

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.

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STATEMENT OF WORK

Project Name & ID: _____

May 1, 2011

NOTE: Paragraphs B.1 through B.3 of the offeror's awarded Alliant GWAC are applicable to this Task Order Request (TOR) and are hereby incorporated by reference. In addition, the following applies:

B.1 GENERAL DESCRIPTION

Consistent with Agency and Federal goals of enterprise, shared-solution, and service-based approaches to information technology: services may include a new systems, consolidate and/or integrate systems, develop interfaces with other systems/services, and expand the existing systems to also support other program areas, and, potentially, support data and requirements from other Federal Government agencies.

The Contractor shall perform the effort required by this task order on a Labor Hour and Firm Fixed Price (hybrid) basis. The work shall be performed in accordance with all sections of this task order and the offeror's Alliant GWAC, under which the resulting task order will be placed. The Contractor must propose labor categories and hourly rates that are contained within its Alliant contract, at fully burdened rates that do not exceed the benchmark rates established for each particular labor category in its Alliant contract. Therefore, for the purposes of this task order, the labor rates shall not exceed the benchmark rates unless the Contractor proposes a specialized or rare labor category not explicitly defined by any established labor category description in the Alliant GWAC. If a highly specialized or rare labor category is proposed, the Contractor must provide the appropriate support rationale. Please reference Section L.7(c) Price Supporting Documentation (Tab C).

B.2 SERVICES AND PRICES/COSTS

The following abbreviations are used in this Task Order Request:

- (CLIN) Contract Line Item Number
- (FFP) Firm Fixed Price
- (LH) Labor Hour
- (NSP) Not Separately Priced
- (NTE) Not to Exceed

Note: An Indirect Handling Rate Or Other Overhead Charges (Such As G&A) Shall Only Be Included If The Underlying Contract Allows The Application Of Such A Charge And Includes The Negotiated Rate/Charge.

The Nte Ceiling Amount Represents The Maximum Amount Of The Government's Liability. The Contractor Exceeds The Ceiling At Its Own Risk.

*Transition-In Services (Clin 0004) Applicable To Base Year Only

Transition-In Services Are Not Anticipated For The Incumbent. Therefore, These Services Should Not Be Proposed By The Incumbent.

All Other Offerors Shall Price Transition-In Services Separately From The Total Price Of The Base Year.

B.3 INDIRECT / MATERIAL HANDLING RATE

Travel will be reimbursed at actual cost in accordance with the limitations set forth in FAR 31.205-46.

Profit shall not be applied to travel costs. Contractors may apply indirect costs to travel in accordance with the Contractor's usual accounting practices consistent with FAR 31.2.

B.4 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

- (a) Contract line item(s) (CLINs) * through * are incrementally funded. For these item(s), the sum of \$ * of the total ceiling is presently available for payment and allotted to this task order. An allotment schedule is set forth in paragraph (j) of this clause.

* To be inserted at time of award - after negotiation.

- (b) For item(s) identified in paragraph (a), the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the task order for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).
- (c) The Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the task order for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next allotment of funds. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (i) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."
- (d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of task order performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and any agreed to substitute date, and the task order will be modified accordingly.
- (e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this task order and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, firm fixed price, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."
- (f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.
- (g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of the contract line item(s) identified in paragraph (a) of this clause. This clause no longer applies once the contract line item(s) identified in paragraph (a) of this clause are fully funded except with regard to the rights or

obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

- (h) Nothing in this clause affects the right of the Government to terminate this task order pursuant to the clause of the underlying contract entitled “Termination for Convenience of the Government.”
- Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.
- (j) The Government has allotted funds to this task order in accordance with the following table:

CLIN	DATE FUNDING OBLIGATED	TOTAL TASK ORDER ESTIMATED CEILING PRICE	AMOUNT OF FUNDING OBLIGATED	TOTAL FUNDED ESTIMATED CEILING PRICE
0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	month/day/year	\$	\$	\$
Total		\$	\$	\$

B.5 CONTRACT ACCESS FEE

The Contract Access Fee (CAF) is $\frac{3}{4}$ of a percent (i.e., 0.0075) to be applied to the total price/cost for contractor performance as billed to the Government.

The formula is: Total CAF = Total Price or Costs * CAF Percentage.

On all Orders, regardless of Order type, Contractors must estimate CAF in their proposals and OCOs may fund CAF as a separate Contract Line Item Number (CLIN).

The Contractor remits the CAF to GSA in accordance with Alliant GWAC Section G.9.5.

C.1 PURPOSE

The purpose of this task order is to obtain services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (DME), of the Agency’s electronic grants management (eGrants) and other related Information Technology (IT) systems. These systems primarily support program offices.

The current IT systems within scope of this task order include Integrated Disbursement and Information System Online (IDIS OnLine), Performance Measurement System (PERMS), and the Title V system. Consistent with Agency and Federal goals of enterprise, shared-solution, and service-based approaches to information technology: services may also be required to develop new systems, consolidate and/or integrate systems, develop interfaces with other systems/services, and expand the existing systems to also support other program areas, and, potentially, support data and requirements from other Federal Government agencies.

C.2 BACKGROUND

Offices under the Office of the Chief Information Officer (OCIO) monitor most IT functions in the Agency. Systems (applications) work is currently performed under the OCIO Office of Systems Integration and Efficiency (OSIE). Additionally, staff in the division serves as the focal point in coordinating the technical activities involved with other OCIO organizations including the Chief Information Officer and Deputies, Investment Management, Enterprise Architecture (EA), Policy and e-Gov, IT Operations, and IT Security offices.

The Agency serves as the focal point for coordinating efforts with external stakeholders including grantees, public interest groups, citizens, White House Office of Management and Budget (OMB), and Congress.

For purposes of this task order there is one clear distinction that is validated by the Department's organizational structure. The people who work in OCIO respond to and effectively manage all technical aspects of this task order. The people who work in CPD respond to and effectively manage all business aspects of this task order.

The business processes covered under this procurement include, but are not necessarily limited to, the general aspects of the Grants Management Lifecycle.

This Grants Management Lifecycle is consistent and compatible with the benchmarks identified in the Federal e-Grants initiative and the Grants Management Line of Business. The IT systems within scope of this task order each support one or multiple functions of the Grants Management Lifecycle.

CPD's vision for Electronic Grants Management is to:

- Automate or increase efficiency of grant management and administrative processes
- Retire manual and/or paper-based processes
- Increase use of single-sign-on so grantees have fewer points-of-entry to grants systems
- Increase integration among grants systems
- Reduce reliance on stove-piped, single-purpose solutions
- Streamline database design to increase performance and reliability
- Centralize data where feasible (single-source) and share via services
- Reduce overall data footprint
- Increase accuracy and standardization of data
- Reduce data entry burden for grantees and staff
- Better utilize existing data for improved analysis, reporting, and decision-making
- Improve system design, interface, usability, and user-friendliness
- Reduce reliance on manual data corrections to reduce overall operational costs
- Improve quality of system releases to minimize need for corrective maintenance
- Enable additional grant programs to leverage the eGrants systems for cost savings
- Further enhance systems with stronger financial controls for improved accountability
- Develop public-facing interfaces for improved transparency
- Utilize innovative web technologies for integrated and cost-effective solutions
- Rapidly and efficiently respond to legislative mandates requiring system changes
- Reduce overall costs to operate/maintain eGrants systems

CPD believes this vision will lead to more rapid award and disbursement of funds to grantees, better execution of grants, greater capacity of grantees, and better on-the-ground performance of grants. Most importantly, the Agency believes an improved and integrated spectrum of IT systems will directly lead to improved access to affordable housing, better neighborhood conditions, job creation, and more targeted services to better meet the needs of low-income families, the homeless, HIV/AIDS patients, and other key beneficiaries of Agency's grant programs. In times of limited Federal dollars for grant programs, optimizing use of IT systems can directly lead to improved outcomes, i.e., reduced grantee time spent on administrative paperwork frees up staff time to directly execute and oversee grant activities.

Additionally, CPD believes that grant programs in other program offices could benefit in terms of significant efficiency gains and administrative cost savings if they leveraged CPD's grants management systems to administer their grants, and abandoned existing stove-piped, legacy, and/or paper-based solutions. CPD's grants management systems are poised to begin servicing other grant programs around the Department.

C.2.1 AGENCY MISSION

The Agency seeks to develop viable communities by promoting integrated approaches that provide decent housing, a suitable living environment, and expand economic opportunities for low and moderate income persons. The primary means towards this end is the development of partnerships among all levels of government and the private sector, including for-profit and non-profit organizations.

The Agency seeks to empower local residents by helping to give them a voice in the future of their neighborhoods; stimulate the creation of community based organizations; and enhance the management skills of existing organizations so they can achieve greater production capacity. Housing and community development are not viewed as separate programs, but rather as among the myriad elements that make up a comprehensive vision of community development. These groups are at the heart of a bottom-up housing and community development strategy. The IT systems identified in this task order request are dedicated to supporting this mission.

Work outlined in this task order request is directly related to the following Strategic Goals:

The Contractor shall provide innovative, integrated, EA-compliant, and cost-effective IT solutions that increase efficiency, reduce data entry, reduce IT system operations costs, and reduce manual/paper-based administrative burdens for staff and grantees in order to meet this mission.

C.2.2 CURRENT ENVIRONMENT

The Technical Environment for each of the existing IT systems is defined in Attachment 1 to this solicitation.

