PERFORMANCE WORK STATEMENT
For Cadet and Faculty Academic Mission IT and ET Support Service
01 August 2017

1. GENERAL INFORMATION/DESCRIPTION OF SERVICES AND DELIVERABLES

1.1. The Dean of Faculty provides undergraduate educations for approximately 4200 students annually in support of the US Air Force Academy (USAFA) mission to create officers of character. A key factor in maintaining status as a "world-class institution of learning" is providing faculty, staff, and students reliable access to modern information technology (IT) and educational technology (ET).

1.2. Background. USAFA/DF requires non-personal, non-mission essential IT and ET services to the newly created and accredited Cadet and Faculty Academic Mission (CFAM) "system". CFAM is a collection of computer clients, small networks, and labs used for the execution of the academic component of USAFA's mission. The contractor shall be responsible for sustaining end-point IT support (client hardware and software) and administrative IT functions connected to the academic mission in accordance with all federal, state and local laws and regulations. The primary customer base is the nearly 700 faculty and staff who directly support the academic mission for ~4200 Cadets.   Close coordination with the government IT providers and the Cadet Computer Repair shop is a must to meet the AF standards and academic mission timelines. The support required for the academic mission is outside the scope of that provided by a standard communications squadron. The academic mission shall be executed weekdays 0730-1630, excluding federal holidays. Contractors will follow the academic mission on weather delays for USAFA. Contractors can expect to work in the academic buildings at USAFA.

1.3. Magnitude of Effort. The Period of Performance is 30 Sept 2017 through 29 Sept 2018 with 4 option years.

1.4. Inherently Governmental Functions. The performance of management and administrative support can occasionally blur the lines between support and the performance of functions that are inherent to the Government. At no time shall the contractor perform inherently governmental functions as specified in FAR 7.5 – Inherently Governmental Functions. If it is unclear whether or not a particular function is inherently governmental, the contractor shall consult with the Contracting Officer for clarification.

1.5. Contractor Manpower Reporting.
  1.5.1. The contractor shall report ALL contractor labor hours required for performance of services provided under this contract for the CFAM IT-ED Support Services via a secure data collection site. The contractor is required to completely fill in all required data fields at http://www.ecmra.mil.

  Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the CMRA help desk.

1.6. Service provider background checks.
  1.6.1. Service provider personnel that require access to unclassified Government owned computers, network devices and/or operations systems shall have a T1 investigation using the SF85 background check prior to beginning work. This information shall be documented on the DD FORM 2875 SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR) and maintained

on file with the organizations Cybersecurity Liaison or Command and Support Staff along with the AF FORM 4394 Air Force User Agreement Statement - Notice and consent.

1.6.2. Service provider personnel that require elevated or otherwise administrative privileged access to unclassified Government owned computers, network devices and/or operations systems shall have a T3 investigation using the SF86 background check prior to beginning work. In addition, prior to the start of contractual duties the position that the service provider personal occupy shall have the correct position identification IAW AFMAN 17-1303 paragraph 3.1 and meet all requirements listed in AFMAN 17-1303 paragraph 2.20. This information shall be documented on the DD FORM 2875 SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR) as well as the USAFA FORM 75 - USAFA PRIVILEGED USER AGREEMENT. These forms will be completed and provided to the A6 Cybersecurity Office before access is granted. Service provider personnel that require elevated privilege access to unclassified Government computers and operations systems shall have a T3 investigation using the SF86 background check prior to beginning work. In addition, Service provider personnel with elevated privilege access must meet DOD8570.01-M certification requirements.

1.7. The contractor shall track, develop, test, maintain, provide and deploy client computer image files. An image file for CFAM includes a base image and software provided by the Air Force in the Secure Host Baseline (SHB). The CFAM specific images shall contain the approved setting and configuration changes to the SHB required to run the academic mission, drivers for specific computers and hardware in CFAM, and software required only by USAFA and CFAM departments. The contractor shall:

1.7.1. Maintain an accurate and updated list of the current computer types supported. The current list is in Appendix A. Supports the top 20 makes and models of computer clients in the CFAM system with fully tested image files and provides one clean image file containing only the SBH and CFAM settings for use on all other machines.

1.7.2. Update the top 20 and clean image files annually with the latest version of the SHB provided by the Air Force. Tests the drivers and functionality of key software tools on each system. The desired current full list of software tests is shown in Appendix B.

1.7.3. Configure and maintain a modern image deployment system and makes that available to government designated technicians through both USAFA's .edu and new commercial internet networks.

