

VOLUME I—Depth and Breadth

AAMCORE Inc. (formerly JTS-LLC) is a Service Disabled Veteran Owned (SDVO) Small Business Concern which has been also been designated a HUBZone firm by the Small Business Administration. AAMCORE is an operationally focused, integrated technology and professional services in a rapidly changing operational environment. AAMCORE Inc. provides operational support services and technology applications which organizations need to stay effective in a rapidly changing IT/IS/KM environment. Our management expertise includes leaders who have managed technology services for the largest of government organizations. AAMCORE has more than five years of direct, hands-on experience providing the full range of professional support to our clients located around the country. AAMCORE's leadership team has more than 60 years of experience managing and leading high value programs into the government sector. Our corporate management team is fully committed to the SeaPort-e customer success. Our seasoned staff currently provides the technical support services listed in the Statement of Work (SOW) for this opportunity. In addition, AAMCORE has more than 20 contingent staff; we have already identified and obtained contingent commitments from cleared, qualified personnel to support new taskings.

AAMCORE is also prepared to perform from day one with our Teammate, Wakelight Technologies, Inc. (A current SeaPort-e Contract Holder). With our in-house resources, our incumbent personnel, and our proven recruitment process, we are confident that all SeaPort-e SDVO- SBC, HUBZone, Woman Owned and 8a requirements can effectively be staffed by our Team. This management approach will facilitate the obtaining of stated small business goals of the various commands. Our approach provides for one stop Task Order support. We are prepared to support SeaPort-e operational Task Orders in Zones 2 (National Capitol Region), 4 (Gulf Coast), 6 (Southwest) and 7 (Northwest). AAMCORE maintains an office in the National Capitol Region and in the Northwest Region. Our teaming partner, Wakelight Technologies, maintains offices in the Gulf Coast Region and the Southwest Region.

Incorporated in 2003 and certified as HUBZone in November 2007, AAMCORE is an Service Disabled Veteran Owned Small Business Concern (SDVO-SBC) focused on mission-critical Professional Services, Engineering Support, IT, Software Engineering (Especially Multicasting Technology support across the M-Bone using our patented Software application—IMRS), network engineering, and scientific services and solutions. Headquartered in Deer Park, WA, with operating locations in Hawaii, Virginia, and Florida, AAMCORE was built upon a foundation of integrity coupled with programmatic and technical excellence, AAMCORE is a financially sound (backed by Venture Funding), fiscally responsible firm which looks forward to the SeaPort-e effort.

1.1 Technical Approach:

AAMCORE Leadership and principal teaming partner are proud to have been a part of serving jointly with various customers in providing Engineering/Systems

Engineering/Process Engineering, Software Engineering/Network Support, Configuration Management Support, Quality Assurance Support, IT/IS Support, Logistics, Professional Development/Training Support, and Program Management support voice, video, network and classified and unclassified circuits. We fully recognize that the SeaPort-e customers' mission is critical...one which we take seriously. Supporting the SeaPort-e customer infrastructure is not just an 8-hour-a-day job; it is a *total commitment* to and an appreciation for the people and the mission success.

The following paragraphs describe AAMCORE's depth and breadth for performing each area of the Statement of Work.

1.1.1 Engineering, System Engineering and Process Engineering Support [SOW 3.2]

Wakelight Technologies has more than eight (8) years of direct experience and expertise supporting the SPAWAR C4I Community (Communications and Information Systems (280 and 290). Wakelight designed and developed web-portal technology to integrate disparate systems and data bases into a unified format.

1.1.2 System Design Documentation and Technical Data Support [SOW 3.5]

Wakelight Technologies has supported the SPAWAR C4I community for more than eight (8) years by creating detailed design configuration and implementation documents to support new system deployment, and to ensure policy and security parameters were followed.

1.1.3 Software Engineering, Development, Programming, and Network Support [SOW 3.6]

AAMCORE Inc. offers a new cost-effective patented technology, Interactive Multicast, Reliable and Secure (IMRS) to bring video and audio content to users through the Internet. AAMCORE is the only company licensed to offer the IMRS solution to the Federal Government. The IMRS solution is built upon standard Internet Protocols for multicasting content through Internet Service Providers' (ISP) networks to a variety of Internet accessible end-user devices including desktops, laptops, pocket PCs, cell phones, etc. Multicast is a scalable paradigm for transmitting data from a sender (content source) to a large group of receivers (content subscribers). Multicast incurs lower network and end-system costs compared to broadcast to the entire network or Uni-casts to individual receivers. Although the Internet Protocols support multicast delivery, they do not guarantee reliable delivery of multicast data. Some of the multicast data sent from the content source could be lost in the internet and not reach all the subscribers. Lost data can result in poor viewing and user dissatisfaction. To overcome this Internet loss problem, IMRS uses new scalable mechanisms for reliable delivery of multicast data from the source to all the subscribers. IMRS also includes mechanisms to tunnel multicast data through Internet Service Providers that do not yet support Internet Multicast.

