

NOAALink User's Quarterly



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

October 2015

WHAT'S NEW AT NOAALINK

NOAA Public Cloud Contract Awarded

The NOAA cloud solution project team, including partners in the Line and Staff Offices and the Acquisition and Grants Office (AGO) Strategic Sourcing and Acquisition Division (SSAD), awarded an agency-wide Indefinite Delivery/Indefinite Quantity (IDIQ) contract for cloud services on September 25, 2015. The contract provides NOAA with Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) capabilities through Amazon Web Services (AWS), as well as professional services for cloud applications. See the chart below for service areas available under the contract for Federal Information Security Management Act (FISMA) Low and Moderate systems.

Capabilities under this contract will enable NOAA to adhere to federal mandates, advance Data Center Optimization objectives, achieve increased efficiencies through the provisioning of Virtual Machines (VM), and ensure a standard approach to security assessments, authorization, and continuous monitoring of the cloud solution. Organizations can scale infrastructure and application resources to meet evolving application and user demand, accommodate unanticipated spikes and surges in usage, avoid technical refresh of physical servers, perform quick proof of concepts, and run rapid response, multi-processor, multi-machine simulations.

NOAA Office of the Chief Information Officer (OCIO) will create a shared service to acquire, broker, and manage single NOAA accounts respectively for AWS and Microsoft Azure cloud services. The shared service will be incorporated into the NOAA Enterprise IT Services Catalog and operated by the NOAA OCIO Service Delivery Division (SDD) by November 16, 2015.

The only authorized means of obtaining AWS and Microsoft Azure cloud services is via the NOAA OCIO shared service. NOAA organizations with existing AWS or Microsoft cloud services must develop and implement a plan to transition to the OCIO shared service. Look for more details soon in the NOAA Enterprise IT Services Catalog and on the NOAALink website about obtaining cloud services.

NOAA PUBLIC CLOUD SERVICE AREAS

Virtual Machine Services	Server resources that can be dynamically provisioned and configured as needed
Storage Services	Persistent storage, backup services, long-term storage, continuity of operations (COOP), and disaster recovery services
Network Bandwidth	Services to allow transfer of data between cloud, on-premises, general public end-points, and other cloud locations
Database Management Systems	Managed database services
Management Capabilities and Tools	Capabilities that enable authorized users to configure, operate, manage, and monitor cloud resources
Professional Services	Suitability assessment and preparatory, migration, and management services
Business Support Services	One-on-one, fast-response access to technical support and customer service professionals

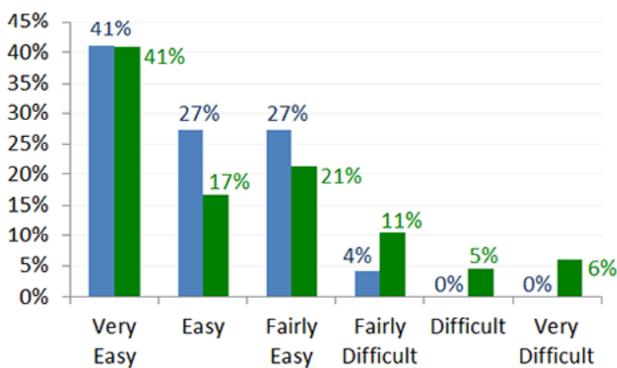
Quarterly Customer Survey Helps NOAALink Improve

The NOAALink Quarterly Customer Survey elicits feedback from customers who routed a purchase request to the NOAALink Program Office (NPO) or contacted NOAALink Help in the previous quarter. Our goal is to use your feedback to improve program effectiveness and customer satisfaction. Thanks to all of you who participated!

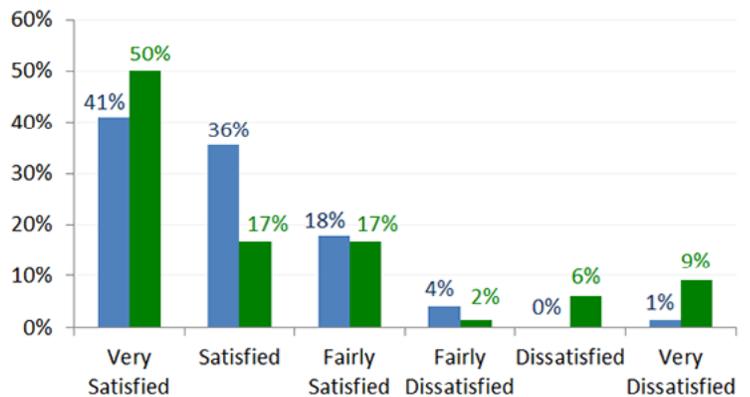
In the survey, 66 respondents rated their experience contacting NOAALink Help and/or submitting their requirements through NOAALink. They also rated their satisfaction with the service they received from the NOAALink Program. In the third quarter of FY 2015, 79% of respondents had a positive experience using NOAALink, and 83% rated the service received from NOAALink as positive.

