A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach.

The Table of Content below is informational only and is provided to you for purposes of outlining the PWS/SOO/SOW. This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references to their own PWS/SOO/SOW.

STATEMENT OF WORK

PROJECT NAME & ID: _____

May 1, 2011

NOTE: Section B of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

B.1   GENERAL DESCRIPTION

The work shall be performed in accordance with all sections of this task order and the Offeror's Basic Contract, under which the resulting task order will be placed.

B.2   ORDER TYPE

The contractor shall perform the effort required by this task order on a Cost Plus Award Fee (CPAF) basis for CLINs 0001, 0002, 0003, and a Not to Exceed (NTE) basis for CLINs 0004, 0005, 0006, and 0007.

B.3   SERVICES AND PRICES/COSTS

The following abbreviations are used in this price schedule:

- CLIN: Contract Line Item Number
- CPAF: Cost Plus Award Fee
- NTE: Not To Exceed
- ODC: Other Direct Cost

B.3.1   BASE PERIOD

LABOR CLINs

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0001	General Labor (Tasks 1–8)					

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0002	Business App. Maintenance Labor (Task 9)					

CLIN	Description	Estimated Cost		Award Fee		Total Estimated Cost Plus Award Fee
0003	Systems Development Labor (Task 10)					

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
0004	Travel Including Indirect Handling Rate	NTE	
0005	Tools Including Indirect Handling Rate	NTE	
0006	ODCs Including Indirect Handling Rate	NTE	
0007	Contract Access Fee	NTE	

B.4   INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate if one is entered in the contractor's basic contract (contractor to enter amount, but not to exceed the ceiling rate of the basic contract) **and** such indirect/material handling rate is not included in the fully burdened labor rate.

B.5   INCREMENTAL FUNDING

B.5.1   INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs 0001 through 0007 is currently allotted and available for payment by Government. Additional incremental funding for these CLINs will be allotted and available for payment by Government as the funds become available. The estimated period of performance the Government covered by the allotments for the mandatory CLINs is from award through xxx, unless otherwise noted in Section B.4. The task order will be modified to add funds incrementally up to the maximum of xxxxx over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

NOTE: Section C of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

C.1   PURPOSE

The purpose of this acquisition is to procure Information Technology (IT) services to support the mission of an agency of the United States.   Government requires the full range of IT services in order to develop and deliver new products, support high employee productivity, develop and maintain new IT systems, and design, deploy, and maintain the underlying infrastructure for aforementioned activities. The IT services required are those consistent with the mission of the Office of Chief Information Officer, they include:

- Enterprise architecture support

- Capital planning support

- IT project management support

- IT security support

- Configuration and change management support

- End-User Support Services (EUSS)

- Infrastructure Management

- Systems administration (hardware and Commercial-Off-the-Shelf (COTS) software for end-user equipment, local area network, wide area network, hosting servers, database systems administration)

- Data center management (primary and secondary sites)

- IT asset procurement and management

- Maintenance of COTS and developed applications, to include reconfiguration and minor changes arising from environment or program changes

- System development projects (formulating, planning, and implementing integrated solutions of hardware, software, databases, procedures, documentation and training)

- Program and Portfolio Management support

The Contractor shall assist Government in transforming the crop insurance program into a broad-based safety net for producers to assure that American agriculture remains solid, solvent, and globally competitive.

C.2   BACKGROUND

This section provides background regarding agency's mission, organization, and current IT support. It is intended to acquaint the reader with the agency. It is not intended to be prescriptive as to service approaches or solutions.

C.2.1   AGENCY MISSION

Government's mission is to promote, support, and regulate sound risk management solutions to preserve and strengthen the economic stability of America's agricultural producers. As a part of this mission, the agency operates and manages the Federal Crop Insurance Corporation (FCIC). The Administrator serves as the manager of the FCIC Board of Directors.

The CIO provides innovative, integrated IT solutions to support agency's mission. These solutions utilize COTS platforms to the greatest possible extent, to minimize the need for application coding, maximize performance and flexibility, and lower maintenance cost.

 IT planning, budgeting, and support are centralized under the CIO, who reports to the agency head. The CIO has instituted various controls, to include:

- Creating enterprise IT policies and procedures and enforcing these via designated monitors

- Maintaining separation of duties, strict internal controls, audit trails, documentation requirements

- Enforcing controls so only approved hardware and software are added into the IT inventory and environments

- Formalizing Change Control Boards (CCBs) and utilizing Change Management (CM) procedures and software

- Enforcing use of standardized COTS platforms, development tools, utilities, and coding languages

- Using industry standards and best practices and Conducting centralized IT project management

The concept of operations is simple:

- Build and maintain the enterprise architecture (EA) and strategic plan
- Continuously analyze the EA to identify new requirements and plans in accordance with management priorities
- Use these plans to develop projects within the investment portfolio
- Seek approval and funding support through the federal CPIC process
- Execute projects to implement improvements and mandated changes
- Control and maintain the IT environment for optimal operations
- Support the End-Users through training and assistance on how to use the technology effectively

The contractor shall support and promulgate this vision at all times.

C.2.1.1   CURRENT GOVERNMENT WORKLOAD

The information below provides sample workload data to include Help Desk ticket workload statistics for field offices (not Washington DC support).

- Historical data is representative but is not a guarantee of future workload demands
- The specific data provided is a sample, not a complete inventory of the workload
- Some of the data are estimates rather than exact counts
- From January 1, 2007-December 31, 2008 HelpDesk had 17,985 tickets. These include everything from requests for equipment, requests for software, requests for assistance with specific software, password resets, to more complex requests for 2nd and 3rd tier support
- From January 1, 2009-December 31, 2009 HelpDesk had 18,557 tickets
- From January 1, 2007-December 31, 2008 Change Control Board had 481 requests to change the Agency Infrastructure
- From January 1, 2009-December 31, 2009 Change Control Board had 263 requests to change the Agency Infrastructure
- From January 1, 2009-December 31, 2009 Change Control Board had 1075 requests to change the Agency's Business Systems
- From January 1, 2008-December 31, 2008 Change Control Board had 1206 requests to change the Agency's Business Systems
- From January 1, 2007-December 31, 2007 Change Control Board had 1119 requests to change the Agency's Business Systems
- All systems, even those classified as Steady State, are subject to ongoing maintenance and other modifications

C.3   SCOPE AND OBJECTIVES

This is a performance-based task order that will be managed by Government through the use of Service Level Agreements and an overarching incentive structure (See Section H.12) to maximize successful contractor performance. Using Industry best practices, the standards described in the SOW and elsewhere in this solicitation, the contractor shall develop applications under the Project Phase III to replace legacy financial application systems. The contractor shall operate and maintain the infrastructure, to include End-User (helpdesk and desktop) support, throughout the life of the Task Order. The contractor shall provide support at the following locations:

Government Site	Number of Government Personnel
Washington, DC	100-120
Kansas City, MO	170-180
10 Regional Offices (RSOs)	15-19 per office
6 Compliance Offices	12-18 per office
Tarleton Univ.	1

The contractor shall provide on-site support in the Kansas City and Washington DC offices. On-site support shall be supplied to field offices, Eagan, MN, and other sites as needed. The contractor shall also support teleworking.

C.4   TASKS

The Contractor shall perform the following tasks:

- Task 1   Program Management Support

- Task 2   Enterprise Architecture Support

- Task 3   Capital Planning Support

- Task 4   Project Management Support

- Task 5   IT Security and Audit Support

- Task 6   Configuration and Change Management

- Task 7   End–User Support Management

- Task 8   Systems Administration

- Task 9   Maintenance of Production Applications and Databases

- Task 10   System Development Projects

C.4.1   TASK 1 – PROGRAM MANAGEMENT SUPPORT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this task order.

C.4.1.1 SUBTASK 1 – COORDINATE A PROJECT KICKOFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the task order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital

contractor personnel, relevant Government personnel, and Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting:

- Roles and responsibilities

- Government-furnished information

- Monthly meeting dates

- POCs

- Performance metrics/SLAs

- Security requirements

- Task order transitioning process and timeframes

- Prioritization of contractor activities

The contractor shall prepare a Contract Kick-off Agenda that includes at a minimum the above referenced items.

C.4.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor Task Order Program Manager shall provide a Monthly Status Report (MSR) that briefly summarizes the following information by task utilizing the specified format. The contractor shall deliver the MSR by the 10th of each month via electronic mail to the COR. The MSR shall include the following:

- Number of hours billed for the task for that month

- Deviation of SPI or CPI from established (10%) threshold from baseline from budget and ceiling

- If (10%) deviation occurs plans for correction/reduction in coming months

- CRs Completed

- CRs Still in Progress

- Notable accomplishments

- Cost savings (with specific examples)

- Efficiencies gained (with specific examples - i.e., reduced lines of code, streamlined operations scripts, eliminated database redundancies, and the systems/processes in which they occurred)

- Significant problems resolved

- Significant problems unresolved

- Upcoming activities of note

Format:

- One page coversheet

- No more than 3 pages per task

- Moderate margins

- 12 pt. Arial

Status Report may have the following attachments as needed:

- Detailed list of tools and ODC's purchased during the reporting period

- Proposals for Consideration

C.4.1.3 SUBTASK 3 – PREPARE AND UPDATE PROGRAM MANAGEMENT PLANS

The contractor shall develop and deliver a Draft and Final Program Management Plan (PMP) that is based on the contractor's proposed solution. Upon Government approval, the Contractor shall execute the PMP. The contractor shall provide PMP Updates throughout the task order performance period as changes in management items occur. The contractor shall update all appropriate sections of the PMP that are affected by these changes. At all times, the Contractor shall operate under a Government-approved PMP.

The PMP shall address both operational (Help Desk, Network Operations, system maintenance, operational IT Security, infrastructure, etc.) and developmental (EITA, CIMS, other software development, IT Security for system development, etc.) tasks. The PMP shall address the WBS and other topics for operational tasks at a suitable summary level. The PMP shall address all topics for developmental tasks in detail. EVM measures apply to developmental tasks; the contractor shall use operational analysis methods to track the performance of operational tasks.

The PMP shall conform to the specifications in the PMBOK and shall incorporate the following elements and subordinate plans:

- Project Charter (provided as Government Furnished Information [GFI])

- Description of the project management approach – summary of subordinate plans

- Scope Statement (GFI)

- WBS

- Detailed cost estimates, schedule start dates, and responsibility assignments

- Major milestones and their target dates and project network diagram

- Key staff

- Key risks

- Subsidiary Management Plans, including…

- Scope Management Plan*

- Cost Management Plan*

- Schedule Management Plan*

- Quality Management Plan

- Staff Management Plan*

- Risk Management Plan

- Communications Management Plan

- Subcontracting Procurement Management Plan (including small business)*

- Training Plan

*Some PMP elements may be GFI, excerpts from the TOR or Technical Proposal, or from some other source.

Note: The Government tracks each CPIC investment with a separate set of PM documents (FMS, CIIS, SDA, IMST, EITA & CIMS). The contractor shall provide the PMP and its subordinate plans in a format suitable for use in CPIC-investment specific PMPs, as jointly agreed by the Government and contractor after award.

C.4.1.4 SUBTASK 4 – CONDUCT Program review BRIEFINGS

The contractor shall prepare a quarterly Program Review Briefing to present to the Government. The Program Review Briefing is focused on a high-level presentation of information already discussed and presented in other reports.

The contractor briefing shall contain, but is not limited to, the following:

- Current Task Order financial status
- Progress toward milestones
- Changes in support during the period
- Issues and risks
- Status towards SLAs and performance metrics

C.4.1.5 SUBTASK 5 – PREPARE Meeting and review minutes

At the discretion of the Government, the contractor shall prepare and deliver Meeting and Review Minutes for all meetings and reviews in which the Government requires the contractor's attendance. At a minimum the minutes shall contain the following:

- Date and place
- Attendees
- Purpose of meeting/review
- Brief description of items discussed
- Results
- Action items

C.4.1.6 SUBTASK 6 – PREPARE TRIP REPORTS

All contractor travel shall be preapproved by the COR. The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum:

- Dates of travel
- Persons traveling
- Purpose of travel
- Expenses associated with travel
- Supporting Documentation
- Results
- Action items

C.4.1.7 SUBTASK 7 - PREPARE PROBLEM NOTIFICATION REPORTS

The contractor shall be responsible for bringing to the attention of the COR any problems or potential problems in performing assigned tasks. Subsequent to verbal notification, a written Problem Notification Report (PNR) shall be submitted within three work days after identification of the problem.

C.4.1.8 SUBTASK 8 - PROVIDE TRANSITION PLANNING SUPPORT

The contractor shall prepare a Transition-In Plan update for inclusion in the monthly Status Report, until such time as all tasks have been transitioned over to this Task Order. The Transition-In Plan is due NLT 5 work days after Task Order award.

The contractor shall also provide a plan for transitioning out upon completion of this Task Order. The Transition-Out Plan shall be due NLT 90 calendar days prior to the end of the task order.   Upon Government approval, the contractor shall implement its Transition-Out Plan.