IMRS video/audio content delivery has been successfully tested under a variety of network scenarios spanning wired and wireless subscribers, single and multi-domain networks, and native and tunneled Internet multicast. The test cases have adequately demonstrated both the necessity of loss recovery as well as the capabilities of the IMRS technology to recover from loss, even under high loss rate, in a timely manner. The hierarchical nature of the loss recovery process of this solution makes it highly scalable. IMRS supports a variety of useful features including the capability to transmit and receive content on multiple channels, a user-friendly channel control, and the ability to switch channels with channel flipping delays of 3-6 seconds. Furthermore, multicast data may be sent and received at different rates to allow subscribers to adapt to their available network bandwidth.

IMRS has successfully demonstrated significant cost savings when applied to a multicast enabled network such as the M-Bone.

Additionally, AAMCORE has experience in the test and evaluation of new and upgraded equipment and/or services to include operating system conversions, system cutover, capacity and performance testing, maintenance, and system acceptance. All activity and issues are documented in the appropriate report format such as the IPR or Monthly Status Report (MSR).

AAMCORE can assist SeaPort-e customers in accomplishing the following tasks by providing highly qualified and knowledgeable technicians. AAMCORE will assist in the following areas, and is willing to assist in other areas as directed:

- A. Upgrading file servers
- B. Transitioning e-mail servers
- C. Designing, implementing, and maintaining Web/Home page servers
- D. Performing systems testing and evaluation and providing results to the designated manager
- E. Installing and configuring copies of other COTS applications servers (HP Openview, SMS, NETIQ, SMTP, relays, etc.) and provide integration assistance
- F. Designing, implementing, and maintaining Network Storage Area Network (SAN) solutions

1.1.4 Configuration Management (CM) Support [SOW 3.10]

AAMCORE has extensive experience providing configuration management support to the Kauai Islands Utilities Cooperative (KIUC) as the cooperative began to re-engineer its support security infrastructure to meet the Federal Mandates regarding protection of capital industrial resources. AAMCORE PM worked closely with the Security and Facility Managers to develop a comprehensive and thorough configuration package that

would allow for redundant and secure back-up systems both in context of physical and visual protection for high value assets and resources. The configuration support included both wired and wireless operational environments. It specifically focused on protection of SCADA network resources and management control systems.

AAMCORE will assist the SeaPort-e customer with Configuration Management and Change Control initiatives. All scheduled downtime will be controlled through a Configuration Control Board. Changes to network design, configurations, and components will be controlled through the configuration control process. All activity and issues will be documented in the Monthly Activity Report. In addition, AAMCORE will electronically transmit and store all configured data electronically. All activity and issues will be documented in the Monthly Activity Report. In addition, AAMCORE will electronically transmit and store all configured data electronically.

AAMCORE's pre-deployment planning and staffing and standard enterprise configuration management (CM) processes include CCBs, plans, and status accounting and reporting. This enterprise-level process ensures that plans include properly configured equipment that supports the required architecture and diversity and redundancy of connectivity prior to use. AAMCORE procures, configures, installs, and maintains servers, workstations, peripherals, modems, encryption devices, and software. We provide real-time network maps showing how the network is connected, with an overview for the identification of new devices. We also create filtered maps tailored to the job responsibilities of our multiple network engineers.

AAMCORE will support this requirement through the proper use of the designated trouble shooting ticket system such as Remedy Trouble Ticketing System, HP Openview Network Node Manager, SNMP, Microsoft SMS application and through the use of standard documentation. AAMCORE will assist in the following, and be ready to assist in related areas as directed:

- A. Integrating the trouble ticketing function within the network management station
- B. Providing efficient management of software distribution on network servers
- C. Developing and maintaining standard documentation of all systems

Wakelight Technologies additionally brings direct experience and knowledge to our CM effort through its direct experience applying PMI principles, development and implementation of change management systems for software, hardware, and network systems.

1.1.5 Quality Assurance (QA) Support [SOW 3.11]

AAMCORE has extensive experience managing quality assurance programs. More importantly, AAMCORE understands how to structure QA programs to effectively achieve the agency goals at a reasonable cost, within a reasonable timeframe.

AAMCORE developed the NAVFAC Pacific CIO Quality Assurance Program. The QA

program support is a cornerstone to the overall efforts of the NAVFAC Pacific CIO information delivery system. Additionally, AAMCORE management personnel were responsible for the development and support of the Technology Infusion Test Board for the IMCEN (Pentagon). AAMCORE understands how to develop and implement effective QA programs.

AAMCORE will assist SeaPort-e customers in the test and evaluation of new and upgraded equipment and/or services to include system cutover, capacity and performance testing, maintenance, and system acceptance. We envision AAMCORE System Administrators to be part of the team accomplishing system installation and cutover. Upon acceptance AAMCORE personnel will spearhead the data migration from the legacy systems. All activity and issues will be documented in the Monthly Activity Report.

