

**NMCI NOC Tour Participant Q&A**

Item	Question/Comment	Response
1	During the tour there were no noticable VTC or VoIP specific capabilities. Where are they managed?	VTC is managed at all NOCs and support is provided by the sun (0800-1700 local). VoIP is managed at NRFK NOC (all VoIP deployments are on east coast).
2	Is WAN management done the same way on the secure and non-secure sides?	Yes.
3	There was no mention of VDI management or the VDI Pilot. Can that be addressed more specifically in the future?	More specifics for VDI have been included in the NGEN RFP in section 3.3.40.1 of the PWS. Also, additional design docs are housed in the NGEN MITRE Technical Data site.
4	There was no discussion of mobile device management.	Mobile devices are managed by NAVFAC
5	How many seats are there in each NOC -- Norfolk, San Diego, Pearl Harbor, and Quantico?	Seat counts are not available. Only square footage will be provided.  Norfolk NOC = Approx. 65K sq ft Norfolk Service Desk = Approx. 55K sq ft  San Diego NOC = Approx. 41,870 sq ft (exact division between the server farm area and NOC operations is not known)  Pearl Harbor NOC = Approx. 47,250 sq ft (exact division between the server farm area and NOC operation is not known)
6	Does NOC staffing vary from peak time to non-peak time?	Yes.
7	How many seats are in the classified NOC?	See question 5.
8	If Remedy is being replaced by SM7 in the classified NOC when will that be completed?	The incumbent contractor is in the process of replacing Remedy software with SM-7 software in the classified NOC; projected to be completed in the fourth quarter of calendar year 2012.
9	What is the backup for the Norfolk NOC and what services are backed up? What are the backups for the other NOCs? Are desktops backed up?	All three NOCs can operationally transfer monitoring and management responsibilities to each other. The only services that are backed up are Directory and NIPR/SIPR transport services. Server Farms that support the specific NOC are not backed up at other NOCs. Data is backed up locally at each Server Farm. Desktops are not backed up.
10	What is the mix of Virtual Servers to Hardware Servers?	35% Virtual, 65% Physical
11	How old are the batteries in the UPS units (on average)?	The government does not have sufficient data vitality to provide average age of the UPS battery inventory. Batteries are replaced as part of TRP as they fail.
12	When is the SAN 3 hardware scheduled to be replaced?	SAN refresh schedule is pending.
13	In the Help Desk what is the mix of Navy personnel to contractor? Percent uniformed or Navy civilian to contractor?	Help desk personnel are all contractors. Any Navy/USMC personnel (uniformed or civilian) are present only in a C2 or training capacity.
14	How many classified seats exist in each of the 3 Help Desk locations -- Norfolk, Pearl Harbor, and San Diego?	See question 5.
15	How many total seats are there in each location?	Refer to RFP attachment J-10.
16	What network connectivity does Oceania have if network connectivity to the Norfolk NOC is severed?	Sites are not point to point, it traverses the DISN node. NIPR connectivity is redundant at the Transport Boundaries and will fail over to another NOC/B1.

