



UNITED STATES MARINE CORPS  
MARINE CORPS SYSTEMS COMMAND  
2033 BARNETT AVE SUITE 315  
QUANTICO, VIRGINIA 22134-5010

IN REPLY REFER TO

4200  
CT024-11-160  
25 SEP 2010

From: Contracting Officer, Global Combat Support System - Marine Corps (GCSS-MC)

Encl: (1) Draft Statement of Work (SOW)

Subj: REQUEST FOR INFORMATION, M67854-11-R-4682, GLOBAL COMBAT SUPPORT SYSTEM-MARINE CORPS PROGRAMMATIC SUPPORT, INFORMATION ASSURANCE SUPPORT, AND POST DEPLOYMENT SYSTEM SUPPORT (PDSS)

To whom it may concern:

1. The Global Combat Support System - Marine Corps (GCSS-MC) Program Office intends to award an Indefinite Delivery Indefinite Quantity (IDIQ) type contract in the July 2011 timeframe for services outlined in the enclosed draft SOW. At this time the GCSS-MC Program Office is interested in obtaining feedback from interested parties pertaining to this requirement.

2. It is anticipated that an IDIQ type contract will be awarded and the following task orders may be issued:

Task Order 0001	Program Management	Firm-Fixed-Price
Task Order 0002	Information Assurance	Cost-Plus-Fixed-Fee
Task Order 0003	PDSS Help Desk (T1)	Firm-Fixed-Price
Task Order 0004	PDSS Help Desk (T2,T3)	Cost-Plus-Fixed-Fee
Task Order 0005	MEF/MEU PDSS	Cost-Plus-Fixed-Fee

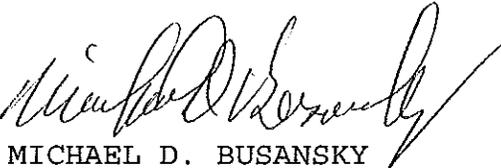
3. Input from interested parties is requested. Spherically the Government is interested in:

- Potential teaming/partnering
- Comments on task order scope and type
- Industry best practices that should be considered by the Government
- General comments concerning this effort, the requirement, and the SOW
- Recommendations on metrics or performance based measures

4. An industry day is planned for Monday, 15 NOV 2010 from 0900 - 1130 at Little Hall (Base theater, Bldg 2034) at MCB Quantico. Interested parties must contact the Contracting Officer below and indicate their intent to attend the Industry Day.

5. All RFI submissions should be received by 12 NOV 2010.

6. All submissions shall contain the RFI number in the subject line and be sent to the Contracting Officer at michael.busansky@usmc.mil.



MICHAEL D. BUSANSKY  
Contracting Officer



# **ID/IQ STATEMENT OF WORK**

FOR

**GLOBAL COMBAT SUPPORT SYSTEM-MARINE  
CORPS  
PROGRAMMATIC SUPPORT, INFORMATION  
ASSURANCE SUPPORT, AND POST DEPLOYMENT  
SYSTEM SUPPORT (PDSS)**



**Prepared by: Steve Mullen GCSS-MC, FOPS  
July 19th, 2010**

**STATEMENT OF WORK (SOW) FOR  
GLOBAL COMBAT SUPPORT SYSTEM-MARINE CORPS (GCSS-MC)  
PROGRAMMATIC SUPPORT, INFORMATION ASSURANCE (IA) SUPPORT,  
AND POST DEPLOYMENT SOFTWARE SUPPORT (PDSS)**

**1. BACKGROUND**

The mission of GCSS-MC is to enhance the Warfighter's capability by developing an integrated enterprise logistics information system that provides supply, maintenance, acquisition, transportation, health, and engineering services to Marines in a deployed and garrison environment. The organization charged with supporting, operating, and maintaining the first iteration of this next generation Logistics Warfighter capability is the GCSS-MC Program Management Office (PMO). To ensure the ongoing success of the GCSS-MC mission; the GCSS-MC PMO is seeking to form a partnership with world-class Information Technology industry leader(s).

**2. SCOPE**

The GCSS-MC PMO has determined that the best contracting strategy for ensuring optimum value to the Government and providing the PMO with the greatest flexibility is to proffer this SOW as an Indefinite Delivery / Indefinite Quantity (ID/IQ) contract under full and open competition with multiple awards. Some of the tasks contained herein are cost type tasks and the rest are Firm Fixed Price (FFP). The tasks are designated as cost type or FFP based on the nature of the work to be done. Tasks that cannot be clearly and precisely defined or scoped will be offered as Cost-Type requirements whereas tasks that have predictable level of efforts are designated as FFP tasks.

*Task Costing/Pricing Designations*

The tasks contained herein involving Programmatic Support and Information Assurance Support are determined to be Cost Type services. All other tasks shall be provided by the selected Contractor on a FFP basis. Specifically, the selected Contractor is responsible for providing FFP services in support of a Commercial Off-the-shelf (COTS) product that has been configured to meet Marine Corps Supply and Logistics Chain Management Requirements. The COTS software is a collection of several modules of Oracle's eBusiness Suite. The required PDSS services of this SOW relate to three basic categories: 1) Hosting (at various levels of support), 2) System Maintenance and Operation, and 3) Help Desk Support

*Notification Regarding Addition of New Tasks*

Occasionally, other GCSS-MC related tasks as described herein may be added and will be negotiated on a case-by-case basis via modification of this Statement Of Work.

**3. APPLICABLE DOCUMENTS**

The documents provided in Table 1 below provide guidance and information to the Contractor, or require compliance by the Contractor.

ID #	TITLE	LOCATION/LINK	RELEVANCE
MIL-HDBK-881	WORK BREAKDOWN STRUCTURES FOR DEFENSE MATERIEL ITEMS	<a href="http://www.acq.osd.mil/pm/currentpolicy/wbs/MIL_HDBK-881A/MILHDBK881A/WebHelp3/MILHDBK881A.htm">http://www.acq.osd.mil/pm/currentpolicy/wbs/MIL_HDBK-881A/MILHDBK881A/WebHelp3/MILHDBK881A.htm</a>	Guidance
DoD 5000.2R	MANDATORY PROCEDURES FOR MAJOR DEFENSE ACQUISITION PROGRAMS (MDAPS) AND MAJOR AUTOMATED INFORMATION SYSTEM (MAIS) ACQUISITION PROGRAMS	<a href="http://www.acq.osd.mil/ie/bei/pm/ref-library/dodi/p50002r.pdf">http://www.acq.osd.mil/ie/bei/pm/ref-library/dodi/p50002r.pdf</a>	Guidance
ISO/IEC	Software Engineering -- Software	Commercially available @	Information

DRAFT

14764:2006	Life Cycle Processes -- Maintenance	<a href="http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39064">http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39064</a>	
Section 52.245-1 in accordance with 45.107(a)	Federal Acquisition Regulation (FAR)	<a href="http://www.arnet.gov/far/current/html/52_245.html">http://www.arnet.gov/far/current/html/52_245.html</a>	Compliance
DoDD 5000.01	The Defense Acquisition System	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5200.2	DoD Personnel Security Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5205.02	DoD Operations Security (OPSEC) Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5230.09	Clearance of DoD Information for Public Release	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5230.24	Distribution Statements on Technical Documents	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5230.25	Withholding of Unclassified Technical Data From Public Disclosure	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 5400.11	DoD Privacy Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDD 8500.01E	Information Assurance (IA)	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 2040.02	International Transfers of Technology, Articles, and Services	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 5200.01	DoD Information Security Program and Protection of Sensitive Compartmented Information	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 5200.08	Security of DoD Installations and Resources	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 5230.29	Security and Policy Review of DoD Information for Public Release	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8500.2	Information Assurance (IA) Implementation	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8510.01	DoD Information Assurance Certification and Accreditation Process (DIACAP)	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8520.2	Public Key Infrastructure (PKI) and Public Key (PK) Enabling	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8551.1	Ports, Protocols, and Services Management (PPSM)	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8552.01	Use of Mobile Code Technologies in DoD Information Systems	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoDI 8580.1	Information Assurance (IA) in the Defense Acquisition System	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Information
DoD 5200.1-R	Information Security Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 5200.2-R	Personnel Security Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 5200.8-R	Physical Security Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 5205.02-M	DoD Operations Security (OPSEC) Program Manual	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 5400.11-R	Department of Defense Privacy Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 5500.7-R	Department of Defense Joint Ethics Regulation	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
DoD 8570.01-M	Information Assurance Workforce Improvement Program	<a href="http://www.dtic.mil/whs/directives/">http://www.dtic.mil/whs/directives/</a>	Compliance
CJCSI 6510.01E	Information Assurance and Computer Network Defense	<a href="http://www.dtic.mil/cjcs_directives/">http://www.dtic.mil/cjcs_directives/</a>	Compliance
CJCSM 6510.01A	Information Assurance (IA) and Computer Network Defense (CND) Volume I (Incident Handling Program)	<a href="http://www.dtic.mil/cjcs_directives/">http://www.dtic.mil/cjcs_directives/</a>	Compliance
SECNAVINST 5211.5E	Department of the Navy (DON) Privacy Program	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAVINST 5230.19	Department of the Navy Computer Network Incident Response and Reporting Requirements	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAVINST 5239.3B	Department of the Navy Information Assurance Policy	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAVINST 5510.30B	Department of the Navy (DON) Personnel Security Program (PSP) Instruction	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAVINST	Disclosure of Classified Military	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance

5510.34A	Information and Controlled Unclassified Information to Foreign Governments, International Organizations, and Foreign Representatives		
SECNAVINST 5510.36A	Department of the Navy (DON) Information Security Program (ISP) Instruction	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAVINST 5720.47B	Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAV M-5239.1	Department of the Navy Information Assurance Manual	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAV M-5510.30	Department of the Navy Personnel Security Program	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
SECNAV M-5510.36	Department of the Navy Information Security Program	<a href="http://doni.daps.dla.mil/default.aspx">http://doni.daps.dla.mil/default.aspx</a>	Compliance
Marine Corps Order 5239.2	Marine Corps Information Assurance Program	<a href="http://www.marines.mil/news/PUBLICATIONS/Pages/default.aspx">http://www.marines.mil/news/PUBLICATIONS/Pages/default.aspx</a>	Compliance
Marine Corps Order 5271.1A	Information Resources Management (IRM) Standards and Guidelines Program	<a href="http://www.marines.mil/news/PUBLICATIONS/Pages/default.aspx">http://www.marines.mil/news/PUBLICATIONS/Pages/default.aspx</a>	Compliance
DoDI 8510.01	DoD Information Assurance Certification and Accreditation Process (DIACAP)	<a href="http://www.js.pentagon.mil/whs/directives/corres/pdf/851001p.pdf">http://www.js.pentagon.mil/whs/directives/corres/pdf/851001p.pdf</a>	Compliance
DoD 8570.1-M	Information Assurance Workforce Improvement Program	<a href="http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf">http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf</a>	Compliance
RICE Repository	DAU Enterprise Integration Toolkit	<a href="https://akss.dau.mil/dag/Guidebook/IG_c7.10.6.3.asp">https://akss.dau.mil/dag/Guidebook/IG_c7.10.6.3.asp</a>	Information
DoDI 7600.02	Audit Policies	<a href="http://www.dtic.mil/whs/directives/corres/pdf/760002p.pdf">http://www.dtic.mil/whs/directives/corres/pdf/760002p.pdf</a>	Information
DoD 7600.07-M	DoD Audit Manual	<a href="http://www.dtic.mil/whs/directives/corres/pdf/760007m.pdf">http://www.dtic.mil/whs/directives/corres/pdf/760007m.pdf</a>	Information

Table 1: Applicable Documents

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**4. GENERAL REQUIREMENTS**

Requirements for this SOW consist of Programmatic Support, IA Support, and PDSS tasks. The Programmatic Support tasks incorporated into this SOW are diverse and complex and require extensive knowledge of information technology, software engineering, program management, and general acquisition guidelines. These tasks may be exercised to mitigate programmatic risks related to GCSS-MC program management efforts or to help reduce backlogs that occur for a wide variety of programmatic reasons. The IA tasks involve maintaining the Operational Information Assurance posture of systems, conducting quarterly and annual security assessments, coordinating and reporting on annual contingency plan exercises, generating Certification and Accreditation documentation, updating IA and IT program management documentation/databases/registries, and generating IA related documentation required to satisfy IA documentation requirements, certifications, and accreditations. The third category of tasks relates to PDSS activities that focus on system operation and maintenance and application sustainment efforts.

Contractor Certifications

Although Capability Maturity Model Integration (CMMI) certification Level III as defined by the Software Engineering Institute at <http://www.sei.cmu.edu/cmmi/models/> is not required, level three (or higher) certification or compliance is preferred. Certifications related to similar, best practices models such as the Information Technology Infrastructure Library (ITIL) proffered by Pink Elephant are also acceptable. For more information regarding ITIL, visit <https://www.pinkelephant.com/en-US/>. Endorsement by the Marine Corps of any management methodology is not expressed or implied, but Contractor certifications of any established best business practice will be considered favorably during the evaluation process of Contractor proposals.

72 Contractor Personnel supporting Helpdesk, System Operations, and/or IA activities shall be  
 73 trained and certified in the technologies used by the system and additionally as required by DoD  
 74 8570.1-M.

