

Work Order #2

1. Scope and Purpose

1.1 Scope

This work order covers work packages contained herein.

1.2 Purpose

The purpose of this work order is to acquire the requirements, development, testing, deployment, and related infrastructure support services of automated systems supporting Secure Flight (SF) missions, needed to accomplish the work stated in the work packages included herein.

2. Period of Performance

The period of performance for the effort contained in this Work Order is for a period of 12 months, with four 1-year options.

3. Type Order

This is a Cost Plus Incentive Fee Work Order.

4. Contracting Officer Technical Representative (COTR)

The COTR for this Work Order is *TBD at time of award*.

5. Work Packages

The work identified in the following work package will commence immediately upon award of the task order:

- ◆ SF Release Planning, Technical and Configuration Management, Development and Integration

The work identified in the following iterative work package will commence based on the SF Integrated Master Schedule (IMS), the Technical Review Board (TRB), and the SF Change Control Board (CCB) approval.

- ◆ SF Build Releases

These work packages are derived from the representative work packages in the task order. Only those deliverables and work products essential to achieving the objective for these work packages have been included. Each build release work package will be priced and an Earned Value Management (EVM) baseline

established prior to commencement. Each build will be priced using the following government supplied items: IMS, list of Problem Reports (PRs) and Change Requests (CRs) for inclusion into the build and the applicable deliverables for the work package in section 5.2.4.

5.1 SF Release Planning, Technical and Configuration Management, Development and Integration

5.1.1 Background

The Government intends that this work package is related to the “SF Build Release” work package in that the release planning delivered by **this** effort will drive the builds under **that** work package. The release planning achieved in section 5.1 work package will be used to determine the development activities for each build in section 5.2 work packages. The builds are anticipated to be no more than quarterly and will overlap in time. The release planning is continuous throughout the contract lifecycle.

SF is a process that automates the comparison of Passenger Reservation Data (PRD) against Government watch lists, applying selected and revised analytical rules, and provides the watchlist matches to analysts who, following additional investigation, decide whether a passenger is allowed to board an aircraft without intervention; must be referred for additional security screening; referred for a law enforcement interview; or, denied boarding. The SF system is planned to be functional and deployed into a production environment by January 2008.

The SF system is a collection of hardware and Commercial-off-the-Shelf (COTS) software, designed to support the requirements of the Secure Flight program. A full list of software used by the Service Center is provided in Appendix A. The SF system also has a series of customized Graphical User Interface (GUI) interfaces provided for operations and use of the system. A primary piece of this COTS package is Bladeworks technology from the InfoGlide Services Corporation.

In addition to the SF system, the program intends to use COTS software packages for the operations and use of the Secure Flight Service Center. It is expected that these will include Automated Call Distribution (ACD), Customer Relationship Management (CRM), knowledge management, quality monitoring, and workforce management applications. COTS products chosen by SF for Service Center implementation may include, but are not limited to: Avaya, eGain, AskMe, Witness, Microsoft, Jacada, BMC and RightNow.

The SF system maintains an ongoing list of PRs and CRs that represent identified bug fixes, new enhancements, additional reports, and other modifications to the system. Through the SF TRB and CCB, a regular schedule will be identified in which existing PRs and CRs will be prioritized, compiled, and presented in a build cycle that is expected to plan releases up to one year in advance. In providing these builds, it is expected that the program will use a combination of

government lead and contractor supported staff to perform Configuration Management (CM) and Quality Assurance (QA) functions in line with Government and Industry best practices. SF maintains three separate environments for development, test and productions. The contractor will follow appropriate CM and QA processes for moving versions from one environment to another.

5.1.2 General Requirements

The requirements include but are not limited to the following:

- ◆ Provide contractor oversight of contract and staff through project/technical management support to the Government throughout contract lifecycle; including, but not limited to: Cost, Schedule and Performance reporting, Integrated Baseline Reviews (IBR), Risk Management, Technical Review Boards, Change Control Boards, and Earned Value Management;
- ◆ Maintain program and management procedures and controls necessary to assure proper release planning, deployment change management and problem resolution;
- ◆ Provide for controlled release and deployment of system enhancements with no impact to current operations or stakeholders;
- ◆ Participate in planning activities to determine PR/CR placement in release schedules – goal is to manage PR/CR releases 12 months ahead in the planning cycle;
- ◆ Accept, prioritize, and manage PRs and CRs;
- ◆ Participate in the TRB and CCB;
- ◆ Assist the technical manager prioritization and grouping of PRs/CRs (i.e., three PR's may be related by similar function and need to be implemented at the same time); and
- ◆ Manage the inventory of the PRs and CRs; this includes, ensuring appropriate specificity in each PR/CR to be worked by the technical staff; coordinating the time estimates to accomplish PRs and CRs with the technical staff.

5.1.3 Delivery Schedule

The Government intends that this work will commence immediately upon award of the task order. All work is iterative throughout the work order period of performance. All work will be completed within the timeframes established in the SF IMS.

5.1.4 Work Package

The following Work Package Item Description table represents a global library of milestones, documents, and deliverables that will require completion/preparation on behalf of the contractor prior to completion of work order requirements. This list, derived from RFP Attachment 5- Representative Work Packages, is not intended to be all-inclusive of the documentation that the contractor will perform during the life of the contract. In accordance with Attachment 5, it is presented as a work breakdown structure in order to assist the contractor in preparing a price proposal. Delivery dates for these items will be developed in accordance with the relevant program’s Integrated Master Schedule on an ad hoc basis and through coordination between the Government and the contractor.

