

PERFORMANCE WORK STATEMENT  
27 August 2007

PERFORMAMCE WORK STATEMENT  
FOR  
WHS INFORMATION TECHNOLOGY SUPPORT  
(WITS)  
27 AUGUST 2007

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## ACRONYM LIST

ACRONYM	DEFINITION
A/V	Audio Visual
AAR	After Action Reviews
ACERT	Army Computer Emergency Response Team
AFCA	Air Force Communications Agency
BCSR	Basement Consolidated Server Room
BOC	Building Operations Center
BPR	Business Process Re
C&A	Certification and Accreditation
CAC	Common Access Card
CACI	Consolidated Analysis Centers, Inc. (1967-1973; since 1986
CBA	Cost Benefit Analysis
CCS	Correspondence Control System
CD	Compact Disk
CDRL	Contract Data Requirements List
CERT	Computer Emergency Response Team
CI	Configuration Items
CIO	Chief Information Officer
CIRT	Computer Incident Response Team
CM	Change Management
CMDB	Configuration Management Data Base
CMMI	Capability Maturity Model Integration
CoE	Center of Excellence
COR	Change Order Request
COTR	Contracting Officer's Technical Representative
CPU	Central Processing Unit
CRM	Customer Relationship Management
DA&M	Director of Administration and Management (DoD)
DBA	Database Administrators
DBRP	Develop Backup and Recovery Plan
DCPDS	The Defense Civilian Personnel Data System
DISA	Defense Information Systems Agency
DoD	Department of Defense
EBIS	Employee Benefits Information System
ECC	Enterprise Call Center
ECM	Enterprise Configuration Management
EDAT	Enterprise Database Administration Team

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ACRONYM	DEFINITION
EDMS	Electronic Document Management System
EIMS	Electronic Information Management System
EMC	EMC Corporation
EPMS	Electrical Power Management System, Electronic Performance Monitoring Systems, Electronic Preventive Maintenance System, Electronic Power Management System
ER	Emergency Response
ESSC	Enterprise Support Services Center
ESX	Engagement Simulation Exercise
FACA	Financial Assurance for Corrective Action
FSA	Feasibility Analysis
GNO	Global Network Operations
GOTS	Government Off-The-Shelf
GPO	Group Policy Object
HBSS	Host-Based Security System
HRD	Human Resources Directorate
HVAC	Heating Ventilation Air Conditioning
IA	Information Assurance
IAD	Information Assurance Directorate
IAO	Information Assurance Officers
IAVA	Information Assurance Vulnerability Alerts
IAW	In Accordance With
IBM	International Business Machines
ILT	Instructor Led Training
INFOCON	Information Condition
ISO	Industry Standards Organization, Information Security Officer
ITA	Information Technology Army
ITIL	Information Technology Infrastructure Library
ITMD	Information Technology Management Directorate
IV&V	Independent Verification and Validation
JAD	Joint Application Development
JTF	Joint Task Force
JTF-GNO	Joint Task Force Global Network Operations
KM	Knowledge Management
LCR	Life Cycle Replacement, Large Conference Room
LDRPS	Living Disaster Recovery Planning System
MAXIMO	Software application
MES	Mission Essential System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding

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ACRONYM	DEFINITION
NETiq	Software application
NIPR	Non-Secure Internet Protocol Router
NIRPNet	Non-Secure Internet Protocol Router Network
NIS	Naval Investigative Service, Norton Internet Security, National Imagery System, NATO Identification System
NIST	National Institute of Standards & Technology, National Institute of Science and Technology, National Industrial Security Program
NSA	National Security Agency
NSPS	National Security Personnel System
O&M	Operations and Maintenance
OLA	Operational Level Agreements
OLTP	Online Transaction Processing
OS	Operating System
OSD	Office of the Secretary of Defense
OU	Organizational Unit
PC	Personal Computer
PCC	Pentagon Conference Center
PDA	Personal Digital Assistant
PENREN	Pentagon Renovation
PKE	Public Key Encryption, Public Key Enabled/Enabling
PM	Project Manager
PMBOK	Program Management Body of Knowledge
PMI	Project Management Institute
PMO	Personnel Management Officer,
PMP	Program Management Plan
PMR	Program Management Review
PMS	Program Management Services
POC	Point of Contact
PWS	Performance Work statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QM	Quality Management
QRT	Quick Reaction Team
RCERT	Regional Computer Emergency Response Team
RD	Requirement Development
RDM	Remote Deployment Manager
REQM	Requirement Management
RESUMIX	Application



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ACRONYM	DEFINITION
RFC	Request For Comment
RIS	Remote Installation Service
RMP	Risk Management Plan
ROI	Return on Investment
RW	Read/Write
SCI	Sensitive Compartmented Information
SCRI	Secure Compliance Remediation Initiative
SDLC	Software Development Life Cycle
SF474	Standard From 474
SIPR	Secret Internet Protocol, Routed
SIPRNET	Secret Internet Protocol, Routed Network
SIR	System Improvement Recommendations
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	System Management Server
SOP	Standard Operating Procedures
SPOC	Single Point of Contact
SQL	Structured Query Language
SRR	Secure Readiness Review
SRS	Software Requirement Specification
SSO	Single Sign-On, Safety/Security Officer
STIG	Standard Technical Implementation Guidelines
TBT	Technology Based Training
TFM	Trusted Facility Manuals
TS	Top Secret
TWG	Technical Working Group, Threat Working Group
UAT	User Acceptance Test,
UNIX	Uniplexed Information and Computing System
USAITA	US Army Information Technology Agency
VMS	Vulnerability Management System
VTC	Video Teleconference
WBS	Work Breakdown Structure



# 1 RESERVED



## 2 Performance Work Statement

Team KTC is pleased to present our Performance Work Statement (PWS) in response to RFQ 221128, WHS Information Technology Support (WITS). Our PWS is divided into sections to address each objective area covered in the Statement of Objectives (SOO). The Team KTC PWS is thorough, complete, reasonable, and executable. We are confident that our approach, when successfully executed, will meet WHS's short-term and long-term objectives under this solicitation. Team KTC's approach, as demonstrated by our PWS, will result in technological and process efficiencies. For each PWS Section, we provide Background, Scope, Objectives, and Requirements, defined as:

- Background addresses the current state of operations and WHS needs related to the performance area.
- Scope summarizes certain milestones and accomplishments ranging from Day 1, 6 months, Year 1, and Year 3 and beyond.
- Objectives describe the overall goals of the performance area.
- Requirements provide a detailed description of the Contractor responsibilities, focused on desired results and outputs.

Our PWS permits appropriate innovations that lead to increased efficiency and improved levels of quality. Our PWS focuses on intended results, meeting and exceeding acceptable levels of quality, and enhanced performance.

### 2.1 Program Objectives/Understanding the Requirements [SOO 3.0]

#### Background

Currently WHS has multiple IT Support Services vendors supporting disparate IT requirements. This has presented challenges with providing consistent support in accordance with WHS and ITMD's overall program objectives. Standardization of processes, procedures and technology is required to support optimized operations and continued improvements. Without this, WHS cannot effectively provide mission support and realize improvements. WHS requires the services of a contractor that will move to quickly establish operational improvements through migration, consolidation, and centralization. ITMD and WHS must be prepared for when the contractor delivers a successful solution and work toward continued technological and performance improvements.

#### Scope

TIME FRAME	FUNCTION
Day 1	Leverage existing WHS IT environment. Begin to capitalize on industry best practices and Innovation. Establish and assess performance measures and develop baseline.
6 Months	Enhance and enable the WHS Mission. Centralized Call Center in place. ITMD BPR candidate efforts identified.
Year 1	Establish and enhance WHS Corporate Identity. Increase organization efficiency. Realize performance gains and efficiencies on ITMD BPR efforts and continue process. Support to Future Initiatives and Evolutions.
> Year 3	311/CRM/InfoStat process used to affect WHS-wide business process improvements. Virtual Workspace Environment established and operational.

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## Objectives

Consolidation of IT support under the WHS Information Technology Support Contract (WITS) will foster collaboration between the WHS domains, enterprise, and contractor organizations to achieve stated program objectives for WHS ITMD and in turn, WHS.

## Requirements

### 2.1.1 Enhance and Enable the WHS Mission

2.1.1.1 The contractor shall deliver performance-based enterprise and domain IT services that support WHS's evolution to a more efficient performance-based operation. High quality IT services shall be a tool by which WHS is better able to achieve its mission.

- Work with ITMD, WHS staff, and other contractors as an integrated team.
- Respond to technical challenges and proactively maintain secure and efficient solutions in support of the WHS mission.
- Deliver a flexible, responsive IT services platform, available from anywhere at anytime – IT Anywhere.
- Ensure WHS customers have immediate access to data where and when needed and ability to collaborate and rapidly make mission support decisions.
- Develop and support flexible solutions that leverage the WHS Intranet/Extranet and Internet.

2.1.1.2 After transition, the contractor shall stabilize operations and begin consolidation, including structural re-organization, baselining and validation of configurations, data, specifications, and requirements for the Enterprise and Domains.

2.1.1.3 The contractor will work with WHS to develop and implement the 311/CRM/InfoStat model. This model will transform WHS-wide business strategies requiring customer-centric views into business processes and service delivery.

### 2.1.2 Increase Organization Efficiency

2.1.2.1 The contractor shall provide solutions to transform WHS IT Services from a distributed resource model to a centrally managed Enterprise Services Model, allowing WHS Directorates to focus on their core mission and not IT infrastructure.

2.1.2.2 The contractor shall optimize/transform ITMD and WHS operations to include:

2.1.2.3 Eliminate Enterprise and domain infrastructure redundancies.

2.1.2.4 Implement procedural enhancements.

2.1.2.5 Plan and implement efficiency gains.

2.1.2.6 The contractor shall provide a PMO organizationally aligned with ITMD's organization and logically aligned with WHS SOO and PWS areas. The organization shall evolve over the life of the contract for maximum effectiveness.

- Assign each WHS stakeholder, whether enterprise or domain, a lead as point of contact to function as a responsible manager.

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- Ensure all Directorates have access to their operational and performance data, as operations are consolidated and optimized.
- 2.1.2.7 The contractor shall monitor performance, discuss and coordinate planned changes, share performance information, and proactively work as a team to ensure performance accountability, improvement and successful mission accomplishment.
- Implement the principles of ITIL as a driver for organizational efficiency.
- 2.1.2.8 Implement a Lean Six Sigma/BPR program and apply it to ITMD processes, applying the methodology across WHS.
- Analyze performance metrics, risk analysis and gap analysis data. Perform analysis and trending for data driven performance management.
  - Work with the Directorates to create global policies and standards.
- 2.1.2.9 The contractor shall work with WHS to develop a data driven performance management program, based upon the 311/CRM/InfoStat model.
- 2.1.3 Leverage Existing WHS IT Environment**
- 2.1.3.1 The contractor shall leverage existing WHS IT environment by determining existing solutions that can be scaled up and utilized across Directorates.
- 2.1.3.2 The contractor shall leverage existing WHS resources and investments, including but not limited to:
- Maximo to ensure performance management and implementation of the 311/CRM/InfoStat initiative.
  - Remedy, including Asset, CMDB, and Change, to promote cost efficiency, schedule responsiveness, and optimal ROI across the enterprise.
  - Citrix in support of the IT Anywhere initiative.
    - Investigate the WHS Virtual Workspace Environment and analyze existing Citrix and VMWare solutions to determine viability.
    - Compare existing systems against new/evolving technology such as Microsoft's Virtual Server System to determine feasibility.
  - OpsWare, Tandberg, and other interrelated tools.
- 2.1.3.3 The contractor will identify, evaluate, and review hardware and software solutions implemented throughout the WHS Directorates as to prevent or avoid duplication and waste.
- 2.1.3.4 Contractor efforts shall result in a reduction of overall costs associated with procuring hardware, software and licenses.
- 2.1.4 Establish and Enhance WHS Corporate Identity**
- 2.1.4.1 Contractor shall work with WHS to ensure its Corporate Identity is built on a reputation of accessibility and high-quality mission support based on a culture of successful processes and data-driven process improvement (IT and non-IT).

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- Develop an Enterprise Call Center portal, service catalog and other points of access into WHS with a common look and feel.
  - Implement “One Call for Service” for IT and non-IT calls and provide a single point of entry for WHS users/customers in support of WHS identity branding.
- 2.1.4.2 Throughout the contract, the contractor shall serve as the catalyst for WHS to develop and build upon their Corporate Identity: a new and growing reputation for high quality, customer-focused support based on 311/CRM/InfoStat.
- 2.1.5 Capitalize on Industry Best Practices and Innovation**
- 2.1.5.1 The contractor shall apply the guidelines of SEI CMMI Level 3, ITIL, ISO 9001:2000, PMI’s Program Management Body of Knowledge (PMBOK), and Lean Thinking and Six Sigma to its WHS solution.
- Use best practices, defined and repeatable processes to drive the standards for the WITS contract and WHS.
  - Adhere to Section 508 requirements to ensure application accessibility.
- 2.1.5.2 The contractor shall institute an industry standard records management model to ensure the consistency and availability of data. Therefore promoting integration of applications and ensuring a single-source point for this process.
- 2.1.6 Deploy a Virtual Workspace Environment**
- 2.1.6.1 The contractor shall address and move towards a Virtual Workspace Environment while maintaining the WHS Enterprise.
- Investigate Citrix to provide users access to published applications from anywhere.
  - Develop a web-enabled portal approach. Provide WHS employees, users, and interested parties access to information and services (e.g., 311) from anywhere via a Virtual Workspace. Access shall be available from any point of entry (DoD facility, home, internet café, etc.).
  - Examine applications, both COTS and non-COTS, to determine feasibility to work in a web portal environment.
  - Provide a mechanism for centralize patching and versioning management of published Virtual Workspace applications.
- 2.1.6.2 The contractor shall ensure that VMware ESX virtual servers are used to provide the foundations for an entirely virtualized computing infrastructure.
- 2.1.6.3 The contractor shall use a patch server as a secure versioning server to ensure that when a standard workstation connects to the network, it is checked to determine if its patches are up-to-date. If it is not up-to-date, the workstation shall not access anything other than the patch server for updates.
- 2.1.6.4 The contractor shall maintain the image for the thin client workstations on a network server. Updating the image will be completed through one central server update.
- 2.1.6.5 The contractor shall ensure all workstation images are available and tested in the Enterprise Testing Environment and against the Configuration Management Database

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library of applications. This process includes the testing of new applications or upgrades for interoperability.

2.1.6.6 In support of the IT Anywhere solution, the contractor shall develop:

- Secure ID and CAC access solutions.
- Secure access solutions to assure access is based on security parameters, e.g., point of entry (DoD facility, home, internet café, etc.).

**2.1.7 Support to Future Initiatives and Evolutions**

2.1.7.1 The contractor shall form a partnership with WHS to meet all objectives through the use of progressive, technologically advanced information solutions.

- Identify emerging technologies that enable WHS ITMD to meet the business requirements of WHS more effectively and efficiently through relationships with team members, industry standards organizations, and vendor partners.

2.1.7.2 The contractor shall implement procedures and processes to track, measure, and improve service delivery for ITMD and WHS.

- Define performance metrics of technologies and processes as to determine a performance baseline.
- Measure performance of technologies and processes against baseline across ITMD and WHS.
- Analyze performance data to determine trends across ITMD and WHS.
- Identify and implement technologies and process related opportunities for improvements.

**2.2 Program Management and Control [SOO 7.2]**

**Background**

WHS has determined management of Enterprise and domain infrastructures as well as centralized support through a singular model is the preferred future state of the WHS environment. To fully realize the economies of scale and efficiencies throughout the life of the Contract, WHS requires effective leadership and communication mechanisms from the WITS Contractor. The Contractor must provide program management and control to resolve the complexities and difficulties that are characteristic of implementing, integrating, and securing mission-critical IT solutions. Effective management of the complexities and difficulties characteristic of implementing, integrating and securing mission-critical IT solutions will result in WHS’s ability to fully realize productivity and performance gains in provision of its mission.

**Scope**

TIME FRAME	FUNCTION
Day 1	Conduct kickoff and brief WHS Key stakeholders on Transition Plan and Program Management Plan (PMP). Leadership in place. Implement planning and assessment activities for IT consolidation, migrations, and relocations.
6 months	Metrics and SLA management and reporting fully implemented. Performance baseline completed. WITS Governance Counsel working effectively with WHS Senior Leadership on strategic planning.

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TIME FRAME	FUNCTION
Year 1	Organizational transformation from domain-centric model underway and managed in a controlled manner. Realizing quantifiable benefits of process and maturity improvements. Redundancies across domains identified and mitigations begun.
> Year 3	Efficiencies gained from effectively managed IT consolidations, migrations, and elimination of redundancies leveraged for WHS-wide improvement opportunities, such as 311/CRM/InfoStat. WHS realizes quantifiable improvements to service provision.

**Objectives**

The objectives of the PWS are as follows:

- Leverage industry-standard best practices for program management.
- Establish a WITS Governance Counsel for Enterprise planning and evaluation with regard to current and future WITS business operations.
- Ensure effective delivery and support of IT services.
- Ensure efficient use of government resources through economics of scale and applicable best practices.
- Ensure maximum performance standards are realized.
- Minimize to the greatest extent possible risk to the government.
- Provide effective and timely communication among all internal and external customers within the program.
- Ensure a seamless transition into and out of the Contract.
- Maximize continuous process improvement to achieve consistent application of processes to effectively deliver services in accordance with WHS policies.
- Utilize standard project management metrics to measure and maintain an acceptable customer satisfaction level.

**Requirements**

**2.2.1 Program Leadership [SOO 7.2.1, A 013]**

**Provide management and leadership to make timely decisions, engage company resources and resolve issues with other associate Contractors.**

2.2.1.1 Conduct successful transition and complete the following actions:

- Deliver Transition Plan.
- Conduct transition meeting with Government leadership.
- Transition high quality incumbent personnel, re-badge, and conduct orientations.
- Establish Program Organization and Concept of Operations.
- Establish Contract Performance metrics

2.2.1.2 Implement a Project Organization that mirrors WHS Enterprise and Domain structures. Project Organization will allow rapid access to project resources and information flow across the program.

- Implement a Program Management Organization.



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- Provide a Program Manager empowered to make project level decisions and commit company resources.
- Provide Team Leaders and Supervisors with full authority over assigned resources to enable rapid resolution of day-to-day technical issues,
- Ensure all areas awarded under the WITS Contract are staffed, in a timely manner, with appropriately qualified staff.

2.2.1.3 Document and institutionalize a program management approach and strategy to include:

- Project management disciplines and methodology.
- Performance measurement methodology and disciplines, including development and management against SLA metrics.
- Sub-Contractor management program.
- Configuration Management (CM) strategy.
- Quality Assurance/Quality control management.
- Risk Management planning and analysis.
- Systems Engineering methodology and disciplines.
- CMMI Level 3 software development processes.

2.2.1.4 Document program management approach in a Program Management Plan (PMP) and implement the PMP. The Contractor will provide PMP updates throughout the Contract performance period. The Contractor may add additional areas to the PMP after appropriate coordination and approval from the Government. At minimum, the PMP will contain the following:

- All technical activities (including documentation development) identified and organized in a Work Breakdown Structure (WBS) at a level of detail sufficient for the Contractor to manage the work. The Contractor will prepare the WBS in latest version of Microsoft Project.
- A Gantt chart which contains activities and milestones pertinent to the completion of any technical activities.
- Description and expected result of each WBS level or milestone.
- All standards followed in support of these requirements.
- Action Item Log.
- A matrix of all deliverables, their version/release, and planned delivery dates.
- Status of current and planned initiatives and programs.
- Budget information (planned versus actual, including incurred but not billed, by Sub-Task) using federally approved cost accounting standards.
- Task dependencies and interrelationships.
- Project Organization Structure.

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- Contractor Organizational Structure.
  - Process management and controls.
  - Outreach process to the WHS end-users.
  - Communications Plan to include methods, timing and reasons for communication.
  - Organizational Transformation management plan to support ITMD with the move toward “Enterprise.”
- 2.2.1.5 Monitor and control costs, schedules, deliverables IAW requirements stated in Contract CDRLs.
- 2.2.1.6 Prepare staffing projections for WHS transformation and improvements.
- 2.2.1.7 Develop project plans for project efforts. Utilize a formal planning process to develop project plan, including estimation methodology for resource and scheduling. Develop estimate of the time and resources required for each activity, including lead time and critical path.

**Provide management of Sub-Contractors**

- 2.2.1.8 Provide overall management of Sub-Contractors in accordance with the WITS SOO.
- 2.2.1.9 Develop and implement a Sub-Contract Management Plan to be approved by WHS management.
- 2.2.1.10 Implement an integrated team approach for delivery of services.

**Ensure coordination and interface with relevant government and Contractor Support Teams across the internal and external stakeholder organizations.**

- 2.2.1.11 The Contractor approach will be comprised of best practices developed by the Project Management Institute (PMI) to provide for direct government involvement in all key Stakeholder activities, including identifying and approving requirements, evaluating and approving configuration changes and recommendations, setting priorities, and overseeing projects throughout their life cycles.
- 2.2.1.12 Develop a stakeholder communication plan and strategy.
- 2.2.1.13 Conduct stakeholder meetings.
- 2.2.1.14 Implement a Change Control Board.
- 2.2.1.15 Provide recommendations for efficiencies on WHS change management efforts.
- 2.2.1.16 Conduct status meetings.
- 2.2.1.17 Establish and participate in various governing bodies that perform functions including, but not limited to, standards setting and configuration control.
- 2.2.1.18 Implement an outreach program to ensure new approaches are well understood at all levels, to eliminate uncertainty and confusion.
- 2.2.1.19 Use customer focus groups to facilitate change management creating a free exchange of information with respect to issues and opportunities.

**Continuously identify and reduce redundancies across the Enterprise and domains.**

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2.2.1.20 Develop and implement a Performance Management program based on Lean Thinking and Six Sigma methodologies and principles:

- Perform Business Process Re-Engineering.
- Implement Business Process Improvements.
- Measure results and develop continual improvements.

2.2.1.21 Identify technologies and processes used across Enterprise and domains:

- Validate efficacy of technology used within WHS domains.
- Develop standardized policies, processes, and procedures.

2.2.1.22 Manage, track, report and maintain assets across the Enterprise.

2.2.1.23 Develop and maintain Standard Operating Procedures (SOPs) to document standard processes in accordance with applicable government standards based on the Contractor's proposed solution across the WITS Contract area of service. The Contractor will provide SOP updates throughout the Contract performance period. The Contractor will integrate SOPs between all areas of the WITS Contract.

2.2.1.24 Develop formal communications, documents, White Papers, and Feasibility Studies.

**Analyze WHS IT goals, objectives, and evolutions in technology initiatives with WHS and ITMD strategic plans and objectives**

2.2.1.25 Develop strategic plan and PMP based upon WHS and ITMD strategic plans and objectives and validate twice yearly.

2.2.1.26 Develop project plans in line with WHS and ITMD strategic plans and objectives.

2.2.1.27 Establish a performance metrics regime in accordance with WHS and ITMD strategic plans and objectives.

2.2.1.28 Develop System Improvement Recommendations (SIRs) traceable to WHS and ITMD strategic plans and objectives.

2.2.1.29 Provide business case development support.

**Provide communication and coordination with ITMD management**

2.2.1.30 Establish a WITS Governance Counsel comprised of WHS Stakeholders, ITMD Management, Contractor Project Management, and Sub-Contractor Project Management that will assess the WHS ITMD environment on a monthly basis for the first six months of the contract base period changing to quarterly meetings throughout the life of the contract.

2.2.1.31 Coordinate a CIO Strategy Meeting with the WHS CIO, WHS Deputy CIO, Contractor and Sub-Contractor Management to be conducted in coordination with the WITS Governance Counsel schedule. The primary function of this meeting will be to review the WHS ITMD environment and WITS contract performance.

2.2.1.32 Ensure frequent, effective, proactive communications between the Program Manager, COK, Director of ITMD, ITMD Enterprise Managers, Government Domain Managers, and other internal and external Stakeholders.

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- 2.2.1.33 Prepare and deliver Meeting and Review Minutes for Contractor meetings and reviews with the Government.
- 2.2.1.34 Develop transparent visibility for ITMD into performance measurement and analysis data.
- 2.2.1.35 Establish process and supporting documentation demonstrating ITMD and WHS performance improvements.
- 2.2.1.36 Periodically provide data and forecast capacity and systems growth in conjunction with WHS capital planning requirements and constraints.

**Keep the Government proactively informed of significant issues and concerns.**

- 2.2.1.37 Develop and implement Program Management Review (PMR) in accordance with CDRL A013.
- 2.2.1.38 Develop and implement an outreach process to WHS end users and communicate results with ITMD.
- 2.2.1.39 Develop and implement a communications plan to include methods, timing and reasons for communication. It should also address the audience, roles and responsibilities and purpose for communications.
- 2.2.1.40 Develop and implement a Risk and Issue Management Program.
- 2.2.1.41 Develop, administer and document the results of Customer Satisfaction Surveys and communicate results to ITMD.

**2.2.2 Planning and Assessment [SOO 7.2.2, A002]**

- 2.2.2.1 Provide on-going planning and assessment of IT consolidations, migrations and relocation of users and systems and provide findings and recommendations to the Government.
- 2.2.2.2 Develop and provide SIRs for proposed transition initiatives in accordance with CDRL A002. The Contractor will perform the following specific tasks:
  - Employ Contractor initiated technology advisory group, including WHS representatives, literature searches, and industry and government sponsored conferences to keep pace with new and emerging technologies and best practices.
  - Monitor and track DoD, OSD and WHS IT consolidations, migrations, and relocation activities.
  - Identify and assess the impacts of these activities on WHS IT environment.
  - Prepare a technology forecast annually.
  - Develop a roadmap and strategic framework for applying new technology to WHS as a part of future technology refreshments and upgrades.
  - Develop alternatives, business cases, and recommendations for System Improvement Recommendations (SIRs).
  - Present findings and recommendations to senior WHS leadership.

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- Develop transition plans for approved initiatives.
- 2.2.2.3 Analyze routine processes, catalogue this data into a central repository to provide a digital report that supplies answers to the common and ad hoc questions, including:
- What is the total value of all software/hardware within WHS?
  - What is the ongoing IT support cost impact of this particular directorate or office location in this geographic region?
  - How rapidly can we protect the business from this new virus?
  - Is WHS positioned to forward deploy IT assets as well as resources to locations already for the next operating system refresh?
  - How can I predict IT hardware requirements for the next five (5) years and how does this coincide with DA&M strategic plan?
- 2.2.2.4 Develop plan to manage the lifecycle of WHS' IT assets. Plan shall extract maximum business value from valuable IT assets to drive business efficiencies. The Contractor will provide Government Managers with the ability to accurately assess the true and current value of all software and hardware assets, and rationalize software licenses across multiple business units, and standardize configurations to reduce support costs.
- 2.2.2.5 Provide the government detailed information on the configuration of every computer affected by a rollout and rapidly assess if all pre-requisite software is present. Monitor the configuration of every computer to ensure that it is correct and remains correct. Analyze and report this data at various levels of aggregation in ways that are meaningful to all levels of WHS and ITMD management and stakeholders.
- 2.2.2.6 Reduce support costs and improve service levels through proper planning and assessment to prevent license compliance problems before they occur and to reduce support costs by standardizing supported configurations, and providing fingertip access to the information required to enable Enterprise Services Support Center to rapidly resolve incidents in the organization's production environment.

### **2.2.3 Schedule Management [SOO 7.2.3]**

#### **Provide a schedule management process**

- 2.2.3.1 The Contractor will provide a schedule management process in order to ensure on-time delivery of Contract requirements. The Contractor will perform the following specific tasks:
- After notification of Contract award, finalize Sub-Contracts including responsibilities and deliverables.
  - Conduct kickoff meeting with Government.
  - Conduct kickoff meeting with Sub-Contractors.
  - Finalize Transition Schedule.
  - Ensure Accounting and Reporting Systems are established.
  - Develop and Update Project and Deliverables Schedule.

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- Conduct weekly status meetings with team members.
  - Review draft deliverables to ensure compliance with CDRL.
  - Establish Master Schedule – Coordinate annual updates – including deliverables and project schedules, inventory, etc.
  - Monitor Planned vs. Actual Schedule.
- 2.2.3.2 Establish a master schedule. This master schedule will include daily updates, deliverables and inventory data.
- 2.2.3.3 Ensure on-time delivery and structure of the Contract requirements through use of project management tools such as MS Project in order to. Establish WBS for program and all projects.
- 2.2.3.4 Use task scheduling and workload prioritization to allow staff to work on alternate tasks when periods of inactivity are encountered on their primary task.
- 2.2.4 Metrics and Service Level Agreement (SLA) Reporting and Management [SOO 7.2.4, A001]**
- 2.2.4.1 Contractor will provide processes, practices, tools and techniques for developing, implementing, capturing and reporting SLA metrics in order to assist the Government in monitoring the performance of the Contract. In accordance with CDRL A001, The Contractor will perform the following specific tasks:
- Utilize an automated system such as Remedy to track SLA(s).
  - Provide a system with the means to permit on-line access to key management tools and data necessary to ensure success for task completion.
  - Provide a collaborative environment as a means of reducing the administrative burden for the Performance-Based system by providing automated tracking, reporting, and other performance related data and information.
  - Employ adaptive processes and tools to allow for expanding and refining SLA metrics as the Contract performance progresses through the stabilization, optimization, and transformation phases of the WITS solution.
- 2.2.4.2 Implement performance management capability and conduct statistical analysis and trending of performance and SLA data. Identify candidate processes for business process re-engineering. Initiate Lean Six Sigma methodologies and processes. Develop traceability of process improvements to metrics characterizing efficacy of improvement.
- 2.2.4.3 Meet or exceed performance standards and SLA(s) while continuing to improve in all areas of support.
- 2.2.4.4 Gather service level objectives through meetings with domain managers and other key WHS personnel to gain and understanding of WHS critical services as well as obtain a thorough understanding of the users and requirements of WHS systems.
- 2.2.5 Contract Modification Management [SOO 7.2.5]**
- 2.2.5.1 Identify and organize technical activities (including documentation development) in a Work Breakdown Structure (WBS) at a level of detail sufficient for the Contractor to

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manage the work in accordance with the SOO. The Contractor will prepare the WBS in latest version of Microsoft Project.