1.7.4. Provide accurate instructions on how to use their image deployment system including where to find the specific images and how to access and use the service.

1.7.5. Maintain accurate step-by-step image instructions for each make and model.

1.7.6. Support new requirements, previously un-documented image issues, and network update or group policy problems as prioritized by the CFAM program manager. This includes documenting the requirement, problem, and impact, identifying a detail fix as needed, determining if the fix requires an AF or DoD Security Technical Implementation Guides (STIG) waiver, providing a risk assessment of implementing a STIG waiver and supplying this to the USAFA configuration review process.

1.7.6.1. The contractor shall have 1 week (5 business days) to provide the problem root cause, linkage to STIG, and risk analysis for the top 3 client issues. From there they shall work with 10 CS, AFECMO, and Microsoft as needed to build a fix. The contractor shall report weekly on the status of all open problems.

1.7.6.2. The contractor shall maintain a list of the STIG waivers and configuration changes approved by the USAFA configuration review process for use in all future images.

1.7.6.3. The contractor shall provide detailed solution measures to 10 CS for implementation on current CFAM client systems through group policy or Software Center.

1.7.7. Document and test all new group policy and software updates provided by 10 CS and CFAM. Full test is not required; the contractor shall use their best judgement on the extent of test required for each change/update.

1.8. The contractor shall maintain and operate a client and computer system distribution center, open during duty hours 0730-1630. This center shall provide the complete set of components (See Appendix C) for each user via hand receipt and replace via exchange any broken or outdated equipment. The contractor shall:

1.8.1. Serve as the centralized ADPE equipment custodian for all inbound and outbound IT items to and from CFAM. Coordinates with and transfers items to/from the government ADPE equipment custodian for tracking in accordance with Chapter 2 of AFMAN-17-1203.

1.8.1.1. The contractor shall maintain electronic and paper records of inventories issued to faculty member by name, department, phone number, ITA, and supervisor.

1.8.2. Organize procurements for IT equipment.

1.8.2.1. The contractor shall collect from departments and identifies, annually, CFAM Life Cycle Replacement (LCR) requirements and provides to 10 CS and A6 for all CFAM computer and peripheral devices. This includes items purchased for CFAM by the 10 CS centralized process and those purchased inside of CFAM for mission specific requirements in coordination with the COR.

1.8.2.2. The contractor shall serve as the focal point IT equipment custodian in the CIPS5, AFWAY and systems to move CFAM IT asset requirements through the government approval, procurement and management work-flows

1.8.2.3. The contractor shall perform and document market research needed to evaluate purchases of specialty items.

1.8.2.4. The contractor shall maintain an on-hand inventory of items sufficient to replace damaged items for the faculty configuration of Appendix C.

1.8.3. Prepare and issues new systems for members.

1.8.3.1. The contractor shall ensure all new equipment is properly marked as dictated by AF and local policy. See Appendix D for current marking requirements.

1.8.3.2. The contractor shall ensure all computer equipment is functional.

1.8.3.3. The contractor shall load or reload the correct CFAM image on each computer before issuing out.

1.8.3.4. The contractor shall add each computer to the correct domain before issuing to the user.

1.8.4. Manage returned equipment.

1.8.4.1. The contractor shall manage and validate CFAM LCR requirements..

1.8.4.2. The contractor shall check and record all turned in equipment in AIMS.

1.8.4.3. The contractor shall physically clean and restock equipment that can be reused.

1.8.4.4. The contractor shall assist users in transferring files and checking out system functionality.

1.8.4.5. The contractor shall prepare equipment for DRMO including the proper clearing of all hard drives according to paragraph 5.8 of AFI 34-204.

1.9. The contractor shall provide software and services procurement support. This support guides CFAM members through the procurement and renewal process for software and web services assuring that CFAM meets local and AF requirements. The current list of major software and service renewals is in Appendix E. The contractor shall:

1.9.1. Document CFAM process for software and web services procurement.

1.9.2. Coordinate with 10th CONS, 10th CS, A6 and The Director of Educational Technology on the development of procurement templates.

1.9.3. Collect list of software and service requirements including the salient characteristics and usage from departments.

1.9.3.1. The contractor shall perform web-based market research on specific software or service tools to come up with the basis for procurement justifications. Prepares information needed to fill out and accompany acquisition packages with prioritization set by the Director of Educational Technology.