75

## 76 **5. DETAILED TASKS**

77 The following sections identify the tasks to be performed under this SOW as well as several  
 78 options. All maintenance and sustainment Tasks apply to the Production and Non-production  
 79 environments. Throughout this effort, the contractor shall ensure that all changes to the system  
 80 are fully tested, documented and approved by the government through the implementation of a  
 81 robust Change Management process that leverages and improves on existing processes. As  
 82 changes are accomplished in this system, the contractor shall ensure that complete integration of  
 83 existing hardware is maintained, system security is not compromised by any changes to the  
 84 system, software interoperability is accomplished, data integrity is maintained and system  
 85 availability is maintained as described in this Statement of Work.

86

### 87 **5.1 TASK 1: PROGRAMMATIC SUPPORT**

88 The objective of this Task is to obtain contractor support to provide expert programmatic and  
 89 engineering support services to the GCSS-MC PMO. Program management assistance is  
 90 required in developing, managing, and analyzing data necessary to effectively manage and  
 91 assess the GCSS-MC acquisition program and software solution. Additionally, the PMO requires  
 92 engineering support services to augment the GCSS-MC program management effort with the  
 93 necessary technical skillsets in order to accurately and effectively evaluate a wide variety of  
 94 extremely technical issues, problems, risks and other challenges associated with procuring a  
 95 highly complex IT solution. There are three (3) sub-tasks under this task. The three sub-tasks  
 96 are:

97

- 98 • Task 1A: Project Management Support
- 99 • Task 1B: Engineering Support
- 100 • Task 1C: Data Integration Support

101

#### 102 Task 1- General Requirements:

103 The contractor shall provide project management, engineering support and Data Integration  
 104 Support.

105

#### 106 **5.1.1 TASK 1A: PROJECT MANAGEMENT**

107 This task requires knowledge of: Oracle Commercial off the Shelf (COTS) products ,such as  
 108 Oracle Identity Management, Oracle Internet Directory, Oracle Grid Control, Oracle eBusiness  
 109 Suite, Oracle Discoverer Reports, and Oracle Database 10g, Life Cycle Supply Chain  
 110 Management, Request Management, Order Management, Capacity Management, Production  
 111 Management, and Fulfillment Execution. In order to fulfill the requirements of this task, expert  
 112 knowledge of program management for complex Enterprise Resource Planning (ERP) systems is  
 113 required. Some examples of support requirements are: infrastructure systems architecture,  
 114 software systems, and hardware configurations; analysis of reported problems to isolate probable  
 115 causes; system and network engineering troubleshooting through problem re-creation or  
 116 simulation effects; instituting appropriate fixes to problems; performance testing of software  
 117 releases; engineering analysis of the system hardware components functionality, connectivity and  
 118 performance; and documentation of all engineering troubleshooting activities from problem  
 119 inception until resolution, to include inputs into the development of the GCSS-MC Knowledge  
 120 Base (GKB); initiating Engineering Change Proposals (ECPs) into the GCSS-MC Configuration  
 121 Management (CM) process; development and maintenance of Configuration Control Board (CCB)  
 122 schedules based on government identified requirements; Program Management Plan (PMP)  
 123 development and maintenance; capacity planning; budget justification support.

124

#### 125 Background

126 Effective project management serves as the primary interface and facilitator between the people  
127 who support, operate, and maintain the system, the users of the system, the system advocate,  
128 and the PMO who is ultimately responsible for the health and welfare of the system. This task is  
129 a critical part of the GCSS-MC PMs approach to acquisition Life Cycle Management (LCM) for  
130 Block 1 and serves a vital role in the overall success of the GCSS-MC Program.  
131

### 132 Objectives

133 The objectives of this Task are to obtain a trusted team of project management professionals to  
134 provide a full suite of services throughout the life of the project that will assist the PM in providing  
135 a stable, reliable, and accurate Automated Information System (AIS) to the Warfighter.  
136

### 137 General Requirements

138 The Contractor shall ensure that project objectives are met by monitoring and measuring progress  
139 regularly to document successes and identify variances from project plans, tasks, and priorities of  
140 the PM so that corrective action can be taken when necessary. This Task applies to the  
141 approved GCSS-MC software products and any future releases within the scope of Block 1  
142 acquisition program objectives. The Contractor shall be responsible for planning and coordinating  
143 Information Assurance Vulnerability Alert required updates as directed, Oracle Critical Patch  
144 Updates Quarterly, and new software releases at six (6) month intervals unless exempted by the  
145 COR. However, emergency releases shall be required to mitigate emerging requirements.  
146

### 147 Detailed Requirements

148 The Contractor shall perform PDSS project management activities for GCSS-MC. This includes  
149 Block 1 and future releases upon entering Early Life-cycle Support. Project management  
150 includes but is not limited to all aspects of monitoring and managing cost, schedule, risk, and  
151 performance program elements that are necessary to maintain the system and ensure efficient  
152 and cost-effective operation of the system. Project management duties also include generating  
153 required system related documentation and ensuring that documentation is produced to comply  
154 with configuration management, and any other acquisition documentation required.  
155

### 156 Programmatic Support:

157 The contractor shall:

- 158
- 159 • Develop and refine the PDSS business processes.
- 160
- 161 • Schedule meetings, lead meetings, act as facilitator and provide minutes as directed.
- 162
- 163 • Draft routine correspondence.
- 164
- 165 • Provide project management support as directed to include management plans,  
166 communications plans, and coordination meetings.
- 167
- 168 • Provide other support as directed to include, schedules, meeting agendas and notes,  
169 presentation and briefing packages, and associated correspondence and email.
- 170
- 171 • Provide project assessment support through the shared development of goals and  
172 objectives, key performance indicators, project metrics, and benchmarking with commercial  
173 best practices.
- 174

### 175 Technical Management Support

176 The contractor shall:

177

- 178 • Review GCSS-MC technical and functional documentation and provide written comments  
179 and recommendations that will be used to formulate the Government's performance  
180 assessment of PDSS services provided under this SOW.
- 181
- 182 • Propose solutions relating to issues that arise from the implementation and management of  
183 GCSS-MC and PDSS business processes.
- 184
- 185 • Participate in meetings and act as a subject matter expert for PDSS as directed by the  
186 Contracting Officer Representative (COR), or Principal Contracting Officer (PCO).
- 187
- 188 • Prepare white papers that clearly address technical and functional issues related to all  
189 aspects of PDSS and program management as directed by the COR or PCO.
- 190

191 The contractor shall submit a draft PMP within ninety (90) calendar days of contract start. The  
192 PMP shall include information gleaned during the transition phase. The PMP shall include at a  
193 minimum the following elements:

- 194
- 195 • A detailed project schedule.
- 196
- 197 • A work breakdown structure (WBS) containing a list of tasks which will identify all of the  
198 work products needed to maintain the application and system software.
- 199
- 200 • A list of all resources and how they will be allocated in sufficient detail to be able to  
201 determine what is required and who will be responsible for producing which work product.
- 202
- 203 • A risk plan that identifies known risks, anticipated risks, and recommendations for risk  
204 mitigation.
- 205
- 206 • Any other information that the contractor deems necessary to identify their approach to  
207 project management of this Statement of Work.
- 208

209 The Government will have ten (10) working days to review and accept or reject the PMP. If the  
210 COR rejects the PMP, the Contractor shall re-submit the PMP for review and acceptance as  
211 directed by the COR. Updates to the approved PMP will be requested in writing by the COR as  
212 necessary.

#### 213

#### 214 Kickoff Meeting and Task Management

215 Within 5 working days of the SOW start date, the Contractor shall conduct a SOW kickoff meeting  
216 that includes Government project personnel and Contractor personnel. The Contractor shall  
217 submit a proposed agenda to the PCO at least 2 days prior to the kick off meeting. The purpose  
218 of this kickoff meeting is to introduce key Government and Contractor personnel, provide  
219 clarifications of contractor questions, establish preliminary dates for future program events,  
220 discuss the status of the Work Breakdown Structure, and any other item the PCO may deem  
221 appropriate to discuss.

#### 222

#### 223 Configuration Management Control

224 The Contractor shall comply with and propose updates to the GCSS-MC Configuration  
225 Management Plan (CMP). Appendix (A) provides information regarding the GCSS-MC CMP.  
226 The applicable Government Configuration Control Board (CCB) shall review the recommended  
227 changes and concur or reject Request(s) for Change (RFC). The Contractor shall ensure all  
228 programmatic documentation is updated as required, within the timeframes specified by the COR  
229 for each software release, update, or upgrade.

#### 230

#### 231 Configuration Status Accounting (CSA)

232 The purpose and benefits of CSA are very specific. When properly executed, CSA provides:

- 233
- 234 • Necessary information about software configuration documentation (such as document
- 235 identifiers and effective dates)
- 236
- 237 • Information about the product's configuration (such as part numbers or changes installed in
- 238 a given unit)
- 239
- 240 • Information about the product's operational and maintenance documentation (such as the
- 241 documents affected by each change and their update status)
- 242
- 243 • Information about the Change Management process (such as the status of change
- 244 requests)
- 245

246 The Contractor shall comply with the CSA procedures established by the GCSS-MC CMP  
247 provided as Appendix (A).

#### 248 Analyses

249 The Contractor shall perform project management related analyses on a wide variety of PDSS  
250 programmatic elements as requested by the COR. The typical purpose of these analyses are for,  
251 but not limited to:

- 252
- 253
- 254 • Determining root cause and identifying fault tree factors of software/hardware failures,
- 255
- 256 • Determining hardware and software refresh requirements,
- 257
- 258 • Assessing the impacts, and timeline for applying Information Assurance Vulnerability
- 259 Alerts (IAVAs), Operational Directives (OPDIRs), Security Technical Implementation
- 260 Guides (STIGs) and other externally imposed guidance or requirements,
- 261
- 262 • Evaluating resource requirements.
- 263

#### 264 Internal Audit Resolution

265 Periodically, and at times unannounced, the Government will conduct audits of the diverse  
266 operations and controls within the GOC organization to determine whether prescribed policies  
267 and procedures are followed, established standards are met, resources are used efficiently and  
268 economically, and if the organization's objectives are being achieved. The Contractor shall assist  
269 the Government in conducting these audits. When requested by the PCO or COR, the Contractor  
270 shall analyze the findings of the audits and recommend mitigation strategies and specific courses  
271 of action to correct valid findings of the audit.

#### 272 Metrics

273 GCSS-MC requires the Contractor to produce, track, and maintain certain programmatic,  
274 software, and system metrics as a means of quantitatively and periodically measuring, assessing,  
275 controlling or making decisions regarding resources, the program management process, events,  
276 or organization optimization. The Contractor shall develop and refine the procedures to carry out  
277 measurements and publish the results as directed by the COR or PCO. See Appendix (B) for list  
278 of PDSS metrics. The metrics contained in Appendix (B) may be refined or updated as required  
279 throughout the life of this contract. The metrics identified in Appendix (B) shall be reported by the  
280 Contractor unless exempted by the COR.

#### 281 Monthly Status Report (MSR)

282 It is vital to the success of this partnership that regular, and meaningful feedback is provided and  
283 that the lines of communication between the Government and the Contractor remain open and  
284

286 frequently used. To that end, the Contractor shall conduct a MSR unless exempted by the PCO  
 287 or COR. The MSR shall provide timely and pertinent information that assists the Government in  
 288 the management and assessment of GCSS-MC PDSS. Note that identifying anticipated or actual  
 289 cost, performance or schedule deviations in the MSR does not constitute formal notification to the  
 290 PCO and authorization thereof. Deviations to previously approved project plans, schedules, risk  
 291 mitigation plans, etc. shall be approved in writing by the COR prior to updating the Project Plan,  
 292 PMP, Plan of Action and Milestones (POA&M), Work Breakdown Structure (WBS), or other  
 293 previously approved programmatic documents. The MSR shall include the following items  
 294 however the contractor may include additional information as they deem necessary.  
 295

- 296
- 297 • PMP Status: A bulleted summary of the current status of the PMP that identifies and  
 298 explains schedule variances, status of tasks that shall identify all work products required  
 299 to maintain the application and system software, a list of all resources and resource  
 300 allocation, a risk plan that identifies known risks, anticipated risks and risk mitigation, as  
 301 well as any other information that the contractor deems necessary to completely identify  
 302 their approach to project management of this SOW.
- 303
- 304 • Applicable Metrics as defined in this task.
- 305
- 306 • Workload by Task and a chart depicting resource allocation by Task.
- 307
- 308 • Accomplishment Summary: a list of significant accomplishments during the reporting  
 309 period.
- 310
- 311 • Planned Activities: a list of significant activities planned for the next reporting period.
- 312
- 313 • Discussion Items: a narrative report regarding issues and efforts that the COR has  
 314 requested and that the Contractor feels relevant.
- 315
- 316 • Contract Status: a list of significant facts and events related to the current contract.
- 317

318 *MSR: Application Software*

319 The Contractor shall provide the following application software metrics as part of the MSR:

- 320
- 321 • Percent of application software availability, unplanned down time, and planned down time.
- 322
- 323 • Number and explanation of software patches applied and planned and percentage  
 324 passed/failed into production current and over time.
- 325
- 326 • Number and explanation of Software Change Requests (SCRs) implemented, including  
 327 the associated version numbers.
- 328
- 329 • Number and explanation of approved SCRs planned for future software releases for each  
 330 planned version number(s), and SCRs approved but not yet associated with a version  
 331 number.
- 332
- 333 • Number and explanation of software bugs, errors, and anomalies experienced or reported  
 334 during the past reporting period.
- 335
- 336 • Number of IA related incidents / issues.
- 337

338 *MSR - Hosting*

339 The Contractor shall generate the required metrics or reports as applicable, and publish them in  
 340 the MSR. During the time when The Defense Information System Agency (DISA) hosts the  
 341 system, the Contractor shall collect hosting metrics from DISA and publish the information in the  
 342 monthly MSR.

