Defense & Security Buyer's Guide

Inside:

Mission Focused

At DOD and DHS, agency specific contracts fulfill the IT product and service needs of these two communities. As needs change, so will the contracts leaders say.

As Congressionally mandated mergers, both DOD and DHS have a lot in common. Both had their birth in conflict and both brought together departments and agencies with diverse cultures and a wide variety of missions.

So, it is not unusual that over the years DOD has developed and used its own set of contracts to buy the IT the department needed, because it wanted vehicles that served its unique mission.

For DHS, it is the same thing; you are bringing together 22 components; you need to continue building the "OneDHS" infrastructure; and you need to provide a common IT purchasing vehicle to facilitate the building of a new department. The result is EAGLE/First Source, now flying for two years and counting.

In The Cloud

For IT buyers in these two communities, the process of buying readily available commercial technology is getting friendlier; and your ability to buy new technologies is expanding.

For example, there is DISA's new RACE "pay as you go service". According to DISA, the Rapid Access Computing Environment (RACE) provides a self-service approach. Using it, a DOD customer goes into a Web-based portal and provisions their virtual operating environment-based on already in place standard architectures. Within 24 hours it is provisioned for them to do whatever tests or development they want.

DISA's Center for Computing Services calls it basically true cloud computing where users get a certain amount of storage and processing and pay for as they use it. And when they are finished they can shut the service off.

It's all about the platform and cloud and a hosted work environment explained DISA CIO John Garing during the July Federal Executive Forum. "We need to provide the hosted environment, "the cloud" so they can work from wherever they are."

> *"EAGLE is a good example of the IT community coming together with the procurement community to come up with a solution that works for both of us."*
>
> Soraya Correa, Director of Procurement, DHS

And as new services are unveiled, they will be added to the stable of products and services DOD buyers are now buying through contracts such as the Army's CHESS and Air Force's NETCENTS.

EAGLE In Flight

While DOD is moving steadily upward towards the clouds, DHS has been hard at work keeping its much publicized EAGLE/First Source IDIQ flying high, while at the same time looking towards the future.

In a recent interview with 1105 Custom Media, Soraya Correa, Director, Office of Procurement Operations, Department of Homeland Security (DHS) said that they have awarded about 199 task orders, worth over $4 billion in value. The task orders are for all types of services including those for independent verification and validation services, enterprise architecture support, DHS's first and second data centers and infrastructure, operations and maintenance.

"The components are writing their own task orders. They are using our EAGLE vehicle exactly for what EAGLE was intended," said Correa.

Correa said that by having the EAGLE IDIQ, they had one vehicle all the components could use to manage their IT programs and work with the DHS CIO towards the "OneDHS" vision. "We are having a huge success with that and every component has issued multiple orders under the EAGLE contract."

Improving Their Offers

Both DOD and DHS are working hard to improve their contracts and their offerings.

In this The DOD/Security Buyers' Guide, Soraya Correa of DHS talks about how EAGLE is working two years into the contract and what they are thinking about for the future.

You also will read about some of the resources DOD relies daily such as the Enterprise Software Initiative (ESI)/GSA partnership and the DISA Field Office. ❑

EAGLE Vision

Soraya Correa, Director, Office of Procurement Operations, at DHS spoke about a wide-range of topics concerning EAGLE/First Source in this interview with 1105 Custom Media.

The competitively awarded the $390 million technical services contract to operate DHS's Stennis Data Center in July marks another success story for the DHS and its EAGLE and First Source IDIQ contracts.

The contractor (CSC) will work in conjunction with the headquarters CIO and the components to migrate to that data center and run all operations internally to that data center according to Soraya Correa, Director, Office of Procurement Operations, DHS. She spoke about vendor competition, plans for the future and working with industry among other topics.

Q. 1105 Custom Media
What is the contractor competition like when using EAGLE?
A. Soraya Correa
We are seeing huge activities from the CIO and several of the directorates including the Office of Intelligence and Analysis, the Science & Technology Directorate, CBP, CIS, ICE, Coast Guard, the Secret Service and SBInet. Did I leave anyone out?