- 2.2.5.2 Prepare an estimate of the duration and level of effort (by labor category) for all elements of the WBS.
- 2.2.5.3 Develop a matrix of all personnel assigned to the program and total aggregate level of effort for all Sub-Tasks.

**Performance**

DESIRED OUTCOME	PERFORMANCE MEASURE	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF INSPECTION
Successful Transition	Transition to new contractor is 100% successful IAW Transition Plan	100% of Transition Plan Requirements are met	QA Inspection of requirements traceability
Program and Project Planning Deliverables Quality	100% meet agreed-on quality standards	100% Program and Project Planning deliverables accepted	QA Inspection of deliverable acceptances

**2.3 Enterprise Information Assurance [SOO 4.6]**

**Background**

WHS ITMD Information Assurance (IA) Program Office has the responsibility of providing Enterprise security guidance and policy development as well as mitigating challenges. It ensures compliance with federal policies, standards, and best practices, secures the WHS computing environment from a multitude of threats (either malicious or accidental), and implements effective risk management of vulnerabilities. WHS requires a Contractor to implement and maintain a proactive IA Program to ensure continuity and availability of business operations and reduced risk of information loss.

**Scope**

TIME FRAME	FUNCTION
Day 1	Assess NIPRNET and SIPRNET security policies documentation and Vulnerability Management System (VMS) to identify gaps and vulnerabilities. Create Action plans.
6 months	Ensure IAVA compliance. Adhere to the practices of JTF-GNO, INFOCON, WHS DOD and federal policies
Year 1	Improve IA posture by implementing standard security tools policies and procedures
> Year 3	WHS realizes the benefits of a mature security program that has institutionalized process improvement processes with quantifiable results.

**Objective**

Contractor shall evaluate the existing IA Program and implement an Enterprise IA Program as a core mission critical service within WHS, and as an integral part of WHS Information Technology Support to ITMD. Support will include the continued implementation of IA training/awareness, security engineering, Information Condition (INFOCON), and IA Vulnerability Alert (IAVA) handling. The Contractor will perform IA Officer (IAO) and

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Network Security Officer (NSO) functions. Contractor will support NIPRNET and SIPRNET from an IA standpoint.

**Requirements****2.3.1 Policy Implementation [SOO 4.6.1]**

- 2.3.1.1 The Contractor will continually review WHS current policies and implement all applicable policies (such as DoD 8500 directives, NIST 800 series), procedures, and practices within the Enterprise. The Contractor shall support the continued implementation of a proactive IA Program that will encompass all activities of the WHS Enterprise.
- 2.3.1.2 The Contractor shall support the continued implementation of IA training/awareness, security engineering, Information Condition (INFOCON), Joint Task Force Global Operations (JTF-GNO), Secure Readiness Review (SRR), and Information Assurance Vulnerability Alerts (IAVA). The Contractor will employ IAOs as embedded members of the WITS team to directly perform IA functions in accordance with Federal and DoD policies, and to provide continual support between Information Assurance Directorate and the Domains.

**2.3.2 Risk Assessment and Mitigation [SOO 4.6.2]**

- 2.3.2.1 The Contractor will support a Risk Management Program that is often expressed as a continuous cycle of discovery and mitigation. The Contractor will identify vulnerabilities in the security assessments and categorize into a context of what risk they pose to the WHS Enterprise resources.
- 2.3.2.2 The Contractor will advise WHS of their findings and will present the most cost-effective course of action to mitigate the risks. As the WHS enterprise evolves, new vulnerabilities and risks will develop however the contractor shall manage them utilizing industry approved assessment and evaluation methodologies.
- 2.3.2.3 The Contractor will improve the WHS network and information system security by providing risk management assessments and mitigating risks associated with operating these systems in a networked computing environment.
- 2.3.2.4 The Contractor will take effective steps to effectively mitigate risk by performing the following:
- Identify possible risks and their source.
  - Assess the probability of occurrence and resulting impacts.
  - Plan and develop mitigation approaches.
  - Implement corrective action.
  - Monitor for successful mitigation.

**2.3.3 Information Assurance (IA) Program Implementation and Maintenance [SOO 4.6.3, A 016-1 – A016-5]**

- 2.3.3.1 The Contractor shall implement an Enterprise Information Assurance Program as a core mission critical service within all WHS domains to include NIPRNET and SIPRNET. The contractor will identify and evaluate all assets and aspects of the infrastructure that should be secured and provide guidance on appropriate security controls.



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- 2.3.3.2 The Contractor will assist the WITS IAOs to facilitate the examination and maintenance processes impacting the overall security posture of WHS using approved IA tools. The Contractor will support and maintain DISA's Vulnerability Management System (VMS) and DoD approved IA tools, Hercules (SCRI), Retina (SCVVI), Pest Patrol (SDEP), and the HBSS. These tools will be used to discover report and manage WHS NIPRNET and SIPRNET networks and assets.
- 2.3.3.3 The Contractor will provide adequate and complete Enterprise IA for IT systems by developing and following a documented process for full lifecycle information security. The Contractor will determine if a risk or threat is likely to be carried out, how vulnerable a system is, and what impact the consequences of a breach would be. The Contractor will ensure all requirements are met or exceeded using the intact IA WHS programs and enabling core services in compliance with DoD 8500.2 as defined by the ability to: assess security needs and capabilities; develop a purposeful security design or configuration that adheres to a common architecture and maximizes the use of common services; implement required controls or safeguards; test and verify; and manage changes to an established baseline in a secure manner.
- 2.3.3.4 The Contractor shall develop and submit for review the following documentation:
- IA System Architecture documentation, including description and diagram, in accordance with CDRL A016-1.
  - IA System and Environment Description, in accordance with CDRL A016-2.
  - IA System Security Requirements, in accordance with CDRL A016-3.
  - IA Concept of Operations, in accordance with CDRL A016-4.
  - IA Training Plan, in accordance with CDRL A016-5.
- 2.3.4 Incident Resolution [SOO 4.6.4, A 006-1, A006-2]**
- 2.3.4.1 The Contractor will provide guidance to the IA Program Office regarding the creation of a Computer Emergency Response Team (CERT) or Quick Reaction Team (CRT) which will coordinate the response to any enterprise component security breach. Team members will consist of personnel from WHS Operations and Policy Offices at varying levels. Team members will be called upon to assist in resolving an incident will vary as the incident is escalated from low to critical priority.
- 2.3.4.2 The Contractor will use the VMS to manage IAVAs for the WHS enterprise assets and resources and ensure they are properly protected against current and evolving attacks and/or compromise vectors.
- 2.3.4.3 The Contractor shall work within the Information Operations Condition (INFOCON) structure and in the cognizance with the DoD CIRT and other Federal authoritative sources, embedded IAOs will promulgate IAVA alerts and actions with WHS systems personnel to ensure that the appropriate and timely resolution prescribed by the alert(s) are performed and validated.
- 2.3.4.4 The Contractor will assist WHS in developing and revising an Incident Response Plan (IPR) that correlates with DoD policy and industry standard best practices addressing the issue and processes involved in identifying the security issue or breach and the

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incident resolution, prior to releasing the component into the WHS production environment. Contractor will assist with internal and external coordination of the effort. Internal coordination is a definitive process that will require all personnel who that has identified the incident to document, coordinate communications, resolve, and verify the resolution through effective testing methodologies. The team will notify as required and coordinate actions with ITA, DISA, NSA, PENT CIRT, JTF GNO and other Federal Agencies as the incident requires. The Contractor will complete a CDRLs A006-1, Initial Report, and A006-2, Resolution Report/Incident Response Report within a predetermined timeframe.

2.3.4.5 The Contractor will complete an A006-2, Resolution Report, once the incident has been resolved and verified. The Contractor will conduct after-action reviews to discuss the root cause, identify process weaknesses, training, or other areas that need to be improved to preclude repeated incidents.

2.3.4.6 The Contractor will provide qualified IA staff to handle data spillages. These members shall be cleared with Secret, Top Secret, Top Secret/SCI to support IA security.

### **2.3.5 Security Auditing and Resolutions [SOO 4.6.5]**

2.3.5.1 The Contractor will utilize federal and industry best-practices guides and checklists, to include the following as examples to assist the IAOs and enterprise administrators in maintaining the correct security configuration of the WHS enterprise:

- DoD Standard Technical Implementation Guidelines (STIGs) for security
- DISA Gold Standard
- NIST System Administration Guidance for security
- NSA Guides to Securing Windows Active Directory, UNIX, and other NSA Guides

2.3.5.2 The Contractor shall use standard security assessment tools such as E-eye Digital Security Retina Network Vulnerability scanning tool, used to conduct vulnerability scanning and penetration testing (using its latest "Common Hacking and Attack Methods") of an internal network and all of its connected computers and servers. Utilizing Retina to conduct the internal scan will efficiently reveal:

- Security patches not applied
- Known vulnerabilities
- Unnecessary or risky network services and ports
- Known network Trojans and malicious code
- Poor password and file sharing settings
- Web (http), ftp, smtp, SQL, and telnet server vulnerabilities
- General OS and network vulnerabilities
- Machines vulnerable to known hacking and Denial of Service attacks
- Rogue machines (machines attached to the network without authorization)

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- Other vulnerabilities as they are discovered by the IA and security communities.
- 2.3.5.3 Retina will produce a customized report that provides both summary and detail on the vulnerabilities for each machine and instructions on how to correct these vulnerabilities.
- 2.3.5.4 The Contractor will follow a documented process for full life-cycle information security to provide adequate and complete Enterprise IA for WHS NIPRNET and SIPRNET systems. Contractor refers to this process as the *Security Engineering of the IT Enterprise*, and basically parallels the scope and components of a formal Systems Engineering process.
- 2.3.5.5 The Contractor will determine if a risk or threat is likely to be carried out, how vulnerable a system is, and what impact the consequences of the breach will be. Risks evaluated as unacceptable are mitigated within a security architecture or set of services and mechanisms which provide security in the IT infrastructure.
- 2.3.5.6 The Contractor shall verify, test and determine if the security design and implementation is sound, operational procedures ensure systems are secure, and policy and requirements can be enforced.
- 2.3.6 Security Vulnerability Alerts and Resolutions [SOO 4.6.6]**
- 2.3.6.1 The Contractor will assist the IAO's to facilitate the examination and maintenance processes impacting the overall the security posture of the WHS Enterprise.
- 2.3.6.2 Upon receiving IAVA notifications for the NIPRNET and SIPRNET, the Contractor will contact the System Administrators and WHS IAOs via email. The Contractor will follow up with the System Administrators to ensure the IAVAs are mitigated or resolved. The contractor will initiate network scans using approved IA tools such E-Eye Retina. After each scan, the Contractor will analyze reports identifying any outstanding IAVAs or patches. The contractor will meet with System Administrators and WHS personnel to discuss plans on how to best mitigate issues. The contractor will support the mitigation of the scan results by researching findings. Once the issues are mitigated to an acceptable level of risk the contractor will update VMS for compliance. Mitigating and resolving IAVAs and patches will reduce WHS appearance on the JTF-GNO watch list.
- 2.3.6.3 Contractor shall work within the INFOCON structure and in the cognizance with the DoD CIRT and other Federal authoritative sources, embedded IAOs will promulgate IAVA alerts and actions with systems administration and engineering personnel to ensure that the appropriate and timely resolution prescribed by the alert(s) are performed and verified.
- 2.3.7 IA Metrics and Reporting [SOO 4.6.7, A 012]**
- 2.3.7.1 The Contractor shall develop an IA metrics and reporting program using existing DoD and WHS standard tools. The Contractor will also propose additional tools to provide metric information. IA metrics will be based on a proposed taxonomy that will define a measurement classification framework. As it stands today there is no consensus for taxonomy on IA metrics, but the contractor shall extrapolate a framework from DoD 5200.28, GPO 1986-623-963, AFCA Information Protection Metrics and Measurements Program, and the International Information Systems Security Certification Consortium.

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- The Contractor will use IA metrics to improve effectiveness and efficiency; create feedback loop for monitoring implementations of IA policies, process and procedures; determine whether IA policies and procedure accomplish the goal of appropriately protecting WHS assets; create a roadmap for IA improvements based on quantifiable performance and feedback.
- 2.3.7.2 The Contractor will justify IA value to WHS by providing a solid baseline for business case development and provide objective information for investment selection, control and evaluation.
  - 2.3.7.3 The Contractor will reduce regulatory burdens; implement efficient data processes to collect data once and use it for multiple reports; validate baseline capability levels and monitor changes. Contractor shall quantify assurance arguments of WHS IA program.
  - 2.3.7.4 The Contractor will work with IA Program Office to identify the performance targets, such as percentage of employees receiving annual awareness security training by (date established by WHS), time to report incidents WHS IA following discovery, and percentage of cost reduction by virus remediation.
  - 2.3.7.5 The Contractor will describe metrics by addressing the following items: performance goal, performance objective, metric, metric type, purpose, implementation evidence, frequency, formula data source and indicators.
  - 2.3.7.6 The Contractor will deliver ad-hoc reports on the IA Program, including performance measures, metrics and associated reports in accordance with CDRL A012 to IA management.

**2.4 Disaster Recovery [SOO 4.4, 8.1.1, 8.1.2, A 015-1, A015-2]**

**Background**

WHS is a field activity of the Department of Defense and is comprised of several Directorates that are required to function and continue to operate under a disaster scenario. The mission of WHS is to provide administrative and operational support to certain DOD activities in the National Capital Region (NCR). WHS requires development, testing and implementation of a disaster recovery plan (DRP) and continuity of operations (COOP) plan. Data integrity and system availability must be ensured via a data backup and restoration solution and thoroughly tested COOP plan. The Contractor’s disaster recovery solution will ensure WHS a means to restore operations in the event of a disaster as quickly as possible.

**Scope**

TIME FRAME	FUNCTION
Day 1	Implement evaluation of current COOP plan. Begin testing the COOP assets in DCIN. Test the restorative properties of Tivoli.
6 months	Simulate COOP event by failing over mission essential applications and testing restores of non-mission essential data. The contractor will review the results of the simulation and provide SIRs to improve the COOP process where required.
Year 1	All SIRs have been implemented. Run another simulated event.
> Year 3	A fully responsive COOP plan will be in place. COOP and disaster recovery planning and testing continues to be improved.

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### **Objective**

The objective of this PWS is to provide WHS with a thorough disaster recovery solution to ensure WHS is able to accomplish its mission in time of disaster. The successful WITS contractor shall partner with WHS Directorates to ensure that all disaster planning requirements are identified and that a full solution is developed and implemented. The contractor shall work with WHS to assist in disaster preparedness exercises and testing in order to ensure all parties are ready at a moments notice to initiate a COOP.

### **Requirements**

#### **Comprehensive COOP and disaster recovery planning, testing and activation support**

- 2.4.1.1 Develop and present to WHS a comprehensive and responsive DRP. The plan itself shall be based on the existing COOP plan that is currently in use by WHS. The Contractor shall re-examine elements of this plan including the personnel involved and the equipment that will be used to initiate a COOP situation. They shall re-examine the method of recall and notification currently used by WHS. The Contractor will develop and submit a COOP Contingency Plan in accordance with CDRL A015-1.
- 2.4.1.2 Identify staff members who will be designated as COOP participators for the Governments' approval who will meet the following requirements:
- Required security credentials to participate as a COOP participant.
  - Assigned Blackberrys and laptops and shall be responsible for maintaining them.
  - Will be properly badged at the alternate sites in order for them to gain entry.
  - Staff assigned as COOP participants will be assigned to a team to support specific organizations so that they may become familiar with that organizations line of business and applications.
  - WHS Engineering staff assigned to an organization will become knowledgeable of the organizations mission critical applications.
- 2.4.1.3 Host mission critical applications for WHS in DCIN. The contractor will develop a migration plan to assist WHS customers with this migration to DCIN.
- 2.4.1.4 Provide Engineering support staff who will be granted administrative privileges in EMC Autostat which will allow them to fail over the applications to the alternate site.
- 2.4.1.5 Provide Engineering personnel familiar with the required WHS applications to ensure they are able to provide software configuration changes, workstations and laptops to restore mission essential applications to operational status for the WHS end user.

#### **Input and maintain system information**

- 2.4.1.6 Manage the WHS Living Disaster Recovery Planning System (LDRPS), to include input and maintenance.
- 2.4.1.7 Manage the LDRPS using the contractor Enterprise Configuration Management procedures that will provide government oversight when the system is updated and

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reviewed on a regular basis for accuracy in accordance with our configuration management plan.

- Work with WHS to test and validate COOP procedures and if procedures require updates, the contractor will perform updates in accordance with our CM procedures.

2.4.1.8 Maintain the OFE custom application which ties three data sources including the COOP phone exchange database.

**Develop, test, and implement procedures for data restoration at our current COOP sites.**

2.4.1.9 Perform regularly scheduled disaster recovery exercises throughout the year to ensure that contractor team and various WHS COOP participants are well trained and responsive to disaster recovery events.

2.4.1.10 During COOP exercises the contractor will:

- Work with WHS to test and validate COOP procedures. If procedures need to be updated they will perform updates in accordance with our CM procedures.
- Audit failover WHS MES systems (as authorized by the government) and perform system testing to ensure that applications and data are available and accurate.
- Follow documented procedures to perform system restores for non-MES systems and validate that the applications and data are usable.
- Provide a skilled and knowledgeable centralized Enterprise Services Support Center to support WHS users who participate in the exercises.
- Conduct formal After Action Reviews (AAR) after each exercise to document lessons learned.
- Develop corrective action plans to address gaps identified during AARs.

2.4.1.11 The Contractor shall develop and deliver a comprehensive report on the COOP Test Results in accordance with CDRL A015-2.

**2.4.2 Data Backup and Storage [SOO 4.4.1.1, A 005]**

**Ensure data backups and reporting. Coordinate availability of resources and the survivability of data.**

2.4.2.1 Support the disaster recovery plan to ensure that daily back ups are completed.

2.4.2.2 Troubleshoot and correct any failed backup and investigate errors received from the Tivoli backup system.

2.4.2.3 Validate the backup system to ensure that data captured in the backup is accurate and comprehensive.

2.4.2.4 Provide the domain manager and system administrators a daily report that details the results of the previous night's backup.

2.4.2.5 Ensure that all failed backups are investigated and the reasons for the failure resolved within 8 hours. The backup will then be reinitiated with the following night's backup.

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2.4.2.6 Develop and deliver on a Daily Backup Report to reflect success, failure, and exceptions to backups. In accordance with CDRL A005, the Daily Backup Report will address: Group Affected; Backup Types; Job Status; Computers; Period; and Exception Report.

**2.4.3 Data Storage [SOO 4.4.1.2]**

**Ensure compatibility and maintain enterprise data storage solution.**

- 2.4.3.1 Test failover capacity twice a month during the weekly outages to ensure that COOP applications are readily available if an emergency arises, to ensure efficient use and availability of data.
- 2.4.3.2 Image servers once a week and store the images in a secure location for non-mission essential applications and assets.
- 2.4.3.3 Ensure that restoration of non-mission critical systems is accomplished by restoring the latest image to a server, restore data from the latest Tivoli back up.
- 2.4.3.4 Continually examine backup and storage solutions. Develop SIRs on data backup and storage solutions that will ensure continued use and availability of resources and data survivability for the life of the WITS Program.

**2.5 Change Management [SOO 5.8, A 011, A011-2]**

**Background**

Changes to domain and enterprise environments are not currently managed as an enterprise change control process. It is the desire of WHS to design and implement an enterprise change control process that is based on industry best practices. All changes to domain and enterprise level applications and assets will be tracked, reviewed, approved and implemented through the Remedy Change Control system. WHS requires a contractor to enhance the process and workflow for the change control initiative and support WHS with institutionalizing the process across ITMD. A mature change control process within the Enterprise and Domain environments results in decreased unscheduled outages, greater performance, and improved customer satisfaction.

**Scope**

Time Frame	Function
Day 1	Begin assessment of current change process and configuration management procedures and apply the process flow to Remedy Change Management Module.
6 months	Completion of Change Management SOP for automation through Remedy. Timely and effective reporting created and distributed. Change compliance audit procedure and reporting implemented. Migration to Remedy Change Management Module completed.
Year 1	Full use of Remedy Change Management workflow and auto escalation. Change templates in use and auto routing for change approvals in place. Full tracking, reporting and accountability of all changes to the WHS IT environment.
>Year 3	Major reduction in incidents reported as a result of change and full communication plan in place for all changes to WHS IT environment. Completed management of IT service history for all configuration items within WHS environment.

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## Objective

The purpose of the WHS Configuration Management (CM) Process is to assure that all changes to WHS' Enterprise Systems are coordinated and approved prior to implementation. This ensures that all appropriate and necessary steps have been taken to prevent changes to IT Systems from adversely affecting system performance, reliability or availability. At a minimum, this process will ensure that for each System Change Request (SCR) the following occurs:

- A basic implementation plan is developed to ensure that all necessary steps and processes to implement the change have been thoroughly identified and documented.
- A test plan is developed for both system level and user level testing, to ensure that the system is operating appropriately following the system change.
- A back-out plan is developed and documented to ensure that the system can be returned to its original configuration, should this be necessary.
- Proper notification and coordination is provided to users and other resources necessary for the approval and execution of the planned change.
- A thorough review of the implemented change is accomplished following the modification.

## Requirements

### **Provide timely and effective reporting and coordination of changes to domain systems and applications to ensure effective management of configuration**

- 2.5.1.1 The contractor shall ensure changes to domain systems and applications are carefully controlled, processed, and reported to WHS. All communication and reporting will include enterprise, domain, and configuration management staff members to guarantee all participants and users remain well-informed of all changes.
- 2.5.1.2 The contractor will use the following guiding principles to fundamentally control the enterprise change management activities:
- 2.5.1.3 The contractor shall ensure modifications to Enterprise Systems for Local Area Network Systems, Wide Area Network Systems, File Servers, Application Servers, Messaging Applications and Web Services are classified into one of the following three levels depending on the scope and complexity of the change.
- Level 1- any changes that do not significantly impact the current Enterprise architecture. Level 1 change could consist of required patches, new user accounts. A level 1 change is limited to bug fixes, minor modifications to application reports and related cosmetic changes. For hardware, operating systems, and applications, these changes include the installation of patches and other actions to correct or prevent known problems.
  - Level 2- any changes that impact or affect the cost of a current project. If an SCR causes a significant increase in the cost of a configured item or the deployment schedule of an enterprise item. A level 2 change includes medium level upgrades and modifications to software and hardware, such as enhancements or changes to systems that result in additional functionality, or planned improvements to performance or capability.



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- Level 3- any change that is a major change or release upgrade to an existing system, or the initial release/implementation of a new application or technology. Level 3 changes are often identified by major changes to the structure or configuration of a system. A Level 3 change requires Configuration Control Board (CCB) approval prior to implementation.
- 2.5.1.4 The contractor shall ensure all major (Level 3) changes are reviewed by the CCB. The CCB membership shall consist of a Chairperson, Customer Care Manager, Network Security Manager, Enterprise Operations, Configuration Manager and Information Assurance representative. Non voting members shall consist of Domain Managers and WHS CTO.
- 2.5.1.5 The contractor will ensure that all SCRs that have the following potential impact will be routed through the CCB: the WHS Enterprise infrastructure, operations of the Enterprise, security, a domain or enterprise application. A change large enough to require recertification of the WHS Enterprise will also be routed through the CCB.
- 2.5.1.6 The contractor will work with the CCB to ascertain benefits and impacts of the change requested.
- 2.5.1.7 The contractor shall ensure the CCB possesses a thorough understanding of the requested change and its potential impact on the WHS enterprise.

**The contractor shall ensure all changes submitted follow a well defined course from submittal through implementation, including:**

- 2.5.1.8 Approval of all SCRs by the appropriate domain managers and the CCB.
- 2.5.1.9 Assignment of a unique identifier for each SCR and record of the SCR tracking log, The Configuration Manager ensures an impact analysis is conducted by the Initiator and the results are attached to the SCR. The Configuration Manager provides a decision to approve or disapprove the SCR or sends the SCR onto the CCB for review and final approval.
- 2.5.1.10 Categorization of all submitted SCRs to identify effects on the environment
- 2.5.1.11 Development of scheduling and impact assessments on the environment and user community
- 2.5.1.12 SCRs not approved by the CCB shall be returned to the Initiator along with the CCD recommendations for alternative solutions for re-examination.
- 2.5.1.13 Enumeration of resources required to successfully implement changes.
- 2.5.1.14 Construction of the mechanisms and delivery methods necessary to ensure successful introduction of scheduled changes.
- 2.5.1.15 Verification of the success of each change introduced into the system or roll-back of the change in the event of adverse affects to the user community.
- 2.5.1.16 The contractor shall ensure that the SCR Initiator prepares the appropriate test and implementation plan, as well as the pertinent milestones to complete the system change.
- 2.5.1.17 The contractor shall ensure that the SCR Initiator notifies the Configuration Manager when a system change has been implemented. The Configuration Manager will

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document the change, generate CM status accounting, update the baseline documentation and distribute notifications of the updated baseline.

- 2.5.1.18 The contractor shall assist the Configuration Manager with baseline audits. The contractor shall provide Initial Baseline documentation within 72 hours of government request in accordance with CDRL A011-1.
- 2.5.1.19 The contractor shall provide Configuration Management documentation on Baseline updates and changes no later than 72 hours after government request in accordance with CDRL A011-2.
- 2.5.1.20 The contractor shall assist in the future migration of the Change Management process from its current form to the Remedy Change Management module.

**2.6 Asset Management [SOO 4.5, 8.1.3]**

**Background**

In the current environment, the WHS Enterprise Directorates function under disparate asset management methodologies which do not support effective inventory monitoring from an enterprise standpoint. Some domains use bar codes while other domains create an Excel spreadsheet to record equipment and software then generate a db4 or text file. This has a direct effect on business operations to include, but not limited to funding, logistics, technology upgrades, Federal and DoD policy compliance, reutilization, and required labor support teams.

**Scope**

TIME FRAME	FUNCTION
Day 1	Perform full hardware/software inventory to create a baseline. Initiate development of SOPs necessary to support ITIL compliance for change management within the environment.
6 months	Maintain asset records via barcode scanners for all install, remove (excess), move, add, change, and validation activities within the environment per applicable WHS and DoD requirements and Remedy asset management program. Perform schedule of semi-annual inventory. Provide SOPs in support of required random 10% physical inventory of enterprise assets and ensure verification of asset records within the CMDB.
Year 1	100% completion of physical inventory. All asset management is centralized using Remedy for WHS Enterprise and Domains. A catalog is developed of all desktop and server images.
> Year 3	Performance improvements implemented across the Asset Management function.

**Objectives**

Pending implementation of an enterprise-wide solution, the contractor shall continue to maintain applicable asset information using the current incident-tracking system (Magic, Oracle, and Dbase IV) and established database systems to ensure a level of control necessary within the WHS domains. The contractor shall develop and implement an enterprise solution based on ITIL specifications that will allow for centralized asset management systematically organized at the enterprise level with the capacity to track all WHS IT hardware and software assets across WHS domains to increase efficiency and reduce costs. This solution will include the capacity to generate accurate baselines or metrics which will be reported to WHS management supporting sound business decisions for technology refreshes and upgrades.

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## Requirements

### 2.6.1 Logistics [SOO 4.5.1, A 007]

#### **Efficient and effective receipt, storage, issue, delivery and turn-in of equipment and software. (CDRL A007)**

The Contractor shall:

- 2.6.1.1 Ensure all requests can be initiated through numerous channels (direct contact with the Enterprise Call Center, service catalog, e-mail, etc.) by WHS end-user, IT-Points-of-Contact, or Domain Managers as needed.
- 2.6.1.2 Support the existing request, approval, delivery, and excess process for each domain.
- 2.6.1.3 Provide requests for deployment of assets (hardware and software) through PRTS documentation and other supported avenues
- 2.6.1.4 Maintain local hardware assets in support of expedient delivery to the end-user
- 2.6.1.5 Process hand receipts for each domain in compliance with WHS policies.
- 2.6.1.6 Manage the storage of inventory for equipment and software turned-in to be reutilized using transfer Form 7s, repaired through PRTS and ticket requests, or decommissioned using SD-811 excess forms.
- 2.6.1.7 Develop and submit Logistics Documentation in accordance with CDRL A007 to include: signed manifest documentation of items received into warehouse; forms that document assets leaving the warehouse for distribution, transfer or disposal; and hand receipts for assets delivered to or retrieved from user offices and locations.
- 2.6.1.8 Provide support for transfer of hardware and software assets into the Remedy CMDB when fully integrated into the Enterprise asset management framework.
- 2.6.1.9 Electronically scan (via barcode) all equipment movement within the WHS environment for issuance, delivery, relocation, and excess activities.
- 2.6.1.10 Maintain random monthly and full annual inventories with full reporting to key Enterprise personnel
- 2.6.1.11 Document all asset management processes (hardware and software) in accordance with WHS policies.
- 2.6.1.12 Transition all existing inventory information into Remedy as the inventory processes become part of the production environment.

### 2.6.2 Installation [SOO 4.5.2, A 008, A009]

#### **Provide and maintain an installation program (CDRL A008). Ensure installed images comply with prevailing Federal and DoD policies and regulations. (CDRL A009)**

- 2.6.2.1 The Contractor recognizes that Change Management and Testing are the two primary functions of Installation Services. The Contractor shall provide full support for current installation procedures pursuant to Federal and DoD policies and regulations. The Contractor will assist with implementation and production use of refined installation processes in support of Enterprise Service Support Center and Remedy Asset Management consolidation.