1.9.4. Perform equipment custodian duties within AFWAY.

1.9.5. Track procurement packages through the USAFA system.

1.9.6. Ensure software is approved IAW USAFA approval process.

1.9.6.1. The contractor shall make each latest version of approved software available for Cybersecurity Team test.

1.10. The contractor shall manage software and provide trouble shooting. The contractor shall configure an application catalog software deployment system for .edu and commercial internet options at USAFA. The contractor shall:

1.10.1. Move current software packages to an application catalog in Software Center and Configuration Manager. Manages install files for ones that cannot be moved to the application catalog.

1.10.1.1. The contractor shall document and verify install instructions for the top software products in a well-organized SharePoint site.

1.10.1.2. The contractor shall update software to the latest versions using the USAFA software approval process.

1.10.2. Troubleshoot install and functional issues by appointment.

1.10.3. Coordinate with SIGMA or current cadet computer repair shop to post and debug cadet install instructions and software.

1.10.4. Monitor software license usage.

1.10.4.1. The contractor shall maintain records of the number of client based licenses used by user name, user organization, and software type.

1.10.4.2. The contractor shall present the CFAM program manager with an annual license usage report on all supported software.

1.10.4.3. The contractor shall disable or remove software and services when the license is expired or used.

1.11. The contractor shall develop and implement a printer support plan. The contractor shall manage a set of CFAM support printers. The contractor shall:

1.11.1. Populate and configure a print server for multi-function printers on the .edu and commercial networks. (Lexmark, IBM, HP, Konica Minolta)

1.11.2. Create, verify, and maintain printer install instructions in a well-organized SharePoint site.

1.11.3. Create a printer sustainment plan.

1.11.3.1. The contractor shall work with each CFAM supported department to record printing requirements.

1.11.3.2. The contractor shall update requirements and the CFAM printer sustainment plan annually

1.11.4. Manage printers in 4 buildings at USAFA, including department printers and 10 common use printers.

1.11.4.1. The contractor shall configure all supported printers for printing, copying, and email scanning on the .edu and/or commercial internet.

1.11.4.2. The contractor shall checks printer status weekly both virtually and/or physically.

1.11.4.3. The contractor shall load paper, toner, and staples in supported printers before they run out.

1.11.4.4. The contractor shall maintain supply of these items. Provides card holder with monthly needs or coordinate with leased support to obtain new supplies.

1.11.4.5. The contractor shall act as the single point of coordination for supported printer repair. This is by cell phone during duty hours.

1.11.4.6. The contractor shall address 100% of printer functionality issues within 2 business days.

1.11.5. Prepare common use printers to be CAC enabled. Users can pick up any print job at any printer using their CAC to select the jobs.

1.12. The contractor shall provide a one-stop shop for processing new account paperwork for CFAM. Provides a way to streamline and standardize account creation (onboarding) for CFAM.

1.12.1. Creates a process to guide new users through the account creation and set up process in CFAM

1.12.2. Maintains 2 computer kiosk stations for users to access the IA training and a printer for getting the certificate.

1.12.3. Guides users through the process of filling out and signing paperwork on the kiosks.

1.12.4. Moves complete paperwork to government inbox for final processing.

1.12.5. Adds each user to the correct distro lists according to department.

1.12.6. Provisions to USAFA by department.

1.12.7. Sets up email forwarding via NOSC.

1.12.8. Maintains clear instructions for departments

1.12.9. Troubleshoots account problems, i.e. cannot get forwarded email, .mil SharePoint access, etc.

1.13. Performance of Services During Crisis. Not required.

2. Service Summary Table

Performance Objective (General)	PWS Paragraph	Performance Measure
The contractor shall track, develop, test, maintain, provide and deploy client computer image files	1.7	Identifies and resolves 90% of client image issues within 5 working days and 100% addressed within 15 working days.
The contractor shall maintain and operate a client and computer system distribution center, open during duty hours 0730-1630.	1.8	Issues complete hardware to users within 30 minutes of in-person request with no more than 2 customer complaints/month.
The contractor shall provide software and services procurement support.	1.9, App.E.	Completes 90% of market research for annual software and web-service purchases/renewals no later than 120 days prior to contract expiration. 100% by 60 days prior.
The contractor shall manage software and provide trouble shooting.	1.10	Resolves customer software issues with no more than 2 complaints/month.
The contractor shall develop and implement a printer support plan.	1.11	Ensures that 90% of supported printers are fully functional, and 100% of printer issues addressed within 2 working days.
The contractor shall provide a one-stop shop for processing new account paperwork for CFAM.	1.12	Assists customers through account paperwork within 60 minutes of in-person request with no more than 2 customer complaints/month.