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17	How was the Millington data center recovered?	After the flooding the Millington Data Center files were recovered from backups made the evening prior to the loss of power. All backup files and exchange tapes rescued from the Millington server farm were sent to the Philadelphia Network Operations Center (NOC), where they were downloaded onto the server farm at this location. These files were rehomed at either the Philadelphia or Norfolk NOC.
18	What/Who sets performance thresholds for network operations?	PMW-205 has defined performance levels in RFP Attachment 13, Service Level Requirements. Network monitoring triggers are set by the Service Providers in conjunction with Net Ops.
19	How are "RED" statuses tracked/resolved?	Any network event that meets the established thresholds as well as infrastructure incidents are tracked and resolved thru the Incident Management Process.
20	With regard to the Cyber Security Operational Picture displayed in the NOC, what are the things actually measured that are then translated into Red-Yellow-Green visualization?	The Cyber Security Operational Picture that was displayed in the NOC is a subscription to a Symantec webpage that is available to the general public. The webpage does not provide an official security operational picture for Navy networks. The link is located at: <a href="http://securitywizardry.com/radar.htm">Http://securitywizardry.com/radar.htm</a>
21	The Norfolk NOC had a Computer Network Defense (CND)function/responsibility. What are the differences between its role and responsibilities and those at the NCDOC for CND?	The Norfolk NOC provides Information assurance and security functions. All Computer Network Defense (CND) functions are NCDOC's responsibility.
22	There are air conditioning units in the NOC monitoring areas. Who maintains these units?	Maintenance of the A/C units is a subcontracted effort.
23	Are individual desk tops backed-up? If so, with what frequency (i.e. daily)?	Not as basic service. Individuals can order back-up services for individual users.
24	Are there redundant levels of CRACs or tier levels of facilities? Is there a standard or level that is strived for?	At the NOC in Norfolk the raised deck area of the server farm is shared by NMCI with other Government IT programs. Consequently, those CRAC units are owned and maintained by the Government. At facilities containing NMCI installed CRAC units, the incumbent contractor's design criteria is N+1 redundancy (approximately a 20% redundancy).
25	When will the Navy take ownership of legacy software currently in operational use? Presumably, at somepoint during the Continuity of Service Contract (CoSC) the Navy needs to take titlement of software used by HP to operate the network.	Please refer to RFP Attachment J-18 for a discussion of the Navy's software acquisition approach, the software that will be provided as GFP and the additional functionality the Offerors must provide. For all software provided by the Government as directed GFP under NGEN, the Government will ensure the software is available prior to transition as agreed upon by the Government and successor Contractor(s).
26	In the NMCI Overview brief, does the 2,100+ location include USMC locations as well as USN locations?	Yes.
27	Are server farms in Japan part of NMCI or ONE-NET? (Re: NMCI Overview Brief, Slide 4)	Server farms in Japan are part of NMCI.
28	Where are NCIS service desk qualified personnel? Are there other unique service desk qualifications? (Re: NMCI Overview Brief, Slide 9)	NNPI and NCIS Service Desk Personnel are located in Norfolk and Boise Service Desks.
29	When the Government buys back generators and chillers, will bidders have to propose full operations and maintenance for GFE to include fuel, preventative maintenance, testing, etc.? (Re: NMCI Overview Brief, Slide 12-13)	No. Fuel is not GFP.

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30	Is SAN in the server farm a part of SAN a part of SAN 3 or 4?	Both SAN 3 & 4 exist in the environment.
31	What is the specific capability and capacity of HVAC at server farms and data centers? Is the Contractor or Government responsible for HVAC operations, maintenance and/or performance?	Capability and capacity depends upon the site, as does responsibility for HVAC operations & maintenance. At sites where NMCI solely occupies the server farm/data center, the contractor is responsible. However, at sites where the raised deck area is shared with other Government programs, generally the Government is responsible.
32	What is the process to get demo units on the server farm floor? How are they certified and accredited?	Demo units are only allowed in the PCL for connectivity and testing. After the units are certified/accredited, at that point they can be connected to the SF. If NetApp units were identified in the SF, then they are either already certified/accredited or pending certification/accreditation before connecting.
33	What method of Comm is used to affect C2 between the Government BWC and Contractor in the NOC? Who maintains those Comm links and are they GFE?	The Comms consist of shared tools, emails, and telephone service. The vendor is responsible for maintaining the assigned Comm links. The associated equipment is GFP.
34	After the transition to NGEN when USN takes ownership of the network, how will the C2 process between NNWC and the Contractor be conducted?	The Navy is developing its Concept of Operations (CONOPS) to describe C2 processes. Upon completion, the CONOPS will be shared with prospective offerors. The Government touch points are identified in the 11 services detailed in the PWS. Continuous Service Improvement Plan (CSIP) as identified in PWS section 3.2.2 will be used to further enhance the C2 processes with the contractor.
35	What types of power are required/available in server farms? Single Phase, 3-Phase?	The basis of design for the server farms is 3 phase 480 volt, & for the micro-server farms it is 3 phase 208 volt.
36	What tool is used for Knowledge Management within Remedy and SM7?	SM7 is used for Knowledge Management .
37	SM7 was referenced as an event management tool - is that for tickets only or full event management?	SM7 is used for full event management.
38	What is the Security tool used in the NOC on screen 4?	The Cyber Security Operational Picture that was displayed in the NOC is a subscription to a Symantec webpage that is available to the general public. The webpage does not provide an official security operational picture for Navy networks. The link is located at: <a href="http://securitywizardry.com/radar.htm">Http://securitywizardry.com/radar.htm</a>
39	Is configuration control joint within Navy and the incumbent? Or are configuration changes approved by the Navy after incumbent recommendation?	Navy will be the final approval for all configuration changes based on contractor recommendations or government directed action.
40	Is there a minimum number of product and configurations to review for Configuration Control Board decision by Navy or is it up to the incumbent?	It is up to the Contractor to determine the number of configuration changes to be reviewed. It should also be noted that the Government intends to reduce the number of configuration changes made to the network.
41	Are the generators and chillers going to be GFP for NGEN even though they are incumbent provided?	The generators and chillers will be GFP.
42	Is GFP (generators) also provided fuel by Government sources on base?	No. Fuel is not GFP.
43	Is the SAN in the NOC space SAN 1, 2, 3 or 4? Is it different between NOC and server farm or colocated for efficiency?	SAN 1 & 2 have been removed. Both SAN 3 & 4 exist in the environment and are the replacements for SAN 1 & 2. SAN 3 & 4 were colocated by the incumbent and the Government cannot speculate as to why they were colocated.

