

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE <b>S</b>	PAGE OF PAGES <b>1</b>   <b>61</b>
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2. AMENDMENT/MODIFICATION NO. <b>0003</b>	3. EFFECTIVE DATE <b>20-Oct-2016</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO.(If applicable)
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6. ISSUED BY CODE <b>M67004</b> CONTRACTS DEPARTMENT CODE S1950 PAM FRANKLIN 814 RADFORD BLVD., STE 20270 MCLC ALBANY GA 31704-1128	7. ADMINISTERED BY (If other than item 6) CODE <b>See Item 6</b>
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8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)  CODE	X	9A. AMENDMENT OF SOLICITATION NO. <b>M67004-16-R-0029</b>
	X	9B. DATED (SEE ITEM 11) <b>29-Sep-2016</b>
		10A. MOD. OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 13)
FACILITY CODE		

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer  is extended,  is not extended.

Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:  
 (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;  
 or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

- A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
- D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

The purpose of this amendment is to make changes to CLINs 1002, 1003, 2002, 2003, 3002, and 3003, add clauses, provide Questions/Answers, provide replacements documents for the Billets to Task, KSAs, PWS, QASP and Evaluation Criteria.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		TEL:	EMAIL:
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)	<b>20-Oct-2016</b>

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**The following items are applicable to this modification:**SECTION SF 1449 - CONTINUATION SHEET  
SUMMARY OF CHANGES (REVISED)**NOTE: CHANGES ARE HIGHLIGHTED IN YELLOW.**

## SUPPLIES OR SERVICES AND PRICES

**CLIN 1002**

The CLIN description has changed from IGF::OT::IGF Travel & Other Direct Costs **to IGF::OT::IGF Travel.**

The CLIN extended description has been deleted in its entirety and replaced with the following:

**In** support of **CLIN 1001**. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Contractor will be reimbursed for travel costs in accordance with the Joint Travel Regulation (JTR). Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of travel/ODC Cost from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE GOVERNMENT FOR \$46,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

**CLIN 1003**

The CLIN extended description has been deleted in its entirety and replaced with the following”

In support of **CLIN 1001**. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of ODCs from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE GOVERNMENT FOR \$4,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

**CLIN 2002**

The CLIN description has changed from IGF::OT::IGF Travel & Other Direct Costs **to IGF::OT::IGF Travel.**

The CLIN extended description has been deleted in its entirety and replaced with the following:

**In** support of **CLIN 2001**. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Contractor will be reimbursed for travel costs in accordance with the Joint Travel Regulation (JTR). Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of travel/ODC Cost from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE GOVERNMENT FOR \$47,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

**CLIN 2003**

The CLIN extended description has been deleted in its entirety and replaced with the following:

In support of **CLIN 2001**. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of ODCs from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE

GOVERNMENT FOR \$3,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

### CLIN 3002

The CLIN description has changed from IGF::OT::IGF Travel & Other Direct Costs to IGF::OT::IGF Travel.

The CLIN extended description has been deleted in its entirety and replaced with the following:

In support of CLIN 3001. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Contractor will be reimbursed for travel costs in accordance with the Joint Travel Regulation (JTR). Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of travel/ODC Cost from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE GOVERNMENT FOR \$47,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

### CLIN 3003

The CLIN extended description has been deleted in its entirety and replaced with the following:

In support of CLIN 3001. All charges against this CLIN must be approved by the Government prior to incurring cost and contractor must provide actual invoices when invoicing through WAWF as back up. Note to DFAS: Contractor can invoice more than once against this CLIN. Job is considered to be one evolution of ODCs from the beginning to the end of this performance period. THIS CLIN IS BEING 'BULK FUNDED' BY THE GOVERNMENT FOR \$3,000.00 CONTRACTORS ARE NOT TO PROPOSE THIS CLIN IN THEIR PROPOSAL..

The following have been added by reference:

52.237-10	Identification of Uncompensated Overtime	MAR 2015
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008

The following have been added by full text:

QUESTIONS/ANSWERS (CONT'D) FOR SOLICITATION M67004-16-R-0029/ELS2/LCC

QUESTION #5 - Will the government confirm if this is a new requirement and if not, who is the incumbent?

ANSWER: This is not a new requirement. The incumbent is Concurrent Technologies Corporation.

QUESTION #6 - What is the current contract number and value?

ANSWER: The current contract number is M67004-13-D-0015-0002. The current value of the contract is \$11,178,664.20.

QUESTION #7 - Is the incumbent eligible for the re-compete?

ANSWER: No.

QUESTION #8 - What is the end date of the current contract?

ANSWER: The end date of the current contract is 21 November 2016.

QUESTION #9 - What is a primary and secondary point of focus which the Government would like to improve with this re-compete?

ANSWER: Please refer to the PWS, Objective and Scope paragraphs, 1.2 and 1.3 respectively.

QUESTION #10 - Will the Government provide all historical records including baseline requirements documents and approved changes for each ELS2 application; business rules used to maintain each application and the MDR; vendor lists; maintenance records; software configuration status accounting records; inventory records; all archived data; all pending requisition data, upon award of the contract?

ANSWER: Yes, upon award the Government will provide historical records that they have.

QUESTION #11 - Please confirm that the Government requires a Top Secret Facility Clearance.

ANSWER: The Government does not require a Top Secret Facility Clearance.

QUESTION #12 - What is the number of users which must be supported?

ANSWER: User population varies among each application but has no impact on contract offer in that users will never contact or interface with PDSS support directly. All user issues/support is vetted through Government points of contact (LCC).

QUESTION #13 - Provide technical support for the helpdesk and on-call support that is available 24 hours per day and 7 days per week, as required, for customers throughout the Marine Corps. Support shall include but not be limited to account activation, password reset, user permissions, and PEDI ticket submissions. Can the Government provide a historical "Event Log" or the Trouble-ticket numbers as well as information on the SLAs?

ANSWER: No, LCC does not have historical Event Log of On-call support requests. There is no standing helpdesk support function after normal working hours. As issues arise, the contractor will be required to provide support. All requests for support are vetted through Government points of contact (LCC).

QUESTION #14 - What is the current staffing model to support all the 24x7 requirements?

ANSWER: Refer to #14

QUESTION #15 - Is the PgMP a mandatory certification for the Program Manager?

ANSWER: PMP with 10 years of program management experience is a mandatory certification for the Program Manager.

QUESTION #16 - Do both of the Project Managers (technical and functional) have to have the PMP certification?

ANSWER: Yes, both Project Managers (technical and functional) must have the PMP certification.

QUESTION #17 - Which billets require the Security + certification?

ANSWER: All IT billets to include the IA Specialist must have Security+ certification.

QUESTION #18 - Which billets require the DoD 8570.01-M (Level 2) certification?

ANSWER: All IT billets to include the IA Specialist must have the DoD 8570.01-M (Level 2) certification.

QUESTION #19 - Which billets require the ITIL Certification (Foundation and Practitioner)?

ANSWER: The Technical Project Manager and the Master Application DEV must have the ITIL Certification (Foundation and Practitioner)

QUESTION #20 - Is the commencement date of 21 December, day one of the base year?

ANSWER: The award date of this contract determines the commencement date of the base year.

QUESTION #21 - The Application Developer Lead, Senior, and Junior all have task areas 7.1 and 7.3 listed on the “Billets to Task” table on page 52 of the solicitation. However, these task areas are not listed on the “Deliverables Table” found on pages 28-32 of the solicitation. Can the government provide details/clarification for task areas 7.1 and 7.3?

ANSWER: This is a typo; the “Billets to Task” is changed to read 5.1 and 5.3 for the Application Developer Lead, Senior, and Junior.

QUESTION #22 - The Operations Research Analyst has task area 5.8 listed on the “Billets to Task” table on page 52 of the solicitation. However, this task area is not listed on the “Deliverables Table” found on pages 28-32 of the solicitation. Can the government provide details/clarification for task area 5.8?

ANSWER: Page 31 of 94 of the solicitation, paragraph 5.9 is changed to read 5.8.

QUESTION #23 - Section 1.5.11 on page 15 of the solicitation lists ELS2 Technical Manager as a key billet, however no such billet is found in the “Billets to Task” table on page 52 of the solicitation. Please clarify whether the Technical Manager billet is an additional billet, or can it be dual-hatted with one of the 17 billets listed in the “Billets to Task” table on page 52 of the solicitation.

ANSWER: Section 1.5.11 on page 15 of the solicitation is referring to the Technical Project Manager as a key billet. Because coordination between Functional and Technical Project Managers is required the Billet to tasks were listed once.

QUESTION #24 - While we understand the Marine Corps’ desire that Offerors demonstrate the capability to manage a complex program such as this, requiring PgMP as mandatory certification for the Program Manager, instead of a PMP, appears to unduly restrict competition and exceed what is required for the Government’s minimum requirements. Will the Government consider allowing a PMP certification as well as, or in place of, a PgMP?

ANSWER: See answer to Question #15.

QUESTION #25 – The PWS requirement states: “The two Data Warehousing Specialists are required to be on-site, MARCORLOGCOM, Albany, GA as well as the Subject Matter Expert. The two Project Managers (Technical, Functional) are required to reside in the local commuting areas of Marine Corps Logistics Command; however, may be located at local off-site facility.” However, the KSA matrix does not indicate a “functional” or “technical” project manager. What is your guidance regarding how we should interpret your intent for the two project manager assignments?

ANSWER: The Government will correct the KSA for the Project Manager field to show “Functional” and “Technical”.

QUESTION #26 - How many past performance contracts should contractors provide for Factor 2 – Past Performance?

ANSWER: Offerors should provide three contracts for Factor 2, Past Performance.

QUESTION #27 - Would the government consider requiring that letters of commitment be included for key personnel to avoid vendors offering candidates that will not be delivered?

ANSWER: Yes, the Government requests letters of commitment be included for all key personnel.

QUESTION #28 - Given the logistical constraints to deliver paper copies in Albany, Ga (i.e. next day air and 2nd day air are not guaranteed), will the government accept an emailed electronic copy for all volumes in lieu of paper copies?

ANSWER: Contractors may submit offers via email but it is the responsibility of the offeror to ensure that offers are received on time; however, Contractors are still required to provide the number of hard copies identified in the "Instructions to Offerors".

QUESTION #29 - In order to ensure the LPTA offer is fair, reasonable and realistic, would the government consider making this a GSA schedule 70 contract. This will provide the government realistic labor mapping and pricing to assess against various offers for labor categories for the LPTA offer. The key will be mapping of comparable labor categories and evaluation of professional labor categories. By making the offers map to GSA Schedule 70 the Government will have transparency and clear price realism. We recommend a Single award contract utilizing the General Services Administration (GSA) Schedule 70 for General Purpose Commercial Information Technology Equipment, Software, and Services. Pricing provided under this single award will be based on the Offeror's most current General Services Administration (GSA) schedule prices. Schedule prices may be discounted further to reflect discounts such as those offered by the Offeror to its most favored customers.

ANSWER: No.

QUESTION #30 - The IA Specialist position description currently does not state the minimum required IA certifications to perform as specified. Question: would LOGCOM consider the IA Specialist to be required to maintain the IAM Level III certification IAW current DoD 8570.01- M (Level 2) requirements? Question: Would LOGCOM consider designating the IA Specialist as a Key Person to work from an approved contractor location?

ANSWER: The PWS has been updated to include the IA Specialist as a Key Personnel, additionally this role is required to possess and maintain IAM Level III certifications to perform as required. The IA Specialist can work at the approved contractor location.

QUESTION #31 – Is the NET AMT indicated representative of the 3 months total burdened cost for the term, or does the government want a unburdened price structure? Is NET AMT to be understood to be the TOTAL for that CLIN?

ANSWER: Net Amt is to be the total amount for that CLIN. e.g. Qty 3 months X unit price = Net Amount

QUESTION #32 - Is the NET AMT indicated representative of the 12 months total burdened cost for the term, or does the government want a unburdened price structure? Is NET AMT to be understood to be the TOTAL for that CLIN?

ANSWER: See answer to Question #32.

QUESTION #33 - The government states "Technical support for the helpdesk and on-call support is 24 hours per day, 7 days per week, as required". What is the current staffing model/FTE load providing support (as per the requirements of this solicitation) in support of established help desk operations?

ANSWER: As required, incumbent does level setting based on requirement of 24/7. See answer to Question #15.

QUESTION #34 - The government states "In support of the daily refresh data load schedule for the Master Data Repository (MDR) that includes weekends, the Contractor shall plan for and provide staff to support weekend data loads during the hours of 0800-1200 Saturday and Sunday". Can these staff provide these services remotely, or are they required to perform data loads locally?

ANSWER: Yes, the staff can provide this service (data loads) remotely or locally . The determination of which method to use to support this effort is made by the contractor.

QUESTION #35 - The government states "The two Data Warehousing Specialists are required to be on-site, MARCORLOGCOM, Albany, GA as well as the Subject Matter Expert. The two Project Managers (Technical, Functional) are required to reside in the local commuting areas of Marine Corps Logistics Command; however, may be located at local off-site facility". Is space available currently or planned to support these five positions locally @ government-provided facilities?

ANSWER: The Government only has space available for the 3 positions that are required to be on-site at government-provided facility.

QUESTION #36 - Request that the government more fully explain and define what it considers as specific expertise relative to the applications identified.

ANSWER: For a full explanation and definition of what the Government considers specific expertise relative to the applications identified, please refer to the KSAs.

QUESTION #37 - The government states "The Contractor shall be knowledgeable of current legacy system data quality issues within the Marine Corps and have experience mitigating those issues to provide accurate equipment data to the USMC". This is an LPTA-based award, and the government is requesting a non-specific activity as a formal requirement. Please define exactly what legacy system issues are in need of mitigation.

ANSWER: Please refer to 1.5.6.2 and 1.5.6.3 for legacy system issues that are in need of mitigation.

QUESTION #38 - The government presents a long list of Oracle components that are "must-have" skills for at least 6 identified positions; is the government's intent that EACH of the identified FTE roles have these skill sets, or that expertise and knowledge can be "shared" across various FTE roles ?

ANSWER: It is the Government's intent that the expertise and knowledge can be "shared" as long as requirements are met and does not result in degraded functionality and/or delays in service.

QUESTION #39 - The government presents a long list of ETL software components that are "must-have" skills for at least 6 identified positions; is the government's intent that EACH of the identified FTE roles have these skill sets, or that expertise and knowledge can be "shared" across various FTE roles ?

ANSWER: It is the Government's intent that the expertise and knowledge can be "shared" as long as requirements are met and does not result in degraded functionality and/or delays in service.

QUESTION #40- Please provide a list of all expected or desired position roles with corresponding required DoD 8570.01-M Level 2 certification requirements.

ANSWER: All position roles require DoD 8570.01-M (Level 2) except for the Program Manager, Project Manager (Technical and Functional), Subject Matter Expert, and Analysts.

QUESTION #41 - The government states "All other certificates are expected on the date hired". Request that the government provide a full list of all required certifications necessary per labor role.

ANSWER: Please reference KSA chart for required certifications per labor role.

QUESTION #42 - The government states "The contractor shall be required to provide employees who are Information Technology Infrastructure Library (ITIL) Foundation Certified and Practitioner Certified in Change and Release Management at time of award." Does this requirement apply to ALL staff assigned to the contract, or is this allowed to be "spread" across assigned staff?

ANSWER: This requirement can be "spread" across assigned staff; however, the Technical Project Manager and Master Application DEV must have at time of award.

QUESTION #43 - Is the 30 day transition period inclusive of the proposed 3-month base period of performance, or is the transition period considered separately?

ANSWER: Yes, the 30-day extension is inclusive to the 3-month base period.

QUESTION #44 - The government has the requirements for helpdesk and on-call support 24/7; where is the helpdesk located, and how many staff are expected to man this for a 24/7 response cycle (as supported by this contract)?

ANSWER: As required, the contractor does level setting based on requirement 24/7. "On Call" support there is no physical location it depends on the issue.

QUESTION # 45 - The government states that all proposals must be mailed to the identified address, and that multiple hard copies of the proposals must be included (total of 11 volumes); however they also state that use of double-sided printing on recycled paper is encouraged! Why is this not an email submission (all electronic) in compliance with DoD/Navy/Marine Corps established "Green" programs?