343  
 344 The Contractor shall publish the following operating system *software* and hosting related metrics  
 345 as part of the MSR:

- 346
- 347 • Percent of the operating system software availability, unplanned down time, and planned  
 348 down time.
- 349
- 350 • Number and explanation of software patches applied and planned.
- 351
- 352 • Number and explanation of software bugs, errors, and anomalies experienced or reported  
 353 during the past reporting period.
- 354
- 355 • Any issues, problems, errors or other anomalies experienced with third party software,  
 356 network monitoring tools, network architecture, and other significant events related to  
 357 hosting and system support and maintenance activities.
- 358 • Customer satisfaction with system availability on a quarterly basis.
- 359
- 360 • Number and explanation of security breaches (if available as unclassified data from the  
 361 hosting provider otherwise report via SIPRNET).
- 362
- 363 • Number and description of unauthorized attempts to access the system (if available as  
 364 unclassified data from the hosting provider otherwise report via SIPRNET).
- 365
- 366 • For each server –  
 367 ➢ Memory Usage over each week, each day by hour, (if available)  
 368 ➢ Page Out Rate for each week, each month, (if available)  
 369 ➢ Consecutive down time by day - by hour, by week - by day, by month - by week.

370  
 371 Classified metrics shall be reported by the Contractor via SIPRNET.

### 372 MSR - Miscellaneous Data

374 The Contractor shall publish the following miscellaneous data as part of the MSR:

- 375
- 376 • Contract Status  
 377 ➢ Open Deliverables (if any)  
 378 ➢ Current Option Year  
 379 ➢ Period of Performance  
 380 ➢ Actual ODCs expensed during the last reporting period  
 381 ➢ Estimated ODCs for the next reporting period  
 382 ➢ Open/Closed Receivables  
 383 ➢ Contractor Organizational Chart  
 384 ➢ Risks of any type and proposed mitigation
- 385
- 386 • Updated DITPR/DoN and DADMS report with any changes since the previous reporting  
 387 period annotated.

## 388 5.1.2 TASK 1B: PDSS GCSS-MC RELATED SYSTEM ENGINEERING AND 389 ENHANCEMENTS

### 390 Background

393 The GCSS-MC Systems Engineering process is designed to translate discrete business and  
394 system requirements into a COTS-based system solution that meets mission needs. There are  
395 four areas of emphasis in the Systems Engineering process. First, the system is viewed as an  
396 entity in the context of the system breakdown structure; therefore, the integration of engineering  
397 activities is critical to the building of a complete system. The process next emphasizes the  
398 product lifecycle from analysis and design to test and deployment. Due consideration shall be  
399 given during analysis and design to the IA requirements, and impacts of design on production and  
400 operation of the system. A critical emphasis of the approach is the early identification of systems  
401 requirements and their relationship to design goals. The approach focuses on developing  
402 analyses and architecture products early in the development process in order to minimize  
403 downstream design efforts and mitigate cost, schedule, and performance risks during the Build  
404 phase and beyond. Finally, the GCSS-MC systems engineering process serves as the focal point  
405 for conducting an interdisciplinary effort with the organizations that are implementing the system.  
406 This cross-functional focus fosters the understanding of critical aspects of the systems  
407 development leading to the achievement of all design objectives. This process is on-going  
408 throughout the life cycle of the program. Consequently, the PM has determined that it is  
409 necessary to extend this process into the PDSS Phase.

410

#### 411 Objectives

412 Other system support services may be required and added as additional tasks. Examples of  
413 these services are as follows:

- 414 • Technical insertions or technical refreshes to ensure continued user availability,
- 415 • Re-engineering of legacy systems to ensure continued user availability,
- 416 • Special studies for a wide variety of reasons,
- 417 • Proof of concept demonstrations in support of current or future iterations of GCSS-MC,
- 418 • User Training for selected releases

419

420 This Task is designed to augment the PDSS services provided by other Tasks in this SOW by  
421 providing a vehicle to perform work that exceeds the scope of the other PDSS Tasks.

422

#### 423 General Requirements

424 For approved system enhancements that exceed the scope of minor enhancements, the  
425 Government may request a firm-fixed-price cost estimate or level of effort (LOE) and project WBS  
426 schedule proposal. The proposal shall include, at a minimum, the approach to achieving the  
427 solution and the impacts that the change will have on the implemented system to include  
428 proposed plans for design, development, testing, fielding, training, and documentation updates.

429

430 The Government may accept the proposal without further competition. All related acquisition and  
431 programmatic documentation shall be updated, as applicable, reviewed by the Government and  
432 approved when all changes have been made to the documents. A Government Acceptance Test  
433 will be performed on system changes before the change is accepted and approved for  
434 implementation.

435

#### 436 Specific Requirements

437 At the direction of the COR or PCO, the contractor shall evaluate new IT initiatives and revisions  
438 that may have the potential to improve or advance the GCSS-MC program. Based upon the  
439 evaluation, the Government may direct the Contractor to implement the initiative and revisions.  
440 The contractor shall ensure that interoperability is accomplished and that data integrity is  
441 maintained.

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#### 443 Deliverables

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The Contractor shall:

- Provide as requested by the COR or PCO a price estimate or LOE and WBS schedule proposal in Contractor format.
- Provide as requested by the COR or PCO an updated acquisition and programmatic documentation in existing format.
- Provide as requested by the COR or PCO a final system software product that meets the specifications of the project requirement document.
- Provide as requested by the COR or PCO all source data, source code, and all original work products related to the project in Contractor format.

**5.1.3 TASK 1C: DATA INTEGRATION SUPPORT DETAILED REQUIREMENTS**

This task is for Marine Corps Logistics and Oracle Applications support for the GCSS-MC Data Integration (DI) Team. The contractor shall support all aspects of developing, reviewing, testing, and validating technical and functional design solutions as related to data conversion, interface, and integration from Marine Corps legacy logistics (retail and wholesale) systems to the Oracle 11i Business Suite. The contractor shall provide technical and programmatic advice and counsel to facilitate the data conversion process. Location of the work shall be at the Marine Corps Logistics Base, Albany, Georgia, or in the Quantico, Virginia area.

As directed by the COR, or designated Project Officer (PO) the contractor shall:

- Review technical and functional documentation and requirements and provide written or verbal comments that will be used to help formulate the government's approval or disapproval of the documentation.
- Be responsible for supporting the DI Team (North and South) with functional and technical support.
- Provide technical analysis of legacy systems applicable to GCSS-MC LCM Block 1 as provided in Appendix (C) and assist in the integration of legacy data from multiple sources into an Oracle environment in support of GCSS-MC. Assist with coordination of technical and functional support as necessary. Appendix (C) contains a short description of all known existing IT systems that affect or are affected by GCSS-MC. This list may be refined and updated as required by the COR or designated PO.
- Be responsible for data extraction from the legacy systems to provide required data sets to Oracle.
- Support data cleansing and reporting activities to legacy system owners necessary in identifying and correcting data inconsistencies, such as incorrect formats, invalid values, or duplicate records.
- Propose solutions relating to issues that arise from the data conversion and interface processes.
- Participate in meetings and act as a subject matter expert for the data conversion and interface processes as directed by the project officer.
- Prepare white papers that clearly address technical and functional issues.

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- Verify Oracle design documents.
  - Verify loaded conversion staging table designs and data and compare against design documents.
  - Provide shall provide functional expertise to conduct data analysis necessary to resolve technical and functional issues.

### Deliverables

The following deliverables apply to Task 1C.

The Contractor shall:

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- Provide a Monthly Status Report (MSR) on the tenth (10<sup>th</sup>) working day of each month for the previous reporting period. The MSR shall report the monthly status of assigned tasks in sufficient scope and detail to accurately document project progress, accomplishments, issues and risks.
  - Provide reports, written analyses, staff studies, and other written information as requested by the PO, COR, or PCO. The COR will review and accept or reject the documents within five business days. If rejected, the contractor shall provide an updated document within three business days. Format and due date of the document shall be determined by the COR based on the type and urgency of the requested document.

## **5.2 TASK 2: INFORMATION ASSURANCE**

### Background

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The National Information Systems Security (INFOSEC) Glossary defines information assurance as: "Information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities." Information Assurance is no longer a "nice to have" business process, it's a legislated necessity. Information Assurance has been an important function within GCSS-MC since program inception and it will continue to be a high priority for the Program.

### Objectives

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The GCSS-MC PM intends to aggressively pursue IA excellence. This task will help ensure that the GCSS-MC system is always available to the Warfighter, and that the information processed or stored by GCSS-MC is protected from unauthorized disclosure, and unauthorized modification.

### General Requirements

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The contractor must provide expertise and services for maintaining an Information Assurance (IA) program for GCSS-MC, per the GCSS-MC Enterprise Information Assurance Manager (IAM) appointed by the Program Manager, GCSS-MC. This IA support will ensure that the GCSS-MC IA program meets all the appropriate Federal Law and Regulations, DoD, Chairman Joint Chiefs of Staff, Department of the Navy, Marine Corps and MARCORSYSCOM Policy, and Guidance.

### Information Assurance Support Detailed Requirements

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The Contractor shall:

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- 549
- Assist the GCSS-MC IAM and GCSS-MC IAO in his/her duties.

- 550 • Conduct activities that support the full integration of Information Assurance all phases of  
551 GCSS-MC Operations, to include evaluation of changes, development of procedures,  
552 testing of proposed changes, implementation of changes, and system operations.  
553
- 554 • Validating the use of only Marine Corps authorized software, hardware, and firmware  
555 within GCSS-MC.  
556
- 557 • Reporting of IA-related events or configuration changes that may impact accreditation to  
558 the GCSS-MC IAO and/or IAM.  
559
- 560 • Support Mitigating identified IA vulnerabilities, to include the reporting of, and responding  
561 to system IA violations and incidents  
562
- 563 • Conduct analyses and perform research to collect required data to ensure that the  
564 Certification and Accreditation (C&A) for the GCSS-MC system solution is properly and  
565 timely attained and maintained.  
566
- 567 • Utilize the data and findings to draft or update required C&A documentation for review by  
568 the IAO/IAM prior to submission to the Certification Authority (CA).  
569
- 570 • Provide the GCSS-MC IAM coordination, and status tracking through all aspects of the  
571 C&A process.  
572
- 573 • Support the Continuity of GCSS-MC and GCSS-MC IA compliance through the execution  
574 of annual IA Security Reviews, and Contingency/Disaster Recovery Exercises..  
575
- 576 • Work with the Department of the Navy and Marine Corps IA Offices and other agencies  
577 and organizations as appropriate to ensure proper coordination of GCSS-MC IA policies  
578 and activities. Contractor support personnel shall work in close coordination with  
579 Government IA personnel so that IA activities shall be of maximum benefit to the  
580 Government.  
581
- 582 • Provide expertise to the GCSS-MC IAM on all issues of IA. In conjunction with this  
583 expertise, the contractor shall provide advice and assistance in the development and  
584 implementation of IA policy and procedure that support the assured use of GCSS-MC. The  
585 contractor shall be instrumental in understanding and interpreting higher headquarters IA  
586 policy and making recommendations on said policy.  
587
- 588 • Support the development and implementation of GCSS-MC protection and detection  
589 capabilities.  
590
- 591 • Conduct Accreditation Impact reviews of system change requests, and support IA in the  
592 management of the GCSS-MC system configuration.  
593
- 594 • At the direction of and with the approval of the Government, the contractor shall travel and  
595 support staff assistance visits (SAV) at Marine Corps locations to identify any outstanding  
596 IA issues as well as Information Technology (IT) and other communications issues relating  
597 to GCSS-MC. The Contractor shall conduct an analysis of the IA environment at the  
598 location being visited and offer advice on how to improve that location's IA posture  
599 necessary to support use of GCSS-MC. Contractor shall prepare Trip Reports on each  
600 SAV and Point Papers on recommended improvement areas and best practices.  
601
- 602 • Track GCSS-MC compliance with the applicable IA Controls applicable and report IA  
603 management review items, such as C&A status, compliance with personnel security

