STATEMENT OF WORK FOR Systems Administrator

NON-PERSONAL SERVICE

DESCRIPTION OF SERVICES

1. Introduction: This statement of work (SOW) for non-personal service sets forth the requirements for a **Systems Administrator** located at the Joint Contracting Command, Camp Eggers Afghanistan.

1.1 Requirements. Requirements for the services reflected in this SOW are specified throughout this SOW. The contractor shall comply with applicable DoD, Army publications and instructions, or the most current version of referenced material and its specified replacements, in performance of this SOW, unless otherwise noted.

1.2 SOW Organization: Major service, and sub-services are addressed in paragraphs throughout this SOW.

1.3 Description of Service: This SOW identifies the requirements for a **Systems Administrator** for the Joint Contracting Command, Camp Eggers, Afghanistan.

**Systems Administrator**

1.4.1.1 **Systems Administrator Duties**:

1. Maintain the efficient operation of three separate servers associated with the Procurement Desktop Defense (PD2)/Standard Procurement System (SPS) system administration:

a. Conduct system administration duties for the SPS system, to include creating, deleting and customizing users’ accounts, queues, workgroups and stations, troubleshooting and resolving problems using the relevant software, managing and maintaining servers and subsystems, and ensuring minimal down time.

b. Troubleshoot, evaluate and diagnose problems from File Servers to network electronics associated with the SPS system—to include coordinating with other administrators at various installations in order to resolve problems.

c. Act as primary POC for the installation on Procurement Desktop Defense(PD2)/Standard Procurement System (SPS) integration issues as directed by Kabul Regional Contracting Center (KRCC), to include teleconferences that require SPS expertise.

d. Provide technical support for configuration, installation, problem isolation, and problem resolution, as well as installing any required patches or updates as directed by Kabul Regional Contracting Center (KRCC) or designated representative.

1.4.1.2 Qualification:

Technical skills and expertise in the following:

Platforms: Windows XP/2000/NT4/98/95/CE, Server 2000/2003, AS400

Networking: DHCP, WINS, DNS, TCP/IP, Cisco IOS, SMTP, FTP, MS Exchange 5.5,2000 and 2003, Watchguard, ISA Server 2000, IIS 5.0, Citrix MetaFrame XP, Windows Scripting Host, Windows Management Instrumentation, Symantec Anti-Virus, Ghost, pcAnywhere, Veritas Backup Exec

Hardware: Dell & HP Servers/Workstations, Cisco Routers/Switches, VPN Concentrator, Adtran CSU/DSU, HP Printers, Sharp Copier/Fax/Printer/Scanner, IDirect, Directwav, Motorola,

Software: SQL 7.0, IIS 5.0, MS Office 2003/ XP/2000/97, Lawson, Crystal Reports 9, Heat PowerDesk, Track IT, Corel Suites

Contracting Software

Application Skills:

1. Data Pulls: Expertise to manipulate data pulls to create customer reports from the Joint Contingency Contracting System, and Procurement Desktop Defense(PD2)/Standard Procurement (SPS) system.

2. Excel Pivot Tables: Expertise with operational usage and application with Excel Pivot Table Reports: Add or removing data, rearranging layouts, preparing source data, customizing pivot tables derived from the Joint Contingency Contracting System, and Procurement Desktop Defense(PD2)/Standard Procurement (SPS) system.

3. Army Contracting Business Intelligence System(ACBIS):

Expertise with the ACBIS web-based business intelligence (BI) system that provides the capability to analyze and provide reports and ad hoc queries from the Procurement Desktop Defense (PD2)/Standard Procurement System (SPS) system

PROFESSIONAL MCP - Windows 2000 - 70-210

CERTIFICATIONS A+ Certified

* Secret Security Clearance

1.4.1.3 Experience:

* Maintain NIPR, SIPR and CENTRIX networks
* Setup new users and maintain accounts for all 3 networks.
* Manage Active Directory for KMTC OU
* Run Reports out of the Joint Contingency Contracting System, and Procurement Desktop Defense (PD2)/Standard Procurement (SPS) system for Joint Contracting Command Iraq/Afghanistan staff
* Add Users to Procurement Desktop Defense (PD2)/Standard Procurement (SPS) system and Joint Contingency Contracting System (JCCS).
* Fix group policy issues in the management console with pushes being handed down from two separate camps in Afghanistan.
* Troubleshoot Exchange issues IE connectivity and mail routing issues with emphasis on coalition users talking to home station servers.
* Build user accounts on Exchange.
* Build and setup replacement servers in all aspects IE DNS, DHCP, domain controllers and so on.
* Work with the NOC to setup VLAN on switches as well as port security issues.
* Troubleshoot issues with computer naming convention and replacing equipment on the network.
* Recommend/purchase/issue equipment to all departments
* Install VSAT’s for base personal internet systems.
* Configure desktop, and laptops.
* Support Windows XP workstations, including MS Office, e-mail, TCP/IP and printing.
* Troubleshoot issues for the military concerning biometrics.

Experience/operational skills within the following Environment:

Windows XP, Cisco Routers/Switches, 3 Com Routers/Switches, MS Office, TCP/IP, Laptops, Windows Servers, and HP handheld devices

1.4.1.4 Disclaimer: The government reserves the right to request any employee to be replaced within ten (10) days of written notification due to 1) inability to perform duties 2) failure to adapt, 3) excessive tardiness or absence, or 4) any other reason deemed by the COR and approved by the Contracting Officer.

1.4.2 Duty Hours

1.4.2.1 Systems Administrator will work fifty five (55) hours a day, six (6) days per week.

1.4.2.2 Contracting Officer Representative (COR) for this requirement will be identified upon contract award. A replacement COR will be appointed prior to the departure of the current COR.