

DISA COMSATCOM SCOOP

INSIDE THIS ISSUE

- 1 | Center Chief's Message
- 1 | DISA Command Change
- 2 | DISA and MSC Partnership Leads to Successful Acquisition
- 3 | Ordering Process Update
- 4 | The EMSS SHOUT Nano
- 5 | Highlights from the DoD Commercial SATCOM Users' Workshop
- 5 | Quick Tips

UPCOMING EVENTS

02.06.12 – 02.10.12

Iridium Customer Conference/PMR

Wahiawa, HI

<http://www.iridium.com/Alerts.aspx?alertID=779>

(Note: Registration/Login is needed to access)

02.07.12 – 02.09.12

Commercial SATCOM and Gateway Operations (CSGO)

Tampa, FL

<https://www.us.army.mil/suite/page/642081>

02.21.12 – 02.24.12

Pacific Wideband SATCOM and Teleport Working Group (PWTWG)

Wahiawa, HI

<https://hqpac.pac.disa.mil/wstworkgroup.html>

02.06.12 – 02.10.12

Iridium Customer Conference/PMR

Wahiawa, HI

www.iridium.com/

(Note: Registration/Login is needed to access)

03.12.12 – 03.15.12

SATELLITE 2012: The Center of the Satellite Communications Universe

Washington, D.C.

<http://www.satellite2012.com/>

DISA does not formally endorse any non-DISA events. These events are provided for information purposes only.

CENTER CHIEF'S MESSAGE



Happy New Year! I hope everyone had a great and safe holiday. Welcome to the January issue of the COMSATCOM Scoop, our first issue of 2012. As we move into a new year, our commitment to our customers remains strong and our priority. We continue to improve not only customer ordering process and instructions, but our internal continuous improvement processes as well.

As many of you may know, on January 11, 2012, Army Lt. Gen. Carroll F. Pollett transferred directorship of the Defense Information Systems Agency (DISA) to Air Force Lt. Gen.

Ronnie D. Hawkins, Jr. Lt. Gen. Pollett served three years at DISA, and led the completion of numerous milestones supporting critical defense operations and natural disasters. In this issue, we highlight his accomplishments and the legacy he leaves behind. We want to thank him for his service and dedication. At the same time, we welcome Lt. Gen. Hawkins and look forward to his leadership at DISA.

In this issue, we feature articles about the Military Sealift Command (MSC) which discusses DISA and MSC's partnership for a successful acquisition; an ordering process update with emphasis on the importance of timeliness; the Enhanced Mobile Satellite Services (EMSS) SHOUT Nano which offers global asset tracking and tiered usage pricing; and highlights from the 2011 Department of Defense's (DoD) Commercial SATCOM Users' Workshop.

We greatly appreciate the feedback we received about the newsletter and would like to continue to hear from you so we can better serve you. As always, if there are article topics for upcoming quarterly issues, please let us know by responding to this e-mail with your suggestion. Hope your year is off to a great start!

— COL Michelle Nassar

DISA COMMAND CHANGE

Fort George G. Meade, Md. -- Army Lt. Gen. Carroll F. Pollett transferred directorship of the Defense Information Systems Agency to Air Force Lt. Gen. Ronnie D. Hawkins, Jr., during a ceremony at the agency's headquarters complex on Wednesday, Jan. 11.

Pollett has been the DISA Director since December 2008. He is retiring after serving in the Department of Defense for more than 37 years. Under his leadership, the agency has accomplished many operational and logistical milestones, including supporting critical defense operations in the Iraq and Afghanistan

continued on page 2

DISA COMMAND CHANGE continued from page 1

wars, responding to natural disasters in Haiti and Japan, and providing communications to DoD warfighters around the world. At the same time, Pollett led the agency's partnership with the U.S. Army to develop and implement enterprise services, and consolidated several DISA Headquarters locations from the Northern Virginia area to the new DISA campus here at Fort Meade, Maryland.

Pollett also led development of the DISA Campaign Plan, which established a two-year framework for the organization's future. The Campaign Plan focuses agency planning and guides the allocation of resources,

outlines the design of DISA's organizational structure, and the execution of its priorities - all of which are inextricably linked.

"Every part of DISA has an essential role in the accomplishments and support we have provided the Warfighter over the past three years. Our partners throughout the Department, elsewhere in the government (foreign and domestic), and in industry have had critical roles as well," said Lt. Gen. Carroll F. Pollett, outgoing DISA Director. "I want to thank them for their continued service to their country, and for the hard work they do every day."

Hawkins returns to DISA from Washington, D.C., where he was the Deputy Director Command, Control, Communications and Computer Systems (C4), Joint Staff, the Pentagon. He was the Vice Director of the Defense Information Systems Agency from September 2009 - July 2011. "I am honored to assume the Directorship of DISA and to continue our critical support to joint warfighters, national level leadership, and mission and coalition partners, providing joint and combined warfighting information technology capabilities."

