

EXHIBIT A (Services)**Government Systems, Inc. (GSI)**

GSI delivers international telecommunications, management information systems, ADP, and network-related services to the U.S. Government and international organizations. With headquarters in Chantilly, Virginia, GSI has personnel and facilities in satellite offices in Stuttgart, Germany; Oahu, Hawaii; and 24 other locations around the world. GSI offers NATO Top Secret level access cleared offices, storage facilities, and personnel ready to perform classified work

GSI implements and supports mission-critical international networking services for Government programs using experience gained from providing program management and support for the operation and maintenance of the Infonet World Network®. The World Network®, the largest international data transport service, provides multinational companies with established, stable, network-based, global communication solutions.

GSI's competencies include a full suite of services designed to support users internationally as easily as those supported domestically. GSI's services were originally rooted in developing timesharing programs for U.S. General Administration Services.

When remote access became a desirable feature, we developed network access that allowed both interactive and remote job entry terminal systems to share transmission links. As timesharing requirements lessened, GSI supported the World Network's transition to an X.25 packet switched network. GSI has supported the evolution from X.25 to an Internet Protocol (IP) over Frame Relay access, with an eye on the future with ATM, as shown in Exhibit 1. Throughout the years, our Field Services technicians installed local access equipment, routers, trunks, and backbone switching equipment internationally. Warehouse Specialists maintain an efficient, 100 percent accountable warehouse of equipment from incoming components to fully tested and assembled systems. Implementation Coordinators assist users with site installation preparations and ensure every element is ready for implementation day. GSI's Customer Support Analysts provide users with technical support for smoothly operating systems. An online tracking system assists with managing personnel and activities required for service restoral.

GSI designed and customized off-the-shelf network management systems to provide network control center operators with an integrated, visual rendition of network status for more efficient monitoring, control, and service restoral. Network managed elements automatically report status to the integrated system. When combined with status from surrounding elements, the operators have a clear picture of where a trouble source is located and an idea of the trouble itself.

As the popularity of the Internet grew, so did our work. We went beyond simply developing a Home Page for our clients. GSI developed WEB technology to interact with host database applications. We expanded WEB applications to integrate with internal processes, work flows, and internal systems.

The Purchaser may select specific GSI services or our full international spectrum of support. As technology rapidly evolves, GSI designs solutions supporting growth and change with flexible and scalable environments.