The Agency currently uses the following desktop business applications: Microsoft Windows XP, Microsoft Access version 2007, Microsoft Excel version 2007, Microsoft PowerPoint version 2007, Microsoft Word version 2007, Microsoft Project version 2007 and Microsoft Visio version 2007, but regularly upgrades the environment. The current Technical Reference Model (TRM) can be found on the website. All deliverables will be in a format compatible with standards listed.

C.3 SCOPE

The milestones and deliverables in the following requirements will be implemented and thoroughly discussed with the GSA Contracting Officer's Representative (COR) and the Agency Technical Points of Contact (TPOCs) (Government Technical Representative [GTR]/Government Technical Monitor [GTM]). This task order will be performed for a five-year period with one base period, and four option years.

The Contractor shall support the following functions:

- IT System Steady-State Operational Support services necessary to continue on-going operations of existing IT systems.
- IT System Steady-State Corrective Maintenance services, including application bug fixes, fixes to reports that are inaccurate, correcting business rules that contain bad logic, and/or assistance in completion of scheduled Enterprise Architecture (EA) and infrastructure or software upgrades as identified by OCIO.
- Systems Development, Modernization and Enhancement (DME) services for each of the eGrants systems and subsystems as budgets permit. DME typically includes requirements analysis, design, development, testing, and deployment of changes and enhancements to existing systems to engender new or modified functionality in response to regulatory and statutory changes. DME may also include development of future systems, consolidation of systems, integration of systems for improved data sharing, and/or the expansion of the existing systems to support other grant-making program areas in the Agency or potentially from other Federal Government agencies. All of these services will include coordination with the infrastructure support vendor(s) and, from the Contractor's side, effective project management in alignment with Project Planning and Management (PPM) process.

C.4 OBJECTIVE

The Contractor shall be responsible for providing substantial value to the Agency in the form of technical services to ensure successful business operations, maintenance, and enhancement of the systems supporting CPD and other grant-making offices within the Agency. This work includes assisting staff and infrastructure contractors to complete scheduled Enterprise Architecture (EA) and software upgrades as identified by OCIO. The effort includes ensuring that the systems are fully compatible and integrated with current software programs and hardware and fully

functional in relation to existing operating environments within the Agency and to the greatest extent possible with the external users and business partners outside of Agency.

Contractor personnel assigned to this task order will perform their work at the Contractor's facility. The Government will not furnish office space or equipment for Contractor staff. However, all project review meetings with the Government and Contractor staffs will be held at the Agency Headquarters unless instructed otherwise by the GTR/GTM.

C.5 TASKS

The purpose of this task order is to have the Contractor perform services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (DME) of electronic grants management (eGrants) and other related Information Technology (IT) systems. Due to the complexity of the task, the offeror should have knowledge of grants management business processes, have the ability to analyze those processes in a holistic and integrated context, and recommend viable cost-effective technical and data solutions that improve program operations, reduce costs, and lower administrative burdens for grantees and staff.

The Contractor shall provide support for the tasks as described below.

C.5.1 TASK 1 - DEVELOPMENT, MODERNIZATION AND ENHANCEMENT (DME)

Development/Modernization/Enhancement (DME) means the program cost for new investments, changes or modifications to existing systems to improve capability or performance, changes mandated by the Congress or agency leadership, personnel costs for investment management, and direct support.

DME includes introduction of new or modified functionality or scope that requires the re-engineering and/or enhancement of an existing system, the re-platforming of a system to a new technical architecture, or the development of a new system.

The Contractor shall practice rigorous requirements management, project management, change control management and testing during DME efforts to ensure:

- Deployment Of High-Quality Code That Accurately Meets The Requirements
- Successful Releases Without Introduction Of Unexpected Problems
- Minimal Need For Emergency/Corrective Maintenance
- Minimal Need To Fix The Same Issue Multiple Times
- Maximum Value Out Of Limited It Budget Resources

C.5.1.1 DME AND THE PPM PROCESS

All DME projects shall be initiated via a Work Request and will follow the Project Planning and Management (PPM) process.

Some or all of the project phases defined by PPM will be included in the Project Plan:

- Need/Concept
- Definition
- Design
- Execution of Solution
- Deployment
- Operate and Maintain
- Decommission

The project plan will identify the phases above as milestones. It will also include milestones for requirements gathering/business process analysis meetings, agile development design sessions, prototype demonstrations, regular

status meetings, and other meetings as necessary where the Contractor needs input from the Government or staff requests demonstration of functionality. The project plan will also provide a schedule for all PPM and other deliverables identified in the Work Request as well as any of the following based on the scope of the change or the Level of Effort (LOE), as required by the Government:

- Concept of Operations
- Business Process Models
- Proof of Concept
- Prototype
- Pilot

Work Requests will cover one or multiple phases of the PPM process. The PPM process is a general guideline for all DME projects. Not all deliverables are required for all projects. During the Need/Concept phase, CPD/OCIO will develop a Project Process Agreement which essentially determines which PPM artifacts are required for the project. CPD/OCIO will tailor Work Requests to include or exclude PPM artifacts. The Contractor shall develop new documents, or update existing documents, as specified in the Work Request. Examples of standard PPM documents that will be created or updated include:

- Requirements Definition Document
- Solution Architecture Document
- Technical Design Document
- Interface Control Document and/or Interconnection Security Agreement
- Test Plan
- Release Plan
- Communication Plan
- Staffing Management Plan
- Capacity Plan
- Data Conversion Plan
- Test Report
- Operations and Maintenance Manual
- Project Completion Report
- Post Deployment Report
- Decommission Plan
- Post Decommission Report

As part of the need/concept or definition phases of the PPM, and based on scope and complexity of work, the project plan may also include either or both of the following activities as required by the Government:

- Business Analysis
- Business Process Re-engineering

The PPM process requires Gate Reviews as projects progress through the phases. The contractor shall participate in OCIO Gate Reviews or other technical project reviews as requested by the GTM.

C.5.1.2 PROJECT MANAGEMENT

Project management shall be required for DME efforts to ensure software developers and other technical staff follow project plans established in each Work Request. The Agency will closely monitor the cost and schedule of DME Work Requests to minimize potential for cost and/or schedule variance.

The Government encourages the Contractor to follow the work process flow, methodology, procedures, deliverables and best practices that conform to the standards dictated by the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI).

DME projects shall follow HUD's Project Planning and Management (PPM) process. Details about the PPM process can be found at this Government website:

C.5.1.3 CONFIGURATION MANAGEMENT PLAN

The Contractor shall update the existing Configuration Management (CM) Plan or create the CM Plan if it does not exist. The plan shall address the following:

- Configuration management: Configuration management is a set of processes and procedures to identify configuration items, baseline configuration items and control changes to the configuration baseline. All changes must be evaluated and approved by the Change Control Board (CCB) in accordance with the procedures. The CCB constitutes staff and are responsible for determining priority and sequencing for releasing fixes and enhancements.
- Change management: Change management identifies and defines steps for initiating software changes that may alter the current system or current requirements. The Contractor will maintain a Change Control Register (CCR) for each system to log and track all change requests and requests to implement new requirements.
- Release management: Release management consists of specific processes that manage the risks associated with each release. The processes address the coordination and responsibilities of all functional areas affected by a release.
- Problem tracking: Issues are thoroughly tracked and are sometimes submitted to the CCB for evaluation and approval of the proposed resolutions.
- CM tools: The Contractor will use standard CM tools as part of the CM process. Serena Dimensions is currently the tool in use at the Agency.

C.5.1.4 QUALITY ASSURANCE PLAN

The Contractor shall provide a Quality Assurance (QA) Plan (QAP) that conforms to the minimum standards as identified in the Quality Assurance guidelines identified in the PPM. The Contractor shall identify a team that is dedicated to Quality Assurance and ensure that only high quality products and services are delivered to the Government.

The Contractor shall maintain a Lessons Learned document, updating it subsequent to each release, and as required by PPM process. The Contractor shall disseminate lessons learned to the team after each release, and make recommendations as appropriate to the Government to increase the quality of future deliverables and improve reliability and efficiency of systems.

The Government will use a Quality Assurance Surveillance Plan (QASP) as part of the Government's efforts to monitor contractor performance. See Attachment 2.

C.5.1.5 RISK MANAGEMENT

The PPM process emphasizes the importance of identifying, monitoring, managing, and mitigating risks for DME efforts. The Contractor shall, with input from the GTM, develop a Risk Management Plan and a Risk Register for each DME project. Monthly updates to the Risk Register will be identified as tasks in each Project Work Plan (PWP). When the Contractor believes a technical project risk is on a path to be realized in the future, or already has been realized, they must notify the GTR/GTM.

C.5.1.6 EARNED VALUE ANALYSIS AND REPORTING

The Contractor shall use Earned Value Management (See Section H.9) as per requirements of PPM process for Steady-State Corrective Maintenance (Task 2) and DME (Task 1) Work Requests.

The Contractor shall not use Earned Value Management for Task 3 (fixed-price Steady-State Operational Support).