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- 2.6.2.2 Identify equipment requested for installation by compcode consistent with the intended use of the asset.
- 2.6.2.3 Schedule with the end-user an installation timeframe which best fits the end-users schedule.
- 2.6.2.4 Install equipment or software as to minimize disruption to the end-user.
- 2.6.2.5 Ensure equipment or software is appropriately tested at the end-user's desk or office to ensure proper operations.
- 2.6.2.6 Provide the end-user with appropriate hand receipt forms to indicate installation and acceptance of equipment.
- 2.6.2.7 Load installation and end-user information into existing asset inventory processes
- 2.6.2.8 File all documentation in compliance with WHS policies.
- 2.6.2.9 The Contractor shall deliver Installation Status Reports in accordance with CDRL A008 to include a summary of all installation activities including scheduled installs, actual installs, problems, issues, slippages; and scheduled installs for future periods.
- 2.6.2.10 The Contractor shall develop and install data images in accordance with CDRL A009.
- 2.6.2.11 Change Management [SOO 4.5.2.1]

**Provide coordination with Enterprise Configuration Management**

- 2.6.2.12 The Contractor shall provide operational and functional support for current Configuration Management processes and assist in the implementation and operational use of the Remedy CM solution.
- 2.6.2.13 Provide for security and delivery of workstation images in support of current domain configurations.
- 2.6.2.14 Monitor changes to existing image-sets as requested by current domains while maintaining security and documentation compliant with Enterprise and DoD requirements.
- 2.6.2.15 Support configuration and implementation of the Remedy CM solution requiring:
  - Detailed documentation regarding image content and versioning requirements.
  - Secure image storage on RIS-configured server environments.
  - Delivery of image-sets in accordance with domain and directorate requirements.
  - Maintenance of detailed SOPs and technical work instructions governing support and delivery of domain image-sets.
- 2.6.2.16 Testing [SOO 45.2.2]

**Utilize the Enterprise Test Environment**

- 2.6.2.17 The Contractor will conduct hardware and software testing in accordance with Enterprise Test Environment process standards. Types of testing to be performed are:
- 2.6.2.18 Test and validate within Enterprise Test and Development platform any new IT inventory asset to be installed for an end-user prior to deployment.

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2.6.2.19 Install hardware and software under SLA and user acceptance testing that is mutually agreed upon by the Contractor and WHS.

2.6.2.20 Document performance to the SLAs using Remedy and Crystal Reports.

**2.6.3 Property/Inventory Management [SOO 4.5.3, A 010, A010-2]**

**Implementation of an Enterprise Asset Management Solution (CDRL A010-1, A010-2)**

- 2.6.3.1 The Contractor shall assist in the development of a fully functional asset management offering (via Remedy) to enable 'cradle-to-grave' accountability of assets beginning with receipt through storage, issuance, delivery, and excessing of equipment within established ITIL guidelines.
- 2.6.3.2 The Contractor will leverage recent initiatives designed to introduce a higher level of control (i.e. issuance of bar codes for each capital asset) as part of the Remedy solution.
- 2.6.3.3 The Contractor will integrate SMS into the asset support module to ensure hardware and software assets are sufficiently tracked throughout the Enterprise.
- 2.6.3.4 The Contractor will integrate the Asset Management solution with the WHS Enterprise Configuration Management process to ensure asset inventories are maintained by approved configuration changes.
- 2.6.3.5 Move from domain centric operations to enterprise management of assets to present an accurate account of hardware and software assets whether deployed or spare.
- 2.6.3.6 Utilize the Remedy Asset Management module consolidated database to facilitate asset management and tracking functions for WHS.
- 2.6.3.7 Ensure Remedy Asset Management is tightly integrated with Remedy Service Desk and Remedy Change Management modules for seamless coordination of asset management, configuration management, and customer service request processes.
- 2.6.3.8 Work with WHS to examine its procurement approval workflow and purchasing solutions to complete a full life cycle of the assets.
- 2.6.3.9 The Contractor will ensure these processes are part of the WHS Inventory Management System.
- 2.6.3.10 Identify the location and quantity of current spares and status of equipment out for repair creating a consolidated view of spare equipment within the entire enterprise.
- 2.6.3.11 Process a form SD811 to notify the WHS inventory manager when equipment has reached its expected end of life.
- 2.6.3.12 Ensure the asset management database, additional fields are maintained by assigned warehouse personnel, key WHS representatives, and Enterprise Call Center assigned staff to correctly record serial number, make/model, compcode, purchase date, warranty information, and unit price.
- 2.6.3.13 Process requests through Remedy if availability of software or hardware exists (with coordination of activities between ESSC , assigned POCs, Domain Managers, and WHS-assigned software coordinator(s)).

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2.6.3.14 Distribute to the government performance monitor or the COR the following documentation:

- Signed manifest documentation of items received into the warehouse and then entered into the CMDB.
- Forms that documents assets leaving the warehouse for distribution, transfer, or disposal (Form 7 and SD-811).
- Hand receipts for assets delivered to or retrieved from client offices and locations - including home offices.
- Full annual inventory results detailing out-year recommendations and random monthly inventories designed to verify asset record accuracy.

2.6.3.15 Notify the WHS ITMD to enable proper planning for out year procurements for assets reaching fifty percent of useful life.

2.6.3.16 Identify, by compcode, equipment for delivery to an end-user.

2.6.3.17 Inform the inventory manager about the status of all items.

2.6.3.18 Support documented processes established in support of Remedy CM requirements once implemented:

- Document all assets in possession by the client.
- Transfer asset records (hardware and software) to the Remedy CMDB.
- Continue to provide asset scan activities for all deployments, deliveries, installations, upgrades, moves, and excesses within the Enterprise environment.
- Ensure compliance to prevailing Federal and DoD policies and regulations (CDRL A007).

2.6.3.19 Remove magnetic media from all excessed equipment and place in burn bags for proper disposal.

2.6.3.20 Conduct a 10% percent random physical sampling of inventory on all ITMD managed assets in accordance with CDRL A010-2.

2.6.3.21 Conduct a 100% annual inventory reporting to conduct comparison analysis of actual to system stated. Report any assets reaching a pre-defined threshold will to accommodate procurement plans and efforts in accordance with CDRL A010-1.

2.6.3.22 The Contractor will use the following removal process in accordance with WHS policy and CDRL A007:

2.6.3.23 Remove all magnetic storage media from the unit, record and label the media serial number, and isolate the media in burn bags (or other approved containers) for transport to processing facilities designed to securely and effectively destroy per DoD guidelines.

2.6.3.24 Stage remaining 'excess' assets for return to the central warehouse by the assigned Enterprise Service Support Center (ESSC) hardware team member, using the contractor leased vehicle.

2.6.3.25 Coordinate movement of all assets within the Enterprise environment.

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- 2.6.3.26 Manage the entire life cycle of the request.
- 2.6.3.27 Inform clients through formal communications as to the status of a request.
- 2.6.3.28 Solicit customer feedback through an ICE or Remedy quality control survey
- 2.6.3.29 Publish the results to WHS.
- 2.6.3.30 Relocation of Equipment
  - Relocation of various IT equipment (e.g., 15 each PCs/laptops, monitors, keyboards, etc.) within the National Capital Region approximately twice per month throughout the performance period.
- 2.6.3.31 The contractor shall lease a vehicle to be used for the relocation of IT equipment within the National Capital Region.
- 2.6.3.32 Contractor shall ensure that all equipment moves are scheduled in the Remedy Change Management System and that all required approvals are obtained.
- 2.6.3.33 Contractor shall ensure that all IT equipment moves are coordinated with the domain and enterprise support teams as well as the Enterprise Services Support Center.
- 2.6.3.34 Contractor shall ensure that all configuration item (assets) moves are recorded in the Remedy Configuration Management Database in accordance with WHS Enterprise Configuration Management policies and procedures.
- 2.6.3.35 The contractor shall provide WHS with monthly reporting outlining IT equipment moves and their statuses.

## **2.7 Enterprise User Support Services [SOO 4.1]**

### **Background**

WHS currently operates three help desks providing IT Infrastructure Support Services to its customers. These help desks operate as separate entities with different procedures, redundant customer relationship management (CRM) applications, multiple repositories of information, and inconsistent reporting. In addition, WHS provides customized training to WHS end users and operates a Building Operations Center (BOC) that supports non-IT Service Requests.

In order to provide WHS customers with best-in-class Service Support, WHS is merging its IT and non-IT support services into one consolidated Enterprise Service Support Center (ESSC) with unified standard operating procedures and a uniform, enterprise-wide resource management framework. The Contractor is required to create the ESSC by effectively combining the existing support functions, and to manage the ESSC to meet the needs of the end users. The successful Contractor team should possess both breadth of knowledge and extensive practical experience in the consolidation and management of an enterprise helpdesk as single support center operating under the Information Technology Infrastructure Library (ITIL) framework. The Contractor team's practical experience will enable it to apply lessons learned to the implementation and consolidation activities required to develop the WHS ESSC.

WHS training requirements include the creation and delivery of custom and application specific training curricula to WHS end users, support staff, and management personnel. In addition to the development of the ESSC, the Contractor shall provide training to the end users, delivered in

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multiple forms including classroom instruction, web-based training (available through the services portal), and desk-side one-on-one instruction. The Contractor team will develop web-based training solutions for COOP, teleworkers, and special interest groups.

**Scope**

TIME FRAME	FUNCTION
Day 1	Begin assessment of current SOP for Call Center operations and begin planning for HRD and PENREN help desk consolidation. Assess remaining tasks for Magic to Remedy migration and create action plan to address the identified needs.
6 months	Enterprise Call Center implementation completed, and staff received high impact training. Knowledge management program created and implementation begun. Begin trend analysis reporting and assessment for Service Level Agreements. Create Service Level Requirements and Operation Level Requirements.
Year 1	Complete implementation of BMC knowledge management system. Remedy Incident, Change, CMDB, Asset and Problem Modules in place. Industry best practices SOPs in place. Service Level Agreements and Operational Level Agreements created and SLA reporting produced. Enterprise Call Center fully implemented with metrics reporting, process improvement planning and process maturity assessments and audits completed.
> Year 3	Fully integrated Enterprise Call Center supporting IT and Non-IT related calls through completed knowledge integration, 311/CRM/Infostat operation. Single point of contact established and optimized SLAs tightened and full integration of Incident, Change and Proactive Problem Management realized. Call Center optimization and maturity based on the benefits of incident trend analysis, root cause analysis, accurate change management, full and robust communications and accurate automated incident escalation.

**Objective**

The Objective of this PWS is to provide WHS customers with best-in-class Service Support, Delivery Services and Training to ensure WHS staff can work effectively, enabling their domains to meet and exceed their operational goals, and their organizations to accomplish their missions. The Contractor shall work in partnership with the WHS Directorates to make sure that required IT and non-IT support services are available as needed to ensure that the Directorates can function effectively. The WITS Contractor shall work with WHS to implement a ‘One Number, Single Point of Contact (SPOC)’ solution to support all support services and training requests. The Contractor shall support WHS in its implementation of the 311-Customer Relationship Management (CRM)-InfoStat solution. Although initially the IT and non-IT components will operate as separate entities, this will be transparent to users and the eventual consolidation of the IT and non-IT functionality will proceed without inconveniencing the users in any way.

**Requirements**

**2.7.1 Enterprise Service Support Center [SOO 4.1.1, A 003]**

**Operation and maintenance of a fully-functional Enterprise Call Center**

2.7.1.1 The Contractor will consolidate the existing HRD, PENREN and ITMD helpdesks into one centralized Enterprise Call Center (ECC) that will provide both IT and non-IT support services. The ECC shall support all ITMD, HRD and PENREN customers through the use of the One Number SPOC.



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- 2.7.1.2 The Contractor shall develop an integrated Incident Management process to track, categorize, prioritize, and assign customer incident reports and requests for service.
- 2.7.1.3 Develop detailed standard operating procedures (SOPs) to ensure that each Incident Management activity is clearly defined throughout the entire ESSC structure.
- 2.7.1.4 Define and document processes for:
- Incident evaluation and recording
  - Classification and initial triage
  - Investigation and troubleshooting
  - Resolution and recovery
  - Closure
  - Monitoring customer satisfaction
  - Analysis and improvement of ESSC performance
- 2.7.1.5 Create SOPs for each activity of the incident process and store them in the Remedy integrated knowledgebase for access by ESSC members.
- 2.7.1.6 Develop detailed automated escalation work flows in the Remedy Incident Management module to ensure uniform, effective and accurate escalation and classification of each ticket.
- 2.7.1.7 Provide high-impact training to all ESSC support personnel to ensure they understand the process activities and the relationships and are fully prepared to be responsible and accountable for effective execution of those activities.
- 2.7.1.8 Comply with industry quality standards and best practices to ensure a high level of customer satisfaction and continuous process improvement.
- 2.7.1.9 Provide incident resolution support for:
- WHS custom and commercial applications
  - Audio/visual equipment (including the Tandberg Management Suite and Tandberg endpoints and infrastructure)
  - Email and active directory
  - File and print services
  - Internet and intranet services
  - Telecom services
  - Wireless communication devices
- 2.7.1.10 The Contractor shall ensure customers are able to reach the Enterprise Call Center (ECC) through multiple channels including a central telephone number, email, service catalog or by personal visit.

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- 2.7.1.11 Provide a central number for WHS users to call for targeted support relative to the nature of the contact and configured to provide direct contact for IT support, facilities support, and general issues or questions.
- 2.7.1.12 Respond to IT service requests and reported incidents from all WHS directorates on both NIPRNET and SIPRNET networks.
- 2.7.1.13 Escalate IT-related incidents which cannot be resolved by the ECC to Tier Two.
- 2.7.1.14 Ensure non-IT requests for facilities support are routed to the Building Operations Center.
- 2.7.1.15 Establish Operational Level Agreements (OLAs) between the ECC and other support organizations to ensure compliance with all SLA requirements.
- 2.7.1.16 Ensure that all tickets are promptly and accurately documented so that up-to-date information is available to the ECC and the WHS at all times.
- 2.7.1.17 Provide accurate reporting and statistics to WHS management and stakeholders on all IT and non-IT related requests and incidents.
- 2.7.1.18 Develop and submit Daily Status Reports to reflect current status of availability of all WITS systems, and an analysis and summary of daily Network Management Incident Reports (NMIRs) from Information Technology Agency (ITA) in accordance with CDRL A003.
- 2.7.1.19 The Contractor will structure the ECC in a multi-tier system to ensure customers receive accurate, skilled, and timely response from the ECC on both IT and non-IT issues.
- 2.7.1.20 Tier One support is the customer's initial contact with the ECC. Under Tier One support, the Contractor shall:
- Respond to incoming calls within 30 seconds, answer e-mail requests with 2 hours, and receive walk-in customer requests.
  - Support all aspects of office automation provided by WHS, including personal computers, laptops, mobile devices, PDAs, telephones, and audio/visual equipment.
  - Generate Remedy tickets detailing and describing reported issues or requests.
  - Escalate tickets which cannot be resolved by Tier One to Tier Two; provide notification to Tier Two.
  - Maintain ownership of incidents and requests through the life cycle regardless of escalation.
  - Accept responsibility for verifying the status of all incidents and service requests and reporting that information back to the customer.
  - Contact customers to verify that each incident has been resolved in an appropriate manner and that no related issues remain with 24 hours of resolution time. Findings will be reported and documented.
- 2.7.1.21 Tier Two Support provides additional resources for incidents which cannot be resolved by Tier One personnel. The Contractor will deploy a Tier Two team comprised of technical personnel with advanced knowledge, technical skills, and training specific to

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the WHS environment and operational requirements. Under Tier Two support, the Contractor shall:

- Respond to service requests requiring deskside visits and continue the troubleshooting process at the customer's location as needed.
  - Provide technical support services for clients within the Pentagon reservation and off-site deployments including telecommuters and clients at their personal residences.
  - Log detailed notes into the Remedy tickets work log annotating all troubleshooting steps taken to-date and fully document and provide closure for all resolved incidents.
  - Escalate tickets which cannot be resolved by Tier Two to Tier Three with forward notification to the Enterprise Call Center Management team of each escalation.
- 2.7.1.22 Tier Three support will be provided by network and application developers or other teams outside of the Enterprise Call Center but part of WHS enterprise and domain support groups.
- 2.7.1.23 The Contractor shall develop and integrate escalation procedures based on standards (ITIL, CMMI level 3, and ISO 9000) and tailor them to reflect the WHS operational and technical environment and applicable SLAs.
- 2.7.1.24 Develop escalation policies to reflect the scope, severity, and downtime tolerance for both mission-critical requirements and non-critical systems and contain detailed procedures supporting the policies.
- 2.7.1.25 Formulate a communication plan for escalations to ensure program management and WHS stakeholders are fully informed of the incident and the steps taken to resolve.
- 2.7.1.26 Maintain all applicable policies and procedures in the knowledgebase for accessibility and knowledge sharing across the entire contract and WHS stakeholders.
- 2.7.1.27 Implement a formal oral and/or written feedback system to review the results with team members, identify and discuss any deficiencies, and solicit the team's involvement in the ongoing quality control process.
- 2.7.1.28 Perform monthly surveys measuring customer satisfaction and evaluating call and ticket accuracy to identify opportunities for improvement and eliminate systemic incidents.
- 2.7.1.29 The Contractor shall establish a Problem Management Team to maintain control over, and resolution of, incidents occurring within the Enterprise environment which may affect multiple clients or resources.
- 2.7.1.30 Conduct in-depth research into major problems, trend analysis, and error eradication.
- 2.7.1.31 Document known error records complete with workaround solutions for Tier One.
- 2.7.1.32 Identify trends in Incidents logged in Remedy to determine if result of a recent change to the IT environment or application or if training is necessary.
- 2.7.1.33 Conduct in-depth root cause analysis, working with Tier Two and Tier Three as well as third party vendors as needed in order to determine the exact cause of a problem.
- 2.7.1.34 Formulate a course of action to prevent further incidents from occurring; test and validate recommendations

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- 2.7.1.35 Develop and submit a Remedy Change Request to document and correct the root cause problem to prevent further incidents resulting.
- 2.7.1.36 Provide scheduled reports based on categorization to identify trends and patterns.
- 2.7.1.37 The Contractor shall provide integrated support for non-IT-related (311) requests and incidents through the Maximo Service Request System integrated into the Remedy Incident Management Module.
- 2.7.1.38 Integrate output from the Maximo System into the Remedy Service Request System.
- 2.7.1.39 Configure the Maximo Service Request End User Portal to allow clients to submit, track, and update service requests.
- 2.7.1.40 Log all service requests and incidents into the Maximo/Remedy ECC Unified Application.
- 2.7.1.41 The Contractor shall develop a detailed knowledge base which will contain resolution information and standard operating procedures for both IT and non-IT (311) related calls.
- 2.7.1.42 Integrate the knowledge management system with the IBM Maximo/Remedy Incident Management module.
- 2.7.1.43 Utilize the knowledgebase to guide users through resolution of the reported issue.
- 2.7.1.44 Verify that the knowledgebase solutions are kept up to date and applicable to all WHS applications and facilities.
- 2.7.1.45 Include vendor-specific data pertinent to technical use and instructional information specific to products such as MS Office, Bentley Project Wise, or other COTS products
- 2.7.1.46 The Contractor shall keep WHS customers and key government stakeholders apprised of all failures in the enterprise infrastructure (to be considered high priority and severity-one).
- 2.7.1.47 Integrate network monitoring tools, Maximo service request and Remedy incident management.
- 2.7.1.48 Ensure auto-ticket creation of events to force an emergency outage notification via the Remedy Incident Management module.
- 2.7.1.49 Alert key government personnel of the situation and continue constant communications until the event has been resolved and all services have been restored.

**Support the WHS Remedy Implementation**

- 2.7.1.50 The Contractor shall support the implementation of Remedy.
- 2.7.1.51 Leverage the capabilities of Remedy to provide the One Number/SPOC for WHS Enterprise customers, fully functional service request tracking, and robust reporting based on incident trend analysis and life cycle costs to ensure a low-risk implementation.
- 2.7.1.52 Provide assistance in the Remedy implementation for the WHS ESSC including, but not limited to:

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- **Requirements.** Contractor shall work in tandem with the Remedy Contractor to determine core requirements supporting the implementation of the full Remedy suite including timelines, end-user and support staff requirements, automation and special configuration of each module, and communications channels.
  - **Design.** Contractor shall use the output from the requirements phase to drive all levels of the design process to ensure tools and resources are seamlessly integrated into the Enterprise offering to the end-user in support of a tightly-woven, full service support model through which all service requests will be channeled.
  - **Development and Testing.** Contractor shall commence full development and testing following the design intent. As portions of the final model are brought online, the Contractor shall conduct functional and user acceptance testing to ensure the final version fully integrates the expectations of the Enterprise, the ground-level needs of the client-base, and the reliability requirements of the system itself.
  - **Training.** Contractor shall develop training to be presented via town-hall and group sessions. These sessions shall be tailored to the various user and support communities to guarantee a full understanding of the capabilities of the service catalog. Additionally, key support staff members shall be fully trained in the complete functionality of the service portal to guarantee that effective recommendations and assistance are provided to WHS users and customers.
  - **Production.** Contractor shall introduce the service catalog to the user community and provide all clients with an effectively maintained, multi-channel means of gaining assistance with all aspects of the environment.
  - **Data Migration.** Contractor shall assist the Remedy Contractor in the migration of user profile and location information from the legacy help desk systems to the new Remedy CRM tool.
  - Analyze legacy profile information compared and validated against data in Magic and Heat.
  - Break down required fields from the legacy Magic and HEAT table and ensure the data is migrated accurately into Remedy.
  - Complete data verification to ensure all the data was imported and each data string was imported into the correct field location.
  - Produce data table printouts and verify them with WHS domain managers to ensure accuracy and completeness.
  - Work with WHS to determine if Magic case history information should be imported into Remedy.
- 2.7.1.53 Provide a consolidated portal through which incidents can be reported and services requested. The Contractor shall work with WHS to integrate changes to the environment and client-base into the service catalog. This will ensure that new requirements are fully incorporated while maintaining ease-of-use and access to all resources.

#### **Guidance and coordination of the use of the Enterprise Call Center**

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- 2.7.1.54 The Contractor shall create a “single point of contact” so that all WHS customers have a consistent and reliable method of requesting assistance with IT and non-IT issues.
- 2.7.1.55 Develop a SPOC portal for capturing, tracking, and analyzing trends to ensure that the service delivery processes are continuously improved.
- 2.7.1.56 Deploy an enterprise-wide Customer Service Request process for use by the service delivery organizations, WHS domains, and WHS customers.
- 2.7.1.57 Communicate processes to WHS domain staff and other WHS organizations to ensure all clients fully utilize the integrated Enterprise Service Support Center solution.
- 2.7.1.58 Market the Enterprise Service Support Center via a “marketing campaign” to ensure that the WHS client base is fully aware of, and trained on, the new engagement model for service requests.
- 2.7.1.59 Schedule and conduct workshops and town hall meetings with WHS domain staff and WHS organizations to communicate the vision, purpose, and benefits of the new ESSC solution.
- 2.7.1.60 Develop and provide standard operating procedures to ensure that WHS end users and organizations understand where to call for assistance and guidance.
- 2.7.1.61 Conduct ongoing customer surveys via Remedy and ICE which will be evaluated for appropriate process modifications
- 2.7.1.62 Helpdesk support for traditional and non-traditional locations
- 2.7.1.63 The Contractor shall provide WHS customers with standard on-site support as well as non-standard support.
- 2.7.1.64 Analyze and map out all the locations that need to be supported; ensure that communications are fully supported between the ESSC and forward-deployed support staff.
- 2.7.1.65 Provide phone and on-site support for all locations including Crystal Gateway, Rosslyn, eight buildings in Arlington, two buildings in Alexandria, one building in Falls Church, four buildings and trailers at Pentagon Reservation, telecommuters, and residences.
- 2.7.1.66 Examine incident history to understand the types of calls that are common to geographic areas and provide site-specific knowledgebase entries.

**2.7.2 Training [SOO 4.1.2]**

**Training for WHS applications the applications services**

- 2.7.2.1 The Contractor shall deliver responsive, high-quality, customized training and learning solutions to WHS, emphasizing continuous process improvement, while identifying and implementing proven methodologies and appropriate technologies.
- 2.7.2.2 Interview Enterprise and Domain staff members and WHS customers to determine core training requirements.
- 2.7.2.3 Define intervention and training scenarios which will result in performance improvement.

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- 2.7.2.4 Design responsive, innovative, custom learning solutions based on traceable, well-defined requirements.
- 2.7.2.5 Review available documentation on applications and conduct interviews with the application development team and the current support staff within the domain to ensure a complete and accurate training curriculum.
- 2.7.2.6 Choose the most appropriate training, performance support, and KM interventions. Provide scenario-based learning with embedded tools that introduce adult learners to core concepts and serve as productivity aids on the job.
- 2.7.2.7 Develop and deliver (in support of new-user and refresher training):
- Instructor Led Training (ILT)
  - Learning aids and performance support tools
  - Hybrid/blended learning programs
  - Leading edge Technology Based Training (TBT)
  - Knowledge Management (KM) interventions
  - Training and learning evaluations and impact assessments
- 2.7.2.8 Deliver the final product to key WHS staff members for evaluation and approval.
- 2.7.2.9 Finalize a training schedule to ensure timely and effective presentation of materials.
- 2.7.2.10 Evaluate the performance indicators and identify trends that may be used for Lean Six Sigma improvement methodologies.
- 2.7.2.11 Evaluate learning and performance support systems using the Kirkpatrick Level 4 evaluations, detailed cost-benefit analysis (CBA), and ROI assessments.
- 2.7.2.12 Ensure WHS customers can access the customized training modules through the ESSC service catalog or via request to the ESSC itself.
- 2.7.2.13 Expand the WHS learning portal to include detailed and interactive web-based training to educate the end user or staff member on the functionality enterprise applications.
- 2.7.2.14 Expand learning portal to include training for human resources based curricula as well as diversity and logistics training.

**Desk-side and small group training for new users, teleworkers, COOP and special interest groups, and other current WHS clients**

- 2.7.2.15 The Contractor shall develop, schedule, and present classroom and one-on-one training sessions as needed to provide WHS users with core orientations designed to fully familiarize them with the environment.
- 2.7.2.16 The Contractor shall develop web based training targeted toward teleworkers, COOP activities and other special interest groups. Conduct a needs analysis and requirements analysis for each of these constituencies and/or activities.
- 2.7.2.17 Conduct requirements analysis in consultation with WHS Domains or Directorates requesting training.

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2.7.2.18 Ensure WHS customers can access the training modules and materials through the Enterprise Service Support Center (ESSC) service catalog or request to the ESSC itself.

**2.8 Audio Visual Support [SOO 4.7]**

**Background**

WHS maintains audio-visual (A/V) loaner equipment in support of presentation and training requirements throughout the Enterprise. In conjunction with other functional Directorates (namely HRD and PENREN), WHS ensures that all necessary equipment is maintained, delivered, configured, operated, and collected in accordance with end-user expectations for functionality and Enterprise requirements for security and operability. WHS requires the services of a Contractor to provide expedient, high quality A/V support to the Pentagon Conference Center (PCC), its virtual communities and other communities of interest and user populations. The WITS Contractor must perform technical experience, functional testing and training that are integral to the delivery of a successful and reliable A/V program.

**Scope**

TIME FRAME	FUNCTION
Day 1	Provide 'loaner' laptop units configured for A/V and presentation activities. Deliver, setup, support, and break-down of all A/V equipment on an 'as-needed' basis. Support technologies, such as Tandberg.
6 months	Inventory, and centrally store, all portable A/V equipment. Fully configure all assets for optimal A/V functionality. Develop program for ensuring full training and maintenance of all A/V equipment. Support expansion of full Tandberg suite, to include video teleconferencing (VTC) capabilities.
Year 1	Fully implement and support enterprise-wide A/V training program. Review and recommend solutions in support of IP-based conferencing. Implement automated CBT and web-based training and quick-reference documentation in support of A/V assets. Develop SIRs for future technologies.
> Year 3	Implement IP-based conferencing capabilities for the WHS enterprise including provision for off-site attendance. Implement SIRs and demonstrate overall process improvement.

**Objective**

The Objective of this PWS is to ensure that all WHS customers have full A/V support to meet their operational and functional requirements, and to provide readily available access to A/V equipment, staff, and training materials.

**Requirements**

**The Contractor will provide and maintain an A/V program that supports the PCC and its virtual communities and WHS's communities of interest and user populations**

- 2.8.1.1 Ensure A/V support staff maintains required clearance and security authorizations to fully support the client base.
- 2.8.1.2 Provide after hours and surge support to meet PCC requirements, as necessary.
- 2.8.1.3 Maintain a training program for A/V support and Enterprise Service Support Center staff members to ensure they are equipped to support A/V requests.



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- 2.8.1.4 Process all A/V support requests and ensure performance is measured, tracked and reported.
- 2.8.1.5 Verify A/V content delivery methods and channels are maintained in reliable and functional condition. Provide alternative avenues of content delivery in the face of unforeseen events.
- 2.8.1.6 Assess current documentation and knowledgebase. Review, maintain, and update documentation on supported A/V assets (hardware and software).
- 2.8.1.7 Review vendor-specific user guides, troubleshooting documentation, and maintenance recommendations to ensure full support for end-user training and operability.
- 2.8.1.8 Develop and maintain an online knowledgebase with detailed support incident and resolution instructions for all WHS A/V equipment including the Tandberg Management Suite, plasma screens, projectors, Polycom, and other mission-critical A/V equipment and assets.
- 2.8.1.9 Incorporate support documentation into the Remedy knowledgebase for dissemination through the Enterprise Service Support Center and the service catalog.
- 2.8.1.10 Ensure A/V equipment is maintained in acceptable working order per the requirements of the WHS user community and recommendation of the vendors.
- 2.8.1.11 Inventory, track, maintain, deploy, support, and return A/V assets in accordance with Remedy Incident and Asset Management requirements to ensure compliance with asset management guidelines established within the WHS environment.

**The Contractor shall provide and maintain an A/V program that ensures properly configured systems, continuity of user operations and fully functional applications**

- 2.8.1.12 Maintain and document A/V equipment configurations for each A/V asset as an asset database record. Ensure documentation is complete and up-to-date. Develop procedures to ensure currency of documentation.
- 2.8.1.13 Ensure the configuration of A/V assets follows vendor specifications to guarantee full functionality.
- 2.8.1.14 Return configurations to standard functional levels after the use of each asset, and test to ensure future deployments meet operational expectations. Fully test A/V applications before equipment is loaned to any WHS end user. Complete a full operational capability checklist on each piece of equipment.
- 2.8.1.15 Follow maintenance guidelines to ensure compliance to prevailing build and patch requirements for all assets assigned as part of the use of A/V equipment (e.g., laptops configured for A/V functionality).
- 2.8.1.16 Develop reliable backup replacement configurations to support rapid deployment in the event of deployment failure.
- 2.8.1.17 Deliver training sessions and instructional documents to users via one-on-one instructional sessions, service catalog, the Enterprise Service Support Center, and A/V technician visits.

