

UPCOMING EVENTS

07-10 May 2012
DISA 2012 Mission
Partner Conference
Tampa, FL
<http://disa.mil/News/Conferences-and-Events/DISA-Mission-Partner-Conference-2012>

CHIEF'S MESSAGE



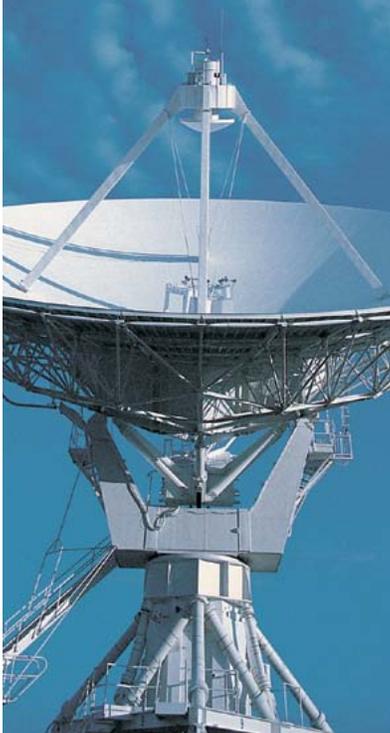
Welcome to the April issue of the Scoop! This issue is focused on the topics we believe are of great interest to the customers who plan to attend the Defense Information Systems Agency (DISA) Mission Partner Conference, 7-10 May 2012, held in Tampa, FL. There is a lot of buzz at the Commercial Satellite Communications (COMSATCOM) Center. We have been quite busy with the Future Commercial Satellite Communications Services Acquisition (FCSA). To date, there are 24 awardees, of which six are small businesses, on the U.S. General Services Administration Information Technology (IT) Schedule 70 Special Item Numbers (SINs) 132-54 and 132-55.

In this special conference issue, we highlight key areas of interest during the conference: subscription services and its benefits and advantages; the availability of the Custom Satellite Communications Solutions–Small Business (CS2-SB) contract which represents the first of two sets of Indefinite Delivery/Indefinite Quantity (IDIQ) contracts for customized end-to-end COMSATCOM solutions; the Army Blanket Purchase Agreement (BPA) highlights; the Broadband Global Area Network Remote Access Service (BGAN RAS) and how its capabilities have become increasingly more attractive to the Warfighters.

We also take a moment to emphasize the importance of our annual web-based customer satisfaction survey. Let us know how we're doing—share your opinion and be heard! Please note the survey is currently active and will remain live through 18 May 2012. While at the conference, you will have the option of completing a paper form of the survey at our booth. We thank you in advance for your participation.

As always, if there are article topics for upcoming quarterly issues, please let us know by responding to this e-mail address, comsatcomscoop@disa.mil, with your suggestion or stop by the COMSATCOM Center (Network Services) booth in May and tell us in person. I look forward to seeing many of our customers at the conference!

— COL Michelle Nassar



GOVERNMENT AND INDUSTRY PARTNERS RECEIVE INNOVATION AWARD FOR DISTRIBUTED TACTICAL COMMUNICATIONS SYSTEM ACHIEVEMENTS AND CONTRIBUTIONS TO MOBILE SATELLITE SERVICES

The Distributed Tactical Communications System (DTCS) Program was awarded the 2012 Innovation Award by the Mobile Satellite Users Association (MSUA) at the recent Satellite 2012 Conference. Effective Government and Industry collaboration among Enhanced Mobile Satellite Services (EMSS) Division of the Defense Information Systems Agency (DISA), Naval Surface Warfare Center (NSWC) Dahlgren Division, Iridium, Boeing, and ITT Exelis yielded rapid deployment of a Netted, one-to-many push-to-talk voice, position location information (PLI) and low rate data. DTCS ultimately enabled an on-the-move, over-the-horizon, and beyond line-of-sight communications solution for U.S. Warfighters in remote locations. DTCS mitigates the communication challenges Warfighters face when operating in an area with little or no infrastructure, over wide area ranges and in austere terrain. With over 7,000 radio terminals fielded, the devices' real-time PLI provides a common tactical and operational picture for all us-

ers on a net, enabling critical awareness that can save lives. DTCS is an extension of "Netted Iridium," and represents a breakthrough in mobile satellite communications on a global scale.

The Government team of NSWC Dahlgren and the EMSS Program Office spearheaded the deployment of DTCS. EMSS played a pivotal role in the quick development, testing and deployment of this commercial off-the-shelf technology in response to a U.S. Central Command urgent operational requirement for units in Iraq and Afghanistan. The DTCS team overcame significant obstacles to deliver DTCS to the field within five months, resulting in an important contribution to keeping Warfighters in austere environments connected and safe.