C.5.1.7 SECURITY PACKAGES

The Contractor shall assist staff in developing or updating the “Security Package” for each system prior to major system releases. Staff shall maintain responsibility for these documents but the Contractor shall provide technical input. Updates in conjunction to major releases shall be covered under Task 2 (Steady-State Corrective Maintenance) or Task 1 (DME) tasks only if the system fixes/enhancements being released cause a significant change in the security of the system. All PWP’s under Task 2 or Task 1 shall contain a task identifying each IT Security document update requested in the Work Request, as well as a task or tasks identifying IT security-related coding or system modification. The Security Package includes the following documents:

- Risk Assessment
- System Security Plan
- Contingency Plan

Other IT security documents may be required, and will be identified in the Work Request. The Contractor shall provide technical input to HUD in responding to Plan of Action and Milestones (POA&M) items by identifying the system changes that may be required to correct and address security weaknesses.

C.5.1.8 REQUIREMENTS TRACEABILITY MATRIX (RTM)

A Requirements Traceability Matrix (RTM) shall be created or updated as required as part of the Definition phase of all DME projects. The RTM is typically a direct input to the Requirements Definition Document. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system. The RTM shall provide backwards and forward traceability, meaning the RTM documents each requirement from its source through definition, analysis, design, testing, acceptance, and deployment.

C.5.1.9 TESTING

The Contractor shall conduct functional, unit, system/integration, regression, smoke, load/performance and/or stability tests as applicable as part of their quality assurance plan for each system release. Each applicable test shall be identified as a milestone in the Work Breakdown Structure (WBS). Use of industry-standard automated testing software is strongly encouraged. The software shall be flexible to be able to handle changes and requirements of any complexity; allow for the recording and playback of scripts, along with the ability to maintain an ongoing test data suite; thus ensuring 100% of the requirements are met and that regression testing will fully test all previous functionality. The amount and type of testing shall be commensurate with the size, scope, and risk of the specific release as mutually agreed upon by the Contractor and the GTR/GTM.

User Acceptance Testing (UAT) is the critical step for identifying whether a product is ready to be deployed. The process for UAT will be consistent with Section C.5.1.10 of this Task Order Request (TOR). Acceptance of all other deliverables will be consistent with Section F of this TOR.

System performance load and stress testing will begin as early as feasible in the Execution of Solution phase and shall be conducted at appropriate intervals prior to the submission of the request for the system release to ensure acceptable performance in production.

C.5.1.10 USER ACCEPTANCE TESTING (UAT)

The Government will perform acceptance testing of the new or modified CPD systems’ code and/or database changes/additions after successful completion of Contractor testing. The Contractor shall prepare or update a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT (following structured testing the users are encouraged to conduct their own free-form testing). The Contractor shall assist the Government during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment. The Contractor shall provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period. The RTM shall clearly link the new and/or changed requirements to where and how they have

been implemented in the system, to assist the users during testing. The Contractor shall correct any errors identified by the User Acceptance Test team. The Contractor shall document the results of the testing in the Test Report.

Upon receipt of the report, the Government will examine the test results and make a determination as to the readiness of the new or modified CPD systems' code and/or database changes/additions to be released into the production environment. The Government will certify the planned release under one of the following categories:

- It is virtually error free and should be released into production.
- Errors still exist that should be addressed, however, a decision could be made that either:
 - the release can proceed intact and the errors will be corrected and implemented through a subsequent release or,
 - the release can proceed but the portions determined defective will be removed from it and errors will be corrected and implemented through a subsequent release.
- It has major shortcomings and should not be released into production at this time. Instead, it should be returned for further development and re-testing.

C.5.1.11 RELEASES

Once the Government has performed UAT and final system performance load and stress testing has been completed, the product shall be submitted as an Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release. This shall include the preparation of the system release request in HARTS system, as well as the provision of test ID(s) and Password(s) and the necessary software code. The Contractor shall prepare and manage Release Notes to document the fixes/changes/enhancements included in each system release and support the release process using standard CM tools.

When the GTR/GTM verifies that UAT is successfully complete, the Contractor shall prepare and submit a HARTS release package, which includes the technical release instructions, scripts, schedule, and other documentation.

The GTR/GTM shall determine if the release is categorized as a “regular” or “emergency” release. Current policy specifies a lead-time of 10 business days for “regular” releases and 4 business days for “emergency” releases. The Contractor shall be responsible for coordinating release testing with the Test Center, including copying all relevant files into the Test Center “realignment” testing environment used to simulate each release. The Contractor shall support the Test Center staff, OCIO staff, and/or infrastructure contractors during the installation and configuration of software upgrades and application system releases as required. The Contractor shall also follow-up to provide Verification and Validation of the intended results within two business hours after the release installation has been completed, to verify that the installation was completed correctly.

The Contractor shall update all PPM and other system documentation to reflect all changes implemented to production under DME work. The Contractor shall update the IT Security Plan and other documents if required. These documentation tasks will be identified in the project plan and PWP for each Work Request.

C.5.1.12 CONCEPT OF OPERATIONS

The Concept of Operations shall be based upon the templates and checklists outlined in the PPM methodology. This document is commonly referred to as a ConOps. A ConOps is not usually necessary for routine work on existing systems. The ConOps shall be required for deployment of new systems; major re-engineering or modernization of existing systems; or development of new system Modules or “paths” to meet substantially revised or new business requirements. As directed by the GTR/GTM, the Contractor shall develop a ConOps or update an existing ConOps for Definition and Design phases in the PPM. The ConOps shall be delivered first, before the Requirements Definition documents, and then refined and delivered again before the Technical Design document.

C.5.1.13 BUSINESS PROCESS MODELS

Business process models may include any of the following:

- Flow Charts
- Use Cases Including Diagrams
- Activity Diagrams
- Work Process Simulations
- Other Models As Required By The Government

C.5.1.14 PROOF OF CONCEPT

A Proof of Concept is a non-operational representation of the proposed functionality. If the Project Plan calls for a Proof of Concept, it will include a graphical representation of the flow of screens or the progression through the logic of the system by the typical user.

C.5.1.15 PROTOTYPE

A Prototype is an incomplete project/product that is tested to verify the development that has been completed to date. Thus, for the functionality that has been completely developed, the prototype shall be considered to be completely demonstrating those unit functions. If the project plan calls for the prototype, it shall be deployed using the development language of the final product delivery as well as the database of the final product delivery. The prototype shall be tested to verify the efficiency of the code as well as the performance of the database. All subsystem dependencies that have not been identified to be included in the Prototype shall be identified in writing before the delivery of the prototype. Additionally, a Requirements Traceability Matrix (RTM) of the requirements that are included in the prototype shall be delivered with the prototype delivery. The RTM shall include the verification criteria for each requirement for testing purposes.

C.5.1.16 PILOT

A Pilot is a deployment of the final product for a limited group or subset of users. The pilot is intended to decrease the overall risk of the project by only placing a limited number of users at risk of product failure in the deployment phase. If the Pilot is deemed to be acceptable, then the Release Plan and Data Conversion Plan continue as scheduled. The Contractor shall identify and document contingency plans prior to pilot deployment in the event that the pilot is not successful, outlining corrective action plans for the project, if necessary.

C.5.2 TASK 2 – STEADY-STATE CORRECTIVE MAINTENANCE

Steady-State Corrective Maintenance encompasses modifications that fix application problems caused by design, logic, or coding errors. This type of maintenance is often triggered by an explicit service desk ticket and often involves errors that must be addressed immediately. Examples of issues that require corrective maintenance include the following:

- Calculations that generate incorrect totals
- Data screens that omit a required entry or store an entry in the improper location
- Improper logic in business rules
- Aborted programs
- Error messages
- Interfaces that are not functioning as designed
- Application configuration issues

C.5.2.1 PROJECT MANAGEMENT

Project management shall be required for Steady-State Corrective Maintenance efforts to ensure software developers and other technical staff follow project plans established in each Work Request. The Government will closely

monitor the cost and schedule of Corrective Maintenance work requests to minimize potential for cost and/or schedule variance.

The Government encourages the Contractor to follow the work process flow, methodology, procedures, deliverables and best practices that conform to the standards dictated by the Project Management Body of Knowledge (PMBOK) Guide, Project Management Life Cycle defined and published by the Project Management Institute (PMI).

Steady-State Corrective Maintenance projects shall follow Project Planning and Management (PPM) process.

C.5.2.2 CONFIGURATION MANAGEMENT PLAN

The Contractor shall update the existing Configuration Management (CM) Plan. The plan shall address the following:

- Configuration management: Configuration management is a set of processes and procedures to identify configuration items, baseline configuration items and control changes to the configuration baseline. All changes must be evaluated and approved by the Change Control Board (CCB) in accordance with the procedures. The CCB constitutes staff and staff are responsible for determining priority and sequencing for releasing fixes and enhancements.
- Change management: Change management identifies and defines steps for initiating software changes that may alter the current system or current requirements. The Contractor shall maintain a Change Control Register (CCR) for each system to log and track all change requests and requests to implement new requirements.
- Release management: Release management consists of specific processes that manage the risks associated with each release. The processes address the coordination and responsibilities of all functional areas affected by a release.
- Problem tracking: Issues are thoroughly tracked and are sometimes submitted to the CCB for evaluation and approval of the proposed resolutions.
- CM tools: The Contractor will use standard CM tools as part of the CM process. Serena Dimensions is currently the tool in use at the Agency.

C.5.2.3 QUALITY ASSURANCE PLAN

The Contractor shall provide a Quality Assurance (QA) Plan (QAP) that conforms to the minimum standards as identified in the Quality Assurance guidelines identified in the PPM. The Contractor shall identify a team that is dedicated to Quality Assurance and ensure that only high quality products and services are delivered to the Government.