ANSWER: See answer to Question #29.

QUESTION # 46 - The government states 'Section 1.5.6.10.1 (b) has been modified to read as follows: The contractor (Prime) shall possess a minimum of CMMI Level 3 certification. The contractor (Prime) may select secondary contractors (Subcontractor(s) regardless of CMMI certification. However, the requirement outlined in 5.1 1 (specifically 5.1 1.2) must be upheld by both the Prime and Sub-contractor(s).' Is it the intent of the government to require the Prime to possess a minimum of CMMI Level 3 certification, and that requirement does not fall to any sub-contractors as well?

ANSWER: Yes, the Prime must be CMMI Level 3. The Government does not dictate that a subcontractor must be selected, nor does the Government place a CMMI compliance requirement for any subcontractor. The Prime is responsible for all products and services being performed, as such they may acquire subs at their discretion. Ultimately the Prime must ensure that all products and services meet their (Prime's) CMMI Level 3 standards.

QUESTION # 47 - We would like to recommend a Single award contract utilizing the GSA Schedule 70 for General Purpose Commercial Information Technology Equipment, Software, and Services. The pricing provided under this single award would be based on the Offeror's most current GSA IT 70 prices. The GSA prices may be discounted additionally to reflect discounts to its most favored customers. Would the government consider making this a GSA schedule 70 contract in order to ensure the LPTA off is cost reasonable? This would provide the government the necessary labor mapping and pricing to assess against various offers for labor categories for the offer. The key would be to map the comparable labor categories and evaluation of professional labor categories. The Government will have transparency and clear price realism by making the offers map to GSA Schedule 70.

ANSWER: No. The Government will not consider making this a GSA Schedule 70 contract.

QUESTION #48 - Would LOGCOM consider the IA Specialist to be required to maintain the IAM Level III certification IAW current DoD 8570.01- M (Level 2) requirements? Would LOGCOM consider designating the IA Specialist as a Key Person to work from an approved contractor location? The IA Specialist position description currently does not state the minimum required IA certifications to perform as specified.

ANSWER: See answer to Question #31

QUESTION #49 – We would recommend ISO27001 best practices for security and infrastructure, since there is an emphasis on RMF and having a contractor with this knowledge and skills would be important.

ANSWER: ISO27001 is not required for this effort.

QUESTION #50 - This combined synopsis/solicitation includes a performance work statement that has measurable performance standards. Consistent with FAR subpart 37.6, policies and procedures for performance-based acquisitions and performance work statements, the work is to be described in terms of results rather than how the work is to be accomplished or number of hours to be provided. This combined synopsis/Solicitation includes a detailed Knowledge, Skills, Abilities, Experience, Education and certification requirements section that appears to apply to all personnel versus just key. The table includes a column for number of billets per position. Dictating to a contractor what labor categories to use, how many of each with a performance work statement in a Firm Fixed Price environment seems inconsistent with the FAR 37.6. We are requesting the Government remove the requirement dictating what positions, and how many to bid at least at a minimum for non-key positions.

ANSWER: Resources and amounts are provided based on our estimates in relation to previous contractual work. This information is provided as informational purposes and is not a mandated requirement with the exception being essential roles.

QUESTION #51 - The PWS includes a number of ambiguities. The words “as required” are ambiguous and the many details needed to accurately bid in a FFP environment are lacking. Without amending the PWS to include such details, the Government will not be able to evaluate technical acceptability on a comparative basis between offerors. As written, there would be an extreme amount of ambiguity in the evaluation process as the Government would not be evaluating the LPTA pricing on an accurate assessment between offerors. We request the Government re-examine the PWS and provide further details to ensure a fair and unflawed evaluation or consider a Best-Value with tradeoff approach as this seems more appropriate for the Government’s requirements.

ANSWER: The Government feels that the PWS clearly defines our requirement and will remain an Lowest Price Technically Acceptable (LPTA).

QUESTION #52 - What does “IGF::OT::IGF” mean? Is this an FFP Level of Effort contract or an FFP contract?

ANSWER: The IGF::OT::IGF is the method in which the Government tracks service contracts. No. This is not a Level of Effort contract it is a FFP contract.

QUESTION #53 - CLIN 3002 references that this is travel and ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 3001?

ANSWER: Yes, this is a typo, it should read “this is travel in support of 3001”.

QUESTION #54 - CLIN 3003 references that it’s ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 3001?

ANSWER: Yes, this is a typo, it should read “ODCs in support of CLIN 3001”.

QUESTION # 55 - We are aware of other efforts that have had significant delays with Government dependencies that have impacted schedules. If the Production site is not migrated at time of award, will the winning contractor have to assume the cost of that migration? Can the Government clarify the current state of Production hosting readiness and qualify the dependencies for each ELS2 system?

ANSWER: Any costs of system migration (i.e. MCEITS) unless expressly stated within the contract would be assumed by the Govt. Background documentation will be provided upon contract award.

QUESTION #56 - This appears to be inconsistent with the last CLIN’s PoP for a 2 month transition. The CLINs shown do not include the last set of CLINs in Section B.

ANSWER: There will be no travel or ODC’s allowed during the 2-month transition.

QUESTION # 57 - States: The place of performance for this PWS is MARCORLOGCOM, Albany, GA and approved offsite contractor facilities.

What does the Government mean by “approved offsite contractor”?

ANSWER: This is defined as facilities procured at the Contractors expense which are cleared/secured in accordance with DOD regulation. See this site: [http://www.dtic.mil/whs/directives/corres/pdf/510521m\\_vol2.pdf](http://www.dtic.mil/whs/directives/corres/pdf/510521m_vol2.pdf)

QUESTION #58 - Overtime is stated to be charged to the Cost CLINs. Is this appropriate? Each Cost CLIN is labeled as Travel or Other Direct Cost. Can labor be charged to these CLINs?

ANSWER: Yes, approved overtime labor can be charged to “Other Direct Costs”.

QUESTION #59 - “In support of the daily refresh data load schedule for the Master Data Repository (MDR) that includes weekends, the Contractor shall plan for and provide staff to support weekend data loads during the hours of 0800-1200 Saturday and Sunday.”

Does this requirement relate to PWS section 5.2.2?

ANSWER: Yes, this does refer to paragraph 5.2.2 of the PWS.

QUESTION #60 - Most positions require a BS degree (or a combination of credits). Specific positions, such as project or program manager, could be equally effective with a business or management degree. Will the Government consider modifying this requirement?

ANSWER: Yes, Government will modify the requirement to say that resources may possess a Bachelors of Arts or Bachelors of Science degree.

QUESTION #61 - General: On positions with multiple levels, (i.e. master, senior or junior), there is only one experience and specialized experience set of requirements. Do all of these levels have to possess all of the listed experience?

ANSWER: Yes, it is the expectation that all resources have the experience listed, however this is further broken down into “years of experience”.

QUESTION #62 - PWS 1.5.11 Key Personnel – states that the “...Contractor shall identify key personnel within the proposal and shall acknowledge that all personnel assigned to this contract are capable of working independently and demonstrate knowledge, skills and expertise in their respective functional areas necessary to perform tasks within the PWS. At a minimum, the Contractor shall designate an ELS2 Program Manager, ELS2 Functional Project Manager, ELS2 Technical Manager, Master Data Base Specialist, Master Applications Developer, and Web Designer as key personnel. Contractor must submit resumes of positions designated as key personnel.” Factor 1 – Technical Approach in the proposal instructions does not include a requirement for submission of resumes.

Are resumes required in the proposal?

ANSWER: Yes, resumes for key personnel are required. See paragraph 1.5.11 of the PWS t states resumes are required for key personnel. NOTE \*IA has been added to the list of key personnel.

QUESTION #63 - This section states that “The contractor’s personnel shall possess the CompTia Security plus certification at time of award.” This requirement has several issues we are requesting the government address.

1. Why is there a requirement for all personnel to have Sec+? For instance, would an administrative assistant who does not access any systems, require a Sec+?
2. Why is a Sec+ required and no other certifications? Is the Sec+ required because all personnel must be IAT II compliant per DoD 8570.01-M? If so, IAT Level II can be satisfied by other certifications. IAT Level II also requires CE/OS requirements. Why are these not also required under appropriate job requirements?

3. From DoD 8570.01-M, Table C3.T4, we see that IAT Level 3 “Normally has at least 3 years in IA technology or a related area.” Therefore, all JUNIOR labor categories should be amended to require at least 3 years of experience to align with the IAT Level II requirement.

ANSWER: 8570.01M is a base level requirement for all government contractors who work within the IT field. The requirement is that everyone (with the exception of administrative roles) be certified.

The baseline requirement is IAT Level 2 not 3 (<http://iase.disa.mil/iawip/Pages/iabaseline.aspx>), however a higher IAT Level 3 cert is acceptable whereas a lower IAT Level 1 is not. Please reference the chart for clarification.

QUESTION #64 - Section 1.5.6.10.2 states that “The contractor shall be required to provide employees who are Information Technology Infrastructure Library (ITIL) Foundation Certified and Practitioner Certified in Change and Release Management at time of award.” Can the Government provide which positions are required to be ITIL certified or is this saying as long as any person has this certification, the requirement is met?

ANSWER: Certification must be present within the team.

QUESTION #65- “Contractor shall work with C4 to restructure the current MDR data repository structure into an authoritative source of master data that ensures removal of duplicates...”

What extent will C4 be involved with this and what specific role will they play? Please clarify as this task could have a major impact on schedule and pricing.

In a FFP environment trying to estimate the cost for these contingencies is extremely risky. We are requesting that the government define specific roles and responsibilities the contractor will be responsible for as it relates to the restructuring the MDR; and likewise specify roles and responsibilities of C4.

ANSWER: [MARCORLOGCOM](#)-C4 ultimately manages the environment, its systems, hosting, patching, etc. There should be an expectation that the resource interaction with C4 will be routine and on-going. C4 manages the “Command, Control, Computers, and Communication” for the [Logistics Command](#) and will assist the Contractor to the best of their ability.

QUESTION #66 - “Evaluate the impact of implementing DoD, DON, and Marine Corps mandated upgrades and security patches to the ELS2 apps and DBMS.....Quarterly Critical Patch updates”

What is the Government’s (C4’s) role in this?

ANSWER: [MARCORLOGCOM](#) -C4 ultimately manages the environment, its systems, hosting, patching, etc. The expectation is to work with C4 to ensure patch application doesn’t affect application functionality.

QUESTION #67 - Develop software test plans for User Acceptance Testing prior to approval to implement changes. Prior to approval to implement changes? Should this read prior to deployment vs. prior to implement changes?

ANSWER: Correct (prior to deployment)

QUESTION # 68 - Provide Capability Maturity Model Integration (CMMI) level 2 compliant software for the sustainment of the ELS2 suite of software.

What does this mean? An Organization may be appraised at Maturity Level 2, but Software is not appraised for a Maturity Level.

ANSWER: Updated to level 3 for consistency. Software development, design, & deployment must ultimately be in line with CMMI level 3 compliance standards. <http://www.sei.cmu.edu/reports/10tr033.pdf>

QUESTION #69 - Ensure use of USMC DAA certified facilities for all contractor provided services and support.

Will the USMC provide the facilities to do the development? Does the Government intend this only for stages where we require live data?

ANSWER: The Govt. may provide development space if available. However the Contractor should ultimately plan to provide the staging environment.

QUESTION #70 - Some of the requirements for the MSR are inapplicable for a FFP contract. For instance, there is a requirement for tracking hours spent on each application or change. There is no requirement to track hours under this contract or track by system and such a requirement would add significantly to the cost without adding any value to the government oversight as the government cannot manage contractor hours on a FFP contract. "funds remaining for each application and the expected burn-rate for the upcoming month" makes no sense as under this type of contract and the proposal instructions, there are no funds allocated to any specific systems. There is no mechanism to track costs and there are no budgets to track under an FFP contract.

"Overhead and / or shared costs shall be identifiable to an approved government requirement." – This requirement makes no sense. There are no overhead costs segregated to an FFP contract.

ANSWER: Agreed, these sections shall be removed from PWS.

QUESTION #71 – Method of Surveillance: "CPARS" is not a method of surveillance. It's where the results of the surveillance go. "CPARS" should be removed.

ANSWER: No, CPARS should not be deleted. CPARS is the method in which the Government provides surveillance results for the overall contractor performance on a specific contract.

QUESTION #72 - There is no such thing as CMMI compliant software. Please remove or significantly amend this Performance Requirement.

ANSWER: See answer to Question #69.

QUESTION #73 - Given the 1<sup>st</sup> sentence of the Standard: "The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities." This Performance Requirement AQL is inappropriate. The Government is requiring the contractor to flexible regarding variances in scope, presumably meaning adjust staff up to meet such variances, and yet requiring that all billets be filled within certain stringent timeframes, all under a commercial item, FFP contract. Further except for Key Staff, there are no clear staffing requirements or billets to fill in PWS. The government cannot dictate specific billets at all unless this is a personal services contract or there is a clear need for the billets to be Key billets. This requirement, except as applied to Key Staff, should be deleted.

ANSWER: Agree. So long as ALL requirements to fully support the program are sufficiently covered to keep applications operable.

QUESTION #74 - The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities. The Contractor shall appoint a technical manager to act as both coordinator of task activities and to serve as the overall expert for successful completion of this task initiative. Administrative support shall be provided as required.

Technical Manager and Administrative support are not listed in the KSA table nor in Table 1.

Is the Technical Manager the Project Manager Technical?

Can the government confirm if these are separately priced positions?

ANSWER: See answer to Question #24.

QUESTION #75 - This performance standard states: "provides personnel IAW proposal by name assignments" This AQL is confusing. There are no proposal instructions regarding by name assignments. This should be completely consistent with the proposal instructions. As this reads, it is unclear what this AQL is talking about. Please clarify.

ANSWER: This is in reference to filling the key personnel billets and maintaining them IAW 1.5.11 and 1.5.12.

QUESTION # 76 - The Project Manager shall possess Project Manager Professional certification (preferred) or Project Plus certification. In addition; the Project Management contractor shall have seven (7) years of project management experience AND three (3) years of software development and lifecycle management experience. Education: BS degree or higher with at least 5 years (5) years of experience; PMP certified? The description of the experience states that PMP is preferred, but then it lists it as required under Education. Recommend allowing additional experience or other management certification (such as project plus, DAWIA, or company provided training) in place of PMP.

ANSWER: PMP certification is a REQUIREMENT for all project managers.

QUESTION #77 - The application Sys Analyst Senior requires a BS degree or higher Computer Information Systems or Information technology. This seems overly restrictive as another BS or Bachelor's degree could be applicable to the work.

ANSWER: Degree requirement must be pertinent to the work expectation (IT, Science, Engineering) degrees are acceptable.

QUESTION # 78 - The Master Database specialist requires Oracle Certified Professional. Would a Oracle Certified Associate + 25 years' experience suffice?

ANSWER: Yes, however the resource is still expected to possess all other skills required for the role.

[https://education.oracle.com/pls/web\\_prod-plq-dad/db\\_pages.getpage?page\\_id=458&get\\_params=p\\_track\\_id:OCPJSE7](https://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=458&get_params=p_track_id:OCPJSE7).

QUESTION #79 - Application Developer requires Education: Master - master's degree for a relevant computer science major. Senior -BS degree or higher  
Junior – BS Degree or minimum of 30 semester hours in relevant computer science and mathematical courses. Will the government allow for the substitution of experience or education?

ANSWER: No, the Government will not allow for the substitution of experience or education.

QUESTION #80 - Web Designer – experience seems out of line for a Web Designer. Web design doesn't usually include hardware. The education seems more in line with the requirements.

Web Designer requires Solaris and IBM Tivoli experience. Why? Neither of these technologies are being used in ELS2 today, nor are they anticipated to be used.

ANSWER: Agreed, hardware knowledge shall be removed as hardware is managed by the datacenter/Helpdesk within C4.

QUESTION # 81 - Table 1 lists "lead" under Database Administrator and Applications Developer. This position is not under the KSA table. Also, under the KSA table it is listed as a Database Specialist.