WBS ID	Work Package Item Description	Item Code
9.1	TSA SDLC w/ RUP	PKG
9.1.1	Enterprise Architecture Alignment Summary Document	D
9.1.1.1	Security Risk Assessment Document	WP
9.1.1.2	Alternatives Analyses Document	WP
9.1.1.3	Make vs. Buy Analysis Document	WP
9.1.1.4	Feasibility Study Report	WP
9.1.1.5	Risk Identification Plan	WP
9.1.1.6	Software and/or System Models Document	WP
9.1.2	<i>System Concept Development</i>	G
9.1.2.1	System Boundary Document – update existing document if needed	D
9.1.2.1.1	Cost-Benefit Analysis Report	WP
9.1.3	<i>Application Development Project Planning</i>	G
9.1.3.1	Project Work Breakdown Structure	WP
9.1.3.2	Risk Management Plan	WP
9.1.3.3	Change Control Plan	WP
9.1.3.4	Project Schedule (MS Project) – Integrated Master Plan	WP
9.1.3.5	Status Report	WP
9.1.3.6	Performance Management Plan (SLAs, etc.)	WP
9.1.4	<i>Requirements Analysis and Definition</i>	G
9.1.4.1	Functional Requirements Analysis and Definition Plan	D
9.1.4.1.1	Functional Requirements Document	WP
9.1.4.2	System Requirements Analysis and Definition Plan	D
9.1.4.2.1	System Requirements Document	WP
9.1.4.2.2	General Business/Mission Requirements Analysis and Definition Document	WP
9.1.5	<i>Security</i>	G
9.1.5.1	Security Risk Assessment Document	D
9.1.5.1.1	C&A Review Document	WP
9.1.6	<i>Integration</i>	G
9.1.6.1	Integration Plan	D
9.1.6.1.1	Legacy Systems Configuration Document	WP

WBS ID	Work Package Item Description	Item Code
9.1.6.1.2	New Systems Integration Plan	WP
9.1.6.1.3	Testing Plan (Connectivity)	WP
9.1.6.1.4	Security Test Plan	WP
9.1.7	Implementation	G
9.1.7.1	Implementation Plan	D
9.1.7.1.1	System Requirements Acquisition Plan (What is required and \$)	WP
9.1.7.1.2	Resource Requirements Document (What skills are required to implement the new system?)	WP
9.1.7.1.3	Implementation Work Plan (MS Project)	WP
9.1.8	Deployment	G
9.1.8.1	Operations and Maintenance Transition Plan	D
9.1.8.1.1	User and Administrator Guide	WP
9.1.8.1.2	Performance Monitoring Guide	WP
9.1.8.1.3	Software Customization, Patch, and Script Documentation	WP
9.1.8.1.4	Warranty Document	WP
9.1.8.2	Deployment Report	D
9.1.8.2.1	ITIL Process Update Document	WP
9.1.8.2.2	Enterprise Architecture Update Document	WP
9.1.8.3	Development Environments Infrastructure Support Plan	D
9.1.8.3.1	Development Environment Assessment Document	WP
9.1.8.3.2	Capacity Improvement Plan	WP
9.1.8.3.3	Performance Improvement Plan	WP
9.1.8.3.4	Develop Product/Service Acceptance Plan	WP
9.1.9	Production	G
9.1.9.1	Post Go-Live Support Plan	D
9.1.9.1.1	Deployment Approach Document	WP
9.1.9.1.2	Implementation Planning Document	WP
9.1.10	Software Defect Correction and Patch Management Plan	D
9.1.10.1	Monthly Patch and Software Defect Summary Report (includes Implementation results)	WP
9.1.11	Security and Privacy Report	D
9.1.11.1	Incident Reports (includes those found in Code and System, as well as individual contractor violations)	WP
9.1.12	Monthly EVM Reporting per Build	D
9.1.13	PMR Meeting and Monthly Report	D
9.1.14	Final Report	D
9.1.15	Integrated Baseline Review (IBR) for EVM	M

5.2 SF Build Release

5.2.1 Background

The Government intends that this work package is related to the “SF Release Planning, Technical and Configuration Management, Development and Integration” work package in that the release planning delivered by *that* effort will drive the builds under *this* work package. The release planning achieved in

section 5.1 work package will be used to determine the development activities for each build in section 5.2 work packages. The builds are anticipated to be no more than quarterly and will overlap in time. The release planning is continuous throughout the contract lifecycle.

The SF system maintains an ongoing list of PRs that represent identified bug fixes, new enhancements, additional reports, and other modifications to the system. Through the SF CCB, a regular schedule will be identified in which existing PRs will be prioritized, compiled, and presented in a build cycle that is expected to plan releases up to one year in advance. In providing these builds, it is expected that the program will use a combination of contractor and government staff to perform CM and QA functions in line with Government and Industry best practices. SF maintains three separate environments for development, test and productions. The contractor will follow appropriate CM and QA processes for moving versions from one environment to another.

5.2.2 General Requirements

The following work package will be no more than quarterly each year during the work order period of performance. The Government expects that each instance of this executed work package will support the intended IMS build.