The Contractor shall maintain a Lessons Learned document, updating it subsequent to each release, and as required by PPM process. The Contractor shall disseminate lessons learned to the team after each release, and make recommendations as appropriate to the Government to increase the quality of future deliverables and improve reliability and efficiency of systems.

HUD will use a Quality Assurance Surveillance Plan (QASP) as part of the Government's efforts to monitor contractor performance. See Attachment 2.

C.5.2.4 EARNED VALUE ANALYSIS AND REPORTING

Contractor shall use Earned Value Management (See Section H.9) as per requirements of PPM process for Steady-State Corrective Maintenance (Task 2) and DME (Task 1) work requests.

Contractor shall not use Earned Value Management for Task 3 (fixed-price Steady-State Operational Support).

C.5.2.5 SECURITY PACKAGES

The Contractor shall assist staff in developing or updating the “Security Package” for each system prior to major system releases. Staff shall maintain responsibility for these documents but the Contractor shall provide technical input. Updates in conjunction to major releases shall be covered under Task 2 (Steady-State Corrective Maintenance) or Task 1 (DME) tasks only if the system fixes/enhancements being released cause a significant change in the security of the system. All PWP’s under Task 2 or Task 1 shall contain a task identifying each IT Security document requested in the Work Request, as well as a task or tasks identifying IT security-related coding or system modification. The Security Package includes the following documents:

- Risk Assessment
- System Security Plan
- Contingency Plan

Other IT security documents may be required, and will be identified in the Work Request. The Contractor shall provide technical input in responding to Plan of Action and Milestones (POA&M) items by identifying the system changes that may be required to correct and address security weaknesses.

C.5.2.6 STEADY-STATE CORRECTIVE MAINTENANCE

The Contractor shall perform Steady-State Corrective Maintenance actions that encompass modifications to fix application problems caused by design, logic, coding, development, and/or infrastructure errors. This type of maintenance will be triggered by an explicit trouble ticket, problem report, or trouble call and involves errors that must be investigated immediately as indicated in Task 3, Monthly Steady-State Operational Support. The Contractor shall perform all project phases and activities required to build, test and deploy all Steady-State Corrective Maintenance changes as necessary to fix the application problems.

Steady-State Corrective Maintenance consists of the action(s) taken to restore a failed system to operational status. This usually involves replacing or repairing the software component that is responsible for the failure in the system. Corrective maintenance is performed at unpredictable intervals. The objective of corrective maintenance is to restore the system to satisfactory operation within the shortest possible time.

Code changes or other fixes conducted under a Steady-State Corrective Maintenance Work Request are of the nature that require a HARTS release or application configuration change to implement into Production, e.g., cannot be accomplished via data correction scripts.

Corrective maintenance is also undertaken to ensure continuing operations for software version/platform/infrastructure changes (e.g. operating system upgrades, Microstrategy upgrades, or Oracle upgrades) when the impacted business application/system would otherwise not work as a direct result of that version/platform/infrastructure change. For instance, if OCIO determines all systems must upgrade from Oracle v.11 to Oracle v.12, and that change requires code changes that cannot be implemented without a HARTS release or application configuration changes, then the work is categorized as Corrective Maintenance. However, version/platform/infrastructure changes that can be accommodated without a HARTS release or application configuration change are considered Task 3 Monthly Steady-State Operational Support.

C.5.2.7 WEB CALCULATORS

The Contractor shall provide corrective fixes as requested by the GTR/GTM in a Work Request for the following web calculators. These tools are used by grantees in coordination with activities undertaken in the HOME and Environmental Review modules in IDIS OnLine. Web calculators and may require full HARTS releases to deploy or modify.

C.5.2.8 REQUIREMENTS TRACEABILITY MATRIX (RTM)

A Requirements Traceability Matrix (RTM) shall be created and/or updated as required as part of a Corrective Maintenance Work Request. The RTM is typically a direct input to the Requirements Definition Document. The

RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system. The RTM shall provide backwards and forward traceability, meaning the RTM documents each requirement from its source through definition, analysis, design, testing, acceptance, and deployment. The size and level of detail of the RTM for a Corrective Maintenance work request shall be commensurate with the size, scope, and risk of the corrective maintenance issues being fixed for each corrective release.

C.5.2.9 TESTING

The Contractor shall conduct functional, unit, system/integration, regression, smoke, load/performance, and/or stability tests as applicable as part of their quality assurance plan for each system release. Each applicable test will be identified as a milestone in the project plan. Use of industry-standard automated testing software is strongly encouraged. The software will be flexible to be able to handle changes and requirements of any complexity; allow for the recording and playback scripts, along with the ability to maintain an ongoing test data suite; thus ensuring 100% of the requirements are met and that regression testing will fully test all previous functionality. The amount and type of testing will be commensurate with the size, scope, and risk of the specific release as mutually agreed upon by the Contractor and the GTR/GTM.

The Contractor shall assist staff in coordinating User Acceptance Testing (UAT) with impacted stakeholders, as per section C.5.2.10 below.

C.5.2.10 USER ACCEPTANCE TESTING (UAT)

The Government will perform acceptance testing of the new or modified CPD systems' code and/or database changes/additions after successful completion of Contractor testing. The Contractor shall prepare or update a User Acceptance Test (UAT) plan and test scenarios/scripts for users to follow during the initial structured portion of the UAT (following structured testing the users are encouraged to conduct their own free-form testing). The Contractor shall assist HUD during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment. The Contractor shall provide the draft version of all documentation, including the Requirements Traceability Matrix (RTM), which shall be delivered with the final product at the time of the initiation of the UAT period. The RTM shall clearly link the new and/or changed requirements to where and how they have been implemented in the system, to assist the users during testing. The Contractor shall correct any errors identified by the User Acceptance Test team. The Contractor shall document the results of the testing in the Test Report.

Upon receipt of the report, the Government will examine the test results and make a determination as to the readiness of the new or modified CPD systems' code and/or database changes/additions to be released into the production environment. The Government will certify the planned release under one of the following categories:

- It is virtually error free and should be released into production.
- Errors still exist that should be addressed, however, a decision could be made that either;
 - the release can proceed intact and the errors will be corrected and implemented through a subsequent release or,
 - the release can proceed but the portions determined defective will be removed from it and errors will be corrected and implemented through a subsequent release.
- It has major shortcomings and should not be released into production at this time. Instead, it should be returned for further development and re-testing.

C.5.2.11 RELEASES

Once the Government has performed UAT and final system performance load and stress testing has been completed, the product shall be submitted as an Application Release Tracking System (HARTS) release request, along with all associated documentation required for the HARTS release. This shall include the preparation of the system release request in HARTS system, as well as the provision of test ID(s) and Password(s) and the necessary software code. The Contractor shall prepare and manage Release Notes to document the fixes/changes/enhancements included in each system release and support the release process using standard CM tools.

When the GTR/GTM verifies that UAT is successfully complete, the Contractor shall prepare and submit a HARTS release package, which includes the technical release instructions, scripts, schedule, and other documentation.

The GTR/GTM shall determine if the release is categorized as a “regular” or “emergency” release. Current policy specifies a lead-time of 10 business days for “regular” releases and 4 business days for “emergency” releases. The Contractor shall be responsible for coordinating release testing with the Test Center, including copying all relevant files into the Test Center “realignment” testing environment used to simulate each release. The Contractor shall support the Test Center staff, OCIO staff, and/or infrastructure contractors during the installation and configuration of software upgrades and application system releases as required. The Contractor shall also follow-up to provide Verification and Validation of the intended results within two business hours after the release installation has been completed, to verify that the installation was completed correctly.

The Contractor shall update all PPM and other system documentation to reflect all changes implemented to production under Corrective Maintenance work. The Contractor shall update the IT Security Plan and other documents if required. These documentation tasks will be identified in the project plan and PWP for each Work Request.

C.5.3 TASK 3 – MONTHLY STEADY-STATE OPERATIONAL SUPPORT

Consistent with OMB Circular A-11 and Capital Planning and Budget processes the objective of Operational Support is to ensure complete, continuous and successful business operations for all of the CPD eGrants systems. Steady-State Operations (SS) means maintenance and operation of current IT systems at current capability and performance level including costs for personnel, maintenance of existing information systems, configuration, data communications maintenance, and replacement of broken IT equipment. Project Management support should be a minimal portion of Task 3 Monthly Steady-State Operational Support since no Work Requests are anticipated.

C.5.3.1 The Contractor shall create Operational Verification Checklist for elements within each system that will be verified to ensure normal business operations and submit the checklist to the Government for revision or updates on a quarterly basis.

C.5.3.2 The Contractor shall use the Operational Verification Checklist to conduct a daily check on all systems covered by this task order to verify that they are operational. Send a status report to the GTM and project managers daily by 9:00am each Federal business day. Identify each failure/issue and escalate as needed. Identify items in which the performance was outside the threshold for acceptable performance.

C.5.3.3 The Contractor shall submit and revise on a monthly basis operational performance measures for business application system processes that include minimum and maximum thresholds as well as average or normal operational thresholds. *NOTE: The Government is considering under a separate infrastructure contract, purchasing enterprise datacenter monitoring tools and/or services. If these tools and/or services are in place, the Contractor shall use them to measure the percent of time the business application systems are available to users, not the servers/network/infrastructure.*

C.5.3.4 The Contractor shall have access to and monitor the queues in ServiceDesk system (or any other standard ticket tracking system used by the Agency, OCIO, and the Agency-wide infrastructure contractor) related to the systems covered in this task order. If during this task order the Agency adopts an enterprise-wide ticket tracking system for applications, the Contractor shall adopt within six months as directed by the GTR.