Are Database Administrator and Database Specialist the same position?  
Are the Lead positions the Master category? Yes, updated in table 1

ANSWER: Yes, Database Administrator and Database Specialist are the same position and has been changed in PWS, KSA, and table 1. Yes, updated in Table 1.

QUESTION #82 - Could the Government please indicate if anything other than a price per FFP CLIN is required for the Factor 3 Price volume?

ANSWER: The Government will need all labor categories being proposed and the fully burdened hourly charge rate for each labor category provided in an excel spreadsheet for the base period and all options and the 2 month extension.

QUESTION # 83 - Statements that the offeror understands, can, or will comply with the Performance Work Statement (PWS), statements paraphrasing the PWS or parts thereof, and phrases such as "standard procedures will be employed" or "well known techniques will be used," etc., will be considered unacceptable.

Can "etc." be defined? This leaves any statement open to interpretation and could drive evaluation inconsistencies to disqualify the submittals.

ANSWER: Correct, Etc. will be removed if it exists in an area where set standards and or expectations are defined as it introduces speculation.

QUESTION # 84 - NOTE: The copies of Volumes I and II should be redacted of contractor's name, logos etc.

Level of redaction can vary greatly, can the government please provide some clarity to what is meant by "etc."?

ANSWER: Anything that can identify the offeror or subs should be redacted, including past performance provided.

QUESTION #85 - Table 1 is not referenced anywhere in the RFQ. What is the purpose of Table 1? Is this specifying the type and quantity of required personnel to perform on the contract? If so, can the government clarify the number of billets for each labor category in this table or is each billet row a single person? Is this to be considered a complete list of all required billets, if that is what it is?

ANSWER: See answer to Question #51.

QUESTION #86 - Page 56 and page 63 indicate that this is a "Lowest Price Technically Acceptable (LPTA)" RFP. Will there be any type of price evaluation? How will the pricing be evaluated?

ANSWER: Yes, this is a LPTA RFP. Please see evaluation criteria for how pricing will be evaluated.

QUESTION #87 - Is an Excel pricing spreadsheet required? If so, is there a specific format or template for the pricing spreadsheet? Or is the offeror only supposed to submit a total price for each CLIN?

ANSWER: See answer to Question #84. There is no specific format or template required.

QUESTION #88 - Is the offeror required to propose labor hours? Is a price narrative required or any type of Basic of Estimated (BOE)?

ANSWER: See answer to Question #84

QUESTION #89 - The bulk funded amounts leave out the 5<sup>th</sup> CLINs for the 2 month transition. Are there Travel/ODCs for the last CLIN, 4001? As Travel and ODCs are broken into 2 CLINs for every contract period, such as 3002 and 3003, how should the bulk funded amounts be broken out between each set of 2 CLINs?

ANSWER: There will be no travel or ODCs for the 2-month transition period at the end of the contract.

QUESTION #90 - Clause 52.222-46 is included in the solicitation. Does the government require a compensation plan for review?

ANSWER: Yes, a professional compensation plan must be submitted in accordance with FAR 52.222-46.

QUESTION #91 - On pages 5-9 of the RFP, the descriptions of CLINs 0001, 1001, 2001, and 3001 is "DIRECTLABORFFP". On page 90 of the RFP, an ECMRA clause is included that states that the "...contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services...". On page 87 of the RFP, in FAR Clause 52.216-1, it states that the type of contract is "...a hybrid contract of FFP CLINs for Labor and Cost Reimbursement CLINs for Travel/ODCs..."

Please confirm if the contract type for the labor CLINs is a Firm Fixed Price (FFP), or a FFP Level-of-Effort (LOE)?

ANSWER: The contract type is a hybrid, consisting of FFP CLINs for labor and Cost Reimbursements CLINs for the Travel and ODC CLIN.

QUESTION #92 - Pages 63-77 includes FAR clause 52-212-3 – OFFEROR REPRESENTATIONS AND CERTIFICATIONS—COMMERCIAL ITEMS in full text. If the offeror has an active SAM registration, is the offeror and/or subcontractor required to fill in this clause?

ANSWER: If offeror's REPS and CERTS are filled out in their SAM registration and are current there is no need to fill out Clause 52.212-3 in the solicitation.

QUESTION #93 - Is the offeror supposed to fill out and sign Standard Form 1449, fill in the reps and certs on pages 63-77 and return the complete RFP as part of the offeror's proposal; or is the offeror supposed to send the STD Form 1449 as a separate document, and the Certs and Reps as a separate document?

ANSWER: Offeror should fill out the SF 1449 and list the total amount for each CLIN on the 1449. See answer to Question #94 for REPS and CERTS.

QUESTION #94 - CLIN 1002 references that this is travel and ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 1001

ANSWER: This is a typo, CLIN 1002 is changed to read travel in support of CLIN 1001.

QUESTION #95 - CLIN 1003 references that it's ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 1001?

ANSWER: This is a typo, CLIN 1003 is changed to read "ODCs in support of CLIN 1001.

QUESTION #96 – CLIN 2002 references that this is travel and ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 2001?

ANSWER: This is a typo, CLIN 2002 is changed to read travel in support of CLIN 2001.

QUESTION #97 – CLIN 2003 references that it's ODCs in support of CLIN 0001. Is the reference to CLIN 0001 correct or should it be 2001?

ANSWER: This is a typo, CLIN 2003 is changed to read ODCs in support of CLIN 2001.

QUESTION #98 - FAR part 16.202-2 states "A firm-fixed-price contract is suitable for acquiring commercial items (see Parts 2 and 12) or for acquiring other supplies or services on the basis of reasonably definite functional or detailed specifications..." As the PWS is currently written, there are many sections that do not provide enough detail to reasonably estimate work in a FFP environment where maximum risk is on the contractor. In particular the following sections are noted where the government has indicated the requirement is as required or as needed. Estimating and pricing items that are to be provided "as required" or "as needed" places an extreme amount of risk on the contractor in a FFP environment. We are requesting the Government to provide additional details on the items below to accurately estimate the work.

- PWS Section 5.1.1 states that help desk work is required 24/7 “as required”
- PWS Section 5.9.3 indicates PM support is “as required”
- PWS 5.2.3 Deliverable requirements The Database MDR performance Restructuring Recommendations are “as required”
- PWS 5.2.7 Deliverable requirements Data Pedigree (new data elements) is to be provided with releases and Technical instructions for software releases (how many is not indicated)
- PWS 5.3.2 Deliverable requirements, Data Consolidation, Data Storage and Data Distributions are “as required”
- PWS 5.3.3 Deliverable requirements Data Classification and Taxonomy Recommendations are “as required”
- PWS 5.3.5 Deliverable requirements Master Data Management Restructuring Recommendations are “as required”
- PWS 5.11.1 Deliverable Requirements COTS Software impact analysis is required when there is a change notification. (How many change notifications will be provided)
- PWS Deliverable requirements 5.3.4 Data Dictionary and Entity Relationship Diagrams is “as required”
- PWS 5.2.6 and 5.2.7 Deliverable requirement Interface Control Documents are to be delivered “As required”
- PWS 5.7.1 Deliverable requirement Information Assurance Artifacts is “as required based on need”
- PWS 5.9 Models and Simulation Deliverable requirement is “as required based on project need”
- PWS 5.9.3, Briefing materials and Briefing meeting minutes and Action Items are “as required based on project need”
- PWS 5.9.5 Best Practice Recommendations is “as necessary”

ANSWER: Government will modify “as required” to “required” for clarification. Paragraph 5.2.7 and 5.11.1 amounts are based on a variety of factors, contractor should plan for the eventuality based on the size, scope and nature of the contract.

QUESTION #99 - Section 1.5.5 discusses Contractor Personnel Clearances. Can the government please provide a copy of the DD254 that is indicated will be provided with the RFP?

ANSWER: Copy of DD254 was provided with Amendment #0001. A Secret Facility Clearance is not required.

REVISED BILLETS TO TASK AMEND3

Table 1

**Base Period (3 months after award) and Option periods 1, 2, 3 (12 months) & 2-month extension**

<b>Labor Category</b>	<b>Tasks</b>
Program Manager	5.6, 5.7, 5.9, 5.10
<b>Functional/Technical</b> Project Manager	
	5.1, 5.2, 5.3, 5.5, 5.6, 5.9
	5.1, 5.2, 5.5, 5.6, 5.9
Applications Sys Analyst	
Senior	5.1, 5.2, 5.4, 5.5, 5.7, 5.11
Junior	5.1, 5.3, 5.4, 5.5
<b>Database Administrator</b>	
Master	5.1, 5.2, 5.3, 5.4, 5.5, 5.7, 5.11
Senior	5.1, 5.2, 5.3, 5.11
Applications Developer	
Master	5.2, 5.1, 5.3, 5.4, 5.5, 5.11
Senior	5.2, 5.1, 5.3, 5.5
Junior	5.2, 5.1, 5.3,
Web Designer	
	5.1, 5.2, 5.3, 5.4, 5.5, 5.11
Data Warehousing Specialist	
Senior	5.1, 5.2, 5.3
Junior	5.1, 5.2, 5.3
IA Specialist	
	5.2, 5.3, 5.5, 5.7
Operations Research Analyst	
	5.3, 5.5, 5.6, 5.8
Computer Programmer	
	5.5,
Data Architect	
	5.2, 5.3, 5.7, 5.11
Subject Matter Expert	
	5.2, 5.6, 5.9

REVISED KSA'S AMENDMENT #0003KSA'S

## ELS2 Contractor Knowledge, Skills, Abilities, Experience, Education, Certification Requirements

**Knowledge Skills and Abilities (KSAs) Required:** Contractor personnel shall be knowledgeable of Department of Defense (DOD), Navy and Marine Corps logistics policy and processes, and shall be familiar with existing logistics information systems supporting the Marine Corps logistics business processes. Contractor personnel shall be fully trained and possess the credentials and experience required to immediately commence work delineated within the PWS. Contractor personnel shall understand fully and be able to articulate Marine Corps logistics processes, functions and operations with an emphasis on supply, warehousing, distribution, and maintenance. As such; a working knowledge of shall include a minimum of the following:

- Marine Corps Enterprise Information Technology Services (MCEITS)
- Industrial Logistics Support Management Information System (ILSMIS)
- Sun Fire V, E, B, X and T Model Hardware
- IBM Tivoli Workload Scheduler (Versions 8 and Above)
- Cable Management
- Keyboard Video Mouse (KVM)
- Network Attached Storage (NAS)
- Storage Area Network (SAN)
- Oracle Enterprise Product
  - Oracle Fusion Middleware
    - Oracle WebLogic Server (Versions 11g and Above)
    - Oracle Metadata Repository (Versions 11g and Above)
    - Oracle Identity Management (Versions 11g and Above)
    - Oracle WebCenter (Versions 11g and Above)
    - Oracle Business Intelligence Discoverer (Versions 11g and Above)
    - Oracle Portal (Versions 11g and Above)
    - Oracle Reports (Versions 11g and Above)
    - Oracle Forms Services (Versions 11g and Above)
    - Oracle SOA Suite (Versions 11g and Above)
    - Oracle Maintenance Tools (Versions 11g and Above)
    - Oracle HTTP Server (Versions 11g and Above)
    - Oracle Web Cache (Versions 11g and Above)
    - Oracle Web Services (Versions 11g and Above)
    - Oracle Delegated Administration Services (Versions 11g and Above)
    - Oracle Enterprise Content Management Suite (Versions 11g and Above)
  - Oracle Solaris
- SharePoint 2013
- Microsoft Office Suite (version 2010 – 2016)

Labor Categories	# of billets	Sponsor	Knowledge, skills, abilities, education, experience, and certifications
<b>Program Manager</b>		Software & Application Development (S&AD)	<b>General Experience:</b> Experience with the oversight of the scheduling, pricing, and technical performance of organizational programs. Knowledge of proposal development, and contract compliance. Proposal preparation may include assisting with plans, specifications and financial terms of work. They may assist with business development initiatives ensure master plans and schedules are followed, developing solutions to

			<p>program challenges, and directing others for successful completion of project on time and on budget.</p> <p><b>Specialized Experience:</b> PMP certification with 10 years of IT program management experience.</p> <p><b>Education:</b> Bachelor degree or higher with at least seven (7) years of experience.</p>
<b>Project Manager (Technical and Functional)</b>		S&AD	<p>Both the <b>Technical and Functional Project</b> Managers shall possess Project Manager Professional certification (preferred) or Project Plus certification. In addition; the Project Management contractor shall have seven (7) years of project management experience AND three (3) years of software development and lifecycle management experience.</p> <p><b>Education:</b> Bachelor degree or higher with at least 5 years (5) years of experience; PMP certified</p>
<b>Application Sys Analyst</b>	Senior Junior	S&AD	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully maintain the system architecture to ensure sufficient capacity and availability; allocate file systems on client and application servers; reallocate storage space across physical file systems; Participate in the planning, implementation and monitoring of storage capacities to include or create all required documentation; knowledge of the Department of Defense Architecture Framework (DoDAF). Experience should demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>1. Changing available storage to ensure maximum limits are not exceeded.</li> <li>2. Conduct in depth analyses of logistics business process and value stream mapping</li> <li>3. Conduct feasibility studies, trade-off, and gap analyses of the systems.</li> <li>4. Assist and/or facilitate the development of business process requirements (data elements, file layouts, data distribution process) to align with business strategies and mandates</li> <li>5. Engineering and implementing solutions to resolve data quality issues or data availability requirements, prior to occurrence.</li> <li>6. Recommend/propose performance metrics to the Business Analyst</li> <li>7. Recovering lost data efficiently.</li> <li>8. Analyze technical and procedural issues and determine possible solutions.</li> <li>9. Conduct analysis that defines opportunities for improved business process solutions.</li> <li>10. Participating in the planning, implementation and monitoring of project plans and special projects to include preparing information assurance documentation.</li> <li>11. Reviewing and improving on existing systems,</li> </ol>

			<p>making use of new technologies and methodologies to seek continual improvement for existing systems as well as assisting and testing Disaster Recovery (DR) and Continuity of Operations Plans (COOP).</p> <p><b>Specialized Experience:</b> <i>Senior</i> Minimum of seven (7) years; <i>Junior</i> Minimum of three (3) years. Must be able to demonstrate accomplishments in the ability to use a combination of data modeling, information engineering, mathematical model building, sampling and accounting principles to ensure efficient and comprehensive designs. Also be able to prepare cost-benefit and return-on-investment analyses to determine the feasibility of implementing proposed technology solutions. In addition maintain the system architecture to ensure sufficient capacity and availability; recommend the appropriate allocation file systems on client and application servers; reallocate storage space across physical file systems; Participate in the planning, implementation and monitoring of storage capacities to include or create all required documentation; knowledge of the Department of Defense Architecture Framework (DoDAF).</p> <p><b>Education:</b> <i>Senior</i> Bachelor degree or higher Computer Information Systems, Information Technology, <b>Engineering, etc...</b></p> <p><i>Junior</i> – Bachelor Degree or at least 30 semester hours in a combination of mathematics, Business Systems Analysis and Design, computer platform technologies, mathematical logic, science, introduction to Internet applications, continuous quality management, survey of software systems, and systems analysis and design.</p>
<p><b>Data Base Administrator (DBA)</b></p>	<p>Master Senior</p>	<p>S&amp;AD</p>	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and PWS, and that is typically in or related to the work of the database management. Experience should demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>1. Provide server and database support, including installation, patching, upgrading and maintenance;</li> <li>2. Administer user access, provisioning and deprovisioning in accordance with policy and procedures;</li> <li>3. Perform database maintenance such as indexing, statistics, backup and restore, performance tuning, full text indexes, data archival, user access security, partitioning and data compression;</li> <li>4. Creating, editing and maintaining database schemas;</li> <li>5. Implement High Availability/Disaster Recovery utilizing various methods, such as mirroring, peer-to-peer replication, and clustering;</li> </ol>