Of the 199 task orders awarded, 39% went to Small Business and 27% of them were Small Business set-asides. We have established the business process that we can do either a set-aside or let them compete with large businesses. That is actually working as well.

Q. What type of market research do you do?
A. From our contractors, we get good feedback and we are continually learning. The good thing about having a program like this and managing it through our ESO is that we do conduct quarterly meeting with all of our EAGLE vendors to talk about lessons learned, to identify areas of concern and figure out how we can improve business processes and procedures.

We are also updating the EAGLE Ordering Guide. We got a lot of great suggestions from vendors – even on how we

> *We have this cadre of contractors that understand our mission and requirements and they competitively bid. We are not seeing "logical follow on or sole source" contracts. So, pretty much everything is competed, even small business set-asides.*
>
> Soraya Correa, Director of Procurement, DHS

can better conduct our competitions.

One of the things we can do is take advantage of doing the right level of market research before we put out the task order. There are several processes for conducting market research.

One is actually inviting companies in and talking with them individually. Often companies won't tell you everything they are thinking during big industry days. During these conversations we can ask them things such as: how will you bid this; how will you structure a bid like this; what will entice you to invest up front? These one-on-ones help us get that type of data so we can better structure them for competition. We have done that on several large programs on EAGLE including for CIS transformation and our data center.

By having these contracts, we now have a group of contractors that have become known to us. They are knowledgeable of our environment and we can interact with them at a different level and get very good feedback on how we can improve the contract and how we are doing business under the contract.

Q. How do you plan to make EAGLE and First Source better in the future?
A. We can make EAGLE better. The question is how do we take what we have done – which is build a contractual vehicle that our components can rely on and use to improve their IT buying, but also to conform to the CIO's vision of one infrastructure at DHS – and improve on that?

I'm looking at the next generation. The first question is do we do it? I think, the answer is 'yes', but how do we make that better?

For small business, we should have built in an "on ramp process" for when small businesses get bought out. Should we keep the functional categories the same? Should there be more, less or combine? Those answers will be driven by what we have learned from the existing contract.

Another area of emphasis is the middle of the range companies; those not big, but not small either. Maybe in the next generation of contract we will do something that falls into that category. Also, how do we improve and promote more competition and better set asides, so we should look at having "more granularity" when it comes to small businesses, veterans owned, service disabled veterans, 8(a) and Hub Zone? And keep it usable and user friendly?

It's all about being innovative with the next generation of contract.

Q. Has the EAGLE process been a success?
A. Whenever you are trying to do something like what we are doing here at DHS; where we are trying to consolidate the infrastructure and come up with an innovative and creative approaches. EAGLE is a good example of the IT community coming together with the procurement community to come up with a solution that works for both of us.

It has enabled Procurement to remain nimble, agile and responsive to the IT community, and enabled the IT community to come together as a unit and make overarching decisions but allowing each of the components to doing their buying under these vehicles.

This is how you work collaboratively and this is the kind of innovation you can come up with.

Q. What advice would you give government buyers about working with industry?
A. I speak as a head of a contracting activity. We have to remember that you have to work with industry; industry has answers and they are more than willing to share those answers with you, but it requires collaboration and discussion.

One of things we have done well during the planning for EAGLE and now even as task orders are being let, is there was a lot of up front communication with industry about what works and what doesn't. We did a lot of market research, but it is more about information exchange. We learned from industry what induces them to participate in this market and give us their best effort, prices and solution. You have to engage industry early and often from planning the project and through the life of the project and keep them engaged and keep learning from them.

Q. How has training attributed to the success of EAGLE?
A. Whenever you undertake a major initiative, you have to have a comprehensive communications and training plan. Most projects fail because people didn't know how to work the project; they lacked the training and lacked the

Many Agencies Hang With DAR(TT)

The Data-At-Rest (DAR) encryption technology program is an alliance that spans a gamut stretching from GSA to the Defense department's top security experts at the Enterprise Software Initiative (ESI).