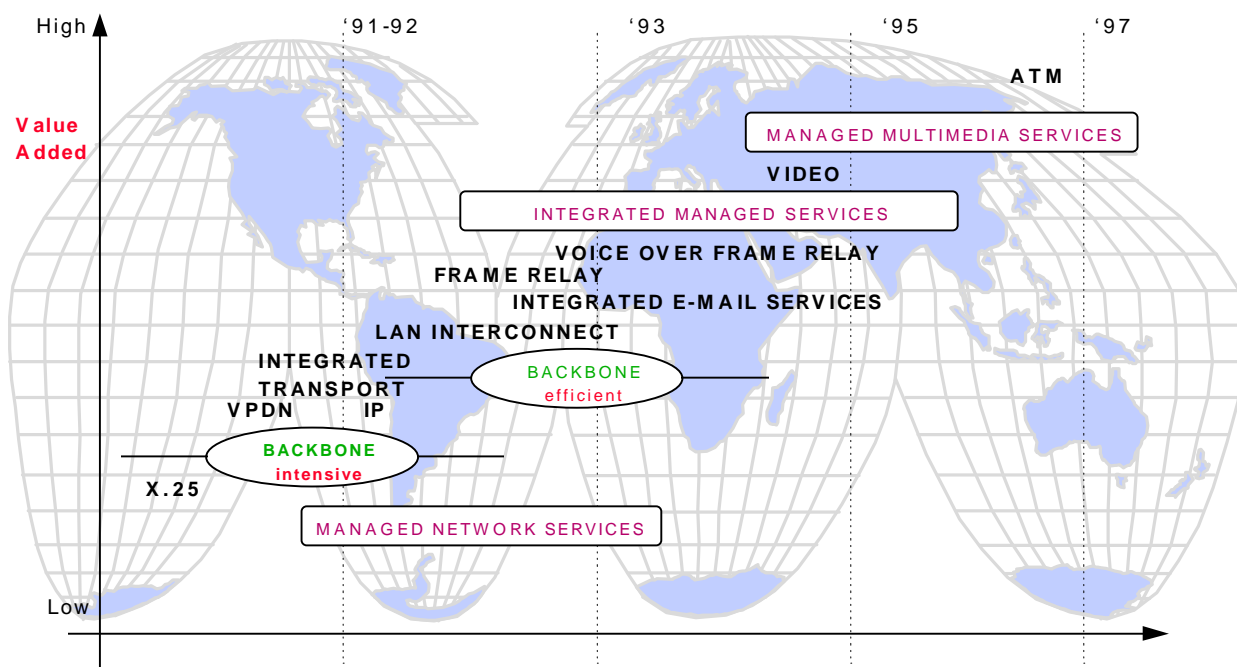


Exhibit 1. The evolution of the World Network® provides the experience necessary to support our clients' evolving technology requirements.

GSI's worldwide alliances include 55 industrialized countries and many of the European and Pacific Rim telecommunications administrations. These alliances provide the wealth of expertise in the global network integration marketplace that makes GSI a multidimensional communications service and computer company with unmatched qualifications. GSI delivers communications services and solutions for implementing, operating, and managing large-scale network environments and their expansion to global proportions. These services include designing, engineering, and provisioning private and public network services in more than 175 countries; installation and maintenance of complex systems; and network management and operations. GSI engineers technology solutions not only to support traffic transport but also to provide bandwidth and system efficiencies for high performance and reliability at cost-effective prices. We know of no other company with this depth of experience.

Although GSI provides clients with a wide range of support services, we have focused on presenting three core competencies: Network Management Services, WEB Technology Services, and Integrated Logistics Support Services.

A.1 Network Management Services

GSI's network management services provide a full-range of support for networking environments. GSI's concept for network management is independent of network

technology, configuration, component, protocol, or architecture of the network elements. It provides a coherent and consistent combination of functional organization, process management, tools, and support systems working together to meet the fault, performance, configuration, accounting, and security objectives of network management. As a result of implementing this concept, GSI supports multi-vendor and multi-technology global networks efficiently while allowing clients to maximize network performance. GSI's Services Management Information System (SMIS) provides the support system to manage, monitor and control our serviced networks.

GSI has a network control center (NCC) and staff in place to manage private wide area and local area networks. GSI also offers:

- Design services for network management systems, international telecommunications networks, management information systems, and Intranet environments
- Engineering analysis of existing network architectures and designs for maximizing configurations and routing schemes for high performance
- Provisioning circuits, equipment, and services internationally
- Integration of components, testing to ensure interoperability and remote manageability
- Installation of systems and services by highly technical Field Services personnel
- Testing to ensure all provisioned systems and services interoperate and provide full performance supporting client interfaces
- Operations of installed systems and services, including private networks; services are designed to ensure operational objectives are maintained
- Management incorporates a combination of an experienced staff, integrated network management systems, an effective management process, and tools reliably supporting multi-vendor, multi-technology, internationally located networking environments
- Maintenance includes GSI's philosophy of restoring service to the users first, followed by problem resolution; we manage fault resolution activities and personnel efficiently with our online ticket tracking system
- Private network management center training—GSI designs, engineers, provisions, installs, tests, and readies client network management centers, including training personnel to use the system effectively. Training includes classroom instruction with hands-on sessions and user guides.

GSI's NCC is a 24-hour, 7-day-per-week facility that provides real time management, monitoring, control, and online functions without interfering with traffic. A collocated 24-hour Help Desk provides trouble reporting assistance to users. Using GSI's services, connectivity can be established to use this facility to provide network, management, and help desk services to NATO.