			<p>6. Provide support by collaborating with systems analysts, developers, business analysts, and project teams; and</p> <p>7. Communicate effectively orally and in writing.</p> <p><b>Specialized Experience:</b>  <b><i>Master</i></b> -Minimum of seven (7) years experience; <b><i>Senior</i></b> – Minimum of 5 years experience . Must be able to demonstrate accomplishments in designing, coding, testing and supporting next-generation database solutions in Oracle enterprise and SQL Server environments.</p> <p>Database Engineer position shall and must possess Oracle Certified Professional or be an Oracle 11g or higher Certified Database Administrator with Real Application Cluster (RAC), LINUX VM experience and have a minimum of five (5) years direct experience in the applicable discipline.</p> <p><b>Education:</b>  <b><i>Master</i></b> – <b>Bachelor Degree</b> or higher in Information Technologies <b>and</b> Oracle Certified Professional;</p> <p><b><i>Senior</i></b> – <b>Bachelor Degree</b> bachelor’s degree in management information science, computer science or a related field. or at least 45 semester hours in a combination of database administration, mathematics, Business Systems Analysis and Design, computer platform technologies, mathematical logic, science, or subject-matter courses requiring substantial competence in college-level mathematics or statistics.</p> <p><b>ALL</b>  The DBS should have knowledge of database administration to understand and use the fundamental concepts and techniques including disaster recovery, performance analysis and tuning, data dictionary maintenance, data modeling and optimization, and database and user management and monitoring. They also demonstrate the techniques, features, and best practices used in managing a relational database as well as applying concepts presented in the course to practical exercises involving installation, management, performance monitoring, creation of users and user privileges, backup, and recovery.</p>
Application Dev	Master Senior Junior	S&AD	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and performance work statement (PWS), and that is typically in or related to the work of the application development. Application developers often have the duty of creating, maintaining and implementing the source code that makes up the application or program. Application developers may also be responsible for designing the</p>

			<p>prototype application, indicate program unit structure, and coordinate application plans with the development team or client. Experience should demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>1. Installing application software over a variety of OS software and configure per instructions/customers request.</li> <li>2. Configuring application software to perform optimally.</li> <li>3. Uninstalling application software.</li> <li>4. Integrating application software with DBMS(s), risk mitigation/monitoring agents.</li> <li>5. Installing application software and connect to web servers, other application servers, database management software or storage devices.</li> <li>6. Applying IA policies.</li> <li>7. Reading/listening to written/verbal instructions to upgrade application programs.</li> <li>8. Supporting application co-hosting in a clustered environment.</li> <li>9. Knowledge and familiarity of LUN, file systems, disks, zones and other storage medial on various storage devices in a RAID.</li> <li>10. Designing, managing, implementing and configuring Virtual hosting software to support co-hosting multiple applications, DBMS(s), business applications or OS(s).</li> <li>11. Integrating application software to OS(s), DBMS(s), and business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.</li> <li>12. Knowledge and expertise of Oracle Fusion Middleware components.</li> </ol> <p><b>Specialized Experience:</b>  <u>Master</u> minimum of seven (7) years; <u>Senior</u> minimum five years (5); and <u>Junior</u> minimum two years (2) experience. Must be able to demonstrate accomplishments of application management project assignments that required a range of knowledge of applicable skills requirements and techniques.</p> <p><b>Education:</b> <u>Master</u> - master's degree for a relevant computer science / IT major. <u>Senior</u> -Bachelor degree or higher in a relevant IT / computer science major  <u>Junior</u> – Bachelor Degree or minimum of 30 semester hours in relevant computer science and mathematical courses.</p>
<b>Web Designer</b>		S&AD	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position</p>

			<p>and PWS, and that is typically in or related to the work of the Web &amp; OS Management. Experience should demonstrate:</p> <ol style="list-style-type: none"> <li>1. Installing and upgrading network monitoring tools, software, and agents.</li> <li>2. Monitoring network performance, where applicable and make recommendations to maintain configuration to improve performance.</li> <li>3. Completing documentation in support of ensuring network connectivity.</li> <li>4. Providing recommendations to Federal Government support staff in network design, implementation and sustainment for legacy systems.</li> <li>5. Integrating web services, operating systems, application software, DBMS(s), business applications, monitor agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.</li> <li>6. Performing all levels of analysis (simple to complex) of operating systems, business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices as well as assisting and testing Disaster Recovery (DR) and Continuity of Operations Plans (COOP) and special projects.</li> <li>7. Performing and analyzing operating system error messages / alert logs daily from the start of normal business hours and implementing corrective actions to resolve issues.</li> <li>8. Interpreting error codes generated by log and system files from DBMS(s), operating systems, business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.</li> <li>9. Recommending and implementing software, database or network solutions to resolve problems.</li> <li>10. Evaluating indicators from network devices and consistently implement a permanent resolution.</li> <li>11. Analyzing file systems and storage zones to resolve issues.</li> </ol> <p><b>Specialized Experience:</b> Minimum of five (5) years. Must be able to demonstrate accomplishments of Web &amp; OS Management project assignments that required a broad range of knowledge of operating systems management and techniques.</p> <ul style="list-style-type: none"> <li>• Provide a knowledge and experience of the following Operating Systems, Web Platforms and Hardware including, but not limited to: <ol style="list-style-type: none"> <li>1. Oracle Solaris</li> <li>2. Sun Fire V, E, B, X and T Model Hardware</li> </ol> </li> </ul>
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			<ol style="list-style-type: none"> <li>3. Oracle Fusion Middleware</li> <li>4. IBM Tivoli Workload Scheduler (Versions 8 and Above)</li> <li>5. Cable Management</li> <li>6. Keyboard Video Mouse (KVM)</li> <li>7. Network Attached Storage (NAS)</li> <li>8. Storage Area Network (SAN)</li> </ol> <p><b>Education:</b> Bachelor degree or higher in Computer Science, or three (3) years course of study in a relevant field leading to a bachelor's degree, or a combination of successfully completed post-high school education and/or training experiences that meet the total qualification requirements for this position level. Must have training in computer graphics packages such as Dreamweaver, Photoshop, Adobe Illustrator, and Paint Shop Pro as well as knowledge of Flash, XML-based web applications and programming, XHTML programming, and other web development languages and technologies. The designer should also be comfortable working with a variety of operating systems such as Windows, Macintosh, and Unix. Since computer technology changes rapidly, web designers must constantly stay abreast of new developments in graphics software packages as well as those in the World Wide Web and related technologies</p>
<b>Data Warehousing Specialist</b>	Senior Junior	S&AD	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully maintain the system architecture to ensure sufficient capacity and availability; allocate file systems on client and application servers; reallocate storage space across physical file systems; Participate in the planning, implementation and monitoring of storage capacities to include or create all required documentation; knowledge of the Department of Defense Architecture Framework (DoDAF). Experience should demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>1) Test software systems or applications for software enhancements or new products.</li> <li>2) Review designs, codes, test plans, or documentation to ensure quality.</li> <li>3) Provide or coordinate troubleshooting support for data warehouses.</li> <li>4) Prepare functional or technical documentation for data warehouses.</li> <li>5) Write new programs or modify existing programs to meet customer requirements, using current programming languages and technologies.</li> <li>6) Verify the structure, accuracy, or quality of warehouse data.</li> </ol>

		<p>7) Select methods, techniques, or criteria for data warehousing evaluative procedures.</p> <p>8) Perform system analysis, data analysis or programming, using a variety of computer languages and procedures.</p> <p>9) Map data between source systems, data warehouses, and data marts.</p> <p>10) Implement business rules via stored procedures, middleware, or other technologies.</p> <p>11) Develop and implement data extraction procedures from other systems, such as administration, billing, or claims.</p> <p>12) Develop or maintain standards, such as organization, structure, or nomenclature, for the design of data warehouse elements, such as data architectures, models, tools, and databases.</p> <p>13) Design and implement warehouse database structures.</p> <p>14) Create supporting documentation, such as metadata and diagrams of entity relationships, business processes, and process flow.</p> <p>15) Create plans, test files, and scripts for data warehouse testing, ranging from unit to integration testing.</p> <p>16) Create or implement metadata processes and frameworks.</p> <p>17) Develop data warehouse process models, including sourcing, loading, transformation, and extraction.</p> <p>18) Design, implement, or operate comprehensive data warehouse systems to balance optimization of data access with batch loading and resource utilization factors, according to customer requirements.</p> <p>19) Changing available storage to ensure maximum limits are not exceeded.</p> <p>20) Planning and executing storage implementation plans to support production environments to include associated drawings.</p> <p><b>Specialized Experience: <u>Senior</u></b> - minimum five (5) years; <b><u>Junior</u></b> minimum three (3) years of experience . Must be able to demonstrate accomplishments in the ability to maintain the system architecture to ensure sufficient capacity and availability; allocate file systems</p>
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			<p>on client and application servers; reallocate storage space across physical file systems; Participate in the planning, implementation and monitoring of storage capacities to include or create all required documentation; knowledge of the Department of Defense Architecture Framework (DoDAF).</p> <p>Also experience in the following programming languages but not limited to:</p> <ul style="list-style-type: none"> <li>AJAX; ASP; C programming; client-side JavaScript; Client-side VBScript; COBOL using oracle SQL*plus; C-shell; CSS; HTML (Versions 4.0 and Above); Java; Java Bean; Java Server Pages (JSP); JavaScript; Lexical Analyzer (LEX); NAWK; Oracle Forms/Reports (Versions 10g and Above); Oracle PL/SQL; PHP; SED; Unix Scripting including Korn Shell; Visual Basic and Visual Basic .NET.</li> </ul> <p>Provides knowledge and expertise in industry standards including, but not limited to American National Standards Institute (ANSI) X12 protocol for electronic data interchange (EDI).</p> <p><b>Education: <u>Senior</u></b> – Bachelor degree or higher for a relevant computer science major. Senior -BS degree or higher</p> <p><b><u>Junior</u></b> – Bachelor Degree or minimum of 30 semester hours in relevant computer science and mathematical courses.</p>
<p><b>IA Specialist</b></p>		<p>S&amp;AD</p>	<p><b>General Experience:</b> The Information Assurance/IT Security Specialist will provide support management by planning, coordinating, and implementing information security needs including but not limited to: identifying current security infrastructure, defining future programs, renewing appropriate authorizations to operate (ATOs) and designing, developing and implementing Systems Security and Assessments (SS&amp;A) for DHS IT Systems</p> <ol style="list-style-type: none"> <li>1. Provide program level security management and engineering support across ITD Program areas in support of the OBIM mission, utilizing the Information Assurance Compliance Systems (IACS), Xacta Information Assurance Manager, and DHS Cyber Security</li> <li>2. Provide Information Security Management, Operations and Engineering support, Certification and Accreditation support (C&amp;A), support audits (IG and GAO), Deep Dive - Critical Control Review (CCRs) and Security Configuration Readiness Assessment (SCRAs), and Management of Plans of Action and Milestones (POAMs).</li> <li>3. Performs risk analyses, risk assessment, and information security planning. Perform server hardening and utilize contingency planning.</li> </ol>

			<p>4. Daily oversees the security staff to design, develop, engineer and implement solutions to security requirements.</p> <p>5. Serve as Information System Security Officer (ISSO). Perform security evaluations, prototypes and reporting on tools in assessment process.</p> <p>6. Monitor, report, remediate and ensure compliance according to the Federal Information Systems Management Act (FISMA) including vulnerability scans, patch management, security integration and incident handling procedures.</p> <p>7. Identify POA&amp;M items, Security Education, Training and Awareness. finalize Authority to Operate (ATO) packages, and address System Change Requests (SCRs) using risk management framework.</p> <p>8. Track, document and report the Annual Information Assurance Awareness Training Compliance, and create a Security Controls/Requirement Catalog.</p> <p>9. Analyze, define, plan, design and develop guidance for the areas of Network and Systems Lifecycle Security, Data Security, Identification, Authentication, Authorization, and Non-Repudiation, Security Event/Incident Monitoring, and Response, Emerging technologies and tool assessment, and Change Management and Security Configuration Guidance.</p> <p>10. Align the controls both hierarchically at the enterprise or component level (common and general support system) and application level.</p> <p>11. Attend security conferences as required</p> <p>12. Ensure that updates are made to the Target Architecture from a security perspective including supporting and interacting with NIST and DHS level guidance.</p> <p>13. Support and maintain Security Operations to include support and manage public key infrastructure registration activities, firewall change requests, PICs requests, data center scanning requests, and DHS data centers server account requests.</p> <p>14. Develop Interconnection Security Agreements (ISAs) Secret clearance is required</p> <p><b>Education:</b> Bachelor degree or higher with five or more years of experience and any other training required to access DoD security systems</p>
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<b>Operations Research Analyst</b>		S&AD	<p><b>General Experience:</b> Extensive skill, knowledge, and experience are needed for these occupations. Many require more than five years of experience.</p> <ol style="list-style-type: none"> <li>1. Specify manipulative or computational methods to be applied to models.</li> <li>2. Define data requirements and gather and validate information, applying judgment and statistical tests.</li> <li>3. Collaborate with senior managers and decision makers to identify and solve a variety of problems and to clarify management objectives.</li> <li>4. Perform validation and testing of models to ensure adequacy and reformulate models as necessary.</li> <li>5. Develop and apply time and cost networks to plan, control, and review large projects.</li> <li>6. Formulate mathematical or simulation models of problems, relating constants and variables, restrictions, alternatives, conflicting objectives, and their numerical parameters.</li> <li>7. Develop business methods and procedures, including accounting systems, file systems, office systems, logistics systems, and production schedules.</li> <li>8. Design, conduct, and evaluate experimental operational models in cases where models cannot be developed from existing data.</li> <li>9. Study and analyze information about alternative courses of action to determine which plan will offer the best outcomes.</li> <li>10. Prepare management reports defining and evaluating problems and recommending solutions.</li> <li>11. Break systems into their component parts, assign numerical values to each component, and examine the mathematical relationships between them.</li> <li>12. Observe the current system in operation and gather and analyze information about each of the parts of component problems, using a variety of sources.</li> <li>13. Analyze information obtained from management to conceptualize and define operational problems.</li> <li>14. Collaborate with others in the organization to ensure successful implementation of chosen problem solutions.</li> </ol> <p><b>Education:</b> Bachelor degree or higher with five (5) or more years of experience. College courses should include a combination of calculus, linear algebra, and statistics. Computer science also is important because statistical and database software is used to analyze data. Many analysts may also have additional degrees in related technical fields, such as engineering, math, physics or computer science.</p>
<b>Computer Programmer</b>		S&AD	<p><b>General Experience:</b> Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the Software Analytical &amp; Programming Support and the PWS, and that</p>

			<p>is typically in or related to the work of the position to be filled.</p> <p>Three years (3) experience creating the programs essential for computer operation</p> <p><b>Specialized Experience:</b> Examples of qualifying specialized experience include the following programming languages but not limited to:</p> <ul style="list-style-type: none"> <li>• AJAX; ASP; C programming; client-side JavaScript; Client-side VBScript; COBOL using oracle SQL*plus; C-shell; CSS; HTML (Versions 4.0 and Above); Java; Java Bean; Java Server Pages (JSP); JavaScript; Lexical Analyzer (LEX); NAWK; Oracle Forms/Reports (Versions 10g and Above); Oracle PL/SQL; PHP; SED; Unix Scripting including Korn Shell; Visual Basic and Visual Basic .NET.</li> <li>• Provides knowledge and expertise in industry standards including, but not limited to American National Standards Institute (ANSI) X12 protocol for electronic data interchange (EDI).</li> </ul> <p><b>Education -</b> BS degree or higher in Computer Information Science</p>
<p><b>Data Architect</b></p>		<p>S&amp;AD</p>	<p><b>General -</b> Define/manage detail project plans, milestones; manage deliverables, understand financial/budgetary impact of technical decisions. Effectively communicate with business and technology partners, peers and senior management. Work with multiple stakeholders to establish trusted partnerships and drive success. Defining relevant standards, processes, and best practices and incrementally deploying them within application areas in a controlled, evolutionary way that can serve as basis for all current and future data-related projects.</p> <p><b>Specialized Experience</b></p> <ol style="list-style-type: none"> <li>1) 5+ years of experience with information modeling, information visualization, data modeling, data management technologies, data integration, data sourcing, data analytics, data warehousing, metadata, semantics and ontologies</li> <li>2) Familiarity with modern data management concepts including Big Data stack, NoSQL, in-memory DBMS and data caching; graph databases, RDF/triple stores, and Wiki-based solutions</li> <li>3) Familiarity and experience in data protection and information security</li> <li>4) Strong understanding of large scale system, information and technology architectures, including application integration patterns, messaging, service-oriented architecture, information models, and data lineage</li> <li>5) Hands-on experience with data and process modeling tools (e.g., ERWin, ProVision, MagicDraw,</li> </ol>

			<p>PowerDesigner), and working knowledge of programming languages such as: Python, PERL, Java, JavaScript, C++, shell</p> <ol style="list-style-type: none"> <li>6) Demonstrated ability to work individually and as a part of the team in a collaborative manner</li> <li>7) Demonstrated ability to deliver results under demanding timelines to real-world business problems</li> <li>8) Willingness to learn new technologies, methodologies, applications and grow with team</li> <li>9) Strong writing and communication skills</li> </ol> <p><b>Education</b> Bachelor degree or Graduate degree in information sciences, computer sciences, or system design <b><i>and</i></b> Oracle Certified Professional</p>
<b>Subject Expert</b>		S&AD	<p><b>General</b> – Extensive knowledge of USMC logistics information systems and supply chain processes</p> <p><b>Education</b> – High school diploma with minimum of 30 hrs of college course work leading to a bachelor’s degree with <b>8 or more years military / civil service experience</b> in Materiel Management/Logistics/Supply.</p>

REVISED PWS AMENDMENT #0003

**LOGISTICS CAPABILITIES CENTER (LCC)  
CONTRACTOR SUPPORT FOR ENTERPRISE LOGISTICS SUPPORT SYSTEMS (ELS2)  
PERFORMANCE WORK STATEMENT**

1.0 **General.** This is a non-personal services task order used to provide Information Technology (IT) support for the Enterprise Logistics Support Systems program managed by the Marine Corps Logistics Command (MARCORLOGCOM), Logistics Capabilities Center (LCC), Albany, Georgia.

