

	A	B	C	D	E
1	USACE Service Matrix				
2	Para #	Paragraph Heading	Fixed Price	Reimbursable	Comments
3	C.1	Introduction			Informational paragraph
4	C.1.1	Background information			Informational paragraph
5	C.1.1.1	History			Informational paragraph
6	C.1.1.2	Organization			Informational paragraph
7	C.1.1.2.1	The Chief of Engineers and Commander USACE			Informational paragraph
8	C.1.1.2.2	USACE Headquarters			Informational paragraph
9	C.1.1.2.3	Divisions and Districts			Informational paragraph
10	C.1.1.2.4	USACE Laboratories			Informational paragraph
11	C.1.1.2.5	Other USACE organizations			Informational paragraph
12	C.1.2	Contract administration	x		
13	C.1.3	Scope of work			As stated below
14		Library and research and development programs			Excluded
15		Classified and unclassified services in the areas	x		
16		Personnel, equipment, tools, supplies, materials, transportation, and any other items and services necessary to perform the functions in this PWS pertaining to current and future USACE mission requirements.	x		
17		Emergency operation response		x	
18		Support of the Comprehensive Everglades Restoration Plan	x		
19		Operational support of AISs	x		
20		Development of AISs		x	
21		Operational support for AISs located at, and dedicated to, locks, dams, and reservoir facilities that use SCADA software, LIMS software, and supporting OPS SQL		x	
22		Operation and maintenance of hydroelectric power generating facilities			Excluded
23	C.1.4	Personnel			Informational paragraph
24	C.1.4.1	SP program manager and key personnel	x		
25	C.1.4.2	Identification of SP employees	x		
26	C.1.4.3	Security requirements	x		
27	C.1.4.3.1	Security assurance background investigations	x		

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28	C.1.4.3.2	Level of investigation required	x		
29	C.1.4.4	Minimum personnel qualifications	x		
30	C.1.5	Quality control	x		
31	C.1.6	Quality assurance			Informational paragraph
32	C.1.6.1	Performance evaluation meetings	x		
33	C.1.7	Interference with government operation			Informational paragraph
34	C.1.8	Fire prevention	x		
35	C.1.9	Accident reporting	x		
36	C.1.10	Disclosure of information	x		
37	C.1.10.1	Freedom of Information Act (FOIA)	x		
38	C.1.11	Normal operating hours	x		
39	C.1.12	Emergency operations		x	Response
40	C.1.13	Phase-in	x		
41	C.1.14	Phase-out	x		
42	C.2	Definitions and acronyms			Header
43	C.3	Government-furnished property		x	
44	C.3.1	Government title		x	
45	C.3.2	Government -furnished training		x	
46	C.3.3	Government-reimbursable services		x	
47	C.3.4	Government-furnished facilities		x	
48	C.3.5	Government-leased equipment		x	
49	C.4	Service Provider-furnished property	x		
50	C.4.1	Refresh equipment	x		
51	C.4.2	Leased equipment	x		
52	C.4.3	Buy out terms	x		
53	C.4.4	Property identification	x		
54	C.5	Work statements			Header
55	C.5.1	Information management and information technology management	x		
56	C.5.1	Information management and information technology management		x	As stated in paragraph C.5.1.3, C.5.1.6.8, and C.5.1.8.4
57	C.5.1.1	Program management	x		
58	C.5.1.1.1	Program management	x		
59	C.5.1.1.2	Committees, boards, and meetings	x		
60	C.5.1.1.3	Policy development and formulation	x		
61	C.5.1.2	Strategic planning management	x		