The NCC facility, which guarantees and maintains the integrity of continuous operations and client systems, has an uninterruptible power system, diesel generators, a Halon fire system, an air conditioning and humidity control system, and card key access for authorized

personnel. Performance measures and audits ensure conformance to critical environmental and physical security guidelines.

A.1.a. Network Management and Control

GSI provides network management and control services including continuous observation of network components and corrective action to reduce outages and prevent network failures. GSI performs all levels of network management including: configuration management, performance, management, security monitoring, accounting, fault detection, service restoral, and resolutions. Network management and control is available for private networks designed and provisioned by GSI as well as existing private networks and network environments in transition.

One of the most proactive activities in fault management requires monitoring the network for faults—using an automated, dynamic function. GSI's systems display network topologies, geographic maps, equipment, facilities, gateway and circuit configurations, port parameters, and status of the monitored network in graphic detail to NCC technicians. This enhances their management and control capabilities. Our systems use the data stream supplied by the managed network components to generate generic alert messages to technicians in alarms, graphic color changes, messages, or audible signals. The interpretation may be filtered or customized to meet any specification. The technician visually isolates the component that is generating the alarm to initiate corrective action. GSI's philosophy is to implement systems independent of vendor-specific (proprietary) management systems.

GSI's Network Systems Engineers establish and set threshold values to detect marginal components before they fail as a function of providing efficient services. NCC technicians receive alarms at the console when managed network components report values that exceed the established threshold. This process ensures our ability to meet, and often exceed, overall network performance objectives. GSI's network management systems monitor the following common data elements:

- Network backbone and defined user access points
- Network component operational efficiency
- Network response time and accuracy
- Network delay
- Network resource usage
- Alarms and events.

GSI's Services Management Information System (SMIS) network management system gathers statistical data from reporting network components with inherent management reporting agents. The system stores this data in relational databases for analysis, performance history, and billing purposes.

A.1.b. Help Desk Operations, Management, and Support

Responsible for ticket tracking, installation, and resolution management, GSI's Help Desk also responds to user inquiries and problems. Users may call a toll-free number to reach technical support services or reach us through the Internet. We query users to determine how we can best help them. The Help Desk Customer Support Analyst enters each

problem, or issue for follow-up, into our online ticketing system. The system then automatically assigns a unique reference ticket number for tracking purposes. The Help Desk assigns a priority to the ticket according to specific guidelines. Generally, the Help Desk will give the caller an immediate status regarding the problem and the estimated time required for repair.

The Help Desk Analyst will assign trouble resolution to appropriate personnel who picks up responsibility for restoring service to the user and for updating status information in the ticket. The Help Desk Analyst follows up by tracking ticket progress to ensure that we resolve problems efficiently. We follow in-place procedures to keep management apprised about the status of outstanding problems. The Help Desk has the responsibility to track outstanding tickets to verify resolution progress. The ticketing system has built-in alarms to remind both the trackers and technicians that a ticket requires an update. This eliminates the need to constantly call a technician for an update. The alarms also alert management to problems that may be affecting the progress of the resolution. The Help Desk uses the online system to track ticket activity including call backs to the user to determine their level of satisfaction with installation or resolution progress. The Help Desk closes trouble tickets only when the caller agrees that service is fully operational. GSI uses daily and weekly reports of open tickets as one method to measure and manage resolution activities.

A.1.c. Network Design for Optimal Network Performance

GSI engineers collect historical and analytical statistical data from managed network components for design, development, modeling, growth planning, and traffic engineering purposes. Periodic queries collect statistical data from managed objects and stores the data in the network configuration database. The database maintains the existing system configuration information, including all network components, circuits and related data elements, (for example, carrier, location, ownership, name, identification number, etc.). GSI systems update internal configurations of the network daily to reflect changes that have occurred in the network.

Data normally collected for design and engineering purposes include:

- Performance data
- Server, router, circuit and switching and access node utilization
- Throughput
- Response time
- Access and access denial
- Equipment and line failures
- Packets sent and received.