C.4.2 TASK 2 – ENTERPRISE ARCHITECTURE SUPPORT

The Contractor shall perform all tasks in conjunction with CIO Enterprise Architecture Office staff.

The contractor shall develop and maintain Business Process architecture through the following tasks:

- Gather information through interviews of functional area stakeholders
- Decompose functions into process diagrams
- Identify gaps with those processes and document options on how to improve them through defining requirements and validating process diagrams
- Identify which processes are supported by an application, what data support a process, and what technology infrastructure is in place to support a process
- Relate organizational units to business processes, and validate business architecture with subject matter experts.

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Business process diagrams with narrative descriptions
- Process-to-application matrix
- Data-to-process matrix
- Technology-to-process and organization-to-process matrix.

The contractor shall develop and maintain Information Architecture through the following tasks:

- Create data inventory (data dictionary)
- Create entity relationship diagrams (ERD) (or UML class diagram)
- Relate entities to the business processes
- Relate entities to organizations and validate information architecture with subject matter experts

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Data dictionary
- ERD
- Business process-to-data CRUD matrix
- Organization-to-data-matrix
- Guidance documents for data standards

The contractor shall develop and maintain Application Architecture through the following tasks:

- Develop an application inventory
- Develop an application interface inventory
- Develop application/system architecture diagrams
- Relate applications to business processes and entities
- Relate organizations to applications and validate the application architecture with subject matter experts.

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Catalog of existing information products, applications, software, and databases
- Application architecture diagrams (current and target)
- Matrices cross-referencing business process to applications, data usage by application, and organization units to applications

The contractor shall develop and maintain Infrastructure architecture through the following tasks:

- Document the technology inventory/standards profile, networks and servers
- Relate applications to servers and servers to networks
- Assess the technology architecture and validate the infrastructure architecture with subject matter experts

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Technology inventory with standards profile
- Application-to-server/technology matrix
- Server and network inventories
- Server network connectivity matrix

C.4.2.1 SUBTASK 1 - PROGRAM SUPPORT

The contractor shall support the drafting of Enterprise Architecture standards and procedures IAW OMB's FEA Guidelines (www.whitehouse.gov/omb/e-gov/fea/) and the following EA reference models:

- Performance Reference Model

- Business Reference Model

- Service Component Reference Model

- Data Reference Model

- Technical Reference Model

The contractor shall support Business Process analysis, modeling, and artifact development with approved EA tools (MEGA).

The contractor shall develop and maintain EA SharePoint Sites.

The contractor shall support applicable standards that include any official updates promulgated by the FEA program management office over the life of this Task Order.

The contractor shall serve as a Technical Writer in drafting Enterprise Architecture standards and procedures;

C.4.2.2   SUBTASK 2 - TECHNICAL OPERATIONS AND SUPPORT
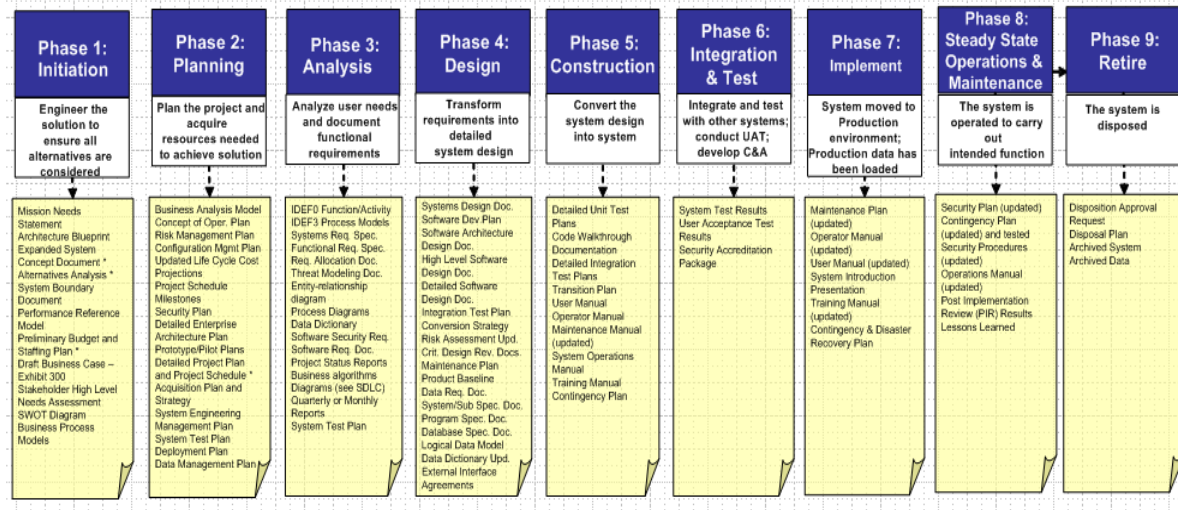
The contractor shall develop SDLC artifacts (i.e. SDLC documents, models/database schemas, data dictionary, etc.) by phase in accordance with the agency SDLC

The contractor shall import SDLC artifacts from their native format into the agency EA Development repository following each SDLC Phase Gate Review and ensuring accuracy and completeness of imports;
The contractor shall support agency's efforts to integrate its SDLC, EA practices with the CPIC planning process.

The contractor shall prepare and submit existing and current state architecture or baseline inventory artifacts in format suitable for import into the agency EA repositories. The Contractor shall maintain existing artifacts in the MEGA tool. While serving as a Data Architect performing Data Management and Administration activities, the contractor shall update and maintain the Business Technology Manager application and content, and applying FEA Data Reference Model approach to Data Description, Data Context, and Data Sharing when developing data artifacts (i.e. data entities, data dictionaries, data models, database models) and leveraging existing data assets to increase information sharing opportunities

The contractor shall apply the FEA Technical Reference Model approach for reuse and standardization of technology and Service Components; and

The contractor shall maintain and upgrade EA tools and repository software (MEGA) during the lifecycle of this task order.

C.4.2.3 SUBTASK 3 - REVIEWS

- The contractor shall review information architecture artifacts; i.e., systems, data, databases, applications, etc. and technical architecture artifacts; i.e., network, telecommunications, desktop, etc.

- The contractor shall assure EA best practices are utilized and EA Principles and CIO standards are followed in the design, construction, testing and implementation of business, information and technical architectures.

- The contractor shall ensure that its activities, whether related to contractor management, architecture, operations, or business systems do not result in negative audit findings due to contractor non-adherence to known agency CIO policies and procedures or due to deviation from generally accepted EA and IT practices and principals.

- The contractor shall ensure that existing IT systems and newly developed IT systems for RMA conform to agency standards and To-Be Enterprise Architecture and data naming standards.

C.4.3 TASK 3 – CAPITAL PLANNING SUPPORT

The contractor shall support all facets of Capital Planning during all phases of the CPIC process by providing artifacts, metrics, updates, and costs regarding Agency systems and Investments on key delivery dates.

Due to schedules outside of the Agency's control, the contractor may be asked to provide support in an abbreviated timeframe. Failure to provide items timely, or the submission of poor quality products may result in the Agency being placed on a Watch List, receiving a poor score on public rating websites, or having part or all of the budget supporting task order activities being rejected, reduced, or otherwise negatively impacted.

Artifacts, metrics, costs, and updates shall be appropriately vetted through agency's Deputy CIO and responsible CIO management official (for example, security artifacts shall be cleared through the security officer) prior to delivery. In the event an artifact or other deliverable has not changed since the previous reporting cycle, the document shall be updated with the current delivery date on any cover sheet and an internal review log that reflects that date and the point of contact who signed off on the review. The contractor shall provide the following deliverables by the prescribed due date:

XXXX 15th of Each Year:

- Security Plan by Investment;
- Certification & Accreditation by Investment
- Privacy Impact Assessment by Investment

XXXX 15th of Each Year:

- Alternatives Analysis by Investment
- Operational Analysis by Investment

XXXX 1ˢᵗ of Each Year:

- Spreadsheet of all hardware licenses and the projected cost for the BY+2 (ex: in 2010, 2012 data will be provided)
- Spreadsheet of all software licenses and the projected cost for the BY+2
- Spreadsheet of all service agreements and the projected cost for the BY+2
- Spreadsheet of all projected labor costs by system for the BY+2
- Spreadsheet of all projected labor costs by infrastructure activity for the BY+2
- Spreadsheet of all projected hosting costs for the BY+2
- Spreadsheet of all anticipated lifecycle replacement items and costs for the BY+2

XXXX 15ᵗʰ of Each Year:

- Telecommunications Plan
- Telecommunications Operational Requirements
- Telecommunications Services Diagram
- Telecommunications Diagram
- Telecommunications Costs
- General Telecommunications Requirements
- Telecom To Be Diagram
- Telecom As Is Diagram

XXXX 15ᵗʰ of Each Year:

- AAR Table A Acquisition Categories by System, by Investment for BY+1 (ex: in 2010, 2011 data will be provided)
- AAR Detailed HW SW List by System, by Investment for BY+1
- Spreadsheet of all hardware licenses and the projected cost for the BY+1
- Spreadsheet of all software licenses and the projected cost for the BY+1
- Spreadsheet of all service agreements and the projected cost for the BY+1
- Spreadsheet of all projected labor costs by system for the BY+1
- Spreadsheet of all projected labor costs by infrastructure activity for the BY+1
- Spreadsheet of all projected hosting costs for the BY+1
- Spreadsheet of all anticipated lifecycle replacement items and costs for the BY+1

XXXX 15ᵗʰ of Each Year:

- Spreadsheet of all hardware licenses and the actual cost for the PY (for the prior year or FY that just closed in September)
- Spreadsheet of all software licenses and the actual cost for the PY

- Spreadsheet of all service agreements and the actual cost for the PY

- Spreadsheet of all actual labor costs by system for the PY

- Spreadsheet of all actual labor costs by infrastructure activity for the PY

- Spreadsheet of all actual hosting costs for the PY

Due to the nature of capital planning reporting, ALL IT costs must be accounted for in any given reporting cycle. Costs for Task 1, Program Management shall be linked to one or more investments.

On Demand (As Requested by Oversight Agencies or Required by CPIC Phase):

- Section 508 Review

- Justifications and metrics to support technical and business decisions

- Converting technical information into user friendly non-technical formats for dissemination to executives in and out of the agency

- 4-6 random data calls each year from Congressional Committees, OMB, OCIO, and GAO on a variety of topics (past requests have included: Number of contractors on duty; names of prime and sub-contractor companies in use; lines of code in use; number of web applications in use; number of public facing applications; etc.)

- Cost Benefit Analysis by Investment

In the event any artifacts, metrics, costs, or updates provided by the contractor are rejected by OCIO, OMB, or other oversight entity, they will be returned to the contractor for corrective action. The contractor shall perform the prescribed corrective actions before the due date established by the oversight entity.

C.4.4   TASK 4 – PROJECT MANAGEMENT SUPPORT

The contractor shall be responsible for keeping all contractor project plans developed during the course of the task order resource loaded, up-to-date, and stored in Project Server repository. The contractor shall also be responsible for:

- Supporting government staff to ensure that project plans are current and up-to-date in the Project Server repository

- Assuring that team members update task status weekly in Project Server

- Managing, tracking, and controlling projects such that the CPI and SPI indicators for all first and second level WBS tasks and milestones fall within 0.91 to 1.09

- Proposing management actions to correct deviations and tracking status via a Corrective Action Report (CAR) should project metrics veer out of the approved thresholds

- Assuring all contractors and subcontractors use agency approved project policies and procedures and templates for project artifacts

- Assuring project activities are ANSI-748 compliant;

- Supporting Program Management Office (PMO) in compliance with ANSI-748 for all investments

- Supporting the PMO Team in maintaining the Organizational ANSI-748 certification for Major Investments reporting EVMS

These task order activities are critical. Due to schedules outside of the Agency's control, the contractor may be asked to provide support in an abbreviated timeframe. Failure to provide items timely, or to turn in poor quality products may result in the Agency being placed on a Watch List, receiving a poor score on public facing websites, or project being suspended, losing their budget, or otherwise being placed under scrutiny or external controls.

The contractor shall provide deliverables on dates agreed to in the Government approved Project Plan or as PMO policies and procedures direct (refer to agency SDLC guidance).