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- 2.8.1.18 Ensure documentation becomes part of the WHS asset management program as soon as the Remedy Asset Management module is available, and is maintained as part of CMDB record maintenance and the definitive software library.
- 2.8.1.19 Conduct detailed trend analysis on A/V related incident records and support requests to ensure proactive management of the assigned assets.

**The Contractor shall provide an A/V program that ensures proper coordination with Network Operations**

- 2.8.1.20 Provide all network-capable and infrastructure-supported activities related to A/V support for Enterprise, Domain and end-user requirements. Support shall include network based presentation support to enhance the distribution, dissemination, and display of A/V media through channels consistent with the environment.
- 2.8.1.21 Make available locally-presented A/V media and content to network clients, including internal to WHS and external teleworkers.

**The Contractor shall provide and maintain an A/V program that trains users to successfully operate new systems and equipment**

- 2.8.1.22 Provide complete and detailed end user training for each type of A/V equipment.
- 2.8.1.23 Create and assemble detailed tip-sheets and instructional documentation and deliver it with equipment A/V support requests. Make it available via direct request through the Enterprise Service Support Center and the online service catalog.
- 2.8.1.24 Provide on-site instruction of functionality and operation of deployed assets at time of setup.
- 2.8.1.25 Develop computer based instructional videos on equipment operation by the end of the nine month base contract period.

**The Contractor shall provide ongoing technical support in the installation of A/V equipment throughout the WHS Enterprise, setup of conference rooms, and technical support for A/V equipment and other ongoing support requirements**

- 2.8.1.26 Train A/V technicians in the preventive maintenance, functionality, installation, operation, and troubleshooting of A/V assets.
- 2.8.1.27 Evaluate current SOP(s) to identify gaps and opportunities for improvements in technical support and installation. Prepare new or updated SOPs based upon asset capabilities, end user requirements, and asset vendors.
- 2.8.1.28 Fully test all assets in the A/V loaner pool and certify them to be in reliable working order prior to deployment. Verify when returned for storage. Inspect equipment on a scheduled basis.
- 2.8.1.29 Develop and maintain an operational readiness checklist for each deployment and include with the full service history of that asset.
- 2.8.1.30 Document A/V equipment availability, service history, and asset warranty information within the Remedy CMDB to provide for replacement schedules and maintenance contract renewals

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- 2.8.1.31 Use performance management data to identify areas for improvement. Develop, present, and implement improvement recommendations.
- 2.8.1.32 Verify that each facility (e.g., conference room) in which A/V equipment will be used is fully capable of supporting technical requirements.
- 2.8.1.33 Set up and test equipment to ensure full functionality.
- 2.8.1.34 Review new A/V technologies and equipment, including guidance and testing of new equipment. Provide WHS with documented reviews of product performance.
- 2.8.1.35 Support the implementation, documentation, and technical assistance necessary for any new and upgraded products procured by WHS, for the lifespan of those products.

**The Contractor shall operate an integrated technical architecture that supports VTC communications across the Enterprise.**

- 2.8.1.36 Provide ongoing support and coordination for VTC communications the WHS Enterprise.
- 2.8.1.37 Analyze current VTC requirements across the Enterprise and modify as necessary.
- 2.8.1.38 Work with necessary Enterprise support groups to ensure that network bandwidth is sufficient to handle WHS VTC requirements. Contractor will coordinate with Enterprise and domain support groups to ensure VTC needs are accommodated.
- 2.8.1.39 Maintain VTC equipment to ensure full functionality and availability.

**2.8.2 Training [SOO 4.7.1]**

**The Contractor shall develop and conduct user training for WHS A/V, Blackberry usage, laptop remote connectivity, and applications and services**

- 2.8.2.1 Provide appropriate Subject Matter Experts to support the development of end-user training and associated documentation to ensure training is targeted, thorough, and interactive.
- 2.8.2.2 Maintain documentation in support of standard operating procedures and work instruction records available through the Enterprise Call Center and service catalog, as well as the definitive software library for application-specific requirements.
- 2.8.2.3 Develop and provide effective training in the use and functionality of A/V equipment. Deliver customized training on Enterprise and domain level applications such as the Tandberg Suite.
- 2.8.2.4 Develop and provide training to ensure Blackberry users are competent and successful in using the application (and hardware) services. Training shall be piloted and verified with WHS telecommunications staff before implementation.
- 2.8.2.5 Develop and provide user training for laptop remote connectivity.
- 2.8.2.6 Develop and provide specialized training for WHS end users on applications and services.
- 2.8.2.7 Provide training in response to demand, need (as determined by a large volume of ESSC incidents), new product or software deployments or upgrades.

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## 2.8.2.8 Training options shall include:

- Live Meeting and WebEx content-sensitive training presentations.
- One-on-one end-user training sessions with assigned Contractor technicians.
- Instructor-led, classroom training sessions.
- Tip sheets.
- Documented work instructions available through the Enterprise Call Center and the service catalog
- Train the Trainer.

2.8.2.9 Train Enterprise Call Center and deskside technicians in the use of approved equipment and systems. Test knowledge prior to deployment.

2.8.2.10 Provide support staff with vendor-based training documentation and coursework.

**The Contractor shall provide desk-side small-group training for new users after upgrades, and in response to customer requests.**

2.8.2.11 Provide desk-side and small-group training for new users in support of upgrades and ad-hoc customer requests. Training shall cover basic functionality of applications and assets.

2.8.2.12 Develop in-depth group sessions in collaboration with application and network operations staff and domain representatives to ensure reliable and effective content.

2.8.2.13 Develop and maintain model-specific training and how-to-use instructional tip-sheets for distribution to customers. Store all training materials in the knowledgebase for access by Enterprise Call Center staff members as well as in the service catalog for access by WHS personnel.

2.8.2.14 Pilot training with key WHS personnel for approval before rollout to WHS customers.

**The Contractor shall monitor customer satisfaction, develop SLAs and provide regular performance metrics to WHS.**

2.8.2.15 Measure customer satisfaction with A/V support through customer satisfaction surveys.

2.8.2.16 Develop customer focused metrics to ensure training and customer support offered to WHS end-users meets and or exceeds acceptable levels of quality.

2.8.2.17 Work with WHS to develop and implement SLA(s) and/or performance metrics for A/V requests. Metrics shall measure items such as the time from when an A/V request comes into the Enterprise Call Center to completion (average time to resolve), average time to respond, average time to prepare loaner equipment, mean time between failures of A/V equipment and number of warranty and non-warranty service repairs.

2.8.2.18 Report SLA compliance and performance metrics at least monthly to WHS.

2.8.2.19 Collect, analyze and monitor service history, incidents reported and customer feedback to identify improvement areas. Forward identified process problems to the BPR group to develop improvements.

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**2.9 Enterprise System Administration/Engineering Requirements [SOO 4.2]**

**Background**

WHS has worked over the past year to consolidate the application servers, data repository servers, and web servers from each of the individual domains under the WHS Enterprise Domain. The purpose of the consolidation is to transition toward a standardized computing environment in order to enhance security; more efficiently utilize staff, hardware and software resources, and eliminate duplication of resources. The consolidation effort has been on-going for both the NIPRNET and SIPRNET environments. WHS requires a Contractor that will develop and implement near-term and long-term solutions to ensure standardization, migration, modernization, and virtualization across ITMD and WHS.

**Scope**

TIME FRAME	FUNCTION
Day 1	Evaluate the current operations and maintenance practices. Examine all SOPs, determine and fill gaps. Provide cleared staff to man the Network Operations Center for the WHS NIPRNET and SIPRNET environment. Draft an SIR to implement the installation of Network Performance measurement software. Begin draft SIR to migrate domains that are still not part of the WHS Enterprise. Begin draft SIR to develop a method of virtually deploying desktop images for the SIPR and NIPR networks.
6 Months	Submit SIRs to decommission legacy domains. Create the reporting structure to allow information to be compiled, assimilated, and routed as to support a service map of the WHS network can be visualized.
Year 1	Submit an SIR to virtualize the desktop environment for WHS users.
> Year 3	At least 80% of WHS users will be operating utilizing a virtual desktop.

**Objective**

The Contractor shall perform enterprise engineering and database administration services in order to ensure desktop and application performance/availability. The Contractor shall proactively monitor enterprise systems to include databases, responsively communicate and report issues. The contractor shall resolve escalated customer requests and provide engineering or database solutions to ensure successful resolution of system problems. Contractor solutions shall result in stability and quantifiable efficiencies that translate into new initiatives and continued improvements.

**Requirements**

**2.9.1 Systems Application Administration [SOO 5.2.1, A 004-1, A004-2]**

**Enterprise operations and maintenance for desktop/application performance/ availability.**

- 2.9.1.1 The contractor will manage the enterprise architecture with the objective to maximize performance and service levels to WHS ITMD enterprise users.
- 2.9.1.2 The Contractor will provide service escalation support (engineering expertise) to the Enterprise Call Center for resolution of incidents related to server and desktop configuration designs.

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2.9.1.3 The Contractor will provide enterprise operations and maintenance ensuring that desktops and applications perform at optimal levels. Focus shall be on the following areas:

- System and process standardization
- Proactive IT monitoring, using change and release management best practices, measurement and trend analysis
- Technology upgrades

2.9.1.4 The Contractor shall optimize existing desktop and server images and the processes used to deploy the images to ensure more predictable application behavior, performance; simplify configuration management, increase security, and decrease deployment times.

2.9.1.5 The Contractor will ensure that STIG'ed standard server images will be maintained and rapidly deployed using VMWARE cloning for virtual servers, IBM Remote Deployment Manager (RDM) for blade servers, Acronis imaging software or Symantec Ghost for legacy servers.

- Deploy the Opsware Server Automation tool (currently owned but not deployed by WHS) and evaluate as a replacement for the current server deployment technology.
- Centrally maintain and update desktop images by the Contractor's network operations staff.
- Update images as needed after configuration and software changes are approved by the change management board.
- Test all changes to the image in the Enterprise Test Environment to ensure they are interoperable, do not impact performance, and are secure in accordance with DISA guidance.
- The Contractor will work with the IV&V team to certify the image and keep it as part of the software library. The Contractor will develop group policies and apply the policies using Active Directory to ensure servers and workstations joined to WHS Active Directory receive standardized, documented group policies.
- Perform weekly scheduled maintenance on WHS IT infrastructure to ensure IT assets are at peak performance. A scheduled outage notice, CDRL A004-1, will be provided to the government 72 hours in advance.
- During regularly scheduled maintenance, the Contractor will deploy system patches, security updates, and major upgrades. Prior to applying these changes, they shall be approved by the Change Management Board and tested in the Enterprise Test Environment.
- The Contractor will manage the service levels of the latest baseline configuration that is approved by the government to include BCSR, DCIN and all domain assets. All changes to the baseline configuration require Government authority, as established based on the Enterprise Configuration Management plan and procedures.

2.9.1.6 Contractor shall develop and implement standardized procedures to perform routine tasks to improve productivity; reduce errors, and increase institutional knowledge.

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- 2.9.1.7 Use ISO-compliant templates for documentation to ensure all SOPs are in a standard and consistent format. Procedures will be maintained in a centralized team site, such as SharePoint, with versioning control to track document changes. Documentation will be updated as needed and audited bi-annually.

**Monitor enterprise systems and non-Information Technology, Army (ITA) networks**

- 2.9.1.8 The Contractor shall interface with ITA and monitor their networks using Micromuse Netcool for switch and router health and Network Physics for network performance, which are available in the NIS Portal.
- 2.9.1.9 The Contractor shall proactively monitor enterprise systems and ITA managed networks, leveraging NetIQ AppManager as the primary server and network monitoring tool. AppManager is currently configured to provide technicians with information about the health and welfare of Active Directory, Exchange, Blackberry, Enterprise SQL servers, and network availability.
- 2.9.1.10 The Contractor will develop a project to expand NetIQ AppManager deployment to the rest of the enterprise and domain servers.
- 2.9.1.11 The Contractor will establish all servers under WHS as enterprise assets.
- 2.9.1.12 The Contractor will work with ITMD stakeholders to develop reports and dashboards meaningful for their critical business applications using NetIQ Analysis Center.
- 2.9.1.13 Use AppManager to monitor and record server information, such as memory utilization, CPU utilization, disk utilization, page file utilization, and run away processes.
- 2.9.1.14 The Contractor will deploy run time agents on workstations in major geographical areas around WHS to monitor response time for critical applications such as Active Directory authentication, Email, Web, and File servers.
- Negative performance trends shall be identified before they impact operations. Trend analysis reports generated using NetIQ Analysis Center shall be placed on a web server for community viewing or sent via email.
  - The Contractor performance management and engineering teams will perform root cause analysis. Information gained from monitoring shall be used as the basis for initial incident reporting, CDRL A006-1, and for the final incident reporting, CDRL A006-2. The contractor will use this information to develop the daily status report, CDRL A003, to be delivered to the government.

**Communicate and report issues**

- 2.9.1.15 The Contractor will ensure that MAXIMO and Tivoli Service Manager are used to provide a granular view of the state of the Enterprise. The Contractor will use MAXIMO to vet the accumulated data from monitoring tools such as NetIQ and AppManager and from data sources such as Remedy to generate Enterprise system health profiles and automated incident notices to the appropriate groups.
- 2.9.1.16 The Contractor's Network Operations Team shall work with the problem management team to review Remedy tickets from the previous week to identify trends and ongoing problems with unknown causes and identify defects. The Contractor shall examine areas

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that generate high volumes of tickets or impact WHS operations. The Contractor shall identify the root cause and the appropriate solution.

**Resolve escalated customer requests**

- 2.9.1.17 The Contractor will responsibly communicate and report issues and resolve escalated customer requests. The contractor will use the Enterprise Services Support Center and ITMD "One Number" to communicate ongoing incidents with major impact as well as sending out incident reports, CDRL A006-1 and CDRL A006-2. Activities will follow established procedures and shall be in accordance with SLAs.
- 2.9.1.18 The Contractor shall diagnose, resolve, or escalate all incidents assigned to enterprise system administration group.
- 2.9.1.19 The Contractor shall provide service escalation support from the Enterprise Services Support Center for resolution of incidents related to server and desktop configuration designs.
- 2.9.1.20 The Contractor shall leverage the analysis tools provided by the Government to identify and correct potential performance problems before users are adversely affected.
- 2.9.1.21 The Contractor shall perform problem management and root cause analysis on major incidents and problems to identify known errors and work a-rounds. Contractor will provide accurate root cause analysis reports
- 2.9.1.22 The Contractor shall develop training documentation and provide training to enterprise and domain users as needed.

**Provide engineering solutions to ensure successful resolution of system problems**

- 2.9.1.23 The Contractor shall proactively plan, design, implement, test and deploy new enterprise systems and modernize existing systems, as authorized by the Government.
- 2.9.1.24 The Contractor shall assist in defining enterprise architecture standards and ensure system designs are interoperable with the enterprise architecture and other enterprise applications.
- 2.9.1.25 The Contractor shall provide System Improvement Recommendations (SIRs) for system operations to ensure reliability, performance, capacity and optimal resource utilization, CDRL A002.

**Maintain compliant DoD and WHS security system configurations**

- 2.9.1.26 The Contractor shall implement the Opsware Server Automation System tool (owned by WHS) to further improve standardization and security compliance.
- 2.9.1.27 The Contractor shall use a standard template to install and configure servers and applications in a scripted manner providing a repeatable process.
- 2.9.1.28 The Contractor will use the DISA Gold Disk to scan all workstations and servers after build.
- 2.9.1.29 The Contractor shall secure all workstations to a minimum gold level before they are joined to the WHS network
- 2.9.1.30 Workstations and servers shall be further validated by a WHS IAO to independently verify the asset is properly secured



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2.9.1.31 The Contractor shall apply IAVAs to WHS assets that have been identified in VMS.

- Notify the IAD of any technical reason why an IAVA cannot be applied.
- Work with the IAO to ensure systems are in compliance with VMS.

2.9.1.32 The Contractor shall apply and maintain group policies at the domain and the OU level to address common security concerns

2.9.1.33 The Contractor will develop a virtual standardized desktop image and an efficient means of deploying the images

2.9.1.34 Maintain versioning using Opsware to ensure updates which resulted in failures can be identified and rolled back.

**Operate and maintain enterprise systems and the residing facility**

2.9.1.35 The Contractor will maintain, monitor, and work to correct any problems in the facilities in which equipment is located. They will work with ITA, the Building Manager's office, Lease Facilities Division, landlords, and outside vendors to identify and repair identified problems in a timely and efficient manner.

2.9.1.36 Track preventative maintenance and ensure that it is performed on power, battery, and HVAC components that support WHS facilities.

**Monitor and correct actions circumstances that could lead to system failure**

2.9.1.37 The contractor shall, where possible, configure environmental alarms to notify support staff of heating, power, and water conditions that may impact server rooms.

2.9.1.38 Perform regular walkthrough of our facilities to ensure that they are well kept and in good operational condition.

**Enterprise System Hosting**

2.9.1.39 The Contractor shall provide enterprise web and application hosting services to ensure responsive, reliable domain and enterprise systems performance and availability.

2.9.1.40 The Contractor shall perform the following specific tasks:

- Install, operate, and maintain enterprise application hosting services as requested. Apply DISA security policies and patches as mandated by DOD.
- Develop and update system documentation for application servers.
- Ensure that documentation is loaded into the enterprise CM tool and LDRPS as required.
- For custom applications, the contractor shall develop "As-Built" documentation that will reasonably instruct engineering to deploy application releases. Additionally, the Contractor shall provide supporting documentation and training, as required, to systems administration that is necessary to allow the systems administrator to troubleshoot application performance incidents.
- Proactively monitor and resolve incidents on enterprise application servers. Report problems to application owners.
- Perform daily backups on application servers.

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- Support locating the applications on servers in DCIN for COOP or mission critical applications.
  - Host non-mission critical applications in the BCSR.
- 2.9.1.41 The Contractor will initiate a formalized process for developing new client server and web-based applications that will be based on ITL and CMMI software development processes.
- 2.9.1.42 Perform web and application hosting services for the domains and enterprise. The Contractor will work with application owners to get their applications running through the entire system lifecycle. The Contractor will:
- During the planning phase, assist the application owners with developing logical designs and identifying software and hardware requirements.
  - During the pilot and testing phase, assist getting the Enterprise Test Environment configured to support their needs.
  - During the implementation phase, work with the developers to load, secure, test, and cutover their application in the enterprise environment.
- 2.9.1.43 Proactively monitor hosted applications using NetIQ AppManager. Work with application owners to provide meaningful information about the performance of their application and availability.
- 2.9.1.44 Perform trend analysis on the applications and servers to track when infrastructure upgrades are needed, such as adding disk space or upgrading the server.
- 2.9.1.45 Develop enterprise reporting formats to notify application owners of scheduled maintenance outages, incident reports, and for the daily status report.

**2.9.2 Enterprise Systems Hosting [SOO 5.2.2, A 002, A016-1 thru A016-5]**

**Proactively plan, design, implement, test and deploy, and modernize existing systems**

- 2.9.2.1 The Contractor shall assist in defining enterprise architecture standards and ensure system designs are interoperable with the enterprise architecture and other enterprise applications.
- 2.9.2.2 The Contractor shall work with the system analysis team to assess enterprise performance and identify and recommend architectural changes to improve reliability, performance, capacity and promote optimal resource utilization in the form of SIRs, in accordance with CDRL A002.
- 2.9.2.3 The Contractor shall establish procedures and leverage Government provided assessment tools to proactively assess the performance of enterprise systems and the end-to-end performance of the enterprise as a whole.
- 2.9.2.4 The Contractor shall establish a baseline of configuration items that make up the enterprise as a whole and the contractor shall establish a baseline of the performance of the enterprise baseline configurations.
- 2.9.2.5 The Contractor shall manage changes to baselines based on the established Enterprise Configuration Management processes.

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2.9.2.6 On a day to day basis, the contractor may be required to do the following:

- Work closely with IA to secure and protect the data on the network and maintain compliance with DOD and DISA guidelines.
- Work with Domain Engineering Services/Systems Administration, and eBusiness Solutions groups to identify systems in need of modernization and can be deployed from the Enterprise
- Provide Information Assurance vulnerability resolution.
- Collect, monitor and maintain SLA metrics.

2.9.2.7 The Contractor shall prepare system documentation for modernized systems, in accordance with DoD certification and accreditation requirements, as follows:

- IA System Architecture, CDRL A016-1
- IA system Environment Description, CDRL A016-2
- IA System Security Requirements, A016-3
- IA Concept of Operations, A016-4
- IA Training Plan, A016-5

2.9.2.8 The Contractor will independently seek, identify, evaluate and recommend improvements to the Enterprise Architecture that may quantitatively or qualitatively improve service, while improving user's ability to meet the WHS core mission.

2.9.2.9 The Contractor shall implement a Portfolio Management process to identify and track the full life-cycle of projects and prospective projects, leverage the Enterprise Configuration Management process, and enable the government to initiate and prioritize projects, based on mutual agreement with the contractor regarding scope, schedule, and use of available resources.

2.9.2.10 The Contractor shall proactively monitor and control project performance to meet approved requirements and deliverables.

### **2.9.3 New Enterprise Systems**

2.9.3.1 The Contractor will work with WHS to identify requirements for new enterprise systems through SIRs in accordance with CDRL A002 to contain: background, study constraints, analysis, benefits, risk assessments, findings, associated cost estimates, COOP test plan and results, and conclusions. Approval of an SIR will initiate a systems requirements analysis and feasibility study.

2.9.3.2 The Contractor shall develop a project plan for new enterprise systems based on the completion of both system requirements analysis and feasibility study; the project plan will include a WBS, resource requirements, schedule, estimated capacity, availability requirements, hardware requirement, Time and Materials cost quotation and training requirements.

2.9.3.3 The Contractor shall create detailed and specific documentation to support the design of each new enterprise system. The design document, along with the requirements documentation, will provide the basis for design reviews. It will also provide the

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necessary architecture designs to support the testing phase, integration with other WHS systems, and final release of the system into the WHS production environment.

- 2.9.3.4 The Contractor shall leverage Enterprise Test Environment to ensure that new systems progress through formal user acceptance testing, performance testing, and IA assessments before formal government approval for deployment. The test environment will provide a controlled method to test the performance and functionality of new custom applications and patches without risking adverse impact to the production environment.
- 2.9.3.5 The contractor shall assist in the development and implementation of a new enterprise system and shall provide detailed system documentation in accordance with DoD system certification and accreditation policy and in accordance with the following CDRLS:

- IA System Architecture, CDRL A016-1
- IA System and Environment Description, CDRL A016-2
- IA System Security Requirements, CDRL A016-3
- IA Concept of Operations, CDRL A016-4
- IA Training Plan, CDRL A016-5

#### **2.9.4 Enterprise Test Environment**

##### **Develop, support and maintain Enterprise Test and Development Environment**

- 2.9.4.1 The Contractor shall recommend, design, and manage a scalable Enterprise Test Environment that is independent from the production network, leveraging existing resources to the maximum extent possible.
- 2.9.4.2 Manage the operations of the Enterprise Test Environment to ensure the network is properly secure in accordance with DISA Gold Disk STIGs. The Contractor shall monitor and correct any problems within the Enterprise Test Environment. The Contractor shall also be responsible for re-imaging, re-configuring and upgrading hardware and software as required within the Enterprise Test Environment.
- 2.9.4.3 Perform system backups of the Enterprise Test Environment, as required.
- 2.9.4.4 Expand the Enterprise Test Environment as needed to support future enterprise and domain testing initiatives.
- 2.9.4.5 The Contractor shall manage the process of deploying new patches and software releases onto the Enterprise Test Environment and manage their deployment from test to production.
- 2.9.4.6 The Contractor shall assess the performance of new applications and patches in the Enterprise Test Environment and test the impact of new releases on the Enterprise Test Environment performance.
- 2.9.4.7 The Contractor shall provide patch testing that includes but is not limited to Microsoft, SQL, and IAVA patches. Patches shall be tested in the Enterprise Test Environment prior to deployment to user desktops in production.

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- 2.9.5.1 Work with ITMD stakeholders to develop reports and dashboards for their critical business applications using NetIQ Analysis Center.
- 2.9.5.2 The Contractor will use the Enterprise Services Support Center and ITMD “One Number” to communicate ongoing incidents with major impact. An Initial Incident Report will be delivered within 1 hour following the incident, CDRL A006-1. After the incident has been resolved, the Contractor will develop and send an Incident Resolution Report to provide details on start and end date/time, system and/or subsystem affected, impact analysis, problem description, resolution description, taskings, and lessons learned(CDRL A006-2).
- 2.9.5.3 The Contractor shall proactively monitor enterprise and domain systems using NetIQ and AppManager to identify potential or actual system failures.
- 2.9.5.4 Utilize AppManager to monitor and record server information, such as memory utilization, CPU utilization, disk utilization, page file utilization, and run away processes.
- 2.9.5.5 Develop and implement a process to expand the deployment to all enterprise and domain servers.
- 2.9.5.6 Deploy run time agents on workstations in major geographical areas around WHS that will monitor response time for critical applications such as Active Directory authentication, Email, Web, and File servers.
- 2.9.5.7 Store system performance data in the AppManager SQL database. Generate reports using NetIQ Analysis Center or other reporting tools for trending and SLA compliance.
- 2.9.5.8 Status reports will be developed and delivered each day by 9:00am to reflect current status and availability of WITS systems and an analysis/summary of daily Network Management Incident Reports (NMIRs) from ITA, in accordance with CDRL A003.
- 2.9.5.9 The Contractor will maintain, monitor, and work to correct any facility problems. Work with ITA, the Building Manager’s Office, Lease Facilities Division, landlords, as well as outside vendors to identify and fix any problems.
- 2.9.5.10 The Contractor will track preventative maintenance and ensure that it is performed on power, battery, and HVAC components that support facilities.
- 2.9.5.11 Properly coordinate outages and develop a Pre-Outage Notice and deliver to the Government at least 72 hours in advance of the outage, per CDRL A004-1. Deliver a Post-Outage Report by 9:00am the following business day after the scheduled outage, per CDRL A004-2.
- 2.9.5.12 The Contractor will configure environmental alarms to notify the engineering team via email and or pager of air conditioning, power or water conditions that may impact server rooms. Upon notification, take immediate action to remedy the situation.
- 2.9.5.13 For areas not under Contractor’s control, such as the BCSR, the Contractor shall work with ITA to ensure they are notified of problems in the rooms that could impact WHS equipment.

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2.9.5.14 Perform regular walkthrough of facilities to ensure they are well kept and in excellent operational condition.

## 2.9.6 Enterprise Database Administration Services

### Effective database design, testing, implementation and maintenance

2.9.6.1 The Contractor will continue to administer enterprise databases during contract transition and identify all databases that are currently hosted by the WHS Enterprise.

- Work with the domain database administrators (DBAs) to compile a list of all databases currently managed by domain teams.
- Establish a baseline of databases that the government will mutually agree to as representing the databases managed under the WITS contract.
- Review and ensure current backup systems and plans are sufficient.
- Plan for the integration of the domain DBAs into the enterprise team.

2.9.6.2 Contractor staff will perform database design, testing, implementation and maintenance to responsively support existing or new WHS enterprise applications.

2.9.6.3 New databases or database applications added to the contract will be addressed through the Enterprise Configuration Management process.

2.9.6.4 The Contractor shall establish uniform database management standards and procedures that maximize data security, integrity, and data access based on proven industry best practices. The contractor shall leverage these standards and procedures to improve application development and application and database maintenance.

2.9.6.5 In support of new enterprise application projects, the Contractor may:

- Provide development services for both client and server for a database, such as modifying the design of the database.
- Review and provide optimized SQL statements and stored procedures to developers.
- Develop ad-hoc reports for users using Crystal Reports.

2.9.6.6 The Contractor shall assume responsibility of a database design and ensure compliance with Federal and DoD standards as well as industry best practices.

2.9.6.7 The Contractor shall manage the implementation of database IAVA patches in accordance with DoD guidelines to include testing database connectivity and application functionality against DISA required security policy.

2.9.6.8 The Contractor shall maintain security changes to systems as DISA regulations, document security changes to database to ensure roll-back procedures if necessary, and manage IAVA patch testing and implementation in coordination with IAO.

2.9.6.9 Maintain databases in the Enterprise Test Environment to mirror production.

2.9.6.10 Assist users in testing applications against a database to ensure connectivity and functionality before production to include database consistency checks, defragmentation, update scheduling, error management, expansion for size, performance management, and database restoration and clean up.

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2.9.6.11 The Contractor shall provide other engineering support services which shall include:

- Provide system administration services including user account management, development of backup procedures, performance of backups, data restorations from backups, and establishment and maintenance of transaction logs.
- Troubleshoot and diagnose database problems related to stored procedures or performance issues, as well as develop resolution plans for custom and COTS applications.
- Provide Tier 2 or Tier 3 support for user issues and problems related to database connectivity and data record mismatch.
- Troubleshoot and resolve connectivity issues and errors between database and applications
- Upgrade and install Relational Database Management System software.
- Train system administrators on database connectivity required for applications
- Create SQL Queries to identify user anomalies
- Collect, monitor and maintain SLA metrics.

**2.10 Enterprise Configuration Management [SOO 4.8, A0011-1, A0011-2]**

**Background**

Currently some WHS assets are managed by individual domains and others are managed at the enterprise level. Each group is utilizing its own version of configuration management as well as recording assets in disparate databases and asset management systems. WHS seeks a contractor that will consolidate all areas and initiatives of Enterprise Configuration Management (ECM) into a single, fully-functional, and efficient solution designed to meet the needs of all Directorates and Domains within the WHS Enterprise. This solution will ensure that all activities throughout the Enterprise comply with DoD requirements, Enterprise and Domain Directives, and end-user expectations for a reliable, consistent, and effective global configuration management.

**Scope**

TIME FRAME	FUNCTION
Day 1	Evaluate the existing ECM baseline solution.
6 Months	Prepare SIR to implement a proposed comprehensive ECM based on Remedy CMDB and Asset Management Software modules. Submit the SIR for evaluation and approval.
Year 1	ECM implemented with active integration of change management.
> Year 3	Active decision support capability and control of asset lifecycle management.