The graphs below show how the quarterly results compare.

How was your experience contacting NOAALink Help and/or submitting your requirements through NOAALink?



How satisfied were you with the service you received from the NOAALink Program?



GUIDANCE YOU CAN USE

Be Prepared for FY 2016 with NOAALink Training

NOAALink training sessions for FY 2016 provide valuable information to guide you through the NOAALink acquisition process. Each session requires about an hour of your time and provides the following benefits:

- Whether you are new to NOAALink or have some experience with the process, our interactive training sessions give you the opportunity to get answers to your questions
- Those returning for refresher NOAALink training in FY 2016 receive updated guidance as we continually improve and adjust our procedures to serve our customers and align to Department of Commerce (DOC) and NOAA policy
- NOAALink training adds to your professional development and includes Continuing Education Units on your transcript in the Commerce Learning Center

We have updated our training program and posted the FY 2016 schedule on the NOAALink website. Keep in mind that NOAALink is happy to accommodate group training requests for your office or one-on-one training. NOAALink will also conduct a roadshow in Boulder and Seattle this quarter. We offer training covering:

- Pre-award process for those who will be involved in completing a NOAALink request submission
- Post-award process for those who will assume the Task Manager role of monitoring all technical aspects of the contract and assisting in contract administration
- Performance requirements and costs estimates for those who will be developing Performance Work Statement (PWS)/Statement of Objectives (SOO) and Independent Government Cost Estimate (IGCE) documents for service requirements

ACQUISITION CUTOFF DATES

Yes, it seems too early in the year, but please keep in mind that FY 2016 acquisition cutoff dates apply to NOAALink requirements. In order to meet the acquisition deadlines, you must route your purchase request (PR) in C.Request to the NOAALink Program Office (NPO) at least five (5) business days prior to the cutoff dates published on the [Acquisition and Grants Office \(AGO\) website](#).

- Product requirements and cost estimates for those who will be developing Statement of Need (SON) and IGCE documents for commodity requirements

To sign up for upcoming NOAALink training sessions or to view training materials, please visit the [Training page](#) on the NOAALink website.

Mythbuster: NOAALink Fee

The NOAALink fee supports the NOAALink Program, which is an IT management and strategic sourcing partnership between NPO and AGO. The Program's mission is to deliver superior IT acquisition capabilities, enterprise-wide IT solutions, and standardized common IT products and services to NOAA. NOAALink provides acquisition package preparation and submission support, identifies and manages acquisition consolidation projects, helps customers find solutions that will leverage their purchasing power, and provides Contracting Officer's Representative (COR) support for NOAALink core contractor task orders. The NOAALink Program also identifies new vendors and partners with existing NOAALink core contractors to provide support for NOAA's service-based requirements.

The NOAALink Program Office consolidates requirements, identifies cost saving opportunities, conducts training and outreach, enforces standards, and supports post-award contract management.

The Strategic Sourcing Acquisition Division (SSAD), the Eastern Acquisition Division (EAD), and the Western Acquisition Division (WAD) within AGO develop acquisition strategy, identify the most effective contract vehicles, release solicitations, lead evaluations, make awards, and administer contracts post-award.

ON THE RADAR

Enterprise Initiative

NOAALink Small Business Refresh and 8(a) Re-compete – The Phase 2 solicitation for the NOAALink Small Business pool refresh began on September 15. The procurement team provided the first round of responses to industry questions in early October and will follow up with additional responses in late October. In Phase 2 of the solicitation, interested firms will submit a full proposal by November 9. In Phase 1, the government evaluated the corporate experience and corporate capabilities of each interested firm and advised them of their likelihood to be a viable competitor in Phase 2. The NOAALink 8(a) pool re-compete solicitation is under review by NOAA and DOC management with a target posting in Q1FY2016.

RESOURCES

Visit our Website

Visit our website for the most up-to-date NOAALink information. FAQs, required documents, and training information are routinely updated for your reference. Access the site via <http://www.cio.noaa.gov/NOAALink/index.html>.

Email or Call us

If you are unable to find the information you require on our website, or if you need further guidance, please feel free to contact us at NOAALink.Help@noaa.gov or call us at 301-628-5700.

Join our Mailing List

To receive important updates on program requirements, required documents, and other guidance, please join our mailing list by sending an email to NOAALink.Help@noaa.gov.

SNEAK A PEEK AT OUR NEW WEBSITE

A redesigned NOAALink website is coming soon! While the site has always served as your first stop for information about NOAALink, many of you suggested improvements to help visitors easily locate the information they need. The updated design includes more intuitive navigation, prominent news and announcements tailored to your needs, an integrated NOAALink Worksheet form for customers, and robust acquisition pipeline and award information for contractors.

Look for the new NOAALink website to launch by the end of Q1FY2016.