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62	C.5.1.2.1	Strategic plans	x		
63	C.5.1.2.2	Data calls	x		
64	C.5.1.3	Consulting services		x	
65	C.5.1.3.1	General management support	x		
66	C.5.1.3.2	Functional documents	x		
67	C.5.1.3.3	Service agreements	x		
68	C.5.1.3.4	New technology	x		
69	C.5.1.3.5	Requirements statements	x		
70	C.5.1.4	Capital planning and investment support	x		
71	C.5.1.4.1	IMIT documentation (ITIPS)	x		
72	C.5.1.4.2	Initiative documentation	x		
73	C.5.1.4.3	Business cases and feasibility studies	x		
74	C.5.1.4.4	Informational briefings	x		
75	C.5.1.5	Program and budget support	x		
76	C.5.1.5.1	IMIT budget	x		
77	C.5.1.5.2	IMIT cost distribution	x		
78	C.5.1.5.3	PPBES and OMB exhibit 300 entries.	x		
79	C.5.1.5.4	Civil works OMB exhibit 300 briefings	x		
80	C.5.1.6	IMIT infrastructure and asset support	x		
81	C.5.1.6.1	Architecture development	x		
82	C.5.1.6.2	Configuration management	x		
83	C.5.1.6.2.1	Engineering change proposal (ECP)	x		
84	C.5.1.6.2.2	Investigations and testings	x		
85	C.5.1.6.2.3	Implementation	x		
86	C.5.1.6.3	IMIT asset inventory accountability	x		
87	C.5.1.6.4	Commercial off-the-shelf (COTS) packages	x		
88	C.5.1.6.5	Software licenses	x		
89	C.5.1.6.6	Physical layout designs	x		
90	C.5.1.6.7	Asset redistribution	x		
91	C.5.1.6.8	Central design activity (CDA)		x	Title of paragraph to be changed to MDA
92	C.5.1.7	Life-cycle management support	x		
93	C.5.1.7.1	Automated information system inventory	x		
94	C.5.1.7.2	Life-cycle management information system documentation	x		
95	C.5.1.8	Contingency support	x		
96	C.5.1.8.1	Contingency plans	x		

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97	C.5.1.8.2	IMIT contingency plan development	x		
98	C.5.1.8.3	IMIT COOP test	x		
99	C.5.1.8.4	Emergency operations		x	Response
100	C.5.1.9	Training for USACE workforce	x		
101	C.5.1.9.1	Training courses	x		
102	C.5.1.9.2	Information and training material	x		
103	C.5.1.10	Management controls support	x		
104	C.5.1.10.1	Management reviews	x		
105	C.5.1.10.2	IMIT metric measurements	x		
106	C.5.1.11	Acquisition support	x		
107	C.5.1.11.1	Process customer service orders	x		
108	C.5.1.11.2	Statements of work	x		
109	C.5.1.11.3	PR&C assistance	x		
110	C.5.1.12	End-user support and services	x		
111	C.5.1.12.1	Service requests	x		
112	C.5.1.12.2	End-user support	x		
113	C.5.1.12.3	Vendor supported software	x		
114	C.5.1.13	Reserved			Data moved to another paragraph
115	C.5.1.14	Directory services	x		
116	C.5.1.14.1	USACE directory service	x		
117	C.5.1.14.2	Global directory services	x		
118	C.5.1.15	Systems management	x		
119	C.5.2	Automation	x		
120	C.5.2	Automation		x	As noted in C.5.2.1.1, C.5.2.1.2, and C.5.2.10
121	C.5.2.1	Application support and services	x		
122	C.5.2.1.1	Government off-the-shelf (GOTS) software and commercial off-the-shelf (COTS) software applications	x		
123	C.5.2.1.2	Automated information system (AIS) and custom software applications	x		Installation and client access to AIS as required
124	C.5.2.1.2	Automated information system (AIS) and custom software applications		x	Optimization and new development
125	C.5.2.1.3	AIS data entry	x		See also C.1.3; 4th paragraph
126	C.5.2.1.4	Computer-aided design and drafting (CADD), geographic information systems (GIS), system support.	x		