Monthly (For all active DM&E Projects by the 3rd Business Day of Each Month)**:**

- Component Project EVM e.g. Detailed EVM metrics by Investment
- Integrated Master Schedule (IMS) e.g. Aggregate EVM metrics by Investment
- Fully Resource and Dependency Loaded .mpp File for the preceding Month by Investment
- Work Measures; (Task % Complete, Actuals, SV%, and CV%)
- Work Measurement (budgets for discrete work packages)
- Cost Account (CA) Budgets
- Corrective Action Report (CAR) (only if the SPI, CPI, or BAC is outside agency's tolerance)

At Project Onset or if the BAC or other Significant Component Changes:

- IBR Document
- IBR Form
- IBR CIO Signoff
- Rebaseline Proposals
- Rebaseline Approvals
- Project Schedule (Level 3 Gantt)
- Organization Chart
- Organizational Breakdown Structure (OBS)
- Proposed Work Breakdown Structure (WBS)
- Project Budget (showing WBS ID and budget for each control account)
- Project Plan (cost and time phased baselined Integrated Master Schedule (IMS));
- Performance Measurement Plan (PMP)
- Risk Inventory/Risk Assessment (Risk Matrix List with Mitigation Plan);
- Work Authorization Document (WAD)
- Responsibility Assignment Matrix (RAM)

For All Investments with DM&E Activity on xxxxx:

- ANSI-748 Checklist for compliance assessments on ALL 32 Guidelines; Non-compliance with one of the 32 ANSI-Std Guidelines requires justification and approval from RMA PMO

- OCIO EVM Compliance and Surveillance document

- Project Schedule (Level 3 Gantt)

- Contractor Organization Chart

- Organizational Breakdown Structure (OBS)

- Proposed Level 3 Work Breakdown Structure (WBS)

- Project Plan (cost and time phased baselined Integrated Master Schedule (IMS))

- Performance Measurement Plan (PMP)

- Risk Inventory/Risk Assessment (Risk Matrix List with Mitigation Plan);

- Work Authorization Document (WAD);

- Responsibility Assignment Matrix (RAM)

- Indirect Cost Management

- WBS/OBS Integration

- Work Authorization Document (WAD)

- Work Measures

In the event any artifacts, metrics, costs, or updates provided by the contractor are rejected by OCIO, OMB, or other oversight entity, they will be returned to the contractor for corrective action. The contractor shall perform the prescribed corrective actions by the due date established by the oversight entity.

The contractor) shall provide access to all records and data requested by the COR. Access is to permit Government surveillance to ensure that the EVMS conforms, and continues to conform to the performance criteria referenced in the first paragraph of this section.

The contractor shall support audits by various entities, including, but not limited to, the Government Accountability Office, the agency Inspector General, OCIO, OMB, and independent auditors.

C.4.5   TASK 5 – IT SECURITY SUPPORT

C.4.5.1 SUBTASK 1 - PROGRAM SUPPORT

The Contractor shall be responsible for:

- Developing Certification and Accreditation (C&A) documentation (following NIST requirements)

- Developing detailed security standard operating procedures that implement agency security policy

- Complying with FISMA, OMB A-123, and the Privacy Act. This involves working cooperatively with other organizations (including other contractors) that support agency IT operations and initiatives

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Updated Security Plans and control descriptions in CSAM for affected systems on an as needed basis, but no less than annually
- Updated security procedures (procedures reviewed on an annual basis

C.4.5.2 SUBTASK 2 - TECHNICAL AND SECURITY OPERATIONS SUPPORT

The Contractor shall be responsible for:

- Evaluating and recommending security controls for the Network Infrastructure; e.g., routers and firewalls, Windows and Solaris environments to affected areas and ISSPM (Information Systems Security Program Manager)
- Evaluating and recommending controls over the Web and application development environment(s)
- Monitoring the Intrusion Detection/Prevention Systems, Firewalls, Security Event Manager, and other tools as necessary
- Developing and maintaining security and network architecture that implements relevant security laws, regulations, and policies
- Evaluating and recommending technical security controls on desktops and mobile devices
- Maintaining the Public Key Infrastructure (PKI) architecture
- Monitoring physical security and environmental conditions
- Implementing capability to research and investigate possible security breaches and incidents.
- Documenting exceptions to security profiles and policies, where the exceptions were applied
- approximate length exception will be necessary

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Vulnerability Scan reports from all contractor managed systems and networks on a monthly basis
- Daily reviews of IDS, SEIM, etc. Logs will be reviewed on a random basis, but no less than weekly by the Government
- Incident reports as necessary based off of anomalous reports from monitored systems, but NLT 12 hours from discovery
- Updated security architecture. The architecture shall be updated as needed, but no less than annually
- Reports from anomalous events regarding physical and environmental conditions in RMA server and equipment rooms, NLT 12 hours after occurrence
- On a monthly basis, a detailed list of exceptions to security, enterprise architecture, and/or configuration management requirements, the reason for the exception, compensating controls (if any), and approximate time the exception will no longer be necessary (if known)

C.4.5.3 SUBTASK 3 - APPLICATION SECURITY SUPPORT

The Contractor shall be responsible for:

- Recommending approval or rejection of proposed business system security design
- Recommending alternative approaches to system developers to address security issues
- Ensuring that security best practices are utilized in the design, implementation, and testing of business systems

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Reports as necessary or upon request showing design testing results and recommendations.

C.4.5.4 SUBTASK 4 - BUSINESS CONTINUITY PROGRAM SUPPORT

The Contractor shall be responsible for:

- Developing and maintaining IT Contingency Plans in the USDA Living Disaster Recovery Planning System (LDRPS)
- Developing exercise plans for IT Contingency plans
- Providing technical support in the development of IT Contingency Plans
- Upon initiation of the Disaster Recovery Plan by RMA, the contractor shall provide support in accordance with the approved Disaster Recovery Plan and IT Contingency Plan

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Updated disaster recovery or IT contingency plans as required but no less than an annual basis.
- Updated test plans for DR/ITCP efforts on an annual basis
- DR/Contingency Plans for contractor operations supporting the Government, updated on an annual basis

C.4.5.5 SUBTASK 5 - INDEPENDENT AUDIT SUPPORT

As a Federal Corporation, the agency is independently audited each year. The Government typically requires support in collecting information and answering questions regarding many broad IT areas including, but not limited to: security management controls, access controls, configuration management, segregation of duties, contingency planning, application security, business process controls, interface controls, and data management system controls.

In support of the agency's response to security audits, the Contractor shall be responsible for:

- Working in conjunction with independent auditors to install auditor software to extract selected metrics
- Supplying auditor requested documents or system extracts. Typical requests include: log samples; standard operating procedures; proof of successful backup and recovery; current asset inventory; security documentation for specific users; security configuration/settings for specific infrastructure or business system components; security profiles across a given component, etc.

- Making contractor technicians and technical leads available for interviews with audit personnel

- Following up on requests for information made during audit interviews

- Assisting the Government in drafting responses, including technical rational, for or against changes proposed by auditors

- Providing ongoing status of audit remediation activities

C.4.6   TASK 6 – CONFIGURATION AND CHANGE MANAGEMENT

The Contractor shall be responsible for:

- Analysis of change request impacts, including defining the associated scope, cost and schedule

- Providing assurances that all infrastructure and business system changes and project documents are developed and tracked under the complete control of the agency CM tool from the beginning to end of the SDLC process. The contractor shall follow the Change Control Board process and all related procedures

- Providing estimates (in hours) for proposed Change Requests (CR's) before work commences

- Providing actual hours burned upon completion of a CR

In support of the efforts, the Contractor shall produce the following deliverables, according to the schedule defined in the Government-approved Project Plan:

- Weekly Configuration Item (CI) Status reports for each build and release to the CIO Configuration Management Specialist. The CI Status report contents are described in the Agency Configuration Management Plan

- Weekly CM Metrics reports for each build and release to the CIO Configuration Management Specialist. The purpose of CM metrics is to measure CM and program performance and to identify problems and inefficiencies in products and processes. The CM Metrics report contents are described in the Agency Configuration Management Plan

- Weekly CI Listing reports for each build and release to the CIO Configuration Management Specialist. The purpose of a CI listing is to provide an accurate record of the contents of CM controlled libraries, baselines, and releases. The CI Listing report contents are described in the Agency Configuration Management Plan

- Monthly CI History reports for each build and release to the CIO Configuration Management Specialist throughout the project life cycle. The CI History report contents are described in the Agency Configuration Management Plan

C.4.7   TASK 7 – END-USER SUPPORT (EUS) MANAGEMENT

C.4.7.1 SUBTASK 1 - SERVICE DESK SUPPORT

The contractor shall provide full service support to all users, contractors, and customers for all government-owned equipment and software. These services shall conform to Microsoft Operations Framework (MOF) practices. The contractor shall provide support in accordance with the SLAs identified herein.

The agency personnel contact the help desk via telephone, fax, or e-mail to report problems. The contractor shall assign a priority level to each report received, i.e., urgent, high, medium, or low (defined below):

- Urgent Priority – The customer's productivity is down and inoperable (multiple users down for the same problem). All work has stopped and the situation is causing a critical impact to the customer's' business operations. No work around is available

- High Priority – The customer's productivity is severely limited or degraded. The situation is causing a significant impact to certain portions of the customer's business operations and productivity. No work around is available

- Medium Priority – The customer's productivity is slightly limited or degraded. The situation has impaired operations, but most business operations continue. A work around or alternate configuration is available

- Low Priority – The customer's productivity is not affected. Customer has informational inquiries, documentation issues, upgrade requests, requests for new feature/function, requires additional information, etc.

The contractor shall handle Level 1 and 2 service desk support as defined below:

Level 1:

- Answer and record all incoming calls
- Take ownership of problems until full resolution
- Provide solutions as practicable over the telephone
- Provide follow-up to the user on the status of the problem until resolution
- Verify problem resolution prior to closure
- Escalate the problem as required

Level 2:

- Provide advanced problem resolution for Level 1 problems as escalated
- Determine the functional area of the problem being reported, e.g. hardware, software, telecommunications
- Provide detailed analysis of the problem
- Determine if equipment is warranted and arrange appropriate resolution under warranty
- When special or unique situations warrant – contact the appropriate vendors
- Make site visits as required

The contractor shall record operations performed after the hours of operation using the problem management system no later than the next business day. The contractor shall record business day calls and responses within one hour.

The contractor shall record all calls in the problem management system. The contractor shall extract data from the automated tracking system and submit a report to the Government by the 15th of each month. This report shall document the contractor's performance with respect to the service level agreements (SLAs) specified herein.

C.4.7.2 SUBTASK 2 - ASSISTANCE AND TRAINING IN USE OF COTS SOFTWARE

Through the Service Desk, federal employees may request assistance in using the features and capabilities of agency-licensed COTS software. The contractor shall provide direct assistance to employees in an effort to enhance the productivity of the workforce. Examples of such assistance include helping a user: create and/or modify a SharePoint site; set up a team calendar and share it; format a Word document, make use of Excel Services, use advanced features on spreadsheets or slide shows, etc. The contractor shall also provide ad hoc training to individuals and small groups on COTS features and capabilities, as appropriate.

All incidences of user assistance and ad hoc training shall be recorded in the Service Desk management system – Magic – and reported in the Monthly Status Report, along with recommendations for group and enterprise level training.

Through evaluation trouble tickets and assistance request, the contractor will formulate proposals for agency-wide IT training to improve overall productivity of the workforce. Large scale training will be accomplished through remote training capabilities using the expertise and services of an IT training company.

C.4.8   TASK 8 – SYSTEMS ADMINISTRATION

C.4.8.1 SUBTASK 1 - END-USER EQUIPMENT SUPPORT

The contractor shall provide configuration management, hardware management, operating system and system software support, and platform operations support for all agency-owned IT and IT-related End-User equipment.

The contractor shall provide on-call (pager or cell phone) system operations support 24 hours/day, 7 days/week. The contractor shall respond, either in person or by phone, to all calls within two hours. The contractor shall record off-hour calls and responses using the problem management system no later than the next business day.

C.4.8.2 SUBTASK 2 - HOSTING SUPPORT

C.4.8.2.1   HOSTING OPERATIONS

- The contractor shall provide configuration management, hardware management, operating system and system software support, and platform operations support for all application hosts.

- The contractor shall provide on-call (e.g., pager or cell phone) system operations support 24 hours/day, 7 days/week. The contractor shall respond, either in person or by phone, to all calls within two hours. The contractor shall record off-hour calls and responses using the problem management system no later than the next business day.

- The Government uses Web technologies for information transfer. The contractor shall support e-commerce, encryption over the Internet, intra and inter agency transfer of funds and information, and emerging technologies. The contractor shall maintain and administer applications host environments and peripheral support functions to allow the agency and its customers to fully use the applications. The contractor shall provide support for Internet, Intranet, and Extranet environments.

- The contractor shall be capable of administering software within the Microsoft Environment.

- The contractor shall operate and maintain the application systems and data bases before and after the application systems are re-engineered in accordance with the SLAs. The contractor and Government will baseline and document response time, turnaround time, and throughput after task order award. The Government-provided SLAs will be revised to reflect these results. The contractor shall ensure that these performance criteria are met. The contractor shall perform the following in support of application software and databases:

  - The contractor shall control production runs of batch applications in accordance with agency-provided operating procedures, including the procedures and any additional procedures provided during the life of the Task Order as new and updated application systems are deployed in production. The contractor shall also monitor and control the operation of non-batch applications following agency procedures.

  - Production Control, including operator initiated systems, applications that run automatically such as backup, and both routine daily and cyclical periodic (monthly, quarterly, annually, etc.) job schedules. The contractor shall support ad hoc job execution as requested by users or systems staff.