- ◆ Support a broad range of threat assessment vetting and credentialing programs designed to protect the U.S. transportation system against terrorism on a 24 x 7 basis;
- ◆ Timely develop and modify SF mission applications;
- ◆ Develop system and network enhancements that optimize architecture, design and hardware and software components;
- ◆ Maintain program and management procedures and controls to assure proper release planning, deployment change management and problem resolution;
- ◆ Provide for controlled release and deployment of system enhancements with no impact to current operations or stakeholders;
- ◆ Perform extensive testing of developed applications and enhancements to ensure that the system functionality fully meets the stated mission requirement and will perform in production mode free from defects or adverse impact to other existing mission applications;
- ◆ Provide systems and networks that meet or exceed capacity, performance, security and privacy mission requirements;
- ◆ Maintain an accurate and up-to-date information profile on the installed system hardware and software across all of the enterprise system environments to facilitate system development, problem resolution and operations; and

- ◆ Maximize the use of existing enterprise infrastructure services, and minimize the expenditure for new infrastructure services, in the design and implementation of developed applications to meet stated mission requirements.

5.2.3 Delivery Schedule

The Government intends that this work will commence immediately upon award of the work order for current build X (numbering scheme TBD) and will extend until 2/15/2008. The next build will begin per the SF IMS (approximately 10/15/2007). The following Work Package will be used for each build.

5.2.4 Work Package

The following Work Package Item Description table represents a global library of milestones, documents, and deliverables that will require completion/preparation on behalf of the contractor prior to completion of work order requirements. This list, derived from RFP Attachment 5- Representative Work Packages, is not intended to be all-inclusive of the documentation that the contractor will perform during the life of the contract. In accordance with Attachment 5, it is presented as a work breakdown structure in order to assist the contractor in preparing a price proposal. Delivery dates for these items will be developed in accordance with the relevant program's Integrated Master Schedule on an ad hoc basis and through coordination between the Government and the contractor.

WBS ID	Work Package Item Description	Item Code
10.1	TSA SDLC	PKG
10.1.1.1	Application Development Project Planning	G
10.1.1.2	Project Work Breakdown Structure	WP
10.1.1.3	Status Report	WP
10.1.2	Performance Management Plan (SLAs, etc.)	WP
10.1.2.1	Systems Development	G
10.1.2.1.1	Systems Design Document	D
10.1.2.1.2	System Architecture Document or Rational Software Architecture (as appropriate)	WP
10.1.2.1.3	File and Data Base Design Document	WP
10.1.2.1.4	Human-Machine Interface Inputs and Outputs Document	WP
10.1.2.1.5	Detailed Design Document	WP
10.1.2.1.6	External Interfaces Document	WP
10.1.2.2	System Integrity Controls Document	WP
10.1.2.2.1	Architecture Review Document	D
10.1.2.2.2	Enterprise Architect Elaboration Document	WP
10.1.2.3	Enterprise Architecture Approval Document	WP
10.1.2.3.1	Architecture Analysis	D
10.1.2.3.2	Architectural Research	WP
10.1.3	Architecture White Papers	WP

TSA Applications Development EAGLE Task Order: Work Order 2
Acquisition Sensitive
Handle Appropriately
Version 1.1

WBS ID	Work Package Item Description	Item Code
10.1.3.1	System Design and Development	G
10.1.3.1.1	System Design Document	D
10.1.3.1.2	Current State ("As-is") Document	WP
10.1.3.1.3	System Configuration Alternatives Report	WP
10.1.3.1.4	System Design Components Document (w/graphical representations)	WP
10.1.3.1.5	Hardware Sizing and Selection Document ("Buy List")	WP
10.1.3.1.6	System Load Analysis Report	WP
10.1.3.2	Requirements Traceability Matrix	WP
10.1.3.2.1	System Development Plan	D
10.1.3.2.2	Solutions Creation Document	WP
10.1.3.2.3	Elaborated Work Breakdown Structure	WP
10.1.3.2.4	Implementation Approach Document	WP
10.1.3.3	Test Plan	WP
10.1.4	System Engineering Master Plan (SEMP)	D
10.1.4.1	Code Development and Management	G
10.1.4.1.1	Source Code Configuration Control Plan	D
10.1.4.1.2	Code Construction Document	WP
10.1.4.2	Code Review Document	WP
10.1.4.2.1	Code (in Digital Format)	D
10.1.4.2.2	Software/Product Code Documentation	WP
10.1.4.2.3	Software TVV&E Assessment Sign-off Document	WP
10.1.5	Software Acceptance/Sign-off Document	WP
10.1.5.1	Integration and Test Services	G
10.1.5.1.1	Test Plan	D
10.1.5.1.2	User Acceptance Test Plan	WP
10.1.5.1.3	User Acceptance Test Scripts	WP
10.1.5.1.4	User Acceptance Test Results Document	WP
10.1.5.1.5	Integration Test Plan	WP
10.1.5.1.6	Integration Test Scripts	WP
10.1.5.1.7	Integration Test Results	WP
10.1.5.2	Business/Mission Customer Test Acceptance Document	WP
10.1.5.2.1	Unit Test Plan	D
10.1.5.3	Unit Test Results Document	WP
10.1.5.3.1	Testing Plan	D
10.1.5.3.2	Testing Approach Document	WP
10.1.5.3.3	Integration Testing Plan	WP
10.1.5.3.4	End-to-End Systems Testing Document	WP
10.1.5.3.5	System Testing Document	WP
10.1.5.3.6	Integration Testing Process Document	WP
10.1.5.4	User Acceptance Testing Document	WP
10.1.5.4.1	Test Plan	D
10.1.5.4.2	Testing Scope Definition Document	WP
10.1.5.5	Testing Technical Resource Requirements Document	WP
10.1.5.5.1	Release-Related Development Infrastructure Plan	D
10.1.5.5.2	Scope Requirements Document	WP
10.1.5.5.3	Hardware and Software Document	WP

