration management, and any developing system plans and strategies as required. The Contractor shall provide support to the development of products for documents and briefings within the scope of this PWS. The Contractor shall develop system, application, and user documentation for both existing and newly deployed aspects of the Splunk Architecture. The Contractor shall provide the following documentation for each system or user application in the Splunk Architecture:

* System Documentation
* Training Documentation
* User Documentation

The Contractor shall provide necessary documents upon each completed phase of any initiated or ongoing projects:

* Inception phase documents shall include Vision, Use Cases, Data Modeling, Risks, Architecture, Infrastructure, Schedule, Cost Breakdown.
* Elaboration phase documents shall include Use Cases, Data Models/Procedures, Test Cases, Models.
* Construction phase documents shall include Source Code Baselines, Compile Time-Files, and Component executables.
* Transition phase document shall include User Guide, Analysis and Design Package, and Maintenance and Deployment Package.
* Other documents deemed necessary.

**Deliverables** **as annotated above**: Briefings and Presentations; Systems Briefings, Meeting Minutes: all documentation shall be in a format editable by the Government and maintained in the appropriate provided tool.

## Process Improvement

When required, the Contractor shall provide support as follows for process improvement activities as associated with tasks in this PWS:

* Develop and conduct Government-specific training about each process associated with tasks identified in the PWS.
* Develop coordination plans and project activities for the Government for developing and improving their processes.
* Develop coordination plans for use in the Government process databases.
* Develop pilot and beta test plans as well as plans for institutionalization, to include resources, training, and use of measurement and verification.
* Collect and analyze designated project/process measurement initiatives. The project/process measurement information will be acquired, in part, through monitoring and evaluating current and new processes, methods, and tools in pilot and beta tests.
* Assist in developing Return on Investment (ROI) estimates for improvements.
* Assist in drafting a plan for developing and maintaining standard processes and related process assets of the Government.

**Deliverables:** Training Plans; Process Maps; Process Implementation Plans; Process Improvement Plans; ROI Estimates; Standard Operating Procedures

## Action Officer/Administrative Support

The Contractor shall provide action officer support as directed by the COR / Technical Task Manager. Typical tasks include correspondence and presentations development; stakeholder collaboration and data gathering to accomplish assigned tasks; prepare reports, briefings, and correspondence from information gathered; and delivers products to and/or conducts briefings for the organization-tasking element. The Contractor shall adhere to the organization’s staff-officer guidance documents, typically in the form of staff SOPs.

When required the Contractor shall attend meetings, conferences, in-progress reviews (IPR), and work groups that are scheduled for the purpose of reviewing or coordinating activities in support of the Splunk Architecture. The Contractor shall prepare and present data, findings, and technical reviews, lead and participate in discussions within the scope of this PWS and prepare documentation for reports and minutes.

**Deliverables:** Report/Minutes, Record of Meeting. Technical Presentations.

## Professional Training

When required, the Contractor shall develop course materials, conduct training, and provide training sessions of a professional nature for <AGENCY> Government and/or contract staff. Training may be performed, based upon <AGENCY> needs, on-site (at Government facilities) or off-site. Such professional training may include orientations, technical classes, refresher courses, workshops, Computer-Based Training (CBT) or other delivery means.

**Deliverables:** Course Materials; Training Sessions

## Customer and/or User Support

The Contractor shall assist in resolving technical issues associated with the Splunk Architecture. The Contractor shall provide support staff with the technical experience and expertise to diagnose and resolve issues in a complex, multi-application network environment based on a three-tiered architecture. The Contractor shall provide staff with sufficient business knowledge in support of the applications to understand and provide assistance with any common and complex user issues of both technical and process nature.

## Requirements Management

 When required, the Contractor shall:

* Perform detailed evaluation of Information Systems audit and security log requirements.
* Examine and evaluate existing Splunk deployment schematics and related supporting documentation.
* Examine and evaluate the effects of any proposed modifications on system reliability.
* Verify operational effects of any changes on existing Splunk deployments.
* Recommend alternative solutions and provide documented rationale for the recommendation.
* Monitor changes to requirement baselines and ensure the documentation of revisions.
* Identify the impact of changes made to existing Splunk deployments.
* Participate in reviews to determine the completeness and consistency of requirements.