1.1 **Description of Services and Introduction.** The purpose of this requirement is to identify a single provider to sustain and enhance the MARCORLOGCOM managed Enterprise Logistics Support Systems (ELS2) which consists of Total Life Cycle Management Operational Support Tool, the Master Scheduling Support Tool (MSST), the Master Data Repository (MDR), Life Cycle Modeling Integrator Portal (LCMI Portal), SECREP Total Allowance Re-computation Tool (START), and Asset Enterprise Management Information Tool (AEMIT). The support includes ELS2 technical support, software maintenance, software upgrades, to the ELS2 master data repository (MDR) and its associated web-based applications.

1.1.2 **Background.** The ELS2 is a web-enabled system comprised of a suite of applications dedicated to the support of the USMC logistics enterprise. The ELS2 applications may be accessed in seconds from anywhere in the world providing Marines at all leadership levels a trusted, timely view of ground equipment in order to optimize management decisions. The ELS2 provides visibility of ground equipment and weapon system readiness throughout the Marine Corps and combines current and historical data into one data repository which is the base of the suite's decision reporting tools and transactional applications. The ELS2 is housed in the MARCORLOGCOM data center (Development and Test) and the Marine Corps Enterprise Information Technology Services (MCEITS) data center (Production). All hardware used in the data center is provided and maintained by the Government.

1.1.2.1 **Current Operations.** The current ELS2 system consists of a Master Data Repository (MDR) and multiple decision support tools referred to as applications within this PWS. In addition to the MDR, the ELS2 applications includes the Total Life Cycle Management-Operational Support Tool (TLCM-OST), Asset Enterprise Management Information Tool (AEMIT), Master Scheduling Support Tool (MSST), and Secondary Reparable Total Allowance Recomputation Tool (START).

1.1.2.2 **Management Approach.** The government ELS2 Program Manager resides within the Logistics Capabilities Center (LCC). The program's day-to-day operations are overseen by government civilian and military project leads for each of the ELS2 applications and the MDR. The project leads provide the functional business analyst interface between ELS2 customer requirements and the Contractor.

1.2 **Objective.** The objective of the PWS is to acquire contractor support to sustain and enhance the MARCORLOGCOM managed ELS2 decision support tools. Contractor support will be required to advise government decision-makers on the capability to integrate logistics business processes with the automated decision support tools of ELS2.

1.3 **Scope.** The scope requires overall coordination and execution of activities needed to sustain and enhance the current ELS2 system, its database and applications. Specific tasks and qualifications are delineated in Section 5 of this PWS.

1.4 **Period of Performance.** The period of performance shall be for one base period of 3 months and three (3) twelve-month option years. The period of performance is identified as follows:

Base Period – Upon contract award for a period of 3 months

Option Year I – 12 months if exercised

Option Year II - 12 months if exercised

Option Year III - 12 months if exercised

## 1.5 **General Information**

1.5.1 **Recognized Holidays.** The following days are recognized Federal holidays.

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.5.2 **Hours of Operation.** Contractor personnel who perform work on-site at MARCORLOGCOM are responsible for conducting business between the hours of 0800 and 1700, Monday through Friday (considered to be the normal work week), except Federal holidays or when the Government facility is closed due to local or national emergencies or Government directed facility closings. Technical support for the helpdesk and on-call support is 24 hours per day, 7 days per week, as required. In support of the daily refresh data load schedule for the Master Data Repository (MDR) that includes weekends, the Contractor shall plan for and provide staff to support weekend data loads during the hours of 0800-1200 Saturday and Sunday.

The work schedules may vary depending upon current mission requirements, but not to exceed 40 hours per week per individual (i.e. shift start and end times may vary). The Contractor shall schedule personnel to preclude the need for overtime, beyond the standard operating hours, to the maximum extent possible. Overtime will be handled on a case-by-case basis and will be charged to the Cost CLIN. Overtime requires pre-approval from the Contracting Officer's Representative (COR), unless for an unplanned emergency. In the event of an unplanned emergency, the COR shall be informed at the beginning of the next business day.

1.5.3 **Place of Performance.** The place of performance for this PWS is MARCORLOGCOM, Albany, GA and approved offsite contractor facilities. The two Data Warehousing Specialists are required to be on-site, MARCORLOGCOM, Albany, GA as well as the Subject Matter Expert. The two Project Managers (Technical, Functional) are required to reside in the local commuting areas of Marine Corps Logistics Command; however, may be located at local off-site facility.

1.5.4 **Contractor Employees.** The Contractor shall not employ persons who may pose threats to the health, safety, security, and general well-being of others. Contractor personnel, to include any sub-contractor personnel, shall be able to understand, read, write, and speak English. Additionally, the Contractor shall not employ any person who is an employee of the DoD, either military or civilian, unless such person seeks and receives approval in accordance with DoD 5500.7-R, Joint Ethics Regulation (JER). All employees will be required to accept and individually sign a Non-Disclosure Agreement (NDA).

1.5.5 **Contractor Personnel Clearances.** Contractor personnel performing work in support of this PWS shall obtain and maintain a SECRET security clearance throughout the period of performance. The Government will provide the DD254, DoD Contract Security Classification Specification, with submission of the Request for Proposal (RFP).

1.5.6 **Employee Knowledge, Skills and Abilities (KSAs).** The Contractor shall provide personnel who possess the Knowledge, Skills and Abilities (KSAs) (Attachment #2) required to satisfactorily perform each of the services required under this task order. The Contractor's proposal must demonstrate that the KSAs and the requirements cited below will be present and exercised throughout the performance of this task order.

1.5.6.1 The Contractor shall have extensive knowledge and experience with technical system analysis, business system design and development, system programming, test and evaluation, integrated system testing, end user training, release administration, implementation and documentation.

1.5.6.2 The Contractor shall have specific expertise in integrating applications with existing systems, such as, Supported Activities Supply System (SASSY), Mechanization of Warehousing and Shipping Program, (e.g., MOWASP, Marine Corps Integrated Maintenance Management System (MIMMS), Defense Property Accounting System (DPAS), Marine Corps Automated Readiness Evaluation System (MARES), Global Combat Support System -Marine Corps (GCSS-MC), Total Force Structure Management System (TFSMS), Defense Industrial Financial Management System (DIFMS), Materiel Capability Decision Support System (MCDSS), Stock Control System (SCS); migrating functionality from current and future legacy systems to current systems with necessary technical and business process changes; and leveraging IT tools and data into actionable logistics intelligence for a range of stakeholders from operational users through Headquarters-level decision makers.

1.5.6.3 The contractor shall have extensive knowledge and experience with the businesses processes and policies that support USMC ground equipment readiness reporting, Military Equipment (ME) management, secondary item management (Class IX), and USMC force structure organization.

1.5.6.4 The Contractor shall be knowledgeable of current legacy system data quality issues within the Marine Corps and have experience mitigating those issues to provide accurate equipment data to the USMC. Additionally, the contractor will be familiar with MCO 5400.52, "Department of The Navy Chief Information Officer Marine Corps Roles and Responsibilities", dtd January 5, 2010, MCO 5231.3, "Marine Corps Net-Centric Data Strategy", dtd April 7, 2009, and MCO 5230.20, "Marine Corps Enterprise Architecture", dtd August 22, 2011.

1.5.6.5 Contractor personnel (Senior Oracle DBA, System Analyst, Engineer, Data Architect, Programmer OS/Web Designer, Project Manager) shall have knowledge and expertise of the following Oracle Fusion Middleware components including but not limited to:

- Oracle WebLogic Server (Versions 12g and Above)
- Oracle Metadata Repository (Versions 12g and Above)
- Oracle Identity Management (Versions 12g and Above)
- Oracle WebCenter (Versions 12g and Above)
- Oracle Business Intelligence Discoverer (Versions 12g and Above)
- Oracle Portal (Versions 12g and Above)
- Oracle Reports (Versions 12g and Above)
- Oracle Forms Services (Versions 12g and Above)
- Oracle SOA Suite (Versions 12g and Above)
- Development Tools (Versions 12g and Above)
- Oracle HTTP Server (Versions 12g and Above)
- Oracle Web Cache (Versions 12g and Above)
- Oracle Web Services (Versions 12g and Above)
- Oracle Delegated Administration Services (Versions 12g and Above)
- Oracle Enterprise Content Management Suite (Versions 12g and Above)

1.5.6.6 Contractor personnel (Data Warehousing Specialist, System Analyst, Engineer, Data Architect, Programmer OS/Web Designer, Project Manager) shall possess extensive knowledge and expertise with the Extract, Transform, Load (ETL) process; software including but not limited to:

- IBM Cognos® software,
- HTML (4.0 and above),
- JAVA,
- JAVA beans,
- JAVA Server Pages (JSP),
- JAVA Scripts,

- Oracle PL/SQL,
- Oracle 11G/12G,
- Oracle RAC/clustering,
- Oracle Forms/Reports (10g and above),
- Unix Scripting including KORN shell,
- C,
- COBOL,
- IBM 360,
- C#,
- Apache,
- Tomcat,
- WebLogic,
- Single Sign-on via Common Access Card (CAC);
- logistics business processes within the Marine Corps and how data transacts across the Marine Corps.

1.5.6.7 The Contractor shall have extensive knowledge of daily operations required in an IT environment to include quality assurance of daily load monitoring, troubleshooting to determine root cause of unsuccessful loads, writing scripts for software deployments, testing and monitoring deployment from contractor development and test environments through government deployment, test and production environments, software testing methods, transfer validation of data from legacy systems to the File Transfer Protocol site.

1.5.6.8 The Contractor shall have extensive knowledge of the DoD Information Assurance process, i.e., Risk Management Framework (RMF), DoD Information Assurance Certification and Accreditation Process (DIACAP) and procedures, automated tools and documentation in support of IT systems.

1.5.6.9 The Contractor shall have knowledge of the American National Standards Institute (ANSI) X12 protocol for electronic data interchange (EDI).

1.5.6.10 Special Qualifications: The contractor shall be fully trained and adhere to the following:

1.5.6.10.1 All Contractors (dependent upon Cyber Security (CS) position assigned) are required to meet DoD 8570.01- M (Level 2) certification requirements.

a. Contractors have six months to meet the requirements of the DoD 8570.01-M (Level 2) on service tasks executed in CS workforce positions in areas other than CS. All other certificates are expected on the date hired. All Contractor personnel must have their CS certification and function level documented in DEERS. The contractor must provide the required CS certification documentation that will be loaded into DEERS by a government representative.

b. The contractor shall possess a minimum of CMMI Level 3 certification.

c. The contractor's personnel shall possess the CompTia Security plus certification at time of award.

1.5.6.10.2 The contractor shall be required to provide employees who are Information Technology Infrastructure Library (ITIL) Foundation Certified and Practitioner Certified in Change and Release Management at time of award.

1.5.7 **Security of Equipment, Information and Property**. The Contractor shall be responsible for safeguarding all government equipment, information and property provided for use. At the close of each work period, all facilities, equipment, and materials shall be secured.

1.5.8 **Key Control**. The Contractor shall establish and implement methods of making sure all keys / key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall immediately report any

occurrences of lost keys / key cards to the COR. Upon termination of contractor personnel, their key(s) / key cards shall be returned to the COR. The Contractor shall prohibit the use of Government issued keys / key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer in direct support of this task.

**1.5.9 Post Award Conference/Periodic Progress Meetings.** The Contractor shall attend post award conferences convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, contracting officer's representative (COR), and other Government personnel shall meet periodically with the Contractor to review performance. At these meetings the COR will apprise the Contractor of how the Government views the Contractor's performance, and the Contractor will apprise the Government of any problems being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

**1.5.10 Contracting Officer Representative (COR).** The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements; monitor Contractor performance and notify both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property; and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the task order.

**1.5.11 Key Personnel.** The Contractor shall identify key personnel within the proposal and shall acknowledge that all personnel assigned to this contract are capable of working independently and demonstrate knowledge, skills and expertise in their respective functional areas necessary to perform tasks within the PWS. At a minimum, the Contractor shall designate an ELS2 Program Manager, ELS2 Functional Project Manager, ELS2 **Technical** Project Manager, **Master Data Base Administrator**, Master Applications Developer, **Information Assurance Specialist** and Web Designer as key personnel. Contractor must submit resumes of positions designated as key personnel.

**1.5.12 Substitution of Key Personnel.** The Contractor shall not substitute Key Personnel during the first ninety (90) days of the performance period unless the substitutions are unavoidable because of the incumbent's sudden illness, death or termination of employment. If either of these situations arises, the Contractor shall promptly notify the COR. After the initial 90-day period, the Contractor shall submit to the COR all requests for substitutions 30 days prior to the effective date of the substitution. All requests for approval of substitutions must be in writing and provide a detailed explanation of the circumstances necessitating the proposed substitution(s). The request shall contain a complete resume for the proposed substitute. The Contracting Officer and COR will evaluate such requests and promptly notify the contractor of approval or disapproval in writing.

**1.5.13 Training.** The Contractor shall ensure all personnel are sufficiently trained and qualified to perform PWS tasks. Technical training of Contractor employees will be performed at the contractor's own expense, with these exceptions:

1.5.13.1 When the Government has given prior approval for training to meet special requirements that are peculiar to the environment and/or operations.

1.5.13.2 Limited Contractor employee training may be authorized if the Government changes hardware, software or processes during the performance of this contract, and it is determined to be in the best interest of the Government.

1.5.13.3 The Government will not authorize Contractor employees training to attend seminars, symposiums, or other similar conferences unless the COR certifies and approves that attendance is mandatory for the performance of the task requirements.

1.5.13.3 In the event the Government has approved and paid for Contractor employee training, reimbursement shall not be authorized for costs associated with re-training replacement individual(s) should the employee(s) terminate from this contract. Costs that are not authorized include but are not limited to labor, travel and any associated re-training expenses.

1.5.14 **Identification of Contractor Employees.** Contractor personnel shall display their identification badges at all times during performance of PWS tasks at any government location. All contract personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves in accordance with LOGCOM Policy Statement 01-09 to avoid an impression to members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. The Contractor shall ensure that each contractor employee display a company provided identification badge in accordance with host government installation procedures.