Phase 3 Development of Netted Iridium started in 2010 and began including "theater-wide" or Global Reach nets, and making infrastructure improvements that enable greater efficiency, increased ca-

capacity and improved quality of service. Phase 3 Implementation will support up to 30 times more volume of reporting devices on a real-time basis, thanks to these efficiency improvements. This opens up opportunities for real-time data distribution across sensors, vehicles, operations centers and dismounted personnel.

The EMSS Program Office and its industry partners continue to develop and implement advanced network management, support and monitoring tools, and improve scalable architecture and latency to enhance the evolving communications and situational awareness needs of the Warfighter.

EMSS devices and services can be purchased through the DISA Direct Order Entry (DDOE) website at www.disadirect.disa.mil/. The 24/7 EMSS help desk is available to answer all customer questions about DTCS and, 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

EMSS Program Office

CML: (301) 225-2800 • DSN: (312) 375-2800

Email: emssprog@disa.mil

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.

More good news! EMSS announces a price drop for the DTCS Radio Only (RO) handset. The new DTCS RO price will be \$4,999, a 16% decrease from the previous cost.



SUBSCRIPTION SERVICES DESCRIPTION AND BENEFITS

Commercial Satellite Communications (COMSATCOM) Subscription Services started being offered through of General Services Administration's Federal Supply Schedule 70 Special Item Number (SIN) 132-55 only recently, and Department of Defense (DoD) customers may be wondering why they should consider subscription services over traditional transponded bandwidth solutions. The answer depends on the customer's requirements.

Subscription services represent a different business model that introduces a different set of trade-offs based on the ability to leverage a preexisting, pre-engineered Fixed Satellite Service (FSS) or Mobile Satellite Service (MSS) solution, including terminals tied to a service, in any commercial frequency band and are available immediately to government customers. Subscription services offer two big advantages. First, subscription services can be acquired immediately because the end to end network solution is pre-engineered. Second, many users can support their missions at lower costs because pricing models typically only charge for what is used. As a result prices may be reduced because solution costs are shared across all customers. However, subscription services offer three unique draw backs. Because resources are shared, a user's access or service levels are only assured to the established service level agreement (SLA). Also, because pricing levels include a price premium to account for an assumed amount of idle time, heavy users that require more sustained service could pay more over a billing cycle than if they

had leased dedicated resources. And in some cases, subscription service customers need to accept specific terminals using a specific wave form.

Subscription services have actually existed in the Information Technology (IT) and communications industry for decades. For example, home Internet service (such as through a cable or phone provider) shares a very expensive backhaul and back office infrastructure and can amortize (share) these costs across a large market of customers. As a result, customers can access a multi-billion dollar infrastructure with 'always on' service for only hundreds of dollars a year. While throughput commonly is much lower than the access bandwidth rate marketed to users, few customers would consider paying billions rather than hundreds of dollars for Internet access. Another common example is cellular service. Again, the multi-billion dollar infrastructure is many orders of magnitude more expensive than retail service prices. In each of these examples, users may pay for service based on some combination of consumption factors, such as service levels (quality), megabytes transmitted, and minutes of use. For applications that do not require 24/7 transmission, these users gain low cost service while accepting minor risks that congestion will slow Internet access or produce a busy signal for a phone call.

This is the same concept that has driven commercial satellite service providers to develop their own subscription service offerings. MSS providers have been operating through a subscription services model for several

decades, primarily offering voice services but the offerings have increased emphasis on data services recently. The Fixed Satellite Service (FSS) providers more gradually adopted subscription service models, starting with retail last mile access (e.g., home internet service via satellite to rural communities) during the onset of the dot-com era.

The government, meanwhile, has been slower to adopt subscription services as a viable replacement to standard transponded capacity solutions, primarily due to a prevailing belief that all applications require assured access. As morale/welfare/recreation (MWR) applications gain more prominence and as budgets continue to shrink, Warfighters increasingly are investigating subscription services that can offer greater bandwidth for lower costs. Customers like the Military Sealift Command (MSC) illuminated the limitations of Defense Information Systems Network (DISN) Satellite Transmission Services – Global (DSTS-G) and fortified the need to put subscription services on the core Future COMSATCOM Services Acquisition (FCSA) contract. MSC's requirements (i.e., large prospective footprint, uncertain locations due to transiting ships, and primary need for MWR services) pointed to a subscription services solution, but the lack of subscription services on the DSTS-G contract forced the COMSATCOM Center to pursue a stand-alone contract. Lessons Learned from MSC and other customers allowed Defense Information Systems Agency (DISA) and the GSA to shape the new FCSA contract to more readily and effectively bring subscription services to the Warfighters.