When required, the Contractor shall design or assist in developing Implementation Procedures, Site Preparation Requirements, and Installation Plans. As directed, the Contractor shall install at a prototype site, test site or production site; transition from a source site to a target site; and/or extend to production site(s); all developed, modified, or converted designs for the Splunk Architecture specified in the statement of work/PWS.

**Deliverables:** Implementation Procedures, Site Preparation Requirements, and Installation Plans

## Systems Infrastructure Management

### Operations and Maintenance.

System Operations and Maintenance is defined as all efforts required for the day-to-day operations and monitoring of the organization’s IT Systems to ensure reliable, uninterrupted access and availability. The Contractor shall provide Splunk Architecture infrastructure operations and maintenance. The Contractor shall update Splunk Architecture systems hardware and software to remain current with OEM specifications, industry best practices, and Federal mandates. Updates are executed in accordance with direction received from the organization’s change management process communicated through the organization’s Technical Task Manager. Updates shall not degrade system performance or availability. In coordination with the organization’s TTM, the Contractor shall test updates on 5% of all workstations to ensure compatibility.

The Contractor shall install, remove, or replace hardware and software as required to ensure consistent and reliable service availability for all customers. Installations and removals may result from repairs, end-of-life replacement, or other maintenance actions in accordance with direction received from the organization’s change management process via the Technical Task Manager. All installations and removals shall be in accordance with manufacturer and organization instructions and/or business processes. In the case of equipment and media disposal, the Contractor shall adhere to the organization’s business process and the guidelines defined in <AGENCY>.

The Contractor shall provide system administration services for the Splunk Architecture. Duties include but are not limited to the following: maintain integrity of the operating system; planning for and responding to service outages and other problems; development of operating scripts to support assigned tasks; conduct system software upgrades including planning and scheduling, testing, and coordination; workstation and server setup and administration; disk space planning and management; network storage administration; monitor and maintain continuity with system software licensing and maintenance agreement; provide the Government hardware and system software planning and budgeting recommendations; execute actions within approved timelines; participate in the organization’s change management process; consultant for computer problems beyond the knowledge of technical support staff; integrate new technologies into new and existing systems, including the transition and migration of corporate systems; isolate and resolve complex hardware and software problems involving applications, operating systems, hardware, communications infrastructure, or any combination thereof.

**Deliverables:** Operations Schedules and Procedures. System Performance Reports. System Operator’s Manual and/or a Software Operation Manual. System Functionality Metrics.

### Configuration Management

1. The Contractor shall examine, evaluate, monitor, and document baseline system and software configuration to maintain version control integrity. The Contractor shall develop a Change Management Plan for approval by the Technical Task Manager. The Contractor shall develop documentation to support Configuration Change Requests and present technical expertise in support of support the organizational Change Management Process. All system and software configuration changes will be approved by Technical Task Manager prior to implementation and supported with updated documentation.

**Deliverables:** Configuration Management Plan (CMP). Configuration Change Requests.

1. Application and Add-On Management. The Contractor shall provide support for Splunk application and add-on management. The Contractor shall acquire, install, and apply Splunk and third-party applications and add-ons to include but not limited to Splunk Enterprise Security, Splunk App for Windows Infrastructure, and Networks App for Splunk in order to increase the functionality of the Splunk architecture.

**Deliverables:** Splunk Applications; Splunk Add-Ons

1. The Contractor shall develop, test, document, deploy, and monitor Splunk remote configuration applications used to configure and control the Splunk Architecture.