GSI Network Systems Engineers use this data to establish appropriate alarm thresholds, performance goals, and service levels. We apply our analysis of the information to network designs, reconfigurations for performance enhancements, and new technology insertion.

A.1.d. Remote LAN and WAN Management, Diagnostics, and Fault Detection

GSI's Data Communications Technicians perform circuit and system connectivity monitoring and testing using our network management system, tools, and processes. These

tests include transport protocol analysis, T-1 tests, bit error rate tests, complete analog tests, loopbacks, and tone generation. Technicians perform diagnostics on nodes, switches, access equipment, lines, ports, servers, routers, modems, DSUs, CSUs, and other network components. Technicians initiate corrective actions including off- and on-line resets, testing, datascope, loopback, and complete download of software from their workstations. With our network management system, GSI technicians monitor threshold alerts and SNMP traps to detect potential problems and pinpoint trouble sources.

Alarms, exceeded threshold values, and problem reports from users notify the NCC that faults exist. GSI's network management system collects raw data sent from each of the network elements, translates the data into a common alert format, correlates alarms and events reported by multiple components into a single root cause, and displays results in text and graphic presentations displayed to the Network Control Technician. The system utilizes a client-server relationship that allows any technician to work on any part of the network without leaving his workstation. Network Analysts respond in real time to identify, isolate, and correct the fault using standard procedures. Cut through windows enable the technician to access the network elements directly, to run diagnostics, and to query various data.

SMIS also interfaces and provides information to the online ticketing system, the configuration database, and external diagnostic tools. Network Analysts, Help Desk Customer Support Analysts, Field Services, a backup NCC facility, and authorized client personnel may also access the system.

A.1.e. Field Services' Implementation and Maintenance Support

GSI employs a world-wide field service organization whose geographic coverage is expanded by resources from our international affiliates. Trained in implementing network equipment and services, GSI's Data Communication Technicians perform fast-track service installations by having systems assembled, tested, and proconfigured prior to shipping. Our technicians also isolate and correct all managed equipment, systems, and line problems. Our technicians carry a suite of test equipment, including T-1 testers, analog testers, BERT testers, VT100 compatible terminals, oscilloscopes, data analyzers, and VOMs for installation, maintenance, and preventive and remedial repair. With the additional level of support available from the NCC's remote diagnostic capabilities and Network Control Analysts, our Data Communication Technicians isolate and correct most problems in less than two hours.

All GSI technicians have access to the online trouble ticketing system to update their assigned implementation or trouble ticket during their work activity. Our technicians update ticket information when installations are 'ready for use' or services are restored. Updates include final outcomes, solutions, changes, and recommended actions. GSI operations management reviews all installation and trouble tickets daily for trend analysis, escalation, review of procedures, and recommended actions to improve implementations or trouble resolutions.

GSI's Field Services support includes:

- Installation and deinstallation
- Installation testing of all components

- Service connectivity and coordination with FTS2000, local, and international; telecommunications service providers
- Preventive maintenance
- Corrective maintenance
- Emergency maintenance
- Storage of spare hardware for rapid replacement
- Assisting the NCC in solving network problems
- Second level Network Analysts to resolve more complex problems.

Scheduled maintenance includes the replacement of failed, redundant components, configuration changes, software upgrades, or any other change that involves an interruption of service. Scheduled changes will take place at a time agreed upon by the client and which will have the least impact upon the delivery of services.

Service restoration is the process of providing alternate capabilities first, followed by "root cause" resolution. Restoration is complete when the customer is able to resume normal processing activities. In most cases, service restoration is an automatic process not seen by the users, such as a T-1 failure between nodes. Switches automatically reroute traffic around the failed circuit without data loss leaving the failed circuit down until repairs are completed. Traffic resumes once the circuit comes back online. If service restoration is not automatic, network technicians reconfigure network elements to bypass the failed system.