Subscription services, as defined under the Schedule 70 SINs, are pre-existing, pre-engineered Fixed Satellite Services and/or Mobile Satellite Services (MSS) solutions in any COMSATCOM frequency band. Subscription services can include shared or dedicated satellite resources, ancillary terrestrial component (ATC), and vendor-specified networks and equipment. MSS subscription services are billed on a per-use basis (including per minute, per Mega Byte, per month, etc.) and are ideal for customers without well-defined usage requirements. For instance, if a customer has requirements for bandwidth in Central America, but the number of users can range from a couple to a couple hundred, subscription services might be the recommended option. The subscription services per-use rate on the Schedule 70 132-55 SIN in-

cludes the airtime, materials, engineering, network management, monitoring, integration, and operations required to deliver the service. Equipment cannot be sold separately on 132-55, but vendors can choose to include it as part of the service package.

Warfighters currently are benefiting from subscription services on the FCSA contract, which includes 22 vendors on the 132-55 SIN. DISA provided commercial Ku-band very-small-aperture terminal (VSAT) communication services to Commander, Navy Installations Command (CNIC) for plain old telephone service (POTS) and video teleconference (VTC) services. CNIC requested 512/512 Kbps rates scalable to 1024/1024 or 1544/1544 in emergencies. The savings of going with a subscription services solution was on the

order of ten to fifteen times what would be expected of a similar transponded capacity solution. In another example, DISA provided MSS solutions to a variety of clients in the past through the Inmarsat contract and currently through Schedule 70 SIN 132-55. We have seen significant savings from the recently awarded Army Blanket Purchase Agreements (BPAs). Based on average usage patterns, the new BGAN BPAs are expected to reduce average Broadband Global Area Network (BGAN) costs by 40% as compared to the Inmarsat ID/IQ contracts.

Whatever your needs, feel free to reach to the COMSATCOM Center to discuss how subscription services may be valuable for your requirements.

GSA AND DISA EXPAND PARTNERSHIP TO PROVIDE CUSTOM END-TO-END COMMERCIAL SATELLITE SOLUTIONS

As part of the Future Commercial Satellite Communications (COMSATCOM) Services Acquisition (FCSA), on February 17, 2012, the U.S. General Services Administration (GSA) and Defense Information Systems Agency (DISA) announced the award of the Custom Satellite Communications Solutions–Small Business (CS2-SB) contract to four small businesses.

CS2-SB is the first of two sets of Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts for customized end-to-end satellite solutions. The CS2-SB contract holders can compete for task orders that

consist solely of satellite professional support services such as analysis and testing. CS2-SB, along with the future award of CS2, also provides access to customer defined end-to-end solutions that include satellite bandwidth, teleport access, network management, the equipment needed for satellite communications, and engineering support such as integration, operations, and maintenance. These awards expand the common marketplace for commercial satellite communications services under FCSA, adding custom end-to-end solutions to the currently available offerings in transponded capacity (bandwidth), and pre-defined subscription services.

CS2-SB awardees are: AIS Engineering, Inc.; By Light, Professional IT Services, Inc.; Knight Sky Consulting and Associates, LLC; and UltiSat, Inc.

The CS2-SB contracts have a five year contract period (three year base with two one-year options) and a ceiling of \$900 million. Awards for the companion CS2 full and open contracts for large scale custom end-to-end solutions are planned for later this quarter. More information, including links to the new CS2-SB contracts, is available at the GSA Satellite Services website: www.gsa.gov/satellite.