C.5.3.5 The Contractor shall monitor system interfaces and automated data transfers at least once daily to ensure that transactions are occurring as designed. Current interfaces include:

- Electronic Data Interchange (EDI)-IDIS Online interface
- IDIS Online–LOCCS interface
- IDIS Online-Geocode Service Center interface
- DRGR–LOCCS interface
- DRGR-Geocode Service Center interface
- GMP–IDIS OnLine interface

- GMP-OCFO Financial Data Mart interface
- IDIS OnLine–CPD Maps interface.

If interface processes and/or automated data transfers fail, the Contractor shall be responsible for contacting appropriate resources to troubleshoot and resolve interface issues.

C.5.3.6 The Contractor shall provide “Tier 2” technical support to the first tier help desk(s), National Helpdesk, project managers, and/or GTM. The Contractor shall use a ticket tracking system (See Sec. C.5.3.4 and Sec. C.5.2.22) to intake, log, and track all Tier 2 tickets through resolution. The Contractor shall log tickets within 3 hours during normal business hours. The Contractor shall respond to ticket requests which can include, but are not limited to, technical issues, system access problems and application questions (i.e., user cannot enter data into a specific field, screen is not loading, etc.), error messages, permissions, performance issues, batch processes, EDI, etc.

C.5.3.7 The Contractor shall analyze and diagnose Tier 2 tickets, identify problematic components, re-create the problem, perform a root cause analysis, and provide a description of the problem. The Contractor shall provide an initial analysis of all Tier 2 tickets within one business day. The Contractor shall recommend a strategy or strategies to the GTM that will fix or address the problem.

C.5.3.8 The Contractor shall implement the GTM-approved strategy to fix or address the problem provided the work is within the scope of Task 3 (Operational Support). If the problem will require a HARTS release to implement, the ticket shall be categorized in the ticket tracking system as such, and must be addressed via a Task 2 (Steady-State Corrective Maintenance) or Task 1 (DME) Work Request.

C.5.3.9 The Contractor shall send information concerning the cause of the problem to the organization/resource best equipped to address the problem, for example, the Government infrastructure support contractors for hardware/network issues.

C.5.3.10 The Contractor shall perform manual transactions in the event of an internal software issue, data correction, or the failure of an internal batch process, e.g., data correction scripts, to ensure the continuity of business operations. Upon approval, the Contractor will follow OCIO procedures to have the data correction scripts executed in production. This also includes configuration changes, OLAP refreshes, or other pushes that can be implemented to production without a HARTS release.

C.5.3.11 The Contractor shall act as Liaison with IT production support staff for troubleshooting system problems. The Contractor will include the GTM in the resolution of the problem and notify the CPD program area representative after resolution. Problem resolution may require a coordinated effort with one or more other groups to resolve.

C.5.3.12 The Contractor shall act as Liaison with the Office of the Chief Financial Officer (OCFO) systems project personnel to ensure continuous, successful business operations/interfaces between the systems of this portfolio and all relevant OCFO systems.

C.5.3.13 The Contractor shall access LOCCS (Line of Credit Control System – A76) on a read only basis, as needed for the following purposes:

- To check on the set-up of banking information for a grantee and its grants in LOCCS;
- To research disbursement issues that arise by comparing disbursement information in LOCCS to what is in the CPD system to determine whether a problem is due to a delay in payment, a problem within LOCCS, or a problem within the CPD system; and to assist OCFO in resolving issues regarding improper set-up of grantees and their grants in LOCCS or the modification of such set-up information.

C.5.3.14 The Contractor shall write and test data correction scripts to make data corrections in response to input from GTR/GTM/CPD staff/Tier 1 help desk. Upon the Government approval, the Contractor shall follow OCIO procedures to have the scripts executed in production. The Contractor shall use proactive quality control processes

and testing to ensure data correction scripts are accurate and do not cause unintended consequences. The Contractor shall log all data correction scripts to ensure adequate audit trail should the system be audited.

C.5.3.15 At the request of the GTM, the Contractor shall write and execute queries against databases of financial systems (IDIS OnLine and DRGR) to check for data inconsistencies such as incorrect grant balances or potential over-committed activities. The Contractor shall propose application code changes and/or database changes that could be implemented in a Corrective Maintenance (Task 2) work request to prevent future inconsistencies from occurring and reduce the overall number of data correction scripts required in the future.

C.5.3.16 The Contractor shall load data tables that are provided by CPD for loading in a pre-defined format on an annual basis. Examples of typical data loads are adding new Fiscal Year grants into IDIS OnLine, or adding a new list of Low-Mod Census Tracts to IDIS OnLine, data required for GMP risk assessment, or data required for GMP Congressional Releases. The Contractor must verify that these tables are correct (i.e., no duplicates, no incomplete records, etc.). This especially pertains to IDIS Online and GMP, but is not limited to these systems.

C.5.3.17 The Contractor shall populate the UAT and development environments with live production data once per month.

C.5.3.18 The Contractor shall participate in meetings pertinent to this task order that discuss the operations/supporting infrastructure of the systems of this portfolio including conference calls, Integrated Project Team (IPT) meetings, HITS Requests Management Board (HRMB) Meetings, Configuration Change Management Board (CCMB) meetings, Data Steward Advisory Board (DSAG) meetings, etc., as requested by the GTR/GTM.

C.5.3.19 The Contractor shall ensure that all existing application software is fully functional and operational. The Contractor shall work with the infrastructure support contractors to resolve issues related to software applications. The Contractor shall start (bring up) and stop (shut down) various on-line systems when necessary for all environments, as required. As required, the Contractor shall update the Operations and Maintenance Manual which provides detailed technical instructions to the infrastructure contractors on how to start and stop systems and services, how overnight transactional processes operate (e.g. Online Analytical Processing [OLAP] refresh, LOCCS transaction, autosys jobs, chron jobs, authentication), and other essential information on basic system technical configuration.

C.5.3.20 The Contractor shall participate in testing the existing CPD systems' Contingency Plans and/or participating in Disaster Recovery Drills, which ensure CPD's ability to operate and maintain systems and business operations in the event of a terrorist attack, natural disaster, or other significant disruption. Typically Contingency Plan tests / Disaster Recovery Drills occur once per year per system. In the event of a COOP declaration, the Contractor shall execute the Contingency Plan per the direction of the GTM.

C.5.3.21 The Contractor shall conduct analysis and testing of the impact of Agency-wide datacenter infrastructure or software upgrades on the systems of this portfolio and support the infrastructure contractor during the upgrades. The Contractor shall coordinate with OCIO staff, the OCIO infrastructure contractors, and CPD staff during testing and implementation. Examples may include software patches/upgrades (such as MicroStrategy v.8 to v.9), operating system patches/upgrades, core database version upgrades (such as Oracle 10g to 11g), or other infrastructure maintenance impacting the systems within scope of this task order. If the upgrade will require application system modification and a HARTS release to implement, the effort must be addressed via a Task 2 (Corrective Maintenance) or Task 1 (DME) Work Request.

C.5.3.22 The Contractor shall maintain a web-based, searchable ticket tracking system that categorizes all system issues by multiple attributes. The Contractor shall enable select CPD and OCIO staff to access this system to assess the overall status of each system/project, to assess each documented issue, and to prioritize issues for fixing.

C.5.3.23 The Contractor shall provide support for ad-hoc reports including determining report needs and system capabilities; defining report requirements and format; generating and providing the report; and providing support for the IDIS Data Download function, which allows users to download raw data for off-line analysis or ad-hoc reporting.

C.5.3.24 The Contractor shall maintain a shared, web-based document repository (e.g. SharePoint site) for posting and sharing of documents such as approved Work Requests, prototyped screens, PPM documents, et cetera, for simplified collaboration with CPD and OCIO staff.

C.5.4 TASK 4 – TRANSITION SERVICES

The Contractor shall provide a detailed transition plan showing the specific tasks and milestones for transition-in and transition-out activities. The Contractor shall perform transition services necessary to ensure an effective transition-in and transition-out of contractor support and continued system operations and maintenance, as well as an orderly transition period without any interruption or loss of proficiency of services within 30 calendar days.

C.5.4.1 Perform Transition-In. The Contractor shall develop a Transition-In Plan that shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel. Transition-In services shall occur from date of award and shall last an estimated 30 days. The Transition-In Plan shall identify points-of-contact (POC) for liaison between the Government, the prime contractor, and other contracted industry partners to ensure a proper and orderly transition and transfer of services and assets between the parties cited. The Transition-In Plan shall communicate the Contractor's transition strategy in the Contractor's written technical proposal. The Final Transition-In Plan shall reflect any changes, additions, or revisions as required by GTR/GTM and shall be delivered No Later Than (NLT) three (3) working days after the Kick-Off Meeting.

C.5.4.2 Perform Transition-Out. The Contractor shall develop a Transition-Out Plan that 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 No Later Than (NLT) 90 days prior to expiration of the task order.

C.6 SECTION 508 COMPLIANCE

Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

All electronic and information technology (EIT) procured through this task order must meet the applicable accessibility standards specified in 36CFR1194.2, unless an agency exception to this requirement exists. Any agency exceptions applicable to this task order are listed below.

The standards define Electronic and Information Technology, in part, as "any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control, transport and production. This includes computers, software, networks, peripherals and other types of electronic office equipment.

