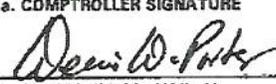
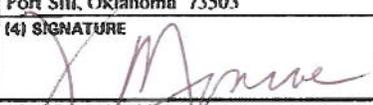
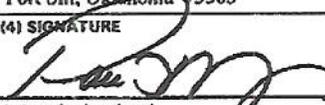


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SUPPORT AGREEMENT			
1. AGREEMENT NUMBER <i>(Provided by Supplier)</i> w6t4aa-w6csaa-13-v7	2. SUPERSEDED AGREEMENT NO. <i>(If this replaces another agreement)</i>	3. EFFECTIVE DATE (YYYYMMDD) 20121001	4. EXPIRATION DATE <i>(May be "Indefinite")</i> 20130930
5. SUPPLYING ACTIVITY		6. RECEIVING ACTIVITY	
a. NAME AND ADDRESS 106TH SIGNAL BRIGADE RESOURCE MANAGEMENT (ATTN: Don Kompost) 2406 GUN SHED RD STE 3027 FORT SAM HOUSTON TX 78234-1248		a. NAME AND ADDRESS IMCOM Garrison Fort Sill, Oklahoma 73503	
b. MAJOR COMMAND NETCOM		b. MAJOR COMMAND IMCOM	
7. SUPPORT PROVIDED BY SUPPLIER			
a. SUPPORT <i>(Specify what, when, where, and how much)</i>		b. BASIS FOR REIMBURSEMENT	c. ESTIMATED REIMBURSEMENT
19.1.7.2 - Maintain Storage Area Network Network Attached Storage (Per Gigabyte)		(847.40 (Gigabytes) * \$4.11)	\$3,483
19.5.2.1 - System Administration for mission specific servers. (Backup Client) Communicator NXT (TAS)			
Alternate Server Level 3		(2 servers * \$12,554)	\$25,108
Data Sync Server Level 3			
Gates Video Archive Project			
(Enterprise Video) Server Level 3		(1 server * \$12,554)	\$12,554
Web Based Emergency Operations Center			
(WEBEOC) Server Level 3		(1 server * \$12,554)	\$12,554
Projectwise Interplot Server Level 3		(1 server * \$12,554)	\$12,554
19.6.2.1 - Configure, implement and maintain VPNs for remote connections. Virtual Private Network (VPN)			
5 Sustainment Accounts		(5 * \$98)	\$490
19.6.4.5 - Manage CAN & LAN Connectivity TACLANE Annual Sustainment		(3 * \$1,616)	\$4,848
TOTAL SLA COST			\$71,591
ADDITIONAL SUPPORT REQUIREMENTS ATTACHED:		<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
8. SUPPLYING COMPONENT		9. RECEIVING COMPONENT	
a. COMPTROLLER SIGNATURE 	b. DATE SIGNED 9 April 2013	a. COMPTROLLER SIGNATURE 	b. DATE SIGNED 2013/04/09
c. APPROVING AUTHORITY		c. APPROVING AUTHORITY	
(1) TYPED NAME Kathy L. Banks-Monroe		(1) TYPED NAME Paul S. Hossenlopp	
(2) ORGANIZATION Network Enterprise Center (NETC-SIB-DL) Fort Sill, Oklahoma 73503	(3) TELEPHONE NUMBER (580) 442-3617	(2) ORGANIZATION Garrison Commander Fort Sill, Oklahoma 73503	(3) TELEPHONE NUMBER (580) 442-0421
(4) SIGNATURE 	(5) DATE SIGNED 10 April 2013	(4) SIGNATURE 	(5) DATE SIGNED 20130319
10. TERMINATION <i>(Complete only when agreement is terminated prior to scheduled expiration date.)</i>			
a. APPROVING AUTHORITY SIGNATURE	b. DATE SIGNED	c. APPROVING AUTHORITY SIGNATURE	d. DATE SIGNED

11. GENERAL PROVISIONS (Complete blank spaces and add additional general provisions as appropriate: e.g., exceptions to printed provisions, additional parties to this agreement, billing and reimbursement instructions.)