3.   Government Furnished Property

3.1. Not applicable for this contract. All property is a part of the work environment and is either under government or office control. The contractor's USAFA work space will include The contractor work space in the government facility shall include; Office space, Chairs, desks, phones, Office supplies, Computers, Monitors, Cables, Peripherals, Network access, All required software licenses, Proper access to systems, Supplies for labs, and Supplies for printers.

4.   Appendices

Appendix A: Current list of top 20 CFAM Client Systems

Make and Model	Number in the CFAM Inventory
HP PROBOOK 640	430
HP 6005 PRO DESKTOP	419
HP ZBOOK 15	222
THINKPAD X220	164
FUJITSU T734 LIFEBOOK	148
DELL OPTIPLEX 580 MINITOWER	142
DELL LATITUDE E6320	133
STYLISTIC Q775 TABLET	114
LATITUDE E6410 NOTEBOOK	109
Lenovo ThinkPad Yoga 260	109
HP ELITEBOOK 8560W	107
HP Z400 WORKSTATION	105
FUJITSU T731 TABLET	97
HP Z230 WORKSTATION	75
FUJITSU LIFEBOOK TABLET	74
GX755 DESKTOP COMPUTER	63
GX745 DESKTOP COMPUTER	45
HP 8560W	45
GX620 DESKTOP COMPUTER	28
HP Z220 WORKSTATION	28

In addition to this there are approximately 1000 each of the Fujitsu T731, T734, Q775, and Lenovo Yoga 260 systems owned and operated by cadets in the CFAM system.

Appendix B: Image Regression Test

The image regression test is designed to provide a consistent baseline of functionality for CFAM client systems. It is expected that the vendor shall run the full regression test yearly for all 20 supported hardware types. The contractor is expected to run a reasonable (small) subset of regression tests for each new group policy push or SoftwareCenter update prior to each push. This is expected monthly but could be more often for emergency security patches. It is not expected that the monthly patch/update regression tests will capture all possible problems. Any problems found after the patch/update is pushed will be handled as a trouble ticket.
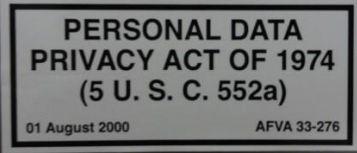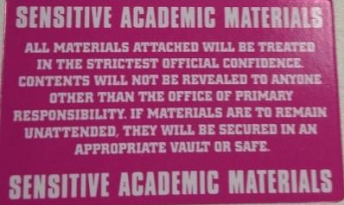
Full Regression Test

1. Test basic client tools
    A. SCCM tools
    B. MS office with add-in functionality
    C. PDF reader and creator
    D. Java
    E. Chrome
    F. Internet explorer
2. Install and successfully open the following programs on each system:
    A. Matlab latest version
    B. Mathematica latest version
    C. Solidworks latest version
    D. JMP latest version
    E. Kindle app latest version
    F. National Instruments software, Circuit Design Suite, LabView and ELVIS
    G. Up to 5 other programs as dictated by government
3. Test access to the following web based services
    A. Blackboard access to test class content
    B. Pearson etext and homework
    C. McGraw Hill etext and homework
    D. LEXIS NEXIS
    E. Library system
    F. Up to 10 other services as dictated by government
4. Install and test USAFA and military applications and sites
    A. Q2i until end of lifecycle
    B. AtHoc
    C. CAMIS or new SIS
    D. ADLS
    E. DTS
    F. ATAAPS
    G. Up to 10 other sites and applications

Appendix C: Expected Client Hardware Configuration

CFAM will provide up to the following for each faculty and staff member.

- 1 Laptop, Tablet or desktop computer
    - Laptops and Tablets will come with docking station and additional power cord for portable use
- 2 Monitors and cables
- 1 external hard drive
- 1 keyboard with CAC reader
- 1 USB mouse or pointing device
- 1 set of speakers

Appendix D: Current Marking Requirements

AFVA33-276	Sensitive Academic Material Sticker
PERSONAL DATA PRIVACY ACT OF 1974 (5 U. S. C. 552a) 01 August 2000 AFVA 33-276	**SENSITIVE ACADEMIC MATERIALS** ALL MATERIALS ATTACHED WILL BE TREATED IN THE STRICTEST OFFICIAL CONFIDENCE. CONTENTS WILL NOT BE REVEALED TO ANYONE OTHER THAN THE OFFICE OF PRIMARY RESPONSIBILITY. IF MATERIALS ARE TO REMAIN UNATTENDED, THEY WILL BE SECURED IN AN APPROPRIATE VAULT OR SAFE. **SENSITIVE ACADEMIC MATERIALS**
All portable computers (laptops, tablets) and all hard-drives removable and external. See FOI36-174, 1 Oct 2007.	All portable computers (laptops, tablets) and all hard-drives removable and external with Course Sensitive material on them.