Acquisition Sensitive
Handle Appropriately
Version 1.1

WBS ID	Work Package Item Description	Item Code
10.1.5.5.4	Enterprise Architecture Description Document	WP
10.1.5.5.5	Release Environment Configuration Support Document	WP
10.1.5.5.6	Release-Related Infrastructure Environment Support Plan	WP
10.1.5.5.7	Release Development Environment Configuration Document	WP
10.1.5.5.8	Release System Test Environment Configuration Document	WP
10.1.5.5.9	Release Integration Test Environment Configuration Document	WP
10.1.5.6	Release Pre-Production Environment Configuration Document	WP
10.1.5.6.1	Release Environment Configuration Support Plan	D
10.1.5.6.2	Release Development Environment Configuration Document	WP
10.1.5.6.3	Release System Test Environment Configuration Document	WP
10.1.5.6.4	Release Integration Test Environment Configuration Document	WP
10.1.5.7	Release Pre-Production Environment Configuration Document	WP
10.1.5.7.1	Release Code Management Support Plan	D
10.1.5.7.2	Development Code Promotion Document	WP
10.1.5.7.3	System Test Code Promotion Document	WP
10.1.5.7.4	Integration Test Code Promotion Document	WP
10.1.5.8	Pre-Production Code Promotion Document	WP
10.1.5.8.1	Production Code Promotion Plan	D
10.1.5.8.2	System Test Code Promotion Document	WP
10.1.5.8.3	Integration Test Code Promotion Document	WP
10.1.5.8.4	Production Code Promotion Document	WP
10.1.5.9	Development Infrastructure Environment Support Plan	WP
10.1.5.9.1	Testing Requirements Document	D
10.1.5.9.2	Functional Testing Requirements	WP
10.1.5.9.3	Non-Functional Testing Requirements	WP
10.1.5.9.4	Load Testing Requirements	WP
10.1.5.9.5	Traceability Requirements	WP
10.1.5.9.6	Test Environment(s) Requirements	WP
10.1.5.9.7	Application Test Case Definition	WP
10.1.5.9.8	Application Test Data Definition	WP
10.1.5.9.9	Application Test Metric Development	WP
10.1.5.10	Roles and Responsibility Identification	WP
10.1.5.10.1	Application Test Execution Plan	D
10.1.5.10.2	Test Environment Configuration Document	WP
10.1.5.10.3	Testing Tool Setup Plan	WP
10.1.5.10.4	Test Management Software Requirements Document	WP
10.1.5.10.5	Test Automation Software Requirements Document	WP
10.1.5.11	Load Testing Software Document	WP
10.1.5.11.1	Test Case Execution Plan	D
10.1.5.12	Test Measurement Report	WP
10.1.6	Test Engineering Master Plan (TEMP)	D
<i>10.1.6.1</i>	<i>Software Quality Control</i>	<i>G</i>
10.1.6.1.1	Software Quality Control Plan	D
10.1.7	Software Test Plan	WP
10.1.8	WBS per build	D
10.1.9	Preliminary Design Review (PDR)	M

<i>WBS ID</i>	<i>Work Package Item Description</i>	<i>Item Code</i>
10.1.10	Critical Design Review (CDR)	M
10.1.11	Test Readiness Review (TRR)	M
10.1.12	Production Readiness Review (PRR)	M

6. Government Furnished Equipment

The Contractor will be responsible for maintaining Government assets in good condition, and shall return them to the Government in the same condition as when issued; while in the Contractor’s possession, the Contractor shall maintain appropriate accountability of assets.

The Government identifies the following GFE and GFI for this effort:

- ◆ Communication lines to external data providers, as needed;
- ◆ Continued use of Government provided facilities for contractor office space;
- ◆ Computer hosting facilities with appropriate power, space and environment;
- ◆ TTAC operating environments as defined in Section 7.2 and as described in Appendix A, Current TTAC System Hardware and Software Environments;
- ◆ Documentation required for facility and system accreditation;
- ◆ TTAC On/Off-boarding procedures (will be provided during work order kick-off meeting); and
- ◆ Access to TSA’s Online Learning Center (OLC) – TSA’s automated training system used to meet the mandated privacy and security training requirements.

7. Relevant Program Information

7.1 Program Background

The Transportation Security Administration (TSA) is responsible for protecting the public in various U.S. transportation modes and infrastructures. One of these ways is by enhancing the security of air travel. As part of TSA's layered approach to aviation security, the SF program seeks to enhance the security of air travel by moving the passenger watch list matching function from individual aircraft operators to the government. By using the consolidated government watch list, Secure Flight aims to increase safety, while maintaining the privacy of passenger information collected as part of the program.

To support this mission, TSA requires enhanced watch list matching capabilities and processes to accurately and consistently identify individuals on government

watch lists who may pose a known or suspected threat to aviation or national security. This involves the ability to:

- ◆ Compare information contained in a passenger reservation (or in the case of authorized non-travelers, a gate pass request) with data contained in watch list records;
- ◆ Verify, report, and validate matches between passenger (or authorized non-traveler requesting a gate pass) and watch list information;
- ◆ Resolve potential matches identified in the execution of the processes;
- ◆ Adjust the process in response to changes in security threat levels;
- ◆ Protect individual privacy and civil liberties.

To enhance the security of air travel, the Secure Flight program must assume responsibility for the passenger watch list matching functions currently performed by aircraft operators.