- a. The receiving components will provide the supplying component projections of requested support. (Significant changes in the receiving component's support requirements should be submitted to the supplying component in a manner that will permit timely modification of resource requirements.)
- b. It is the responsibility of the supplying component to bring any required or requested change in support to the attention of See Block 6 prior to changing or cancelling support.
- c. The component providing reimbursable support in this agreement will submit statements of costs to: See Block 6
- d. All rates expressing the unit cost of services provided in this agreement are based on current rates which may be subject to change for uncontrollable reasons, such as legislation, DoD directives, and commercial utility rate increases. The receiver will be notified immediately of such rate changes that must be passed through to the support receivers.
- e. This agreement may be cancelled at any time by mutual consent of the parties concerned. This agreement may also be cancelled by either party upon giving at least 180 days written notice to the other party.

f. In case of mobilization or other emergency, this agreement will remain in force only within supplier's capabilities.

g. BILLING: Receiving activity will fund charges via a NEC established work breakdown structure (WBS) in General Fund Enterprise Business System (GFEBs). The following WBS has been established: IMCOM FY13 Work Order WBS - S.0002902.19.02.01.02.2 / FY 13 Copier WBS - S.0002902.19.02.01.02.1. If Receiving activity is unable to fund charges via WBS, a DD Form 448, Military Interdepartmental Purchase Request (MIPR), and/or equivalent form, will be forwarded to 106th SIGNAL BRIGADE, RESOURCE MANAGEMENT, ATTN: DON KUMPOST, 2406 GUN SHED ROAD, SUITE 3027, FORT SAM HOUSTON, TX 78234-1248, authorizing reimbursable service charges to the Receiver's appropriation. All MIPRs must include the following: category of support, dollars obligated, SA number, billing office address, accounting classification/account number, and period funds are available. COSTS: All costs identified in this agreement are estimated based on usage data. The costs will be reviewed annually, in accordance with DODI 4000.19, to ensure continued accuracy of estimated reimbursement. The reimbursable costs should be provided by the Receiver on the appropriate resource document. The Supplier will bill the Receiver for estimated costs by voucher on a/an monthly/quarterly/annual basis, with actual cost reconciliation occurring in the third/fourth quarter of the Fiscal year.

h. Reimbursable service funding may be used in a direct capacity when in conjunction with an IT Service Contract; funding used in this manner is non-refundable. All other reimbursable service funding, if not utilized by the service provider will be refunded back to the customer. Provider reimbursed service begins no earlier than the effective date of this SA/SLA and no later than confirmation from the service provider resource manager that adequate funds have been received from the above named customer and made available to the Provider for this service.

ADDITIONAL GENERAL PROVISIONS ATTACHED: YES NO

12. SPECIFIC PROVISIONS (As appropriate: e.g., location and size of occupied facilities, unique supplier and receiver responsibilities, conditions, requirements, quality standards, and criteria for measurement/reimbursement of unique requirements.)

Service Provider Hours of Operation. For each optional service selected, the provider will negotiate with the supported organization the hours that each service is required. Hours of operation are from 0700-1700, Monday through Friday excluding Federal Holidays.

SERVICE DECLARATIONS AND TARGETS (PERFORMANCE MEASURES) are attached. Performance standards will serve as the guideline for quality service delivery to the customer by the Service Provider; Availability, Response Time, Performance, Workload, Capacity and Other, as required. Performance Measures: The attached table provides the performance measures associated with the services being provided to the customer by the service provider. Service Performance reports will be provided within the current supplying organizations capabilities.

ADDITIONAL SPECIFIC PROVISIONS ATTACHED: YES NO

13. ADDITIONAL PROVISIONS *(Use this space to continue general and/or specific provisions, as needed.)*

Definitions:

NEC to provide the following enhanced/above baseline and mission specific services IAW Army C4IM Services List v3.0 dated July 2011.

a. Information Technology (IT). Refers to any information resources, equipment, subsystem of equipment, or interconnected systems of equipment that are used in the automatic, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data information by the Federal Government or the DoD. IT includes computers, ancillary equipment, software, firmware and other similar procedures, services (including support services), and related resources.

b. Information Management (IM). The management of information resources and IT is applicable to all Service Providers, whether performed through competitive outsourcing, government resources, or some combination of the two.