- 604 requirements, compliance with training and education requirements, and compliance with  
605 Information Assurance Vulnerability Alerts (IAVAs), and other directed solutions  
606
- 607 • Provide technical support in the area of evaluating the GCSS-MC System Architecture to  
608 ensure that Information Assurance Engineering and Principles are embedded throughout  
609 the System Architecture. The Contractor shall work with internal and external teams so  
610 that IA concepts, requirements, and appropriate IA countermeasures, etc. are included in  
611 all infrastructure initiatives within GCSS-MC.  
612
  - 613 • Provide support by participating in applicable conferences and IA-related meetings as  
614 requested by the Government. The Contractor shall apply information gained from these  
615 meetings to support GCSS-MC and the GCSS-MC IA Program and present or prepare  
616 briefings for the government on IA issues that affect GCSS-MC. The Contractor shall  
617 prepare Trip Reports as required.  
618
  - 619 • Establish and maintain a repository of GCSS-MC IA C&A documentation and  
620 modifications on the Marine Corps Information Technology Services (MCEITS) hosted  
621 GCSS-MC site, to include providing internal GCSS-MC PMO support for MCEITS  
622 accounts, site security, and information security support services.  
623
  - 624 • Conduct audits, report, and maintain visibility over all privileged user assignments, GCSS-  
625 MC accounts, role and responsibility assignments, and account approvals to ensure  
626 separation of functions and compliance with personnel and information security criteria  
627 established in DoD, DON, and Marine Corps Policy and Guidance  
628
  - 629 • Provide support in managing any IA crisis, to include, but not limited to, aiding in the  
630 formulation of a plan to counteract the crisis, ensuring all information is tracked on each  
631 hosting site as to progress in coping with the crisis, generating the necessary reports to  
632 the GCSS-MC PMO and IAM, preparing necessary briefing presentations on the crisis,  
633 and ensuring GCSS-MC Senior Leadership is aware of the crisis and countermeasures  
634 taken as soon as practical.  
635
  - 636 • Conducting IA testing after Quarterly Critical Patch Updates and other times as necessary  
637 to ensure an efficient continuum, closely integrated with requirements definition and  
638 systems design and development.  
639
  - 640 • Provide on-call (7 days/24 hours) IA support to the Government that includes Operational  
641 User support for system account and IA issues. This support shall take the form of having,  
642 at the direction of the Government, a person to respond to IA emergencies. The on-call  
643 personnel shall react and provide actions necessary and notifications, in accordance with  
644 procedures approved by the Government. Contractor shall provide the means for the on-  
645 call assistance in the form of a pager, cell phone, or other comparable device.  
646
  - 647 • Implement and maintain an Information Assurance Vulnerability Management architecture  
648 that reviews Marine Corps Operational Directives (on SIPRNET), and IAVA for impact  
649 prior to implementation, supports timely IAVA implementation, and reports compliance to  
650 the Marine Corps Network Operations and Security Command or Marine Corps Systems  
651 Command Office of the CIO as directed.  
652
  - 653 • Maintain and update the Certification and Accreditation to reflect each of the GCSS-MC  
654 hosting installations and deployed installations. The Contractor shall support the  
655 Department of the Navy, Marine Corps, and DISA Certifying Authority (CA) in integration  
656 and maintenance of the Certification and Accreditation package. This documentation  
657 must be produced using the DIACAP

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- Create any required inputs for DON Application and Database Management System (DADMS), Marine Corps Architectural Support Environment (MCASE), DoD Information Technology Portfolio Repository-DoN (DITPR-DoN), or other Special Interest Item Reports. These inputs shall be coordinated through the GCSS-MC IAM as appropriate.
- Upon approval of the proposed input by the IAM, the Contractor shall input the approved data to the applicable registry system.

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All Contractor IA support personnel must be United States Citizens and compliant with DoD 8570.01 in terms of IA Workforce Certification for their position, and have a successfully adjudicated background investigation as required for these IA positions by DoDI 8500.2, and SECNAV Manual 5510.30, and a Secret Clearance prior to start.

### IA Metrics Tracking and Reporting

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The Contractor shall be responsible for tracking the status of the following IA activities across all of GCSS-MC:

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- GCSS-MC system components entered into the applicable databases that tracks C&A compliance
- GCSS-MC Certification and Accreditation Status, Posture, Expiration Date, Contingency Test Status and Due Date, and Annual Review status w/ due date.
- Track IA Control compliance for GCSS-MC Systems
- Track DoD 8570.1-M certification compliance
- Track applicable Federal Information Security Management Act (FISMA) and the DoD Information Technology Portfolio Repository - Department of Navy (DITPR-DoN) Reports
- Track and report IAVA and STIG implementation
- Other metrics as requested by the Government

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### IA Workforce Improvement Program

In accordance with DoD 8570.1-M, Information Assurance Workforce Improvement Program, the Contractor shall ensure that Contractor personnel performing duties and services of this task meet the initial and continuing certification requirements associated with their responsibilities. New personnel must meet the certification requirements before starting work on the contract. Incumbent personnel must meet the certification requirements within six months of the contract start date. The following conditions must be met.

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The Contractor IA lead must have an IA Management Level 3 Certification in accordance with DoD 8570.-M and maintain the certification throughout the life of the contract. Acceptable certifications are:

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- CISSP – Certified Information Systems Security Professional (Preferred)
- GSLC – Global Information Assurance Certification Security Leadership Certificate
- CISM Certified Information Security Manager

- 712 • Personnel supporting task 2.1.8 must have the IA Technical Level 3 Certification in  
713 accordance with DoD 8750.1M and maintain the certification throughout the life of the  
714 contract. Acceptable certifications are:  
715
- 716 • CISSP – Certified Information Systems Security Professional (Preferred)  
717
- 718 • SCNA – Security Certified Network Architect  
719
- 720 • GSE – Global Information Assurance Certification Security Expert  
721

722 Other IA personnel must have IA Management Level 2 Certification in accordance with 8570.1-M  
723 and maintain the certification throughout the life of the contract. Acceptable certifications are:  
724

- 725 • CISSP – Certified Information Systems Security Professional (Preferred)  
726
- 727 • GSLC – Global Information Assurance Certification Security Leadership Certificate  
728
- 729 • CISM Certified Information Security Manager  
730

731 *DoD Information Assurance Certification and Accreditation Process (DIACAP) Support*

732 The Contractor shall provide expertise on the DIACAP Certification and Accreditation Process.  
733 The Contractor shall also provide expertise on the Security, Interoperability, Sustainability,  
734 Supportability and Usability (SISSU) process within DIACAP. The Contractor shall fill DIACAP  
735 roles as required.  
736

737 Monthly Deliverables

738 The contractor shall submit the following deliverables on the tenth (10th) working day of the  
739 month for the previous month:  
740

- 741 • Summary report of task related activities and accomplishments. (Contractor format)  
742
- 743 • Status and Tracking Reports (Contractor format)  
744
- 745 • Metrics report (Contractor format)  
746
- 747 • IA Training Registry System summary of inputs (Contractor format)  
748

749 Periodic Deliverables

750 The contractor shall submit the following deliverables as specified below or as required by the  
751 PO, or COR:  
752

- 753 • Trip and Staff Assistance Visits (SAV) Reports within one business week of a trip or visit  
754 (Contractor format)  
755
- 756 • White papers, analyses reports, and research findings (Contractor format)  
757
- 758 • Summary report of Workforce Improvement activities (Contractor format)  
759
- 760 • Management reports on specific areas of concern (Format and content to be determined)  
761

762 **5.3 TASK 3: PDSS PROGRAM TRANSITION TO GCSS-MC BLOCK 1**

763 **C.5.3.1 Background**  
764

765 During a COTS implementation, there are additional configuration, design, and/or programming  
 766 requirements necessary to satisfy functional requirements and achieve the desired functionality.  
 767 These requirements are not supported within the commercial, core functionality of the COTS  
 768 product being implemented, and therefore require additional technical development. RICE objects  
 769 represent the solution to these additional requirements. This development (or reuse) of RICE  
 770 objects enables the creation of unique Reports not standard in the product; the creation of  
 771 Interfaces to external systems; the creation of Conversion programs to transfer data from an  
 772 obsolete system to the new system; and the creation of Enhancements (or Extensions) to allow  
 773 additional functionality to be added to the system without disturbing the core software code. To  
 774 ensure consistency within the GCSS-MC Acquisition Program, RICE is further defined as follows:  
 775

- 776 • Report - A formatted and organized presentation of data.
- 777
- 778 • Interface - A boundary across which two independent systems meet and act on or  
 779 communicate with each other.
- 780
- 781 • Conversion - A process that transfers or copies data from an existing system to load  
 782 production systems.
- 783
- 784 • Extension - A program that is in addition to an exiting standard program but that does not  
 785 change core code or objects.
- 786

#### 787 Objectives

788 The objective of this Task is to provide compensated time for the contractor to receive training  
 789 that is not available in a public venue. The training will provide instruction related to GCSS-MC  
 790 LCM application specific capabilities that were added to the Oracle COTS ERP eBusiness Suite  
 791 software. The Government will implement a phased, controlled, and coordinated sequence of  
 792 activities that will progressively transfer responsibilities from the developer of Block 1 to the PDSS  
 793 Contractor. This will be accomplished with close coordination with the current System Integrator  
 794 over a ninety day period. This period is divided into three thirty day phases. The first phase (1-30  
 795 days) shall be an observation phase. During this phase the contractor shall observe the operation  
 796 of GCSS-MC as performed by the legacy contractor. The second phase (31-60 days) is the  
 797 shared responsibility phase. During this phase the contractor and the legacy contractor shall be  
 798 mutually responsible for the PDSS of GCSS-MC. The final period (61-90 days) is the observed  
 799 operation phase. During this phase the contractor shall have full responsibility for GCSS-MC and  
 800 be observed by the legacy contractor. .

#### 802 **5.3.1 SUB-TASK 3A: PDSS TIER 1 (T1) HELP DESK TRANSITION**

803 The Contractor shall:

- 804
- 805
- 806 • Participate in RICE training for GCSS-MC LCM Block 1.
- 807
- 808 • Assist the GCSS-MC PMO in finalizing the T1 Help Desk operational guidelines and  
 809 procedures.
- 810

#### 811 Deliverables

812 The Contractor shall:

- 813
- 814 • Provide an electronic copy of any updated GCSS-MC procedure or process modified under  
 815 this Sub-Task.
- 816
- 817 • Provide a list of all Contractor employees trained by the Government under this Sub-Task.
- 818

- Provide a complete accounting of all expenditures within 30 days of the end of the transition period.

### **5.3.2 SUB-TASK 3B: PDSS TIER 2 (T2) AND TIER 3 (T3) HELP DESK TRANSITION**

The Contractor shall:

- Participate in RICE training for GCSS-MC LCM Block 1.
- Assist the GCSS-MC PMO in finalizing the T2 and T3 Help Desk operational guidelines and procedures.

#### **Deliverables**

The Contractor shall:

- Provide an electronic copy of any updated GCSS-MC procedure or process modified under this Sub-Task.
- Provide a list of all Contractor employees trained by the Government under this Sub-Task.
- Provide a complete accounting of all expenditures within 30 days of the end of the transition period.

### **5.3.3 SUB-TASK 3C: PDSS TRANSITION**

The Contractor shall:

- Participate in RICE training for GCSS-MC LCM Block 1.
- Assist the GCSS-MC PMO in finalizing the PDSS operational guidelines and procedures.

#### **Deliverables**

The Contractor shall:

- Provide an electronic copy of any updated GCSS-MC procedure or process modified under this Sub-Task.
- Provide a list of all Contractor employees trained by the Government under this Sub-Task.
- Provide a complete accounting of all expenditures within 30 days of the end of the transition period.

## **5.4 TASK 4: PDSS FOR THE MARINE EXPEDITIONARY FORCE (MEF) MOBILE FIELD SERVICE (MFS) SUITES – (Up to Four Options)**

#### **Background**

GCSS-MC is global in scope. The versatility of GCSS-MC will enable it to be deployed under any circumstances, during peace or war, independent of geographical location. GCSS-MC applications will be designed to readily adapt to changes in mission scenario. The precept expressed in the phrase, "Any box (within security parameters), any authorized user, one net, one picture," underscores the requirement to provide sustained, integrated, responsive, and relevant information to Warfighters regardless of the tactical situation. This is a fundamental Community

873 of Interest (COI) of GCSS-MC and is required for the operational effectiveness of GCSS-MC  
874 applications to meet mission needs.

875  
876 GCSS-MC will be employed worldwide in both hostile and non-hostile environments, operating in  
877 a variety of terrain and climatic conditions. GCSS-MC equipment must be capable of operating in  
878 the user's environment. Environmental requirements for GCSS-MC will, therefore, vary  
879 depending on the user's operational environment. GCSS-MC and its associated components  
880 (hardware) must also be capable of operating in a variety of operational electromagnetic  
881 environments (EME) to include nuclear (high-altitude electro-magnetic pulse), biological, and  
882 chemical threats.

883  
884 MEF Suites are deployed site installations to support deployed users. The equipment is pre-  
885 installed in a 40 foot long intermodal container. Appendix (D) provides a detailed functional  
886 description and Appendix (E) provides a detailed technical specification of the MEF Suite  
887 configuration and operation. The government will facilitate contract personnel entry into deployed  
888 facilities. For extended periods of operations, it is expected that contractor personnel may be  
889 required to deploy to the area of operations in excess of 120 consecutive days. Locations and  
890 durations of deployment will vary according to the operational needs of the Marine Corps.  
891 Appendix (F) provides a Concept of Operations (CONOPS) for all MFS products.