The Secure Flight program directly supports a key aspect of the Department of Homeland Security (DHS) Mission to “... prevent and deter terrorist attacks and protect against and respond to threats and hazards of the Nation...while encouraging and demanding... adherence to the letter and spirit of laws promoting privacy.” In a similar vein, it supports TSA mission requirements “To protect the Nation’s transportation system and ensure freedom of movement for people and commerce...while respecting individual privacy and civil rights.

Secure Flight improves aviation security by identifying known and suspected terrorists and distinguishing them from the remainder of the traveling population. Based on this analysis, TSA can more effectively allocate screening resources to focus efforts on potential terrorist threats.

Secure Flight will deliver a matching capability that leverages comprehensive government watch list capabilities to effectively identify and address known or potential threats to aviation and national security. Secure Flight will identify threats posed by known terrorists who appear on a watch list and attempt to board a domestic or international flight or gain access to the sterile area within a domestic airport. The watch lists used by Secure Flight will also identify threats posed by suspected terrorists and their supporters. These capabilities will be accurate, configurable and scalable to address emerging or changing threats to aviation or national security as soon as they are identified.

Secure Flight will eliminate the requirement to disseminate sensitive watch list information to the aircraft operators for the purposes of domestic passenger watch list matching. This reduces the risk of unauthorized watch list disclosure and enhances the protection of national security information.

7.2 Operating Environments and Locations

The Secure Flight system currently operates as a primary instance from the Annapolis Junction Operations Center (AJOC), Annapolis Junction, MD. The program also has a backup instance of the Secure Flight system at the Colorado Springs Operations Center (CSOC) in Colorado Springs, Colorado.

The CSOC facility is fully operational to support transportation vetting operations on a 24-hours per day, 7-days per week (24 x 7) basis. AJOC facility operates on an 8-hours per day, 5-days per week (8 x 5) basis at the present time. Current plans are for the Secure Flight application to be installed, tested, and implemented on the system at AJOC by late-December 2007, at which time, the location will go to a 24 x 7 basis.

Each Operations Center is a Government-leased facility consisting of approximately 5,000 sq. ft. of computer room space, with raised floor, forced chilled air HVAC, 110V and 220V power feeds, battery UPS, as well as perimeter and building access security. Each Operations Center also has regular office spaces to support operations, maintenance, management and administrative support functions. The office spaces include areas for Sensitive Security Information (SSI) as well as classified operations. Contractor staff must possess the appropriate security clearances to access this environment. Core hours for both sites are 0800 – 1700 local time. Once in production, the SF mission application will be implemented on twenty-four (24) hours per day, 7-days per week (24 x 7) schedule and the contractor is expected to be on-call for any troubleshooting or resolutions outside of core hours for this time. It is expected that the primary location for Contractor operations will be AJOC. Contractor staff shall be required to be on-site during core hours and possess the necessary clearances to operate in a SSI environment.

7.2.1 Additional Operational Sites

The Government anticipates that additional operational sites, i.e., Service Center(s), remote user location(s), etc., will be established to meet new or growing mission requirements during the base period of performance and/or option periods for this contract. Should the Government establish additional operational sites; the Government will provide the objective information to the contractor, request the contractor submit the appropriate proposal documentation and, if accepted, issue the appropriate contract modification(s).

7.2.2 System Environment

There are three separate system environments for Secure Flight: the Development, Test, and Production. The program follows appropriate configuration management and quality assurance processes and procedures for moving builds of the SF application between these environments. The program

uses Rational ClearCase and ClearQuest tools for source code and PR configuration management.

7.2.3 External Interfaces

The Secure Flight System maintains external interfaces with the DHS MAPPER; an application hosted by Customs and Border Patrol (CBP) for receiving data from aircraft operators. Custom applications also exist between SF and the Terrorist Screening Center (TSC) to send and receive information to support the Secure Flight mission.

7.2.4 Location of Performance

Work under this work order shall be conducted at the TTAC facility in Annapolis Junction, MD; with minor occasional travel to the Arlington, VA and Colorado Springs, CO facilities.

7.3 Reporting Requirements, CDRLs and EVMS

The contractor shall submit all work order management reports under the SF Release Planning work package.

The contractor shall conduct Monthly Program Management Reviews to present to the Government critical information on project status and projected progress and performance. The information shall be provided with summary and appropriate details of current status and projected performance in the following areas: identify and discuss functional performance and progress, project risks and mitigation progress, establish logical and realistic corrective action plan(s) to address identified issues, and establish priorities for execution based on the criticality of identified issue(s). Any issues identified during this review that need resolution shall be recorded and tracked by the contractor in an Action Item database. The status and disposition of all open action items shall be presented at the project review meeting, noting that disposition of each action item requires approval of the appropriate government representative - Project Manager (PM), COTR, or CO.

The contractor shall provide a monthly report outlining the contractors cost, schedule and performance for the project. The Government project management objective is to remain on or ahead of schedule and on or below cost while providing operational mission capabilities that meet or exceed user defined requirements and expectations. To accomplish this objective, the Government desires to maintain visibility into work order costs and schedule, and to manage those costs and schedule in a manner befitting the public trust. It is the Government expectation that the Contractor will maintain efficiency, effectiveness, and high product quality through Contractor-initiated performance measurements. The Government expects the Contractor to provide Contractor

performance reports that show the status of the Contractor's production and performance assessment against the expected performance goals.