  - The contractor shall operate subsystems (data base management systems, servers infrastructure, operating system, dispatchers, and other system software) such that both interactive and batch applications are accessible for production use at all times. The contractor shall operate these subsystems to provide development, test, quality control, and acceptance of new and updated applications in accordance with schedule agreements. Development and test environments shall be available at all times, except as otherwise agreed by the contractor and the Government.

  - The contractor shall ensure reliable system performance on servers and other system facilities within its direct control. The contractor shall monitor the performance of services that impact the network and report any negative findings to the Government.

  - The contractor shall test new and updated application systems, including performance testing, as provided elsewhere in the Task Order. The contractor and Government shall assess the performance impacts of any new or updated systems and agree to any revisions to system performance level requirements (response time, turnaround time, throughput). Final revision decisions are the Government's. The Government will modify the SLAs accordingly.

  - The contractor and Government will assess performance impacts of new hardware and system software, as otherwise provided in the Task Order, and shall agree to any enhanced performance level requirements or other revisions. Final revision decisions are the Government's. The contractor and Government will assess the performance impacts of increased transaction volumes or shifts in demand

patterns, and revise performance level requirements as with hardware and software updates and update the SLAs accordingly.

- The contractor shall install software, patches, or upgrades, modify tables or databases and assist Government personnel in performing this function. The contractor shall act as a liaison between the software vendor and Government's staff to facilitate resolution of technical problems.

- Perform nightly tape backups of the servers. The contractor shall hand deliver the backup tapes to the off-site storage provider. The contractor shall place tapes that are stored on-site in the storage cabinet located in the computer room and maintain all records regarding the whereabouts of all storage media at all times. Restores shall be simulated by testing back-up tapes monthly to assure backup files and data are recoverable. Tapes from these back up operations shall be included in the overall off-site storage of data.

- The contractor shall administer and manage the databases for the legacy systems and the reengineered system. The contractor shall use the agency provided database tools to provide this support. At a minimum, the contractor shall provide the following types of database support:

    - Database construction
    - Maintenance
    - Back-ups
    - Database space allocation
    - Data warehousing

C.4.8.2.2   SYSTEM UPDATES AND SYSTEM INSTALLATIONS

The contractor shall maintain the hosting equipment; keep the system current; maintain system integrity, functionality, and; provide high quality service to the users. At a minimum, the contractor shall perform the following system updates and installation activities:

- Update system software as revisions are due or new software is required.
- Install and update server equipment.
- Update physical layout diagrams using agency approved modeling tool(s) detailing equipment and location.
- Update system documentation, including installation configurations for each host location.
- Update Installation documentation for each location.

C.4.8.3 SUBTASK 3 - NETWORK SUPPORT

The contractor shall perform the following Network Management activities.

C.4.8.3.1   NETWORK OPERATIONS

At a minimum, the contractor shall perform the following Network Operations functions:

- Ensure optimal performance of the network, to include monitoring and management of data traffic and load

- Ongoing daily network administration task, e.g. passwords, user management, system file management, and server management

- Manage the design, operating system, server configurations, physical and logical files, file permissions, directory services, and user accounts

- Update system documentation as changes occur

- Provide switch, router, and VLAN administration, configurations, and firmware upgrades

- Administer all aspects of router design and edge router management – upgrade/maintenance is scheduled yearly

- Update the inventory of equipment to reflect changes in components

- Install network components as changes occur

- Install network hardware

- Conduct network infrastructure site surveys

- Maintain network components to include maintenance agreements

- Install patches

- Maintain the network telecommunications configuration

- Perform maintenance on the third weekend of each month except as otherwise agreed by the Contractor and the Government. The contractor shall notify the entire staff at least 3 weeks in advance

- In the event of an emergency, the contractor shall notify the System Administration Branch (SAB) Chief immediately

- The contractor shall ensure reliable system performance on internal networks, and dedicated long distance links (e.g., T1) and other system facilities within its direct control up to the boundary with shared public networks, e.g., dial-up or other shared communications links, and shared public or Government services such as external web sites. The contractor shall monitor the performance of shared communications links and servers that are outside its direct control and report any negative findings to the Government

C.4.8.3.2   NETWORK UPDATES AND SYSTEM INSTALLATIONS

The contractor shall maintain the network equipment; keep the system current; and maintain system integrity, network functionality, and; provide high quality service to the users. At a minimum, the contractor shall perform the following system updates and installation activities:

- Update system software as revisions are due or new software is required

- Install and update network equipment

- Update physical layout diagrams using agency approved modeling tool(s) detailing equipment and cable routes

- Update system documentation, including installation configurations for each network location.
- Update Installation and wiring documentation for each location
- Update and maintain router access lists and controls

C.4.8.3.3   NETWORK MONITORING, PERFORMANCE MEASUREMENT, AND TESTING

The contractor shall perform the following monitoring activities and report the results in a Network Monitoring Report:

- Monitor router uptime expressed as the percentage of operational time over the reporting period and the number of times the router was not operational
- Report on all routers pertinent to RMA including those routers the contractor maintains for RMA employees and customers
- Report on routers maintained by intermediary organizations outside the control of the contractor but used by the Government traffic and visible to network monitoring tools
- Count and use all down time in the percentage calculations, including regularly scheduled and planned maintenance
- Conduct engineering studies and performance testing and measurement of networks in order to identify performance vulnerabilities and weaknesses. The contractor shall recommend system configuration (equipment and software) updates to promote efficient and effective performance. The contractor shall document the results quarterly in a Network Performance Recommendation Report

C.4.8.3.4   NETWORK EQUIPMENT MAINTENANCE AND REPLACEMENT

The contractor shall provide the following RMA network equipment maintenance activities. The contractor shall provide repair support during working hours, which is usually 6 AM to 5 PM central time and on call support 24 hours/day, 7 days/week.. The contractor shall respond to all calls within one hour, either in person or by phone. The contractor shall continuously monitor RMA networks as specified in the SLAs and shall respond to and remediate anomalies detected by network monitoring:

- Provide on-site maintenance for the LAN/WAN system, including switches, routers, cabling, etc.
- Monitor the network, update the system regularly, and keep the system operational and fully functional
- Provide maintenance (including subcontracting) through Tier 1 network manufacturers and maintenance providers
- Provide service needed (including subcontracting) to ensure continued network operation (e.g., specialized support from network appliance vendors)
- Provide router and switch maintenance for all items under OEM (Original Equipment Manufacturer) maintenance
- Use online network tools to maintain an inventory of the network and its user devices
- Provide periodic inventory reports, including assets that require maintenance as their OEM maintenance expires and deletion of items no longer in service. The contractor shall post these changes to the inventory/procurement software system

- The contractor shall maintain equipment maintenance records and conduct routine maintenance reviews

- The contractor shall provide service maintenance contracts and renew licenses and warranties as-needed

- The contractor shall maintain agency maintenance inventories (including subcontracting) - hard copy, soft copy, downloadable assets, CD, DVD, etc.- of licenses, warranties, software pass codes, and vendor service level agreements

- The contractor (and any maintenance subcontractors) shall perform hardware maintenance in accordance with all warranty and manufacturer standards. Spare parts shall be kept on-site and used as needed. Where applicable, hardware maintenance shall be performed on site by the maintenance technician as part of the support services contract. Where applicable, warranty services shall be coordinated with manufacturers or resellers.

C.4.8.4   SUBTASK 4 - AUTOMATED SOFTWARE DISTRIBUTION

The contractor shall utilize automated remote software distribution of COTS and Business Applications over the network directly onto designated platforms with minimal user productivity impact. The contractor shall create automated software distribution scripts.

C.4.8.5   SUBTASK 5 - COTS MAINTENANCE

The contractor shall provide the following COTS maintenance support in accordance with the terms of the COTS license agreements:

- Provide renovation, corrective action, vendor patch installation, and version updates to existing COTS software. The contractor shall keep the system current, maintain LAN/WAN and server platforms functionality, and ensure continued high quality service to users.

  Provide software security patches in a timely and efficient manner based on security requirements and FedCIRC requirements. The contractor shall respond to identified vulnerabilities and apply appropriate protection. The contractor shall monitor the global incidence of malicious software and promptly respond to any incidents with the potential to impact systems.

- Provide ongoing service of all maintenance agreements for software and hardware and ensure timely arrangements to prevent any break in service for those tools.

C.4.8.6   SUBTASK 6 - IT ASSET PROCUREMENT AND MANAGEMENT

The contractor shall analyze requirements and deliver a Procurement Requirements Analysis Document to the Government with the results. At a minimum this document shall contain the following information:

- Recommend hardware/software item with version and release

- Provide justification for sole-source purchases

- Compliance with Section 508 of the Rehabilitation Act, as amended (29 U.S.C. 794d) as applicable

- Reason for the purchase

- Sources of the requirements analysis

- Cost of the item

- Potential risks with the item

- Licensing and warranty terms

- Value to the Government of the item

After Government approval, the contractor shall procure hardware, software, and telecommunications components in support of this task order. The contractor shall procure hardware and software components, to include but not limited to: Web related components, maintenance services, subscriptions, licenses, warranties, and agreements.

The contractor shall use Agency system for procurement requests, approvals, inventory management and approvals. Government support teams shall have access to Agency system and have the ability to initiate or review the status of procurement actions.

The contractor shall design and implement a robust asset inventory process including cost information that would permit the Government to assess infrastructure asset values or calculate relative depreciation of these assets.

Once procured HW and SW is in hand, the contractor shall be responsible for maintaining a dynamic asset inventory that includes make, model, serial number, year purchased, cost, service agreement, and other germane information. CIO staff shall have full access to this data.

C.4.9   TASK 9 – MAINTENANCE OF PRODUCTION APPLICATIONS AND DATABASES

Initially maintenance activities will include both legacy and recently reengineered business systems. As this task order will be undertaken well into a reengineering effort, the contractor shall be afforded a reasonable timeframe to become familiar with legacy systems as well as documentation, production processes, and code delivered in the first and second phases of the reengineering.

The contractor shall operate and maintain business systems including, but not limited to: batch processes, operating procedures (scripts), stored procedures, web applications, files, and data bases in support of the Agency's mission. Application lifecycle management changes, including emergency fixes, shall be managed and approved through the Agency's CM processes. All changes will be controlled within Visual Studio Team System / Team Foundation Server for new applications and Synergy for the legacy systems. Performance shall be in accordance with the SLAs. The contractor and Government will baseline and document metrics after task order award. The Government-provided SLAs will be revised to reflect these results. The contractor shall ensure that these performance criteria are met. The contractor shall perform the following in support of business systems:

- The contractor shall maintain appropriate segregation of duties when tasking its employees, i.e. the same individual should not control processes at multiple junctures in the development, test, and production process.

- The contractor shall assure that the SDLC is followed when maintaining or testing application systems.

- The contractor shall assure that all employees follow Change Management policies and procedures in maintaining, testing, and deploying system components.

- The contractor shall control production runs of batch applications in accordance with agency-provided operating procedures and business schedules, and any additional policies and procedures provided during

over the life of the Task Order as new and updated application systems are deployed in production. The contractor shall also monitor and control the operation of non-batch applications following agency policies and procedures.

- The contractor shall perform production control functions to include: operator initiated processes, processes that run automatically under other automated job scheduling facilities, restarts of abnormally terminated jobs initiated by either the operator or scheduler, and the addition or removal of processes to the scheduler. Processes may be initiated daily on demand or on a scheduler as part of cyclical operations (monthly, quarterly, annually, etc.). The contractor shall retain electronic logs generated by business applications for a minimum of 12 months. For processes initiated by the operator (either manually or as a restart), the contractor shall create and maintain an electronic log that contains the date and time the process was executed, the CR or individual authorizing the process, and the final dispensation. The operations log shall be retained for a minimum of 12 months.

- Components migrated to test and production shall be tested so there is a reasonable assurance they will process as required for multiple cycles until business rules change or the underlying DBMS or operating software version is upgraded.

- Substantive changes to business systems shall be integration tested to assure both upstream and downstream processes are not negatively impacted. Changes that impact high traffic, or high resource applications shall be appropriately stress and performance tested. Integration and stress test results will be provided to the CIO CM Manager and significant performance variances noted. The contractor and Government shall assess the performance impacts of any new or updated systems and agree to any revisions to system performance level requirements before migration to production occurs. Final revision decisions are the Government's. The Government will modify the SLAs accordingly.

- The contractor shall assure complete coordination between its infrastructure and application systems teams so the Government is kept apprised of environmental changes or shutdowns that will impact the Government's ability to do business including meeting key business deadlines. Development, test, and production environments shall be available at all times, except as otherwise agreed by the contractor and the Government.

- Manual database changes shall be an exception performed only under extreme conditions. No such change shall be undertaken or facilitated by the contractor without documentation as to what was modified, why, and the approving party via the Agency's CM system and processes.

- Once reengineered systems are in steady state, as defined by OMB 300, the contractor shall perform regular updates in the form of software development and enhancement. Changes occur each crop year involving different insurance products, terms and conditions, and other functional changes. Generally, there may be between 12-16 new risk management products, e.g., insurance policies for crops not previously covered, the contractor shall also implement these processes as released.