**Objective**

The objective is to provide the WHS Enterprise with a reliable and ITIL-compliant ECM solution which will incorporate existing configuration management data, processes, and requirements into a global solution designed to support current and future expectations of the Enterprise.

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2.10.1.1 In order to develop an Enterprise Configuration Management Solution, the contractor shall:

- Analyze all current domain and Enterprise configuration documentation for compliance to the proposed ECM solution.
- Perform a Gap Analysis of the current configuration management processes and procedures in addition to configuration items to identify areas for improvement and of ITIL nonconformance.
- Review all domain-level configuration procedures to determine the requirements in support of a centralized, standardized process for the overall ECM solution.
- Compare all processes, procedures, and requirements to ITIL best practices recommendations.
- Formulate a development, implementation, and process maturity roadmap to success.
- Develop and construct a comprehensive configuration management model intimately linked to the Remedy CMDB.
- Communicate with WHS Senior Management the milestones, schedules, and critical success factors necessary to support the ECM solution.
- Provide extensive training to all operational levels on the functional framework of the total ECM solution.
- Provide a comprehensive design and detailed documentation, and integrate all reporting requirements into the ECM solution for delivery to the Enterprise support staff.
- Utilize CMDB to store process and information regarding established CMMI Level 3 defined procedures.

2.10.1.2 The contractor shall develop and implement an ECM process based upon ITIL best practices and customize the solution to conform to the requirements of the WHS Enterprise environment.

**Maintain the ECM solution in order to effectively manage, document, and maintain configuration changes for distribution and use throughout the Enterprise and domains.**

2.10.1.3 The Contractor will work closely with the WHS Domain Representatives to maintain the ECM solution and ensure that service levels consistently meet and exceed expectations at the Enterprise and Domain levels.

2.10.1.4 Conduct hardware and software audits within the infrastructure to ensure that configurations match the requirements of the Configuration Management solution.

2.10.1.5 Define current requirements and configuration baselines in standard image-sets for laptops, workstations, and servers used within the domain.



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- 2.10.1.6 Utilize configuration tracking methods to monitor and regulate changes or deviations from the approved ECM processes and requirements.
- 2.10.1.7 Review all deviations for compliance to the overall ECM requirements and goals of the Enterprise.
- 2.10.1.8 Formulate and recommend corrective action plans to remediate and incorporate or isolate deviations in configuration baselines throughout the Enterprise environment.
- 2.10.1.9 Ensure both compliance to standards and continuous improvements through defined and regulated processes.
- 2.10.1.10 Ensure up-to-date and accurate maintenance of the CMDB through:
- Detailed introductory training for all staff members in the requirements of the ECM solution.
  - Refresher training to incorporate revisions and modifications to any configuration requirements.
  - Verification of configuration items throughout the support infrastructure through the use of integrated links between the Remedy Incident and Configuration Management modules.
  - Surveillance and monitoring of the infrastructure to ensure compliance to configuration standards for hardware, software, and documentation.
  - Regularly review of audit reports to ensure that the Enterprise Service Support Center continually maintains accuracy of configuration item documentation and relationships when changes are made to the infrastructure.
  - Development of reporting guidelines for daily, weekly, monthly, and annual distribution covering the results of random and full physical inventories in comparison to existing CMDB configuration records to verify compliance to the requirements of the ECM solution.
  - Maintaining a roadmap of corrective action for the resolution of all discrepancies to ensure that deviations are quickly addressed and alleviated.
  - Participating in the overall review process for maturity assessments and status checks to continuously refine the ECM solution in order to maintain a high level of service delivery throughout Enterprise improvements and changes.

**Assist in the migration of existing CM documentation to the Remedy ECM**

- 2.10.1.11 The Contractor will ensure that existing configuration management documentation is migrated from the current domain-managed asset management systems and domain archives to the Remedy Enterprise Configuration Management Database.
- 2.10.1.12 Consolidate and integrate data from current domain databases into a single configuration database.
- 2.10.1.13 Evaluate all baseline documentation to ensure that the requirements of the total ECM solution are met.
- 2.10.1.14 Coordinate and compare each attribute within the CMDB to ensure complete and accurate transfer of all configuration records.
- 2.10.1.15 Develop a baseline dataset within the configuration management database.

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- 2.10.1.16 Conduct random audits of the baseline dataset to ensure accuracy and completeness.
- 2.10.1.17 Migrate configuration items and attributes into the final CMDB structure, audit for accuracy and compliance to ECM requirements.

**Provide guidance to and coordination with Enterprise and Domain Support Staffs to ensure accurate and consistent use of the ECM solution (CDRL A-011-1, A011-2)**

- 2.10.1.18 The Contractor will ensure that key members of the Enterprise and Domain staff members are integrated into the design and use of the Enterprise Configuration Management (ECM) solution as detailed in CDRL A-011-1 and A-011-2.
- 2.10.1.19 Maintain regular informational sessions with Enterprise and domain staff to verify compliance to ECM requirements and operational expectations.
- 2.10.1.20 Provide for information exchange and knowledge sharing between key Enterprise staff members and support members to ensure that ongoing requirements are maintained.
- 2.10.1.21 Work closely throughout the Enterprise structure to ensure full implementation, communication and support for the ECM solution.
- 2.10.1.22 Maintain a WHS public view into the CMDB.

**2.11 Domain Security [SOO 5.7]**

**Background**

WHS ITMD Information Assurance Program Office strives to ensure compliance with federal policies, standards, and best practices. IAPO ensures the security, integrity and confidentiality of the WHS Enterprise application and development environment from a multitude of threats either malicious or accidental, and oversees the effective risk management of vulnerabilities.

**Scope**

TIME FRAME	FUNCTION
Day 1	Initiate assessment of current Security Procedures within each domain.
6 months	Complete industry best practices standard operating procedures for domain applications development, testing and deployment. Implementation of application development and enterprise support staff meetings and workshops to ensure communications and program consistency.
1 year	Implement domain and enterprise application testing lab to test all phases of software development lifecycle and to ensure accurate and timely IAVA patching. Accurate reporting created on application patching and lifecycle management. Fully developed application test plan and user acceptance test plan templates to be used for all applications.
> 3 year	Operational Test environment, definitive software library, application change management process with accurate and timely reporting. Removal of domain redundancies and coordination of domain and enterprise resources. Optimization through performance metrics, process maturity audits, and standardized methods for software development and coding in place.

**Objective**

The objective of the domain security area is to maintain application development in SIPERNET and NIPERNET ensuring compliance with Federal, DOD and WHS Enterprise Security policies.

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## Requirements

### 2.11.1 Application Security and Testing

2.11.1.1 The contractor shall assume responsibility of the application design, to include testing. This will ensure the design is in compliance with Federal and DoD standards as well as Industry best practices.

2.11.1.2 The contractor will facilitate meetings between Application Developers and Enterprise staff to ensure program consistency. The contractor shall manage the implementation of application IAVA patches in accordance with DoD guidance to include testing application functionality and database connectivity and with DISA required security changes.

The contractor shall maintain security changes according to DISA STIGs and document security changes to the application to ensure roll-back procedures are available if necessary.

2.11.1.3 Manage IAVA patch testing and implementation in coordination with IAO.

- Maintain applications in the test environment to mirror production including security
- Assist users in testing applications to ensure connectivity and functionality before production

### 2.11.2 Application Implementation and Maintenance

2.11.2.1 The contractor shall handle day-to-day application support on WHS applications like consistency checks, de-fragmentation, update scheduling, and error management, expansion for size, performance management, and application restoration and clean up.

2.11.2.2 Other support activities may include:

- Troubleshooting and diagnosis of application problems performance issues, as well as developing resolution plans for both custom and COTS applications.
- Provide Level 3 support for user issues and problems related to application connectivity and possible data integrity.
- Troubleshoot and resolve connectivity issues and errors between database and applications
- Application upgrades and installation of software.
- Application system administration services such as user account management, development of backup procedures, performance of backups, data restorations from back ups, and establishment and maintenance of transaction logs.
- Collect, monitor and maintain SLA metrics.

2.11.2.3 The contractor shall recommend a test environment that is independent from the production network, leveraging existing resources to the maximum extent possible.

2.11.2.4 The contractor shall manage the operations of this test environment to ensure the network is properly secure and properly STIG with the latest updated DISA STIGs. As part of the day to day activities, the contractor shall monitor and correct any problems with enterprise test environment as they are identified. Other operations activities include:

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- Perform system backups of the test environment as needed.
- Expand the test environment as needed to support enterprise and domain testing initiatives.
- Contractor will work with developers and Enterprise to create standard methods for developing and coding.
- Applications are patched and tested before production to reduce the number of bugs and possible vulnerabilities.
- Applications and software reviews are required during testing stage to mitigate production issues.
- Systems administrators are responsible for keeping the test environment updated with the latest patches and STIGs.

**2.12 Domain Systems Administration / Engineering Services [SOO 5.2]**

**Background**

In support of the WHS mission to serve its customers, WHS and ITMD provide key e-Business systems. The success of these systems depends on successful management and maintenance.

WHS requires a tightly-controlled, process-driven, and well documented methodology for the development of new domain systems, and modernization of existing domain systems. This effort is necessary to maintain business operations availability through the avoidance of poorly planned and unverified system modifications. Providing SIRs and assisting in the definition of Enterprise Architecture standards are vital contributions to the continual optimization and availability of domain systems. WHS needs an Enterprise level software Engineering Team to establish and promote reusability of best practices and resources.

**Scope**

Time Frame	Function
Day 1	Assess current state of operations. Assign staff for transfer of knowledge and passwords. Begin review of system logs to create SIRs.
6 months	Submit SIRs to implement full development of NetIQ, OPSWARE to monitor the network and improve deployment of standardized server configurations. Begin integration of reporting features into Maximo to present an up-to-date status of the network.
Year 1	Present a comprehensive SIR that defines specific recommendations to improve WHS enterprise architecture. The SIR will seek to reduce duplication of resources and decrease the time from request for service to the delivery of service.
> Year 3	WHS enterprise architecture has been fully optimized. Hardware selections are based on trend analysis. Reporting features of all network monitoring, enterprise call center, and inventory software are implemented and coordinated through Maximo which will lead into the INFOSTAT presentation of the state of the network.

**Objective**

The objective of this PWS is to provide superior Domain Specific Systems Administration and Engineering Services. The Contractor shall provide responsive and reliable domain application

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administration services to ensure proper configuration and maximum availability of domain applications.

The Contractor shall as directed, plan, design, implement, test, and deploy new domain systems and modernize existing systems. The Contractor shall ensure domain system designs are interoperable with the Enterprise Architecture and other business applications. The Contractor shall assist in defining Enterprise Architecture standards. The Contractor will be required to establish a Domain Systems Administration and Engineering Services Team to perform the following as part of the scope:

- Perform domain operations and maintenance to ensure application performance and availability.
- Provide effective and timely coordination with Enterprise Call Center and Network Operations to ensure successful resolution of maintenance requirements.
- Provide support for account management, application configuration, application maintenance, and system upgrades.
- Leverage the Enterprise monitoring systems to provide proactive support of these systems and to proactively monitor the performance of custom applications running on the WHS Enterprise.
- Implement new applications or to modify existing applications that run on or utilize the business system applications.
- Adhere to established Enterprise Configuration Management procedures when implementing new applications or when modifying existing applications.

### **Requirements**

#### **2.12.1 Systems Application Administration [SOO 5.2.1, A004-1, A004-2, A006-1, A006-2]**

##### **Perform Enterprise Call Center Coordination.**

- 2.12.1.1 The Contractor must coordinate with Enterprise Services Support staff to provide effective and timely escalation and resolution support of domain related incidents. The Contractor must use Remedy Incident Management to track and address reported incidents with domain systems.
- 2.12.1.2 The contractor must use Remedy CMDB and Remedy Asset Management to track and address changes of configuration items (CIs) as part of Enterprise CM activities.
- 2.12.1.3 The Contractor's domain systems administrators shall provide user management and support to the domain users, and work with the Enterprise staff to provide a common infrastructure and platform approach for user access (i.e., system and application).  
Perform COTS and custom Application Administration
- 2.12.1.4 The Contractor shall be responsible for maintaining the availability and integrity of WHS existing COTS applications including, but not limited to: Maximo, Integrated Tracking, EDMS, EIMS, Documentum, Primavera ProSight, PD2, Report2Web and Host on Demand.

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## 2.12.1.5 Contractor shall provide the following minimum services for all WHS COTS applications:

- Tier two and three customer support for WHS clients who utilize these systems in their daily work.
- Ensure that adequate cross-training among application administrators is maintained to avoid single-threading of application knowledge and to ensure that qualified application administration services are always available.
- Proactively monitor application and system logs to ensure maximum uptime for WHS COTS applications.
- Maintain open lines of communication with the vendors for WHS COTS applications and leverage the knowledge and support of the vendors where needed to resolve issues.
- Ensure that WHS COTS systems remain up to date based on system releases from the vendor. At no time should a WHS COTS system be more than 2 releases behind the most recent software release from the vendor.
- Coordinate with COTS vendors to implement Single Sign-on (SSO) solution that integrates with the DoD CAC identification card.
- Leverage Enterprise Testing Service to test COTS upgrades received from vendors.
- Adhere to the policy of not accepting "Beta" releases for implementation into any of WHS environments. The Contractor must perform required tests as prescribed by the SDLC process.

**Perform WHS Custom Application Administration**

## 2.12.1.6 The Contractor shall provide support, maintenance and enhancement services for WHS existing custom applications. These systems include, but are not limited to: e562, WFAM, TWG, PRWEBDB, FACA, DOD-Executive Agent, Purchase Card System, RW, PRLB, and SharePoint Services. The Contractor shall provide for each of these systems the following minimum support:

- Tier two and tier three customer support for WHS clients who utilize these systems in their daily work.
- Ensure that adequate cross-training among application administrators is maintained to avoid single-threading of application knowledge and to ensure that qualified application administration services are always available.
- Proactively monitor system and application logs to ensure maximum uptime for all WHS systems.
- As part of an overall application administration strategy, the Contractor shall perform code reviews of existing systems to identify potential issues and or efficiencies to be gained. The Contractor shall report findings from these reviews and recommendations to the domain managers.
- Be responsible for evaluating requests for changes to existing WHS custom applications generated by system users or the government client. The Contractor will report the results of

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such reviews to the Initiator of the request and the appropriate government stakeholder along with any recommendations.

- Process changes or upgrades to existing custom applications shall be integrated into an overall SDLC making use of development and testing environments prior to release into production.
- Maintain strict versioning control for all applications, and all solutions shall be based on CMMI processes and procedures with an eye to the future, exploiting technical innovation to drive efficiencies into WHS mission systems.
- Coordinate with the application owner and Enterprise Support Services to schedule a maintenance window for implementation of any custom application upgrades.

2.12.1.7 The Contractor shall demonstrate efforts toward performing domain operations and maintenance to ensure application performance and availability. The Contractor shall demonstrate effective and timely coordination with Enterprise Call Center and Network Operations to ensure successful resolution of maintenance requirements. Proactively monitor systems and responsively communicate and report issues.

2.12.1.8 The Contractor shall meet the following minimum reporting requirements:

**Scheduled Outages**

- Periodic outages may be required for application maintenance and upgrades. The Contractor must provide pre-outage notice (**CDRL A004-1**) to the appropriate government stakeholder(s) no less than 72 hours in advance of the planned outage. Outage notification should include:
  - Description of maintenance to be performed or other reason for outage.
  - Anticipated start time and duration of outage.
  - All applications affected by planned outage.
  - User community affected by planned outage.
  - Fall back/rollback plan.

2.12.1.9 Upon completion of the planned outage, the Contractor must provide Post Outage report (**CDRL A004-2**) notification to the appropriate government Stakeholders no later than 0900 on the business day following the outage. This notification shall include:

- Status/results of tasks performed during planned outage.

**Unscheduled Outages**

2.12.1.10 Any incident which occurs that results in an application outage shall be reported by the Contractor using Initial Incident Report (**CDRL A006-1**) to the appropriate government stakeholder(s) no more than 1 hour after the incident is reported. This incident report must include:

- Start date/time of incident
- Listing of all affected applications

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- Impact to user community
  - Description of incident
  - Estimated resolution time
- 2.12.1.11 Upon successful resolution of the incident, the Contractor must provide Incident Resolution Report (CDRL A004-2) to the appropriate government stakeholder(s) within 24 hours. The follow-up report must include:
- Starting and ending date/time of incident
  - Listing of all affected applications
  - Impact to user community
  - Description of incident
  - Description of problem resolution
  - Tasking and lessons learned
- 2.12.1.12 In addition to the specific reporting above, the Contractor shall hold regular weekly reporting meetings with each Domain Manager to go over progress, risks and issues

## 2.12.2 Engineering Services

### Perform planning, designing, testing, implementation and deployment of WHS business systems.

- 2.12.2.1 The Contractor shall adopt SDLC for each applicable project. The Contractor shall conduct a kick-off meeting for all Stakeholders—information assurance, Enterprise engineering services, network engineering, configuration management, quality assurance, training, Enterprise call center, and requirements management.
- 2.12.2.2 The Contractor will work with all parties to analyze requirements and develop a project plan; the project plan will include a WBS, resource requirements, schedule, estimated capacity, availability requirements, hardware requirement, and training requirements.
- 2.12.2.3 The contractor shall conduct periodic review and analysis of domain systems to identify area of opportunities to recommend system modernizations. The contractor shall submit SIRs that will address recommendations for modernization efforts to be completed on an identified system.
- 2.12.2.4 In compliance with CMMI Level 3 methodology and SDLC, the Contractor will create the appropriate tailored documentation to support the design of each system. This design document, along with the requirements documentation, will provide the basis for design reviews by the Enterprise Engineering Services Team. It will also provide the necessary architecture designs to support the testing phase, integration with other WHS systems, and final release of the system into the WHS environment.
- 2.12.2.5 The Contractor shall leverage Enterprise Test Service to simulate a near-production environment that will allow formal user acceptance testing, performance testing, and IA assessments before formal government approval for Enterprise deployment and release. The test network will provide a controlled method to test the performance and



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functionality of new custom applications and patches without risking adverse impacts to Enterprise users that are on the production environment.

- 2.12.2.6 The Contractor shall employ a release management process using “as-built” release package directions that reduce the dependency on application developers, allowing developers to develop. The release management process improves the ability to re-constitute baseline applications and mitigates the risks of deploying untested applications onto the production network. The process establishes checks and balances to ensure release completeness, and ensure releases are documented adequately for support by the service desk, improving maintainability and customer satisfaction. The release management process has built-in controls that require packaging of applications into release packages, require as-built documentation before test deployment, and require package support documentation for service desk management before production release.

**Ensure domain system designs are interoperable with the Enterprise architecture and other business applications.**

- 2.12.2.7 The Contractor will be closely involved in the Change Management process to ensure that system designs are reviewed to ensure interoperability at the domain level. The Contractor will work with the Enterprise Architect and IA to develop and maintain the system and environmental documentation that supports the WHS C&A process, as well as drive the future iterations of IT services within WHS. Deliverables that will be regularly maintained are:

- System Architecture (CDRL A016-1).
- System and Environmental Description (CDRL A016-2).
- System Security Requirements (CDRL A016-3).
- Concept of Operations (CDRL A016-4).
- Systems Training Plans (CDRL A016-5).

**Assist in defining Enterprise Architecture standards.**

- 2.12.2.8 The Contractor will be responsible for analyzing, developing, supporting, and optimizing the overall WHS systems and network architecture. The Contractor will maintain active, hands-on familiarity with the WHS infrastructure by supporting the Network Operations Team in the management and troubleshooting of the IT infrastructure.
- 2.12.2.9 The Contractor will continuously look to optimize the WHS infrastructure for efficiency, availability, integrity, security, and confidentiality. Using data from Remedy, Appmanager, and Opsware the Team will identify weaknesses in the IT infrastructure and plans to fix them. The Team will develop and maintain a priority list of SIRs (CDRL A002) based upon guidance from WHS, the Operations Team, and performance deficiencies identified by WHS Stakeholders.

**2.12.3 New Domain Systems**

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- 2.12.3.1 The Contractor will work with WHS to identify requirements for new domain systems. SIRs shall be developed in accordance with CDRL A002 to contain: background, study constraints, analysis, benefits, risk assessments, findings, associated cost estimates, COOP test plan and results, and conclusions. Upon approval of an SIR, the Contractor shall conduct a complete systems requirements analysis and feasibility study to ensure the new proposed domain system will meet the stated requirements.
- 2.12.3.2 The Contractor shall develop a project plan for new domain systems based on the previous requirements analysis; the project plan will include a WBS, resource requirements, schedule, estimated capacity, availability requirements, hardware requirement, Time and Materials cost quotation and training requirements.
- 2.12.3.3 The Contractor shall create detailed and specific documentation to support the design of each new domain system. The design document, along with the requirements documentation, will provide the basis for design reviews. It will also provide the necessary architecture designs to support the testing phase, integration with other WHS systems, and final release of the system into the WHS production environment.
- 2.12.3.4 The Contractor shall leverage the Enterprise Test Environment to ensure that new systems progress through a formal user acceptance testing, performance testing, and IA assessments before formal government approval for deployment and release. The test network will provide a controlled method to test the performance and functionality of new custom applications and patches without risking adverse impacts to Enterprise users that are on the production environment.
- 2.12.3.5 The contractor shall assist in the development and implementation of the new domain system and shall provide detailed system documentation in accordance with DoD system certification and accreditation policy and in accordance with the following CDRLS:
- IA System Architecture, CDRL A016-1
  - IA System and Environment Description, CDRL A016-2
  - IA System Security Requirements, CDRL A016-3
  - IA Concept of Operations, CDRL A016-4
  - IA Training Plan, CDRL A016-5

## **2.13 Software Development Services [SOO 5.3, A014–1 thru A014-18]**

### **Background**

WHS ITMD provides software development services to various domains within WHS. ITMD currently provides customized domain level software development support and strives to provide a consistent approach across various domains. WHS desire to promote an Enterprise approach for software development through centralization of guidelines, templates and tools, each in full compliance with CMMI as well as DoD policies such as those defined in Section 508, Trusted Facility Manuals (TFM). WHS is also trying to standardize software tools to be used across domain to promote reusability and ease of maintenance to include the utilization of commercial off the shelf (COTS) products.

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## Scope

TIME FRAME	FUNCTION
Day 1	Initiate WHS Organizational Process assessments. Establish source code baseline for all production software application to ensure the production code is in sync with source code. Implement Peer Review Process. Implement Agile Scrum development process. Begin template design for software development artifacts such as SRS, Business Flow, Data Model, Test Plan, and Interface Documents. Develop Software requirement for CAC and Single Sign On (SSO) process.
6 Months	Establish approved SDLC in accordance with CMMI Level 3 and utilize Scrum Agile Model to attain Agile CMMI process. Establish Center of Excellence (CoE). Provide Recommendation for automated Testing Tools. Evaluate SharePoint 2007, Project 2007 and implement a Web based repository to store templates and artifacts. Promote and Implement Service Oriented Architecture (SOA). Develop reusable code for common security model, CAC Enablement and SSO.
Year 1	Standardize on single software development tool (Microsoft .NET). Provide recommendation on integrating Process Management (CMMI), Project Management (EPMS) and Team Collaborations (Team Foundation System). Develop Tight Integration between Software Development (CMMI) and Operation Framework (ITIL).
>Year 3	Establish Enterprise Architecture and mature WHS to CMMI Level 3. Identify and Implement process measures and continuous improvements

## Objectives

The objective of this PWS is to provide WHS customers with best-in class software development methodologies using industry best practices including CMMI Level 3 and other applicable DoD and federal standards. The successful WHS Contractor will provide a well balanced centralized/de-centralized team which will implement Enterprise-wide process and technology standards, and yet still provide customized/dedicated domain level functional expertise. The team will utilize Enterprise resources such as Enterprise test environment and DCIN.

## Requirements

### **Implement Software Development Lifecycle (SDLC) based on CMMI Level-3, ITIL, Federal and DoD Standards and other industry best practices**

- 2.13.1.1 The Contractor will provide a software development team with SEI-certified CMMI Level-3 software development lifecycle (SDLC) process expertise that will deliver fully-functional, high-performance applications that are compliant to and interoperable with Federal and DoD standards, and leverage industry best practices. The Contractor will:
- 2.13.1.2 Conduct WHS's organizational process assessment and recommend process improvements.
- 2.13.1.3 Establish Enterprise wide standards and publish using WHS SharePoint portal environment.
- 2.13.1.4 Establish Center of Excellence (CoE) and provide technical and functional cross training throughout various domains' software development services.

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- 2.13.1.5 Leverage WHS's Enterprise Project Management (EPMS) to develop and maintain consistent project plans and schedules.
- 2.13.1.6 Establish project monitoring and controls with weekly status reviews and proactively monitor project execution.
- 2.13.1.7 Provide recommendations to WHS related to supplier acquisition including Hardware/Software License management, establishing POC with IBM for Maximo, PD2 with CACI, EDMS from Bently, ITS from Bad River, ProSight from Primavera and report to web from Redwood.
- 2.13.1.8 Identify potential problem by implementing a proactive Risk Management Plan (RMP).
- 2.13.1.9 Provide optimal solutions for effectively managing requirements for each domain and seamlessly integrate to Enterprise. An example of this would be that the Contractor will identify Maximo requirements for each domain but cohesively incorporate requirements into the Enterprise software development platform.
- 2.13.1.10 Establish and maintain the integrity of work products using configuration identification, configuration control, configuration status accounting, and configuration audits.
- 2.13.1.11 Identify COTS solutions to replace customized legacy systems.
- 2.13.1.12 The Contractor will develop software requirement specification (SRS) for custom applications (**CDRL A014-1**) in accordance with CMMI's Requirement Development (RD) and Requirement Management (REQM) process areas. SRS will provide a complete listing of features and functions to be developed for the software application. In the event of developing an application which crosses multiple domains, the SRS must contain domain-specific sections and an Enterprise section to identify common requirement across domains.
- 2.13.1.13 The Contractor will develop Business Workflow Diagrams (**CDRL A014-3**) to demonstrate and clarify business requirement understanding during JAD (Joint application development) sessions. The business workflow diagram will include the current process and proposed system.
- 2.13.1.14 The Contractor will provide the following artifacts in accordance with CMMI Technical Solution (TS) process area:
- 2.13.1.15 The Contractor will produce an Interface Specification (**CDRL A014-2**) to provide design information about infrastructure, security and file format specifications and describe the systems that will interface the data that will be transferred and the description of the method of transport. In addition to the Interface specification a Memorandum of Agreement (MOA) can be developed in case of sharing data between external systems or entities.
- 2.13.1.16 The Contractor will leverage Use cases (**CDRL A014-4**) to provide customers with high-level information about the interactions that users will have with the system, describing every instance where the user will interface with the system using a variety of peripherals.

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- 2.13.1.17 The Contractor will leverage the use of Activity Diagrams (**CDRL A014-5**) to show the interaction of system components that are activated as a result of human or system action.
- 2.13.1.18 The Contractor will leverage the use of Infrastructure Diagrams (**CDRL A014-6**) to show the system that is being planned or documented and how it interacts with the physical layer.
- 2.13.1.19 The Contractor will provide one large relational diagram showing all components used in the infrastructure for the system to operate.
- 2.13.1.20 The Contractor will develop Class diagrams to comprehensively document all classes, modules and features. (**CDRL A014-17**)
- 2.13.1.21 The Contractor will implement CMMI's verification (VER) and validation (VAL) processes to ensure that selected products meet specified requirements and demonstrate that a product or product component fulfills its intended use when placed in its intended environment. The Contractor will provide:
- Detail Test Platform Description (**CDRL A014-8**) to describe the hardware and software required to mirror the production environment. The Contractor should have a clear understanding of Enterprise Test Environment and develop the plan in accordance with Enterprise Test Environment infrastructure to maximize the use of the Test Environment.
  - Software Test Plan (**CDRL A014-9**) to detail the plan of action the tester will take for determining whether or not the candidate package meets the intent and results of the requirements and design documents approved by the customer and agreed-to by the developer.
  - Software Test Results (**CDRL A014-10**) to list the results of the completion and functional aspects of the Test Plan. Ensure that all custom applications meet DISA security requirements in both the test and production environment. It will describe any discrepancies between the Test Plan and the candidate package.
  - Bug Reports (**CDRL A014-11**) to document issues (i.e., bugs) in Software Test that need to be tracked, repaired and closed by the developer.
  - Acceptance Testing Report (**CDRL A014-12**) to provide a summary of each major feature and the results of user acceptance testing.
- 2.13.1.22 The Contractor will implement the Configuration Management (CM), Change Management and Release Management processes in accordance with CMMI and ITIL framework recommendation. The Contractor will provide:
- Software Gold Packages (**CDRL A014-7**) in CD or soft media include, but are not limited to, source code, object code, algorithms, formulae, etc. Any changes to this software should be documented and replace the initial gold software package or be shown as an incremental patch to the gold package.
  - Implementation Report (**CDRL A014-13**) to include summary of any issues that arose during implementation of a production system.

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- Training Materials (CDRL A014-14) will include, for example, a User Manual, overhead slides in PowerPoint, an outline of the training course, etc. Training materials are kept on hand as new users are added and are updated in future iterations of the software.
- User Manual (CDRL A014-15) to describe and diagram each system feature and use case. Capabilities and intents of the systems are discussed. Document is typically prepared in a word processor format.
- Lesson Learned Report (CDRL A014-16) will provide bullet points of major successes and failures for use in future projects.
- Administrator's Manual (CDRL A014-18) will describe deployment instructions, maintenance activity that must be performed, and how to configure the application for future changes in usage.

**Provide responsive Dedicated Domain Service Support**

**2.13.2 The Contractor will ensure domains receive responsive, dedicated support while preserving the flexibility to utilize development resources in an efficient cross-domain capacity when required.**

- 2.13.2.1 WHS requires a domain-specific dedicated team to provide continual access to dedicated analysts and developers with specific functional knowledge of each domain. As standards and processes are adopted across the program, the team will progressively evolve to a balanced fit, providing Enterprise resources (e.g., database administrators, developers, testers) and a more domain-specific team of functional analysts who support domain system requirements.
- 2.13.2.2 Establish dedicated/named resources to provide single POC and clear accountability within each Domain services
- 2.13.2.3 Leverage the Enterprise Services Support Center and Remedy for escalation and accountability for support provided to end users by domain support staff.