Applicable Standards, which apply to this acquisition

Section 1194.21: Software Applications and Operating Systems X .
Section 1194.22: Web-based Internet Information and Applications X .
Section 1194.23: Telecommunications Products .
Section 1194.25: Self-Contained, Closed Products .
Section 1194.26: Desktop and Portable Computers .
Section 1194.31: Functional Performance Criteria .

Agency Exceptions, which apply to this acquisition

National Security System .
Acquired by a contractor incidental to a contract .
Located in spaces frequented only by a service personnel for maintenance, repair or

Occasional monitoring of equipment _____.
Would impose an undue burden on the agency _____.

The Contractor must demonstrate compliance to 508 standards or their proposal will not be evaluated.

NOTE: Sections D.1 through D.4 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are hereby incorporated by reference. In addition, the following applies.

D.1 DELIVERABLES MEDIA

Any deliverables under this task order will be accepted or rejected in writing by the GTR/GTM. The Contractor warrants against latent defects for a period of two years all analysis, designs, plans and specifications produced under this task order. Further constraints shall apply to computer software deliverables. Such products will be accepted on an interim basis for payment, but must perform satisfactorily from period of acceptance date for 13 months. During this period the GTR/GTM (or designee) will have the right to reject or require correction of any deficiencies found in the deliverable that are contrary to the information contained in the Contractor's accepted proposal at no additional cost to the government. In the event of rejection of any deliverable the Contractor will be notified by the GTR/GTM of the specific reasons why the deliverable is being rejected. Deficiencies discovered within this period will be articulated by the government and the Contractor shall correct them within a period of 28 calendar days. If the deficiencies continue to exist after this 28 calendar day period, the Contractor shall correct them at no charge to the government.

Services will be requested and controlled by means of written/verbal descriptions of specific requirements for each task, which will delineate specific objectives, deliverables and information protection and system security (IPASS) issues and controls as required. The Contractor shall be responsible for delivering all end items specified in the work request.

Specific acceptance criteria, delivery schedules, and delivery instructions will be included in for each task where necessary. Services will be requested and controlled by means of production logs, which will delineate all processed deliverables. The Contractor shall be responsible for delivering all end items specified in the procedures as well as production logs. When workload exceeds the production capabilities of the Contractor staff, priorities will be annotated by the government to ensure that critical tasks are completed in a timely manner. The following are deliverables that fall within the scope of this task order and are illustrative of some of the types of work the Government expects to order:

- System requirements documentation
- System specifications documentation
- Program specification documentation
- Data analysis
- Software maintenance
- Quality assurance and quality control analysis and documentation
- System/program test plan and analysis report
- System software quality assurance report
- Joint application design reports
- Telecommunications, network and system analysis reports

NOTE: Sections E.1 through E.5 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are hereby incorporated by reference. In addition, the following applies.

E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports and other deliverables under this task order will be performed by the GTM at HUD Headquarters.

E.2 SCOPE OF INSPECTION

E.2.1 All deliverables will be inspected for content, completeness, accuracy and conformance to task order requirements by the GTM. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the task order. The scope and nature of this testing must be negotiated prior to task order award and will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

E.2.2 The Government requires a period of not to exceed fifteen (15) work days after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance will be in compliance with the requirements set forth in the task order, the Contractor's proposal and other terms and conditions of the Government Quality Assurance Surveillance Plan. Deliverable items rejected will be corrected in accordance with the applicable clauses.

E.3.1 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. (Software development only)

E.3.2 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.

E.3.2.1 If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

E.3.2.2 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.

E.3.2.3 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 HUD GTR.

E.4 INITIAL DELIVERABLES

E.4.1 The Government will provide written acceptance, comments and/or changes requests, if any, within fifteen (15 days) work days from receipt by the Government of the initial deliverable. If there is a need for an extension to this timeframe the Government will notify the Contractor via the GTM/GTR within 15 days.

E.4.2 Upon receipt of the Government comments, the Contractor shall have ten (10) work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Government shall provide written notification of acceptance or rejection of all final deliverables within fifteen (15) work days. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the Contractor, within ten (10) work days of the rejection notice. If the deficiencies cannot be corrected within ten (10) work days, the

Contractor will immediately notify the GTR/GTM of the reason for the delay and provide a proposed corrective action plan within ten (10) work days.

NOTE: Paragraphs F.1 through F.12 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are hereby incorporated by reference. In addition, the following applies.

F.1 PLACE OF PERFORMANCE

All work will be performed at the Contractor's site. The Government will not furnish office space or equipment for Contractor staff. However, all project review meetings with the Government and Contractor staffs will be held at the Headquarters unless instructed otherwise by the GTM.

The Contractor's off-site facility must be fully operational with remote access (such as Virtual Private Network (VPN), etc.) to applicable networks/systems as specified by the GTR/GTM during the transition-in period to ensure smooth transition of operations from the incumbent vendor.

There is a need for close coordination and frequent interaction between the Contractor and personnel to facilitate day-to-day systems operations, DME efforts, control over documents, and the need for rapid turnaround of work. Therefore, the Contractor offices will be located in the Washington DC Metropolitan area with access to METRO rail public transit.

F.2 PERIOD OF PERFORMANCE

This task order has a base period of 12 months, plus four (4) one-year option periods.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The Contractor shall provide the following deliverables based on the Government's requirements. In accordance with the PPM methodology, a Project Process Agreement (PPA) shall be used to tailor all project documentation requirements to the scope, scale, and risk of each project. Following the PPA, the Government shall specify in each Work Request all documents required of the Contractor. In some cases this may include updates to legacy documentation under different title but satisfying the same PPM requirement (for example, a Functional Requirements Document instead of a Requirements Definition Document). The Contractor shall provide all documentation specified in each Work Request. Most PPM documentation will be developed or updated as part of Tasks 1 and 2, with only minimal routine updates conducted under Task 3.

TOR Reference	CLIN Number	Deliverable	Due Date	Qty
C.5.4	0004	Transition-In Plan	Within 3 days after contract Kick-off Meeting	1
C.5.4	4004	Transition-Out Plan	90 Days before PoP end date	1
C.5.1.6, C.5.2.4	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Earned Value Management Reports (ANSI/EIA 748)	Monthly, for required Work Requests	1 per Work Request
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Project Status Meetings/Conference Calls	Weekly, twice monthly, or monthly as required by Government	1 per system, as required <u>or</u> Work Request as required
C.5.1, C.5.2,	0001-0004, 1001-1004,	Ad-hoc Meetings/Conference Calls	As required	As required

TOR Reference	CLIN Number	Deliverable	Due Date	Qty
C.5.3, C.5.4	2001-2004, 3001-3004, 4001-4004			
C.5.1, C.5.2, C.5.3, C.5.4	0001-0004, 1001-1004, 2001-2004, 3001-3004, 4001-4004	Meeting/Conference Calls Minutes	Within 3 business days of the meeting/conference call	1 for every meeting in which the Contractor is a participant
Need/Concept Phase Deliverables				
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Project Work Plan showing cost, schedule, resources, and Work Breakdown Structure (WBS), in the form of a Microsoft Project-based Gantt chart document.	Prior to Work Request approval and updated as required. Updated with performance weekly after Work Request is authorized.	1 per Work Request
Definition Phase Deliverables				
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Requirements Definition Document	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Requirements Traceability Matrix	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Solution Architecture Document	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Quality Assurance Plan	Created/updated as required	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Security Risk Assessment	As defined in Project Plan	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Security Plan	As defined in Project Plan	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Project Management Plan	As defined in Project Work Plan	1 per system or Work Request, updated as required

TOR Reference	CLIN Number	Deliverable	Due Date	Qty
C.5.1	0001, 1001, 2001, 3001, 4001	Risk Management Plan	As defined in Project Plan	1 per system, updated as required
C.5.1	0001, 1001, 2001, 3001, 4001	Risk Register	As defined in Project Plan and updated weekly	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Change Control Register	As defined in Project Plan and updated weekly	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Configuration Management Plan	Created/ updated as required	1 per system, updated as required
C.5.1	0001, 1001, 2001, 3001, 4001	Communication Management Plan	As defined in Project Plan	1 per system, updated as required
C.5.1	0001, 1001, 2001, 3001, 4001	Staffing Management Plan	As defined in Project Plan	1 per system, updated as required
C.5.1	0001, 1001, 2001, 3001, 4001	Capacity Plan	As defined in Project Plan	1 per system, updated as required
C.5.1	0001, 1001, 2001, 3001, 4001	Concept of Operations (CONOPS)	As defined in Project Plan	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Lessons Learned	As defined in Project Plan	As defined in Project Plan
Design Phase Deliverables				
C.5.1	0001, 1001, 2001, 3001, 4001	Business Process Models	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Proof of Concept	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Prototype	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Technical Design Document	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Data Conversion Plan	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Interface Control Document	Created/ updated as required	1 per system, updated as required
C.5	0001-0004,	Section 508 Compliance	Created/	1 per system,