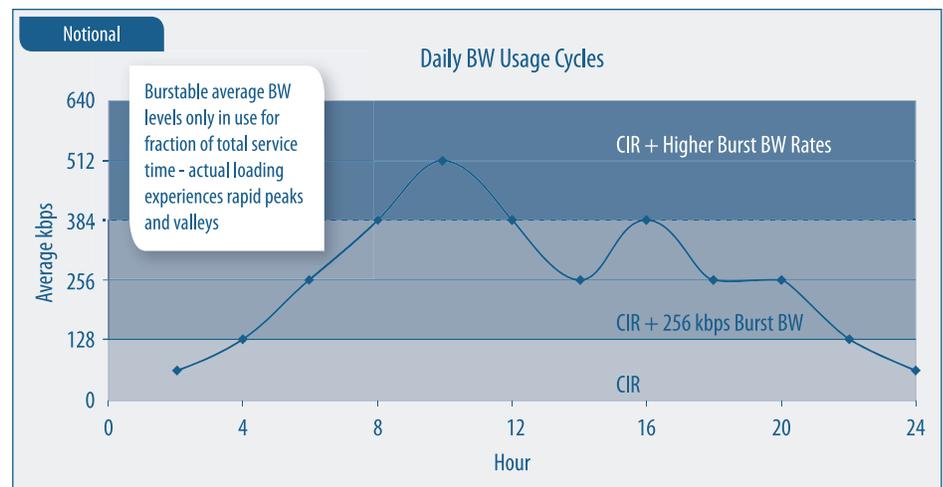
DISA AND MSC PARTNERSHIP LEADS TO SUCCESSFUL ACQUISITION

In 2009, the Military Sealift Command (MSC) approached the Commercial Satellite Communications (COMSATCOM) Center with a need to replace its aging Bandwidth Efficient Satellite Transport (BEST) system. MSC implemented the BEST system back in 2002 as an overlay to existing legacy International Maritime Satellite (Inmarsat) infrastructure in use since 1999. This infrastructure was based solely on L-band, and included the use of aging Inmarsat B satellites, which were rapidly reaching end-of-life. MSC wanted 95% global coverage within +/- 65° degrees latitude (especially in littoral waters and major sea routes) for transiting ships. Further, it needed to replace terminals nearing end-of-life. MSC was limited to a strict budget, so it desired the most bandwidth for the dollar. While some of the communications supported core operations, much was used for Morale, Welfare, and Recreation (MWR).

Fortunately, MSC had some flexibility to support communications needs, and

after some initial discussions with the COMSATCOM Center, it was apparent there were several options previously not considered. The COMSATCOM Center identified 16 potential managed services and leased bandwidth solutions. Those solutions were narrowed to four commercially feasible alternatives that could provide MSC with the coverage required. The subsequent Cost Benefit Analysis (CBA) showed dual band hybrid

solutions would likely be the most effective alternative. Additionally, managed services offered the opportunity to trade a little more network congestion for a lot more bandwidth, providing much more bandwidth for MWR than MSC had expected to afford. For instance, typical bandwidth use during a day experiences varying usage rates. By setting a minimum Committed Information Rate (CIR) and maximum Burst Information Rate (BIR),



continued on page 3

DISA AND MSC PARTNERSHIP LEADS TO SUCCESSFUL ACQUISITION

continued from page 2

MSC is guaranteed a certain dedicated bandwidth (CIR) for important operational communications while allowing flexibility to “burst” at higher rates for less critical Internet and email applications.

Because industry offers such a variety of creative managed solutions, MSC and the COMSACTOM Center decided to release a Statement of Objectives (SOO) rather than a more narrowly defined Statement of Work (SOW) or a Performance Work Statement (PWS). Because the SOO reflected both MSC needs and industry capabilities, industry offered a wide range

of compelling proposals, and source selection culminated with an award for a Ku/L-band hybrid managed services solution. The system will employ dual Ku- and L- bands and provide global coverage at significantly higher rates (64 kbps CIR, bursting up to 1Mbps on the “shore to ship” link) than the BEST system (48 kbps average). The dual bands will require two terminals. However, it will provide inherent backup while offering lower-cost bandwidth that can be incrementally increased to meet MSC fleet needs within budget constraints. BIR bandwidth prices can be a tenth of CIR or leases of equivalent

bandwidth. Additionally, the awarded solution will eliminate the need to time-share channels and offer greater overall reliability with highly redundant coverage.