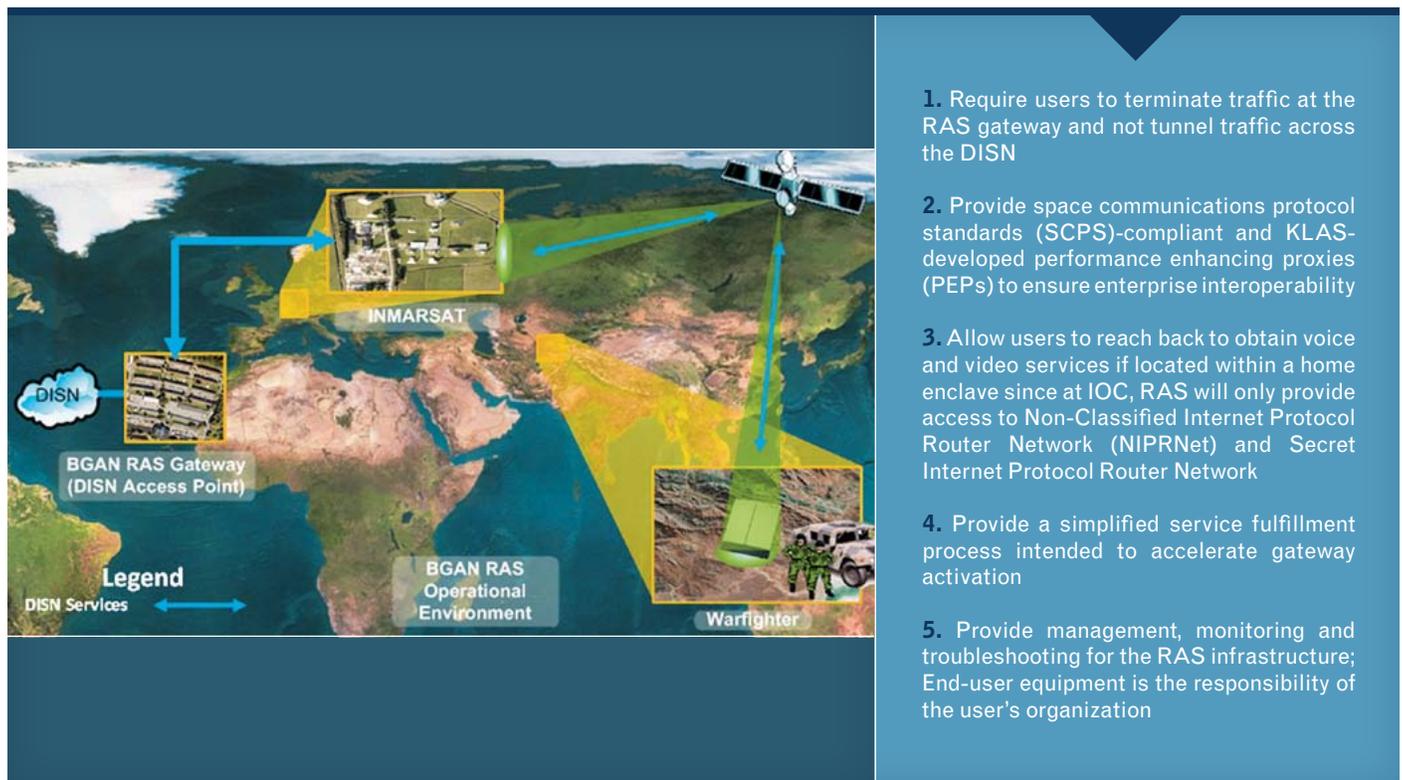
CURRENT STATE OF THE BROADBAND GLOBAL AREA NETWORK REMOTE ACCESS SERVICE

Inmarsat's Broadband Global Area Network (BGAN) has become increasingly attractive to the Warfighter due to higher than legacy-offered data rates and the compact and ruggedized traits of BGAN terminals.

For several years, DISA has offered the BGAN family of services to the Department of Defense (DoD) users, with customers implementing and maintaining "stove-piped"

Network (NIPRNet) and Secret Internet Protocol Router Network (SIPRNet) DISN services.

RAS is being developed incrementally to accelerate delivery and will evolve over time to include various DISN services. At initial operating capability (IOC), RAS will establish NIPRNet and SIPRNet access within the Europe Theater and will:



1. Require users to terminate traffic at the RAS gateway and not tunnel traffic across the DISN
2. Provide space communications protocol standards (SCPS)-compliant and KLAS-developed performance enhancing proxies (PEPs) to ensure enterprise interoperability
3. Allow users to reach back to obtain voice and video services if located within a home enclave since at IOC, RAS will only provide access to Non-Classified Internet Protocol Router Network (NIPRNet) and Secret Internet Protocol Router Network
4. Provide a simplified service fulfillment process intended to accelerate gateway activation
5. Provide management, monitoring and troubleshooting for the RAS infrastructure; End-user equipment is the responsibility of the user's organization

solutions to access Defense Information Systems Network (DISN) services or tunneling traffic through the Internet.

This led to the implementation of redundant infrastructures. Most importantly this presented concerns about mission assurance—largely related to the network path because redundant infrastructures traverse the public Internet and operational security (OPSEC)—primarily due to the number of commercial entities that know who, and potentially where, users are.

To address such concerns, the Defense Information Systems Agency (DISA) Commercial Satellite Communications (COMSATCOM) Center is proud to announce the development of a remote access service (RAS) that will provide a secure, managed, DoD enterprise capability that enables BGAN users to reach Non-Classified Internet Protocol Router

Final operating capability (FOC) will establish redundant capabilities in the Pacific Theater where future enhancements will look to include voice and video DISN capabilities.