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44	Is there a particular reference on the NGEN MITRE Tech Data site specific to the SAN serving the NOC space?	There is no particular reference on the NGEN MITRE Tech Data site specific to the SAN serving the NOC space. All data regarding SAN specifications and locations are available in the Technical Data Reading Facilities.
45	Is DSS at server farms different services at Norfolk?	No. Directory services is an enterprise-wide capability.
46	Is the storage between homed NOC and server farms redundant?	Storage is virtualized at the Server Farms but not at the enterprise level.
47	Does 175K monthly contacts include classified and unclassified totals (for service desk)?	No. The 175K monthly contacts is UNCLAS only. There are approximately 12K CLAS monthly contacts.
48	Is there a managed tape library outside of the STK silos?	The only tape library that exists is at Iron Mountain. All tapes are being decommissioned and going to disk to disk.
49	Are there any manually mounted tape drives?	No. All offline storage is going onto disks
50	What is the ratio of VIP support vs. service desk agents at Norfolk? Is this representative of all four NOCs?	VIP support is only provided from the Norfolk Service Desk. The sample VIP call volume can be used to establish the ratio of VIP support.
51	Does the 384K seats include USMC?	Yes.
52	Will the call volume data for all service desk locations (ACD data - ASA, abandon rate, etc.) be provided in the TDR FACs?	All service desk data provided in COSC CDRLs are provided in the TDRFAC and on the MITRE site.
53	How many tapes are shipped off-site daily/weekly?	Under NGEN, there are no tape management requirements anticipated. The tape data backup system is being phased out
54	Please provide the status of asset and configuration modules.	AM5 implementation is complete. CM modules/functions pending per incumbent roadmap.
55	What is the extent of integration between Incident, Asset, Change and Configuration?	These processes are part of the NGEN process definition model (NPDM) which is an integrated service management process framework. An ITSM Service Management Integration Activity (SMIA) will be conducted to determine the integrated service management activities required of the contractors. The modules are not all on line yet; integration is under development
56	Who is responsible for maintaining the underfloor cabling in the Data Center (inclusive of server to desktop/end-user definition)?	Incumbent is responsible for underfloor cabling in the Data Center.
57	How many, or what percentage, of the 800K user accounts are active accounts? How many are archived? Is this count Navy/USMC or only Navy? (Re: NMCI Overview Brief)	Active Accounts: USN-550k NIPR/50k SIPR USMC-200k
58	Is SM7 fully deployed across both domans, SIPRNET and NIPRNET?	No.
59	Is 1,800 ports per service desk location a requirement at each location?	The Navy has not specified this as a requirement.
60	How large is the MILDET at each site?	Currently, the SD MILDET has 45 military personnel and NORVA MILDET has 52 military personnel.  SD MILDET technically sunsets 10/1/2011 and is ramping down now, no new sailors are billeted and all existing are just finishing their rotation.  NORVA MILDET will continue to run as-is until the end of CoSC.
61	Is there any effect of Navy DCC efforts on server farm?	DCC requirements as they pertain to server farm are captured in the Technology Refresh and Modernization in the NGEN RFP.