**Leverage Enterprise Testing Environment**

- 2.13.2.4 The Contractor will utilize the Enterprise Testing Environment (SOO 4.2.4) as required prior to production deployment.
- 2.13.2.5 The Contractor will implement Enterprise testing process which validates the developed software against the defined baseline requirements and proves, or disproves, the systems functionality.
- 2.13.2.6 The Contractor will use framework and infrastructure provided by Enterprise Testing Environment for developing a quality testing program that is capable of proving all developed systems and software are functioning as expected.
- 2.13.2.7 The Contractor methodology should be designed around the various stages in a typical software development lifecycle and as such should go hand in hand with the efforts and deliverables of the software development teams defined by the Enterprise Testing Environment.
- 2.13.2.8 The Contractor will perform component, systems (UAT testing and Load and Stress testing) and certification, Beta and regression testing in Enterprise Testing Environment.

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2.13.2.9 The Contractor will ensure that the testing strategy is consistent with CMMI Level 3 standards

**Transition to Commercially Available Of The Shelf Software (COTS)**

2.13.2.10 The Contractor will conduct a Feasibility Analysis Study (FAS) as required.

Examples include but are not limited to when customized legacy systems are no longer cost effective to maintain and support or when new software development requirements are requested that impact multiple domains. The FAS will:

- Look to current software technologies that are turn-key or COTS solution instead of customized applications
- Leverage manufacturer software development and technical support through SLAs
- Provide support on an Enterprise scale for all domains
- Improve the efficient of a system
- Improve the deployment of a system
- Integrate Enterprise legacy software components into a more manageable platform.

**2.14 Domain Database Administration Services [SOO 5.5]**

**Background**

Domain Database Administration is critical to WHS operations as it provides database administration services including design, testing, development, implementation and maintenance support to each of the domain applications.

**Scope**

TIME FRAME	FUNCTION
Day 1	Initiate business/project plan towards implementing shared resource model. Provide recommendation for Data Modeling and repository tool. Develop Backup/Recovery plan for non-MES applications
6 Months	Establish Shared Resource Model and Center of Excellence (CoE). Complete SQL Server 2005 assessment and fully equip our staff with SQL 2005 training. Implement rigorous data modeling using data modeling /repository tools Implement Backup/Recover plan for Non-MES application
Year 1	Provide recommendation for a common Business Intelligence/reporting platform Provide business plan for standardize on single database environment Facilitate annual Meeting of Minds/White Paper on RDMS industry for improving WHS Data base administration functions Complete SQL 2000 database to SQL 2005 migration Support migration of PD2 database to Microsoft SQL Server from Sybase Implement repeatable process and promote database code reuse
> Year 3	Implement fully functional cross-domain enterprise level common reporting solution Evaluate next version of Microsoft SQL Server Code Named "Katmi". Migrate SQL Server 2005 to Katmi

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**Objectives**

The Contractor will provide effective database design, testing, implementation and maintenance to respective domain systems. The Contractor will provide an integrated team of database administrators and developers who will engineer flexible solutions to maximize resource usage and enhance responsiveness to domain user(s) requirements. The Contractor will perform Domain Database Administration Services in order to ensure each Domain Users and Stakeholders have uninterrupted access to databases via business applications. The contractor will work with Enterprise Database Team to resolve incident tickets, applying database service packs, and apply new code changes.

The domain database administration team will ensure standardization and consolidation of data structures and databases as WHS further transitions to an Enterprise architecture. As this effort continues to unfold, the Contractor will transition the domain database administrators to become part of the Enterprise Database Administration Team (EDAT), thus domain database expertise will be captured and not lost as the enterprise architecture takes hold and domain databases become a lesser part of the WHS enterprise.

**Requirements**

The Contractor will provide database solutions that ensure data integrity, enhanced performance, increased reliability, and a reduction of administrative costs by implementing database administration industry best practices and our CMMI compliant processes.

- 2.14.1.1 The contractor shall design the database environment to effectively utilize shared resources.
- 2.14.1.2 Maintain availability and integrity of databases across development, test, production, COOP and training environments.
- 2.14.1.3 Develop and a document, structured approach and modeling techniques to determine current and forecast future online and off-line storage requirements.
- 2.14.1.4 Develop and operate backup and recovery strategies in accordance with MES and Non-MES specification. Ensure that storage, archiving, backup and recovery procedures are functioning correctly.
- 2.14.1.5 Implement a monitoring plan that can effectively identify database availability, optimize database performance, resource usage, and predict impending database problems. The monitoring plan will assist in ensuring the timely resolution of problems in accordance with application requirements.
- 2.14.1.6 Provide meaningful performance measures that can be used by developers and administrators to maximize database throughput.
- 2.14.1.7 Assist with security accreditation of applications as it relates to database administration. Work with the security team to resolve identified vulnerabilities.
- 2.14.1.8 Provide technical support and advice to project leads and developers in effective use of stored procedures, triggers, optimizing schemes, troubleshooting database problems, exception processing needs and other data management issues.



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- 2.14.1.9 Comply with Configuration Management (CM) policies as they relate to the database environment.
- 2.14.1.10 Participate in the WHS Software Development Life Cycle (SDLC), which includes areas of analysis, database design, testing, implementation and maintenance.
- 2.14.1.11 Provide technical evaluations of applications to minimize data redundancy across the enterprise.
- 2.14.1.12 Implement and enforce security policies as regulated by AR 25-2. Maintain IAVA compliance; meet suspense items in accordance with ACERT (Army Computer Emergency Response Team) and RCERT (Regional Computer Emergency Response Team).
- 2.14.1.13 Develop and maintain database administration Standing Operating Procedures (SOP) and program documentation.
- 2.14.1.14 Perform upgrades to Oracle, Sybase and SQL Server and supporting administrative tools to correct known bugs, implement new features, and correct security vulnerabilities.
- 2.14.1.15 Maintain current of knowledge with respect to relevant, state-of-the-art Oracle, Sybase and SQL Server features and provide innovative solutions.
- 2.14.1.16 Write and maintain scripts that support database operations and application requirements.
- 2.14.1.17 Develop, schedule and coordinate project plans as they relate to database activities.
- 2.14.1.18 Use effective written documentation and verbal presentations to convey technical solutions, problem analysis and project planning.
- 2.14.1.19 Maintain data validity and integrity through data analysis, ad-hoc and recurring queries, quality control reports, and data modification.
- 2.14.1.20 Establish Database Center-of-Excellence to publish best practice documents, establish performance metrics, and Database Administration Standard Operating Procedures (SOP).

**Provide Database Design Support**

- 2.14.1.21 The Contractor will institute engineering standards for performing database design to achieving semantic consistency at the data element level for domain systems and across the enterprise. The Contractor will:
  - Establish centralized data repository using data model tools such as ER/Studio.
  - Provide data model service for designing new application and to incorporate project requests
  - Develop conceptual, logical and physical data models in accordance with IDEF 1X standards.
  - Implement Enterprise database design standards for Oracle Sybase and SQL Server.
  - Database account management including user names, passwords, roles, and privileges
  - Provide database object access and auditing

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- Perform error logging and analysis.
- Conduct design reviews as an integral part of our CMMI processes to ensure database designs are optimal, and stored procedures and queries are efficiently coded to prevent unnecessary table scans that could jeopardize system performance.

**Provide Database Testing Support**

The Contractor will work closely with system administrators and developers to coordinate application and database testing in the Enterprise Test Environment before migrating to the production platform. The Contractor will:

- 2.14.1.22 Support Application developers in developing / debugging data base objects such as tables, views, triggers and stored procedures.
- 2.14.1.23 Leverage TOAD, SQL Plus, SQL Analyzer tools to perform data base performance testing.
- 2.14.1.24 Develop test plans to test database integration with the application, query results, stored procedures, and triggers.
- 2.14.1.25 Provide DBA support in creating test database and to set up test environment.
- 2.14.1.26 Leverage Enterprise Testing Environment framework and infrastructure.
- 2.14.1.27 Create databases for testing, training, QA, production-like environment.

**Provide Database Implementation**

- 2.14.1.28 The Contractor will coordinate the implementation of the database and application using the established CM and Release Management processes.
- 2.14.1.29 Provide Develop Backup and Recovery Plan (DBRP) in accordance with Best Practices published by CoE.
- 2.14.1.30 Review and implement the DBRP to provide an implementation map.

**Provide Database Maintenance**

- 2.14.1.31 The Contractor will provide domain and enterprise support across development, test, production, production look-a-like, and training environments. The Contractor will:
- 2.14.1.32 Apply Vendor patches and upgrades in a timely manner.
- 2.14.1.33 Maintain Log Files.
- 2.14.1.34 Support trouble tickets issues.
- 2.14.1.35 Provide proactive monitoring using SQL Analyzer, SQL Profiler, Database Engine Tuning Advisor, Toad, Oracle performance Manager, Oracle Enterprise Manager.
- 2.14.1.36 Provide Status Reports related to Database performance / resolve performance issues for each Domain.
- 2.14.1.37 Recommend SIRs to enhance the reliability, performance, capacity, and optimal use of database resources.

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**Provide Enterprise Support**

- 2.14.1.38 The Contractor must establish procedure for seamless coordination between Domain Database developers/DBA and Enterprise DBA(s).
- 2.14.1.39 The Contractor will support Enterprise team with SQL Server 2005 evaluation and rollout
- 2.14.1.40 Perform COTS database upgrades including Maximo and InfoNet.
- 2.14.1.41 Provide Status Reports to Domain Users related to database performance / resolve performance issues for each Domain.
- 2.14.1.42 The Contractor will closely coordinate with other core teams including Enterprise Database Administration, Configuration Management, Information Assurance (IA), and System Administration to provide optimal mission-support solutions within the established cost controls and compliance with WHS policy and procedures.

**2.15 Domain Web Administration Services [SOO 5.4]**

**Background**

Domain web applications provide a mission essential function for WHS Domains. It is therefore vital to provide secure, stable and dependable Web Administration Services that ensure a robust and reliable computing environment for WHS users. Currently, each domain administers its own web applications without interaction or consultation with other domains. This method of administration does not leverage the full depth of services available within all WHS domains. This approach leads to duplication of services and inefficient utilization of resources. Migration of Domain Web Administration Services from the Domains to the Enterprise level will relieve the Domains of the operational and maintenance tasks and allow them to focus on their core business functions to better server their customers.

**Scope**

TIME FRAME	FUNCTION
Day 1	Provide web administrative services to the domains as they exist. All web servers and applications shall be verified to be accordance with DISA security requirements. Develop a migration plan to move web services and web applications to the WHS Enterprise.
6 Months	A test environment will be established for web servers and web applications. A set of standardized images will be devised for each hardware platform and Internet server. Initiate a configuration and change management plan for web servers and web applications. Start migration all domain applications that are still hosted at the domain level to the Enterprise. All unsupported "stove pipe" applications will be analyzed and SIRs will be prepared to move them to a more standardized configuration.
Year 1	Standardize web platform to IIS 6 and latest Apache server version.
> Year 3	All stove piped, non standard, unsupported applications will be removed from the Enterprise and replaced with a standardized up-to-date software configuration.

**Objective**

The contractor shall provide responsive and reliable domain web administration services to ensure proper configuration and interface of domain web applications or sites being logically hosted by the Enterprise. The contractor shall ensure that domain web applications are managed,

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monitored, secured, and maintained. The contractor shall incorporate enterprise hardware and network requirements to domain web applications and/or websites to ensure a proper and functional design. The contractor shall provide domain operations and maintenance to ensure web services are running and available. Develop, maintain and update configuration and installation procedures of web applications and/or websites. Institute DISA required security changes; test, evaluate, and document changes to the web applications/websites in coordination with the Enterprise team, and ensure that applications/websites are functional. The contractor will provide a centralized web administration and maintenance team that is able to support the individual web application and site hosting requirements of each domain as well as the Enterprise.

**Requirements****Provide responsive and reliable domain web administration services.**

- 2.15.1.1 The Contractor will ensure successful web administration by working with application teams to design a system that integrates with domain and enterprise services consistently, can be supported and maintained by the Enterprise web application support team.
- 2.15.1.2 The Contractor will identify and manage domain websites, associated applications, and other supporting software to ensure compliance with existing WHS policies.
- 2.15.1.3 Manage new applications from initial development to end of life by working in unison with application development teams to foster development of systems that utilize existing architecture and resources and perform in harmony with existing and proposed WHS network and systems design considerations.
- 2.15.1.4 Apply consistent configuration management, change management, and ongoing application support with the Enterprise Services Support Center for WHS hosted sites and applications.
- 2.15.1.5 Provide each domain web application with a primary subject matter expert (SME) and at least one person with detailed knowledge as a backup, as to ensure qualified application support is always readily available.
- 2.15.1.6 The SME will be accessible to the development team during application development, integration testing, quality assurance testing, and production deployment.
- 2.15.1.7 Perform all ongoing systems support and maintenance activities for all Enterprise and Domain web applications.
- 2.15.1.8 The contractor shall proactively monitor system and server resource logs and web application service status to identify potential problems and to prevent incidents from occurring.
- 2.15.1.9 The contractor shall utilize metrics including but not limited to drive space, memory usage, CPU utilization, server threads performance, and web application responsiveness to ensure optimum performance for all hosted sites and applications.
- 2.15.1.10 Contractor will also utilize customer focused services including polls, surveys, and open email to measure our effectiveness in administering these key systems. These key

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performance indicators will be reviewed by WHS Compliance and Quality Control teams to ensure an optimal web management service level.

- 2.15.1.11 The Contractor will maintain site integrity and security by ensuring that appropriate security measures are taken to protect and safeguard WHS sites from external or internal unauthorized intrusion or attack in coordination with WHS IA Program.
- 2.15.1.12 The Contractor shall ensure the Domain and Enterprise web support teams coordinate web management services. To do this the contractor shall ensure the registration of all supported web sites and web applications in the Remedy CMDB.
- 2.15.1.13 The Contractor will support resources responsible for hardware-tier.
- 2.15.1.14 The Contractor will support resources responsible for the OS-tier.
- 2.15.1.15 The Contractor shall support vendor and/or application level management of software. Coordination between various web support teams is vital to ensure applications receive a justified level of management.
- 2.15.1.16 The Contractor shall be responsible for provisioning web sites and servers both in training and production. All relevant OS patches will be applied and tested initially in the Enterprise Test Environment depending on their criticality. Critical patches (ones that otherwise would leave an obvious hole that an attacker could use to compromise of systems to acquire unauthorized privileges) may be applied to production immediately upon approval from WHS.
- 2.15.1.17 The Contractor shall provide periodic testing to production and test systems to validate that web sites and systems that host them are secure, and to serve as a quality assurance tool to be utilized to measure the effectiveness of the team to keep systems and patches up to date.
- 2.15.1.18 The Contractor will provide support for existing web sites and applications on existing hardware. Additionally, the contractor will migrate all sites to new Virtual servers, leveraging the Virtual Server environment and High Availability services already present in the WHS production environment.
- 2.15.1.19 The Contractor will ensure availability of both clustering and failover services for web sites to ensure application availability and proper capacity planning work with domain through Domain and Enterprise administrators and engineers.
- 2.15.1.20 The Contractor shall be responsible for working with Domain resources to ensure databases serving websites, file-stores and data repositories are appropriately managed ensuring proper functionality and availability of web-enabled information.

## **2.16 Domain User Support Services for eBusiness Systems [SOO 5.1]**

### **Background**

Currently, WHS ITMD is responsible for supporting domain e-Business systems. Support has been provided by various contractors and groups. Activities in this area have not been centrally managed via the Enterprise Services Support Center (ESSC). Under WITS, Operational and Maintenance support shall move to a central management model to ensure standard processes and procedures are followed and users are provided a consistently high level of service.

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Centralization of this activity will ensure performance data is available for analysis to determine opportunities for improvements.

### Scope

TIME FRAME	FUNCTION
<b>Day 1</b>	Provide high-quality support for domain applications including account management and resolving customer calls at Tier I and Tier II Levels. Ensure users receive appropriate training for Domain eBusiness Applications
<b>6 months</b>	Continue to refine procedures and ensure full integration between application support staff and the Enterprise Support Services Center (ESSC)
<b>Year 1</b>	Analyze performance measures to identify problems and efficient ways to streamline and improve processes for user support services for eBusiness Systems. Continuous improvement of business line applications to increase efficiency and productivity for domain users reducing the need for Domain Support Services
<b>&gt; Year 3</b>	Move towards centralized Portfolio Management of all WHS business line applications possibly supported by the ESSC. Domain eBusiness systems will produce measurable performance metrics that may correlate with NSPS performance metrics.

### Objective

Objectives of this tasking area include:

- Ensuring domain user support services are provided for eBusiness systems to support the end users in meeting their WHS mission.
- Achieving cost savings through economies and scale and efficiencies resulting from centralized and standardized processes for application account management and user training.
- Providing for reliable Tier two/three service via the ESSC.
- Ensuring complete and thorough documentation of processes.
- Providing for reliable and effective training.
- Ensuring performance measurements are established for performance management analysis, trending, and BPR.

### Requirements

#### 2.16.1 User Management and Support [SOO 5.1.1]

**Provide domain application account management and coordination with Enterprise Call Center and Enterprise Services Support staff and complete resolution of Level-2/3 tasks.**

2.16.1.1 The contractor shall provide accurate and reliable application account management and incident support for applications including, but not limited to: SIDCCS, SACCP, FOIAXpress, CCS, e562, SEAPS, SESTitles, JOA, EBIS, DCPDS, RESUMIX, ITS, EDMS and SF474.

2.16.1.2 The contractor shall effectively manage:

2.16.1.3 Account creation, management and termination

2.16.1.4 Training enrollment and attendance

2.16.1.5 On-going trouble-ticket based support

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- 2.16.1.6 The contractor shall address the needs of domain application account management by processing requests using the Remedy CRM tool in response to account requests from the WHS Domain POCs. The contractor shall document all standard operating procedures (SOPs) and ensure they are placed under configuration control.
- 2.16.1.7 The contractor shall develop standard operating procedures to include the following steps:
- The WHS Domain POC shall contact the ESSC to initiate a new account.
  - The ESSC analyst shall open a ticket for an account.
  - Upon completing the ticket, the change request shall be forwarded to the appropriate application personnel for processing.
  - When approved, the ticket shall be re-assigned to ESS for account creation. Once the account has been created the requesting POC shall receive an email of account completion and shall notify the customer via email.
  - Upon assignment to Tier 2/3, the contractor shall ensure an email is automatically sent to the Tier 2/3 analysts, notifying them of an open issue to resolve. The Tier 2/3 analysts shall begin their assessment of the ticket and assist the customer in reaching a final resolution.
- 2.16.1.8 The contractor shall ensure all resolutions provided by the Tier 2/3 analysts are documented completely in the Remedy.
- 2.16.1.9 The contractor shall use the data to drive statistical analysis and trending to determine training needs and documentation needs (e.g., development of an SOP). The contractor shall use the data for cross-training.
- 2.16.1.10 The contractor shall develop and implement a method for monitoring and reporting on the coordination of tickets escalated between tiers. The contractor shall run Remedy aging reports daily to monitor all open tickets, who they are assigned to, how long they have been assigned and what their status is. The contractor shall analyze this data to ensure that no tickets are overlooked by their respective tier support analysts and that every ticket is resolved in a timely fashion. In addition, the contractor shall run SLA reports to measure the success of incident resolutions against negotiated service level agreements.
- 2.16.1.11 The contractor shall set up escalation notifications to notify support managers when an escalated ticket is approaching its service level. The Contractor shall ensure resolution notifications are sent to the end user and the Enterprise Call Center management team. The contractor shall analyze the measures in timeliness and customer satisfaction to determine trends and problems and shall develop solutions to address root cause problems.
- 2.16.1.12 The contractor shall review resolved incidents that were escalated to another tier. The contractor shall document the troubleshooting steps into the standard knowledge management form and upload them into Enterprise Call Center knowledgebase. When new items are entered into the knowledgebase, the contractor shall ensure all tiers are notified that a new solution has been entered into the knowledgebase. Contractor shall ensure Tier One analysts use the newly added knowledgebase entry.

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**Develop and perform training for WHS eBusiness systems to ensure users are competent and successful in using the applications that support their daily operations. Tailor the training to efficiently meet specific user needs.**

- 2.16.2.1 The contractor shall use industry best practices to provide flexible and cost-effective training for WHS eBusiness systems. The contractor shall develop and implement training solutions tailored to meet the needs of each customer, project, and application. The contractor shall develop online training; desk-side training, and small collaborative sessions; or formal training, as required. The contractor shall leverage industry partners, e.g., Microsoft, as appropriate.
- 2.16.2.2 The contractor shall develop training for a new application that shall include full operation and functionality of the application. The contractor shall develop training solutions for scenarios that include, but are not limited to:
- 2.16.2.3 A new eBusiness application is developed for a user.
- 2.16.2.4 An existing eBusiness application undergoes a major upgrade.
- 2.16.2.5 A new directorate or field agency is introduced into an existing eBusiness application.
- 2.16.2.6 The contractor shall provide refresher training course as required to keep personnel operating efficiently.
- 2.16.2.7 The contractor shall perform a thorough review of Remedy Incidents reported through the Enterprise Call Center to identify trends indicating skills gaps in using WHS applications and eBusiness tools. The contractor shall also work domain support staffs and application developers or vendors to identify training requirements for WHS end users.
- 2.16.2.8 The contractor shall create training curricula and materials in response to an assessed need. The contractor shall determine the best type of training to fit the requirement, such as traditional classroom (instructor led training), online computer based training, and desk side training. The contractor shall ensure all training courses and online media are available through the WHS ESSC Service Catalog.

**2.17 Domain Systems Analysis Services [SOO 5.6, A002]****Background**

The WHS domain systems analysis services requirement will transition over time to the enterprise level. Currently a number of systems operate at the domain level. Domain systems analysis services will continue to require coordination at several levels within the WHS, including the enterprise systems analysis team, to continue to provide the expected level of support that WHS has become accustomed to over the past several years. The extent of the domain systems analysis services interconnects several domain and enterprise levels. These services can have an effect on a single user or an entire domain, depending on the requirement. The current domain system analysis process will require improvements. Incorporation of practices such as SEI CMMI and Lean Six Sigma and will further shape and define these services.



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## Scope

TIME FRAME	FUNCTION
Day 1	Initiate a comprehensive analysis of domain support services under WHS Enterprise to determine requirements for domain systems, capabilities and business processes and begin to develop processes to transition support services to the Enterprise. The goal will be to set up a unified portfolio management method of delivering e-business systems to the domains. All new support requirements will become the responsibility of WHS Enterprise support.
6 months	Provide comprehensive analytical support for requirements analysis for new and existing domain systems to ensure system availability, continuity, and reliability. Make recommendations for new technologies and capabilities that will enhance operational efficiencies and coordination between domains and enterprise support teams.
Year 1	Implement SIRs to eliminate duplication, increase organizational efficiency, increase customer satisfaction and capitalize on industry best practices.
> Year 3	All domain support services will be transitioned to the Enterprise and will no longer be required at the domain level. A portfolio management system will be employed to provide domain system support. This will permit domain managers to focus on their mission of providing services devoted to improving their business line.

## Objective

The primary objective is to ensure comprehensive analytical support services are conducted to determine requirements for new and existing domain systems, capabilities and business processes as they continue to transition to the enterprise level. The long-term objective is to have this support transitioned to the enterprise level. To reach that goal, the Contractor must continue to implement and maintain processes for proactively researching, identifying and advocating for new technologies and capabilities that will eliminate duplication, increasing organizational efficiency, enhancing overall customer satisfaction and exploiting industry best practices. The Contractor will function as component of the proposed Technology Governance Counsel to propose and evaluate System Improvement Recommendations (SIRs) for new technology initiatives.

## Requirements

### **Provide comprehensive analytical support to determine requirements for new and existing domain systems, capabilities and business processes.**

- 2.17.1.1 The Contractor shall provide resources to continue supporting the domains at the service levels they are accustomed to.
- 2.17.1.2 The Contractor shall evaluate and determine how the needs of a particular Directorate/Domain influence WHS and its strategic direction and identify existing systems and/or develop new solutions to meet those strategic goals.
- 2.17.1.3 The Contractor shall conduct an analysis of each domain under WHS. The analysis will identify the service level support required by each domain.
- 2.17.1.4 The contractor shall review current domain policies and systems and identify requirements for new systems or enhancements to current systems to support the domains needs.

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- 2.17.1.5 The contractor shall conduct a feasibility study to address fulfillment of the newly identified requirements and present WHS with options to meet those requirements.
- 2.17.1.6 The contractor shall conduct analysis of domain systems to identify redundancies and make recommendations for system repurposing to meet new requirements.
- 2.17.1.7 Contractor shall develop, maintain and deliver systems analysis documentation to include:
- Informal issues lists
  - Change requests
  - Meeting minutes
  - Agendas
  - Requirements analysis documents
  - System documentation as necessary to meet any CMMI and contractual requirements.
- Implement and maintain processes for proactively researching, identifying and recommending new technologies and capabilities that will eliminate duplication, increase organizational efficiency, increase customer satisfaction and capitalize on industry best practices.**
- 2.17.1.8 The contractor shall develop System Improvement Recommendations (SIRs) that will focus on transitioning the existing domain support services to Enterprise support services. SIRs shall contain background, study constraints, analysis, benefits, risk assessments, findings, associated cost estimates, COOP test plan and results, and conclusions.
- 2.17.1.9 Contractor shall store SIRs in a central repository. The contractor shall track and analyze SIRs to determine the best approach for the organization and formally submit the SIR to WHS for review.
- 2.17.1.10 The contractor shall analyze the technical reasonableness of an existing or proposed new solution.
- 2.17.1.11 The contractor shall evaluate COTS products to determine suitability for meeting the defined SIRs and provide COTS evaluation documentation to determine whether WHS should “Build it... Buy it... or Subscribe to it.”
- 2.17.1.12 The contractor shall conduct impact analysis reviews on organizational changes required to accommodate the proposed system. The Contractor shall ensure the proposed system will solve the domain problem and provide better opportunities for the domain.
- 2.17.1.13 The contractor shall use the Enterprise Test Environment to test and evaluate the new and/or modified systems before production. The evaluation shall incorporate the user expectancy and cultural response regarding the new system.
- 2.17.1.14 The contractor shall complete a risk analysis to identify the vulnerabilities and the cost of mitigating the risk.

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2.17.1.15 The contractor shall ensure any new or augmented solution passes all related Federal or contractual obligations. The Contractor shall ensure there are no violations with the new solution based on any preexisting MOUs, MOAs and/or any government regulations.

**2.18 Systems Analysis Support [SOO 4.3, A002]**

**Background**

WHS requires a contractor to examine current deployed technology and applications, recommend new procedures, and promote cultural change throughout the organization. This shall be done without disruption to service or service levels. The systems analysis function must be data and user driven and must result in improved performance, eliminate duplication of resources and improve the functionality of WHS eBusiness systems.

**Scope**

TIME FRAME	FUNCTION
Day 1	The contractor shall begin a comprehensive analysis of WHS Enterprise and domains to determine requirements for modernization of existing enterprise systems, capabilities and business processes. The goal will be to set up a portfolio method of delivering eBusiness systems
6 Months	Begin providing System Improvement Recommendations (SIRs) for technology modernization initiatives. (CDRL A002) based on industry best practices and DoD and WHS policies.
Year 1	Begin implementing SIRs to eliminate duplication, increase organizational efficiency, increase customer satisfaction and capitalize on industry best practices.
> Year 3	Leverage implementation of 311/CRM/InfoStat and analyze data on customer feedback, systems performance and systems functionality. Implement business process re-engineering activities that will ensure WHS realizes value driven service from its investments in 311/Infostat.

**Objectives**

The scope of this area provides for a systems analysis team that will review all current WHS enterprise systems, enterprise support process and enterprise support business practices. The results of the analysis will be used to present System Improvement Recommendations (SIRs) to WHS. Recommended systems will assist WHS customers in more effectively achieving their goals and mission.

**Requirements**

**Provide analytical support to determine new requirements for existing enterprise systems, capabilities and business processes**

- 2.18.1.1 The Contractor shall conduct reviews with domain managers, IT managers and other WHS key personnel to identify existing systems currently deployed.
- 2.18.1.2 The Contractor shall assess performance of enterprise systems, capabilities and business processes and define areas for improvement.
- 2.18.1.3 The Contractor shall evaluate new customer requirements and analyze the impact and feasibility of satisfying requirements through various solutions such as purchase

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solutions and support internally (COTS), build solutions and support from scratch (GOTS), or assist in procurement of support and services from a third party (SUBSCRIBE).

- 2.18.1.4 The Contractor shall eliminate system redundancies across the WHS Enterprise and identify systems that can be repurposed to satisfy new requirements, thus resulting in cost efficiencies and organizational improvements.
- 2.18.1.5 The Contractor shall implement a comprehensive structured enterprise systems analysis approach and methodology to research, identify, plan, design, and implement improvements to the WHS enterprise to meet both current and future WHS business requirements based on industry standards and DoD policy, protocols and procedures.
- 2.18.1.6 The Contractor shall create metrics to assess organizational efficiency and measure, monitor, and report metrics on organizational efficiency.
- 2.18.1.7 The Contractor shall set up and manage the activities of the WITS Governance Counsel, which will include domain managers, IT managers and other WHS key personnel responsible for the review and approval of all solutions to be implemented by the Contractor.
- 2.18.1.8 The Contractor shall set up and manage the activities of the Enterprise Architecture Review Board, which will work with the WITS Governance Counsel and contractor Enterprise Systems Analysis team to determine how to implement technical solutions.