Full deployment of the Next Generation Wideband (NGW) system is scheduled to begin in Spring 2012. The winning vendor has begun building the NGW support network, which will then go through testing and certification this year. Once the system is certified to connect to the network, MSC’s target goal is to deploy the system onto 50 of its fleet of 70 ships in the first 12 months.

ORDERING PROCESS UPDATE: IMPORTANCE OF PROCESSING REQUIREMENTS ON TIME



It is vital to plan sufficient processing time to prepare the requirements package and acquire services for new requirements. The timeline is dependent upon many variables (emergency and/or, contingency requirements are flagged*):

- Engineering review
- Cost estimation
- Requirements package assistance, (e.g., Performance Work Statement, Evaluation Plan, Quality Assurance Surveillance Plan, Information Assurance Memos, and Market Research Report)
- Defense Information Technology Contracting Organization (DITCO) review
- Request for Quotes release
- Vendor question and quotes preparation (mandatory 30 days)

- Technical and cost evaluation of quotes
- Legal and compliance reviews
- Formal award of contract

Additional variables inherent to your requirement can include time to obtain unit funding; amount of bandwidth requested vs. region availability; balance of cost threshold vs. number of review/approval levels; necessity to purchase a terminal; necessity to license a terminal; need to obtain Host Nation Approvals, Frequency Clearances, and/or Site/Terminal Licenses (if operating in a foreign country); time to obtain frequencies and a Transmission Plan (from the satellite operator); and anything else that may be required prior to your actual required operational service date.

Sufficient processing time is critical on current requirements to exercise a Contract Line Item Number (CLIN) or to allow a service to expire. In either of these cases, contact the Commercial Satellite Communications (COMSATCOM) Center approximately 90 days prior to your actual

contract period end-date to advise us of your intent either to renew services (thus exercising an option period) or to allow the services to expire. This information will be passed onto DITCO and subsequently to the vendor/service provider in the form of a Letter of Intent. Your Military Interdepartmental Purchase Request (MIPR) should be received by DITCO so that they can process a contract amendment 30 days prior to the contract period end date. For all other CLINs (e.g., bandwidth surges and Host Nation Approvals), be sure to advise the COMSATCOM Center of your intent and to process your MIPR for the CLIN as soon as possible.

With proper planning, the preparation of your new or current requirement can be a smooth, efficient process.

*If an emergency occurs, the COMSATCOM Center and DITCO will work within their means and levels of authority to acquire your services as quickly as possible.

THE EMSS SHOUT NANO OFFERS GLOBAL ASSET TRACKING AND TIERED USAGE PRICING



Enhanced Mobile Satellite Services (EMSS) provides secure global Satellite Communication (SATCOM) services under the Commercial Satellite Communications (COMSATCOM) Center. EMSS offers a breadth of services to

include voice, secure voice, Distributed Tactical Communications System (DTCS), messaging, and data to Department of Defense (DoD), other Federal departments, agencies, state and local governments, and approved foreign and allied Government users. EMSS offers Short Burst Data (SBD) with automatic billing using the “usage based tiered” pricing structure. The pre-negotiated SBD service and SHOUT Nano device pricing are exceptionally competitive with the commercial sector and also offers two key advantages – users have the flexibility of tiered data usage, to include **UNLIMITED** data, and the added assurance of **secure communications** through the EMSS Gateway.

SHOUT NANO SERVICE COST FOR FY12* (INCLUDES 2.0% DITCO FEE)

- \$81.60 one-time activation fee
- \$133.29 per month - Unlimited
- \$66.99 per month - up to 100 kb
- \$26.19 per month - up to 30 kb
- \$10.89 per month - Inactive

For pricing updates, please check DDOE at <https://www.disadirect.disa.mil/>

The SHOUT Nano is a portable, handheld two-way outdoor satellite messaging and GPS device for emergency/rescue, text-messaging applications, and location-based services. The SHOUT Nano’s SBD service is enabled by the Iridium satellite constellation which offers global pole to pole coverage.

SHOUT NANO SPECIFICATIONS

- Dimensions: 4L x 2.2W x 0.8D inches
- Weight: 6.5 ounces
- Hardened Anodized Aluminum Casing
- Rechargeable Lithium Ion Battery
- USB Interface

The Nano has a high resolution color LCD with menu options displayed as icons. The device is designed with ultra-low power consumption electronics drawing less than 35µA during sleep. With an internal 1.95 A-Hr rechargeable Lithium Ion battery, it can send a position report every hour for up to two months (about 1,200 reports) on one charge.