892  
893 Objectives

894 The GCSS-MC MEF MFS Suite is designed to meet COI requirements therefore it will be  
895 deployed to all mobilized MEFs or the Reserve Forces as required. The MFS MEF Suite is the  
896 deployed production suite that consists of the database and applications, equipment,  
897 documentation, and procedures used to support deployed MEF operations. It is highly unlikely  
898 that all three MEFs and the Reserve Forces will be deployed at the same time but GCSS-MC is  
899 committed to providing support at that level if the need arises. The MEF level MFS Suite, when  
900 deployed, shall be operational and available 24/7 to support deployed mission operational  
901 requirements of the Warfighter. Some of the typical duties that FSRs are expected to perform  
902 are:

- 903
- 904 • Server administration functions and technical maintenance on existing GCSS-MC  
905 servers, maintain data feeds, and troubleshoot GCSS-MC application problems that  
906 may be associated with the server.
  - 907
  - 908 • Assist the subject matter experts (SME's) in transitioning the functional aspects of  
909 GCSS-MC to the Marine Expeditionary Force LMTs and subordinate commands.
  - 910
  - 911 • Provide guidance to operating forces on the correct use and setup of the system to  
912 best meet the operational requirements at hand.
  - 913
  - 914 • Provide technical support to include initial loading of the system on servers,  
915 maintenance, and operation of the data feeds.
  - 916
  - 917 • Assist GCSS-MC support staff with troubleshooting technical issues and bug issues  
918 that may arise with GCSS-MC.
  - 919
  - 920 • Provide weekly oral and written status reports on all activities associated with support  
921 of the MEF in theater or at the request of the COR.
  - 922
  - 923 • Prepare a final trip report containing technical support actions and training events  
924 conducted while in theater.

925  
926 General Requirements

927  
928 When requested by the COR or PCO, the Contractor shall provide the necessary personnel to  
929 deploy a MFS MEF Suite to the specified geographic location.

930  
931 The Contractor shall provide resources to provide 24/7 maintenance and operational support of  
932 the MFS MEF Suite.

933  
934 Under no circumstances shall the Contractor make any changes to any source code of any type.

935  
936 The Contractor shall not make any updates, upgrades, or any configuration changes to any part  
937 of the architecture, system, application, or third party software unless directed by the PO, COR, or  
938 PCO.

939  
940 The Field Service Representative (FSR) must have a minimum of 4 years experience in the areas  
941 of planning, requesting, prioritizing, tasking, monitoring and managing logistics resources.

942  
943 FSRs must be proficient in Windows 2000/2003 operating systems, Oracle DMBS 9i/10g, MS  
944 Office software applications (Word, PowerPoint, Excel, and Outlook), Oracle eBusiness Suite,  
945 personal computer and server hardware maintenance, and also have working knowledge of  
946 current Marine Corps logistics policies and procedures.

947  
948 The contractor shall provide qualified FSRs to support CONUS and OCONUS exercises in  
949 support of Marine Air Ground Task Force (MAGTF) Command Elements deploying from the  
950 Eastern and Western Continental United States as well as within the Western Pacific Islands of  
951 Hawaii and Japan where United States Military bases are stationed.

952  
953 The contractor must provide on-site system installation, information assurance and system  
954 administration support, to include the user-training period while in garrison and during government  
955 designated operational Marine Corps deployments.

956  
957 Specific Requirements  
958 Upon written request of the PCO or COR, the contractor shall provide on-site system installation,  
959 information assurance and system administration support, to include the user-training period while  
960 in garrison and during government designated operational Marine Corps deployments.

961  
962 System and Application Operation  
963 The Contractor shall add sufficient on-site resources to provide support for the deployed  
964 environments.

965  
966 System and Application Updates, Upgrades, and Maintenance  
967 The Contractor shall provide sufficient on-site resources to provide support for the deployed  
968 environments. The Contractor shall apply updates, upgrades, and routine maintenance as  
969 directed by the GCSS-MC PO, COR, or PCO.

970  
971 FSR Help Desk  
972 The Contractor shall provide sufficient on-site Help Desk resources to provide direct customer  
973 support related to the deployed environments.

974  
975 Software Installation  
976 The Contractor shall properly install and configure all system, application, and third party  
977 software. The contractor shall maintain software product updates, and notify the COR within 60  
978 days of license expiration. The Contractor shall also make recommendations to the COR  
979 regarding the addition of new third party software or the deletion or discontinuation of existing  
980 software. A complete list and description of third party software is provided in Appendix (G).

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### Software Change Request (SCR)

The Contractor shall process deployed solution related SCRs as specified in the GCSS-MC Configuration Management Plan, or as directed by the PO, or COR.

### Configuration Management Control

The Contractor shall comply with GCSS-MC Software Configuration Management Plan (SCMP). Appendix (A) provides information regarding the GCSS-MC SCMP.

### Metrics

GCSS-MC requires the Contractor to produce, track, and maintain certain programmatic, software, and system metrics as a means of quantitatively and periodically measuring, assessing, controlling or making decisions regarding resources, the program management process, events, or organization optimization. The Contractor is also required to assist the Government with developing and refining the procedures to carry out measurements and publish the results. The following metrics shall be included in the MSR.

### Program Management

It is vital to the success of this partnership that regular, and meaningful feedback is provided and that the lines of communication between the Government and the Contractor remain open and frequently used. To that end, the Contractor shall provide the following information in the MSR.

- PMP Status: A bulleted summary of the current status of the PMP that identifies and explains schedule variances, status of tasks which will identify all of the work products needed to maintain the application and system software; a list of all resources and how they will be allocated in sufficient detail to be able to determine what is required and who will be responsible for producing which work product; a risk plan that identifies known risks, anticipated risks, and recommendations on how the risks may be mitigated; as well as any other information that the contractor deems necessary to completely identify their approach to project management of this SOW.
- Workload by Task: a chart depicting resource allocation by Task
- Accomplishment Summary: a list of significant accomplishments during the reporting period
- Planned Activities: a list of significant activities planned for the next reporting period
- Discussion Items: a narrative report regarding issues and efforts that the COR has requested and that the Contractor feels relevant
- Contract Status: a list of significant facts and events related to the current contract.

### Application Software

The Contractor shall provide the following application software metrics as part of the MSR:

- Percent of *application software* availability, unplanned down time, and planned down time
- Number and explanation of software patches applied and planned
- Number and explanation of Software Change Requests (SCRs) installed, including the associated version numbers

- 1034 • Number and explanation of software bugs, errors, and anomalies experienced or reported  
 1035 during the past reporting period  
 1036  
 1037

1038 Deliverables

1039 The contractor shall submit the following deliverables on the tenth (10<sup>th</sup>) working day of the month  
 1040 for the previous month.  
 1041

1042 Monthly Status Report

1043 The Contractor shall provide an MSR on the tenth (10<sup>th</sup>) working day of each month for the  
 1044 previous reporting period. The MSR shall report the monthly status of assigned tasks in sufficient  
 1045 scope and detail to accurately document task progress, accomplishments, issues and risks. The  
 1046 MSR shall include, at a minimum the following reports:  
 1047

- 1048 • Current PMP and WBS status
- 1049
- 1050 • How the work accomplished relates to the specific tasks and related WBSs
- 1051 • Anticipated deviations from schedule and mitigation plans accordingly
- 1052
- 1053 • Other significant issues that may impact cost, schedule, performance, and any other
- 1054 technical issues with corresponding proposed resolutions
- 1055
- 1056 • Status of previous program review action items
- 1057
- 1058 • Appropriate metrics sufficient in depth and detail to quantify the work that has been
- 1059 accomplished during the reporting period
- 1060

1061 Note that identifying anticipated or actual cost, performance or schedule deviations in the MSR  
 1062 does not constitute formal notification to the Principle Contracting Officer (PCO) and authorization  
 1063 thereof. Deviations to previously approved project plans, schedules, risk mitigation plans, etc.  
 1064 shall be approved in writing by the applicable COR prior to updating the Project Plan, PMP, Plan  
 1065 of Action and Milestones (POA&M), Work Breakdown Structure (WBS), or other previously  
 1066 approved programmatic documents. The MSR shall provide this data for the system/project and  
 1067 include an aggregated summary report for the system and all projects.  
 1068

1069 When requested by the COR, or PCO, the Contractor shall provide a cost estimate for the  
 1070 Government to implement/deploy a MEF Suite at the location specified by the COR or PCO.  
 1071

1072 As FSRs rotate back to CONUS, the Contractor shall provide a FSR final trip report in contractor  
 1073 format. The Trip report shall include a summary of all activities, significant events, meetings, or  
 1074 incidents the FSR accomplished or experienced during the POP. Final trip reports are due no less  
 1075 than 15 days from rotation back to the CONUS.  
 1076

1077  
 1078 **5.5 TASK 5: PDSS FOR THE MARINE EXPEDITIONARY UNIT (MEU) MOBILE FIELD**  
 1079 **SERVICE (MFS) SUITES – (Up to 7 Options)**  
 1080

1081 Background

1082 GCSS-MC is global in scope. The versatility of GCSS-MC will enable it to be deployed under any  
 1083 circumstances, during peace or war, independent of geographical location. GCSS-MC  
 1084 applications will be designed to readily adapt to changes in mission scenario. The precept  
 1085 expressed in the phrase, "Any box (within security parameters), any authorized user, one net, one  
 1086 picture," underscores the requirement to provide sustained, integrated, responsive, and relevant  
 1087 information to Warfighters regardless of the tactical situation. This is a fundamental Community

1088 of Interest (COI) of GCSS-MC and is required for the operational effectiveness of GCSS-MC  
1089 applications to meet mission needs.

1090  
1091 GCSS-MC will be employed worldwide in both hostile and non-hostile environments, operating in  
1092 a variety of terrain and climatic conditions. GCSS-MC equipment must be capable of operating in  
1093 the user's environment. Environmental requirements for GCSS-MC will, therefore, vary  
1094 depending on the user's operational environment. GCSS-MC and its associated components  
1095 (hardware) must also be capable of operating in a variety of operational electromagnetic  
1096 environments (EME) to include nuclear (high-altitude electro-magnetic pulse), biological, and  
1097 chemical threats.

1098  
1099 MEU Suites are deployed site installations to support deployed users. The MEU MFS is a mobile  
1100 version of the larger NEF Suite. It is contained in seven (7) two-man carry transit cases.  
1101 Appendix (D) provides a detailed functional description and Appendix (E) provides a detailed  
1102 technical specification of the MEU Suite configuration and operation. The government will  
1103 facilitate contract personnel entry into deployed facilities. For extended periods of operations, it is  
1104 expected that contractor personnel may be required to deploy to the area of operations in excess  
1105 of 120 consecutive days. Locations and durations of deployment will vary according to the  
1106 operational needs of the Marine Corps. Appendix (F) provides a Concept of Operations  
1107 (CONOPS) for all MFS products.

#### 1108 Objectives

1109 The GCSS-MC MEU MFS Suite is designed to meet COI requirements therefore it will be  
1110 deployed to all mobilized MEUs or the Reserve Forces as required. The MFS MEU Suite is the  
1111 deployed production suite that consists of the database and applications, equipment,  
1112 documentation, and procedures used to support deployed MEF and MEU operations. It is highly  
1113 unlikely that all MEUs of the three MEFs and the Reserve Forces will be deployed at the same  
1114 time but GCSS-MC is committed to providing support at that level if the need arises. The MEU  
1115 level MFS Suite, when deployed, shall be operational and available 24/7 to support deployed  
1116 mission operational requirements of the Warfighter. Some of the typical duties that FSRs are  
1117 expected to perform are:

- 1118 • Server administration functions and technical maintenance on existing GCSS-MC  
1119 servers, maintain data feeds, and troubleshoot GCSS-MC application problems that  
1120 may be associated with the server.
- 1121 • Assist the subject matter experts (SME's) in transitioning the functional aspects of  
1122 GCSS-MC to the Marine Expeditionary Force LMTs and subordinate commands.
- 1123 • Provide guidance to operating forces on the correct use and setup of the system to  
1124 best meet the operational requirements at hand.
- 1125 • Provide technical support to include initial loading of the system on servers,  
1126 maintenance, and operation of the data feeds.
- 1127 • Assist GCSS-MC support staff with troubleshooting technical issues and bug issues  
1128 that may arise with GCSS-MC.
- 1129 • Provide weekly oral and written status reports on all activities associated with support  
1130 of the MEF in theater or at the request of the COR.
- 1131 • Prepare a final trip report containing technical support actions and training events  
1132 conducted while in theater.

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1142 General Requirements

1143  
1144 When requested by the COR or PCO, the Contractor shall provide the necessary personnel to  
1145 deploy a MFS MEU Suite to the specified geographic location.

1146  
1147 The Contractor shall provide resources to provide 24/7 maintenance and operational support of  
1148 the MFS MEU Suite.

1149  
1150 Under no circumstances shall the Contractor make any changes to any source code of any type.

1151  
1152 The Contractor shall not make any updates, upgrades, or any configuration changes to any part  
1153 of the architecture, system, application, or third party software unless directed by the PO, COR, or  
1154 PCO.

1155  
1156 The Field Service Representative (FSR) must have a minimum of 4 years experience in the areas  
1157 of planning, requesting, prioritizing, tasking, monitoring and managing logistics resources.

1158  
1159 FSRs must be proficient in Windows 2000/2003 operating systems, Oracle DMBS 9i/10g, MS  
1160 Office software applications (Word, PowerPoint, Excel, and Outlook), Oracle eBusiness Suite,  
1161 personal computer and server hardware maintenance, and also have working knowledge of  
1162 current Marine Corps logistics policies and procedures.