**Implement and maintain processes for proactively researching, identifying and recommending new technologies and capabilities that will eliminate duplication, increase organizational efficiencies, customer satisfaction and capitalize on industry best practices.**

- 2.18.1.9 The Contractor shall create standard processes for researching and identifying emerging technologies that will help WHS better meet its goals and accomplish its mission.
- 2.18.1.10 The Contractor shall make formal recommendations to WHS to procure new technologies that will assist WHS in eliminating duplication, increasing organizational efficiencies and customer satisfaction as well as capitalize on industry best practices.
- 2.18.1.11 The Contractor shall proactively determine realistic technologies for implementation into the WHS environment via:
- Conducting research through alliances with major technology manufacturers, trade shows, symposiums, seminars, and consulting with major standards organizations to determine industry trends on leading edge or new technologies
  - Assessing cost feasibility, impact on existing enterprise components, affect on user communities, fit within existing standards, return of investment, overall lifecycle of the technology, and demonstrated effect on efficiency
- 2.18.1.12 Promoting the use of CMMI and metrics-driven application management and improvement to ensure the continued and improved reliability and functionality of applications in the enterprise and across all WHS domains.
- 2.18.1.13 Working with WHS to identify short-, mid-, and long-term enterprise requirements in relation to current strategic business goals, objectives, and initiatives to effectively determine and develop SIRs.

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- 2.18.1.14 Conducting review sessions with WITS Governance Counsel to assess organization efficiency and performance and define areas of improvements based on agreed upon metrics.
- 2.18.1.15 Measuring and periodically reviewing the statistics and performance data from enterprise and domain systems and create SIRs to optimize WHS systems and applications.
- 2.18.1.16 Discovering and proposing SIRs from research of new technical solutions to industry problems that can be applied to optimize WHS business processes through the use of collaboration of domain knowledge and industry research avenues (distribution lists, trade shows, etc.).
- 2.18.1.17 Leveraging 311/CRM/InfoStat to analyze data on customer feedback, systems performance and systems functionality and implement business process re-engineering activities.

**2.19 Performance Management [SOO 7.1]**

**Background**

WHS intends to implement a performance management program to ensure process improvements across ITMD and WHS mission support activities. WHS requires contractor support to provide recommendations that address innovative solutions to meet customer needs and desires, and increase value to across WHS mission activities. This will require a Business Process Re-engineering (BPR) team focused on implementing Lean Thinking and Six Sigma methodologies and principles.

**Scope**

TIME FRAME	FUNCTION
Day 1	Develop a baseline of performance metrics and SLA data for WHS ITMD.
6 months	Conduct statistical analysis and trending of WHS ITMD data and identify candidate projects for Lean Six /BPR improvements.
Year 1	Implement improvements identified. Refine process and performance metrics and begin measurement against new.
> Year 3	Implement the 311/CRM/InfoStat program and associated performance measurement and BPR program across WHS

**Objective**

Use performance data directed by the BPR process to continue to improve the processes and minimize work or effort that produces results that are not needed. Implement a rigorous 311/CRM/InfoStat program across WHS. It will be tightly controlled with a data-driven performance measurement and management system, business process re-engineering, and development of service agreements to monitor and improve the performance of WHS Directorates and ensure they are able to accomplish their stated missions.

**Requirements**

**2.19.1 Statistical Metrics**

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- 2.19.1.1 Contractor shall develop and implement a short-term (ITMD focused) and long-term (WHS focused) statistical metrics program that is:
- 2.19.1.2 Customer-Centered: Positions WHS on customer satisfaction
- 2.19.1.3 Value-Focused: Minimize waste, then maximize the value for WHS
- 2.19.1.4 Process-Oriented: Define, create and recommend a system of reliable processes to get realistic results for WHS
- 2.19.1.5 Knowledge-Driven: Base analyses and decisions on relevant, accurate knowledge
- 2.19.1.6 Improvement-Minded: Create a mindset of continuous improvement
- 2.19.1.7 The Contractor shall develop and implement performance metrics and data collection mechanisms and develop baseline to characterize ITMD (short-term) and WHS (long-term) support.
- 2.19.1.8 The Contractor shall provide ad hoc reports to ITMD and WHS (**CDRL A012**) on statistics, performance metrics, analytical reports, performance improvements, and status.
- 2.19.1.9 The Contractor shall develop and implement Statistical Analysis and BPR groups, using Lean Six Sigma methodology to:
- Support re-engineering of WHS ITMD business processes (short-term).
  - Support re-engineering of WHS business processes, via 311/CRM/InfoStat initiative (long-term).
- 2.19.1.10 The Contractor shall develop ROI baselines for service provision by WHS ITMD and WHS.
- 2.19.1.11 The Contractor shall support implementation of the WHS CRM system, including conducting a feasibility study and concept of operations document for Maximo/Remedy integration.
- 2.19.2 Trend Analysis**
- 2.19.2.1 Contractor shall perform analyses on collected and reported measures and shall
- Identify trends and variation in the process.
  - Identify anomalies in performance, which falls below or exceeds the SLA or performance metric.
  - Identify candidates for Lean Six Kaizen Event/actionable item to determine the root cause.
- 2.19.2.2 The Contractor shall conduct reviews with WHS management to review and audit trend analysis activities.
- 2.19.2.3 The Contractor shall identify and prioritize opportunities and develop a formal charter for the event, using Value Stream Analysis to develop a "Plan of Action".
- The Contractor shall identify business and process measures based ITMD or WHS project goals, customer requirements and satisfaction.
  - The Contractor shall identify and prioritize process improvement opportunities.

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- The Contractor shall break problems into manageable pieces and identify pieces that can be controlled and changed in priority.
  - The Contractor shall identify team members, roles and responsibilities, tools, and evaluation criteria.
- 2.19.2.4 The Contractor shall document the “as is” process and identify the value, time and cost of each ITMD or WHS process step.
- The Contractor shall identify metrics that exist in the current state.
  - The Contractor shall determine the baseline performance.
- 2.19.2.5 The Contractor shall identify the sources of waste/variability in the ITMD or WHS process.
- The Contractor shall develop practical solutions and an implementation plan address the root causes of waste and produce the desired outcome.
- 2.19.2.6 The Contractor shall follow the action plan to solve a problem or improve an ITMD or WHS process. Assess the results of the change. Consider how & where to pilot the changes. Prioritize pilots for training and rollout to the WHS community.
- 2.19.2.7 The Contractor shall sustain improvement gains, select on-going measures to monitor process performance, prepare all essential documentation of the revised process including key procedures and process maps, and ensure results are captured and reported.
- 2.19.2.8 The Contractor shall evaluate and report on quality of provision of ITMD and WHS core mission functions.
- 2.19.2.9 The Contractor shall update and modify performance measures, metrics and standards to align with ITMD and WHS strategic plans and objectives.
- 2.19.3 Program Review**
- 2.19.3.1 The contractor shall implement a Program Review methodology that collects data, information, trends, and performance indicators for ITMD (short term) and every level of WHS (long term). The Contractor shall effect change at every level of the organization, including:
- Executive Level (WHS Leadership Council) - Vision Setting/Organization
  - Directorate - Strategic Direction
  - Division – Management
  - “Sub Division” and Domain - Detailed
- 2.19.3.2 The contractor shall create a performance management process framework that will
- Collect accurate and timely data
  - Analyze data, metrics, and trends
  - Prepare and conduct performance management meetings
  - Follow-up on action plans

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- Repeat the process and measure customer satisfaction
- Hold regularly scheduled meetings: weekly program status meetings, weekly service area meetings with IT POC's, monthly status meetings, quarterly program reviews, and periodic technical exchanges.
- Develop metrics dashboard that will provide a continuously updated view of key performance metrics across the program.

2.19.3.3 The contractor shall develop, implement, and conduct a Program Management Review (PMR) after the first 30 days of the contract and subsequently, the first Wednesday of each month thereafter (CDRL A013).

2.19.3.4 The Contractor shall regularly audit the measurement system and analysis methodology to ensure it is providing the information required to drive the InfoStat program.

**2.19.4 Internal Controls/Management Control Program**

2.19.4.1 The contractor shall build and practice efficient business processes and implement best practices to meet ITMD (short-term) and WHS (long-term) requirements.

2.19.4.2 The contractor shall use quality processes that are recommended by external certifying authorities and determined to meet the highest industry standards - ISO 9000-2001, SEI CMMI Level 3, Lean Thinking and Six Sigma.

2.19.4.3 The contractor shall ensure the quality approach is supported by a system of surveillance activities, e.g., audits and inspections.

2.19.4.4 The contractor shall develop a quality manual that outlines the Quality Management (QM) procedures that will cover the entire project life cycle.

- The Contractor shall detail requirements for project planning, risk management, project monitoring and control, recruitment and training activities.
- The Contractor shall address service process: Configuration Management (CM); Issue and Problem Management; Change Management; Release Management and Availability; Capacity Management; and Performance and Service Level Management.
- The Contractor shall develop and incorporate a WHS Quality Assurance Surveillance Plan (QASP).
- The Contractor shall develop escalation and corrective action plans.
- The Contractor shall develop and implement contractor staff training to include: QA orientation at project start-up, operating procedures for the contract, and QA refresh.

**2.20 Hours & Days of Operation**

PWS ELEMENT	SOO SECTION No.	HOURS OF OPERATION	DAYS OF OPERATION
Enterprise User Support Services	4.1	0600-1800 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Enterprise Service Support Center (Call Center)	4.1.1	0600-2300 Hours 2300-0600 Hours On Call On Call as Needed (24X2)	Monday-Friday Monday-Friday Sat & Sun



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PWS ELEMENT	SOO SECTION No.	HOURS OF OPERATION	DAYS OF OPERATION
Forward Deployed Support		0600 – 0800 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Training	4.1.2	0700-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Enterprise System Administration	4.2.1	0600-1800 Hours 1800-0600 Hours On Call On Call as Needed (24x2)	Monday-Friday Monday-Friday Sat & Sun
Enterprise Systems Hosting	4.2.2	0600-1800 Hours 1800-0600 Hours On Call On Call as Needed (24x2)	Monday-Friday Monday-Friday Sat & Sun
Enterprise Engineering Services	4.2.3	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Enterprise Test Environment	4.2.4	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Systems/Services Monitoring and Maintenance	4.2.5	0600-1800 Hours 1800-0600 Hours On Call On Call as Needed (24x2)	Monday-Friday Monday-Friday Sat & Sun
Enterprise Database Administration Services	4.2.6	0600-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Systems Analysis Support	4.3	0800-1700 Hours On Call as Needed	Monday-Friday Sunday-Saturday
Disaster Recovery	4.4	Available to do – 7x24X365	Sunday-Saturday
Asset Management	4.5 (all)	0600-1800 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Enterprise Information Assurance	4.6 (all)	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Audio Visual	4.7	0600-1700 Hours 1700-2300 Hours (surge) On Call as Needed (surge)	Monday-Friday Monday-Friday Sunday-Saturday
Enterprise Configuration Management	4.8	0800-1700 Hours	Monday-Friday
Domain User Support Services for eBusiness Systems	5.1 (all)	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Domain Systems Administration/Engineering Services	5.2 (all)	0800-1700 Hours 1700-0800 Hours On Call On Call as Needed (24x2)	Monday-Friday Monday-Friday Sat & Sun
Software Development Services	5.3	0800-1700 Hours	Monday-Friday
Domain Web Administration Services	5.4	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Domain Database Administration Services	5.5	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Domain Systems Analysis Services	5.6	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Domain Security	5.7	0800-1700 Hours On Call as Needed (24x7)	Monday-Friday Sunday-Saturday
Change Management	5.8	0800-1700 Hours	Monday-Friday
Performance Management	7.1 (all)	0800-1700 Hours	Monday-Friday

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PWS ELEMENT	SOO SECTION No.	HOURS OF OPERATION	DAYS OF OPERATION
Program Management	7.2 (all)	On Call as Needed (24x7)	Sunday-Saturday
		0800-1700 Hours	Monday-Friday
		On Call as Needed (24x7)	Sunday-Saturday

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**Attachment A - Contract Data Requirements List (CDRL)**

<b>DATA REQUIREMENTS LIST</b> <i>(1 Data Item)</i>						<b>Original Form Approved</b> <b>OMB No. 0704-0188</b>	
Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Issuing Contracting Officer for Contract/PR No. listed in Block E.							
A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP      TM      OTHER      MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A001</b>		2. TITLE OF DATA ITEM <b>Service Level Agreement (SLA) Reports</b>			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 7,2,4</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>XX</b>	9. DIST STATEMENT REQUIRED  <b>D</b>	10. FREQUENCY <b>SEE BLK 16</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION  a. ADDRESSEE  b. COPIES Draft      Final Reg      Repro			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>				
16. REMARKS  Blocks 10, 12, 13 and 14: In accordance with Contract Attachment J-X, WITS Service Level Agreement.				15. TOTAL <b>SEE BLK 16</b> →			
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

17. PRICE GROUP  
  
18. ESTIMATED  
TOTAL PRICE  
**Insert**  
**IN**  
**SECT. B**

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PERFORMANCE WORK STATEMENT  
27 August 2007

CONTRACT DATA REQUIREMENTS LIST (1 Data Item)						Original Form Approved OMB No. 0704-0188	
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A002</b>	2. TITLE OF DATA ITEM <b>System Improvement Recommendation (SIR)</b>				3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0, 7.2.2</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LT</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>N/A</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>N/A</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS  Block 14: Provide one original signed hard copy to the COR. Provide one soft copy to COR and applicable Performance Monitor.  Format, content and distribution method mutually agreeable between government and contractor. Shall reflect at a minimum the following:  Background Study Constraints Analysis Benefits Risk Assessments Findings Associated Cost Estimates COOP Test Plan and Results Conclusions				SEE BLK 16			
				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

17. PRICE GROUP  
  
18. ESTIMATED TOTAL PRICE  
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Public reporting burden for this collection of information is estimated to average 1.10 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA, 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Issuing Contracting Officer for Contract/PR No. listed in Block E.							
A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A003</b>		2. TITLE OF DATA ITEM <b>Daily Status Reports</b>			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>DAILY</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
						Draft	Final
						Reg	Repro
16. REMARKS  Blocks 12 and 13: Due on 1st day after contract start and every business day thereafter NLT 0900 each day.  Block 14: Provide soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Shall, at a minimum, reflect current status and availability of all WITS systems; and an analysis and summary of daily Network Management Incident Reports (NMIRs) from Information Technology Agency (ITA).				15. TOTAL <b>→</b>			
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

17. PRICE GROUP  
  
18. ESTIMATED TOTAL PRICE  
**Insert**  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A004-I</b>		2. TITLE OF DATA ITEM <b>Scheduled Outage</b>			3. SUBTITLE <b>Pre-Outage Notice</b>		
4. AUTHORITY <i>(Data Acquisition Document No.)</i>			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE	b. COPIES		
					Draft	Final	
10. REMARKS						Reg	Repro
<p>Blocks 12 and 13: Pre-Outage Notice due to government NLT 72 hours before scheduled outage occurs.</p> <p>Block 14: Provide soft copy to the applicable Performance Monitor and COR.</p> <p>Format, content, and distribution method mutually agreeable between government and contractor. Shall, at a minimum, reflect the following:</p> <ul style="list-style-type: none"> <li>Maintenance Description</li> <li>Timeline</li> <li>Systems Impacted</li> <li>Users Affected</li> <li>Fall Back Plan</li> <li>Contractor POC for Scheduled Outage</li> </ul>				<b>SEE BLK 16</b>			
				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

(17) PRICE GROUP

(18) ESTIMATED TOTAL PRICE

**Insert**

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR			
1. DATA ITEM NO. <b>A004-2</b>		2. TITLE OF DATA ITEM <b>Scheduled Outage</b>			3. SUBTITLE <b>Post-Outage Report</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE	b. COPIES			
					Draft	Final		
					Reg	Repro		
16. REMARKS  Blocks 12 and 13: Post-Outage Report due NLT 0900 of following business day after completion of scheduled outage.  Block 14: Provide soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Shall, at a minimum, reflect the status/ results of scheduled outage.				SEE BLK 16				
				15. TOTAL 				
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

17. PRICE (USD \$)  
  
18. ESTIMATED TOTAL PRICE  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP      TM      OTHER      MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A005</b>		2. TITLE OF DATA ITEM <b>Daily Backup Report</b>			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>DAILY</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		5. COPIES	
						Draft	
						Final	
						Reg	
						Repro	
16. REMARKS Blocks 12 and 13: Due on 1st day after contract start and every business day thereafter NLT 0900 each day.  Block 14: Provide soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Shall reflect success/failure and exceptions to backups. Shall address, at a minimum, the following:  Group Affected Backup Types Job Status Computers Period Exception Report				SEE BLK 16			
				15 TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

17. PRICE GROUP

18. ESTIMATED TOTAL PRICE

**Insert**

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A. CONTRACT LINE ITEM NO. <b>0004</b>			B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR				
1. DATA ITEM NO <b>A006-1</b>		2. TITLE OF DATA ITEM <b>Incident Reports</b>			3. SUBTITLE <b>Initial Report</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>				
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>		10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>		14. DISTRIBUTION			
8. APP CODE			11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>		a. ADDRESSEE	b. COPIES		
						Draft	Final		
							Reg	Repro	
16. REMARKS Blocks 12 and 13: Due NLT one hour after incident has commenced.  Block 14: Provide soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Shall reflect at a minimum the following:  Start date and time of incident System or subsystem affected Impact Problem description Estimated resolution time						15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

17. PRICE GROUP  
  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM OTHER				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR			
1. DATA ITEM NO. <b>A007</b>	2. TITLE OF DATA ITEM <b>Logistics Documentation</b>				3. SUBTITLE			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
				Draft	Final			
				Reg	Repro			
16. REMARKS Blocks 12 and 13: Data required NLT 24 hours from date/time of government request.  Block 14: One original hard copy and one soft copy shall be developed and maintained by the contractor and provided to the applicable Performance Monitor and COR upon request.  Format, content, and distribution method mutually agreeable between government and contractor. The following categories of logistics documentation shall, at a minimum, be provided:  Signed manifest documentation of items received into warehouse Forms that document assets leaving the warehouse for distribution, transfer or disposal Hand receipts for assets delivered to or retrieved from user offices and locations				SEE BLK 16				
				15. TOTAL				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

17. PROJECT GROUP  
18. ESTIMATED TOTAL PRICE  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A008</b>		2. TITLE OF DATA ITEM <b>Installation Status Report</b>			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.5.2</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>WEEKLY</b>	12. DATE OF FIRST SUBMISSION <b>15DAC</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
						Draft    Final	
						Reg    Repr	
16. REMARKS				SEE BLK 16			
Block 12/13: First Installation Status Report due 15 business days after contract start and every week thereafter on Wednesday NLT 0900.							
Block 14: Provide soft copy to the applicable Performance Monitor and COR.							
Format, content, and distribution method mutually agreeable between government and contractor. Report shall include, at a minimum, a summary of all installation activities including scheduled installs, actual installs, problems, issues, slippages, etc; and scheduled installs for future periods.							
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

17. PRICE GROUP  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM <input type="checkbox"/> OTHER <input type="checkbox"/>			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. <b>A009</b>		2. TITLE OF DATA ITEM <b>Data Images</b>			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.5.2</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS  Blocks 12 and 13: Data required NLT 24 hours from date/time of government request.  Block 14: One soft copy shall be developed and maintained by the contractor and provided to the applicable Performance Monitor and COR upon request.  Format, content, and distribution method mutually agreeable between government and contractor.				SEE BLK 16			
				15 TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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18. ESTIMATED TOTAL PRICE
<b>Insert</b>
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A. CONTRACT LINE ITEM NO. <b>0004</b>			B. EXHIBIT <b>A</b>		C. CATEGORY: <b>TDP X    TM    OTHER</b>				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>				
1. DATA ITEM NO. <b>A010-1</b>		2. TITLE OF DATA ITEM <b>Inventory</b>			3. SUBTITLE <b>Annual Physical Inventory</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>				
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>		10. FREQUENCY <b>OTIME</b>	12. DATE OF FIRST SUBMISSION <b>NLT 30 DAC</b>	14. DISTRIBUTION				
8. APP CODE			11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>N/A</b>	a. ADDRESSEE		b. COPIES		
16. REMARKS  Block 14: One original signed hard copy shall be provided to the COR. One soft copy shall be provided to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.					SEE BLK 16		Draft	Final	
								Reg	Repro
15. TOTAL →									
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE		

17. PRICE GROUP  
  
18. ESTIMATED TOTAL PRICE  
**Insert**  
**IN**  
**SECT. B**

Based upon DD Form 1423-1, 1 Jun 90

PERFORMANCE WORK STATEMENT  
27 August 2007

<b>CONTRACT DATA REQUIREMENTS LIST</b> (1 Data Item)						<b>Original Form Approved</b> OMB No. 0704-0188	
<small>Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Printing Contractors Office for Contract PWS, No. 1403-1, Block 2.</small>							
A. CONTRACT LINE ITEM NO.		B. EXHIBIT		C. CATEGORY:		TDP X TW OTHER	
0004		A					
D. SYSTEM/ITEM			E. CONTRACT/PR NO		F. CONTRACTOR		
WITS					TBD		
1. DATA ITEM NO.	2. TITLE OF DATA ITEM			3. SUBJECT			
AUC-2	Inventory			Monthly Physical Inventory Report			
4. AUTHORITY (Title, Acquisition Instrument (F.F.))			5. CONTRACT REFERENCE		6. REQUESTING OFFICE		
			SOO 4.5.3		ITMD		
7. DD FORM REQ.	8. LIST STATEMENT REQUIRED	9. FREQUENCY	10. DATE OF FIRST SUBMISSION	11. DISTRIBUTION			
LTR		SEMA	SEE BLK 16				
12. APP CODE	13. AS OF DATE	14. DATE OF SUBSEQUENT SUBMISSION	15. ADDRESS/EE	Draft		Final	
D		SEE BLK 16		Reg		Kopro	
16. REMARKS				17. TOTAL			
Blocks 12 and 13: First submission due 30 days after contract award. Subsequent monthly submissions.  Block 14: Provide one signed original hard copy to the CDR. Provide one soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor.				SEE BLK 15			
G. PREPARED BY				H. DATE		I. APPROVED BY	
Robert Cox/ITMD				26Jul07		Doretta Henderson/A&PO	
						J. DATE	

17. PRICE GROUP

18. ESTIMATED TOTAL PRICE

Insert  
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PERFORMANCE WORK STATEMENT  
27 August 2007

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A011-1</b>	2. TITLE OF DATA ITEM <b>Configuration Management Documentation</b>				3. SUBTITLE <b>Initial Baseline</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.8, 5.8</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS Blocks 12 and 13: Data required NLT 72 hours from date/time of government request.  Block 14: Provide one soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.				SEE BLK 16			
				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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PERFORMANCE WORK STATEMENT  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: <b>TDP X    TM    OTHER</b>				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A011-2</b>	2. TITLE OF DATA ITEM <b>Configuration Management Documentation</b>				3. SUBTITLE <b>Changes and Updates</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.8, 5.8</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
				Draft	Final			
				Reg	Repro			
16. REMARKS  Blocks 12 and 13: Data required NLT 72 hours from date/time of government request.  Block 14: Provide one soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.				SEE BLK 16				
				15. TOTAL <b>→</b>				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP      TM      OTHER      MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A012</b>	2. TITLE OF DATA ITEM <b>Ad Hoc Reports</b>			3. SUBTITLE			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 7.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>NO</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: Provide one soft copy to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor.				SEE BLK 16			
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A013</b>	2. TITLE OF DATA ITEM <b>Program Management Review (PMR)</b>				3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 7.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>MTHLY</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS  Blocks 12 and 13: First PMR required 30 days after contract award. PMR due 1st Wednesday of each month thereafter, unless directed otherwise by the government.  Block 14: Provide one signed original hard copy and one soft copy of presentation materials and meeting minutes to the COR. Sufficient hard copies to be provided to attendees at the PMR.  Format, content, and distribution method mutually agreeable between government and contractor.				SEE BLK 16			
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM <input type="checkbox"/> OTHER <input type="checkbox"/>			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-1</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Software Requirements Specifications (SRS)</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSES:		b. COPIES	
						Draft	Final
						Reg	Repro
16. REMARKS:  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  SRS shall provide complete listing of features and functions to be developed for the application and forms the basis for the test plan. Example areas to be addressed include technical, performance, security, reporting, query, and data entry requirements.				SEE BLK 16			
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-2</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Interface Specifications</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
E. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
						Draft:      Final	
						Reg      Repr	
16. REMARKS				SEE BLK 16			
Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.							
Block 14: One original hard copy and one soft copy shall be provided to the applicable Performance Monitor and COR.							
Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.							
Interface Specification shall provide design information about infrastructure, security, and file format specifications and describe the systems that will interface, the data that will be transferred, and a description of the method of transport.							
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: <b>TDP X    TM    OTHER</b>			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-3</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Business Workflow Diagrams</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
				Draft	Final		
				Reg	Repro		
16. REMARKS				15. TOTAL →			
<p>Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.</p> <p>Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.</p> <p>Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.</p> <p>Business Workflow Diagrams shall provide a diagrammatic view of the tasks managed by the system. Diagrams should show the order of the human system, stakeholders, and information elements that are used in the procedure and describe business requirements that must be addressed in the automated system.</p>				SEE BLK 16			
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>				
1. DATA ITEM NO. <b>A014-4</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Use Cases</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>				
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION					
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES			
						Draft	Final		
						Reg	Repro		
16. REMARKS				SEE BLK 16					
Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.									
Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.									
Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.									
Use cases shall provide high-level information about the interactions that users will have with the system, describing every instance where the user will interface with the system using a variety of peripherals.									
				15. TOTAL					
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

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27 August 2007

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<small>Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Issuing Contracting Officer for Contract/PR No. listed in Block E.</small>							
A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-5</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Activity Diagrams</b>		
4. AUTHORITY (DauI Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE: <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE	b. COPIES		
					Draft	Final	
16. REMARKS							
<p>Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.</p> <p>Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.</p> <p>Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.</p> <p>Activity Diagrams shall show the interaction of system components that are activated as a result of human or system action.</p>				<p>SEE BLK 16</p>			
				15. TOTAL →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

17. PRICE GROUP
18. ESTIMATED TOTAL PRICE
<b>Insert IN SECT. B</b>

Based upon DD Form 1423-1, 1 Jun 90




PERFORMANCE WORK STATEMENT  
27 August 2007

CONTRACT DATA REQUIREMENTS LIST (1 Data Item)						Original Form Approved OMB No. 0704-0188		
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <input checked="" type="checkbox"/> TM OTHER				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A014-6</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Infrastructure Diagrams</b>			
4. AUTHORITY (Leave Acquisitions Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
				Draft	Final			
				Reg.	Repro			
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Infrastructure Diagrams shall show the system that is being planned or documented and how it interacts with the physical layer. Shall provide one large relational diagram showing all components used in the infrastructure for the system to operate.				SEE BLK 16				
				15. TOTAL →				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

17. PRICE GROUP  
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IN  
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PERFORMANCE WORK STATEMENT  
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP X    TM    OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-7</b>	2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>				3. SUBTITLE <b>Gold Software Package</b>		
4. AUTHORITY ( <i>DoD Acquisition Document No.</i> )			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Upon request, Contractor shall provide to Government, in CD or soft media, all software artifacts placed under source control that holds the baseline release software that is in development, testing, or production. This shall include, but is not limited to, source code, object code, algorithms, formulae, etc. Any changes to this software should be documented and replace the initial gold software package or be shown as an incremental patch to the gold package.				SEE BLK 16		Draft	Final
						Reg	Repro
				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP X    TM    OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-8</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Test Platform Description</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
					Draft	Final	
					Reg	Repro	
16. REMARKS				15. TOTAL →			
<p>Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.</p> <p>Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.</p> <p>Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.</p> <p>In web or client server applications, Test Platform Description shall describe the hardware and software required to mirror the production environment.</p>				SEE BLK 16			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP X    TM    OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-10</b>	2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Software Test Results</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSFE		b. COPIES	
				Draft	Final		
					Reg	Repro	
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Software Test Results shall list the results of the completion and functional aspects of the Test Plan. It shall describe any discrepancies between the Test Plan and the candidate package.				15. TOTAL <b>SEE BLK 16</b> →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <b>X</b> TM    OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-11</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Bug Reports</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED  <b>D</b>	10. FREQUENCY <b>ASREQ</b>		12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>		14. DISTRIBUTION  a ADDRESSEE  b COPIES Draft    Final Reg    Repro	
8. APP CODE		11. AS OF DATE		13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>			
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Bug Reports shall document issues (i.e., bugs) in Software Test that need to be tracked, repaired and closed by the developer.						15. TOTAL <b>→</b>	
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP <b>X</b> TM    OTHER				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A014-12</b>	2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>				3. SUBTITLE <b>Acceptance Testing Report</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 259 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One original hard copy signed by the user and one soft copy provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Acceptance Testing Report shall provide a summary of each major feature and the results of user acceptance testing.				SEE BLK 16		Draft	Final	
							Reg	Repro
				15. TOTAL 				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-13</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Implementation Report</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		h. COPIES	
					Draft	Final	
						Reg	Repro
16. REMARKS Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Implementation Report shall provide a summary of any issues that arose during implementation of a production system.				SEE BLK 16			
				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

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A. CONTRACT LINE ITEM NO.		B. EXHIBIT		C. CATEGORY:			
0004		A		TDP X    TM    OTHER			
D. SYSTEM/ITEM			E. CONTRACT/PR NO.		F. CONTRACTOR		
WTS					TBI		
1. DATA ITEM NO.		2. TITLE OF DATA ITEM			3. SUBTITLE		
A014-14		Computer Software Data and Related Information			Training Materials		
4. AUTHORITY (Data Requirement Document No.)			5. CONTRACT REFERENCE		6. REQUIRING OFFICE		
			SOO 5.3		ITMD		
7. DD FORM REQUIRED	8. DIST STATEMENT REQUIRED	10. FREQUENCY	11. DATE OF FIRST SUBMISSION	14. DISTRIBUTION			
LTR		ASREQ	SEE BLK 16				
8. APP CODE	D	10. 15 OF DATE	13. DATE OF SUBSEQUENT SUBMISSION	a. ADDRESS/SEE		b. COPIES	
			SEE BLK 16			Draft	Final
						Reg	Repry
16. REMARKS				15. TOTAL			
Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.				SEE BLK 16			
Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.							
Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.							
Training Materials shall include, for example, a User Manual, overhead slides in PowerPoint, an outline of the training course, etc. Training materials are kept on hand for new users as they are added and are updated in future iterations of the software.							
G. PREPARED BY:		H. DATE		I. APPROVED BY		J. DATE	
Robert Coz/ITMD		26Jul07		Latetia Henderson/A&PC			