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62	What tool is providing the cyber security operational picture?	The Cyber Security Operational Picture that was displayed in the NOC is a subscription to a Symantec webpage that is available to the general public. The webpage does not provide an official security operational picture for Navy networks. The link is located at: <a href="http://securitywizardry.com/radar.htm">Http://securitywizardry.com/radar.htm</a>
63	What is the breakdown, number or percentage, of 8570 security classifications? This affects availability and staffing as well as the training costs for personnel.	The basic references, DoDD 8570.1 and DoD 8570-01M w/ch3 are unclassified and openly available. There are no classifications, only technical categories. If the question concern how the incumbent has implemented 8570, then all available documentation is in the TDR FAC.
64	Is EPMD going to be provided as GFE?	Yes. EPMD will be provided as GFP. See Attachment 18 of the RFP.
65	Is SM7 going to be provided as GFE?	No. See Attachment 18 of the RFP.
66	Is Remedy going to be provided as GFE?	No. See Attachment 18 of the RFP.
67	Is Net Vigil/Net Cool going to be provided as GFE?	No. See Attachment 18 of the RFP.
68	Is ONE-NET included in the NGEN RFP for Increment 1?	ONE-NET services are not included in the NGEN RFP for Increment 1. There is, however, a requirement under Increment 1 to provide ONE-NET site surveys and that requirement is captured in the NGEN RFP.
69	Can the service desk calls be broken down into buckets (simple, complex, network specific, VIP calls, etc)? This detail is important to size/staff located as service desks. Likewise, data such as normal surge and variability affect staffing. Clarity in this critical area is important.	All service desk data provided in COSC CDRLs are provided in the TDRFAC and on the MITRE site.
70	What is the HD call breakdown - USN to USMC? NIPR vs SIPR? COIs (NNPI, NCIS, etc.)? Mobile?	All service desk data provided in COSC CDRLs are provided in the TDRFAC and on the MITRE site.
71	What are the CCRI results of the NOCs?	CCRI results are classified and were not part of the tour or brief.
72	Are the SPAWAR PDS certifications available for the server farm?	PDS data will be posted to the NGEN technical data repository. A FBO announcement will be made once the PDS data is available.
73	Are classrooms used to train NetOps, CTRs and end-users?	No. The classrooms are GFF used for incumbent service desk and NOC personnel training.
74	What type of formal training does service desk personnel receive?	Service desk personnel receive two week in class call center support training to include policies, scripting and support software. An additional one week (under instruction) share training is provided before an agent is fully assigned to a team.
75	Is there any escalation process within a parameter that could be defined as "reasonable amount of time has passed" after request and without any testing being done?	The Government is refining its monitoring procedures to support timely testing and introduction of new technologies on its network. Any refinements to the present processes will include the Government's final approval for introducing any new technologies.
76	Is there another PCL that vendors could process tandem requests with HP PCL and another government sponsored PCL (like ??SPAWAR) to ensure testing is completed in a timely manner to offer to DoN before the next major release or version of the technology is approaching before the testing request has been granted or processed?	The Government is refining its monitoring procedures to support timely testing and introduction of new technologies on its network. Any refinements to the present processes will include the Government's final approval for introducing any new technologies.

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77	<p>Would a vendor provided PCL be considered as sufficient for government representatives to audit for the PCL process? If so, it could be prudent to have a sponsored or endorsed vendor pooled lab to help offset the backlog on the alternatives in (a) or (b) and how would industry present that for endorsement to the Navy DAA to gain approval and precedence as an "approved" testing facility?as a vial has not even began?</p>	<p>The Government is refining its monitoring procedures to support timely testing and introduction of new technologies on its network. Any refinements to the present processes will include the Government's final approval for introducing any new technologies.</p>
78	<p>Finally, if the PCL in San Diego will be retired at the end of COSC with the government assuming responsibility and ownership for the infrastructure assets, does that include the PCL? If not, would it be fair to assume that there will be a new government owned PCL that could facilitate processing our proving test plans/scenarios that we could request our backlogged products in tandem to the PCL in San Diego?</p>	<p>The Enterprise Services contractor will provide the Lab , the Transport Services contractor will provide their required components to the lab for testing. As stated in the NGEN PWS section 3.3.13</p>
79	<p>Last scenario would be if the vendor or industry has an acceptable PCL would the government be amenable to allowing vendors to produce the C&amp;A packages with that privately owned PCL test results and associated documentation as an alternative or in addition to the above to reduce the backlog.</p>	<p>The Government is refining its monitoring procedures to support timely testing and introduction of new technologies on its network. Any refinements to the present processes will include the Government's final approval for introducing any new technologies.</p>