1.5.15 **Contractor Travel.** The Contractor shall be required to travel OCONUS, CONUS and within the National Capital Region (NCR) in support of implementation and / or training tasks. The Contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR), Federal Acquisition Regulation (FAR) Subpart 31.2. All travel requires notification of the COR and Government approval / authorization prior to traveling.

1.5.16 **Other Direct Costs (ODC).** The Contractor may be required to obtain supplies and/or materials for the performance of tasks within the PWS. Supplies and/or materials must be incidental to and associated with the overall functions being performed in accordance with the PWS. The Contractor shall abide by the requirements of the FAR in acquiring supplies and/or materials, and must maintain files in such a manner that the Contracting Officer could review them upon request to ensure compliance with Federal procurement regulations. The Contractor shall request in writing and obtain approval from the COR prior to making any ODC purchase.

1.5.17 **Data Rights.** The Government has unlimited rights to all documents / material produced under this contract. All documents and materials, to include the source codes of any software and data, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.5.18 **Phase In /Phase Out Period.** The winning offeror shall provide a Phase-in/Phase-out Plan for the ELS2 Program. This plan shall comprehensively detail the process of how turnover between the outgoing and incoming contractors will be conducted.

1.5.18.1 **Transition Tasks.** The Phase-In/Phase-Out Plan shall be accomplished in addition to the specific task requirements identified in the PWS.

1.5.18.2 **Transition Goals.** The winning offeror shall assume responsibility for performance of all tasks required by the PWS within 30 days of contract award.

**Phase-In.** The winning offeror shall:

- Assign necessary transition personnel.
- Provide 100% staffing to fulfill contract requirements no later than 30 days after contract award.

- Provide 100% staffing of key personnel to fulfill contract requirements no later than 10 days after contract award.

**Phase-Out.** Upon completion of the period of performance, and in the event the follow-on requirement is awarded to a different Contractor, the incumbent Contractor shall:

- Support operations in accordance with the PWS until control is passed to the subsequent winning offeror.
- Provide all historical records including baseline requirements documents and approved changes for each ELS2 application; business rules used to maintain each application and the MDR; vendor lists; maintenance records; software configuration status accounting records; inventory records; all archived data; all pending requisition data; and any other government owned information.
- Transfer all Standard Operating Procedures (SOP).
- Transfer knowledge regarding processes and procedures unique to this contract.
- Prepare a final closeout report detailing transition activities and concerns for contract closeout.

1.5.19 **Safety** Marine Corps Logistics Command (LOGCOM) is in the process of pursuing OSHA Voluntary Protection Programs (VPP) recognition, or has already received VPP recognition from ODSA. VPP affects all applicable contractors operating on site. It is the Contractor's responsibility to ensure its employees and managers are in full compliance with OSHA requirements and have a general understanding of VPP. Detailed information on VPP is available on the OSHA website at <http://www.osha.gov/dcsp/vpp/index.html>. The Contractor shall comply with commercial safety standards as identified by OSHA. The Contractor shall comply with all Federal, State, Department of Defense (DoD), Navy, Marine Corps (MC), and local rules and regulations to include but not limited to OSHA Standards, National Fire Protection Association (NFPA) Standards, Navy Marine Corps Directive (NAVMC DIR) 5100.8, Marine Corps Order (MCO) 5100.8, and MARCORLOGCOMO (LCO) 5100.8.

The Contractor shall have a written Safety Plan and submit it to the COR for review and approval by the Contracting Officer within ten (10) calendar days after contract award. In addition to the requirements listed above, the Contractor's written Safety Plan shall address the following:

- Mishap reporting procedures
- Weekly safety meetings
- Employee training requirements
- Monthly safety inspections
- Requirements for subcontractors to comply with the safety provisions of this contract

#### 1.5.19.1 **Additional Safety Requirements**

1.5.19.1.1 Applicable Contractors: These requirements apply to contractors, subcontractors, and their employees or agents.

1.5.19.1.2 Days Away, Restricted, and or Transfer Case Incident Rate (DART): Number of recordable injuries and illness cases per 100 full-time employees resulting in days away from work, restricted work activity, and/or job transfer that a site has experienced in a given period.

1.5.19.1.3 Total Case Incident Rate (TCIR): Total number of recordable injuries and illness cases per 100 full-time employees that a site has experienced in a given period.

1.5.19.1.4 Contractors shall submit their 3-yr TCIR and DART rates as part of their proposal in order for the proposal to be considered technically acceptable.

1.5.19.1.5 As soon as reasonably possible but no later than 24 hour of any mishap or incident resulting in personal injury (OSHA recordable) and/or significant property damage while performing work authorized by this contract, the contractor shall notify the following:

- The activity's Safety Representative: Gail Galloway, 229-639-7893
- The COR: Kimberly Beck-Gay, 229-639-9877
- The Contracting Officer: Ms. Barbara A. Banks
- LOGCOM Installations, Environment, and Safety (IE&S) office. A written report of the mishap/incident shall be sent within 24 hours to IE&S/S11. Contact 229-639-5402 or email [smblogcomie@usmc.mil](mailto:smblogcomie@usmc.mil)
- Installation Safety Office, Marine Corps Logistics Base, Risk Management Office, 229-639-5249

1.5.19.1.6 Mishap notifications shall contain, as a minimum, the following information:

- Contract Number, Name of Company, and Name and Title of Person(s) Reporting
- Date, Time, and exact location of accident/incident
- Brief narrative of accident/incident (Events leading to accident/incident)
- Cause of accident/incident, if known
- Estimated cost of accident/incident (material and labor to repair/replace)
- Nomenclature of equipment and personnel involved in accident/incident
- Corrective actions (taken or proposed)
- Other pertinent information

1.5.19.1.7 Contractor must fully cooperate with LOGCOM safety personnel during safety inspections of the workplace and inspections of required documentation.

1.5.19.1.8 Safety requirements listed in this package that do not relate to the Contractor's operations or services may be waived by the Contracting Officer. Objections made by the contractor must be reported to the Contracting Officer within 10 days of contract award. Objections will be considered on a case-by- case basis.

1.5.19.1.9 Smoking and the use of tobacco products is allowed in designated areas only.

1.5.19.1.10 All vehicle operators and passengers of contractor and privately owned vehicles are required to wear seatbelts while their vehicle is in operation on the installation and/or performing work under this contract. The use of seatbelts is also required on all mobile construction equipment operating on the installation and/or performing work under this contract.

1.5.19.1.11 All vehicle operators and passengers are prohibited from using a cell phone, personal digital assistant (PDA), or Blackberry™, unless the vehicle is safely parked or the operator is using a hands-free device. The use of portable headphones, earphones, or other listening devices (except for hand-free cell phones) while operating a motor vehicle is also prohibited.

1.5.19.1.12 Should an accident occur and in the event the US government investigates the mishap, the Contractor and subcontractors shall cooperate fully and assist government personnel during the investigation period. Instructions pertaining to the assistance required from the contractor in support of an investigation and the point of contact of the MCLC safety personnel involved in an investigation will be provided by the COR or the Contracting Officer.

1.5.20 Privately owned weapons, ammunitions and explosives. The Contractor personnel shall adhere and comply with MCLBO 5530.2A dtd 30 April 2014.

## 2.0 **DEFINITIONS AND ACRONYMS:**

### 2.1 **DEFINITIONS:**

2.1.1 **CONTRACTOR.** A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.



CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
CS	Cyber Security
DART	Days Away, Restricted, and or Transfer Case Incident Rate
DIACAP	DOD Information Assurance Certification and Accreditation Process
DITPR-DON	DOD Information Technology Portfolio Repository-Department of the Navy
DFARS	Defense Federal Acquisition Regulation Supplement
ELS2	Enterprise Logistics Support Systems
ETL	Extract, Transform, Load
FAR	Federal Acquisition Regulation
GCSS-MC	Global Combat Support System- Marine Corps
IA	Information Assurance
IT	Information Technology
KSA	Knowledge, Skills and Ability
LCC	Logistics Capabilities Center
MARCORLOGCOM	Marine Corps Logistics Command
MARES	Marine Corps Automated Readiness Evaluation System
MDR	Master Data Repository
MERIT	Marine Corps Equipment Readiness Information Tool
MIMMS	Marine Corps Integrated Maintenance Management System
MOWASP	Mechanization of Warehousing and Shipment Procedures
MSR	Monthly Status Review
MSST	Master Scheduling Support Tool
NCR	National Capital Region
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska/Hawaii)
ODC	Other Direct Costs

OSHA	Occupational Safety & Health Administration
PDA	Personal Digital Assistant
PWS	Performance Work Statement
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
SASSY	Support Activity Supply System
SOE	System Operational Effectiveness
START	Secondary Reparable (SECREP) Total Allowance Recomputation Tool
TCIR	Total Case Incident Rate
TFSMS	Total Force Structure Management System
TLCM-OST	Total Life Cycle Management-Operational Support Tool
TSC	Total Support Cost
VPP	Voluntary Protection Program

### 3.0 **Government Furnished Items and Services**

#### 3.1 **Services**

3.1.1 **Telephone and E-Mail Services**. Use of Government supplied communication lines are provided solely for official government business and shall not be used to transact personal business by government on-site contractor employees. If a communication line is required for personal business, it will have to be provided at the contractor's expense. A .mil email address will also be provided.

3.1.2 **Common Access Card**. Contractor shall ensure that each contractor employee performing services on this contract (on-site and off-site) shall acquire a Government identification badge or Common Access Card (CAC) as determined by the COR and is in accordance with (IAW) host government installation procedures. This process will be expedited by guidance provided by the COR and as provided below. Contractor employee CAC/Contractor Identification badges must be displayed at all times IAW MARCORLOGCOM Policy Statement 1-09.

3.1.3 **Base Information Transfer System**. The Contractor may use the Base Information Transfer System to send official mail.

3.1.4 **Utility Service**. The Government will furnish water, natural gas, sewage and electricity at the Government facility.

3.2 **Facilities**. The Government will provide facilities for the three on-site Contractor personnel identified in paragraph 1.5.3. Facilities for off-site personnel shall be the responsibility of the Contractor.

3.3 **Equipment.** The Government will provide Marine Corps Enterprise Network computers and internet access, peripheral computer equipment and supplies (toner, print paper), office desks and chairs, filing cabinets, copiers, access to “class-A” phone equipment, and fax machines to on-site Contractor personnel. Both the Contractor and the designated government property officer will maintain accountability and inventory records of Government equipment. The Contractor shall be liable for loss or damage to equipment beyond fair wear and tear. In the case of loss or damage beyond economical repair to property and equipment, the Contracting Officer will determine the amount of the Contractor's liability. On a case-by-case basis, the ELS2 Program Manager may approve and provide Government furnished computers to offsite contractor personnel. The Contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

3.4 **Information.** The Government shall provide Contractors access to and use of Government information, programmatic documents and archives; applicable regulations and guidelines and other source documents as may be required to execute tasks and functions. This will include Integrated Digital Environment (IDE) access.

3.5 **Software.** The Government will provide specialized software / software licenses required to support the ELS2 Program, as needed, in a government owned development environment.

4.0 **Contractor Furnished Items and Services.** The Contractor shall provide off-site facilities, as well as computers, peripheral computer equipment, office desks and chairs, filing cabinets, copiers, fax machines, and telephones for off-site contractor personnel. The Contractor shall provide any Internet service, LAN lines, and software not specifically used to support the ELS2 Program at contractor off-site facilities. The contractor shall be familiar with the Marine Corps Enterprise Information Technology Services (MCEITS) Service Level Agreements and Standard Operating Procedures.

5.0 **Specific Tasks.** In performance of the tasks required by this PWS, the Contractor shall provide both functional and technical support for ELS2 Master Data Repository and each of its applications.

5.1 **Operational Support Services.** Provide IT services, solutions and tools for the full realm of post deployment software support (PDSS) of the ELS2 suite.

5.1.1 Provide technical support for the helpdesk and on-call support that is available 24 hours per day and 7 days per week, as required, for customers throughout the Marine Corps. Support shall include but not be limited to account activation, password reset, user permissions, and PEDI ticket submissions.

5.1.2 Conduct troubleshooting and root cause analysis for the ELS2 suite of applications including the MDR; determine the cause of system failures; and provide a corrective action plan. Provide support, as needed, to analyze database error messages and alert logs to resolve issues.

5.1.3 Provide application network support in conjunction with Government C4 network personnel to troubleshoot connection issues between the hosting environment and the ELS2 applications.

5.1.4 Provide input to Government personnel on the creation of trouble tickets for the purpose of tracking and reporting the status of each problem report. All trouble tickets and / or requests for change shall be tracked in the Government's approved IT Service Management system.

5.1.5 Coordinate with Government personnel to ensure fixes are implemented in a timely manner. The Contractor shall provide release letters, technical instructions and accreditation certifications.

5.1.6 Conduct data mining and analysis to verify daily data loads are accurate.

5.1.7 Coordinate and support synchronization meetings with data owners to ensure that data being received is accurate and in the proper format.

5.1.8 Conduct necessary quality assurance measures to ensure that data displayed in the ELS2 applications are correct and reflective of the source system information.

5.1.9 Provide input to help government personnel develop documentation for user requirements.

**5.2 Data Management Services.** Provide data management services in support of ELS2 applications and open database connectivity (ODBC) access to the MDR and its legacy data feeds.

5.2.1 Perform data validation for the daily data imports and exports from legacy systems to the MDR in order to ensure successful completion of each process. Data validation shall minimally include verification of the daily MDR table refresh dates, reconciliation of data elements and business rules/logic between authoritative data sources, the MDR database, and ELS2 applications.

5.2.2 Provide on-call support to Government C4 personnel, as needed, to correct, restart, or reverse incomplete data imports or exports. This task is required 7 days a week, 365 days per year.

5.2.3 Conduct Oracle data base management and restructuring of the MDR based on changes approved by the government. The Contractor shall provide expert knowledge of database design and, as needed, recommend restructuring to improve performance of the ELS2 application or suite of applications.

5.2.4 Provide data analysis of the MDR, as needed, to enable data validation and cleansing by government personnel.

5.2.5 Support government efforts to cleanse and update data sources.

5.2.6 Conduct risk analysis for retiring or adding new data sources and provide a comprehensive recommendation to the Government to accept or deny associated risks.

5.2.7 Sustain pedigree data for existing ELS2 applications and create pedigree data, as needed, for ELS2 applications that do not have this information or are added during the system life-cycle. Although the intent is the same, the process and depth of pedigree data available is quite different from the original system development processes. For this reason, the incremental cost of creating pedigree data for existing applications is greater than that of new developments. The process used to collect this information for existing applications shall be proposed and accepted by the government prior to execution.

5.2.8 Provide application architectural support in conjunction with Government C4 personnel to ensure the MDR architecture aligns with DoD, DoN, and LOGCOM Cyber Security requirements.

**5.3 Master Data Management.** Provide data / database management services to restructure the existing MDR and implement a new authoritative master data management tool.

5.3.1 The Contractor shall work with C4 to restructure the current MDR data repository structure into an authoritative source of master data that ensures removal of duplicates, standardizes data, and incorporates rules to eliminate incorrect data from entering the system. This effort must to be completed within one year of this contract being awarded. The restructured MDR shall ensure data is extracted from authoritative data sources, data structure are aligned with business process, and data extraction will produce consistent results for both ODBC users and applications.

5.3.2 Conduct source data identification, data collection, data transformation, normalization, rule administration, error detection and correction resulting in recommendations for data consolidation, data storage and data distribution.

5.3.3. The Contractor shall recommend data classification and taxonomy compliant with DoD data governance policies and procedures.

5.3.4 The Contractor shall create all data views required to comply with the DoD Architecture Framework including but not limited to Conceptual Information Views, Logical Data Views, Physical Data Views and Data Flow Diagrams.

5.3.5 The Contractor shall perform risk analysis to determine the impact on each ELS2 application resulting from the proposed master data management restructure and identify the reprogramming level of effort for each application.

5.3.6 The Contractor shall develop a transition plan to convert from the existing MDR to the proposed master data management structure to minimally include a plan of action and milestones.

5.3.7 The Contractor shall provide technical services to execute the transition plan or approved part of the plan, as authorized by the COR.