19. PRICE GROUP

18. ESTIMATED TOTAL PRICE

**Insert**

**IN**

**SECT. B**

Base upon DI Form 143-1, 1 Jun 90



PERFORMANCE WORK STATEMENT  
27 August 2007

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<b>A. CONTRACT LINE ITEM NO.</b> <b>0004</b>		<b>B. EXHIBIT</b> <b>A</b>		<b>C. CATEGORY</b> TDP      TM X      OTHER			
<b>D. SYSTEM/ITEM</b> <b>WITS</b>			<b>E. CONTRACT/PR NO.</b>		<b>F. CONTRACTOR</b> <b>TBD</b>		
<b>1. DATA ITEM NO.</b> <b>A014-15</b>	<b>2. TITLE OF DATA ITEM</b> <b>Computer Software Data and Related Information</b>				<b>3. SUBTITLE</b> <b>User Manual</b>		
<b>4. AUTHORITY (Data Acquisition Document No.)</b>			<b>5. CONTRACT REFERENCE</b> <b>SOO 5.3</b>		<b>6. REQUIRING OFFICE</b> <b>ITMD</b>		
<b>7. DD 250 REQ</b> <b>LTR</b>	<b>9. DIST STATEMENT REQUIRED</b> <b>D</b>	<b>10. FREQUENCY</b> <b>ASREQ</b>	<b>12. DATE OF FIRST SUBMISSION</b> <b>SEE BLK 16</b>	<b>14. DISTRIBUTION</b>			
<b>8. APP CODE</b>		<b>11. AS OF DATE</b>	<b>13. DATE OF SUBSEQUENT SUBMISSION</b> <b>SEE BLK 16</b>	<b>* ADDRESSEE</b>		<b>b. COPIES</b>	
					Draft	Final	
						Reg	Repro
<b>16. REMARKS</b>  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  User manual shall describe and diagram each system feature and use case. Capabilities and intents of the systems are discussed. Document is typically prepared in a word processor format.				<b>SEE BLK 16</b>			
				<b>15. TOTAL</b> →			
<b>G. PREPARED BY</b> <b>Robert Cox/ITMD</b>			<b>H. DATE</b> <b>26Jul07</b>		<b>I. APPROVED BY</b> <b>Latetia Henderson/A&amp;PO</b>		<b>J. DATE</b>

<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>
<b>Insert</b>
<b>IN</b>
<b>SECT. B</b>

Based upon DD Form 1423-1, 1 Jun 90

PERFORMANCE WORK STATEMENT  
27 August 2007

<b>CONTRACT DATA REQUIREMENTS LIST</b> <i>(1 Data Item)</i>						<b>Original Form Approved</b> <b>OMB No. 0704-0188</b>			
<small>Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA, 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Issuing Contracting Officer for Contract/PR No. listed in Block E.</small>									
A. CONTRACT LINE ITEM NO. <b>0004</b>			B. EXHIBIT <b>A</b>		C. CATEGORY: TDP    TM    OTHER    MISC				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>				
1. DATA ITEM NO. <b>A014-16</b>		2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Lessons Learned Report</b>				
4. AUTHORITY (If Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>				
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>		10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE			11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
							Draft	Final	
							Reg.	Repro.	
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Lessons Learned Report shall provide bullet points of major successes and failures for use in future projects.					15. TOTAL <b>SEE BLK 16</b> →				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE	

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A014-17</b>	2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Class Diagrams</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
					Draft	Final	
						Reg.	Repro
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Class diagrams shall comprehensively document all classes, modules, and features.				15. TOTAL <b>SEE BLK 16</b> →			
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>	I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>			J. DATE

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A014-18</b>	2. TITLE OF DATA ITEM <b>Computer Software Data and Related Information</b>			3. SUBTITLE <b>Administrator's Manual</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 5.3</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
5. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
				Draft	Final			
					Reg.	Repro		
16. REMARKS Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One soft copy shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.  Administrator's Manual shall describe deployment instructions, maintenance activity that must be performed, and how to configure the application for future changes in usage.				SEE BLK 16				
				15. TOTAL →				
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	

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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A015-1</b>	2. TITLE OF DATA ITEM <b>Continuity of Operations (COOP)</b>				3. SUBTITLE <b>Contingency Plan</b>			
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.4</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
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				Reg	Repro			
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A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP      TM <b>X</b> OTHER				
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A015-2</b>	2. TITLE OF DATA ITEM <b>Continuity of Operations (COOP)</b>			3. SUBTITLE <b>Report of COOP Test Results</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.4</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES		
				Draft	Final			
				Reg	Repro			
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				15. TOTAL	➔			
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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO. <b>A016-1</b>	2. TITLE OF DATA ITEM <b>Information Assurance</b>				3. SUBTITLE <b>System Architecture</b>		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
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					Draft	Fml	
					Reg	Repr	
16. REMARKS  Blocks 12 and 13: Submission dates mutually agreeable between government and contractor.  Block 14: One original hard copy and one soft copy of the System Architecture, including description and diagram, shall be provided on appropriate electronic media to the applicable Performance Monitor and COR.  Format, content, and distribution method mutually agreeable between government and contractor. Government to conduct inspection and acceptance and make final approval.				15. TOTAL 			
G. PREPARED BY <b>Robert Cox/ITMD</b>		H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE	


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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A016-2</b>	2. TITLE OF DATA ITEM <b>Information Assurance</b>			3. SUBTITLE <b>System and Environment Description</b>				
4. AUTHORITY (Data Acquisition Escalation No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A016-4</b>	2. TITLE OF DATA ITEM <b>Information Assurance</b>			3. SUBTITLE <b>Concept of Operations</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>			
1. DATA ITEM NO. <b>A016-5</b>	2. TITLE OF DATA ITEM <b>Information Assurance</b>			3. SUBTITLE <b>Training Plan</b>				
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>			
7. DD 250 REQ <b>LTR</b>	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION				
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D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO.		2. TITLE OF DATA ITEM			3. SUBTITLE		
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7. DD 250 REQ	9. DIST STATEMENT REQUIRED <b>D</b>	10. FREQUENCY <b>ASREQ</b>	12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>	14. DISTRIBUTION			
8. APP CODE		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>	a. ADDRESSEE		b. COPIES	
16. REMARKS  [insert remarks]				<b>SEE BLK 16</b>		Draft	
						Final Reg    Repro	
15. TOTAL <b>→</b>							
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE


17. PROGRAM ID
18. ESTIMATED TOTAL PRICE
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PERFORMANCE WORK STATEMENT  
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CONTRACT DATA REQUIREMENTS LIST (1 Data Item)						Original Form Approved OMB No. 0704-0188	
Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA, 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503. Please DO NOT RETURN your form to either of these addresses. Send completed form to the Government Issuing Contracting Officer for Contract/PR No. listed in Block E.							
A. CONTRACT LINE ITEM NO. <b>0004</b>		B. EXHIBIT <b>A</b>		C. CATEGORY: TDP      TM <b>X</b> OTHER			
D. SYSTEM/ITEM <b>WITS</b>			E. CONTRACT/PR NO.		F. CONTRACTOR <b>TBD</b>		
1. DATA ITEM NO.		2. TITLE OF DATA ITEM			3. SUBTITLE		
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE <b>SOO 4.0, 5.0</b>		6. REQUIRING OFFICE <b>ITMD</b>		
7. DD 250 REQ	9. DIST STATEMENT REQUIRED  <b>D</b>	10. FREQUENCY <b>ASREQ</b>		12. DATE OF FIRST SUBMISSION <b>SEE BLK 16</b>		14. DISTRIBUTION  a. ADDRESSEE	
8. APP CODE		11. AS OF DATE		13. DATE OF SUBSEQUENT SUBMISSION <b>SEE BLK 16</b>			
16. REMARKS  [insert remarks]						15. TOTAL <b>→</b>	
G. PREPARED BY <b>Robert Cox/ITMD</b>			H. DATE <b>26Jul07</b>		I. APPROVED BY <b>Latetia Henderson/A&amp;PO</b>		J. DATE

17. PRICE GROUP
18. ESTIMATED TOTAL PRICE <b>Insert</b> <b>IN</b> <b>SECT. B</b>

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							Reg	Repro
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### **3 Service Level Agreement (Quantitative Measurements)**

Team KTC is pleased to provide our proposed Service Level Agreements (SLAs) in response to the WHS WITS requirements. Our proposed SLA's comply with the requirements of the RFQ and include: Performance Metrics, Acceptable Quality Levels, Method of Inspection, Frequency of Inspection, PWS reference and Other Applicable References. For each SLA, the other applicable references include industry best practices and federal guidelines.

Having performed successfully in SLA-driven environments similar to WHS, Team KTC has learned a number of very important lessons which we have incorporated into our proposed SLA package, to include:

- SLAs should be closely aligned with customer goals and objectives
- SLAs should be reviewed and adjusted to ensure they are aggressive and continue to make sense for the client
- Gathering metric data should not be burdensome
- SLAs do not need to be overly complicated to be effective; less is more

Team KTC will implement a Service Level Management program for the duration of the WHS WITS contract that will be a critical part of our Program Management Plan and highlighted in our proposed Performance Work Statement (PWS, Section 2.2.4). Our program will include planning, coordinating, developing, agreeing, monitoring and reporting on SLAs. We will conduct ongoing reviews of our service accomplishments to ensure that our service quality meets the required level, remains cost effective, and improves over the life of the contract through continual refinement of existing SLAs and development of additional SLAs.

In addition to the proposed SLAs, Team KTC will gather, analyze, and report performance metrics for each of the SOO Objective Areas identified under the WITS contract. This will be very important to develop a baseline to assess service provision from a holistic perspective over and above SLAs.

Team KTC will work with WHS ITMD during the transition period and through ongoing contract performance to define and provide the level of granularity of performance metrics and SLAs appropriate to WHS' business needs. Our aim will be to define metrics and SLAs that incorporate key factors affecting overall performance and the relative importance of various services and projects. At that stage, our Quality Assurance Surveillance Plan (QASP) will also be reviewed to determine if additional WHS surveillance mechanisms are required and appropriate.

Longer term, Team KTC will work with WHS to develop and implement SLAs to characterize WHS-wide service provision and measure, analyze, and trend the results based on the 311/CRM/InfoStat methodology and program. During the 311 transition, we will work with WHS to define an initial set of metrics and SLAs. As the process matures, we will set higher standards for achievement, and work with WHS senior leadership to further refine, improve, and consolidate the SLAs and measures.



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**SETION 1: QUANTITATIVE MEASUREMENTS**

<p><b>Performance Element: Enterprise Service Support Center</b></p>	<p>Ref #: SLA QM-1</p>
<p><b>Objective:</b> Participate in the implementation of a WHS Enterprise Call Center using Remedy and assist in the migration of helpdesk call data from legacy helpdesk systems to the new Remedy Call Center. Operate and maintain a fully-functional Enterprise Call Center for recording, triaging, troubleshooting and resolving/escalating all WHS customer support requirements (IT and non-IT related), ensuring minimum user downtime and information dissemination is timely and accurate. Provide guidance to and coordination with domain support staffs and other WHS organizations to ensure accurate and consistent use of the Enterprise Service Support Center solution. Provide users with helpdesk support from both traditional (e.g. government work facilities) and non-traditional (e.g. telework, private residences) locations.</p>	
<p><b>Performance Metrics:</b></p> <ol style="list-style-type: none"> <li>1. <b><u>Average Speed of Answer – Telephone Calls</u></b> The Average Speed to Answer (ASA) is the monthly average of the amount of time that a caller will wait, after choosing the last voice menu prompt, before a live agent answers.</li> <li>2. <b><u>Average rings per customer</u></b> The number of rings a customer would have waited until their call is answered by a live agent or Voice mail system, after the final prompt is selected. &lt;= 3 rings</li> <li>3. <b><u>Average Speed of Response – Voice or Email</u></b> If a customer elects to leave a voice mail or e-mail message with the help desk instead of speaking with a live agent, the help desk will contact the customer regarding the voice mail or e-mail. The customer must provide in the voice mail or e-mail accurate contact information (i.e., name and phone number). The receipt time/date stamp of the voice mail or e-mail will be the start time; the creation of the trouble ticket with e-mail or voice reply will end the SLA measurement. (Voice Mail = Total response time (in minutes) of all Voice Mail tickets / Total number of Voice Mail tickets E-mail = Total response time (in hours) of all E-mail tickets / Total number of E-mail tickets) Average Speed of Response Voice mail (goal &lt;= 60.00 min) Average Speed of Response E-mail (goal &lt;= 4.00 hrs)</li> <li>4. <b><u>Call Abandonment Rate</u></b> The Call Abandonment Rate is the percentage of calls that are terminated by the customer following the selection of the last voice menu prompt and prior to a live agent answering the call. &lt;= 5.00%</li> <li>5. <b><u>Call Talk Time</u></b> This is the monthly average of the time it takes Help</li> </ol>	<p><b>Acceptable Quality Levels:</b></p> <ol style="list-style-type: none"> <li>1. &lt;=40 seconds</li> <li>2. &lt;=3 rings or 30 seconds</li> <li>3. Voice Mail is &lt;= 60 minutes Email is &lt;= 4 business hours</li> <li>4. &lt;= 5% of total ACD calls received.</li> <li>5. &lt;= 15 minutes per call on monthly average</li> </ol>

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<b>Performance Element: Enterprise Service Support Center</b>		Ref #: SLA QM-1
<p>Desk Level 1 to service a customer on the phone. Average should be &lt;= 10 minutes per call</p> <p><b>6. <u>First Call Resolution</u></b> The percentage of answered calls to the help desk that are resolved on the initial call in the following scenarios:</p> <ul style="list-style-type: none"> <li>a) Problems and/or issues resolved within 30.0 minutes of the initial call to the Help Desk while the user remains on the phone line.</li> <li>b) Problems and/or issues resolved within 60.0 minutes of a return call to the customer from a Help Desk agent in response to an e-mail/voicemail.</li> </ul> <p>Average FCR &gt;= 80.00%</p> <p><b>7. <u>Ticket Accuracy-</u></b> This is calculated on a monthly average. It is the measurement of how accurate tickets are logged into the Remedy system by the Help Desk Agents. This is to include escalation accuracy, CTI accuracy, incident details and time to complete ticket. Accuracy rate should be &gt;= 98%</p> <p><b>8. <u>Calls Taken Vs Calls Logged in Remedy</u></b> This is the monthly average of the number of calls received through the ACD verses the number of calls logged in Remedy. Calls logged should be &gt;=95%</p> <p><b>9. <u>Average Time to resolve for escalated tickets</u></b> This is the average time it will take for a group to resolve a ticket after it has been assigned to them. This metric varies depending on ticket severity status and caller stats. VIP calls &lt;= 30 minutes Severity 1 calls &lt;= immediately- DR plan may be invoked Severity 2 calls &lt;= 2 hours Severity 3 calls &lt;=4 to 6 hours Severity 4 calls &lt;= 6 to 8 hours</p>		<p>6. &gt;= 80% of all incidents</p> <p>7. 98% accurate</p> <p>8. 95%</p> <p>9. VIP calls &lt;= 30 minutes Severity 1 calls &lt;= immediately- DR plan may be invoked Severity 2 calls &lt;= 2 hours Severity 3 calls &lt;=4 to 6 hours Severity 4 calls &lt;= 6 to 8 hours</p>
<b>Government Monitoring Officials:</b> COR and Performance Monitors	<b>Method of Inspection:</b> Method of inspection will be through web based, live and historical ACD and Remedy reporting, and dashboards available to management and government stakeholders and auditors. In addition ticket accuracy audits and all auditing criteria will be published.	
<b>Frequency of Inspection:</b>		

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<b>Performance Element: Enterprise Service Support Center</b>		Ref #: SLA QM-1
Daily, weekly, monthly		
Statement of Objectives Reference: 4.1.1		Other Applicable References: PWS 2.07

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<b>Performance Element: Enterprise System Administration</b>		<b>Ref #: SLA QM-2</b>
<p><b>Objective:</b> Perform enterprise operations and maintenance in order to ensure desktop and application performance/availability. Proactively monitor enterprise systems and non-Information Technology, Army (ITA) managed networks, responsively communicate and report issues, resolve escalated customer requests and provide engineering solutions to ensure successful resolution of system problems. Operations and maintenance include the facility in which the equipment resides. Monitor environment and take corrective actions when circumstances could lead to system failure.</p>		
<p><b>Performance Metrics:</b> %Time Enterprise Systems Available</p> <p>1. Percentage of Time of availability of enterprise systems</p> <p><b>% Uptime =</b></p> $1 - \frac{\sum_{x=1}^N UO_x}{TI * N}$ <p>“TI” is the Time interval we are observing over.  “N” is the number of applications observed.  “UOx” is the time in minutes a given application (‘x’ subscript accounts for each app) had been in a state of unplanned outage (unusable)  <b>e.g.</b> If 2 applications, Application X and Application Y were out for 2 minutes and 3 minutes respectively, during a 10 minute time period, then the equation would yield:</p> $1 - \frac{2min + 3min}{10min * 2apps} = 75\%$ <p>The applications had 75% uptime for this 10 minute time interval.</p>		<p><b>Acceptable Quality Levels:</b></p> <p>% Uptime &gt;= 99.50%</p>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Methods of Inspection:</b></p> <p>1a. Network Operations Center maintains log of all system outages that includes whether planned or unplanned, all outages are logged in Remedy as an incident.</p> <p>1b. Unplanned outages documented in Remedy with outage duration noted</p> <p>1c. Reports provided monthly and for duration of all outages and mean time between failures.</p>	
<p><b>Frequency of Inspection:</b> Tracked daily and reported monthly and for duration of outages.</p>		
<p><b>Statement of Objectives Reference:</b> 4.2.1</p>		<p><b>Other Applicable References:</b> PWS 2.09</p>

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<b>Performance Element: Data Backup and Storage</b>		<b>Ref #: SLA QM-3</b>
<p><b>Objective:</b> Ensure data backups are accomplished in a timely, effective and consistent manner. Coordinate with the domain support staffs to ensure efficient use and availability of resources and the survivability of data.</p> <p>Maintain the enterprise data storage solution in order to ensure efficient use and availability of resources and the survivability of data. Ensure compatibility with environments that have dynamic and evolving data storage initiatives.</p>		
<p><b>Performance Metrics:</b>  <b>% of BACKUPS COMPLIANT WITH THE APPROVED BACKUP PLAN</b>  <math display="block">1 - \frac{NCB}{TB}</math> <b>NCB = # Non-compliant Backups</b>  <b>TB = Total # Backups</b></p>		<p><b>Acceptable Quality Levels:</b> 99%</p>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Methods of Inspection:</b>                      1. Network Operations Center will log all backup results                      2. Report produced for prescribed interval</p>	
<p><b>Frequency of Inspection:</b> Daily monitoring of backups</p>		
<p><b>Statement of Objectives Reference:</b> 4.4.1</p>		<p><b>Other Applicable References:</b> PWS 2.04</p>

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<b>Performance Element: Disaster Recovery</b>		Ref #: SLA QM-4
<p><b>Objective:</b> Provide comprehensive COOP and disaster recovery planning, testing and activation support to ensure coordinated and responsive restoration of operations. Input and maintain applicable system information into the disaster recovery management tool. Develop, test, and implement procedures for data restoration at the COOP site.</p>		
<p><b>Performance Metrics:</b>  <b>% FAILOVER/RECOVERY TESTS PERFORMED IAW COOP PLAN</b>  <math display="block">\frac{\# \text{ Failover/Recovery Tests Performed}}{\# \text{ Failover/Recovery Tests Required Per COOP Plan}}</math></p>		<p><b>Acceptable Quality Levels:</b> 95%</p>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Methods of Inspection:</b>                      1. Network Operations Center will log all test results                      2. Report produced for prescribed interval</p>	
<p><b>Frequency of Inspection:</b> Per WHS COOP Plan</p>		
<p><b>Statement of Objectives Reference:</b> 4.4</p>		<p><b>Other Applicable References:</b> PWS 2.04</p>

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<b>Performance Element: Installation</b>		Ref #: SLA QM-5
<p><b>Objective:</b> Provide and maintain an installation program that ensures properly configured systems; continuity of user operations; fully-functional applications; proper coordination with the Enterprise Call Center and domain support staffs, and trained users to successfully operate new systems and equipment.</p> <p>Ensure installed images comply with prevailing Federal and DoD policies and regulations.</p>		
<p><b>Performance Metrics:</b></p> <ol style="list-style-type: none"> <li>1. Accurate assignment of assets to customers and locations</li> <li>2. Use imaging tool to create and maintain a single image for desktop PCs and a separate image for laptops</li> <li>3. Full annual inventory agrees with CMDB</li> </ol>		<p><b>Acceptable Quality Levels:</b></p> <ol style="list-style-type: none"> <li>1. 95%</li> <li>2. 100 %</li> <li>3. 100 %</li> </ol>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Method of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. CMDB reporting compliance with generated hand receipts</li> <li>2. Review for accuracy and completeness via testing phase</li> </ol>	
<p><b>Frequency of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. Weekly and Monthly</li> <li>2. Monthly</li> <li>3. Annual</li> </ol>		
Statement of Objectives Reference: 4.5.2		Other Applicable References: PWS 2.06

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<b>Performance Element: Inventory Management</b>		Ref #: SLA QM-6
<p><b>Objective:</b> Participate in the implementation of an Enterprise Asset Management solution using Remedy and maintain the Enterprise Asset Management solution for hardware/software inventory that ensures accurate and efficient asset accountability across the WHS enterprise and domains. The inventory management system must be accessible by users from anywhere within the WHS enterprise. Provide guidance to and coordination with enterprise and domain support staffs to ensure accurate and consistent use of the Enterprise Asset Management solution.</p> <p>Ensure timely and effective reporting and coordination of property management accountability incidents in accordance with prevailing DoD property management policies. Conduct a 100% physical inventory annually and 10% random sampling physical inventory monthly on all ITMD managed assets.</p>		
<p><b>Performance Metrics:</b></p> <ol style="list-style-type: none"> <li>1. Annual 100% physical inventory accuracy</li> <li>2. Monthly 10% physical inventory accuracy</li> <li>3. Monthly CMDB accuracy- CMDB will match physical inventory collected monthly.</li> <li>4. Annual CMDB Accuracy- CMDB will match physical inventory collected annually</li> </ol>		<p><b>Acceptable Quality Levels:</b></p> <ol style="list-style-type: none"> <li>1. 100 % accurate</li> <li>2. 100 % accurate</li> <li>3. 100 % accurate 98 % of the time.</li> <li>4. 100 % accurate</li> </ol>
<p><b>Government Monitoring</b> COR and Performance Monitors</p>	<p><b>Method of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. Physical inventory inspection completion reports compared against current inventory database(s)</li> <li>2. Asset Management Accuracy reports from Remedy CMDB</li> </ol>	
<p><b>Frequency of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. Monthly</li> <li>2. Quarterly</li> <li>3. Annually</li> </ol>		
<p><b>Statement of Objectives Reference:</b> 4.5.3</p>		<p><b>Other Applicable References:</b> PWS 2.06</p>



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<b>Performance Element: Domain Systems Application Administration</b>		<b>Ref#:</b> SLA QM-7
<b>Objective:</b> Perform domain operations and maintenance to ensure application performance and availability. Provide effective and timely coordination with Enterprise Call Center and Network Operations to ensure successful resolution of maintenance requirements. Proactively monitor systems and responsively communicate and report issues.		
<b>Performance Metrics:</b> % OF TIME DOMAIN APPLICATIONS ARE AVAILABLE Total time of unscheduled domain system outage divided by the total number of hours of contractual uptime x 100= total percentage of domain systems availability.		<b>Acceptable Quality Levels:</b> 99.9%
<b>Government Monitoring Officials:</b> COR and Performance Monitors	<b>Methods of Inspection:</b> 1. Remedy Severity 1 and Severity 2 tickets for domain systems. 2. Unplanned outages documented in Remedy with outage duration documented 3. Reports provided monthly and for duration of outage	
<b>Frequency of Inspection:</b> Logged daily and reported monthly		
<b>Statement of Objectives Reference:</b> 5.2.1		<b>Other Applicable References:</b> PWS 2.12

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<b>Performance Element: Enterprise Configuration Management</b>		<b>Ref #: SLA QM-8</b>
<p><b>Objective:</b> Using Remedy, participate in the implementation of the Enterprise Configuration Management (ECM) solution and maintain the ECM solution in order to effectively manage, document and maintain configuration changes for distribution and use throughout the enterprise and domains. Assist in the migration of existing CM documentation to the Remedy ECM. Provide guidance to and coordination with enterprise and domain supports staffs to ensure accurate and consistent use of the ECM solution.</p>		
<p><b>Performance Metrics:</b>  <b>% OF CONFIGURATION ITEMS (CIs) ENTERED INTO THE CM SYSTEM</b>  <math display="block">\frac{\# ENTERED}{\# TOTAL}</math> <b>#ENTERED = # CIs entered into CMDB</b>  <b>#TOTAL = # estimated CIs Total</b>  <b>% ACCURACY OF THE DATA IN THE SYSTEM</b>  <math display="block">1 - \frac{\# DISCREPANCIES}{\# AUDITED}</math> <b>#DISCREPANCIES = # CI discrepancies noted</b>  <b>#AUDITED = # CI data elements audited</b></p>		<p><b>Acceptable Quality Levels:</b>  <b>DATA ENTERED:</b>                  95%   <b>ACCURACY:</b>                  98%</p>
<p><b>Government Monitoring Officials:</b>                  COR and Performance Monitors</p>	<p><b>Methods of Inspection:</b>                  Prepare CMDB report for government inspection</p>	
<p><b>Frequency of Inspection:</b>                  1. Monitor and report CI status monthly                  2. Perform audit and report quarterly</p>		
<p><b>Statement of Objectives Reference:</b> 4.8</p>		<p><b>Other Applicable References:</b> PWS 2.10</p>

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<b>Performance Element: Statistical Metrics</b>		Ref #: SLA QM-9
<p><b>Objective:</b> Provide a method by which WHS can achieve better, less costly service delivery through a comprehensive application of performance measurement, heightened accountability and problem solving from information and statistical data collected through the WHS' applications and systems.</p>		
<p><b>Performance Metrics:</b></p> <ol style="list-style-type: none"> <li>1. Provides the customer with a method to assess status and address issues before they become problems. The report highlights trouble calls that are high in volume, involve VIPs, or considered potential problems areas.</li> <li>2. Customer satisfaction surveys. Survey will cover services provided ITMD as well as WHS Directorates.</li> <li>3. Program Management Review Report on performance measurement data, BPR activities, process improvements, ROI (ITMD and WHS)</li> <li>4. System Improvement Recommendation Report</li> <li>5. Monthly Systems Performance and Process Improvement Report</li> </ol>		<p><b>Acceptable Quality Levels:</b></p> <ol style="list-style-type: none"> <li>1. 100% on time delivery</li> <li>2. 95% of survey responses will have an average score of 4 on a 5 point scale</li> <li>3. Provided to the COR 100% of the time on the first Wednesday of each month.</li> <li>4. Provided within 2 business days of request from COR 100% of the time</li> <li>5. Presented to the COR by the 10<sup>th</sup> day of the month 100% of the time.</li> </ol>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Method of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. Project Manager (or designated POC) will perform thorough inspection of all statistics and trends reports and ensure that the report is provided to the COR with options to address issues and risks.</li> <li>2. PM will inspect a sample of submitted customer service surveys and produce results report for COR.</li> <li>3. Contract Deliverables checklist acknowledged by COR</li> <li>4. Contract Deliverables checklist acknowledged by COR</li> <li>5. Contract Deliverables checklist acknowledged by COR</li> </ol>	
<p><b>Frequency of Inspection:</b></p> <ol style="list-style-type: none"> <li>1. Collected weekly; reported weekly and monthly</li> <li>2. Collected weekly; reported weekly and monthly</li> <li>3. Collected monthly, reported monthly</li> <li>4. Collected monthly, reported monthly</li> <li>5. Collected monthly, reported monthly</li> </ol>		
<b>Statement of Objectives Reference:</b> 7.1.1		<b>Other Applicable References:</b> PWS 2.19

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27 August 2007

<b>Performance Element: Information Assurance (IA) Program Implementation and Maintenance</b>		Ref #: SLA QM-10
<p><b>Objective:</b> Perform information assurance officer (IAO) functions as prescribed in Federal and DoD policies. Use DoD and WHS-standard tools to develop, update, and maintain enterprise and domain application systems certifications and accreditations. Develop and maintain all applicable documentation for all enterprise and domain applications in accordance with DoD and WHS IA policies and DoD IT Portfolio Repository guidance. Coordinate with the government IAO and IAM to ensure compliance with the WHS security program.</p>		
<p><b>Performance Metrics:</b></p> <p><b>1. % IAVA COMPLIANT</b>  <math>= 1 - (NCCI / ACI)</math>                  NCCI = Number of Non-Compliant CIs (a CI is considered non-compliant when the mitigation action is not completed by the prescribed timeline)                  ACI = Number of applicable CIs to an IAVA action</p> <p><b>2. % JTF GNO Warning Order</b>  <math>= 1 - (nr\ WARNORD / r-WARNORD)</math>                  nr WARNORD= Number of Non-Resolved Warning Orders considered when the mitigation action is not completed by the prescribed timeline.                  r WARNORD = Total number of mitigated and/or resolved Warning Orders in the applicable prescribed timeline.</p> <p><b>3. % PENCERT</b>  <math>= 1 - (Non-ResolvedPENCERT / R-PENCERT)</math>                  Non-ResolvedPENCERT = Number of Non-Resolved PENCERT considered when the mitigation action is not completed by the prescribed timeline.                  R-PENCERT = Total number of PENCERTs mitigated and/or resolved in the applicable prescribed timeline.</p>		<p><b>Acceptable Quality Levels:</b></p> <p>1. 95% for each IAVA action                  2. 90%                  3. 100%</p>
<p><b>Government Monitoring Officials:</b> COR and Performance Monitors</p>	<p><b>Method of Inspection:</b></p> <p>1. The VMS tool will provide IAVA compliance statistics                  2. VMS will be used to track WARNORD compliance data (JTF-GNO)                  3. ITA reports resolved Pentcert resolutions with in allotted time frame</p>	
<p><b>Frequency of Inspection:</b> Monitor as needed to ensure compliance.</p>		
<p><b>Statement of Objectives Reference:</b> 4.6.3</p>		<p><b>Other Applicable References:</b> PWS 2.03</p>