Appendix E: Current List of Software and Web Services for Annual Renewal

WOMS #	Software	Justification	Exp Date
2016-01570	MATHEMATICA	DFMS	27-Aug-17
2016-01570	SOLIDWORKS	DFEM, DFAS, DFAN, DFCE	31-Jul-17
2016-01570	Matlab SW	DFMS, DFEC, DFAS, DFAN, DFCS, DFP, DFCE	31-Jul-17
2016-01570	Turnitin Service	DF	30-Jun-17
2016-01570	JMP Academic Suite	DFMS, DFEG	1-Jan-17
2016-01570	Matlab training		
2016-01570	Xpatch		6-Jun-19
2016-01570	MATHCAD S/W		30-Jun-17
2016-01570	Microsoft Imagine (MSDNAA)	DFAN Research	30-Jun-17
2016-01570	Pointwise	AE342, AE472	20-Jun-17
2016-01570	TECPLOT SW	AE472	1-May-17
2016-01570	SOLIDWORKS (Research)	Research in DFAS and DFEM	31-Mar-17
2016-01570	MasterCAM		26-Mar-17
2016-01570	Fieldview	AE342, AE472	19-Mar-17
2016-01570	Spacelaim		1-Mar-17
2016-01570	WinEDT		1-Dec-15
2016-01570	E-Prime 2.0 Professional	Research only	2-Jun-17
2016-01570	CISPRO Replacement		25-Jul-17
2016-01570	Powder XRD Software	Used in Chem 499 and Chem 465, 2 Classes, ~20 Students	
2016-01570	Bentley Academic SELECT Program	Centerpiece of department's structural engineering capstone course and used in selected other senior-level design courses.	7-Jun-17
2016-01570	Microsoft Imagine (MSDNAA)		1-Jun-17
2016-01570	IDA Pro	Used for Cyber 256, CS 360, ~100 cadets per year	15-May-16
2016-01570	Cobalt Strike		15-Jan-16
2016-01570	VMWare Academic Program		4-Jan-16
2016-01570	CADENCE University Software Program	Used in classes for simulation and design	30-Sep-17
2016-01570	CIP Enterprise	Used in classes for simulation and design	6-Jun-17
2016-01570	COMSOL	Used in classes for simulation and design	30-Apr-17
2016-01570	Synopsys, Inc	Used in classes for simulation and design	15-Mar-17
2016-01570	LABVIEW & Multisim	Used in classes for simulation and design	20-Feb-17
2016-01570	HFSS Ansoft	Used in research	17-Jan-17
2016-01570	EMQuest SW	Used in class and research	1-Jan-17
2016-01570	Sociospider	Software will be used in the Geospatial Research Center DFEG is standing up as well as in a special topics course on social media data mining and analytics.	1-Aug-17
2016-01570	ESRI Higher Education GIS	USAFA Higher Education Licensing/DF Curriculum/10CES Support	30-Jun-17
2016-01570	ERDAS Imagine	DFEG Curriculum/Faculty Research	30-Jun-17

2016-01570	GR2 Analyst	Meteor 320, Meteor 325, Meteor 452, Meteor 440, Meteor 470 and Meteor 490	1-May-17
2016-01570	RAOB	Meteor 320, Meteor 330, Meteor 452	1-May-17
2016-01570	Digital Atmosphere	Meteor 325, Meteor 430 and Meteor 431	1-May-17
2016-01570	STATA	Classroom set of 120 for DFEG and 65 for DFPS	1-Jan-17
2016-01570	Patran/Nastran SW		11-Jul-17
2016-01570	Transparent Language		N/A
2016-01570	Sony Management SW		1-Jul-17
2016-01570	Integrated Library System (Sirsi)	Library Software for catalog, essentially a computer based inventory system for 700,000 item print collection.	28-Sep-17
2016-01570	LEGAL RESEARCH (LEXIS NEXIS)	Legal Research Methods courses for Law department, and legal scholarship research for students and faculty in any subject area.	1-Jul-17
2016-01570	Web Scale Search	Discovery layer merging catalog results with database and online collection contents. The starting point for searching library holdings during research.	1-Jul-17
2016-01570	FRASCA Maint	This maintenance is critical to have all FRASCA Flight Simulators functional to support cadet instruction. Without this maintenance, cadets will lose valuable lesson time. This last year the maintenance contract was very successful, with no training time or cadet classes lost due to maintenance issues. Increase this year due to inflation per attached quote by Frasca Inc.	1-Jul-17
2016-01570	Zemax S/W		2-Oct-16