TOR Reference	CLIN Number	Deliverable	Due Date	Qty
	1001-1004, 2001-2004, 3001-3004, 4001-4004		updated as required	updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Release Plan	As defined in Project Plan	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Interconnection Security Agreement (ISA)	As defined in Project Plan	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Test Plan	As defined in Project Plan	As defined in Project Plan
Execution of Solution Phase Deliverables				
C.5.1, C.5.2, C.5.3	0001, 0002, 0003, 1001, 1002, 1003, 2001, 2002, 2003, 3001, 3002, 3003, 4001, 4002, 4003	Operations and Maintenance Manual	Created/ updated as required	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	User Manual	Created/ updated as required	1 per system, updated as required
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Test Reports	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	User Acceptance Test Plan and test scenarios/scripts	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	HARTS Release Request	As defined in Project Plan	As defined in Project Plan
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Release Notes	As defined in Project Plan	As defined in Project Plan
Deployment Phase Deliverables				

TOR Reference	CLIN Number	Deliverable	Due Date	Qty
C.5.1, C.5.2	0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, 4002	Project Completion Report	As defined in Project Plan	As defined in Project Plan
Operate and Maintain Phase Deliverables				
C.5.1	0001, 1001, 2001, 3001, 4001	Post Deployment Report	As defined in Project Plan	As defined in Project Plan
C.5.3	0003, 1003, 2003, 3003, 4003	Operational Verification Checklist	Quarterly	1 per system, updated as required
C.5.3	0003, 1003, 2003, 3003, 4003	Operational Performance Measures	Monthly	1 per system, updated as required
C.5.3	0003, 1003, 2003, 3003, 4003	Operational Status Report	Daily (each business day)	1 which includes all systems
C.5.3	0003, 1003, 2003, 3003, 4003	Trouble Call Log (for Tier 2 technical support)	Ongoing	1
C.5.3	0003, 1003, 2003, 3003, 4003	Populate all environments (DEV &UAT) with production data	Monthly or as requested by Government	As required per system
C.5.3	0003, 1003, 2003, 3003, 4003	Analysis and Testing for Infrastructure or Software Upgrade(s)	As required	As required
C.5.3	0003, 1003, 2003, 3003, 4003	Participate in IPT's, CCMB, HRMB, Gate Reviews, or other operations/infrastructure meetings and/or conference calls	As required	As required
C.5.3	0003, 1003, 2003, 3003, 4003	Participate in testing the CPD systems' Contingency Plans	Annually or as required by Government	As required per system
Decommission Phase Deliverables				
C.5.1	0001, 1001, 2001, 3001, 4001	Decommission Plan	Created/ updated per phase	As defined in Project Plan
C.5.1	0001, 1001, 2001, 3001, 4001	Post Decommission Report	Created/ updated per phase	As defined in Project Plan

F.4 PLACE(S) OF DELIVERY

- GSA FAS/National Capital Region

F.5 NOTICE REGARDING LATE DELIVERY

The Contractor shall notify the GTR/GTM, as soon as it becomes apparent to the Contractor, that a scheduled delivery will be late. The Contractor shall include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The GTR/GTM will review the new schedule and

provide guidance to the Contractor. Such notification in no way limits the Government's right to any and all rights and remedies up to and including termination.

NOTE: Paragraphs G.1 through G.8 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are hereby incorporated by reference. In addition, the following applies.

G.1 INVOICE SUBMISSION

The Contractor shall provide invoice backup data, including labor categories, rates and quantities of labor hours. The Contractor shall submit invoices as follows:

The Contractor shall utilize NCR's two electronic system to submit invoices.

Invoices shall be sent to both:

- <https://portal.fas.gsa.gov>
- www.finance.gsa.gov

G.2 INVOICE REQUIREMENTS

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: *(from GSA Form 300, Block 2)*

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

NCR Project No.:

Project Title:

The Contractor shall provide invoice backup data, including labor categories, rates and quantities of labor hours.

G.2.1 INVOICING INSTRUCTIONS

A proper invoice for each task order shall be submitted not later than 5 work days after acceptance by the Government of the product, service, and/or cost item. A separate invoice for each task order shall be submitted on official company letterhead with detailed costs for each of the following categories:

- For fixed price tasks, products delivered and accepted, listed by deliverable number
- For time and materials tasks, labor expended for each skill level
- Total labor charges
- Travel and per diem charges
- Total invoice amount
- Prompt payment discount offered (if applicable)

For time and materials tasks, the amount invoiced shall include labor charges for actual hours worked and other actual expenses based upon task order rates and conditions, not to exceed the limits specified in the task order and that have been accepted by the Government.

Copies of contractor paid invoices, receipts; travel vouchers completed in accordance with Federal Travel Regulations (FTR) shall be maintained by the contractor and made available to the Government upon request.

In addition to the above information, the invoice shall include the following minimum task identification:

- GSA Task Order Number
- Accounting Control Transaction (ACT) number (assigned by GSA on the Delivery Order, GSA Form 300, Block 4)

- Period of Performance (month services performed for work request Contracts, month deliverable completed for fixed price Contracts).
- Invoice Number
- Client name and address

When the paying office is GSA, the original of each invoice, with supporting documentation, shall be submitted to the GSA Paying Office designated in Block 24 of the GSA Form 300.

In those cases where the paying office is other than GSA, the invoice/paying office will be as specified in the order.

Invoices for final payment must be so identified and submitted when tasks have been completed and no further charges are to be incurred. These close-out invoices, or a written notification that final invoicing has been completed, must be submitted to the ordering agency within 30 days of Contract completion. A copy of the written acceptance of task completion must be attached to final invoices. If the contractor requires an extension of the 30-day period, a request with supporting rationale must be received prior to the end of the 30-day period.

Labor hours of subcontractors shall not be billed at a rate other than the fully burdened hourly rates agreed to in the Contract.

G.2.2 TRAVEL

Travel for contractor staff is not anticipated. However, if the need for travel does arise, the Contractor shall adhere to the following travel regulations. Travel will be authorized by the Contracting Officer (CO) as requested by the GTR and/or GTM as appropriate. No local travel will be reimbursed. All requests for travel must be approved by the GTR and/or GTM as appropriate prior to incurring cost. Prior to any long distance travel, the Contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed in accordance with the Federal Travel Regulations.

G.3 LIMITATION OF COSTS

FAR Clause 52.232-20 applies to this task order on a Contract Line Item Number (CLIN) basis and on a total task order 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.

NOTE: Paragraphs H.1 through H.20 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are hereby incorporated by reference. In addition, the following applies.

H.1 GOVERNMENT FURNISHED PROPERTY (GFP)

HUD shall not furnish office space or equipment for contractor staff.

H.2 GOVERNMENT FURNISHED INFORMATION

The Government will furnish, at no cost to the Contractor, when required and authorized by the task order:

- Where possible and appropriate, external access to Government facilities and resources will be provided.
- Government forms, publications, documents, and other information required for task order performance.
- Remote access such as Virtual Private Network (VPN) access to HUD's development, test, and production environments to off-site Contractor staff, as required to perform work identified in this TOR.

H.3 TRAVEL

H.3.1 TRAVEL REGULATIONS

The Contractor shall adhere to the following travel regulations (see FAR 31.205-46):

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

H.3.1.2 All requests for Travel must be approved by the by the Contracting Officer (CO) as requested by the Government GTR and/or GTM as appropriate prior to incurring cost. Prior to any long distance travel, the Contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed in accordance with the Federal Travel Regulations (FTR).

H.3.1.2.1 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 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. Airfare will be reimbursed for actual common carrier fares which are obtained by the most reasonable and economical means.

H.3.1.2.2 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, the name of the employee, location of travel, duration of trip, and POC at travel location.

H.5 SECURITY REQUIREMENTS

H.5.1 SECURITY POLICY

The Government Handbook 2400.24 REV.2 (or the most current version), Security Program, describes the department's Data Processing Security Program. The policies outlined in the Handbook support the security requirements found in the Model Framework for Management Control over Automated Information Systems and the Security Guidance from the Office of Management and Budget (OMB) within circulars A-123, A-127 and A-130. The Contractor will adhere to Homeland Security Presidential Directive (HSPD-12) as it applies to the Agency.

H.5.2 SECURITY AND OTHER COMPLIANCE CONCERNS

Any contractor personnel who are involved with the management, use, or operation of a sensitive computer system/application are required to undergo a background investigation. A background investigation is required for this task order see Contractor personnel will be required to complete Standard Form 85P, Questionnaire for Sensitive Positions, Optional Form 305, Declaration for Federal Employment, and FD-258, Finger Print Card, or any such form as may be required to complete the background investigation. Completed forms must be submitted to the GTR and/or GTM as appropriate NLT 5 workdays after the effective date of the task order or the individual's assignment to this task order.

Any contractor personnel who are involved with the management, use, or operation of a sensitive computer system/application are required to complete IT security awareness training annually as mandated by the Federal Information Security Management Act (FISMA).

The Contractor shall comply with the Computer Security Act of 1987, the Industrial Security Manual for Safeguarding Classified Information (DOD 5220.22-M), and the requirements of FAR Clause 52.204-9 – Personal Identity Verification of Contractor Personnel (JAN 2006).

The Contractor shall provide security briefings to, and ensure compliance by its employees with the Government or contractor security regulations. The Contractor must provide for the safekeeping, wearing, and visibility of a contractor provided picture name badge, and any special agency badges. The Contractor shall ensure the return of all badges, and any other Government property, upon task completion, or when personnel depart a task permanently or for an extended period of time.

H.6 KEY PERSONNEL

The Alliant GWAC contains the contract labor category descriptions. The contract labor category descriptions provide the minimum qualifications for the selected labor categories listed in Section B.