1163  
1164 The contractor shall provide qualified FSRs to support CONUS and OCONUS exercises in  
1165 support of Marine Air Ground Task Force (MAGTF) Command Elements deploying from the  
1166 Eastern and Western Continental United States as well as within the Western Pacific Islands of  
1167 Hawaii and Japan where United States Military bases are stationed.

1168  
1169 The contractor must provide on-site system installation, information assurance and system  
1170 administration support, to include the user-training period while in garrison and during government  
1171 designated operational Marine Corps deployments.

1172  
1173 Specific Requirements

1174 Upon written request of the PCO or COR, the contractor shall provide on-site system installation,  
1175 information assurance and system administration support, to include the user-training period while  
1176 in garrison and during government designated operational Marine Corps deployments.

1177  
1178 System and Application Operation

1179 The Contractor shall add sufficient on-site resources to provide support for the deployed  
1180 environments.

1181  
1182 System and Application Updates, Upgrades, and Maintenance

1183 The Contractor shall provide sufficient on-site resources to provide support for the deployed  
1184 environments. The Contractor shall apply updates, upgrades, and routine maintenance as  
1185 directed by the GCSS-MC PO, COR, or PCO.

1186  
1187 FSR Help Desk

1188 The Contractor shall provide sufficient on-site Help Desk resources to provide direct customer  
1189 support related to the deployed environments.

1190  
1191 Software Installation

1192 The Contractor shall properly install and configure all system, application, and third party  
1193 software. The contractor shall maintain software product updates, and notify the COR within 60  
1194 days of license expiration. The Contractor shall also make recommendations to the COR

1195 regarding the addition of new third party software or the deletion or discontinuation of existing  
 1196 software. A complete list and description of third party software is provided in Appendix (G).  
 1197

1198 *Software Change Request (SCR)*

1199 The Contractor shall process deployed solution related SCRs as specified in the GCSS-MC  
 1200 Configuration Management Plan, or as directed by the COR.  
 1201

1202 *Configuration Management Control*

1203 The Contractor shall comply with GCSS-MC SCMP. Appendix (A) provides information regarding  
 1204 the GCSS-MC SCMP.  
 1205

1206 *Metrics*

1207 GCSS-MC requires the Contractor to produce, track, and maintain certain programmatic,  
 1208 software, and system metrics as a means of quantitatively and periodically measuring, assessing,  
 1209 controlling or making decisions regarding resources, the program management process, events,  
 1210 or organization optimization. The Contractor is also required to assist the Government with  
 1211 developing and refining the procedures to carry out measurements and publish the results. The  
 1212 following metrics shall be included in the MSR.  
 1213

1214 *MEU Project Management*

1215 It is vital to the success of this partnership that regular, and meaningful feedback is provided and  
 1216 that the lines of communication between the Government and the Contractor remain open and  
 1217 frequently used. To that end, the Contractor shall provide the following information in the MSR.  
 1218

- 1219 • PMP Status: A bulleted summary of the current status of the PMP that identifies and  
 1220 explains schedule variances, status of tasks which will identify all of the work products  
 1221 needed to maintain the application and system software; a list of all resources and how  
 1222 they will be allocated in sufficient detail to be able to determine what is required and who  
 1223 will be responsible for producing which work product; a risk plan that identifies known  
 1224 risks, anticipated risks, and recommendations on how the risks may be mitigated; as well  
 1225 as any other information that the contractor deems necessary to completely identify their  
 1226 approach to project management of this SOW  
 1227
- 1228 • Workload by Task: a chart depicting resource allocation by Task  
 1229
- 1230 • Accomplishment Summary: a list of significant accomplishments during the reporting  
 1231 period  
 1232
- 1233 • Planned Activities: a list of significant activities planned for the next reporting period  
 1234
- 1235 • Discussion Items: a narrative report regarding issues and efforts that the COR has  
 1236 requested and that the Contractor feels relevant  
 1237
- 1238 • Contract Status: a list of significant facts and events related to the current contract.  
 1239

1240 *Application Software*

1241 The Contractor shall provide the following application software metrics as part of the MSR:  
 1242

- 1243 • Percent of *application software* availability, unplanned down time, and planned down time  
 1244
- 1245 • Number and explanation of software patches applied and planned  
 1246
- 1247 • Number and explanation of Software Change Requests (SCRs) installed, including the  
 1248 associated version numbers

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- Number and explanation of software bugs, errors, and anomalies experienced or reported during the past reporting period

### Deliverables

The contractor shall submit the following deliverables on the tenth (10<sup>th</sup>) working day of the month for the previous month.

### *Monthly Status Report*

The Contractor shall provide an MSR on the tenth (10<sup>th</sup>) working day of each month for the previous reporting period. The MSR shall report the monthly status of assigned tasks in sufficient scope and detail to accurately document task progress, accomplishments, issues and risks. The MSR shall include, at a minimum the following reports:

- Current PMP and WBS status
- How the work accomplished relates to the specific tasks and related WBSs
- Anticipated deviations from schedule and mitigation plans accordingly
- Other significant issues that may impact cost, schedule, performance, and any other technical issues with corresponding proposed resolutions
- Status of previous program review action items
- Appropriate metrics sufficient in depth and detail to quantify the work that has been accomplished during the reporting period

Note that identifying anticipated or actual cost, performance or schedule deviations in the MSR does not constitute formal notification to the Principle Contracting Officer (PCO) and authorization thereof. Deviations to previously approved project plans, schedules, risk mitigation plans, etc. shall be approved in writing by the applicable COR prior to updating the Project Plan, PMP, Plan of Action and Milestones (POA&M), Work Breakdown Structure (WBS), or other previously approved programmatic documents. The MSR shall provide this data for the system/project and include an aggregated summary report for the system and all projects.

When requested by the COR, or PCO, the Contractor shall provide a cost estimate for the Government to implement/deploy a MEF Suite at the location specified by the COR or PCO.

As FSRs rotate back to CONUS, the Contractor shall provide a FSR final trip report in contractor format. The Trip report shall include a summary of all activities, significant events, meetings, or incidents the FSR accomplished or experienced during the POP. Final trip reports are due no less than 15 days from rotation back to the CONUS.

## **5.6 TASK 6: PDSS EXTENDED SYSTEM HOSTING SUPPORT SERVICES OPTION**

### Background

During initial deployment of the software solution product DISA will provide hosting services. When hosting support is moved to the MCEITS facility, the PM must be in the position to provide extended system admin support.

### Objectives

1302 Hosting technicians shall be located at the MCEITS data center in Kansas City, Missouri and  
1303 perform all hosting activities on site. The Contractor shall perform all hosting related actions  
1304 necessary to operate and maintain the operating system and other system support software and  
1305 hardware.

1306  
1307 General Requirements

1308 The objectives of this task are to ensure that the user's needs are met and the system continues  
1309 to perform as specified in the operational environment documentation. Additionally, as operations  
1310 and maintenance personnel monitor the current system they may become aware of better ways to  
1311 improve the system and therefore make recommendations.

1312  
1313 Some of the typical duties that the Contractor may perform are as follows:

- 1314
- 1315 • Install/configure Servers / Install Software
- 1316 • Monitor server performance
- 1317 • Run Traffic Reports
- 1318 • Run backups as required
- 1319 • Monitor site responsiveness
- 1320 • Manage disk storage space
- 1321 • Security monitoring and management
- 1322 • Administer Databases
- 1323 • Install and maintain Operating System
- 1324 • Set up, operate, and maintain Web Server (i.e., Apache) Required
- 1325 • Traffic Reporting (i.e., Web Trends )
- 1326 • Maintain, and optimize Databases
- 1327 • Implement Digital Encryption
- 1328 • Set up, operate, and maintain servers
- 1329 • Install, maintain, monitor network devices (switches, routers, wiring)
- 1330 • Install, and maintain tape backup equipment
- 1331 • Secure physical racks or lockers
- 1332 • Set up, operate, and maintain Storage Area Network (SAN)
- 1333 • Operating and maintaining deployed environments
- 1334 • Comply with Hosting Facility IA/Security requirements and procedures

1335 The Contractor shall perform all duties necessary to ensure system operation and availability.  
 1336 Operations support is an integral part of the day to day operations of a system. Systems  
 1337 operations activities and tasks need to be scheduled, on a recurring basis, to ensure that the  
 1338 production environment is fully functional and is performing as specified. The following is a  
 1339 checklist of systems operations key tasks and activities:  
 1340

- 1341 • Determine that systems and networks are running and available during the defined hours  
 1342 of Operations;
- 1343
- 1344 • Implement non-emergency change requests during scheduled Outages
- 1345
- 1346 • Ensure all processes, manual and automated, are documented in the operating  
 1347 procedures. These processes should comply with the system documentation;
- 1348
- 1349 • Perform the physical security functions including ensuring personnel have proper security  
 1350 clearances and proper access privileges etc.;
- 1351
- 1352 • Ensure contingency planning for disaster recovery is current and tested;
- 1353
- 1354 • Ensure that service level objectives are kept accurate/updated and are monitored;
- 1355
- 1356 • Maintain performance measurements, statistics, and system logs. Examples of  
 1357 performance measures include volume and frequency of data to be processed in each  
 1358 mode, order and type of operations;
- 1359
- 1360 • Monitor the performance statistics, report the results and escalate problems when they  
 1361 occur.
- 1362

#### 1363 Production Environment

1364 The Contractor shall provide all hosting services for all production software and hardware located  
 1365 at the MCEITS facility in Kansas City, Missouri.  
 1366

#### 1367 Non-production Environment

1368 The Contractor shall provide all hosting services for all non-production software and hardware  
 1369 located at the MCEITS facility in Kansas City, Missouri.  
 1370

#### 1371 System Operation

1372 The Contractor shall ensure 99% operational availability of the system 24/7, 365. Appendix (D)  
 1373 and (E) provide a functional and technical description of the system respectively. System  
 1374 availability does not include network or system hardware/operating software related problems nor  
 1375 does it include scheduled downtime. All scheduled downtime shall be coordinated and approved  
 1376 by the COR at least 5 working days in advance. The Contractor shall monitor the system  
 1377 databases for integrity, optimum performance and compliance with applicable DoD, DoN, and  
 1378 USMC directives and policies. The Contractor shall immediately notify the COR or the  
 1379 Government employee designated by the COR when operational threshold warnings occur.  
 1380

#### 1381 System Changes, Updates, and Upgrades

1382 The contractor shall perform system changes, updates, and upgrades as required. Examples of  
 1383 typical updates include but are not limited to the following actions:  
 1384

- 1385 • Changes or patches to applications or third party software required as the result of the  
 1386 publication of IAVAs.  
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- Actions required by Marine Corps Network Operations Security Command (MCNOSC) OPDIRS.
  - Modifications to applications as the result of changes in middleware, support tools, changes to the Marine Corps Enterprise Network (MCEN).
  - Actions necessary to accommodate changes or upgrades to operating systems, and other emerging IT industry technology insertions or changes - Examples of typical upgrades include but are not limited to the following:
    - Resultant actions due to the transition to a new or a new version of the operating system
    - Upgrading new versions of associated data-mining tools, changes, updates, or upgrades to other third party software
    - Any change resulting in a version change of the system software **not** related to the application software.

#### Configuration Management (SCM)

1406 The contractor shall provide Configuration Management (CM) for Configuration Items (CIs). CIs include but are not limited to all hardware and software products. The contractor shall establish a structure for implementing configuration management for hardware, software, firmware, RICE, media, scripts, and miscellaneous items, equipment, or products required to ensure complete system operational support. The contractor shall define and configure CM tool(s), application(s), and databases for managing and controlling CIs. The Contractor shall integrate Contractor recommended support tools at the discretion of the COR in order to support or comply with current government processes, regulations, guidelines, and OPDIRS.

#### Third Party Software

1416 The Contractor shall ensure all third party software is properly updated, tested, installed, and configured. The Contractor shall operate the software and be capable of troubleshooting most technical problems that may arise. A complete list and description of third party software is provided in Appendix (G).

#### Deliverables

##### *Hardware and Software Metrics*

1424 The contractor shall provide the following hardware and system software related metrics as directed by the COR:

- 1427
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- 1441
- Percent of time of *operating system software* availability, unplanned down time, and planned down time
  - Number and explanation of software patches applied and planned
  - Number and explanation of software bugs, errors, and anomalies experienced or reported during the past reporting period
  - Any issues, problems, errors or other anomalies experienced with third party software, network monitoring tools, network architecture, and other significant events related to hosting and system support and maintenance activities
  - Customer satisfaction with system availability on a quarterly basis
  - Number and explanation of security breaches

- 1442
- 1443 • Number and description of unauthorized attempts to access the system
- 1444
- 1445 • Network Card(s) Bandwidth Utilization by server
- 1446
- 1447 • OPDIR and IAVA after action reports that validate compliance and compliance
- 1448 performance timeframes. The Contractor shall include a description of action taken and
- 1449 waiver approvals, if applicable, from the appropriate Government compliance authority.
- 1450
- 1451 • For each server –
- 1452 ➢ Percentage of CPU utilization by CPU
- 1453 ➢ Percent CPU utilization by process
- 1454 ➢ Physical Memory Usage over each week, each day by hour,
- 1455 ➢ Page Out Rate for each week, each month
- 1456 ➢ Consecutive down time by day by hour, by week by day, by month by week
- 1457 ➢ Disk space used, by disk
- 1458 ➢ Amount of Swap Memory availability
- 1459

1460 The Contractor shall submit a draft reporting format within thirty (30) days of contract start. Final  
 1461 approval will be provided by the COR within 10 working days of the end of the first reporting  
 1462 period.