**Deliverables:** Splunk Configuration Applications

### Security and Accreditation Support

The Contractor shall be responsible for accurate documentation generation and maintenance to support enterprise level authorization as defined by <AGENCY> policies. Accountable for the timely production, upkeep, and delivery of documentation in accordance with established schedules. Responsible for documenting all required security control areas in the authorization package body of evidence. Accountable for obtaining relevant information from engineering or other personnel necessary to accurately complete documentation. Perform security documentation reviews and identify gaps in the security posture resulting in recommendations for the inclusion into the risk mitigation strategy. The Contractor shall develop and update, as appropriate, the System Security Plan and Accreditation documentation in accordance with <AGENCY>

**Deliverables:** System Security Plan and Accreditation Documentation; Test Analysis Report

### Analysis and Design

The Contractor shall regularly analyze the Splunk Architecture and prepare updated designs intended to satisfy operational requirements. Design will include recommendations on processing hardware, storage, software, and any other elements needed for effective and efficient continuation of service functionality.

* Evaluate the functional and technical requirements of the Splunk Architecture infrastructure in support of the <AGENCY>’s environment
* Update designs for the Splunk Architecture
* Provide a technical overview of the Splunk Architecture design
* Review data sources and applications to support use cases and define success criteria
* Discuss roles and resources to support the functionality of the Splunk Architecture
* Discuss data onboarding
* Define training plan by role to support the implementation
* Discuss ongoing project plan
* Prepare designs in accordance with <AGENCY> standards
* Participate in joint design development with government engineers
* Validate and present designs for review
* Document user and operating procedures
* Maintain design documentation in designated repositories

**Deliverables:** Architectural Designs. Technical Overviews. Use Cases. Training Plans. Operating Procedures

### Test and Integrate

When required, the Contractor shall assess, analyze, and make recommendations for the integration of new hardware and software products and procedures into the <AGENCY> network environment to minimize the impact on and maximize effectiveness of the <AGENCY> Splunk Architecture. The Contractor sill examines current and emerging technologies for their effectiveness and/or potential to support customer requirements. The technologies, systems, and/or services to be examined may include legacy, migration, infrastructure, non- Government, and/or commercial. The Contractor shall be involved in the integration of new systems to ensure data collection and knowledge object integration into the Splunk Architecture. In support of these activities, the Contractor shall:

* Participate in analyzing functional requirements with reference to current baselines, state of open system technologies, and the level of data standardization as it related to Splunk and data-collection
* Participate in planning for migration of corporate and legacy applications to achieve architectural targets
* Provide support in the technical implementation of Splunk data collection with <AGENCY> systems
* Provide technical support in incorporating other tools and methodologies as they are adopted and selected by <AGENCY>, including hardware, software, and network communications into the Splunk Architecture
* Provide approaches in prototyping and testing

**Deliverables:** Integration Analysis. Industry Studies. Reports on Testing Results.

## Splunk Analytics Operations

### Knowledge Object Management

The Contractor shall provide support for data interpretation, classification and enrichment, construction of data models, management of knowledge objects (e.g. fields, extractions, tags, event types, lookups, workflow actions, aliases, macros, etc.), and data model acceleration. The Contractor shall perform data conversion and migration of data residing on legacy hardware, in legacy systems, or in newly integrated systems into the Splunk Architecture.

**Deliverables:** Data Models.

### Audit Requirements Management

The Contractor shall configure, operate, and maintain the Splunk Architecture in such a manner that the Splunk Architecture serves as the enterprise tool for auditing and continuous monitoring compliance in accordance with <AGENCY> requirements.

The Contractor shall utilize the Splunk Architecture to perform assessments of systems and networks within the network environment or enclave and identify where those systems/networks deviate from acceptable configurations, enclave policy, or local policy. The Contractor shall analyze network and computer system weaknesses, exposure, and vulnerabilities to provide recommendation for mitigation strategy. The Contractor shall support incident response, mitigation, and investigation actions. Responsible for performing Enterprise security audit functions for all assets to include vulnerability assessments, risk analysis, compliance assessment, and maintenance of the security auditor toolkit. Accountable for Security Assessment reporting and recommending mitigation strategies. Responsible for the integration of security products such as, but not limited, to HBSS, ArcSight, Tenable Nessus & Security Center, SolarWinds, MS System Center Configuration Manager (SCCM), and <AGENCY> current ticketing system.