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127	C.5.2.1.5	Geographic information systems (GIS) support.	x		
128	C.5.2.2	Web support and services	x		
129	C.5.2.3	Database support and services	x		
130	C.5.2.4	Office automation support and services	x		
131	C.5.2.5	Server support and services	x		
132	C.5.2.6	Help desk	x		
133	C.5.2.7	Electronic message support and services	x		
134	C.5.2.7.1	Unclassified electronic message	x		
135	C.5.2.7.2	Classified electronic message	x		
136	C.5.2.8	Classified computing support and services	x		
137	C.5.2.8.1	Classified web sites	x		
138	C.5.2.8.2	Classified devices	x		
139	C.5.2.9	IMIT facility support and services	x		
140	C.5.2.10	IMIT unique requirements		x	
141	C.5.3	Communications	x		
142	C.5.3	Communications		x	As noted in C.5.3.2.1, C.5.3.2.4.2, C.5.3.2.4.6, C.5.3.3.2.5, C.5.3.5.2, C.5.3.5.2.1
143	C.5.3.1	Wireless voice and data services (classified and unclassified)	x		
144	C.5.3.1.1	Wireless management (voice and data)	x		
145	C.5.3.1.2	Wireless devices and services (voice and data)	x		
146	C.5.3.2	Voice services (wired)	x		
147	C.5.3.2.1	Management	x		
148	C.5.3.2.1	Management		x	Work associated with "install"
149	C.5.3.2.2	Voice planning	x		
150	C.5.3.2.3	Service ordering and coordination	x		
151	C.5.3.2.4	Routine voice operations	x		
152	C.5.3.2.4.1	Voice circuits	x		
153	C.5.3.2.4.2	Voice services (emergency)		x	
154	C.5.3.2.4.3	Voicemail and auto attendant systems	x		
155	C.5.3.2.4.4	Switchboard operators	x		
156	C.5.3.2.4.5	Conference bridges	x		
157	C.5.3.2.4.6	PBX and keyed systems	x		
158	C.5.3.2.4.6	PBX and keyed systems		x	Work associated with "install"
159	C.5.3.2.4.7	Call accounting	x		

	A	B	C	D	E
160	C.5.3.3	Data services wired	x		
161	C.5.3.3.1	Data management (wired)	x		
162	C.5.3.3.1.1	Network plans	x		
163	C.5.3.3.1.2	Network design	x		
164	C.5.3.3.1.3	Network change management	x		
165	C.5.3.3.1.4	Network configuration management	x		
166	C.5.3.3.2	Device and service	x		
167	C.5.3.3.2.1	Network documentation	x		
168	C.5.3.3.2.2	Network operations	x		
169	C.5.3.3.2.3	Gateways	x		
170	C.5.3.3.2.4	Network performance monitoring	x		
171	C.5.3.3.2.5	Emergency services	x		
172	C.5.3.3.2.5	Emergency services		x	Only the sentence "The SP shall participate in national and natural emergency operations."
173	C.5.3.4	Video teleconferencing services (VTC) and video services	x		
174	C.5.3.4.1	VTC management	x		
175	C.5.3.4.2	Video services	x		
176	C.5.3.4.3	Reserved	x		
177	C.5.3.4.4	Video service requests	x		
178	C.5.3.4.4.1	VTC equipment	x		
179	C.5.3.4.4.2	CCTV equipment	x		
180	C.5.3.4.4.3	Surveillance systems equipment	x		
181	C.5.3.4.4.4	Streaming video equipment	x		
182	C.5.3.4.4.5	VTC technical support	x		
183	C.5.3.5	Radio services	x		
184	C.5.3.5.1	Radio management	x		
185	C.5.3.5.2	Radio device and service	x		
186	C.5.3.5.2.1	Radio and microwave towers	x		
187	C.5.3.5.2.1	Radio and microwave towers		x	Only the work associated with the words "install and uninstall"
188	C.5.3.5.2.2	Spectrum XX1 information system (IS) support	x		
189	C.5.3.5.2.3	Emergency radio support	x		
190	C.5.4	Information assurance	x		
191	C.5.4.1	Information assurance (IA) program management	x		