The contractor will provide EVM for all build work packages in accordance with Section (H) of the contract which contains the EVMS requirements. The contractor will submit Contract Performance Report (CPR) Formats 1, 3, and 5, as listed below, and the Contract Funds Status Report (CFSR) with the Monthly Report. Templates for these reports can be found in the CPIC section of DHS Online. The corresponding Data Item Description (DID) for these reports can be found at:

http://www.acq.osd.mil/pm/currentpolicy/cpr_cfsr/CPR%20Final%203-30-05.pdf.

- ◆ **CPR Format 1** – WBS-oriented cost report. Costs are organized by WBS element at a level pre-determined by the Government.
- ◆ **CPR Format 3** – Baseline Report. This format provides information on the contract baseline; it tracks changes to it throughout the program's duration.
- ◆ **CPR Format 5** – Problem Analysis Report/Variance Narrative. This format provides explanations for cost and schedule variances that have exceeded threshold. It provides an explanation as to why the variance occurred and descriptions on how the program plans to resolve the cause of the variance.

The SF Program also has designed an EVMS database tool to allow the program to track its progress against its IMS tasks in an aggregate manner across government and contractor resources. Contractors are required to enter information into the database on a weekly basis. This activity should take no longer than 5 minutes for each contractor employee to complete. The program assures that this tool will not be considered a time collection or time reporting tool for contractors (The contractor is not required to make changes or links to back-end reporting methods). Information captured in this database will not be used as a cross-reference against invoices submitted by a contractor. This SF Program EVMS is separate from the EVMS reporting requirements in Section (H).

The contractor shall comply with existing SF Configuration Management processes and procedures for hardware, software, and documentation. The contractor shall participate in the Configuration/Change Management, Technical Review, and Engineering Review Boards (TRB, CCB and ERB). All Release Planning will be done at the TRB and CCB.

The Contractor shall participate in the SF Risk Management process. This routine update will call out key risks and their mitigation plans in order to evaluate the level of action and attention required to support the project.

The contractor will submit a Final Report that summarizes support activities, “start to completion schedules”, deliverables and results achieved relative to the performance objectives of this work order.

7.3.1 CDRLs

Existing plans and documents shall be used in their current form and shall be updated as appropriate to accommodate deficiencies, program and development changes. Documents listed but not currently existing shall be created and delivered at the times specified in the SF program IMS and/or as mutually agreed upon between government and contractor. The contractor shall prepare and maintain all documentation in accordance with an industry standard best practice for auditable, repeatable engineering process to assure the availability and accuracy of a comprehensive, complete, and current set of plans, reports, and documents.

The contractor shall use the TSA Systems Development Life Cycle Guidance Document, version 2.0, and updates, in the preparation of or updating of systems development documentation form and content. The list of documents and their content and format may be refined and tailored by mutual agreement to assure quality program management, systems development, and systems operation and management. The contractor shall also use the TSA Style Guide when preparing all deliverables. The Style Guide can be found on the TSA intranet at: http://tsaweb.tsa.dot.gov/tsaweb/intraweb/assetlibrary/webbestpractices_and_style_guide.pdf.

All contract deliverables, including documents and system implementations, require approval and formal acceptance by the COTR.

The Government will have up to 10 business days after receipt of a deliverable to accept or reject any deliverable. If the COTR rejects a deliverable, the contractor will be provided specific written comments detailing the basis for the rejection and the corrective action required. The contractor shall have up to an additional 10 calendar days to address each specific written comment by either incorporating the requested Government change or providing an explanation of why the Government requested change is not being incorporated. Once the contractor completes this action, the Government will have an additional five calendar days to review and approve the deliverable.

The contractor shall deliver all items in Microsoft Office (Version 2003 or earlier) format (including Word, Excel, PowerPoint, Access, Visio, and Project) or other formats accepted by the Government by direction of the COTR. Documents submitted by the contractor shall be professional in content and presentation according to commonly accepted standards of writing and editing in the subject field. The contractor shall provide electronic copies to the Program Manager, COTR, CO and any other specified Government representatives as directed by the

Government when due. The contractor shall deliver all non-electronic versions of CDRL to the COTR.

The contractor shall provide three (3) CD-ROM copies of the set of all final documents and two (2) paper copies of each final document. All final deliverable documents submitted by the contractor shall meet professional standards. All documents shall be delivered in a format mutually agreed to between the contractor and the Government. Previously released documentation will be delivered in current format unless mutually agreed otherwise. CDRL content may be combined into one delivered document with notification.

Final CDRL deliveries shall be accompanied with a letter of delivery and Government acceptance to be signed by the COTR and Project/Program Manager (PrjM/PM).

7.4 Performance Metrics and Measures – SLAs

Service Level Agreements (SLAs) are an integral component of the performance management structure for this effort. The Government intends to apply SLAs to the service acquired in this work order, and will apply financial incentives and disincentives, for contractor performance against them.

The vendor shall propose a complete list of SLAs for this work order, including proposed monitoring methods and proposed financial incentives/disincentives. Final SLAs, including all components of the table below, shall be negotiated with the Government. As a guide, the following performance measures for this work order and their associated performance target metric are provided:

Performance Measure/ Required Service	Performance Target Metric/ Desired Outcome	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/ Disincentives for Meeting/ Not Meeting Performance Standard
EVM calculations for cost and schedule performance indices for each periodic SF system release	Cost performance index (CPI) and schedule performance index (SPI)	1.0 (per ANSI/EIA Standard 748A)	0.98-1.01	EVM Reporting	