- In the event key business processing timeframes cannot be met, the contractor shall provide technical alternatives, short-term solutions, or workarounds to facilitate the Agency's mission.

- The contractor shall correct software problems with newly-developed code and the legacy systems in order to continue efficient operations of the systems. The contractor shall use Agency Change and Configuration Management tools to integrate and manage Configuration Control Board approved software changes.

- The contractor shall maintain an up-to-date electronic copy of operating instructions for all business applications, subsystems, and systems maintained or developed over the life of the contract. Instructions should detail the inventory of applications, databases, files, and other component parts utilized in the process, as well as restart and recovery instructions.

- All legacy systems are scheduled for shutdown between the present date and FY 2013. The contractor shall execute Government approved plans to enable a graceful shutdown that includes retirement and disposal of code assets and recovery, conversion, and migration of data.

- Deliverables for this task shall consist of revised code, scripts, databases, and other objects and their byproducts (reports, screens, files) as directed in authorized change requests.

C.4.10 TASK 10 – SYSTEMS DEVELOPMENT PROJECTS

C.4.10.1   SUBTASK 1 - GENERAL SYSTEMS DEVELOPMENT PROJECTS

The SDLC is the framework used to guide all agency IT projects, pilots and prototypes. It is applicable regardless of sponsor, contractor, project size, methodology, system/project classification, or technology used. The SDLC focus is on IT projects.

The SDLC requires the use of a best practice project management methodology (e.g., PMI's Project Management Body of Knowledge [PMBOK]). The requirement to use a best practice project management methodology is intended to increase the probability of successful project completion.

The SDLC contains eight phases (Initiation, Planning, Analysis, Design, Construction, System Test, Implementation and Steady State). The contractor shall complete one phase before beginning a subsequent phase. Each SDLC stage is associated with specific exit criteria that shall be satisfied before a project proceeds to the next stage. Exit criteria are presented in question format and categorized by domain (e.g. project management, enterprise architecture) in order to provide content-centered guidance rather than merely a checklist of artifacts to be completed. It is critical to understand that the determination of project readiness to transition to the next stage is made by satisfactory compliance with the content of the exit criteria, NOT by the evidence of artifacts produced. Contractor System

Integrators, Project Managers, and system development leads shall review the exit criteria at the start of each SDLC stage and plan the stage activities accordingly to ensure successful completion of the exit criteria and to avoid rework or delays.

The SDLC process is governed through stage reviews that provide the opportunity to assess project progress against defined exit criteria. These reviews provide a decision point or mechanism for management to determine how and if a project should proceed (e.g., does more work need to be done before the project is ready to enter the next stage of the life cycle?). Stage reviews hall be conducted at fixed points in the system life cycle and have a specific list of participants and evaluation criteria.

Factors critical to successful stage reviews are as follows:

- Each stage review must be conducted as a formal process. As such, each review will include formal presentations which detail how the required exit criteria were sufficiently met.

- All exit criteria for each stage review must be fulfilled regardless of the artifacts produced.

- The stakeholders of the products produced in a stage must attend, review, and sign-off on stage completion. The Project Manager in conjunction with the CIO must review any significant issues identified, assess the impact to the project, and determine if proceeding to the next stage is desirable. This is to ensure that the next stage can effectively begin and to minimize the need to return to a previous stage to correct incomplete artifacts.

- At each stage review, evidence must be provided that clearly substantiates the successful completion of the exit criteria. For example, in testing requirements, tests must successfully produce the required results to be used as evidence of "successfully" meeting the exit criteria. The act of testing in itself is not sufficient evidence if tests fail to produce required results.

The SDLC requirements are listed and explained by each phase and summarized in the SDLC Policy document. The Contractor's approach shall fully align with the agency SDLC. The following deliverables shall be produced by the contractor depending on the stage of the effort:

- Mission Needs Statement
- Architecture Blueprint
- Expanded System Concept Document
- Alternatives Analysis
- System Boundary Document
- Performance Reference Model
- Preliminary Budget and Staffing Plan
- Draft Business Case (which should dovetail with the OMB300)
- Stakeholder High Level Needs   Assessment
- SWOT Diagram
- Business Process Models
- Business Analysis Model
- Concept of Operations Plan
- Risk Management Plan

- Configuration Management Plan

- Updated Life Cycle Cost Projections

- Project Schedule Milestones

- Security Plan

- Detailed Enterprise Architecture Plan

- Prototype or Pilot Plans

- Detailed Project Plan & Project Schedule

- Acquisition Plan and Strategy

- System Engineering Management Plan

- System Test Plan

- Deployment Plan

- Quality Assurance Plan

- UML Function/Activity & Business Process Modeling Notation (BPMN) Process Models

- Systems Requirements Specification

- Functional Requirements Specification

- Requirements Allocation Document

- Threat Modeling Documentation

- Entity-relationship diagrams, process hierarchy diagrams, process dependency diagrams

- Software Security Requirements

- Software Requirements Document

- Project Status Reports

- Process logic and action diagrams, data model to business function matrix business algorithms, entity lifecycle diagrams, and entity state change matrices

- Quarterly or Monthly Reports

- System and Unit Test Plans

- Systems Requirements Review Materials

- Systems Design Document

- Software Development Plan

- Software Architecture Design Document

- High Level Software Design Document

- Detailed Software Design Document

- Integration Test Plan

- Conversion Strategy

- Risk Assessment (updated)

- Critical Design Review Presentation Materials

- Maintenance Plan

- Product Baseline

- External Interface Agreements

- Data Requirements Document

- System/Subsystem Specifications Document

- Program Specifications Document

- Database Specifications Document

- Logical Data Models and Schemas

- Data Dictionary

- Detailed Unit Test Plans

- Code Walkthrough Documentation

- Detailed Integration Test Plans

- Transition Plan

- User Manual

- Operator Manual

- System Operations Manual

- Training Manual

- Contingency Plan

- Preliminary System Test Results

- Integration Test Results

- User Acceptance Test Results

- System Introduction Presentation

- Security Plan (updated)

- Privacy Impact Assessment

- Post Implementation Review (PIR)

As stated previously, agency's policy is to use COTS applications and platforms as much as possible. To that end, the Government maintains licenses for the following development tools of choice:

- Office 2010

- InfoPath

- SharePoint 2010 / SP LINQ

- Customer Relationship Management (CRM)

- Visual Studio 2010

- Visual Studio Team System / Foundation Server

- SQL Server 2008

- ESRI ArcGIS

C.4.10.2   SUBTASK 2 - INFORMATION TECHNOLOGY MODERNIZATION (ITM) PROJECT

As this task order will be undertaken well into a reengineering effort, the contractor shall be afforded a reasonable timeframe to become familiar with documentation, production processes, and code delivered in Phase I and Phase II of the effort and their relationship to Phase III to be completed under Task 10. The contractor shall complete work related to:

- Financial Applications RO Exceptions (except Written Agreements)

At this time, there are two systems planned:

Corporate Financial System: Any and all subsystems, applications, stored procedures, database loads, bridges, interfaces, databases, operating instructions, or other custom objects, customized COTS, or business data used to:

- Establish, record, update, and report on subsidiary ledger entries, aggregate entries, and create and store summary journal vouchers for each financial cycle (daily, weekly, monthly, quarterly, or yearly);

- Reconcile the AIP's Book of Business (all transactions processed by a private industry concern for a given reinsurance year);

- Track, record, update, report, record and adjust escrow payments;

- Record and maintain the legal Plan of Operations used to record and track the Agency's gain/loss ratio and accordant financial transactions;

- financial reviews;

- FFIS, Treasury, NFC, NITC, interfaces;

- Year-end financial and audit activities; and

- Any reporting or transactions of agency financial events including pilot programs NOT part of the debt tracking system.

Debt Tracking System: Any and all subsystems, applications, stored procedures, database loads, bridges, interfaces, databases, operating instructions, or other custom objects, customized COTS, or business data used to:

- Establish, record, update, and report on debts owed the agency, corporation, or its industry partners

- Establish, record, update, and report on program eligibility based on debt or other activities

- Report or write off debts to credit bureaus, the IRS, or credit reporting agencies

- IRS, SSA, NFC, interfaces related to debt processing

Following is a list of known financial applications:

- Accounting Database Design

- Cash Management

- Debt Management

- AIP Reconciliation

- Company Review and Financial Analysis

- General Ledger Interface

- Plan of Operations

- Escrow

- Ineligible tracking

- Accounting Reports

In addition to the financial systems, Task 10 shall include a subset of applications needed by field offices references as "RO (Regional Office) Exceptions". One subsystem in the RO Exceptions System has already been completed (Written Agreements). Following is a list of known applications:

RO Exceptions

- RO Experience Database Design

- Added Land Application

- Good Farming Practice Application

- Large Claims Application

- Yield Documentation Application

- Actuarial Change (Written Agreements)

- Hybrid Seed Application

- NAD/Administrative Review

- Nursery

- Exception Request – General

Requirements may have been collected and documented for portions of the items above. The Government will make available all documentation from the previous effort including any design documents.

The contractor shall re-engineer the financial and RO Exception legacy applications and systems providing product that will integrate with existing applications in production, while considering the effort part of an enterprise-wide solution integrating applications, technologies and data structures. The contractor shall provide an EITA – ITM Project Software Development Plan (SDP) and provide updates to the plan as changes occur**.** The Plan shall contain the following at a minimum:

- A detailed description of the contractor's methodology by SDLC activity

- A detailed WBS with intermediate deliverables for Government review

- A detailed schedule with updates as appropriate

- Activity List

- Project Network Diagram of activities

The SDLC permits the following development methodologies: Waterfall Development Model, Spiral Development Model and Incremental Development Model.

The new applications will be based on Microsoft .NET technology and utilize the Microsoft COTS infrastructure to provide an integrated system and avoid unnecessary coding.

C.4.10.3   SUBTASK 3 - CONTINGENCY DEVELOPMENT PROJECTS

The contractor shall perform special, short term projects as they are needed in support of the agency mission. The contractor shall provide document, software, or data deliverables appropriate to each special project. Prior to initiation of any contingency development project, the Contractor shall provide a cost and schedule estimate, predicated upon an agreed upon (with the Government) scope of activities. Upon approval of the plan and estimate by the Government, the Contractor shall initiate work.

C.4.10.3.1   HIGH IMPACT PROJECT SUPPORT

In the event of natural disasters, Congressional inquiries, class action court cases, high-visibility fraud investigations, industry disputes, and the like, the agency requires specialized IT support that may not be aligned with specific business systems. The Agency requires a highly skilled technical team that can provide innovative solutions to complex business problems within an abbreviated timeframe. Activities may be short or long-term. The contractor may be required to present findings on behalf of the Agency and to work with IT and business partners to facilitate solutions. Activities may include all facets of systems development as well as work requiring specialized skills (data mining, pattern recognition, "What-If?" forecasting, etc.). Activities may be high visibility and mission critical.

C.4.10.3.2   IMPLEMENTATION OF LEGISLATIVE, INDUSTRY, AND/OR BOARD DERIVED
                 PRODUCTS

Each year, there are approximately ten new risk management products released to industry; e.g., insurance policies for crops not previously covered. Ongoing and new legislation often requires the agency to implement new products or risk management methodologies within an abbreviated timeframe. Products can also be introduced by the industry or Board of Directors. The Contractor shall analyze new, modified, or proposed products on request to determine similarities between submitted products and existing products and to determine and document the viability, timeframe, and impact of technical implementation. After reviewing the contractor's analysis, the Government may determine to abandon, modify, or implement the product. The contractor shall implement agency-approved changes to systems as these products are released.

C.4.10.3.3   TECHNOLOGY ADVANCEMENT

The Government is interested in remaining current and knowledgeable in the latest industry trends that affect the information technology provided to their customers. When requested, the contractor shall provide White Papers and Briefings to agency management that includes the following information:

- The latest industry trends in the functional areas supported under this task order. The contractor shall provide suggestions for change to the operation and configuration of the infrastructure environment, as appropriate and as required, that will ensure that the agency remains current, efficient, and effective and so that the users continue to receive a high level of quality support. The white paper should include a cost benefit analysis of the suggested change.

- Research and identification of system requirements and recommendations of technology solutions to CIO staff.

- Research and investigation of new technologies and their possible use with the agency systems. Services shall include ongoing evaluation of current technology, platforms, and operations to seek improvement and optimal business processes. The contractor shall identify and recommend best practices and best technology for the Government needs and responsibilities. For example, the Government has recently

incorporated GIS technologies into its business application and expects to expand the use of this and other technologies such as Precision Farming.

Where functional or performance problems appear (or approximately twice a year), the contractor shall provide with technology evaluations regarding specific issues such as areas of possible cost savings or state of art IT approaches that would improve performance or reduce costs. The contractor shall evaluate system performance in conjunction with communications and application performance. The contractor shall work with system administrators to analyze the performance of the agency developed applications, to include determining effects on server and network capacity as applications are deployed.