It's a case where out of a specific need, a critical alliance was formed to fight a war that's being conducted with bits, bytes and bauds.

Two major contracting forces – GSA and DOD's Enterprise Software Initiative (ESI) – joined up to form DAR and the DAR Tiger Team (DARTT) as part of the ESI and GSA SmartBUY program in 2006. The idea was to determine and then qualify the best commercial encryption systems for protecting sensitive data on mobile devices and removable storage media and reduce the costs government would pay to obtain the systems.

DAR is a much bigger alliance than just GSA and DOD when measured across the horizon of it beneficiaries. To date, users of DAR-qualified software under the BPAs include the IRS, Defense Logistics Agency, Commerce, Energy, TSA, Army, NATO and a multi-state consortium led by New York State. Other state and local agencies in Ohio, Washington, Georgia, South Carolina, Michigan, Florida, and Connecticut have purchased products from the BPAs through a GSA cooperative program.

According to GSA, as for DAR-related cost savings, the DAR BPAs had resulted in the purchase of products listed at $76 million in value for only $16.6 million in actual costs as of May.

John Johnson, GSA ITS assistant commissioner said in an interview with 1105 Custom Media that the BPA had resulted in a DARTT acquisition process focused on encryption of "highly mobile data and decreased device sizes".

Technology support for the program, the Tiger Team, comes from the U.S. Air Force's 754th Electronic Systems Group at Gunter Air Force Base, Ala., the acquisition arm of DOD ESI, and elsewhere such as the Army's DARTT.

The Army in fact is one of the leaders in the OMB-mandated implementation of DAR encryption to protect sensitive information and mobile devices, having negotiated a service-wide enterprise license agreement (with technical services), and developed training, procurement instructions, and implementation guidance.

From its inception, the DARTT quickly evolved into an interagency team comprised of 20 DOD components, 18 federal agencies and NATO. In June of 2007 the first DAR contract awards went to 12 companies, a contracting process that David Wennergren, DOD's deputy CIO, called "truly historic in that agencies from all levels of government came together to solve a problem and develop an acquisition solution to meet all federal, state and local government data-at-rest security requirements in an incredibly short time-frame."

Given the dynamic nature of computing devices and the proliferation of mobile computing in government, it would hardly be surprising if most every agency eventually cashed in on the DARTT's work and the BPAs.

"Personal identity information (PII) or sensitive government information stored on devices such as laptops, thumb drives and PDAs is often unaccounted for and unprotected, and that can pose a problem if these devices are compromised," Johnson said in describing the case for DAR encryption.

More DAR info is available on the ESI and GSA Web sites at www.esi.mil and http://www.gsa.gov/smartbuy. ❑

DARTT Is a Prize-Winner

In June, the 2008 Intergovernmental Government Solutions Award was given to DARTT at the annual Management of Change Conference, sponsored by the American Council for Technology and the Industry Advisory Council.

The DARTT was judged superior for:
• Being intergovernmental and collaborative;
• Demonstrating technology leadership and innovations;
• Bringing about business transformation;
• Having a measurable impact and results; and
• Providing a solution that is available and can be replicated.

Robert Lentz, deputy assistant secretary of defense for information and identity assurance (DASD IIA), was specifically cited by the conference Executive Alliance. Accepting the awards, Lentz said of DARTT, "DOD supports intergovernmental, cooperative efforts like this, and we believe it represents a blueprint for future efforts."

Current DAR contractors include: MTM Technologies Inc.; Rocky Mountain Ram LLC; Carahsoft Technology Corp.; Spectrum Systems Inc.; SafeNet Inc.; Hi Tech Services Inc.; immixGroup Inc.; Autonomic Resources LLC; GTSI Corp.; GovBuys Inc.; Intelligent Decisions Inc. and Merlin International.

Field Security

DISA's automated vulnerability management system can help keep your system off the front page.