In order to facilitate circuit restoration and reduce downtime to an absolute minimum, GSI will develop and implement or adhere to an existing Continuity of Operations Plan (COOP). This plan provides a detailed, step-by-step method by which critical communications may be maintained through circuit prioritization, alternate routing, and repair.

A.2. WEB Technology Services

GSI specializes in Internet and Intranet WEB site design, development, and support services. GSI's services are unique in this endeavor because we take WEB site design beyond simply providing a Home Page. GSI develops new or integrates existing Management Information Systems (MIS), Enterprise Information System (EIS), and Office Automation (OA) applications to provide one comprehensive system with almost limitless functionality and connectivity. GSI's process begins with reviewing objectives for information management services in the organization. We analyze systems and user environments and present our solution concepts for your consideration. With approval, we will proceed with expanding the design and development of NATO's WEB site and Intranet capabilities.

A.2.a. Intranet Design, Implementation, and Maintenance

GSI provides not only Internet connectivity but also designs organizational private Intranet services using existing network environments. GSI's WEB building blocks include menu pages and road maps to E-Mail, templates, applications, and documents. We analyze the network's infrastructure and determine a starting baseline configuration. We perform service provisioning, component testing and assembly, system configuration, packing and shipping, onsite installation, interface connectivity tests, and operational support. We will also provide preventive and remedial maintenance of the system.

A.2.b. Home Page Development, Support, and Maintenance

GSI will expand NATO's WEB site using our specially designed server that allows the integration of business applications with WEB site technology. We will provide an easily maintained system that includes a central place to upload and distribute the organization's information. Our system allows authorized users to view information without special application or electronic mail interfaces. NATO's users will not require special training beyond knowing how to access the WEB site. They will be able to simply point and click to jump to the information they would like to see or download. Users will be able to access the site with Microsoft Windows, Microsoft NT, Macintosh, UNIX, and OS/2 computer systems.

When designing the WEB site, GSI's Systems Analysts consider a number of eventualities that users may have when accessing the site, such as low quality color monitors. With these considerations, we design sites that are reliable, available, and maintainable. Our Help Desk Operations and Field Services maintenance services will support the users. If changes are required to how the site delivers the information to the user, our staff can quickly resolve these situations.

A.2.c. Database Interface Design

GSI will develop a set of static and dynamically generated tree pages to allow the retrieval of information from NATO databases. The user requires no special ability beyond submitting their query. Our system will probe NATO's databases and return information to the user using a common front. The user will view information presented in text, graphics or images. We can also design the WEB site to upload user information to the databases. GSI's system also provides a layer of security with all logic invisible to the user. Users will not have direct access to NATO's databases. They may only retrieve information using query submissions.

A.2.d. Help Desk Operations, Management, and Support

GSI's Help Desk Operations, described in section, A.1.b., also supports GSI's WEB site requirements. Available 24 hours every day and reachable via a toll-free number and the Internet, our Help Desk analyzes information regarding trouble situations or issues a user may have. They will provide the user with either on the spot solutions or resolution status. If second level support is required, the Help Desk Customer Support Analyst will initiate a trouble ticket on behalf of the caller. The analyst will assign resolution action to the appropriate responsible party and manage the resolution activity of the problem until the caller is fully satisfied with the result.

A.2.e. Local and Remote Intranet Management

Using our network management capabilities, GSI will provide both local and remote Intranet management services and support. Using the network management system's alarm and event reporting function, our NCC technicians may determine that impending trouble on NATO's Intranet service. Depending on the type of trouble that may exist, the system will notify our Network Control Specialist before users notice that a problem may be happening. Or, a user will contact us regarding a problem they may be experiencing with their access or retrieval attempts. GSI will ensure service restoral as quickly as possible, using local and remote management functions. With appropriate configurations in place,

GSI technicians will access the WEB site server to perform diagnostics to determine the trouble source. Generally, using this capability allows technicians to resolve most problems from their workstations. If the trouble requires onsite services, our Help Desk will dispatch a Data Communications Technician to the site.