C.5   SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

To ensure that everyone with disabilities has access to and use of information and data, comparable to that of the employees and members of the public without disabilities, all deliverables must meet the standards regulated by Section 508 of the Rehabilitation Act of 1973, available at: http://www.section508.gov.

All electronic and information technology (EIT) procured through this effort must meet the applicable accessibility standards of 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973. Furthermore, all deliverables:

- Shall be submitted in Portable Document Format (PDF)
- Shall be error-free when checked on these accessibility factors:
  - Alternative descriptions provided
  - Text language is specified
  - Reliable character encoding is provided
  - All content is contained in the document structure
  - All form fields have descriptions
  - Tab order is consistent with structure order
  - List and table structure is correct

SECTION D - PACKAGING AND MARKING

NOTE: Section D of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

D.1   PRESERVATION, PACKAGING, PACKING, AND MARKING

The contractor shall deliver all electronic versions by email and CD-ROM as well as placing in the RMA designated repository. Identified below are the required electronic formats, whose versions must be compatible with RMA's software licenses.

- Text   Microsoft Word

- Spreadsheets   Microsoft Excel

- Briefings   Microsoft PowerPoint

- Drawings   Microsoft Visio, MEGA

- Schedules   Microsoft Project

SECTION E - INSPECTION AND ACCEPTANCE

NOTE: Section E of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

E.1   FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

http://acqnet.gov/far/index.html

CLAUSE #	CLAUSE TITLE	DATE
52.246-3	Inspection of supplies – Cost reimbursement	May 2001
52.246-5	Inspection of services – Cost reimbursement	Apr 1984
52.246-8	Inspection of R&D – Cost reimbursement	May 2001

E.2   PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports and other deliverables under this Task Order shall be performed by the xxxxx.

E.3   SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the COR. Inspection may include validation of information or software through the use of automated tools, testing or inspections of the deliverables, as specified in the Task Order. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

The Government requires a period not to exceed 15 work days after receipt of final deliverable items for inspection and acceptance or rejection.

E.4   BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the Task Order, the contractor's proposal and other terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For software development, the final acceptance of the software program will occur when all discrepancies, errors or other deficiencies identified in writing by the Government have been resolved, either through documentation updates, program correction or other mutually agreeable methods.

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COR.

E.5   DRAFT DELIVERABLES

The Government will provide written acceptance, comments and/or change requests, if any, within 10 work days (unless specified otherwise in section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 10 work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6   WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Contracting Officer (CO)/Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 work days (unless specified otherwise in section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7   NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within 10 work days of the rejection notice. If the deficiencies cannot be corrected within ten (10) work days, the contractor will immediately notify the COR of the reason for the delay and provide a proposed corrective action plan within 10 work days.

If the contractor does not provide products or services that conform to the requirements of this task order, the Government will document the issues associated with the non-conforming products or services in the award fee determination report and there will be an associated reduction in the award fee.

SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

F.1   FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

http://acqnet.gov/far/index.html

Only include those clauses from the table below that are appropriate to the order as well as those additional clauses that apply.

CLAUSE #	CLAUSE TITLE	DATE
52.211-8	Time of delivery	Jun 1997
52.211-8	Alternate III	Apr 1984
52.242-15	Stop-work order	Aug 1989
52.242-15	Alternate I	Apr 1984

F.2   PERIOD OF PERFORMANCE

The period of performance for this Task Order is 5 years, which includes a 12 month base period and the ability to exercise four, one-year options.

F.3   PLACE OF PERFORMANCE

The primary place of performance is at TBD.

F.4   DELIVERABLES

The following schedule of milestones will be used by the COR to monitor timely progress under this Task Order. The Contractor shall deliver the deliverables listed in the table below. All references to days are in terms of Government Workdays.

The following abbreviations are used in this schedule:

- NLT: No Later Than
- TOA: Task Order Award
- DOA: Date of Award
- IAW: In Accordance With
- SDLC: System Development Life Cycle
- SPD: Software Development Plan
- IDEF Integrated Definition Language
- CIMS Comprehensive Information Management System

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Project Start (PS)			At TOA
TASK 1 – PROGRAM MANAGEMENT SUPPORT			
Kickoff Meeting	[0-4]001	C.4.1.1	Within 5 days of TOA
Monthly Status Report	[0-4]001	C.4.1.2	By the 10th of each month
Program Management Plan – Draft	[0-4]001	C.4.1.3	NLT 10 days after kickoff meeting
Program Management Plan - Final	[0-4]001	C.4.1.3	10 days after receipt of Government Comments
Quarterly Program Review Briefing	[0-4]001	C.4.1.4	Quarterly
Meeting Minutes	[0-4]001	C.4.1.5	NLT 2 days after meeting
Trip Reports	[0-4]001	C.4.1.6	NLT 5 days after travel

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE	
Problem Notification Reports	[0-4]001	C.4.1.7	NLT 3 work days after problem identification	
Transition-In Plan	[0-4]001	C.4.1.8, H.13	NLT 5 days after TOA	
Transition-Out Plan	[0-4]001	C.4.1.8	NLT 90 days prior to expiration of the task order	
TASK 2 – EA SUPPORT				
Business Process Diagrams w / Narrative Descriptions	[0-4]001	C.4.2	Initiation Phase of SDLC	
Process-to-Application Matrix	[0-4]001	C.4.2	Design Phase of SDLC	
Data-To-Process Matrix	[0-4]001	C.4.2	Analysis Phase of SDLC	
Technology-to-Process and Organization-to-Process Matrix		[0-4]001	C.4.2	Analysis Phase of SDLC
Data Dictionary	[0-4]001	C.4.2	Design Phase of SDLC	
Entity Relationship Diagrams	[0-4]001	C.4.2	Analysis Phase of SDLC	
Business Process-to-Data CRUD Matrix		[0-4]001	C.4.2	Design Phase of SDLC
Organization-to-Data Matrix	[0-4]001	C.4.2	Design Phase of SDLC	
Guidance Documents for Data Standards	[0-4]001	C.4.2	Analysis Phase of SDLC	
Catalog of Existing Information Products, applications, software and databases		[0-4]001	C.4.2	Design Phase of SDLC
Application Architecture Diagrams (Current and Target)	[0-4]001	C.4.2	Design Phase of SDLC	
Cross reference matrices for business processes, data usage and organizational units by application	[0-4]001	C.4.2	Design Phase of SDLC	
Technology Inventory with standards profile		[0-4]001	C.4.2	Design Phase of SDLC
Application-to-Server / technology matrix	[0-4]001	C.4.2	Design Phase of SDLC	
Server and Network Inventory	[0-4]001	C.4.2	Design Phase of SDLC	
Server Network Connectivity Matrix		[0-4]001	C.4.2	Design Phase of SDLC
Architecture Reviews	[0-4]001	C.4.2.3	SDLC Phase Gate Reviews	
TASK 3 CPIC SUPPORT				
Security Plan by Investment	[0-4]001	C.4.3	Annually, on January 15th	
Certification and Accreditation by Investment	[0-4]001	C.4.3	Annually, on January 15th	
Privacy Impact Assessment by Investment	[0-4]001	C.4.3	Annually, on January 15th	
Alternatives Analysis by Investment	[0-4]001	C.4.3	Annually, on March 15th	
Operational Analysis by Investment	[0-4]001	C.4.3	Annually, on March 15th	
Spreadsheet of Hardware Licenses for BY +2	[0-4]001	C.4.3	Annually, on May 1st	
Spreadsheet of Software Licenses for BY +2	[0-4]001	C.4.3	Annually, on May 1st	
Spreadsheet of Service Agreements for BY +2	[0-4]001	C.4.3	Annually, on May 1st	
Spreadsheet of projected labor costs by system for BY +2	[0-4]001	C.4.3	Annually, on May 1st	
Spreadsheet of projected labor costs by infrastructure activity for BY +2	[0-4]001	C.4.3	Annually, on May 1st	
Spreadsheet of all projected hosting costs for BY +2	[0-4]001	C.4.3	Annually, on May 1st	

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Spreadsheet of anticipated lifecycle replacement items and costs for BY +2	[0-4]001	C.4.3	Annually, on May 1st
Telecommunications Plan	[0-4]001	C.4.3	Annually, on June 15th
Telecommunications Operational Requirements	[0-4]001	C.4.3	Annually, on June 15th
Telecommunications Services Diagram	[0-4]001	C.4.3	Annually, on June 15th
Telecommunications Diagram	[0-4]001	C.4.3	Annually, on June 15th
Telecommunications Costs	[0-4]001	C.4.3	Annually, on June 15th
General Telecommunications Requirements	[0-4]001	C.4.3	Annually, on June 15th
Telecom To-Be Diagram	[0-4]001	C.4.3	Annually, on June 15th
Telecom As-Is Diagram	[0-4]001	C.4.3	Annually, on June 15th
AAR Table A Acquisition Categories by System, by Investment for BY+1	[0-4]001	C.4.3	Annually, on July 15th
AAR Detailed HW/SW List by System, by Investment for BY+1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Hardware Licenses for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Software Licenses for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Service Agreements for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of projected labor costs by system for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of projected labor costs by infrastructure activity for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of all projected hosting costs for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of anticipated lifecycle replacement items and costs for BY + 1	[0-4]001	C.4.3	Annually, on July 15th
Spreadsheet of Hardware Licenses for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of Software Licenses for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of Service Agreements for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of projected labor costs by system for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of projected labor costs by infrastructure activity for PY	[0-4]001	C.4.3	Annually, on December 15th
Spreadsheet of all projected hosting costs for PY	[0-4]001	C.4.3	Annually, on December 15th
Section 508 Review	[0-4]001	C.4.3	As needed.
Justifications and metrics to support tech and business decisions	[0-4]001	C.4.3	As needed.
Support for 4-6 random Data calls each year	[0-4]001	C.4.3	As needed.
Cost Benefit Analysis by Investment	[0-4]001	C.4.3	As needed.
TASK 4 – PROJECT MANAGEMENT SUPPORT			
Large Scale Project Deliverables	[0-4]001	C.4.4	In accordance with SDLC guidance.
Small Scale Projects	[0-4]001	C.4.4	In accordance with SDLC guidance.
Active DM&E Projects	[0-4]001	C.4.4	

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Component Project EVM			3rd business day of each month
Integrated Master Schedule (IMS)			3rd business day of each month
Fully Resource and Dependency Loaded MS Project File			3rd business day of each month
Work Measures			3rd business day of each month
Work Measurements			3rd business day of each month
Cost Account (CA) Budgets			3rd business day of each month
Corrective Action Report (CAR)			3rd business day of each month
IBR Document	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
IBR Form	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
IBR CIO Signoff	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
Re-baseline Proposals	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
Re-baseline Approvals	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
Project Schedule	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Organizational Chart	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Organizational Breakdown Structure (OBS)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Work Breakdown Structure (WBS)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Project Budget	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component
Project Plan	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Performance Measurement Plan	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Risk Inventory / Risk Assessment	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Work Authorization Document (WAD)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
Responsibility Assignment Matrix (RAM)	[0-4]001	C.4.4	At project onset, or change in BAC / significant project component; also every other March starting in 2012
ANSI-748 Checklist			Every other March starting in May 2012
OCIO EVM Compliance and Surveillance Document			Every other March starting in May 2012

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Contractor Organization Chart			Every other March starting in May 2012
Indirect Cost Management			Every other March starting in May 2012
WBS / OBS Integration			Every other March starting in May 2012
Work Authorization Document			Every other March starting in May 2012
TASK 5 – IT SECURITY SUPPORT			
Updated Security Plans	[0-4]001	C.4.5.1	As needed, no less than annually
Updated Security Procedures	[0-4]001	C.4.5.1	As needed, no less than annually
Vulnerability Scan Reports	[0-4]001	C.4.5.2	Monthly
Reviews of IDS, SEIM logs	[0-4]001	C.4.5.2	Weekly
Incident reports	[0-4]001	C.4.5.2	No later than 12 hours from discovery
Updated security architecture	[0-4]001	C.4.5.2	As needed, no less than annually
Reports from anomalous events	[0-4]001	C.4.5.2	No later than 12 hours from occurrence
List of exceptions to security, enterprise architecture, and/or configuration mgmt requirements	[0-4]001	C.4.5.2	Monthly
Design testing result reports	[0-4]001	C.4.5.3	As needed
Updated disaster recovery or IT contingency plans	[0-4]001	C.4.5.4	As needed, no less than annually
Updated test plans for DR/ITCP	[0-4]001	C.4.5.4	Annually
DR/Contingency plans for contractor operations	[0-4]001	C.4.5.4	Annually
TASK 6 – CONFIGURATION AND CHANGE MANAGEMENT			
Configuration Item (CI) Status Reports	[0-4]001	C.4.6	Weekly
CM Metrics Reports	[0-4]001	C.4.6	Weekly
CI Listing Reports	[0-4]001	C.4.6	Weekly
CI History Reports	[0-4]001	C.4.6	Weekly
TASK 7 – END USER SUPPORT MANAGEMENT			
Ticket reports	[0-4]001	C.4.7.1	15th of each month
Status Report of training occurrences	[0-4]001	C.4.7.2	Monthly
TASK 8 – SYSTEMS ADMINISTRATION			
System Updates and System Installations	[0-4]001	C.4.8.2.2	As needed, but no less than annually
Updated physical layout diagrams			
Updated system documentation			
Updated installation documentation			
Network Updates and System Installations	[0-4]001	C.4.8.3.2	As needed, but no less than annually
Updated physical layout diagrams			
Updated system documentation			
Updated installation documentation			
Network Monitoring Report	[0-4]001	C.4.8.3.3	Monthly
Network Performance Recommendations Report	[0-4]001	C.4.8.3.3	Monthly
Periodic Inventory Reports	[0-4]001	C.4.8.3.4	Monthly