1463

#### 1464 *Configuration Item Metrics*

1465 The Contractor shall provide a summary of all CIs processed during the reporting period including  
 1466 the status of any unresolved CM action items related to system software, firmware, third party  
 1467 software, and system hardware. The Contractor shall include this information in the MSR or as  
 1468 directed by the COR. Contractor format is acceptable but may be revised by the Government at  
 1469 any time.

1470

### 1471 **5.7 TASK 7: PDSS Help Desk**

1472

#### 1473 General Directive

1474 All software code, diagrams, documentation and all other forms of communication related to  
 1475 GCSS-MC are the sole property of GCSS-MC and shall not be disseminated or used for any  
 1476 commercial purpose without the express written consent of the COR or PCO.

1477

#### 1478 General Requirements

- 1479 • The Contractor shall provide technicians to maintain a help desk technical support and
- 1480 application assistance Help Desk service.
- 1481
- 1482 • The contractor shall provide e-mail, iSupport, and phone coverage services 24 hour,
- 1483 seven days a week for the T1 Help Desk support, including all holidays.
- 1484
- 1485 • The Contractor's Help Desk Services staff shall be knowledgeable regarding the GCSS-
- 1486 MC customer base and technical environment(s), as well as proficient in providing support
- 1487 for related desktop software, hardware and account administration. All Help Desk contact
- 1488 with GCSS-MC customers shall be documented as a Trouble Ticket/Service Request
- 1489 (SR).
- 1490
- 1491 • Trouble Tickets/SRs shall not be "Closed" unless the customer, COR, or Government
- 1492 Project Officer (PO) agrees that the issue has been resolved.
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- All Trouble Tickets/SRs shall remain in “Active” status until resolved unless approval is obtained from the COR prior to placing a Trouble Ticket/SR in “Pending” status.
  - Each Trouble Ticket/SR shall be assigned a priority level based on its severity.
  - The Contractors shall use four priority levels, from Priority 1 to Priority 4 with Priority 1 being the most severe. The Priority Codes are defined as follows:
    - Priority 1: Critical Business Impact
      - Work cannot possibly continue, as the problem causes a complete loss of service. The operation is critical to the business and the situation is an emergency.
      - 1 hour response time, 90% within 15 minutes
    - Priority 2: Significant Business Impact
      - Problem causes a severe loss of service. No workaround is available, however operation can continue in a restricted fashion.
      - 4 hour response time, 90% within 60 minutes
    - Priority 3: Some Business Impact
      - Problem causes a minor loss of service. Impact is inconvenient. Workaround restores functionality.
      - 1 working day response time, during normal business hours.
    - Priority 4: Minimal Business Impact
      - Problem causes no loss of service. Results in a minor error, incorrect behavior, or documentation error that in no way impedes the operation of a system.
      - 4 working days response time, during normal business hours.
  - The contractor shall maintain and update a web site that provides points of contact for the help desk, answers to frequently asked questions (FAQs), and other information necessary to provide effective customer support and effective Customer Relationship Management (CRM).
  - The Contractor shall confirm that all users are notified, as appropriate, of new releases at least five (5) business days as well as one (1) business day prior to release.
  - The Contractor shall provide technical assistance in developing, maintaining, distributing, printing, publishing, and storing of all Help Desk related Management Procedures, Operational Support Plans, Standard Operating Procedures (SOP) and Technical Notes established by the GCSS-MC PMO.

1529 Tiers Staffing Review

1530 The Contractor shall provide a staffing review starting ninety (90) calendar days after contract  
 1531 start, and reoccurring every ninety (90) calendar days thereafter. The contractor shall provide a  
 1532 proposed staffing review for the T1, T2, and T3 Helpdesk. The plan shall be based upon the  
 1533 metrics identified in Appendix (B) and shall be used to determine the adequacy of staffing levels  
 1534 of the T1, T2 and T3.

1535 Resolution Trouble Ticket/SR

1536 Resolution of a Trouble Ticket/SR occurs when the customer/user is satisfied and one of the  
 1537 following conditions is met:  
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- 1544
- Clearly identifiable and actionable steps that the customer can take towards resolving the problem are provided to the customer
  - Configuration changes are required to the product baseline and control of the ticket has been passed to the configuration control board (CCB), a resolution of the configuration

1545 issue has been determined by the CCB, and the resolution has been communicated to the  
1546 customer.

- 1547
- 1548 • The issue has been escalated to the COR or a designated Government employee
- 1549
- 1550 • A workaround is already in place or can be created to deal with the error
- 1551
- 1552 • The error identified is not inherent to the system
- 1553
- 1554 • The customer has been provided advice on features and capabilities sufficient in depth to  
1555 get the customer back on track
- 1556
- 1557 • The issue has been addressed by the implementation of patches / hot fixes / new release
- 1558
- 1559 • The customer has been provided contact details for an alternate source for issues which  
1560 are not related to the software product
- 1561

1562 Internal Communication

1563 The GCSS-MC Program Management Office (PMO) requires the Contractor to communicate and  
1564 coordinate with GCSS-MC's System Integration, Information Technology, and other GCSS-MC  
1565 support contractors.

1566

1567 The Government retains its right to monitor and record calls and/or use negative testing to assess  
1568 the effectiveness of the GCSS-MC Help Desk Services.

1569

1570 The Contractor shall, as directed by the PCO, or COR, use a Help Desk Telephone Management  
1571 System and trouble ticket system approved by the Government.

1572 The GCSS-MC PMO will welcome contractor suggestions for other methods of incident/problem  
1573 reporting, to supplement telephone and electronic mail reporting by users (e.g., web-based  
1574 incident/problem report forms, self-help "knowledge bases").

1575

1576 The Contractor shall confirm 99% operational availability of the GCSS MC E-Business Suite 24/7.  
1577 However, system or software application availability does not include network or system  
1578 hardware/operating software related problems nor does it include scheduled downtime. All  
1579 scheduled downtime shall be coordinated and approved by the COR at least two working days in  
1580 advance excluding emergency outages required, Emergency outages will be coordinated with  
1581 two hours advance notice. The Contractor shall monitor the system databases for data integrity,  
1582 optimum performance and compliance with applicable DoD, DoN, and USMC directives and  
1583 policies. In order to comply with changes to policy after award date, the program change request  
1584 may be used.

1585

1586 Critical Problem Notices (CPN)

1587 The Contractor shall start the CPN process within 15 minutes of notification of a major production  
1588 outages, a major loss of functionality to multiple customers, or any Priority 1 Trouble Ticket/SR.

1589

1590 A CPN shall include the nature of the problem, action taken to resolve the problem, and an  
1591 estimated time that the problem is expected to be resolved.

1592

1593 The COR will provide the Contractor with contact information of Government personnel to be  
1594 contacted in case a CPN is initiated.

1595

1596 On-Call Requirements

1597 On-call duty: The contractor shall be available to work extended hours to perform mission  
1598 essential tasks as directed by the contracting officer or his/her designated representative.

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- The contracting officer, or his/her designated representative, will identify the parameters of "on-call" duty.
- The contracting officer may negotiate an equitable adjustment to the contract consistent with pre-award cost negotiations concerning extended hours, surges, and overtime requirements.

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#### GCSS-MC Help Desk Services Constraints

GCSS-MC Contractor Help Desk Services staff is not permitted to interpret GCSS-MC policies; however, they must have a working familiarity with the subject matter of each applicable policy and procedure as identified in the Oracle AIM documentation, Appendix (H) and as DoD policy as delineated in Appendix (I).

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The Contractor shall use the GCSS-MC Configuration Management process established by the PMO to make changes, modifications, alterations, or enhancements to the GCSS-MC's infrastructure, hardware, or software

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1616

#### Tier 0 (T0) Help Desk

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The GCSS-MC T0 Help Desk is an alternative contact point for system users that constitutes a self-help approach to providing customer assistance. Contractor involvement in this effort is limited to providing a website within the GCSS-MC Portal and establishing a user friendly GCSS-MC GKB, and a FAQ capability.

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- The Contractor shall establish and maintain a GKB and update the GKB as items, issues, solutions, and resolutions to problems and issues are developed as the result of Trouble Tickets and SRs.

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- The Contractor shall establish an FAQ accessible by the system user via the GCSS-MC web site. The FAQ shall be categorized, indexed, and organized in such a way as to facilitate location of subjects that will enable the user to rapidly find an answer to frequently asked questions.

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1631

#### Tier 1 Help Desk

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The GCSS-MC T1 Help Desk is the primary point of contact for customers reporting problems or asking questions related to the GCSS-MC software solution product. The T1 Help Desk handles initial contact from users (Trouble Tickets/SRs), and is the point of contact for the hosting provider to track and report issues. The T1 Help Desk opens, routes, and closes all Trouble Tickets/SRs, and provides specified support activities.

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Tier 1 support typically includes providing routine technical assistance to users in the areas of system use, account administration, outage reporting, bug reporting, availability, information assurance, use of web browsers, and use of desktop equipment. Identified bugs or other technical problems that cannot be resolved without system modification or extensive technical research shall be logged and routed to a Government designated system support agency or higher tier Help Desk in accordance with guidelines to be established by the Contractor.

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The Tier 1 Help Desk staff should be knowledgeable with all e-business applications available on the GCSS-MC web site and web-related technology such as HTML, viewers, and browsers and shall be familiar with all reference materials related to general GCSS-MC information regarding user interface processes and procedures. All personnel assigned to help desk support must speak fluent English as calls may come in from Fleet units with degraded communication circuits.

1650

#### Specific T1 Duties, Responsibilities, and Conditions

1651

The Contractor shall provide on-site support at a facility to be provided by the Government.

1652 Contractor User Interface

1653 The following methods shall be used for Contractor user interface:

- 1654 • Local and/or International Toll Free Telephone Number: Users will have the option of  
1655 reporting incidents/problems (Trouble Tickets) via an international toll-free telephone  
1656 number. The contractor shall provide the international toll-free number.
- 1657
- 1658 • Voicemail: Users must be able to leave a voicemail incident/problem report if they are put  
1659 on hold for any reason. The phone system provided by the Government shall provide  
1660 voicemail capability.
- 1661
- 1662 • Electronic Mail: Users will have the option of reporting incidents/problems by means of  
1663 electronic mail. Access to the GCSS-MC Help Desk mailbox will be provided to  
1664 authorized Contractor personnel.
- 1665
- 1666 • iSupport: The Users will have the option reporting incidents/problems (Trouble Tickets)  
1667 via the GCSS-MC iSupport web application.
- 1668
- 1669 • Government approved Help Desk management and tracking software.
- 1670

1671 T1 Help Desk Actions

1672 The Contractor shall be responsible for performing the following routine T1 Help Desk actions:

- 1673
- 1674 • Perform Initial Call Receipt
- 1675
- 1676 • Open, route, and close all Trouble Tickets/SRs
- 1677
- 1678 • Resolve routine issues such as password/certification issues and low level connectivity  
1679 issues.
- 1680
- 1681 • Resolve/answer system error notices or escalate in accordance with escalation  
1682 procedures
- 1683
- 1684 • Manage the call lists to contact and coordinate Tier 2/3 resources for emergency outages,  
1685 server/instance restarts, etc.
- 1686
- 1687 • Coordinate with T2/3 resources to receive information regarding CPN events and initiate  
1688 CPNs with Government management in the event of emergency outages on a prescribed  
1689 basis.
- 1690
- 1691 • Pass issues to a Tier 2 help desk staff member if not resolved within 15 minutes.
- 1692
- 1693 • Maintain data required to support metrics. (i.e. availability and number of issues for a  
1694 particular event)
- 1695
- 1696 • Report resolution of issues and Trouble Tickets/SRs to the user
- 1697
- 1698 • Resolve routine previously scripted issues (i.e. identified in the GKB) with RICE issues.
- 1699
- 1700 • Root Cause Analysis (RCA) for problems that resolved at the T1 level when requested.
- 1701
- 1702 • Update the GKB when a T1 level Trouble Ticket/SR issue response is not already scripted  
1703 in the GKB.
- 1704

- 1705 • Operate, maintain, and use the Government approved Help Desk management and  
1706 tracking software application.

1707 Service Request Record

1708 The Contractor shall:

- 1709
- 1710 • Create a Trouble Ticket/SR record in a GCSS-MC approved ticket tracking system for all  
1711 requests for assistance received from customers or problems identified by the Contractor.
  - 1712
  - 1713 • Assign the Trouble Ticket/SR, as appropriate, for resolution and/or action.
  - 1714
  - 1715 • Thoroughly document all work performed in the appropriate problem/change record after  
1716 each new status or within 15 minutes of performing the work, whichever comes first.

