Acquisition Logistics and Technology Enterprise Services and Systems (ALTESS)

AFCEA Belvoir Industry Days
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Tim Hale
Timothy.m.hale3.civ@mail.mil

Distribution Statement A. UNCLASSIFIED//Approved for Public Release
Current Operations

ALTESS is Much More Than a Brick and Mortar Data Center

Customer Base (Reimbursable)
- 100 Currently hosted customers at different Host levels NIPR, SIPR, and DREN from across the DOD

Facility
- 40,000 SQ FT Earth Harden Data Center
- 4.5 Mega-watts of power with redundant backup
- Dual redundant OC-12's, 1 OC-3 (upgradable to OC-48 or OC-192)

Application Services, Modernization and Sustainment
- Provide lifecycle application support for application assessment, remediation, modernization and sustainment of Army and DoD applications. (Customers: AcqDemo, SOCOM, Epubs)

ALTESS Service Desk
- Provide 24x7x365 capability.
- Manage over 1,000 incidents and over 200 change requests per month

Requirements
- Army Directive 2016-38, designated ALTESS as a Modernization Hub for the Army

CELEBRATING 60 YEARS IN THE ARMY IT SERVICE BUSINESS!
Current Services Contract

- Awarded off of Information Technology Enterprise Solutions - 2 Services (ITES-2S)
- Contract #: W91QUZ06D0010-2T01
- Period of Performance (PoP) Base+3 option years awarded 2 SEPT 2017, PoP end date May 2020. Base year was only 6 months to line up with ITES-2S ordering period
- Contracting Office: ACC-New Jersey
- Incumbent: IBM, currently there are 200 +/- FTE’s working both on-site and remotely
- Supports 100 +/- Applications on premise
Future Service Contract

• Planned to award off of Information Technology Enterprise Solutions - 3 Services (ITES-3S)

• Period of Performance (PoP) Base+4 option years May 2020-May 2025

• Contracting Office: ACC-New Jersey

• Place of Performance: Primarily Radford, VA (will not include LMP support in Chambersburg), but there are other remote workers, only a few requirements to be on-site

• Supports both on premise applications and support to applications owners migrating to the commercial cloud. Managed Services will be a part of the re-compete

• Contract Type: Proposing a Hybrid of CPFF (current) with potential FFP CLINs, Best Value-Trade Off

• Looking at including a demonstration of migrating a specific application to the a commercial cloud provider along with cloud tools
How Can Industry Help us?

• Provide us a better way of procuring IT services while in a hybrid environment supporting both on-premises and off-premises applications

• How to lower labor cost by automating processes and providing process efficiencies

• Showing the ability to be flexible with the pace of evolutionary IT processes and technologies
Timeline

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<th>FY19Q2</th>
<th>FY19Q3</th>
<th>FY19</th>
<th>FY20Q1</th>
<th>FY20Q2</th>
<th>FY20Q3</th>
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- **Requirements Package**
- **RFI**
- **SAW**
- **RFP**
- **Source Selection**
- **AWARD**
50+ are working off-site; however, LMP labor (30+) will not be a part of the follow-on contract
## Functional/Technical Areas

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<tr>
<th>Functional/Technical Area</th>
<th>Current Metric (as of 17 OCT 2015)</th>
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<tr>
<td>Number of physical servers</td>
<td>1532 servers</td>
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<tr>
<td>Number of virtual servers</td>
<td>2500 servers</td>
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<td>Number of programs supported</td>
<td>100 systems</td>
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<td>Number of end-users</td>
<td>1 million + users</td>
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<td>Number of Customer Service-Level Agreement</td>
<td>63 SLAs</td>
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<td>Number of contract procurement actions per year</td>
<td>200 contract packages and modifications</td>
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<td>Number of Purchase Requisitions (non-contract) per year</td>
<td>400 PRs</td>
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<tr>
<td>Number of Service Desk Incidents Managed</td>
<td>1000+ per month</td>
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<td>Number of software assets</td>
<td>approx. 16,000</td>
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<td>Number of hardware assets</td>
<td>approx. 3800</td>
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<td>Contract staff</td>
<td>Radford, VA: 140</td>
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<td>Chambersburg, PA: 34</td>
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<td>Ft. Bragg, NC: 1</td>
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<td>Projected manpower variability</td>
<td>Approx. +/- 25% per year(1)</td>
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The Army relies on

PEO EIS

Connecting the Army. Working for Soldiers.