MILESTONE/DELIVERABLE	CLIN Number	PWS Reference	PLANNED COMPLETION DATE
Procurement Requirements Analysis Document	[0-4]001	C.4.8.6	As needed
TASK 9 – MAINTENANCE OF PRODUCTION APPLICATIONS AND DATABASES			
Operating Instructions for Applications	[0-4]002	C.4.9	Monthly
TASK 10 – SYSTEMS DEVELOPMENT PROJECTS			
SDLC Deliverables	[0-4]003	C.4.10.1	By SDLC Phase as identified in section 4.2.2.
ITM Project Software Development Plan	[0-4]003	C.4.10.2	Within 15 days of task order award
Cost and schedule estimates for projects	[0-4]003	C.4.10.3	10 days from identification of new project

F.5   PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the Contracting Officer (CO) and Contracting Officer's Representative (COR) at the address below:

xxxxxxxxxx

F.6   NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION
        REPORT

The contractor shall notify the COR via a Problem Notification Report (PNR) as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: Section G of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

G.1   CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for each TO. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.2   INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice:

Task Order number:
Paying Number: *xxxxx (From GSA Form 300, Block 4)*
Project No.:
Project Title:

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

G.2.1   INVOICE REQUIREMENTS

In order to reasonably monitor expenses related to the contract, and to confirm the accuracy of earned value metrics and project costs, invoices must be submitted timely with adequate detail. The contractor shall submit invoices monthly; all invoices are to be complete based on the work effort accomplished by the contractor and its subcontractors. If the invoice does not include the work effort accomplished by its subcontractors, the invoice will be rejected until the complete invoice is submitted. The contractor shall submit invoices from the contractor and sub-contractors within six weeks of the work being accomplished.

The Government will supply a list of authorized work codes that will convey the nature of the function being performed. Work codes will cover basic technical tasks as well as administrative functions. That list may be modified at the Government's discretion. The contractor shall supply all invoices in Excel 2007 providing, at a minimum, the following level of detail for each contractor invoicing for the month by Task:

- Contractor Name
- Work Code
- CR # or indication it was none CR
- Hours
- Cost
- Total for the reporting cycle
- Total to date for the year
- Funding Source
- Investment and Task
- Project

The Government has the right to request an audit of any invoice at any time in the life of the contract. The contractor shall supply supporting information to prove expenses occurred and how they were calculated by the contractor or their sub-contractors accounting system within 10 business days of any request. The contractor shall also supply evidence the subject work occurred for the timeframe in question within 10 business days of any request. The Government may take up to 45 days to review audit materials. Disputed invoices will be arbitrated by the Contracting Officer for final dispensation.

The final invoice must be submitted within 6 months of project completion.

G.2.1.1 COST PLUS AWARD FEE (CPAF) CLINS (FOR LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B) and contractor employee and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date:

- Employee name (current and past employees)

- Employee Alliant labor category

- Monthly and total cumulative hours worked

- Employee Cost

- Maximum Labor Category Cost (as proposed in the cost proposal)

- Cost incurred not billed

- Investment and Task

- Project

All cost presentations provided by the contractor shall also include Overhead Charges, and General and Administrative Charges.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the Contracting Officer's Representative (COR), of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a Task Order modification if funds have been obligated for the award fee amount. The contractor shall attach the CO determination letter to the public voucher and/or invoice.

G.2.1.2 OTHER DIRECT COSTS (ODCS)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- ODCs purchased

- Consent to Purchase number or identifier

- Date accepted by the Government

- Associated CLIN

- Project to date totals by CLIN

- Cost incurred not billed

- Remaining balance of the CLIN

- Investment and Task

- Project

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges and Fee.

G.2.1.3 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. Long distance travel is defined as travel over 50 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, the name of the approver and the date of Government approval, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

<u>CLIN/Task Total Travel</u>: This invoice information shall identify all <u>cumulative</u> travel costs billed by CLIN/Task. The <u>current</u> invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Names of persons traveling
- Number of travel days
- Dates of travel
- Number of days per diem charged
- Per diem rate used
- Total per diem charged
- Transportation costs
- Total charges
- Investment and Task
- Project

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

G.3   CONTRACT ADMINISTRATION

Contracting Officer: TBD

Contracting Officer's Representative: TBD

Technical Point of Contact: TBD

G.4   LIMITATION OF FUNDS

FAR Clause 52.232-22 applies to this Task Order on a Contract Line Item Number (CLIN) basis and on a total contract basis. The notification required by the subject clause on the part of the contractor shall be made in writing to the Contracting Officer. In the event the Task Order is not funded beyond the estimated cost set forth in the schedule, the contractor shall deliver to the Contracting Officer all data collected and material produced, in process or acquired, in connection with the performance of the Task Order together with a summary report, in three (3) copies, of its progress and accomplishments to date.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

NOTE: Section H of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

H.1   FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

http://acqnet.gov/far/index.html

CLAUSE #	CLAUSE TITLE	DATE
52.215-20	Requirements for cost or pricing data or information other than cost or pricing data	Oct 1997
52.215-20	Alternate I	Oct 1997
52.217-5	Evaluation of options	Jul 1990
52.234-2	Notice of earned value management system – Pre-award IBR	Jul 2006
52.234-3	Notice of earned value management system – post-award IBR	Jul 2006
52.234-4	Earned value management system	Jul 2006

H.2   KEY PERSONNEL

The following are designated key personnel for this task order. The Offeror shall propose appropriate labor categories for these position(s):

- Program Manager

- Project Management Officer

- Software Development Lead

- Infrastructure Lead

- Information Assurance Lead

The Government desires that key personnel be assigned for the duration of the Task Order.

H.2.1   PROGRAM MANAGER

It is desirable that the Project Manager have the following qualifications:

- Certifications in program management, e.g. Project Management Professional [PMP] from the Project Management Institute.

- The ability to effectively organize, direct, and manage contract operation support functions involving multiple, complex and interrelated project tasks.

- The ability to effectively communicate at senior levels within a customer organization.

- The ability to meet with customer and contractor personnel to formulate and review task plans and deliverable items, and effectively execute in accordance with approved plans.

H.2.2   PROJECT MANAGEMENT OFFICER

It is desirable that the Project Management Officer have the following qualifications:

- The ability to effectively organize and manage multiple, complex and interrelated project tasks.

- The ability to effectively communicate at senior levels within a customer organization.

- The ability to meet with customer and contractor personnel to formulate and review task plans and deliverable items.

- Familiarity with the federal government's IT Capital Planning and Investment Control (CPIC) program.

- A certification in Project Management from an industry-recognized organization such as the Project Management Institute (PMI); e.g., Project Management Professional (PMP) and/or Program Management Professional (PgMP).

H.2.3   SOFTWARE DEVELOPMENT LEAD

It is desirable that the Software Development Lead has the following qualifications:

- The ability to direct teams in the implementation of new or enhanced technical capabilities within a customer organization.
- The ability to provide analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution.
- The ability to formulate and define a system's scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements.
- Be knowledgeable of and have experience employing Microsoft Solutions Framework and Visual Studio Team Services.

H.2.4   INFRASTRUCTURE LEAD

It is desirable that the Infrastructure Lead has the following qualifications:

- The ability to lead and provide technical guidance to teams responsible for monitoring information systems operations (e.g. network, storage, system / security maintenance and updates).
- The ability to effectively manage responses to complex technical control facility hardware and software problems.
- The ability to project long-range requirements, including database administration and design, in conjunction with other managers in the information systems function.
- The ability to effectively integrate infrastructure and configuration management activities within an organization, including change control and documentation procedures.
- Be knowledgeable of and have experience with Microsoft Operations Framework methodologies.

H.2.5   INFORMATION ASSURANCE LEAD

It is desirable that the Information Assurance Lead has the following qualifications:

- Advanced security certifications such as:

  - Certified Information Systems Security Professional (CISSP)

  - Certified Information Security Manager (CISM)

  - Certified Information Systems Auditor (CISA)

  - SANS GIAC certifications

  - Cisco Certified Security Professional (CCSP)

- The ability to facilitate the development of effective enterprise information security standards for an organization.

- The ability to provide tactical information security advice in examining the ramifications of newly implemented technologies.

- The ability to ensure that information assurance considerations are properly integrated within systems design and development plans.

H.2.6   KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 10 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.3   GOVERNMENT FURNISHED PROPERTY (GFP)

The Government will provide contractor staff with office space, furnishings, supplies, telephones, and access to systems at the Government offices in xxx (up to xx positions) and Washington, D.C. (up to xx positions).

H.4   GOVERNMENT FURNISHED INFORMATION (GFI)

The Government will provide complete application source code, system documentation, and COTS product documentation after Task Order award. The Government will provide appropriate access to target applications and systems to contractor staff working on those applications and systems in accordance with IT Security procedures.

The Government will provide reasonable access to IT staff, agency management, system end users, subject matter experts, and other stakeholders consistent with the contractor's needs during Task Order execution.

H.5 SECURITY REQUIREMENTS

H.5.1 SECURITY STANDARDS

The contractor shall:

- Follow accepted security standards in the development of systems and applications. In this case, NIST standards are preferred, but equivalent standards (e.g., CSI) will be considered.
- Follow Federal law, agency security policy and establish operating procedures that effectively implement that policy for areas under their responsibility. This includes but is not limited to:

  - Federal Information Security Management Act (FISMA) of 2002
  - Privacy Act of 1974
  - OMB Circular A-123 and A-130
  - HSPD-12

- Segregate production, test, and development environments and adhere to a strict separation of responsibility between them.
- Provide technical assistance when necessary to the security staff (e.g., investigations, security reviews and audits, and contingency planning).
- Immediately notify the ISSPM or designee upon any lapse, breach, or failure of security equipment or policy.
- Coordinate with staff and other contractors as appropriate during project planning and execution to ensure adherence to law and policy.
- Use approved change management tools (e.g. Magic and CM Synergy) and follow the agency change management process.

H.5.2 SECURITY AND BACKGROUND CHECK

Due to the sensitive nature of the information and the systems the contractor's staff will be supporting, a background investigation must be performed of all key personnel and employees who hold positions of public trust (i.e., System Administrators, Data Base administrators, etc.) who are assigned to work on the task order. The contractor shall not assign anyone to work on the contract, and shall immediately remove from work on the Task Order, any employee who has been convicted within the past five years of fraud or any felony or who is currently under an arrest warrant. Any exception to this policy must be discussed with and approved in writing by the Government. Government Personnel and Document Security Division (PDSD) will make the final determination of the suitability of said investigation.

This background investigation must be returned as favorable for the contractor to begin work on the contract. The agency will sponsor the investigation, but costs will be reimbursed to the agency from the company. Current costs are $120 an individual.

In addition to the above requirements, contractors occupying sensitive roles (key personnel, security contractors, and system/database administrators) must submit a SF-85P (Questionnaire for Public Trust Positions), OF 306 (Declaration for Federal Employment) and two (2) FD-258 (Contractor Fingerprint Cards) for further investigations (Full or Modified Background Investigation) to the security office. The contractor will also reimburse cost for these

investigations to the agency. Favorable adjudication is required to remain on the contract. Reinvestigations of contract personnel are required every five years and will follow the same process as above.

Contractors shall sign the Sensitive but Unclassified Non-Disclosure agreement when the investigation paperwork is submitted. A copy of this document is available upon request.

H.5.3 INTERCONNECTIONS TO FACILITIES AND/OR INFORMATION TECHNOLOGY SYSTEMS

The contractor shall meet all requirements mandated by the Government and NIST SP 800-47, "Security Guide for Interconnecting Information Technology Systems" for planning, establishing, maintaining, and terminating of interconnection(s) that are provided or obtains direct interconnection from the contract service(s) facilities and/or systems, under the direct control, to an internal information technology systems or facilities in conjunction with the Chief Information Officer (CIO) and the RMA Security Office. The contractor shall establish an Interconnection Security Agreement (ISA) with the Government, which specifies the technical and security requirements of the interconnection, and a Memorandum of understanding/Agreement (MOU/A) to define the responsibilities of the participating contract service(s) or organization(s).

