CIO-SP3 (SDVO) GWAC

Task Area 4:

Outsourcing

Contract: No. HHSN316201200059W

Period of Performance: April 30, 2012 - April 29, 2022

Contract Ceiling: $20 Billion

Outsourcing

Information Technology (IT) infrastructure and services to operate and manage government IT and IT business functions

The objective of this task area is to provide the Information Technology (IT) infrastructure and IT services required to assume management and operations of government IT resources and IT business functions.

A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- Program Management

- Management of Call Centers

- Network Operations and Web Management Support

- Leasing of Hardware and Software

- Tools and Applications (including Application Service Provider)

- Hardware/Software Maintenance

- Transition Planning

- A-76 Studies Specific to IT Operations or Support

- Data Base Administration and Data Storage Management

- Backup and Recovery Services System Console Operations

- Production Control and Management

- Asset Management (including Radio Frequency Identification [RFID] Tracking)

- IT Acquisition Management

- Desktop Computing as a Unified Service

- Managed IT Services Support

- IT Impact Analyses

- Natural Language Processing Software and Services (Biology/Medicine Focus)

- Implementation of Standards (e.g., International Organization for Standardization (ISO) 9000, Capability Maturity Model Integration (CMMI), IT Services Management)

- Solution Leasing

- Software-as-a-service (SaaS)

- Cloud Computing