General Clauses:

- (1) Pre-Conditions. Both parties agree that nothing in this agreement will take precedence over prescribing ordinances, such as Federal Government, DoD, Army, or local statutes, laws, directives, regulations, best business practices (BBP), acquisition rules, and other policies and guidance that may impact the delivery of C4IM services by the Service Provider.
- (2) Federal Mandates / Army Regulations: Monitor customer utilized services and respond to the Clinger-Cohen Act, Government Performance Results Act, Congressional Inquiries, Service-related Federal mandates, and pertinent regulations as required.
- (3) Exclusions. New or changing standards, technology, or mission requirements: Those IM/IT-related services or matters not specifically described in this SA/SLA are not automatically excluded from being managed or reviewed by the Service Provider, prior to having them performed outside of this SA/SLA. Those services or matters either inadvertently excluded or necessitated by new or changing standards, technology, or mission requirements may impact this SA/SLA. The Receiver must consult with the Service Provider to determine if the required services or matters can be added.
- (4) Problem Resolution and Arbitration. Every attempt shall be made to resolve problems between the Service Provider and the Receiver regarding this SA/SLA. Issues that cannot be resolved between the Service Provider and the Receiver shall be escalated to the SA/SLA approving authorities for resolution. However, in the event of failure of the two parties to agree, problem resolution shall be referred to the first level of authority over both parties.
- (5) Reviews, Renewals and Revisions. This SA/SLA shall remain in effect through the fiscal year in which it was signed, unless revisions must be made because of new or changing standards, technology, mission requirements, or other external factors. At a minimum, this SA/SLA shall be reviewed annually, at least 180 days before the start of a fiscal year for currency, correctness, and continued applicability. Parties to these annual reviews must have the authority to enter negotiations and make mutual agreements on behalf of their respective organizations. Either party to this SA/SLA can call for a review and revision at any time. This SA/SLA may be revised at the request of either party, to incorporate additions, deletions, or amendments necessitated by new or changing Federal, DOD, Army, or local statutes, laws, directives, regulations, best business practices (BBP), acquisition rules, and other policies and guidance.
- (6) Effective Date and Termination. This SA/SLA becomes effective upon signature of the DD Form 1144 by both approving authorities and receipt of funding document. It will remain in effect until amended, revised, superseded or cancelled. This agreement may be cancelled at any time by mutual consent of the parties concerned. It may also be cancelled by either party upon giving at least 180 days written notice to the other party. If this agreement must be terminated unilaterally or suspended with less than 180 days notice from either party, the terminating party may be billed by the non-terminating party for reimbursement of unavoidable termination and recouping of expenses incurred during the 180-day period following notification.
- (7) Crisis Impact and Outages. The Service Provider shall alert the Receiver of any staff changes or additional crisis/wartime support requirements implemented that might affect service delivery/performance. The Service Provider shall provide notice to the Customer prior to each scheduled service interruption outside of the maintenance window. The Service Provider shall ensure that the Customer receives prompt notice of unplanned interruptions and their duration, if known. Scheduled upgrades to devices and applications shall be performed outside of normal duty daytime periods, or during scheduled interruptions, to minimize disruption. Notification will be provided to the receiver or designated representative via email at least 24 hours prior to the outage, with the exception of emergency situations in which notice cannot be provided.
- (8) Customer Restructuring. Plans for organizational restructuring must be provided to the Service Provider at least 30 days prior to the finalization of the fiscal year SA/SLA. If adequate notification is not received, the customer is responsible for negotiating cost transfers with the other tenants affected.
- (9) Reporting Requirements. The Service Provider shall provide the Customer at a minimum quarterly status reports on services being provided.
- (10) DIACAP Accreditation. The Customer shall be responsible for the preparation of a DIACAP package and/or supporting DIACAP documentation (e.g., Tenant Security Plan), as necessary. The customer is required to review their DIACAP documentation with the NIEC Information Assurance Division on a semi-annual basis or whenever there is a change to their infrastructure that may affect the DIACAP.