Performance Measure/ Required Service	Performance Target Metric/ Desired Outcome	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/ Disincentives for Meeting/ Not Meeting Performance Standard
Optimization of existing system architecture, design, and HW/SW components.	System performance must meet or exceed baseline threshold transaction times for check-in processing, system availability, and name matching false-positive rates.	<u>check-in processing</u> - 5 seconds in a PRD that contains up to 10 names with immediate processing priority. <u>Advanced transaction completion time</u> – 18 hours for a PRD that is received into the system at least 24 hours in advance. <u>system availability</u> – 99.99% <u>name matching false-positive rates</u> - .25% after manual review	<u>check-in processing</u> - 5 seconds in a PRD that contains up to 10 names with immediate processing priority. <u>Advanced transaction completion time</u> – 18 hours for a PRD that is received into the system at least 24 hours in advance. <u>system availability</u> – 99.99% <u>name matching false-positive rates</u> - .25% after manual review		
System Release Timing	Ability to deliver each periodic SF system release on time	100% On Time	100% On Time		
Ability to implement all planned Problem Reports (PRs) and Change Requests (CRs) into each released SF system build.	All planned PRs and CRs approved for each release by the SF TRB and CCB implemented.	100% implemented	100% implemented		

TSA Applications Development EAGLE Task Order: Work Order 2
Acquisition Sensitive
Handle Appropriately
Version 1.1

Performance Measure/ Required Service	Performance Target Metric/ Desired Outcome	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/ Disincentives for Meeting/ Not Meeting Performance Standard
Newly generated PRs/CRs	Ability to minimize the number of PRs/CRs generated from each new release (i.e., minimize the number of bug fixes required)	100% Error Free	100% Error Free		
Inclusion of additional PRs/CRs per release	Ability to include additional, non-planned, PRs and CRs into each released SF system build.	TBD - based on number of PRs/CRs open at the time	TBD - based on number of PRs/CRs open at the time		
Configuration Management (CM) Compliance	Vendor follows all program CM rules, standards, and processes for development and implementation of each incident solution.	0% error reporting	0% error reporting		
Testing efficacy	All Severity Incident Ticket solutions resolved and implemented into production environment.	100% error-free	100% error-free		
Documentation creation/update compliance	All existing program documentation updated as needed for each incident solution.	100% completed; approved by COTR and PM/PRjM and 100% On Time	100% completed; approved by COTR and PM/PRjM and 100% On Time		
Privacy Compliance	Compliance on all TSA and SF privacy standards, policies, and procedures.	100% compliance	100% compliance		

Performance Measure/ Required Service	Performance Target Metric/ Desired Outcome	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/ Disincentives for Meeting/ Not Meeting Performance Standard
Security Compliance	Compliance to all TSA and SF security standards, policies, and procedures.	100% compliance	100% compliance		

8. Conditions

In the performance of duties under this contract, SF assumes the following:

- ◆ The contractor will furnish needed technical skills, perform competent project management, and adhere to established TSA SDLC standards.
- ◆ The contractor will provide the requisite staffing in the functional areas required for specified task(s) in accordance with the skills and experience levels defined in Section 12.1 Volume 1 Instructions to Offerors for individual Work Order Evaluation Criteria of the RFP.
- ◆ The contractor will produce and present accurate project documentation to record design progress and key decisions.
- ◆ The contractor will provide lead support in release planning PR and CR placement into releases]; managing up to four releases (12 months) ahead; to include managing the timing of releases appropriately, preparing release notes based on changed items, and upon government authorization release the build.
- ◆ The contractor will follow appropriate CM and QA processes for moving versions from one environment to another.
- ◆ Contractor performance of all development, deployment, operation and maintenance activities shall comply with SF security management, patch management, and configuration management plans.
- ◆ The contractor shall perform all activities in accordance with SF Privacy and System Security Plans and Federal privacy and security policies, regulations and guidelines.
- ◆ The contractor will prepare comprehensive test plans to address all functional aspects of developed applications, system enhancements or corrective patches, incorporate interoperability integration testing procedures, and conduct testing in accordance with the test plans.

- ◆ The contractor will install all new application, system enhancements and corrective patches in accordance with established SF Program configuration management procedures, and to produce the necessary written instructions or operational manuals for system administrators to assume 24 x 7 operational responsibilities for the mission application.

9. Constraints

9.1 Requirement Constraints

Contractor will meet the work order requirements given the following constraints:

- ◆ Design, development and deployment activities performed by the contractor will maximize the use of existing enterprise infrastructure services, hardware and software and minimize expenditure for new infrastructure services, hardware and software;
- ◆ Development of new applications and enhancements to current systems will adhere to established deployment release schedules and milestones established by the Government in Integrated Master Schedules (IMS);
- ◆ The contractor must adhere to established TSA SDLC standards and industry best practices and the Rational Unified Process software development process; and
- ◆ The contractor must maintain the privacy of all records used, accessed, or contacted during its work for the Secure Flight Program and strictly adhere to TSA privacy policies that governs the use of personal information.
- ◆ The contractor shall have demonstrated use and implementation of successful patch management; method to manage multiple complementary or conflicting mission applications change requests; method to respond to new-found production errors or performance degradations; and, knowledge and use of effective release planning, PR/CR inventory management, and grouping.

9.2 Travel

When travel is authorized by the contract, the contractor will be reimbursed for reasonable and actual costs for transportation, lodging, meals and incidental expenses in accordance with TSA Cost Principles for contracts with commercial organizations, and the estimated travel requirements. Prior to undertaking any travel other than local, the contractor shall submit a request for specific approval to the Contracting Officer Technical Representative, listing names of individuals traveling and destinations, dates, purpose and estimated cost of the trip.