A.2.f. Field Services

GSI's Data Communications Technicians support all of GSI's multi-vendor, multi-technology products and services. They carry appropriate tools and equipment to quickly pinpoint trouble sources and repair or replace components as necessary to restore service.

Our technicians have Secret Level and Top Secret Level clearances and are highly experienced with a broad spectrum of networking technology and international travel. GSI's Data Communications Technicians, who are also proficient working with encryption devices and applications, are located around the world. GSI's technicians are responsive and dedicated to providing our clients with technically excellent solutions and services.

A.3. Integrated Logistics Support

GSI's Integrated Logistics Support (ILS) activities reduce logistics burdens, maximize supportability, lower life cycle costs, reduce end-to-end delivery time, and mitigate risks to satisfy customer readiness objectives. GSI's structure, as shown in Exhibit A.3-1, uses established government-approved processes. Conforming to such standards as MIL-STD-13881A for logistics analysis and MIL-STD-1388.2B for development and maintenance of an ILS database ensures standardization and removes costly ambiguities. Typically GSI places ILS requirements in the following task areas:

- Warehousing
- Logistics Engineering Support Services
- Worldwide Field Services.

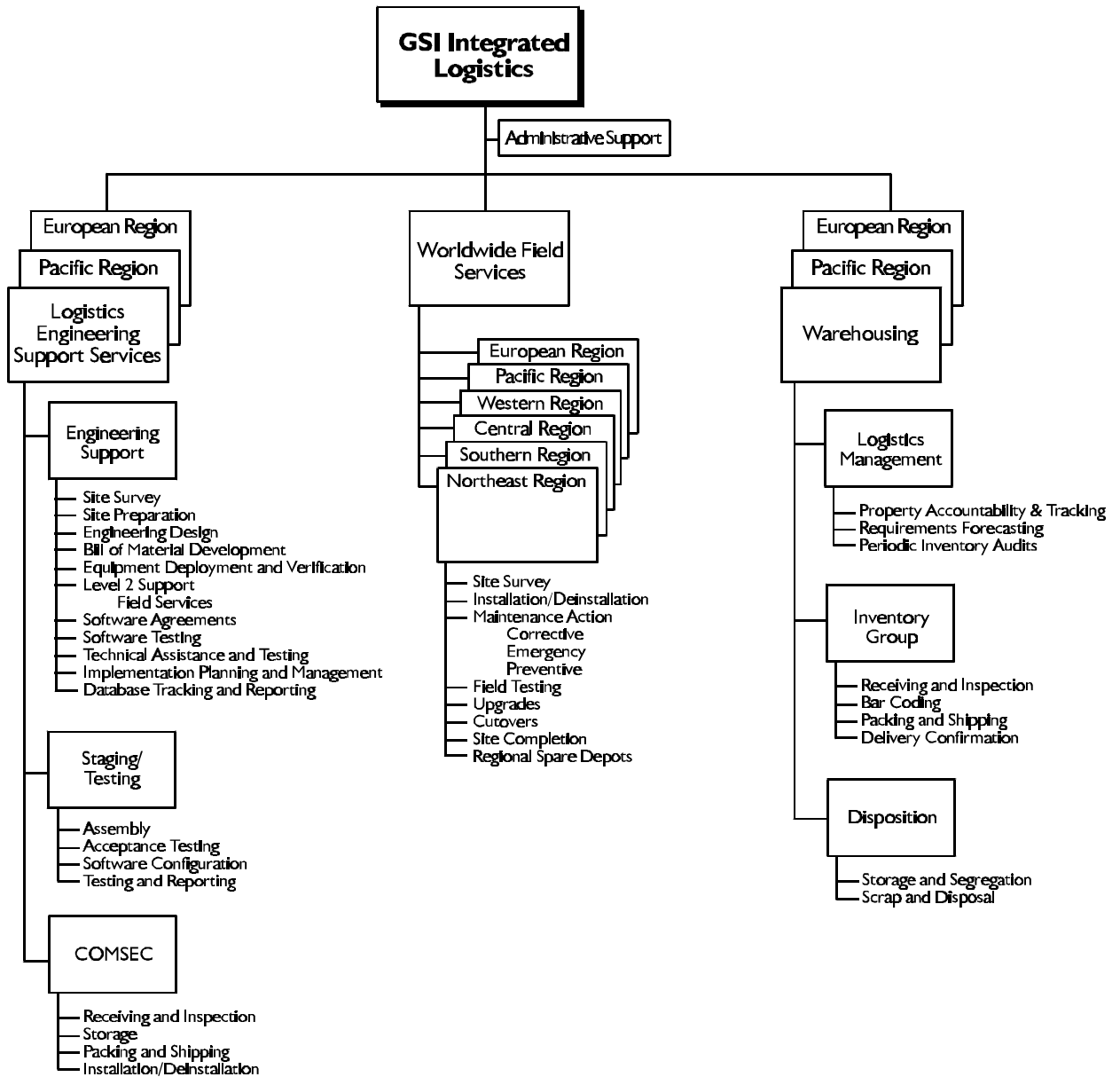


Exhibit A.3-1. The GSI Integrated Logistics Support Structure

A.3.a Warehousing

Warehousing, at a minimum, encompasses the three major subtask areas of Logistics Management, Inventory, and Disposition. Under Logistics Management, GSI performs comprehensive, automated/manual property accountability and tracking; coordinates with the customer and performs trend analyses to provide requirements forecasting; and implements periodic inventory audits. Inventory activities include, but are not limited to: receiving, inspecting, and verifying all materials; bar coding, as required, to ensure accurate accountability; packing and shipping materials; tracking and confirming delivery; and maintaining an inventory database. GSI, which defines disposition as the actual storage and segregation of inventory materials and equipment, will provide storage as required. Additionally, we can dispose of excess, unneeded, antiquated, scrap, and unusable material as required by the customer.

A.3.b. Logistic Engineering Support Services