**Deliverables:** Audit Reports; Compliance Reports; Splunk Query Results; Integration Plans; Assessments

### Reports and Visualizations Management

The Contractor shall generate reports dashboards, visualizations, alerts, etc. to support <AGENCY> ability to perform auditing, continuous monitoring, and Information Operations Intelligence utilizing the Splunk Architecture. The Contractor shall perform security-related investigation via Splunk App for Enterprise Security and additional Splunk apps as they apply. The Contractor shall enact incident response and remediation workflows from Enterprise Security, customize queries, and promote advanced searching, forensics, and analytics.

**Deliverables**: Splunk Reports, Splunk Dashboards, Splunk Visualizations, Splunk Event Alerts.

### Information Technology Operations Analysis

The Contractor shall collect, analyze, and publish System Performance Metrics in support of process improvement and other initiatives throughout the contract lifecycle. The Contractor shall collect, analyze, disseminate, publish, and brief system metrics collected during each period. The Contractor shall under guidance from the Technical Task Manager configure Splunk Architecture to collect and report IT operational analytics in support of increasing <AGENCY> visibility and knowledge of network and computer system performance and optimization.

**Deliverables:** System Metrics Report; Splunk Reports, Splunk Dashboards, and Splunk Event Alerts

## Surge

In addition to the performance requirements of this PWS, surge staffing may be required to support operational needs including, but not limited to support to exercises; and to establish, maintain, or repair hardware, software AND or networks. Surge support will be as directed by the government TTM with approval by the COR and CO with no less than one-week advanced notice whenever practical. Surge staffing will be defined in a separate CLIN. Surge expenditures will not exceed 30% of the total contract requirement. Surge staffing may be either overtime or additional personnel. The Government will notify the Offeror WRT an impending surge and the intention to enact a surge IA W FAR 52.212-4 ( c ), which stipulates the requirement for a bilateral agreement between both party’s WRT changes within the contract. The Contractor shall provide a surge plan within thirty days of award.

## Contractor Management Reporting (CMR)

Details removed.

### Performance Requirements Summary

In Table 1 below, the Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Table – Performance Requirements Summary (PRS) Table

| **Performance Objective****(The Service required - usually a shall statement)** | **Standard** | **Performance Threshold****(This is the maximum error rate. It could possibly be “Zero deviation from standard”)** | **Method of Surveillance** |
| --- | --- | --- | --- |
| PRS # 1. The contractor shall perform Project Management. PWS paragraph 5.2 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 2 The contractor shall perform project documentation. PWS paragraph 5.3 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 3 The Contractor shall support process improvements. PWS paragraph 5.4 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 4 The Contractor shall perform Action Officer / Administrative support. PWS paragraph 5.5 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 5 The Contractor shall provide Professional Training. PWS paragraph 5.6 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 6 The Contractor shall provide Customer and/or User support. PWS paragraph 5.7 | In accordance with PWS Task # XXX | No greater than one customer complaint per period | Validated Customer Complaint received by COR or Technical Task Manager |
| PRS # 7 The Contractor shall perform Requirements Management. PWS paragraph 5.8 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 8 The Contractor shall perform System Infrastructure Operations and Maintenance. PWS paragraph 5.9 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 9 The Contractor shall perform Configuration Management. PWS paragraph 5.9.2 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 10 The Contractor shall provide Security and Accreditation Support. PWS paragraph 5.9.3 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 11 The Contractor shall perform systems Analysis and Design. PWS paragraph 5.9.4 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 12 The Contractor shall perform Test and Integration activities. PWS paragraph 5.9.5 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 13 The Contractor shall perform Knowledge Object management. PWS paragraph 5.10.1 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 15 The Contractor shall perform Audit Requirements Management. PWS paragraph 5.10.2 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 16 The Contractor shall perform Reports and Visualizations Management. PWS paragraph 5.10.3 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |
| PRS # 17 The Contractor shall perform Information Technology Operations Analysis. PWS paragraph 5.10.4 | In accordance with PWS Task # XXX | Zero deviations from standard | Periodic Surveillance by COR or Technical Task Manager |
| PRS # 18 The Contractor shall perform Contractor Management Reporting. PWS paragraph 5.12 | In accordance with PWS Task # XXX | Zero deviations from standard | Random Sampling by COR or Technical Task Manager |

### Deliverables Schedule

Table 2 below contains a list of deliverables, and associated delivery information/requirements.

