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SOW Social Media Web-Based Threat Analytics

**Statement of Work (SOW)
For
Social Media Web-Based Threat Analytics**

**PART 1
GENERAL INFORMATION**

1.1 Description of Services/Introduction: The contractor shall provide worldwide web-based access to reliable social media web based threat analytics services, also referred to as a Software-as-a-Service (SaaS) solution required for use in criminal investigations and other missions conducted by the U.S. Army Criminal Investigation Command (USACIDC). Administration of the service will be done from Headquarters, USACIDC, Quantico, VA, with users located throughout the U.S. and overseas where there is a USACIDC presence. There shall be the capability to set up unlimited individual user accounts with unlimited queries available.

1.2 Background: The USACIDC is the premier Military Criminal Investigative Organization (MCIO) within the Department of Defense (DoD) and is responsible for conducting worldwide felony criminal investigations anywhere there is an U.S. Army interest. Among the other missions the USACIDC also conducts the protective services mission for senior DoD officials, logistics security and major procurement fraud, computer crimes involving U.S. Army networks and computers, and sensitive investigations involving senior U.S. Army personnel and sensitive classified projects. The USACIDC is also the executive agency for the DoD Criminal Investigative Task Force (CITF) which is tasked with the investigation of alleged war crimes and acts of terrorism committed against U.S. interests.

1.3 Objective: This SaaS solution shall provide a secure and legal social media web based threat detection and risk mitigation. The SaaS solution shall be cloud-based to support organizations' ability to quickly unlock the value of social media and big data to assess risk, respond to threats, and discover actionable intelligence.

1.4 Scope: The contractor shall provide the following specifications in the required SaaS Solution.

- The SaaS shall be web based. No hardware or software to install.
- It shall cover all major social networking services. Understanding that technology is always changing, the service shall search against all social media that allows public access (i.e., Twitter, Facebook, Instagram, Google+, etc.)
- The service shall be capable of conducting queries by various methods, including but not limited to keyword, location-based, meta data queries.
- The service shall be 28 CFR Part 23 compliant.

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-The service shall have the capability for the user to customize their own situation dashboard or Common Operational Picture. The user shall have the ability to set limits on the coverage area so it is specific to the user's Area of Responsibility (AOR).

COMPATABILITY: The service shall be compatible with inputs from whatever public data search tool in use at the time by USACIDC (LexisNexis/Accurint, CLEAR, TLO, etc.).

-The data derived from the service shall be capable of geo-coding addresses and facilities as well as the ability to map distances between addresses. This then allows for the visualization (via map overlays) of the geo-spatial relationship between people and addresses.

-The service shall have the capability to download the results of the query in a format that will allow for visualization/link analysis (Excel or .csv).

- There shall be some type of visualization and/or link analysis tool provided to facilitate analysis of the data. This function shall also allow for the integration of our agency's internal data.

-The service shall allow for the search of archived data gathered as a result of established queries/on-going collection efforts.

-The service shall have the capability for the customer administrators to establish user accounts and set user permissions (role-based controls). The administrators shall also have the ability to conduct audits of users search histories and current collection efforts.

-The ability to access the tool from a mobile device and have full identifiable information available.

- Technical support shall be available by phone or e-mail 24 hours a day, 365 days a year.

1.6 Period of Performance: The period of performance for this effort shall be one year from the award date of the contract with two one year option periods.

1.7 General Information: NA.

1.7.1 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the terms of the contract.

1.7.2 Government Holidays: NA.

1.7.3 Type of Contract: The government anticipates award of a firm-fixed price (FFP) type contract.

1.7.4 Security Requirements:

-There are no physical security requirements as the contractor will have no government property and all transactions will be conducted in a web-based environment.

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-This service will be used for the collection of open source information that may be sensitive in nature and may be evidence in a criminal proceeding in which the U.S. Government is a party of interest. For the reasons just stated, award of this contract must be restricted to United States based companies.

1.7.4.1 Physical Security. N/A

1.7.4.2 Key Control. N/A

1.7.5 Special Qualifications: N/A

1.7.6 Post Award Conference/Periodic Progress Meetings: The contract manager may be required to meet periodically with the COR and contracting officer at the beginning of contract performance. Meetings will be scheduled as needed. The written minutes of these meetings shall be signed by the contractor's manager, contracting officer and COR. If the contractor does not concur with the minutes he shall state any areas of non-concurrence within five days of receipt of the signed minutes

1.7.7 Contracting Officer Representative (COR):

The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the contractor performs the technical requirements of the contract: maintain written and oral communications with the contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies. A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting contract/order.

1.7.8 Contract Manager: The contractor shall provide a contract manager/point of contact that shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

PART 2 DEFINITIONS & ACRONYMS

Contracting Officer's Representative (COR). A representative from the requiring activity assigned by the Contracting Officer to perform surveillance and to act as liaison to the contractor

Quality Assurance. Those actions taken by the government to assure services meet the requirements of the Performance Work Statement

IAW – in accordance with

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PoP – Period of Performance

PRS – Performance Requirements Summary

SOW – Statement of Work

IAW – in accordance with

PART 3

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3.1 General: N/A

PART 4

CONTRACTOR FURNISHED ITEMS AND SERVICES

4.1 General: The contractor shall provide the necessary labor, equipment and material required to perform this contract to include a monthly usage report to be provided via email (david.e.willis.civ@mail.mil), US mail to HQ, USACIDC, Attn: Intel Div, Russell-Knox Building, 27130 Telegraph Road, Quantico, VA 22134, or via an online management tool on the 10th of each month. The monthly usage report should include the total usage for all users as well as detailed usage information for all users under the contract.

PART 5

SPECIFIC TASKS

5.1 Standard Services: The contractor shall provide technical support via phone, email and/or online support seven days a week and 24 hours a day.

PART 6

APPLICABLE PUBLICATIONS

6.1 Publications applicable to this SOW are listed below. The publications must be coded as mandatory or advisory, the date of the publication, and what chapters or pages are applicable to the requirement. All publications listed are available via the Internet at the specified e-mail address.

PART 7

ARMY ELECTRONIC INVOICING INSTRUCTIONS

7.1 Invoice Instructions: IAW Department of Defense Federal Acquisition Regulations (DFARS) 252.232-7003, Electronic Submission of Payment Request, please submit all invoices using the Wide Area Work Flow (WAWF) online database system. To become a registered user, go to <https://wawf.eb.mil>. Additionally, training for WAWF, may be obtained by visiting <http://wawftraining.com/>.

PART 8

ATTACHMENT/TECHNICAL EXHIBIT LISTING

8.1 Attachment/technical exhibits applicable to this SOW are listed below.

NA.