	A	B	C	D	E
192	C.5.4.1.1	Security program management	x		
193	C.5.4.1.2	Security plan	x		
194	C.5.4.1.3	IA regulatory guidance development	x		
195	C.5.4.1.4	IA regulatory enforcement	x		
196	C.5.4.1.5	Metrics and milestones	x		
197	C.5.4.1.6	Information security (INFOSEC) training	x		
198	C.5.4.1.7	IA personnel appointment letters and training	x		
199	C.5.4.1.8	IMIT LOI, MOA, MOU, SLA	x		
200	C.5.4.1.9	Software licenses	x		
201	C.5.4.1.10	Official security threat notification	x		
202	C.5.4.1.11	IA information dissemination	x		
203	C.5.4.1.12	IA reports	x		
204	C.5.4.1.13	Policy guidance	x		
205	C.5.4.1.14	Risk mitigation	x		
206	C.5.4.1.15	IA inquiry resolution	x		
207	C.5.4.1.16	IA threats and vulnerabilities Evaluation	x		
208	C.5.4.1.17	IA security audits, inspections, and investigations	x		
209	C.5.4.1.18	IA Audit trails, reviews, and archives	x		
210	C.5.4.1.19	Coordination with other agencies	x		
211	C.5.4.1.20	Coordination within USACE program	x		
212	C.5.4.1.21	Networthiness certification	x		
213	C.5.4.1.22	Procurement	x		
214	C.5.4.1.23	IA tools	x		
215	C.5.4.1.24	CCBs	x		
216	C.5.4.2	User ID and authentication	x		
217	C.5.4.2.1	UserIDs and password management	x		
218	C.5.4.2.2	UserIDs and passwords	x		
219	C.5.4.2.3	IT level	x		
220	C.5.4.2.4	User access denial	x		
221	C.5.4.2.5	Default, guest, and service accounts	x		
222	C.5.4.2.6	Privileged account issuance	x		
223	C.5.4.2.7	Reestablish user access	x		
224	C.5.4.2.8	Verify INFOSEC training	x		
225	C.5.4.2.9	Password compliance testing	x		
226	C.5.4.2.10	Illegal access tracking	x		
227	C.5.4.3	Certification and accreditation	x		

	A	B	C	D	E
228	C.5.4.3.1	Network and AIS security certification and accreditation	x		
229	C.5.4.3.2	Defense communications system classified connections	x		
230	C.5.4.3.3	Re-accreditation	x		
231	C.5.4.3.4	IA security tools	x		
232	C.5.4.3.5	Continuity of operations plan [COOP]	x		
233	C.5.4.4	Public key infrastructure [PKI]	x		
234	C.5.4.4.1	DoD and USACE PKI support	x		
235	C.5.4.4.2	Common access card [CAC] authentication support	x		
236	C.5.4.4.3	CAC device support	x		
237	C.5.4.4.4	Data encryption	x		
238	C.5.4.5	Communications security [COMSEC] services	x		
239	C.5.4.6	Vulnerability patching compliance	x		
240	C.5.4.6.1	Coordination and distribution of official IA notices	x		
241	C.5.4.6.2	IAVA and IAVB notice acknowledgment	x		
242	C.5.4.6.3	IAVA and IAVB notice compliance	x		
243	C.5.4.6.4	IAVA scans	x		
244	C.5.4.6.5	Security configurations	x		
245	C.5.4.7	IMIT IA security monitoring and management	x		
246	C.5.4.7.1	Network scanning	x		
247	C.5.4.7.2	Reporting of anomalies	x		
248	C.5.4.7.3	Trend analyses	x		
249	C.5.4.7.4	Privacy	x		
250	C.5.4.7.5	Web page review and compliance	x		
251	C.5.4.7.6	Freedom of Information Act, Privacy Act, and litigation support	x		
252	C.5.4.7.7	Web access	x		
253	C.5.4.7.8	Hardware and software security configuration	x		
254	C.5.4.7.9	Firewall system	x		
255	C.5.4.7.10	Antivirus systems	x		
256	C.5.4.7.11	Intrusion detection systems (IDSs)	x		
257	C.5.4.7.12	Encrypted data communications	x		
258	C.5.4.7.13	Physical restricted area policy enforcement	x		
259	C.5.4.7.14	Network security	x		
260	C.5.4.7.15	Remote access management	x		
261	C.5.4.7.16	Wireless access devices	x		
262	C.5.4.7.17	Wireless security review	x		