#### **5.4 Software Configuration Management**

5.4.1 The Contractor shall perform all the goals of Software Configuration Management (includes configuration identification, configuration control, configuration status accounting, configuration audits, build and environment management) within the contractor development environment and provide the Government comparable information to track and trace the baseline deliverable(s) and changes in the development, test, and production environment.

5.4.2 The Contractor shall provide non-voting technical expertise to government representatives that participate on Government Configuration Control Boards (CCB).

5.4.3 The Contractor shall participate in developing the schedule for deployment of each build of ELS2 software for release.

#### **5.5 Software Maintenance and Upgrade**

5.5.1 Perform software maintenance to correct software deficiencies identified by users, the ELS2 Project Management team, or the Contractor. All software maintenance changes shall be prioritized by the Government to determine immediacy of need for deployment to production on a case-by-case basis or as part of a larger build release.

5.5.2 Evaluate the impact of implementing DoD, Department of the Navy (DoN) and Marine Corps mandated upgrades and security patches to the ELS2 applications and DBMS to include quarterly Critical Patch Updates. Provide the results of impact analysis to the government for action as part of the change management prioritization process.

5.5.3 Perform software upgrades to enhance current functionality as approved by the Government. All software enhancements shall be prioritized by the Government and approved for development, test and deployment based on a build management schedule.

5.5.4 Perform software design, development, programming and testing (Unit and System Integration) to meet customer requirements specifications. Software development and test shall be performed using product versions that shall be used in the government computing environment.

5.5.5 Conduct software development testing and regression testing to prevent negative impacts on required functionality resulting from configuration changes. The testing shall be adequate to ensure the product is ready for User Acceptance Testing prior to final approval to implement changes.

5.5.6 Develop software test plans for User Acceptance Testing prior to approval to implement changes.

5.5.7 Develop Graphical User Interfaces for Design Review of new functionality as part of software development for acceptance by the government.

5.5.8 Provide release letters and instructions for Government C4 personnel to ensure software enhancements are implemented. Participate in Government scheduled Configuration Advisory Board meetings to ensure successful production implementation.

5.5.9 The Contractor shall create deployment packages in accordance with C4 guidance. The Contractor shall test, monitor and facilitate software deployments from contractor development and test environments through government development, test, and production environments.

5.5.10 The Contractor shall provide a System Manual for use with ELS2 and each application with updates, as needed, for each software release.

5.5.11 Produce system architecture views in compliance with the DoD Architecture Framework for each application version deployed.

**5.6 User Training.** Provide user training and manuals for ELS2 applications.

5.6.1 Provide user training support for ELS2 applications to include training curriculum and schedule for each application version deployed and release changes. Version control shall be tracked against the approved and implemented software configuration control plan.

5.6.2 The Contractor shall ensure each ELS2 application has a User Guide up-to-date with the version and release level of the application that includes applicable business rules. Provide updated user manuals for ELS2 applications for each application version deployed.

5.6.3 Conduct user training classes in conjunction with planned release schedules using blended learning techniques with emphasis on online training to reach the broadest user base.

**5.7 IT Regulations.** Ensure compliance with all IT regulations, policies, and procedures.

5.7.1 Provide documentation to support Cyber Security (CS) and accreditation to include Risk Management Framework (RMF), DIACAP, DOD Information Technology Portfolio Repository-Department of the Navy (DITPR-DON), DADMS questionnaires and other documents or artifacts. Coordinate with Government CS personnel to ensure each ELS2 application and the ELS2 suite is accredited and has gone through the required CS steps that meet DoD and DoN requirements.

5.7.2 Ensure use of USMC DAA certified facilities for all contractor provided services and support.

**5.8 Modeling and Simulation.** Conduct modeling and simulation projects as approved by the Government. Provide resultant models, simulation outcomes and recommendations to enhance Marine Corps business processes.

5.8.1. Provide data analysis and operations research support to LCC for the creation of prototype desktop models to support ELS2 customers.

**5.9 Program Management Support.** Provide support to the Program and ELS2 application Project Managers to coordinate and oversee all aspects of the program to ensure cost, schedule and performance requirements are attained.

5.9.1 The Contractor shall provide monthly status reports suitable for use by each ELS2 application Project Manager and the Program Manager to discern the status of work-in-progress on approved changes.

5.9.2 The Contractor shall assist with developing technical program plans, control documents and other highly technical documents including business case analysis, point papers, recommendations and other technical advice to achieve an integrated solution.

5.9.3 Provide support to the Program and Project Managers during meetings, reviews and briefings, as required to include providing meeting minutes and tracking action items. At the request of the ELS2 Program Manager and authorized COR, brief civilian and military audiences at all levels of management throughout the Marine Corps.

5.9.4 Provide logistics, enterprise information and information technology expertise in support of ELS2 strategic planning efforts.

5.9.5 The Contractor shall recommend best practices and industry standards in order to continuously improve the government's sustainment plan for the ELS2 Portfolio of Decision Support Applications.

5.10 **Quality Control.** Establish a Quality Control Program appropriate for Contractor use and Government surveillance activities.

5.11 **Architecture Standards.** Ensure compliance with USMC architecture standards, policies and procedures.

5.11.1 The Contractor shall consult with MCLC's C4 Department to review, advise, and recommend IT solutions. Enterprise Architecture changes to the government hosting site include commercial hardware, software and network capabilities that may require analysis for impact on the ELS2 suite of applications and the MDR. The Contractor shall coordinate proposed new technical solutions for use in the Contractor development environment to ensure compatibility with the government production environment.

5.11.2 Provide Capability Maturity Model Integration (CMMI) **level 3** compliant software for the sustainment of the ELS2 suite of software.

## 6.0 **Applicable Publications (Current Editions)**

6.1 The Contractor shall abide by all applicable regulations, publications, manuals, and local policies and procedures required in performance of the duties required by this PWS.

6.1.1 Federal Acquisition Regulation (FAR) 52.203-13, Contractor Code of Business Ethics and Conduct

6.1.2 Joint Travel Regulation

6.1.3 FAR Subpart 31.2, Contracts with Commercial Organizations

6.1.4 FAR Subpart 9.5, Organizational and Consultant Conflicts of Interest

6.1.5 Occupational Safety and Health Administration (OSHA) Regulations

6.1.6 NAVMAC Directive 5100.8, Occupational Safety

6.1.7 MARCORLOGCOMO 5100.8, Occupational Safety

6.1.8 DoD Instruction 8510.01, Information Assurance Certification and Accreditation Process

6.1.9 DoN Memorandum for Distribution of 5 Dec 11, DoD Information Technology Portfolio Repository-Department of Navy

6.1.10 DoD Information Assurance Certification and Accreditation Process (DIACAP) Handbook

6.1.11 Risk Management Framework DoDI 8510.01 dated 12 March 2014

**DELIVERABLES**

All contract deliverables shall be presented to the Government according to the table below with a minimum of 1 electronic copy to the COR. Government will provide acceptance/non-acceptance of deliverables within 5 days of receipt.

<b>Task</b>	<b>Deliverable</b>	<b>Due Date</b>	<b>Medium &amp; Format</b>	<b>Number Of Copies</b>
1.5.18	Phase in Phase Out Plan	With (technical) proposal	Electronic copy, Contractor format	1 electronic copy to Contracting Officer; 1 electronic copy to the COR
1.5.19	Safety Plan	10 Calendar Days after Contract Award	Electronic copy, Contractor format	1 electronic copy to COR; 1 electronic copy to the COR
1.5.19.1.4	3 Year Total Case Incident Rate (Safety Requirement)	With Proposal	Electronic copy; Contractor format	1 electronic copy to COR
1.5.19.1.4	3 Year Days Away, Restricted and or Transfer Case Incident Rate (DART) (Safety Requirement)	With Proposal	Electronic copy; Contractor format	1 electronic copy to COR
1.5.19.1.5	Safety Mishap reports	Within 1 hour of mishap	Electronic copy; Contractor format	1 electronic copy to COR
5.1.1	Trouble Tickets	Within 1 hour of the reported problem	Electronic copy, Government provided format	1 electronic copy to C4 Helpdesk; 1 electronic copy to the COR
5.1.2	Corrective Action Plan	Within 1 business day for critical failures; within 2 business days for non-critical failures	Electronic copy, Contractor format	1 electronic copy to Project Lead; 1 electronic copy to the COR
5.1.4 5.5.8	Release Letters and Technical Instructions	5 days of software release to the government hosting environment	Electronic copy, Government Provided format	1 electronic copy to C4 EAD Div.;; 1 electronic copy to LCC PM; 1 electronic copy to the COR
5.7.1	Accreditation Certifications	Provided to government at least 180 days prior to Authority to Operate (ATO) expiration	Electronic copy, Government Provided format	1 electronic copy to C4 EAD Div.;; 1 electronic copy to the COR
5.2.3	Database (MDR) Performance Restructuring Recommendations	As required	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to the COR
5.2.4	Source Data Risk Analysis	Within 10 days from receipt of source data change notification	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to the COR

5.2.7	Data Pedigree (new data elements)	With Release Letters and Technical Instructions for software release(s)	Electronic copy, Government format	1 electronic copy to the LCC Project Lead; 1 electronic copy to the COR
5.2.7	Data Pedigree Plan (existing data elements)	Proposed plan to create pedigree data in existing applications is due 60 days from start of work. The due date for deliverables will be based on approval of the plan by the Government	Electronic copy, Contractor format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.3.2	Data Consolidation, Data Storage, and Data Distribution Recommendations	As required	Electronic copy, Contractor format	1 electronic copy to the LSS PM; 1 electronic copy to C4; 1 electronic copy to the COR
5.3.3	Data Classification and Taxonomy Recommendations	As required	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to C4; 1 electronic copy to the COR
5.3.4	DoD Architecture Framework Data Views	During Design Review of software versions / releases	Government Format	1 electronic copy to the LCC PM; 1 electronic copy to the COR
5.3.5	Master Data Management Restructuring Recommendations	As required	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to the COR
5.3.6	Master Data Management Transition Plan	As required	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to the COR
5.4.1	Software Configuration Management Baseline and Change Tracking Data	10 days of software release to production	Electronic copy, Contractor provided format	1 electronic copy to C4 EAD Div.; 1 electronic copy to the COR
5.5.1 5.5.3	Source Code and Compiled Application Software	10 days of software release to production	Electronic copy, Government provided format	1 electronic copy to C4 EAD Div.; 1 electronic copy to the COR

5.11.1	COTS Software Impact Analysis	Within 30 business days of change notification	Electronic copy, Contractor format	1 electronic copy to LCC PM; 1 electronic copy to C4 EAD Div.; 1 electronic copy to the COR
5.5.4	System Design Documentation (OV1-5 and SV 1-5 charts)	As required based on software release(s)	Electronic copy, Government provided format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.3.4	Data Dictionary and Entity Relationship Diagrams	As required based on approved changes	Electronic copy, Government provided format	1 electronic copy to C4 ___; 1 electronic copy to LCC PM; 1 electronic copy to the COR
5.2.6 5.2.7	Interface Control Documents	As required based on approved changes	Electronic copy, Government provided format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.5.5	Development Test Reports	Within 4 days of Test Completion	Electronic copy, Contractor format	1 electronic copy to Project Lead; 1 electronic copy to the COR
5.5.6	User Acceptance Test Plan	Within 7 days of scheduled test date	Electronic copy, Contractor format	1 electronic copy to Project lead; 1 electronic copy to the COR
5.5.7	Graphic User Interface	During Design Review for software changes	Electronic copy, Contractor format	1 electronic copy to Project Lead; 1 electronic copy to the COR
5.5.9	Deployment Packages	10 days of software release to production	Electronic copy, Government provided format	1 electronic copy to LCC PM; 1 electronic copy To C4 EAD; 1 electronic copy to the COR
5.5.10	System Manuals	10 days of software release to production	Electronic copy, Government provided format	1 electronic copy to C4 EAD; 1 electronic copy to the COR

5.5.110	System Architecture Views	As required based on software release(s)	Electronic copy, Government provided format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.6.1	Training Curricula	Prior to each approved software version / release	Electronic copy, Government approved contractor format	1 electronic copy to Project Lead; 1 electronic copy to the COR
5.6.2	User Guides and Updates to User Guides	Prior to each approved software version / release	Electronic copy, Government provided format	1 electronic copy to Project Lead; 1 electronic copy to the COR
5.7.1	Information Assurance Artifacts	As required based on need	Electronic copy, Government provided format	1 electronic copy to C4 EAD; 1 electronic copy to the COR
5.8	Models and Simulation Results	As required based on approved projects	Electronic copy, Government Provided format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.9.1	Monthly Status Reports	10 <sup>th</sup> day of the following month	Electronic copy, Government format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.9.2	Business Case Analysis, Point Papers and PM Recommendations	As required based on approved support requests	Electronic copy, Government format	1 electronic copy to LCC PM; 1 electronic copy to the COR
5.9.3	Briefing Material	As required based on need	Electronic copy, Government provided format	1 electronic copy to the meeting organizer; 1 electronic copy to the COR
5.9.3	Briefing Meeting Minutes and Action Items	As required based on need	Electronic copy, Contractor format	1 electronic copy to the meeting organizer; 1 electronic copy to the COR
5.9.5	Best Practice Recommendations	As necessary	Electronic copy, Contractor format	1 electronic copy to the LCC PM; 1 electronic copy to the COR

5.10	Quality Control Plan	Draft with issuance of Proposal, final within 15 days of award	Electronic copy, Contractor format	1 electronic copy to Contracting Officer; 1 electronic copy to the COR
5.11	Project Plan	Draft within 10 days of award. Final within 30 days of contract award.	Electronic Copy, Contractor Format	1 electronic copy to COR

### Deliverable Description

#### a. Detailed Test Plan

Test plans shall identify the test by software configuration item to be tested; a description of the test to be performed; the number of samples required to be tested and the steps that will be used to conduct the test.

#### b. Test Reports

Test reports shall identify the test by software configuration item tested; the type of tests (for example, development test, integration test, regression test, etc.) conducted; traceability to the requirement from the governing document; and the test results.

#### c. Quality Control Plan

The Quality Control Plan shall detail how the Contractor intends to provide surveillance and verification of performance requirements (Reference FAR 46.401).

#### d. Monthly Status Reports (MSR)

MSRs shall contain information that pertains to each ELS2 application change resulting from an approved maintenance or enhancement requirements and the corresponding costs associated with the work. The report should include workload metrics that describe the output / actions completed during the month; issues / roadblocks encountered; POA&M for upcoming actions; trips taken during the reporting period.

#### a. Phase in Phase Out Plan

See paragraph 1.5.18 of the PWS for the description of this plan.

#### b. Interface Control Documents (ICD)

Interface Control Documents shall specify all required internal interfaces between ELS2 applications and databases and external interfaces with other systems, applications and databases outside the ELS2 portfolio. The purpose of the ICD is to communicate all possible inputs to and all potential outputs from a system or user of the system.

#### c. Information Assurance Artifacts

Information Assurance Artifacts consist of drawings, diagrams, specifications, system policies, documentation, plans, test procedures, test results, and other evidence that expresses or enforces the information assurance posture of DoD information systems. Refer to the DIACAP Handbook and RMF.

#### d. User Manuals

New or updated user manuals shall be provided for each major version or release of an ELS2 application and shall detail step by step operation/data entry/data query processes for users of the application.

**e. Training Curricula**

Training curricula shall be provided for each major version or release of an ELS2 application and shall provide step by step instruction for use of the application. The training curriculum shall be specific to each user role in the application(s).

**f. Briefing Material**

Briefing material shall be provided as required. Content shall depend on the audience and the message being conveyed. For example, situational awareness of application changes and modifications may be required for presentation to a Configuration Control Board or governance body. Brown out or replacement of existing applications may require briefings to senior management of Commands that use or sponsor an ELS2 application, such as HQMC or a Weapons System Program Manager. Briefing materials include presentation of in-process reviews.

**g. Safety Documents**

Safety documents shall be provided as described within the PWS, paragraphs 1.5.19 and subordinate paragraphs.