When a "hacking" story gets on the front page, even dry topics like information assurance and IT security look sexy to mainstream media editors – as happened when allegations China penetrated congressional computers were widely aired in June.

Conversely, security experts often note that keeping such "stories" from occurring in the first place is often a matter of following good- if often rudimentary procedures and routines that by themselves can stop more than 90 percent of all hack attempts.

So, the Defense Information Systems Agency's (DISA) Field Security Operations (FSO) division might be seen as a group ultimately dedicated to keeping things dull – if by such

we mean keeping defense systems secure and un-newsworthy.

Field Security Operations

Field Security operates in the context of the DOD's Global Information Grid, and produces enterprise-wide security education, training and awareness programs; technical guidance; and improved IA processes. FSO is part of GIG Operations Directorate Four, or GO4.

Among its efforts, FSO has published more than 30 Security Technical Implementation Guides (STIGs) spanning OS issues across Windows and UNIX environments, and drilling down to the implementation of specific apps such as secure video teleconferencing, or databases, or collaboration systems.

The group also provides more than 50 security checklists that span Open VMF, .NET Framework, UNIX, web, Windows, wireless, Bluetooth and other apps and utility areas and environments.

It has supported its offerings with 30+ white papers ranging in subjects such as Windows XP security packs to pcAnywhere implementation guidance.

Gold Disk Version 2.0

Most recently, FSO has released an update of its prominently employed product, Gold Disk Version 2.0. Gold Disk is a system administrator (SA)/workstation level scanning tool that encompasses the STIGs, the checklists and the Center for Internet Security (CIS) benchmarks.

Gold Disk gives SA's a tool by which they can "detect installed products, identify and remediate applicable vulnerabilities and generate a file that can be used for asset registration and findings-upload into DISA's Vulnerability Management System (VMS)."

DISA officials call Gold Disk a "basic security analysis tool" that is specifically targeted at a variety of Windows environments and desktop applications, as well as Internet Information Services 5.0 and 6.0 and Internet Explorer. Automated Vulnerability Detection

Generally, automated vulnerability detection and remediation such as Gold Disk is recommended as a baseline configuration process – not necessarily to replace exacting manual processes that might be otherwise required

Gold or Platinum?

"…The Gold Standard was developed with Information Technology (IT) security as well as operational impact in mind. Operational impact includes required security settings, which will disable or cause loss of functionality of the information system or application. Operational impact cannot override security; the operational impact must be weighed against the risk of not implementing a security control. The Gold Standard is the establishment of a minimum-security baseline applied to DoD systems. The Gold Standard provides a high level of assurance that the functionality of the information system or application will not be adversely impacted as a result of implementing the Gold Standard settings. Security controls designated as Platinum Standard provide a higher level of security assurance but may impact operations…."

Link to FSO:
   http://www.disa.mil/go/go4.html

Link to STIGs:
   http://iase.disa.mil/stigs/index.html

Online training modules:
   http://iase.disa.mil/eta/online-catalog.html#iaprofessionals

Source: DISA WINDOWS 2003/XP/2000/VISTA ADDENDUM
Version 6, Release 1 May 21, 2007

to resolve specific security issues.

The idea of configuration benchmarks at a repeatable, baseline level was boosted by the National Security Agency,

> *The DISA Field Security Office (FSO) provides security products that aid with basic security configuration for Windows, mobile and other commercial Operating Systems and applications in DOD.*

DISA, the uniformed services and others in the aftermath of the 9/11 attacks. A series of "gold standard" task force efforts resulted in the formation of CIS, which itself provides more than 40 OS and apps-level configuration benchmarks. These basic benchmarks can be carved into agency-specific tools by groups like FSO/GO4.

As crafted today, Gold Disk is used to generate reports to DISA's vulnerability compliance tracking system that interoperates with Windows IA vulnerability notices.

DISA FSO was launched as part of a broad effort to institutionalize Vulnerability Management across DOD as a formal discipline including the creation of an IA portal available to all defense components (IASE.DISA.mil).