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263	C.5.4.7.18	Internet filtering software system	x		
264	C.5.4.7.19	Intrusion testing	x		
265	C.5.4.7.20	Filtering systems	x		
266	C.5.4.8	Security incidents	x		
267	C.5.4.8.1	Security incident reporting	x		
268	C.5.4.8.2	IA incident processing	x		
269	C.5.4.8.3	Device purging (compromised devices)	x		
270	C.5.4.9	Hard drives excessed or reassigned	x		
271	C.5.4.10	System backup	x		
272	C.5.5	Records management	x		
273	C.5.5	Records management		x	As noted in C.5.5.2.3
274	C.5.5.1	Records management and recordkeeping systems			Header
275	C.5.5.1.1	Records management	x		
276	C.5.5.1.2	Records program training	x		
277	C.5.5.1.3	Records program guidance	x		
278	C.5.5.1.4	Records program reviews and inspections	x		
279	C.5.5.1.5	Records creation and recordkeeping requirements	x		
280	C.5.5.1.6	Records maintenance and use (general)	x		
281	C.5.5.1.7	Records maintenance and use (paper)	x		
282	C.5.5.1.8	Records maintenance and use (electronic)	x		
283	C.5.5.1.9	Records maintenance and use (electronic storage devices and magnetic media)	x		
284	C.5.5.1.10	Records maintenance and use (office automation applications)	x		
285	C.5.5.1.11	Records maintenance and use (optical storage media)	x		
286	C.5.5.1.12	Records maintenance and use (Audiovisual ...)	x		
287	C.5.5.1.13	Records retention and disposition schedule development	x		
288	C.5.5.1.14	Records retention and disposition schedule implementation (paper and electronic)	x		
289	C.5.5.1.15	Records storage	x		
290	C.5.5.1.16	Archival and historic records collections	x		
291	C.5.5.1.17	Automatic declassification	x		
292	C.5.5.2	Official mail and distribution management	x		
293	C.5.5.2.1	Program management and implementation	x		
294	C.5.5.2.2	Program training and guidance			Header
295	C.5.5.2.2.1	Program training	x		

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296	C.5.5.2.2.2	Program guidance	x		
297	C.5.5.2.3	Official mail preparation	x		
298	C.5.5.2.3	Official mail preparation		x	Postage only
299	C.5.5.3	Manage office symbols	x		
300	C.5.5.4	Correspondence management	x		
301	C.5.5.4.1	Program management and implementation	x		
302	C.5.5.4.2	Correspondence training	x		
303	C.5.5.4.3	Correspondence guidance	x		
304	C.5.5.5	Rule making (Federal Register)	x		
305	C.5.5.5.1	Program management and implementation	x		
306	C.5.5.5.2	Rulemaking implementation and processing of Federal Register notices	x		
307	C.5.5.6	Freedom of Information Act	x		
308	C.5.5.6.1	Program management and implementation	x		
309	C.5.5.6.2	FOIA training	x		
310	C.5.5.7	Privacy Act	x		
311	C.5.5.7.1	Program management and implementation	x		
312	C.5.5.7.2	Privacy Act training	x		
313	C.5.5.7.3	Privacy Act guidance	x		
314	C.5.5.7.4	Privacy Act reviews	x		
315	C.5.5.8	Management information control [Paperwork Reduction Act]	x		
316	C.5.5.8.1	Program management	x		
317	C.5.5.8.2	Program implementation (internal)	x		
318	C.5.5.8.3	Program implementation (external)	x		
319	C.5.5.8.4	Program training	x		
320	C.5.5.8.5	Program guidance	x		
321	C.5.5.8.6	E-Government Act privacy requirements	x		
322	C.5.5.9	Vital records	x		
323	C.5.5.9.1	Program management and implementation	x		
324	C.5.5.9.2	Program training	x		
325	C.5.5.9.3	Program guidance	x		
326	C.5.5.9.4	Program review and inspection	x		
327	C.5.5.9.5	COOP exercise	x		
328	C.5.5.9.6	Vital records list maintenance	x		
329	C.5.5.10	Terminology standardization program	x		

