

**V. Past Performance References**

**Reference 1: Network Optimization for Special Operations Command**

<b>Contract Number(s)</b>	H92222-13-C-0048
<b>Contract Type</b>	Firm Fixed Price
<b>Customer Agency</b>	United States Special Operation Command (USSOCOM) MacDill AFB, FL and Patch Barracks, Germany
<b>Program Name</b>	Cisco Network Optimization Service
<b>Period of Performance</b>	27 September 2013 – 26 September 2016
<b>Total Contract Cost</b>	\$4,290,000
<b>POC Name, Telephone, Email</b>	Roger Greene (619) 522-2871, <a href="mailto:Roger.Greene@socom.mil">Roger.Greene@socom.mil</a>
<b>POC Mailing Address</b>	US Special Operations Command 7701 Tampa Point Blvd Tampa, FL 33621-5323
<b>COR Name, Telephone, Email</b>	Gregory J. Brauer, COR (813) 826-7086
<b>COR Mailing Address</b>	HQ US Special Operations Command / J61 ITMO 7701 Tampa Point Blvd. MacDill AFB, FL 33621-5323

**Short Description of Work:** Definitive InfoTech Services and Solutions (Definitive) currently provides Unified Communications (UC) and Network Support Services for US Special Operations Command (SOCOM) at MacDill AFB, Florida and Patch Army Barracks, Germany. These services include onsite support, communication network optimization and design support, configuration support, operations management, network support, and ongoing reviews. The network support Definitive provides on this contract includes reviewing and reporting network infrastructure information, call manager, unity information and business requirements to determine growth opportunities and capabilities. Definitive assesses network operations to identify and analyze critical performance indicators and operation gaps that pose a significant risk to network health Network Change Support Definitive provides network change support for deployment-related hardware, software, or configuration events. Definitive provides Network Improvement Plan Support, providing continued focus on areas of potential improvement utilizing Quarterly Network Improvement Plans. These Plans incorporate recommendations from annual assessments, Network Support and continuous learning services.

\*Definitive was awarded this contract in September 2013 when the company name was still *Diebold Information Security Systems*. Contract information and CPARS will be listed under the previous name.

**Relevance of Work:** The network services listed above are relevant to **SOW Section 3.5 (System Design Documentation and Technical Data Support)** and **SOW Section 3.6 (Software Engineering, Development, Programming, and Network Support)**. Definitive analyzes existing IT and IS databases and IT applications, and recommends new or improved interfaces and improved management tools to meet new requirements and improve system effectiveness.

Definitive conducts periodic performance analyses to sustain a high performance network and meet the changing demands on the network. Specific deliverables include an annual Network Health Assessment. Definitive’s Cisco Network Engineers provide technical update training relevant to Cisco products and technologies. Definitive provides additional deliverables such as white papers, design guides, case studies, configuration guides, troubleshooting guides, deployment guides, and training documents.

Reference 2: Tobyhanna Army Depot IT Support	
<b>Contract Number(s)</b>	W25G2V-12-F-0517
<b>Contract Type</b>	Firm Fixed Price
<b>Customer Agency</b>	Tobyhanna Army Depot Tobyhanna, PA
<b>Program Name</b>	IT Hardware Maintenance Support
<b>Period of Performance</b>	December 2012 through November 2015
<b>Total Contract Cost</b>	\$355,733
<b>POC Name, Telephone, Email</b>	Stephanie Coleman, Contract Specialist (570) 615-5043, <a href="mailto:stephanie.m.coleman17@mail.mil">stephanie.m.coleman17@mail.mil</a>
<b>POC Mailing Address</b>	Tobyhanna Army Depot Tobyhanna, PA 18644-5100
<b>COR Name, Telephone, Email</b>	Fred Beynon, Chief Contract Operations (570) 615-6316, <a href="mailto:Frederick.d.beynon.civ@mail.mil">Frederick.d.beynon.civ@mail.mil</a>
<b>COR Mailing Address</b>	Tobyhanna Army Depot Tobyhanna, PA 18644-5100

**Short Description of Work:** Definitive InfoTech Services and Solutions (Definitive) provided dedicated Tier 1, 2 and 3 maintenance support at Tobyhanna Army Depot (TYAD), Tobyhanna, PA, through hardware and software remedial maintenance, preventive maintenance, and support services, using an A+ certified full time on-site technician. Support services encompassed hardware and software installations, moves, additions and changes (IMACs), equipment upgrades, consultations, and technical research and assistance. Definitive supported a diverse range of equipment and peripherals including minicomputers, microcomputers, servers, desktop workstations and laptops, and coordinated all on-site warranty repairs. Service levels requirements consist of response time and repair time. Response time requirements are two (2) hours with a repair time requirement of two (2) days. During the life of this contract, response time averaged less than 1 hour, regardless of the time of day the call was received.