AAMCORE will provide highly qualified PC hardware and software technicians with substantial experience in the operational environment. AAMCORE will assist in the following areas and is ready to assist in related areas as directed:

- A. Upgrading workstations/servers
- B. Transitioning workstations/servers
- C. Designing, implementing, and maintain hardware infrastructure as required
- D. Performing hardware testing and evaluation and provide results to the SeaPort-e Customer

1.1.6 Logistics Support [SOW 3.16]

U. S. Department of Interior, Fish and Wildlife Service: AAMCORE INC. (FORMERLY-JTS-LLC) provided the Fish and Wildlife Service with technical purchasing and delivery of compliant parts for a project located at Tulelake, CA. These parts included: replacement of the non-functional domestic well at Lower Klamath NWR. All parts supplied for the project were compliant with AWWA C900 Pressure Class 150 PSI (DR18). The Pipe Compound met the ASTM DI1784 cell class with 12454 Integral bells with elastomeric gaskets; all gaskets met the ASTM F77 standard; and all system components were certified by UL to meet ANSI/NSF Standard 61 for potable water. The entire system had to bear the NSF potable water seal.

1.1.6 Supply and Provisioning Support [SOW 3.17]

U.S. Bureau of Land Management: AAMCORE INC. (FORMERLY-JTS-LLC) provided the Bureau of Land Management with technical purchasing and delivery of compliant parts for a project located at Rawlins, WY. These parts included: replacement of non-functional water irrigation systems located at various BLM Stations. All parts were compliant with AWWA C900 Pressure Class 150 PSI (DR18). The Pipe

Compound met the ASTM DI1784 cell class with 12454 Integral bells with elastomeric gaskets; all gaskets met ASTM F77; certified by UL to meet ANSI/NSF Standard 61 for potable water. The entire system had to bear the NSF potable water seal.

1.1.7 Professional Development and Training Support [SOW 3.18.2]

AAMCORE Training Specialist will provide network systems training and certification support. AAMCORE will meet with customer training managers to clarify and refine training objectives as mapped to the organization's certification process. AAMCORE will participate in the development of the master training task lists and conduct training on tasks as required.

In accordance with various policy documents and other pertinent command instructions, AAMCORE will prepare detailed training plans for any SeaPort-e operating system or application as required, submitting each new course for review and approval. AAMCORE will include the following in each training plan: course objectives, course description, training methodology and equipment aids, student evaluation criteria, and the instructor's lesson plan and script. Following government review and approval of the training plan, AAMCORE will develop training materials (augmenting Navy standard materials and conforming to Navy Instruction requirements) that include instructor and student guides, handouts, and slides required to conduct the training. If there are any classroom exercises, the instructor's answer sheet will also be provided. We will also include instructions for the setup or breakdown of the mobile training equipment

AAMCORE will conduct this training at the designated sites as required. AAMCORE will provide all classroom training materials. AAMCORE will be responsible for set up or packing of any mobile training equipment used at any particular site. Within five working days of completion of each training session, AAMCORE will prepare an "Assessment of Training Session Letter of Findings." The Letter of Findings will document an assessment of the level of expertise of each attendee and identify any recommendations regarding additional training enhancements. The Letter of Finding will also identify proposed changes to the training, based on the review of student evaluations.

AAMCORE will also provide SEAPORT-E CUSTOMERS train-the-trainer courses and On the Job Training (OJT). OJT will include day-to-day operations and maintenance of the network, emergency restoral, and Preventive Maintenance Inspections (PMIs). AAMCORE will document OJT provided in the MSR. The activities and products of the task will be included in the MSR, as well as draft and final versions of the training plans, and draft and final versions of the training materials prepared. The technical products will be provided via electronic transmission to requisite customer offices.

Additionally, Wakelight Technologies has provided the SPAWAR community with extensive end user training. Wakelight designed, developed, and implemented various training programs in support of the NMCI development and deployment with in the Pacific AOR.

1.1.7 Program Support [SOW 3.20]

Mass Warning Notification System for US Army Training Command: AAMCORE INC. (FORMERLY-JTS-LLC) provided Program Management and technical analysis for the purchase and installation of an Exterior Attack Warning and Mass Notification (AW/MNS) system for Ft. Eustis, VA, Ft. Story, VA, Ft Rucker, AL., Ft. Bliss, TX, Ft. Knox, KY, and Ft. Benning, GA. AAMCORE INC. provided the overall Program Management based upon its understanding of the requirements as established by the Thunder Mountain Evaluation Center (TMEC), Ft. Huachuca, AZ and established by the Task Order issued by the General Services Administration, Arizona Office. The proposed and accepted system was fully DOD Unified Facilities, Underwriters Laboratory (UL), Institute of Electrical Engineers (IEEE), and National Fire Protection Association (NFPA) compliant. The system, where applicable, was both FIPS 140-1&2 compliant since the basis of the system was a wireless point to point.

Kauai Island Utilities Cooperative Security Assessment and Program Development: AAMCORE Inc., (FORMERLY-JTS-LLC) performed a detailed security evaluation of the KIUC Electrical Facilities. This evaluation included assessment of physical, personnel, and named areas of interest security assessments. Additionally, AAMCORE INC. (FORMERLY-JTS-LLC) provided the Cooperative with a detailed evaluation and summary report of proposed hardware and labor cost analysis for each location. AAMCORE INC. (FORMERLY-JTS-LLC) also provided the Cooperative with a detailed SCADA plan for all production facilities and the Headquarters.