The SHOUT Nano offers a variety of other features including:

- Normal Tracking — programmed to automatically wake up and send a position report at a set interval ranging from continuous to once every seven days
- Emergency Alert — sends alerts using a 911 button and allows messaging to communicate emergency specifics
- Free-Text Messaging — sends free-text via three different sets of on-screen keyboards
- Canned Text Messaging — sends canned (pre-defined) messages in short codes to save bandwidth instead of the entire message body

- Waypoint Tracking — sends and/or saves waypoints (interested landmarks) for later retrieval
- Check-In — allows a quick check-in message to be sent using a single soft key

EMSS devices and services can be purchased through the DISA Direct Order Entry (DDOE) website at <https://www.disadirect.disa.mil/>. The 24x7 EMSS Help Desk is available to answer all customer questions about the SHOUT Nano as well as the full suite of EMSS devices, services, features and accessories.

EMSS Help Desk (24/7)

CML: (877) 449-0600

DSN: (312) 282-1048

Email: customer.service@gdc4s.com

The EMSS Program Office is seeking customers to share their experiences with how EMSS devices and services provided reliable and superior communications in an austere environment. The EMSS Program Office is most interested in stories where the EMSS global services helped save the day. If you would like to share your story, please reach out to the EMSS Office:

EMSS Program Office

CML: (301) 225-2800

DSN: (312) 375-2800

Email: emssprog@disa.mil

HIGHLIGHTS FROM THE DOD COMMERCIAL SATCOM USERS' WORKSHOP

The 2011 Department of Defense's (DoD) Commercial SATCOM Users' Workshop was a co-sponsored event held by the Satellite Industry Association (SIA) and the U.S. Strategic Command (USSTRATCOM) from December 14-15, 2011 in Arlington, VA. This annual event brought together over 400 Government leaders from the DoD as well as commercial satellite industry operators, service providers, integrators, ground equipment suppliers, and manufacturers to join decision-makers from U.S. Africa Command (AFRICOM), U.S. Central Command (CENTCOM), U.S. European Command (EUCOM), U.S. Northern Command (NORTHCOM), U.S. Pacific Command (PACOM), U.S. Special Operations Command (SOCOM), U.S. Southern Command (SOUTHCOM), U.S. Transportation Command (TRANSCOM), DoD/Chief Information Officer (CIO), Defense Information Systems Agency (DISA), Executive Agent (EA) for Space, Air Force, Army, Navy, Marine Corp, United States Coast Guard, White House Communications Agency, Space and Naval Warfare Systems Command (SPAWAR), and more. The workshop focused on the DoD's

current requirements for satellite services and connectivity and introduced the latest technology and industry trends to ensure effective satellite communications for the present and future requirements of the military and intelligence community.

Ms. Cindy Moran, Director of Network Services (NS), DISA, was one of the keynote speakers. Ms. Patricia Cooper, President of SIA said Ms. Moran's thoughts added, "Critical insights on the continued interplay between the satellite industry and the [DoD] as budgets tighten and requirements for satellite communications continue to evolve." She emphasized the goal is to help customers save money when purchasing satellite services. She also stated that DISA is actively looking for better ways to buy bandwidth. As of now, the Future COMSATCOM Services Acquisition (FCSA) strategy has been doing a good job in enhancing opportunities for competition. As of November there were 22 offerors on FCSA and DISA is hoping to obtain more. She stated, "DoD needs to make the best investments for the current and future SATCOM capabilities."

Mr. Bruce Bennett, Program Executive Office for Communications, also represented DISA as a keynote speaker. He spoke about the \$1.5B cut to DoD funds and how it affects the satellite services industry. Mr. Bennett emphasized how DISA will further expand everyone's participation in FCSA. However, he stated more efforts will need to be expended to find synergies among the industry and leverage Congress with the ongoing funding constraints.

Overall, the DoD Commercial SATCOM Users' Workshop was a huge success bringing speakers across the DoD and industry. For more information about the conference, please visit <http://www.sia.org/dodsatcom> and for more information about SIA, visit their website at <http://www.sia.org>.

QUICK TIPS: DEFINING THE REQUIREMENT AND NOT THE SOLUTION

The Commercial Satellite Communications (COMSATCOM) Center would like to remind everyone to identify their requirements in terms of type of applications and specific data rates in Mbps; frequency band of operation (e.g., Ku-, C-, X-, or Ka-band), coverage areas/desired locations, and network connectivity. Requirements should be identified this way as opposed to providing a specific bandwidth unless there is a critical reason for doing

so. A comprehensive design of a satellite communications link requires a suitable balance between bandwidth and power. In other words, bandwidth alone is a necessary asset but not sufficient to support the overall link performance.

Earth terminal, modem specifications, and equipment limitation information is also needed. This approach allows the bidding vendors to compete using various optimized

solutions (modulation schemes, coding rates, compression and adaptive techniques) that will provide the best range of options available to support specified requirement.

The COMSATCOM Center offers a dedicated staff of SATCOM engineers and acquisition specialists to assist with defining customer requirements. Please do not hesitate to contact us with any questions or concerns.