



NOAALink Program Office

The NOAALink Program is a NOAA CIO-AGO Partnership for IT Acquisition

NOAA/NIST Industry Day, Boulder, CO

June 7, 2018



*Service. Partnership. Commitment.
Where Business and IT Connect.*

Mario A Lopez
Director, NOAALink Program Office
Office of the Chief Information Officer



Mission

Deliver superior IT acquisition capabilities and NOAA-wide IT solutions in alignment with NOAA IT strategies.

Vision

Enable the NOAA IT Strategy through NOAA-wide IT acquisitions by teaming with customers to establish solutions that leverage purchasing power and standardize common IT services and commodities.

NOAALink and FITARA



Visibility of IT planned expenditure reporting to CIO

- Support Line Office pipeline planning and provide up-to-date visibility into all potential IT acquisitions
- Review all IT acquisitions
- Identify potential 'shadow' IT

Shared acquisition and procurement responsibilities

- Ensure appropriate federal acquisition certifications (FACs)
- Leverage enterprise-wide initiatives and shared services
- Review cost estimates

CIO review and approval of acquisition strategy and acquisition plan

- Confirm appropriateness of contract type for requirements identified
- Confirm appropriateness of IT related portions of statement of need or statement of work

NOAALink Objectives



- Advance and enable the NOAA IT Strategy through enterprise acquisition strategies and shared enterprise solutions
- Honor commitments to customers and provide superior program and COR management support
- Operate consistent with FITARA criteria
- Engage with industry providers for state-of-the-art practices and unified customer support
- Support an efficient and advanced information enterprise
- Increase visibility into NOAA's IT purchase pipeline
- Identify and combine like requirements
- Leverage purchasing power
- Coordinate collaborative efforts across the organization

NOAALink Metrics



	FY16	FY17
Total Contract Actions	1,185	1,338
Total Obligated Value	\$262,367,143	\$293,897,920
Average Days from Requisition Received to Award*	28	34
Average Days for Invoices to be Paid	13	15
Help Desk Inquiries	643	644
Individuals Trained	347	408
Customer Satisfaction	86%	89%

*CAM 1307.1

Required PALT** for Task Orders under NOAALink IDIQ contracts, any amount, lead time range 30-60 days

Required PALT** for Task Orders under GSA/FSS (requiring a SOW) lead time range 90-165 days

** PALT – Procurement Acquisition Lead Time



NOAALink: NMITS Contract



The NOAA Mission IT Services (NMITS) will be Strategically Sourced to provide IT Services under the NOAALink Program. The contract will be mandatory use for NOAA. NMITS will be multiple award aimed at providing a cadre of partners – organizations that will cooperate with NOAA for the duration, becoming part of the environmental intelligence capability of our Nation.

NMITS Core Management Components



- Enterprise Services
 - Technology Assessment and Evaluation
 - Systems/Infrastructure Engineering
 - Independent Testing and Evaluation
 - Logistical Support and Inventory Management
 - Asset and Configuration Management
 - Technical Writing and Documentation Support
- Customer Support Services
 - Customer Relationship Management Services
 - End User Computing Support
 - Customer Experience Management and Operations
 - Customer Education and Training
 - Customer IT Infrastructure Installation, Build Outs, and Decommissioning
 - Service Desk and Desktop Management

NMITS Core Management Components (continued)



- Mission and Business Applications, Tools, Portals, and Web Services
 - Software Engineering, Development, and Integration
 - Mission and Business Application/Tool Development, Test, Integration, and Maintenance
 - Web and Portal Systems Development, Integration, Maintenance, and Management
 - Knowledge and Content Management
 - Life Cycle Software License Management and Control
- Enterprise Computing, Cloud, Storage, Shared and Field Services
 - Server and Workstation Baseline Creation, Standardization, Deployment, and Patch Management
 - Enterprise Systems Maintenance and Repair
 - Field Service Support
 - Server Administration and Management

NMITS Core Management Components (continued)



- Enterprise Computing, Cloud, Storage, Shared and Field Services (cont.)
 - Storage Administration and Management
 - Data Services, Data Administration, and Database Management
 - Enterprise Cloud Services, Administration, and Management
 - Enterprise Operations, Event Monitoring and Management, Performance Monitoring, and Analysis
 - Enterprise Infrastructure Maintenance and Repair
 - Service Delivery Center, Data Center, and Equipment Room IT Management
 - Enterprise Data Backup, Disaster Recovery (DR), and Continuity of Operations (COOP) Program Operations and Support
- Data and Voice Network Services
 - Collaboration Services
 - Cable/Fiber Installation, Testing, Troubleshooting, and Management
 - Network Administration and Maintenance

NMITS Core Management Components (continued)



- Data and Voice Network Services (cont.)
 - Network Operations, Event Monitoring and Management, Performance Monitoring, and Analysis
 - Wireless and Mobile Device Support
 - Voice Installation, Operations, and Maintenance
 - Video and Video Teleconferencing Installation, Operations, and Maintenance
 - Knowledge Wall and Video Display Integration, Operations, and Maintenance
- Satellite Communications Initialization, Operations, and Management IT Support
- Cybersecurity and Information Assurance Services
 - Develop a Security Operations Center (SOC)
 - Provide security services
- **FBO RFI # NAAAA00-18-60000**



https://www.fbo.gov/index?s=opportunity&mode=form&id=37c16d0acf8b004d7b9876576e011b0e&tab=core&_cview=0

Planned IT Acquisition Pursuits



- | | |
|--|-------------|
| • NOAA Mission IT Services (NMITS) | FY19/FY20 |
| • NOAA Cyber Security Center (NCSC) | Award Pend. |
| • Assessment & Authorization (A&A) | TBD |
| • Geographic Information Systems (GIS) | Awarded |
| • Linux (Base plus one-year) | Awarded |
| • NetApp | TBD |
| • PC SAS | FY18 |
| • Apple | FY19 |
| • Media Destruction and Storage | TBD |
| • Service Delivery Division Services | FY19 |
| • Storage and Servers | TBD |
| • Mathematical and Statistical Analytics Tools | TBD |
| • Enterprise Infrastructure Solutions (EIS) | TBD |



QUESTIONS?

NOAALink Help Desk – noalink.help@noaa.gov or 301-628-5700