CIS has reported that the "gold standard" process has benefited greatly by increasingly engaging both users and prominent OS and apps manufacturers, in addition to security officers, as IT system benchmarks are defined and scoring tools are created.

As well as providing a security safety net, Gold Disk is promoted by FSO as a productivity enhancement device for SAs. According to a 2004 report, Gold Disk can reduce the processing time for standing up a secured Windows workstation or server from one or two days to just a few hours.

Agencies can run Gold Disk from a CD or download it via SIPRNET or NIPRNET. More info about Gold Disk and all of FSO/GO4's products is available at (717) 267-9900, DSN 570. ❏

Smart Buying

As a DOD IT buyer, you have a wide variety of avenues to get IT. Here are a few good places to start.

DISA DITCO (Defense Information Technology Contracting Organization)
www.ditco.disa.mil
You will find a multitude of information for government buyers, employees and contractors.

DISA Direct
www.disadirect.disa.mil/products/asp/welcome.asp
Here you'll find DISA's ordering suite of tools for requesting telecommunication products and services.

CHESS (Computing Hardware and Enterprise Software: 2006 – 2016)
ascp.monmouth.army.mil/scp/index.jsp
CHESS provides hardware and software solutions that are compliant with DOD, Army and Network Enterprise Technology Command (NETCOM) standards.

Army ITES-2
https://ascp.monmouth.army.mil/scp/index.jsp
ITES-2 contracts support Army combat systems, including command, control, communications and computers, and business systems.

Air Force NETCENTS
https://ossg.gunter.af.mil/aq/netcents/homepage.aspx
NETCENTS is a $9 billion IDIQ contract for engineering, software development, integration, security and telephone services, as well as voice, video and data hardware and software supporting DOD's Global Information Grid architecture.

DISA ENCORE II (2008 – 2013)
www.ditco.disa.mil/hq/contracts/encorchar.asp
Provides network engineering services, analytical support for buying and installing IT systems, and a way to buy various products, including hardware.

For the complete listing and additional information, go to http://www.fcw.com/CBG_DOD_08112008_6

Eagle Vision Continued from s5
communication.

We have tried to keep that communication going. We established the ESO as we were writing the contracts, so the component COs knew they would be working with us early. The ESO was already thinking about how to communicate and components on how to use it. Now they continue to look at ways to promote use of contracts. They monitor EAGLE and put together the Ordering Guide. They are now even putting together a Best Practices guide.

In any major undertaking, you have to have management on your side working as your developing the key initiatives. People have to think to the future as you are developing the initial process. Most of big contracts suffer because that management piece isn't put in until after you award the

contract and by then, you are too late.

We awarded EAGLE in August 2006 and had orders in September. We hit the ground running quickly because we had a management plan, ordering guide strategy and communications with components. People were actually getting prepared and that's why we were able to issue so many orders in those first months.

We provide a lot of training for our components. Periodically we go out and refresh and update people on how to issue task orders, how to competitive task orders and make sure we are using the benefits of EAGLE, which is a more streamlined approach. We will conduct two to three training sessions per year per component if they wish. ❏

Industry Insights

CDW Government, Inc. (CDW•G)

CDW Government, Inc. (CDW•G), a wholly owned subsidiary of CDW Corporation, is a trusted technology advisor and solutions provider to federal, state and local government agencies and educational institutions at all levels. CDW•G supports the unique needs of these markets by delivering best-in-class solutions from more than 1,000 top-name technology providers.

CDW•G focuses on building strong customer relationships with its knowledgeable account managers and technical specialists who provide extensive pre- and post-sales support. These experts lead the industry in public sector customer service and product knowledge and respond to customer needs with a sense of urgency.

CDW•G also provides quick shipping from one of the industry's largest in-stock inventories. Our strategically located, state-of-the-art distribution centers provide nearly one million square feet of warehousing and configuration space, and most credit-approved, in-stock orders ship the same day they are placed.

For more information about CDW•G product offerings, procurement options, services and solutions, call 800.767.4239 or visit CDWG.com/federal.

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