Appendix F: Applicable Regulations

- USAFAI 17-101
- AFMAN 17-1203
- AFMAN 17-1303
- AFI 34-204
- DoD 8570.01-M

Appendix H: Work Load Data

The data below represents the estimated workload for future years of the CFAM IT support contract.				
PWS ref.	Description	Unit of Measure	Quantity	Period
1.7.1	Supported image list. The government expects to maintain 21 image files 5 of which will be new computer types each year.	# new hardware configurations	5	year
1.7.2	Image library update. The Government expects an annual update of the 21 image files to include, the most recent USAFA approved version of the AF secure host baseline, current hardware drivers, and current versions of academic software.	# of update and tested image files	21	year
1.7.3	Image deployment server maintenance. The Government expects 2 trouble tickets on connectivity to this server per month.	# server trouble tickets	2	month
1.7.4 & 1.7.5	Instructions.	# hours/year	60	
1.7.6	New or undocumented image requirements. The Government expects 3 trouble tickets per month on average to resolve previously unforeseen computer issues requiring image debugging. Peak times for this will be August and January of each year.	# image debugging trouble tickets	3	month
1.7.7	Update testing. The Government expects updates to be pushed monthly in a single package from 10 CS. A subset of testing is required prior to each push.	# of tests	1	month
1.7.7	Update testing. The Government expects 1 update mission requirements conflict per month.	# of update issues	1	month
1.8	Inbound and outbound equipment. The Government expects 420 new computer each year in life cycle replacement. These will typically arrive in the summer.	# of new computers	420	year
1.8	Inbound and outbound equipment. The Government expects 420 computers to be processed for turn in per year. This can be scheduled any time in the year.	# of turn-ins	420	year
1.8	Inbound and outbound equipment. The Government expects 200 computer peripheral sets (2 monitors, 1, docking station, 1 key board, 1 pointing device, 1 external hard drive, and associated cables) to be issued and/or restocked per year for incoming and departing faculty. Peak times will be summers.	# issue and restock systems	200	year
1.8	Inbound and outbound equipment. The Government expects 200 monitors will be replaced by life cycle per year.	# new and outgoing monitors	200	year

1.8	Inbound and outbound equipment. The Government expects 60 sets of peripheral devices (keyboards, mice and external hard drives) will be replaced by life cycle per year.	# new and outgoing peripherals	60	year
1.8	Inbound and outbound equipment. The Government expects 100 exchanges of broken equipment per year. These will be everything from computers to cables.	# of damaged equipment exchanges	100	year
1.9.1 & 1.9.2	Instructions.	#hours per year	50	year
1.9.3	Software and service purchases. The Government expects 30 major software and web service purchases requiring market research per year.	# of market research packages	30	year
1.9.4, 1.9.5, & 1.9.6	Software and service equipment custodian. The Government expects 70 software and service actions entered and moved through the government procurement and approval process each year.	# packages moved through government process	70	year
1.10.1	Software install system. The Government expects 40 different software packages will need to be maintained and updated each year on the server.	# active software packages	40	year
1.10.2 & 1.10.3	Academic software debugging. The Government expects 2 major install and functionality issues requiring debug with 10 CS per month. 2.4.2.1. Major issues will be ones that conflict with existing image settings, USAFA group policy, and .edu and/or network configurations	# major issues	2	month
1.10.2 & 1.10.3	Academic software support. The Government expects 30 user install trouble tickets per month with peak periods in August and January. Minor issues will be ones that involve user error or individual computer setting conflicts.	# install trouble tickets	30	month
1.10.4	License tracking	# hours/year	100	year
1.11	Printer server. The Government expects to update 20 printers on the server per year.	# updated printers	20	year
1.11	Printer setup. The Government expects to replace 20 printers per year.	# print set ups and turn ins	20	year
1.11	Printer support. The Government expects to print about 4000 pages per month for each of the 70 printers.	# pages / month	280,000	month
1.11	Printer repair. The Government expects 4 emergency printer repair calls per month.	# repair calls	4	month
1.12	In-processing support. The Government expect 120 new users to in process per year.	# new users	120	year