To date the RAS team has made significant progress towards deployment, successfully testing the BGAN RAS proof of concept in the Joint Interoperability Test Command (JITC) Fort Meade lab in March and is currently awaiting certification and accreditation approval.

The COMSATCOM Center intends to install BGAN RAS in Europe, late 4QFY12 with services available to pilot users and early adopters in early 1QFY13. The COMSATCOM Center would like to discuss your BGAN requirement and how RAS can work for you. If interested, please contact the csb@disa.mil.

ARMY BLANKET PURCHASING AGREEMENT HIGHLIGHTS

Effective February 2012, Army customers may order Inmarsat Broadband Global Area Network (BGAN) services through the recently awarded Army Blanket Purchase Agreement (BPA). The BPA offers Army users several benefits, such as a single vendor point of contact for all their BGAN services, streamlined provisioning procedures and no monthly recurring costs. In general, prices for BGAN usage are lower than corresponding prices on the expiring Inmarsat Indefinite Delivery

/ Indefinite Quantity (ID/IQ) contracts. Based on average usage patterns, the new BGAN BPAs are expected to reduce average BGAN costs by 40% as compared to the Inmarsat IDIQ contracts.

The winning vendor's Dashboard will allow Army customers to view their BGAN usage and billing details in near real-time. Customers will also have the flexibility to customize their dashboard screen layouts and export their Call Detail Reports to other formats.

The Defense Information Systems Agency (DISA) Direct Order Entry (DDOE) Telecom Requests (TR) will now reflect the new BPA services by Contract Line Item Numbers (CLINs) and prices. The Inmarsat customer ordering guide contains a full set of instructions for ordering new Inmarsat BGAN services and is available at the Commercial Satellite Communications (COMSATCOM) Center website or may be obtained by contacting the Army Service Representative.

2012 SURVEY REMINDER

The 2012 Annual Customer Satisfaction Survey is now active and will remain so through 18 May 2012. Please take a few minutes to respond to the survey and help us continue to improve our customer service. If you plan to attend the customer conference in May, you will also have the option to take the survey on paper at the COMSATCOM Center (Network Services) booth. Thank you in advance for your support.

Survey website:
<https://vovici.com/wsb.dll/s/4793g472ff>

COMSATCOM ANNUAL USAGE REPORT

As directed in Chairman Joint Chiefs of Staff Instruction 6250.1D, the United States Strategic Command (USSTRATCOM) and Defense Information Systems Agency (DISA) publish an Annual Report on Department of Defense (DoD) Commercial Satellite Communications (COMSATCOM) usage. This Annual Report provides information on DoD COMSATCOM bandwidth utilization and expenditures and drills down to lower levels of specificity such as frequency band, coverage region and user (e.g., specific Service or DoD Agency.) The Annual Report is submitted to Congress and the DoD Chief Information Office (CIO) and disseminated across DoD.

Past reports have provided DoD analysts and acquisition experts with important insights for decision-making. For instance, the Annual Report continues to demonstrate the cost effectiveness of the Defense Information Systems Agency's (DISA) contract as compared to industry and other DoD contract average prices. The FY11 Annual Report will show that Future COMSATCOM Services Acquisition (FCSA) retains fair competition, while allowing DoD to more efficiently and broadly procure service directly from the component in the value chain that best aligns with a given user's needs, from managed service providers, end-to-end integrators to service companies that align with sat-

ellite operators. The report will also highlight potential vulnerabilities to DoD due to over-reliance on a particular satellite operator, regions experiencing accelerating cost growth, etc.

Past Annual Reports have been structured to report usage for DoD Fixed Satellite Services (FSS) and Mobile Satellite Services (MSS) separately. The FSS section highlights comparative analyses of usage across various service profiles, to include frequency band, coverage region, service mission, vendor, satellite operator, and Combatant Command/Services/Agencies (CC/S/A). The FSS section also compares the DSTS-G average Transponder Equivalent (TPE) cost against the average TPE costs for other DoD contracts and the COMSATCOM industry in general.

The MSS section compares DoD expenditures and airtime usage by service, CC/S/A, contract vehicle, and vendor. As demonstrated in past reports, DISA's Inmarsat and Enhanced Mobile Satellite Services (EMSS) contracts have been the predominant contract vehicles for DoD MSS usage.

USSTRATCOM and DISA continually evaluate the Annual Report findings, methodology and relevance in order to provide insights to DoD decision makers when assessing their COMSATCOM procurement strategies.