**h. Data Pedigree**

For the purpose of this PWS, the data pedigree shall include: Data Element Title, a Description of the data element including attributes (for example, length, data type, layout), the Business Rules applicable to the data element, the data source (system and/or manual), and the MDRS Table name that contains the data element. Data Pedigree information shall be viewable within the ELS2 application. Data ancestry, reliability and confidence of the data shall be considered as part of the master data management tasks and deliverables.

**i. System Manual**

A system manual contains step-by-step instructions to be taken in order for the application and / or /system to be accessible. These instructions include the proper shutdown and maintenance of system components to resolve technical issues.

**REVISED QASP AMENDMENT #0003****QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)  
ENTERPRISE LOGISTICS SUPPORT SYSTEMS (ELS2) CONTRACT****TABLE OF CONTENTS****1 INTRODUCTION**

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**6 PERFORMANCE STANDARDS****EXHIBIT 1: PERFORMANCE REQUIREMENTS SUMMARY****1. INTRODUCTION**

In accordance with FAR 46.4 and DFARS 237.172, this QASP is pursuant to the requirements listed in the Performance Work Statement (PWS) entitled Enterprise Logistics Support Systems (ELS2). This plan sets forth the procedures and guidelines that will be used in ensuring the required performance standards or services levels are achieved by the contractor.

**1.1 Purpose**

1.1.1 The QASP describes the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the SOO and, if applicable, the contractor's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

1.1.2 This QASP defines the roles and responsibilities, identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

**1.2 Performance Management Approach**

1.2.1 The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance

management approach taken to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

1.2.2 Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract/delivery order as long as the critical outcomes expected are being achieved and/or the desired performance levels are met.

### **1.3 Performance Management Strategy**

1.3.1 The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own quality control plan (QCP). Quality control is work output, not workers, and therefore includes all work performed under this contract/delivery order regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the SOO. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. This QASP enables the government to take advantage of the contractor's QCP.

1.3.2 The government representative(s) will assess performance using Contractor Performance Assessment Reporting System (CPARS) to determine how the contractor is performing against communicated performance objectives. The CPAR assesses a contractor's performance, both positive and negative, and provides a record on a given contract during a specified period of time. More information pertaining to CPARS can be found at: <http://www.cpars.csd.disa.mil/cparsfiles/pdfs/DoD-CPARS-Guide.pdf>

Each assessment will be based on objective data (or measurable, subjective data when objective data is not available) supportable by program and contract management data. CPAR performance expectations will be addressed in the Government and contractor's initial post award meeting.

Potential sources of data may include, but are not limited to, the following:

- Contractor operations reviews
- Status and progress reviews
- Production and management reviews
- Management and engineering process reviews (e.g. risk management, requirements management, etc.)
- Cost performance reports and other cost and schedule metrics
- Other program measures and metrics such as:
  - Measures of progress and status of critical resources
  - Measures of product size and stability
  - Measures of product quality and process performance
  - Customer feedback/comments and satisfaction ratings
- Systems engineering and other technical progress reviews
- Technical interchange meetings
- Physical and functional configuration audits
- Quality reviews and quality assurance evaluations
- Functional performance evaluations
- Subcontract Reports

## **2. ROLES AND RESPONSIBILITIES**

### **2.1 The Contracting Officer**

The contracting officer (KO) is responsible for monitoring contract/delivery order compliance, contract/delivery order administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer Representative (COR) and the contractor. The KO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the KO.

### **2.2 Focal Point (FP):**

The FP is responsible for:

- (1) Ensuring all new contracts that exceed the threshold criteria are registered in CPARS
- (2) Collection, distribution and control of CPARS
- (3) Assisting the Assessing Official with
  - a. Training
  - b. Timely reporting
  - c. High integrity of program
- (4) Providing access to the CPARS AIS for authorized individuals on specific contracts

### **2.3 Assessing Official (AO)**

The COR is designated in writing by the KO to act as his or her authorized representative to assist in administering a contract/delivery order. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the KO for action. The COR will act as the AO and will have the responsibility for preparing and processing the CPAR. CORs are encouraged to discuss contract performance with the contractor during the performance period and CPAR process. Government surveillance may occur under the inspection of services clause for any service relating to the contract/delivery order. The AO's responsibilities include:

- 1) Overall responsibility for execution and achievement of program goals
- 2) Evaluation of contractor performance including the rating and required narrative to support the rating.
- 3) Preparation of documentation and assessment ensuring input from specialists and team members, when appropriate
- 4) Preparing and signing transmittal letters
- 5) Notifying the contractor that a CPARS is ready for review
- 6) Entering, modifying and finalizing information in Blocks 1-21, when necessary
- 7) Notifying contractor of any revisions based on contractor comments
  - a. Forwarding evaluations to the RO which are in disagreement or when requested by the contractor or when the contractor fails to respond to the assessment, or, in the alternative

### **2.4 CPAR Reviewing Official (RO)**

The RO is a person responsible for:

- (1) Providing checks and balances needed to ensure report integrity
- (2) Consideration and reconciliation, if possible, of any significant discrepancies between the AO's evaluation and the contractor's comments

## **3. IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS**

The required performance standards and quality levels are included in the SOO and in this document as exhibit 1, “Performance Standards”. They are structured to allow the contractor to manage how the work is performed. If the contractor meets the required service or performance level, the contractor will receive positive CPARS ratings. If the contractor fails to meet the required performance level, the result will be negative CPARS ratings.

#### 4. QUALITY ASSURANCE DOCUMENTATION

##### 4.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards and performance monitoring techniques are expressed in exhibit 1.

##### 4.2 Monitoring System

The government’s QA surveillance, accomplished by the AO, will be reported using CPARS. CPARS evaluations shall be conducted upon task order completion.

#### 5. ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

##### 5.1 Determining Performance

5.1.1 Government shall use the monitoring methods cited to determine whether the performance standards and AQLs have been met. If the contractor has not met the minimum requirements the contractor will receive a negative CPARS review.

##### 5.2 Reviews and Resolution

5.2.1 Upon AO review and signature of the CPAR by the AO the contractor will be notified and given the opportunity to review and comment to indicate concurrence/non-concurrence. If the contractor does not concur the RO shall resolve significant discrepancies between the AO’s evaluation and the contractor’s comments.

#### 6. PERFORMANCE STANDARDS

Exhibit 1 provides standards that will be used to measure contractor performance. The contractor performance will be measured on a weekly basis by the COR. This information will be used to provide an overall assessment upon task order completion and depending upon performance, the contractor will receive either a positive or negative CPARS rating. CPARS ratings are used for future source selection evaluations.

#### EXHIBIT 1: PERFORMANCE REQUIREMENTS SUMMARY

Performance Objective	Performance Standard	Acceptable Quality Level	Performance Measurement <sup>1</sup>	Method of Surveillance
Data Management Services PWS 5.2	The contractor shall provide IT and data management services, solutions and tools for logistics management across the entire life cycle process.	Acceptable performance has been met when 95% of the logistics IT and data management processes and resulting products have been accepted by the Government as effectively supporting program	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS

<sup>1</sup> Numerical values for the adjectival ratings are: >.95 – Excellent – Exceeds standard compliance; .85 - .95 standard compliance – Acceptable; and <. 85 – Unacceptable. For the first option period, a contractor must receive a rating of .85 or greater. To qualify for a second option period, a contractor must receive a rating of .95 or greater.

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level</b>	<b>Performance Measurement <sup>1</sup></b>	<b>Method of Surveillance</b>
		goals.		
Operational Support Services PWS 5.1	The contractor shall provide Capability Maturity Model Integration (CMMI) compliant software for the sustainment of the application and the full realm of PDSS support for a portfolio of automated decision support tools, databases, and data repositories known as the Enterprise Logistics Support Systems (ELS2).	Acceptable performance has been met when 95% of the PDSS processes and resulting products have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS
Modeling and Simulation Projects PWS 5.8	The Contractor shall conduct modeling and simulation projects and provide recommendations to enhance Marine Corps business processes based on outcomes.	Acceptable performance has been met when 95% of the modeling and simulation projects have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS
Program Management Support PWS 5.9	The Contractor shall provide program management services. The Contractor shall assist with developing technical program planning and control documents. The Contractor shall provide assistance related to the preparation and submission of documentation.	Acceptable performance has been met when 95% of the program management support processes and resulting products have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS
Provide Operations Research Support PWS 5.8.1	The Contractor shall provide operations research support.	Acceptable performance has been met when 95% of the program management support processes and resulting products have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS
Configuration Management PWS 5.4	The Contractor shall conduct software configuration management and participate on Government Configuration Change Boards along with Government representative.	Acceptable performance has been met when 95% of the configuration management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS

Performance Objective	Performance Standard	Acceptable Quality Level	Performance Measurement <sup>1</sup>	Method of Surveillance
Meetings, Reviews & Briefings Support PWS 5.9.3	The Contractor shall provide support and participate in conferences, meetings, and reviews to include: Orientation Conference, In-Progress Reviews (IPRs), Preliminary Design Reviews (PDRs), and Critical Design Reviews (CDRs).	Acceptable performance has been met when 95% of the conferences, meeting, & reviews processes and resulting products have been accepted by the Government as effectively supporting program goals.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, Analysis and CPARS
Staffing Management PWS 1.5.4; 1.5.5; 1.5.6 and subordinate paragraphs	The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities. The Contractor shall appoint a technical manager to act as both coordinator of task activities and to serve as the overall expert for successful completion of this task initiative. Administrative support shall be provided as required.	Acceptable performance has been met when the Contractor is fully staffed within 30 days of award, provides key personnel IAW proposal by name assignments, is able to maintain a satisfactory retention rate, and fills vacancies within 14 days.	Review of work products, and communications with contract organization and the LCC staff	Analysis and CPARS
User Training Support PWS 5.6	The contractor shall conduct train-the-trainer with users of the ELS2 applications and services. Additionally, training shall be provided to applicable government personnel whenever enhancements to the suite of applications results in a change in functionality that would require an update to the current user's manual.	Acceptable performance has been met when 95% of the Contractors training support have been accepted by the Government.	Review of work products, and communications with contract organization and the LCC staff	Inspection, Demonstration, and CPARS

REVISED EVALUATION FACTORS AMENDMENT #0003**Evaluation Criteria**

Factor 1 – Technical Approach

Factor 2 – Past Performance

Factor 3 – Price

Award will be made to the offeror whose proposal contains the Lowest Price Technically Acceptable offer. Each non-price factor will be rated Acceptable or Unacceptable.

Factor 1: Technical Approach

1. The contractor's performance capability will be evaluated in accordance with the PWS. The evaluation team will use the LPTA adjectival ratings listed below for Technical Capability: Proposals either clearly meet the requirements of the solicitation (acceptable) or not (unacceptable).

Table A-1 Technical Acceptable/Unacceptable Ratings

Technical Acceptable/Unacceptable Evaluation Ratings	Description
Acceptable	Proposal clearly meets the minimum requirements of the solicitation.
Unacceptable	Proposal does not clearly meet the minimum requirements of the solicitation.

The offeror's proposal shall be evaluated in accordance with the PWS and based on the following:

The offeror's proposal must provide evidence of clear understanding of the technical requirements and the magnitude of the PWS expected outcomes and expressly provide detailed information which sufficiently supports it.

- The technical proposal must demonstrate an understanding of Marine Corps Logistics Business processes as it relates to: Ground Equipment Sourcing, Ground Equipment Depot Maintenance Planning and Execution, Ground Equipment Materiel Readiness Reporting, and Cataloging of Weapons System.
- The technical proposal must demonstrate a clear understanding of the automated information systems and the data elements within those systems that support the Marine Corps Logistics business process. Systems should include but not be limited to: Total Force Structure Management System (TFSMS), Item Application, Stock Control System (SCS), Defense Property and Accounting System (DPAS), Global Combat Support System Marine Corps (GCSS-MC), and Technical Data Management System (TDMS).
- The technical proposal must demonstrate an understanding of how the Logistics Capabilities Center gathers requirements and develops business intelligence tools and provides functional support to logistics automated information systems for the Marine Corps.
- The technical proposal must demonstrate a clear understanding of the support required for the Command as identified in the PWS, and shall fully articulate knowledge of Department of Defense, Navy, and Marine Corps logistics policies, processes, functions and operations with an emphasis on supply, warehousing, distribution, and echelons of maintenance less than depot
- The technical proposal must demonstrate the ability to rapidly develop IT solutions to support business processes

- The technical proposal must demonstrate the ability to conduct analytical rigor on business problems in order to develop quantitative solutions to problems.
- The technical proposal must demonstrate the ability to develop statistical models, forecasting models and simulation to support business processes.
- The technical proposal must demonstrate an understanding of documentation as related to the development of any form, letter, technical instruction, pamphlet, instructional guide or any other document required as a product or deliverable or as a performed service as identified in the PWS.
- The technical proposal must demonstrate an understanding of business process mapping and requirements determination for automated information systems.
- The technical proposal must demonstrate an understanding of continuous process improvement (CPI) in an IT environment; evolving with IT industry best practices.
- The technical proposal must demonstrate that personnel shall be fully trained and possess the credentials and experience required to immediately commence work IAW the PWS.
- The technical proposal must demonstrate the ability to analyze established Marine Corps equipment IT databases to ensure that it is up to date and demonstrate ability to build ad hoc reports with data as required
- The technical proposal must demonstrate a clear understanding of the development of any administrative document or presentation required as a product or deliverable or as a performed service as identified in the PWS

*Note #1 –Simply Regurgitating the PWS will deem the offeror unacceptable if the offeror does not explain/demonstrate how their company can fulfill the technical requirements of the PWS.*

Factor 2 - Past Performance:

- Contractor’s proposal must demonstrate ability through past experience on similar contracts to perform the technical requirements at the expected performance level as identified in the PWS.
- Contractor’s proposal must demonstrate ability through past experience on similar contracts to effectively manage a workforce that provides contract level requirements similar to those identified in the PWS.
- Contractor’s proposal must demonstrate ability through past experience on similar contracts to use sub-contracts and teaming arrangements to meet the requirements identified in the PWS.
- The Government’s evaluation team will take into account past performance information submitted as part of each offeror’s proposal, past performance information received through Past Performance Information Retrieval System (PPIRS) using the CAGE/DUNS identified in the offeror’s proposal, information provided by Defense Contract Management Agency (DCMA), and any other reasonable sources. The evaluation team will use the adjectival ratings listed below:

Past Performance Acceptable/Unacceptable Evaluation Ratings	Description
Acceptable	Based on the offeror’s performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort, or the offeror’s performance record is unknown. (See note below.)
Unacceptable	Based on the offeror’s performance record, the Government has no reasonable expectation that the offeror will be able to successfully perform the required effort.

Note#1 - Contracts provided must be within 3 years to be considered recent and must be similar in effort and complexity and cost to be considered relevant.

Note#2: In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available or so sparse that no meaningful past performance rating can be reasonably assigned, the offeror may not be evaluated favorably or unfavorably on past performance (see FAR 15.305 (a) (2) (IV)). Therefore, the offeror shall be determined to have unknown past performance. In the context of acceptability/unacceptability, “unknown” shall be considered “acceptable.”.

A proposal must be rated at least “ACCEPTABLE” to be eligible for award. An “UNACCEPTABLE” rating in any factor will result in that factor and the overall technical proposal being rated “UNACCEPTABLE” unless corrected through discussions. An overall technical rating of “UNACCEPTABLE” makes a proposal ineligible for award. The Government reserves its right to award without discussions.

### Factor 3 – Price

The price factor will be evaluated to determine which offeror deemed “technically acceptable” proposed the lowest price to the Government. Prices from the base period and all options will be examined and evaluated to determine which offeror proposed the lowest price to the Government. Travel/ODCs will be bulk funded by the Government for the base period at \$15,000.00 and all options at \$50,000.00 each for a total of \$165,000.00 which will be added into the proposed cost for labor for a total contract value which will be the evaluated amount.

*Note #1 – A professional compensation plan must be submitted with the offeror’s proposal for consideration in accordance with FAR 52.222-46.*

*Note #2: Request that the offerors provide their DUNNs’ number and the DUNNS number of any subs as part of the Price Proposal.*

*Note#3- Offerors should submit their unit price and net amt at each CLIN on the solicitation. The backup information requested can be provided in an excel spreadsheet.*