Definitive’s maintenance philosophy is designed to repair malfunctioning equipment on the first visit to the customer location, minimizing the operational impact to the customer. Upon arrival at the customer’s location, the service technician initiates troubleshooting procedures to quickly isolate the fault, diagnose the failure, effect a fix through repair or parts replacement, test and return the equipment to the customer in good operating condition. Preventive maintenance is designed to minimize instances of remedial maintenance by keeping equipment in good operating condition using OEM recommendations and specifications. Our approach incorporates predictive maintenance techniques and trend analysis to track, predict, and correct potential equipment malfunctions before they affect customer operations.

\*Definitive was awarded this contract in December 2012 when the company name was still *Diebold Information Security Systems*. Contract information and CPARS will be listed under the previous name.

**Relevance of Work:** The IT Services provided for this contract are relevant to **SOW Section 3.7 (Reliability, Maintainability, and Availability (RM&A) Support)**. Definitive’s maintenance philosophy at this location is based on a preventative maintenance schedule which helps alleviate interruptions and downtime. Engineers develop a schedule, in common agreement with the COR, of routine maintenance based on structured priorities. The IT Services provided for this contract are also relevant to **SOW Section 3.12 (Information System (IS) Development, Information Assurance (IA), and Information Technology (IT) Support)**. Relevancy is significantly evident in Definitive’s demonstrated support services encompassing hardware and software IMACs, equipment upgrades, consultations, and technical research and assistance.

**Reference 3: EEOC IT Hardware Maintenance**

<b>Contract Number(s)</b>	GS-35F-0357M
<b>Contract Type</b>	Firm Fixed Price / Time and Materials
<b>Customer Agency</b>	Equal Employment Opportunity Commission (EEOC)
<b>Program Name</b>	IT Remedial Hardware Maintenance
<b>Period of Performance</b>	EECDO080091: September 2008 – September 2013 EECTO130014: September 2013 – September 2018
<b>Total Contract Cost</b>	\$350,000
<b>POC Name, Telephone, Email</b>	Daniel J. Beery, Contract Specialist (913) 551-7204, <a href="mailto:beery.daniel@epa.gov">beery.daniel@epa.gov</a> Valarie Prue, Project Officer (202) 663-4432
<b>POC Mailing Address</b>	131 M Street, NE, 4 <sup>th</sup> Floor Washington, DC 20507
<b>COR Name, Telephone, Email</b>	Michael W. Edmondson, COR (202) 663-4426
<b>COR Mailing Address</b>	EEOC Office of Information Technology (OIT) Infrastructure Management & Operations Division 131 M Street, NE, 4 <sup>th</sup> Floor Washington, DC 20507

**Short Description of Work:** Definitive InfoTech Services and Solutions (Definitive) was awarded this contract in September 2008. In August of 2013, Definitive rebid and won the follow-on effort for the original contract, creating a 10-year relationship between Definitive and the EEOC. This program was developed as a long-term effort to modernize the EEOC’s Information Technology (IT) processing infrastructure. The IT equipment covered by this contract includes Dell desktop and laptop computers running Windows XP and Windows 7; Dell and Hewlett Packard (HP) servers; and peripherals manufactured by HP, Canon, Ricoh, Fujitsu, Infocus, and Synergix. Software and electronic data support includes software enhancements for improved functionality and integration, including re-imaging PCs; installing, deleting and/or updating software applications; transferring data between PCs and servers; and wiping drives. Network support includes un-boxing and installing network and stand-alone computers, printers, scanners, servers, routers, and CD/DVD devices.

Definitive provides the EEOC with a nationwide computer hardware support center run by a toll-free service desk. Definitive’s service desk personnel have technical expertise in the maintenance and repair of laptops, printers, servers and associated peripheral devices. Definitive provides on-site and on-call nationwide Technical Assistance/Support Services for remedial and preventive maintenance for printers, laptops, servers and associated peripherals located at EEOC headquarters in Washington, DC, along with 53 field offices. Definitive generates trouble tickets for the EEOC and monitors, tracks and updates service orders from initiation of the call through close out.

\*Definitive was awarded this contract in December 2012 when the company name was still *Diebold Information Security Systems*. Contract information and CPARS will be listed under the previous name.

**Relevance of Work:** The IT Services provided for this contract are relevant to **SOW Section 3.12 (Information System (IS) Development, Information Assurance (IA), and Information Technology (IT) Support)**. Service levels requirements consist of response time, repair time and equipment availability. Definitive has established an excellent response time averaging less than 45 minutes, regardless of the call priority or the time of day the call was received. During the life of the contract Definitive averaged 16.5 hours repair time regardless of the priority. The contractual equipment availability requirement was 95%. Definitive consistently exceeds this requirement. The services provided for this contract are also relevant to **SOW Section 3.17 (Supply and Provisioning Support)**. Definitive manages the Government’s inventory on this contract using our Management Information System, a fully-integrated, on-line data management and information processing system. We maintain reorder points and reorder quantities, based on a perpetual 12-month basis. This information provides management with necessary information to restock spare and replacement parts on an economical and timely basis to ensure we meet contract performance requirements. Definitive performs complete physical inventories of all equipment, materials and supplies bi-annually.

**VI. Zone Presence Form(s) (Attachment J.1) (Section L, Paragraph 5.4.1)**

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