Table - Deliverables Schedule

| **Deliverable** | **Frequency** | **# of Copies** | **Medium/Format** | **Submit to** |
| --- | --- | --- | --- | --- |
| Weekly Update of work performed. PWS paragraphs 5.2 | Weekly | Varies  | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Project Management Plan; PWS para. 5.2, 5.3 | Within 30 days of being awarded contract; Upon request; Before initiation of any new project initiatives  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Monthly Status Report; PWS para. 5.2 | Monthly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Training Plans; PWS para 5.3, 5.4 | Within 30 days of being awarded contract; Before initiation of any new project initiatives  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Process Maps; PWS para 5.3, 5.4 | Monthly; Upon change of process; Before initiation of any new project initiatives  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Process Implementation Plans; PWS para 5.3, 5.4 | Upon request; Before initiation of any new process initiatives  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Process Improvement Plans; PWS para 5.3 5.4 | Quarterly  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| ROI Estimates; PWS para 5.3, 5.4 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Standard Operating Procedures; PWS para 5.3, 5.4 | Quarterly; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Meeting Report/Minutes; PWS para 5.3, 5.5 | Within 48 hours of meeting | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Record of Meetings; PWS para 5.3, 5.5 | Weekly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Technical Presentations; PWS para 5.3, 5.5 | Upon request; As required part of update or project initiation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Course Materials; PWS para 5.6 | Upon request; One week prior to training initiation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Training Sessions; PWS para 5.6 | Upon request; As required part of update or project initiation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Implementation Procedures; PWS para 5.8 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Site Preparation Requirements; PWS para 5.8 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Installation Plans; PWS para 5.8 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Operations Schedules and Procedures; PWS para 5.9 | Upon request; Monthly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| System Performance Reports; PWS para 5.9 | Upon request; Monthly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| System Operator’s Manual and/or a Software Operation Manual; PWS para 5.9 | Upon request; Reviewed monthly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| System Functionality Metrics; PWS para 5.9 | Upon request; Monthly | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Configuration Management Plan; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Configuration Change Requests; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Applications; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Add-Ons; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Configuration Applications; PWS para 5.9 | Daily as required for Splunk Architecture configuration | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| System Security Plan; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Accreditation Documentation; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Test Analysis Report; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Architectural Designs; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Technical Overviews; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Use Cases; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Training Plans; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Operating Procedures; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Integration Analysis; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Industry Studies; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Reports on Testing Results; PWS para 5.9 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Data Models; PWS para 5.10 | Upon request; As part of new project initiative or process improvement recommendation | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Audit Reports; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Compliance Reports; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Query Results; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Integration Plans; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Assessments; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Dashboards; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Visualizations; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Event Alerts; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| System Metrics Report; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Splunk Reports; PWS para 5.10 | Daily as required for auditing functions and continuous network and IT Ops monitoring | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |
| Contractor Management Report; PWS para 5.12 | Upon request; Quarterly  | Varies | By email or shared storage, Appropriate electronic format | Relevant <AGENCY> technical personnel and TTMs  |

# Contract Type

Details removed.

# Place of Performance

Details removed.

# Period of Performance

The period of performance shall be for one (1) Base Year of 12 months and four (4) 12-month option years.

# In Progress/Quality Control

##  Quality Control

The Contractor is responsible for the quality of all work performed by contractor personnel and shall guarantee all workmanship. The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor’s quality control program is the means by which he assures himself that his work complies with the requirement of the contract. The Quality Control Plan shall be delivered within the Contractor’s technical proposal at proposal submission. Thereafter, any Contractor change to the QCP shall be submitted within 5 working days to the CO and COR for review and acceptance. The Government may find the QCP "unacceptable" whenever the Contractor’s procedures do not accomplish quality control objective(s). The Contractor shall be notified to revise the QCP within 5 working days from receipt of notice that QCP is found "unacceptable.” After acceptance of the quality control plan the Contractor shall receive the contracting officer’s acceptance in writing of any proposed change to his QC system.