Travel performed for personal convenience or daily travel to and from work at the Contractor's facility or local Government facility (i.e., designated work site) shall not be reimbursed.

Costs associated with Contractor travel shall be in accordance with Federal Travel Regulation (FTR) and Joint Travel Regulations (JTR). Travel shall be reimbursed at cost in accordance with the Federal Travel Regulations.

The contractor will use the Travel Authorization form for all travel conducted. All requests for travel must be pre-approved by the COTR and must contain the information required on the attached Travel Request Form (Appendix B), to include an estimated not to exceed amount.

9.3 Security and Privacy

The contractor shall comply with the Privacy and Security requirements defined in the RFP. See Sections:

- ◆ 4.10 Security
- ◆ 4.16 Sensitive Security Information (SSI)
- ◆ 9.12 Security Requirements
- ◆ 10.6 Pre-Employment Security Screening of Contractor Employees (July 2004)
- ◆ 10.7 Restrictions on Disclosure
- ◆ 10.8 TSA Requirements and Duties for Handling SSI

9.4 Personnel Security

All personnel shall have appropriate clearances prior to the commencement of work. The Government will vet Contractor's personnel without a current clearance. Contractor personnel required to travel to CSOC will require a current SECRET clearance. The COTR and SF Security Officer will identify clearance levels required for all tasks identified in this work order. The Contractor shall submit a proposed staffing plan, by name, with appropriate security clearance documentation to the COTR and the SF Security Officer for approval prior to the commencement of work. The COTR and SF Security Officer will review all proposed contractor employee clearance information, to ensure identification and compliance with security requirements and practices. The Government will not pay the costs associated with contractor assignment of personnel without the appropriate clearance level.

9.5 Training

This effort requires that all Contractor personnel have appropriate DHS and TSA training prior to receiving access to government information systems and data.

Recurring training is also required, usually on an annual schedule. Training includes, but is not limited to Information Security, Privacy/SSI Policy and Procedures, and Physical Security. The COTR and SF Security Officer will identify specific training requirements.

9.5.1 Privacy Training

All contractor personnel shall receive SF privacy training and Department of Homeland Security privacy training as part of the on-boarding process and thereafter must complete annual re-fresher privacy training. In addition, contractor personnel may be required to receive program specific role-based privacy training.

9.6 Section 508 Compliance

The contractor will adhere to Section 508 Accessibility Compliance as stipulated in the RFP, Section 4.9.

10. Government Points of Contact

TBD at time of award

Appendix A: Current TTAC System Hardware & Software Environments

Colorado Springs Operating Center Hardware:

Hardware	Operating System
Dell 450/470 Workstations	Windows
IBM p-Series Server	AIX
IBM x-Series Server	Windows
Dell 2650 Server (CSOC Limited T&D)	Windows
Sun (SF/RT IOCE)	Solaris
Network Switches	CISCO
SAN Switches	
Routers	CISCO
Firewalls	CISCO & Netscreen
External Storage Devices	

Annapolis Junction Operating Center Hardware:

Hardware	Operating System
Dell 450/470 Workstations	Windows
IBM p-Series Server	AIX
IBM x-Series Server	Windows
Sun	Solaris
Network Switches	CISCO
SAN Switches	
Routers	CISCO
Firewalls	CISCO & Netscreen
External Storage Devices	

Colorado Springs Operating Center and Annapolis Junction Software

IBM AIX
 Windows 2000 and 2003 Server
 Rational ClearCase and ClearQuest, ReqPro, RSA, Functional Tester and Manual Tester
 WebSphere MQ Processor
 WebSphere MQ Integrator Broker
 IBM DB2 UDB Enterprise Server Edition
 IBM DB2 Performance Expert for Multi-Platforms Processors
 IBM Tivoli Monitoring Processor
 IBM Tivoli Monitoring for Trans Perf Processor
 IBM Tivoli Risk Manager Processor
 IBM Tivoli Risk Manager Node
 IBM Tivoli Configuration Manager

IBM Tivoli Monitoring for Bus Integration Proc
IBM Tivoli Monitoring for Databases Processor
IBM Tivoli Service Level Advisor Processor
IBM Tivoli Enterprise Console Processor
IBM Tivoli Switch Analyzer Processor
IBM Tivoli Switch Analyzer Port
IBM Tivoli Storage Manager Extended Ed Proc
IBM Tivoli Storage manager for Storage Area Networks
IBM Tivoli Storage Resource Manager Processor
IBM Tivoli Storage Resource Manager for DBS PR
IBM Tivoli Storage Area Network Mgr Proc
InfoGlide Bladeworks
InfoGlide AdvancePoint 2
Sun Solaris
JAVA
Tomcat Apache Web Server
ORACLE
MicroSoft SQL Server
MicroSoft .NET
Crystal Reports for Windows/AIX
SAS

NOTE: Additional products may be added at a future date.

Appendix B - Travel Request Form (Estimates)

Name:		Origination:						
Contractor/Vendor Name:		Destination:						
Estimated Duration	From:	To:						
Justification for Travel:								
		<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>	<u>Sunday</u>
Date								
Airfare								
Lodging	Per Diem Rate:							
M&IE	Per Diem Rate:							
Rental Car	Rate Per Day:							
Gas (Rental Car)								
MISC								
TOTALS:								
GRAND TOTAL:								

Employee Signature

Date Signed

I concur with this Travel Request and it is accurately described.

Contractor Program Manager Signature

Date Signed

.....
Approved _____

Disapproved _____

COTR Signature

Date Approved