Key personnel must be assigned for the duration of the task order and may not be replaced or removed without prior notification to the Contracting Officer. A comparable replacement must be chosen and agreed to by the GSA COR and GTR/GTM. Resumes must be provided for each proposed key personnel in accordance with the key personnel qualifications listed in Attachment 3.

H.7 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.7.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the Contractor is currently providing support or anticipates providing support to the Government 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 Part 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the Contractor (and any Subcontractors, consultants or teaming partners) agree to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the task order. All actual or potential OCI situations shall be handled in accordance with FAR Subpart 9.5.

H.7.1.1 SERVICE IMPROVEMENTS

- a. After task order award, the Government may solicit, and the Contractor is encouraged to propose independently, improvements to the services, features, or other requirements of the task order. These improvements may be proposed to save money, to improve performance, or for any other purpose which presents a service advantage to the Government. As part of the proposed changes, the Contractor shall submit a price proposal to the CO for evaluation. Those proposed service improvements that are acceptable to the Government will be processed as modifications to the task order.
- b. As a minimum, the following information shall be submitted by the Contractor with each proposal:
 - A description of the difference between the existing task order requirement and the proposed change, and the comparative advantages and disadvantages of each;
 - Itemized requirements of the task order which must be changed if the proposal is adopted, and the proposed revision to the task order for each such change;
 - An estimate of the changes in performance and cost, if any, that will result from adoption of the proposal;
 - An evaluation of the effects that the proposed changes would have on collateral costs to the Government, such as Government-furnished property costs, costs of related items, and costs of maintenance, operation, and conversion (including Government-premise equipment);

- A statement of the time by which the TO modification adopting the proposal must be issued so as to obtain the maximum benefits of the changes during the remainder of the task order including supporting rationale; and
- Any effect on the task order completion time or delivery schedule shall be identified.
- The Government will not be liable for proposal preparation costs or any delay in acting upon any proposal submitted pursuant to this clause. The Contractor has the right to withdraw, in whole or in part, any proposal not accepted by the Government within the period specified in the proposal. The decision of the CO as to the acceptance of any such proposal under this task order is final and not subject to the "Disputes" clause of this task order.

H.8 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS TO FOLLOW-ON CONTRACTORS

The Contractor shall ensure that all hardware/software agreements entered into under this task order are transferable to the Government and/or to other Contractors at the discretion of the Government.

H.9 EARNED VALUE MANAGEMENT CRITERIA

The Contractor shall employ EVM in the management of this task order. While the Government reserves the right of final approval, a joint determination will be made by the Government and Contractor as to where EVM will be applicable at the Task Order Kick-Off Meeting. The Government anticipates that the Contractor will employ innovation in its proposed application of EVM techniques to this task order in accordance with best industry practices. EVM effectively integrates the project's technical scope of work with schedule and cost elements for optimum project planning and control. The qualities and operating characteristics of earned value management systems are described in American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. A copy of the standard is available from Global Engineering Documents (1-800-854-7179).

In the performance of this task order, the Contractor shall use an earned value management system to manage the task order that:

- (1) Is recognized by the GSA COR that complies with the guidelines in ANSI/EIA Standard 748.
- (2) Provides on a monthly basis or more often as deemed necessary by the GSA COR and the following project status information:
 - a) Budgeted (planned) cost of work scheduled (BCWS)
 - b) Budgeted cost of work performed (BCWP)
 - c) Actual Cost of Work performed (ACWP)
 - d) Provide a cost curve graph plotting BCWS, BCWP, and ACWP on a monthly basis from inception of the Contract through the last report, and plotting the ACWP curve to the estimated cost at completion (EAC) value
 - e) Provide the following Earned Value Management variance analysis:
 - $\text{Cost variance} = (\text{BCWP} \text{ minus } \text{ACWP})$
 - $\text{Cost Variance \%} = (\text{CV}/\text{BCWP} \times 100\%)$
 - $\text{Cost Performance Index (CPI)} = (\text{BCWP}/\text{ACWP})$
 - $\text{Schedule Variance} = (\text{BCWP} \text{ minus } \text{BCWS})$
 - $\text{Schedule Variance \%} = (\text{SV}/\text{BCWS} \times 100\%)$
 - $\text{Schedule Performance Index (SPI)} = (\text{BCWP}/\text{BCWS})$
 - Two independent Estimates at Completion (EAC)
 - $\text{ACWPcum} + 1/\text{CPI} \times (\text{BAC} \text{ minus } \text{BCWP cum})$
 - $\text{ACWPcum} + 1/\text{CPI} \times \text{SPI} \times (\text{BAC} \text{ minus } \text{BCWPcum})$
 - $\text{Variance at Completion (VAC)} = (\text{BAC} \text{ minus } \text{EAC})$ for both EACs above
 - $\text{Variance at Completion \%} = (\text{VAC}/\text{BAC} \times 100\%)$ for both EACs above
 - Expected Funds to Completion (ETC)

- Expected Completion Date
- f) Explain the reasons for all variances
- g) Provide performance variance. Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved
- h) Provide the Contractor EAC and the differences with the two independent EAC calculated as above
- i) Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions, and how close these actions will bring the project to the original baseline. Define proposed baseline changes, if necessary.
- j) Leverages EVM techniques in managing the aspects of the Contract to which they are most beneficial to the Government in accordance with best industry practices.

NOTE: Paragraphs I.1 through I.10 of the offeror's awarded Alliant GWAC are applicable to this Task Order and are 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/](http://www.arnet.gov/far/))

CLAUSE NO	CLAUSE TITLE	DATE
52.227-21	TECHNICAL DATA DECLARATION REVISION AND WITHHOLDING OF PAYMENT – MAJOR SYSTEMS	(JAN 1997)
52.237-3	CONTINUITY OF SERVICES	(JAN 1991)

I.2 FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of task order expiration.

I.3 FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- The Government may extend the term of this contract by written notice to the Contractor within 10 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- If the Government exercises this option, the extended contract shall be considered to include this option clause.
- The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

NOTE: SECTION J of the offeror's awarded Alliant GWAC is applicable to this Task Order and is hereby incorporated by reference.

J.1 LIST OF ATTACHMENTS

- Attachment 1 – Current Systems Environment, Specifications, and Historical Data
- Attachment 2 – Quality Assurance Surveillance Plan (QASP)
- Attachment 3 – List of Acronyms

NOTE: SECTION K of the offeror's awarded Alliant GWAC is applicable to this Task Order and is hereby incorporated by reference.

List of Acronyms

Acronym	Description
BA	Business Analysis
BPR	Business Process Re-Engineering
CCB	Change Control Board
CCMB	Configuration Change Management Board
CCR	Change Control Register / Central Contractor Registration
CDBG	Community Development Block Grant Program
CM	Configuration Management
CMP	Configuration Management Plan
COOP	Continuity of Operations
COR	Contracting Officers Representative
CP	Communication Plan
CP	Contingency Plan
CPD	Community Planning and Development
CR	Cost Reimbursable
DCP	Data Conversion Plan
DME	Development/Modernization/Enhancement
DP	Decommission Plan
DRD	Disaster Recovery Drill
DRGR	Disaster Recovery Grant Reporting
DSAG	Data Steward Advisory Board
EA	Enterprise Architecture
EDI	Electronic Data Interchange
EIT	Electronic and Information Technology
e-snaps	electronic Special Needs Assistance Programs Systems
EVM	Earned Value Management
EZ/RC	Empowerment Zone/Renewal Community Performance Measurement System (PERMS)
GMP	Grants Management Process
GMPC	Grants Management and Program Compliance
GR	Gate Reviews
GTM	Government Technical Monitor
GTR	Government Technical Representative
ICD or ISA	Interface Control Document/Interconnection Security Agreement
IDIS	Integrated Disbursement and Information System [online]
IPT	Integrated Project Team
IT	Information Technology
LL	Lessons Learned

LMCT	Low-Mod Census Tracts
LOCCS	Line of Credit Control System-A76
LOE	Level of Effort
NLT	No Later Than
O&M M	Operations and Maintenance Manual
OCFO	Office Chief Finance Officer
OCIO	Office Chief Information Officer
OLAP	Online Analytical Processing
OMB	Office Management and Budget [White House]
OSIF	OCIO Office of Systems Integration and Efficiency
OTAM	Office of Technical Assistance and Management
OVC	Operational Verification Checklist
PCR	Project Completion Report
PDR	Post Deployment Report / Post Decommission Report
PERMS	EZ/RC Performance Measurement System
PMBOK	Project Management Body of Knowledge [Guide]
PMI	Project Management Institute
PMLC	Project Management Life Cycle
POA&M	Plan of Action & Milestones
POC	Points of Contact
PPM	Project Planning Management
PWP	Project Work Plan
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
RA	Risk Assessment
RDD	Requirements Definition Document
RMP	Risk Management Plan
RN	Release Notes
RP	Release Plan
RR	Risk Register
RTM	Requirements Traceability Matrix
SAD	Solution Architecture Document
SDED	Systems Development and Evaluation Division
SMP	Staffing Management Plan
S-SCM	Steady-State Corrective Maintenance
SSP	System Security Plan
STraCAT	Sound Transmission Classification Assessment Tool
TDD	Technical Design Document
TOR	Task Order Request
TP	Test Plan
TPOCs	Technical Points of Contact
TR	Test Report

TRM	Technical Reference Model
UAT	User Acceptance Testing
V&V	Verification and Validation
WBS	Work Breakdown Structure
WR	Work Request