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330	C.5.5.10.1	Program management and implementation	x		
331	C.5.6	Printing and publications	x		
332	C.5.6	Printing and publications		x	As noted in C.5.6.1.1 and C.5.6.4
333	C.5.6.1	Printing services and support			Header
334	C.5.6.1.1	Printing and reproduction service	x		
335	C.5.6.1.1	Printing and reproduction service		x	Invoice cost
336	C.5.6.1.2	Work orders	x		
337	C.5.6.2	Publications management			Header
338	C.5.6.2.1	Guidance publications	x		
339	C.5.6.2.2	Publications inventory	x		
340	C.5.6.3	Forms management			Header
341	C.5.6.3.1	Managed forms	x		
342	C.5.6.3.2	Forms inventory	x		
343	C.5.6.4	Copier program management	x		
344	C.5.6.4	Copier program management		x	Cost of paper
345	C.5.6.4.1	Copier acquisitions			Header
346	C.5.6.4.2	Self-service copier management			Header
347	C.5.7	Visual information	x		
348	C.5.7	Visual information		x	As noted in C.5.7.2.2, C.5.7.2.3, C.5.7.3.1, C.5.7.3.2, C.5.7.3.3, C.5.7.4.1, and C.5.7.5 (In addition, work performed for non-USACE customers, such as NSF, will be negotiated and reimbursed.)
349	C.5.7.1	Visual information standards	x		
350	C.5.7.2	Audiovisual support			Header
351	C.5.7.2.1	Audiovisual services	x		
352	C.5.7.2.2	Emergency operations support		x	
353	C.5.7.2.3	Audiovisual facility design and installation		x	
354	C.5.7.3	Photographic support			Header
355	C.5.7.3.1	Photographic services	x		
356	C.5.7.3.1	Photographic services		x	Response to emergency operations
357	C.5.7.3.2	Videography services	x		
358	C.5.7.3.2	Videography services		x	Response to emergency operations
359	C.5.7.3.3	Video production services		x	
360	C.5.7.3.4	Photo and video archiving	x		
361	C.5.7.4	Graphic and multimedia imaging support			Header

	A	B	C	D	E
362	C.5.7.4.1	Graphic displays	x		
363	C.5.7.4.1	Graphic displays		x	Visitor-center level exhibits
364	C.5.7.4.2	Multimedia products	x		
365	C.5.7.4.3	Customer assistance	x		
366	C.5.7.4.4	Media conversions	x		
367	C.5.7.4.5	3-D computer animation projects	x		
368	C.5.7.4.6	Technical illustration and drafting services	x		
369	C.5.7.5	Management of exhibits		x	
370	C.5.7.6	Video teleconferencing services			Header
371	C.5.7.7	Multimedia facilities and equipment	x		
372	C.5.7.8	Desktop publishing	x		
373	C.5.7.9	Administrative VI reports	x		
374	C.5.7.10	Technical editing and writing			Header
375	C.5.7.10.1	Technical editing services	x		
376	C.5.7.10.2	Technical writing services	x		
377	C.5.7.10.3	Work order control and cost distribution	x		
378	C.6	References, regulations, forms, and reports			Header