##  Quality Assurance

The government shall evaluate the Contractor’s performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

# Security

Details removed.

#  Government Furnished Equipment (GFE)/ Government Furnished Information (GFI) and Contractor Furnished Items and Responsibility

Details removed.

#  Packaging, Packing, and Shipping Instructions

The Contractor shall ensure that all items are preserved, packaged, packed, and marked in accordance with best commercial practices to meet the packing requirements of the carrier and to ensure safe and timely delivery at the intended destination. All data and correspondence submitted shall reference:

* The CIO-SP3 Task Order Authorization Number
* The NITAAC Tracking Number
* The government end user <AGENCY>
* The name of the COTR

##  Containers shall be clearly marked as follows:

* Name of contractor
* The CIO-SP3 Task Order Authorization Number
* The NITAAC Tracking Number
* Description of items contained therein
* Consignee(s) name and address

#  Inspection and Acceptance Criteria

N/A

#  Accounting and Appropriation Data

This award is subject to the availability of funds prior to the award.

# Other Pertinent Information or Special Considerations

Details removed.

# Post-Award Administration

Details removed.

#  Key Personnel

1. **Project Manager**. The Contractor shall provide a Project Manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the manager is absent shall be designated in writing to the contracting officer. The Contract Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The Project Manager or alternate shall be available as required by the customer to address any issues related to the performance of the contract. The Project Manager identified would be a resource which serves in this capacity as an additional duty.
2. **Splunk Implementation Specialist/Administrator**. The Contractor shall provide Splunk Implementation Specialist/Administrator as required by the SOW. The Implementation Specialists shall be available for forty (40) hours per week during the times listed in section 1.6.4. The Implementation Specialists shall be responsible for performing all tasks identified in section 4 of this SOW. Qualifications for the Implementation Specialists are listed below:
* 24 semester hours in mathematical, engineering, and/or quantitative analysis courses.
* 10 or more years of experience designing, installing, maintaining, and supporting Enterprise IT systems.
* At least five (5) of the years of experience must have been at the Senior Engineer level or higher, and at least three (3) years of specific experience with Splunk implementation and administration is required.
* Hold certification qualifying for DOD 8570 IT-II appointment, with specific Computing Environment (CE) certificate in Linux OS administration.
1. **Splunk Security Analysts.** The Contractor shall provide Splunk Security Analysts as required by the PWS. The Security Analysts shall be available for forty (40) hours per week during the times listed in section 1.6.4. The Security Analysts shall be responsible for performing all tasks identified in section 5 of this SOW. Qualifications for the Security Analysts are listed below:
* 24 semester hours in mathematical, engineering, and/or quantitative analysis courses.
* 15 or more years of experience in Information Assurance related to Enterprise IT systems.
* At least 5 of the years of experience must have been directly related to the monitoring for, detection of, and response to security incidents on Enterprise IT networks, and specific experience with Splunk Enterprise Security products is required.

# Transition Plan

The task order award is planned to be made before transition in order to accommodate the personnel security clearance process and ensure contractor personnel meet clearance requirements before starting work. The Contractor shall begin the process of transitioning personnel in coordination with the COR/TTM and user organizations immediately following completion of all security clearance requirements. Contractor will be required to adhere to HQ contractor in/out processing requirements. Full contractor performance begins upon completion of all transition activities with incumbent or within 30 days of task order award, whichever comes first. The Contractor shall complete the transition of its workforce within 30 days of task order award.

Task Order Transition, Phase-In, and Phase-Out. The Contractor shall provide the efforts included in its proposed Transition Plan. The phase-in period begins at task order award. The phase-out period will begin in accordance with the Transition Plan.

Transition Plan. The Contractor shall provide a detailed transition plan with associated timelines for tasks that addresses both phase-in and phase-out for the task order. This plan shall be submitted with the Contractor’s proposal and should be updated as appropriate throughout the period of performance.

Phase-In Activities. The Contractor shall include in its transition plan and perform, at a minimum, the following activities during the phase-in period:

* Detail removed
* Detail removed
* Etc.