GSI will provide a full complement of services under the major areas of Engineering Support, Staging and Testing, and Communications Security (COMSEC). Engineering Support includes: performing site surveys and site preparation; developing an engineering design and bill of materials (BOM); implementing planning and management; providing Level II support to field services; tracking and reporting via databases as well as analysis of software agreements and software testing; evaluating hardware performance, applicability, and interoperability; and performing any *ad hoc* or scheduled testing and reporting required. GSI will also provide a staging/testing function to include the assembly of all equipment prior to delivery and installation; software configuration to maximize utility and user friendliness; acceptance testing of all systems prior to and subject to customer approval; and testing and reporting of all systems. GSI is also one of the very few companies which can offer current, experienced, and government-approved handling of COMSEC material and equipment. We provide the full range of services including receipt and inspection of COMSEC; storage up to the Top Secret level; packing and shipping; installation and deinstallation of COMSEC equipment; and operations, maintenance, and repair of COMSEC equipment.

A.3.c. Worldwide Field Services

GSI currently operates from six major Field Service regions as shown in Exhibit A.3-1, each of which offer all of the following functions: site surveys; installations and deinstallation; maintenance actions to include corrective, preventive, and emergency; field testing and upgrades; cutovers and site completions; and regional spares depot.

A.4. Ordering Information

All orders submitted under this Agreement shall contain, as applicable, the following information:

- a. All orders issued on behalf of NATO contractors shall comply with Exhibit A requirements.
- b. RESERVED
- c. State the Procurement Authority
- d. A description which includes the Equipment to be delivered and/or engineering service(s) to be performed
- e. Specify the requested delivery schedule or period of performance
- f. Delivery point or place of performance
- g. Shipping instructions
- h. Security requirements
- i. Completion of DSP 83 "Non-Transfer and Use Certificate" (as applicable)
- j. Specify place of installation and/or location where Data Communications and Engineering Services are to be performed.