The contractor shall conduct all software design, development, test, deployment using servers for storage, such that the Government can monitor all contractor software artifacts and preserve them via system backup. All contractor intermediate development products, (code, scripts, schemas, data bases and files, etc.) shall reside on server storage and are the Government's property.

H.5.4 TERMINATION OF AN INDIVIDUAL FROM THE CONTRACT SERVICE

The contractor's Program Manager shall complete the FCIC-601, Final Security Clearance for contractors immediately (see Security Web Page). The Information Systems Security Office or Security Liaison Representative (SLR) will perform a briefing on the contract individual. If this is not possible, then the contract manager will assume the responsibility of assuring that all documentation, books, equipment, building access card, etc., are returned to the Security Office. Equipment must not be modified in any way when employee leaves. The Security staff is responsible for the review and assessment of the equipment contents for documentation purposes. The contract manager doesn't have the authority to scrutinize, change or cleanse the contents of the individual's equipment.

If a contract individual is exiting under unfavorable conditions, the contract manager will notify the Security Office immediately to suspend RMA login and access to all systems, etc.

H.6 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.6.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor is currently providing support or anticipates providing support to the agency that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to draft and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors or consultants) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.6.2 NON DISCLOSURE REQUIREMENTS

If this TO requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- execute and submit an Employee/Contractor Non-Disclosure Agreement (NDA) in accordance with the terms described in the Corporate NDA (see *List of Attachments, Attachment F*) prior to the commencement of any work on the task order

- are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information

All proposed replacement contractor personnel also must comply with the terms of Attachment F. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.7   CONTRACTOR'S PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a task order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

H.8   EARNED VALUE MANAGEMENT

Earned Value Management (EVM) will be one of the criteria in award fee determination.

The contractor shall employ EVM in the management of this Task Order in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-**A**-2002, Earned Value Management Systems. During the course of the task order, the agency may migrate to version 748-B-2007, upon mandate by the OCIO. A copy of the standard is available from Global Engineering Documents (1-800-854-7179). The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this task order in accordance with best industry practices. The following EVM status information shall be included in each Monthly Status Report:

- Planned Value (PV)

- Earned Value (EV)

- Actual Cost (AC)

- A cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the Task Order through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value

- An EVM variance analysis that includes the following:

  - Cost variance = (EV - AC)

  - Cost Variance % = (CV/PV) X 100%

  - Cost Performance Index (CPI) = (EV/AC)

  - Schedule Variance = (EV minus PV)

  - Schedule Variance % = (SV/PV X 100%)

- Schedule Performance Index (SPI) = (EV/PV)

- Estimate at Completion (EAC)

- ACcum + 1/CPI X (BAC minus EV cum)

- ACcum + 1/CPI X SPI X (BAC minus EVcum)

- Variance at Completion (VAC) = (BAC minus EAC) for EAC

- Variance at Completion % + (VAC/BAC X 100%) for EAC

- Estimate to Completion (ETC)

- Expected Completion Date

- Explain all variances greater than 10%.

- Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved

- Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review within 60 calendar days after task order award, or exercise of significant task order options, or incorporation of major task order modifications. The objective of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TOR, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

H.9   TRAVEL

H.9.1   TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.

- Joint Travel Regulations (JTR), Volume 2, DoD Civilian Personnel, Appendix A. prescribed by the Department of Defense, for travel in Alaska, Hawaii, and outlying areas of the United States.

- Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.9.2   TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request (see *List of Attachments, Attachment C*) for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR) prescribed by the General Services Administration, for travel in the contiguous United States.

Requests for travel approval shall:

- Be prepared in a legible manner

- Include a description of the travel proposed including a statement as to purpose

- Be summarized by traveler

- Identify the task order number

- Identify the CLIN and Interagency Agreement account associated with the travel

- Be submitted in advance of the travel with sufficient time to permit review and approval

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.9.3   TRIP REPORTS

The contractor shall provide a Trip Report for each trip that the Government requires them to travel outside the local area. The report shall contain at a minimum the following:

- Dates of travel

- Persons traveling

- Purpose of travel

- Expenses associated with travel

- Supporting Documentation

- Results

- Action items

H.10   ODC AND TOOLS

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO, by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO.

H.11   TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS

If the Contractor acquires hardware/software maintenance support, all licenses, contractual rights to receive title and / or maintenance agreements shall be turned over to the Government upon completion of the task order.

The Government's liability to reimburse the contractor for costs incurred from the acquisition of hardware/software maintenance support SHALL BE LIMITED to costs incurred during the period of the order for which the Government received the hardware/software maintenance support acquired by the contractor on a cost reimbursable, fee basis.

H.12   AWARD FEE

Refer to Award Fee Determination Plan in *List of Attachments, Attachment J* for further information.

H.12.1   ESTABLISHMENT AND DETERMINATION OF AWARD FEE

The award fee dollar pool will be established upon award of the Task Order. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost for the task order's base period or option years. The amount of Award Fee that can be earned cannot exceed _10__% of the estimated labor cost established for each CPAF CLIN.

The Government will, at the conclusion of each specified evaluation period(s), evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of the award fee earned will be made by the Government Award Fee Determining Official (AFDO) and such determination is binding on both parties and shall not be subject to the "Disputes" clause or to any board or court.

The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (see Section H.12.3 below). The Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten (10) work days after the end of the period being evaluated may be given consideration as deemed appropriate by the AFEB. Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this Task Order.

H.12.2   PROVISIONAL AWARD FEE PAYMENTS

(1) Provisional award fee payments may be made under this task order pending the determination of the amount of fee earned for an evaluation period. The total amount of award fee available in an evaluation period that may be provisionally paid is the lesser of 50% of the award fee pool for the current period or the prior period's award fee. Provisional award fee payments may be made to the contractor at the end of each award fee period.

(2) Provisional award fee payments will be superseded by the final award fee evaluation for that period. If provisional payments exceed the final evaluation score, the contractor will either credit the next payment voucher for the amount of such overpayment or refund the difference to the Government, as directed by the Contracting Officer.

(3) If the Contracting Officer determines that the contractor will not achieve a level of performance commensurate with the provisional rate, the Contracting Officer will discount or reduce the amount of the provisional award. The Contracting Officer will notify the Contractor in writing if it is determined that such discontinuance or reduction is appropriate.

(4) Award fee determinations are unilateral decisions made solely at the discretion of the Government.

H.12.3   AWARD FEE DETERMINIATION PLAN (AFDP)

An Award Fee Determination Plan (AFDP) will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the Task Order request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT three (3) weeks after award date.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor fifteen (15) work days prior to the start of the evaluation period to which the change will apply. The AFDP may be reevaluated each evaluation period, with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

H.12.4   DISTRIBUTION OF AWARD FEE

Award Fee will be distributed in accordance with the AFDO determination and the AFDP (See *List of Attachments, Attachment J*).

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the "changes" clause or other pertinent provisions of the Task Order, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

H.13   TRANSITION IN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall propose a draft Transition-In Plan within 5 Government work days of award.

H.14   TRANSITION OUT

The Transition Out plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the task order. The contractor shall provide a Transition Out plan NLT ninety (90) calendar days prior to expiration of the task order. The contractor shall identify how it will coordinate with the incoming and or Government personnel to transfer knowledge regarding the following:

- Project management processes

- Points of contact

- Location of technical and project management documentation

- Status of ongoing technical initiatives

- Appropriate contractor to contractor coordination to ensure a seamless transition.

- Transition of key personnel

- Identify schedules and milestones

- Identify actions required of the Government

- Establish and maintain effective communication with the incoming contractor/Government personnel for

  the period of the transition via weekly status meetings

H.15   PRIVACY ACT

 Work on this project may require that personnel have access to Privacy Information. Personnel
Shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency
rules and regulations.

H.16   DATA RIGHTS

The Government requires unlimited rights in any material first produced in the performance of this task order, in accordance with the FAR clause at 52.217-14. In addition, for any material first produced in the performance of this task order, the materials may be shared with other agencies or contractors during the period of performance of this task order, or after its termination.   For any subcontractors or teaming partners, the Contractor shall ensure at

proposal submission that the subcontractors and /or teaming partners are willing to provide the data rights required under this task order.

H.17   WORK HOURS

A standard 40 hour work week shall be applied. However, as directed by the COR, the Contractor may be required to provide labor hours in excess of 40-hours per work week to include holiday, weekends, and/or during irregular times and shifts based upon operations and exercises which may require 24/7 support. The Contractor shall provide work beyond 40 hours per week only when directed by the COR. All overtime work shall be requested in writing and be approved in advance by the CO and COR in accordance with FAR 22.103-3.

The Contractor shall be available to work extended hours to perform mission essential tasks as directed by the CO or COR.

H.18   TASK ORDER CLOSEOUT

The contractor shall submit a final invoice within forty-five (45) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

H.19   PAST PERFORMANCE INFORMATION

In accordance with FAR 42.15 Contractor Performance Information, past performance evaluations shall be prepared for each task order that exceeds the simplified acquisition threshold placed against a Government-wide Acquisition Contract. For severable task orders, interim evaluations will be required prior to exercising any option periods. For non-severable task orders, evaluations must be collected, coordinated and reported upon completion of the task order.

The Government will provide and record Past Performance Information for acquisitions over $100,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor's past performance evaluation is finalized in CPARS it will be transmitted into the Past Performance Information Retrieval System (PPIRS).

Contractors are required to register in CPARS, so contractors may review and comment on past performance reports submitted.

Contractors must register at the following websites:

        CPARS: http://www.cpars.csd.disa.mil/
        PPIRS: http://www.ppirs.gov/

H.20   RATE REOPENER

 (a) At the time the price for this contract was established, agreement could not be reached on direct labor and indirect expense rates due to on-going audit of the contractor's forward pricing rate proposals and Disclosure Statements. However, agreement was reached that the contract price is subject to adjustment in accordance with the provisions of this clause.

 (b) Within 60 days from the issuance of audit report by DCAA, the Contractor shall submit a supplemental proposal to the Procuring Contracting Officer (PCO) for purposes of adjusting the contract price and option price, whether or not such option has been exercised.

The supplemental proposal shall (l) use the methodology, direct costs, and profit indicated in paragraph (a), (2) be supported by cost or pricing data (FAR 15.408), and a Certificate of Current Cost or Pricing Data (FAR 15.406-2), and (3) include the effect of accounting system changes and contract modifications which may impact the amount of the adjustment.

No adjustment will be made if the proposed price reduction is less than $2,500.00. In no event will an upward adjustment be allowed.

 (c) If determined necessary by the Procuring Contracting Officer, the Contractor agrees to commence negotiations concerning the amount of the adjustment within 30 days after receipt of the supplemental proposal by the Government.

 (d) Should the Contractor fail to submit the information in paragraph (b), or should there be no agreement as to the amount of the price adjustment contemplated by this clause, then the Procuring Contracting Officer may determine a reasonable, price in accordance with FAR Subpart 15.4 and FAR Part 31 and modify the contract accordingly. Failure to agree with such change in the contract price shall be resolved in accordance with the Disputes clause of this contract.

 (e) The Contractor warrants that the contract price does not include any other allowance for the direct labor and indirect rate contingencies except as shown above.

 (f) Should information after award indicate the amount developed in paragraph (a) vary significantly from the finalized price, the contract price shall be adjusted downward only through negotiation.

 (g)   Any final contract prices resulting from negotiations conducted under this clause, does not waive the Government's rights to determine the contractor's compliance with the Cost Accounting Standards or any other applicable regulations including FAR Part 31 concerning the allowability of the contractor's costs. (End of Clause)

NOTE: Section I of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies.

I.1   FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES (HTTP://WWW.ARNET.GOV/FAR/)

CLAUSE NO	CLAUSE TITLE	DATE
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	(JUL 2010)
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA – MODIFICATIONS	(OCT 1997)
52.216-8	FIXED FEE	(MAR 1997)
52.217-8	OPTION TO EXTEND SERVICES	(NOV 1999)
	Fill-In Date _**Expiration of Task Order** Fill-In Date - **30 days** Fill-In Date: _____**30 days**_____	
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT	(MAR 2000)
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	(MAY 2004)

52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN	(JUL 2010)
52.223-15	ENERGY EFFICIENCY IN ENERGY CONSUMING PRODUCTS	(DEC 2007)
52.223-16	IEEE 1680 STANDARD FOR THE ENVIRONMENTAL ASSESSMENT OF PERSONAL COMPUTER PRODUCTS	(DEC 2007)
52.227-14	RIGHTS IN DATA – GENERAL ALTERNATE II	(DEC 2007)
52.227-15	REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE	(DEC 2007)
52.227-16	ADDITIONAL DATA REQUIREMENTS	(JUN 1987)
52.232-18	AVAILABILITY OF FUNDS	(APR 1984)
52.232-20	LIMITATION OF COSTS	(APR 1984)
52.232-22	LIMITATION OF FUNDS	(APR 1984)
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS	(JUN 2010)
52.251-1	AUTHORIZATION TO USE GOVERNMENT SUPPLY SOURCES	(AUG 2010)