1717 Service Log

- 1718 • Maintain a log of Trouble Tickets/SRs to include at a minimum, the caller's name and work  
1719 location, time of receipt of the Trouble Ticket/SR, the nature of the Trouble Ticket/SR,  
1720 Trouble Ticket/SR category, the time of resolution, and a brief statement of how the  
1721 problem was resolved.
- 1722
- 1723 • For desktop equipment malfunction issues, identify to the caller the proper procedures for  
1724 the maintenance support or the correct operating procedures of those items. Trouble  
1725 Ticket/SR information shall be included in the MSR.
- 1726

1727 Contractor Performance Requirements

1728 The T1 Help Desk Contractor shall perform the following:

- 1729
- 1730 • Pass unresolved Trouble Tickets/SRs to a T2 Help Desk member within 15 minutes
  - 1731
  - 1732 • Contact the original user who initially reported the issue and resolve within 10 minutes of  
1733 receipt, 95% of Trouble Ticket/SR hand backs from the T2 and T3 staff
  - 1734
  - 1735 • Initiate contact with GCSS-MC management within 15 minutes in the event of system  
1736 outages of 1 hour in duration
  - 1737
  - 1738 • Contact GCSS-MC senior PMO staff and senior technical staff within 15 minutes in the  
1739 event of system outages of 2 hours in duration
  - 1740

1741 Tier 2 Help Desk

1742 The GCSS-MC Tier 2 Help Desk receives Trouble Tickets and SRs that could not be resolved at  
1743 the T2 Help Desk. The Tier Two staff does not have a time limit to resolving a Trouble Ticket and  
1744 SR, however the T2 Contractor shall pass the Trouble Ticket/SR to the T3 Help desk if no course  
1745 of action to resolve the Trouble Ticket and SR has been determined within 4 hours or if the  
1746 Trouble Ticket/SR was erroneously routed to the T3 Help Desk staff. User interaction should  
1747 remain a T1 function to the greatest extent possible.

1749 Specific T2 Duties and Responsibilities

1750 The T2 level of support typically serves as an advanced level of support for resolving Trouble  
1751 Tickets/SRs/CPNs. The Contractor shall provide support services for GCSS-MC organizations  
1752 and their integral Information Technology (IT) systems. T2 Contractor personnel shall participate  
1753 in various special projects and assist with developing procedures and processes for the  
1754 successful implementation of new technologies or products.

1755

1756 The Contractor shall:

- 1757 • Provide technical support for all GCSS-MC-operated systems to include, but not limited to,  
1758 COTS products, proprietary application source code, and various complex desktop  
1759 hardware component related Trouble Tickets/SRs that could not be resolved at the T1  
1760 Help Desk.
- 1761
- 1762 • Be knowledgeable with all e-business applications available on the GCSS-MC web site  
1763 and web-related technology such as HTML, viewers, and browsers and shall be familiar  
1764 with all reference materials related to general GCSS-MC information regarding user  
1765 interface processes and procedures.
- 1766
- 1767 • Have expert knowledge of the installed version of Oracle e-Business Suite in order to  
1768 resolve functional issues related to Oracle Request Management, Oracle Maintenance,  
1769 Oracle Supply and Oracle Financial modules. The contractor shall resolve issues or  
1770 escalate the issue to the T3 Help Desk as necessary.
- 1771
- 1772 • Corrective maintenance/action to resolve Tier 2 level Trouble Tickets/SRs/CPNs.
- 1773
- 1774 • Provide problem management services that relate to reported or discovered incidents and  
1775 problems. An incident is an interruption or reduction in service level for the Environment.  
1776 A problem is the unknown root cause of a single incident or multiple incidents. For the  
1777 purpose of this task; problem management is primarily concerned with resolution and  
1778 avoidance of problems based on correction of the underlying error in GCSS-MC System  
1779 Environments. This includes performing triage and troubleshooting of the problem  
1780 described in the Trouble Ticket/SR/CPN.
- 1781

### 1782 T2 Help Desk Actions

1783 The Contractor shall be responsible for performing the following core T2 Help Desk actions:

- 1784
- 1785 • Assist with addressing resolution of the problem (Trouble Tickets/SRs).
- 1786
- 1787 • Resolve functional issues which cannot be resolved at the Tier 1 level. (i.e. perform triage  
1788 and troubleshooting of the problem described in the Trouble Ticket/SR. This includes  
1789 assisting with addressing resolution of the problem(s), and providing application setup and  
1790 configuration assistance as necessary.
- 1791
- 1792 • Coordinate with designated contacts from the Marine Corps Logistics Command as  
1793 necessary to resolve Logistics Supply Chain (LSC) questions, issues, and problems e.g.  
1794 determining which type of transaction should be used, what should be entered in a  
1795 particular field, etc.) Including recommendation of corrective action, and documentation of  
1796 trouble-shooting procedures for the T1 Help Desk Services to follow for recurring LSC  
1797 problems.
- 1798
- 1799 • Gather additional relevant information pertaining to Trouble Tickets, and other SRs.
- 1800
- 1801 • Provide assistance to the T1 Help Desk with regard to the use and navigation of the  
1802 standard features and functionality for the Applications as established for GCSS-MC  
1803 business processes.
- 1804
- 1805 • Maintain records of issues that cannot be resolved and reports in accordance with the  
1806 defined escalation procedures as described in the TA 155.
- 1807
- 1808 • Perform corrective maintenance including changes to the RICE custom code. (i.e.  
1809 Changes to RICE Objects, reports, external URL Link Corrections, etc).

- 1810
- 1811 • Resolve/Report data integrity issues.
- 1812
- 1813 • Perform analysis of problems related to data contained in the Applications in the GCSS-
- 1814 MC Environments and coordinate with the necessary teams (including Oracle Support
- 1815 Services (“OSS”)) to obtain and validate data fixes.
- 1816
- 1817 • Document unresolved functional issues and provide to management for inclusion in
- 1818 Configuration Control Board (CCB) requirements determination. Coordinate with the
- 1819 Marine Corps Logistics Command as necessary.
- 1820
- 1821 • Coordinate with the Tier 3 help desk staff member if not resolved within 4 hours to
- 1822 determine if the Trouble Ticket/SR should be transferred to the T3 Help Desk.
- 1823
- 1824 • Maintain data required to support metrics identified in Appendix (B). (i.e. availability and
- 1825 number of issues for a particular event).
- 1826
- 1827 • Record resolution of issues in the GCSS-MC iSupport Help Desk database and notifying
- 1828 the T1 Help Desk that the Trouble Ticket/SR has been resolved.
- 1829
- 1830 • Resolve problems of intermediate complexity (previously answered, unanswered, or
- 1831 encountered) with RICE issues.
- 1832
- 1833 • Assist with workarounds and non-software update activities to address resolution of
- 1834 problems related to data inconsistency and provide recommended workarounds/problem
- 1835 resolution to address the root cause and reduce recurrence of repetitive problems.
- 1836
- 1837 • Analyze and trouble-shoot complex issues and problems.
- 1838
- 1839 • Analyze problems to determine possible trends.
- 1840
- 1841 • Coordinate with the T1 Help Desk to initiate a CPN as required.
- 1842

### T2 Help Desk Issue Actions

If problem is determined to be Oracle product related, the Contractor shall:

- 1843
- 1844
- 1845
- 1846 • Validate the issue which may include gathering additional relevant information from the
- 1847 Government.
- 1848
- 1849 • Create an SR in Oracle Metalink.
- 1850
- 1851 • Assist in coordinating with OSS.
- 1852
- 1853 • Validate the break-fix patches provided by OSS.
- 1854
- 1855 • Coordinate with the Government in performing the regression and end user acceptance
- 1856 testing for break-fix patches provided by OSS.

### T2 Help Desk Support Communication

The Contractor shall:

- 1857
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- 1859
- 1860 • Update the GCSS-MC GKB when a T2 Level Trouble Ticket/SR issue response is not
- 1861 already scripted or documented in the GKB.

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- The Contractor shall confirm that the T1 Help Desk Manager is notified as necessary to confirm effective coordination of support efforts. Typically, notification will relate to incremental releases, network outages, and other issues that may affect system availability, security, data integrity, or other significant events.
  - The Contractor shall provide technical assistance in developing and updating all Help Desk related Management Procedures, Operational Support Plans, Standard Operating Procedures (SOP) and Technical Notes established by the GCSS-MC PMO.
  - The Contractor shall perform a RCA when requested by the COR for problems that it resolves.
  - The Contractor shall participate in technical evaluations of proposed new hardware, software, and networking technologies at the direction of the PCO or COR. The Contractor shall work with the GCSS-MC to certify the serviceability and maintainability of technologies introduced.

1879 T2 Contractor Performance Requirements

1880 The T2 Help Desk Contractor shall provide the following:

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- 1890
- Resolve, develop a work-around, or determine a course of corrective action for ninety-five percent (95%) of Trouble Tickets/SRs within four (4) hours of receipt of Trouble Ticket/SR. These commitments apply to all problems assigned to the Contractor, unless otherwise stipulated in this effort.
  - Pass unresolved Trouble Tickets/SRs to the T3 Help Desk within 4 hours if the Trouble Ticket/SR has not been resolved, circumvented, or a course of corrective action has not been determined.

1891 Tier 3 Help Desk

1892 The GCSS-MC Tier 3 Help Desk receives Trouble Tickets and SRs that could not be resolved at

1893 the T2 Help Desk and provides expert technical support, consultation, and services to the GCSS-

1894 MC PMO and PDSS support contractors. Resolution timeframes are established by the COR,

1895 PO, or PMO who coordinate with higher headquarters, and the various GCSS-MC CCBs. The

1896 Contractor shall provide a highly skilled staff with substantial experience in systems

1897 administration, database administration, system analysis, software development, and other skill

1898 sets necessary to develop and proffer timely and effective solutions to whatever operational or

1899 technical problem or issue may arise during system operation and maintenance. User interaction

1900 should remain a T1 function to the greatest extent possible. The T3 Contractor staff shall, as

1901 requested by the COR, assist GCSS-MC personnel or contractors when not involved in

1902 resolving/researching issues or performing other Help Desk related duties.

1903 Tier 3 Help Desk Specific Duties and Responsibilities

1904 The Contractor shall perform Software Maintenance and Installation actions as follows:

- 1905
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- 1911
- Maintain database integrity, apply E-Business suite patches, monitor performance and take corrective action to improve performance.
  - Install and maintain the Oracle10g RAC, ASM and CRS on Linux or latest revisions as applicable.

- 1912 • Apply Interoperability patches between R11i and Oracle10g R2 DB or latest revisions as applicable.
- 1913
- 1914
- 1915 • Configure R11i with 10g R2 RAC and ASM or latest revisions as applicable.
- 1916
- 1917 • Configure and maintain R11i Mobile Field Service or latest revisions as applicable.
- 1918
- 1919 • The contractor shall install, configure and maintain Oracle Lite and Mobile Server at the direction of COR.
- 1920
- 1921
- 1922 • Administer Business Intelligence and Discoverer Admin, Plus, and Viewer.
- 1923
- 1924 • Install, configure, administer and maintain 10g AS for BPEL/SOA or latest revisions as applicable. Cluster as directed by the COR.
- 1925
- 1926
- 1927 • Install, maintain and administer Discoverer 10.1.2 with Oracle E-Business Suite R11i. or latest revisions as applicable.
- 1928
- 1929
- 1930 • Maintain TDE (Transparent Data Encryption), SSL and PKI for Oracle Applications.
- 1931
- 1932 • Maintain a Roll Based Access Control (RBAC).

### 1933 Tier 3 Problem Resolution and Perfective Enhancements

1934 The specific problem resolution and enhancement actions include but are not limited to:

- 1935
- 1936 • Identify issues which cannot be resolved at the T3 level and which require vendor resolution and shall forward to the appropriate vendor for reconciliation and corrective action.
- 1937
- 1938
- 1939
- 1940 • Report all issues that require perfective or adaptive enhancements to management for escalation to the CCB.
- 1941
- 1942
- 1943 • Maintain Oracle Forms and Reports at the direction of the COR via directions from the CCB.
- 1944
- 1945
- 1946 • Monitor system integrity and usability in accordance with metrics requirements listed in Appendix B
- 1947
- 1948
- 1949 • Perform Oracle E-Business Suite Performance Tuning and Diagnosis in accordance with proscribed Oracle documentation.
- 1950
- 1951
- 1952 • Confirm that all modifications, patches, and revisions shall be tested in accordance with established testing procedures described.
- 1953
- 1954
- 1955 • Perform RCAs as required.

### 1956 Tier 3 System Maintenance and Operational Support

1957 The Contractor shall perform the following System Maintenance and Operational Support functions:

- 1958
- 1959 • Analyze recurring unscheduled outages and make recommendations for improvements to the Environments to increase availability.
- 1960
- 1961 • Coordinate scheduled outages for the Environments with the Government per a mutually agreed process.
- 1962

- 1963
  - 1964
  - 1965
  - 1966
  - 1967
  - 1968
  - 1969
  - 1970
  - 1971
  - 1972
  - 1973
  - 1974
  - 1975
- Startup and shutdown Supported Oracle Programs in the Environments.
  - Monitor the GCSS-MC Environments by performing the following:
    - Install Oracle monitoring tools on GCSS-MC servers, or use GCSS-MC existing monitoring tool set as mutually agreed by GCSS-MC and Oracle.
    - Identify event threshold violations for proactive response.
    - Detect and acknowledge outages. Initiate incident management process pursuant to service restoration.
    - Facilitate configuration of monitoring events.
    - Provide historical data such as operating system performance graphs, upon request, where such data is available.
    - Make available to the COR the list of monitored events by Environment.

1976 *Tier 3 Oracle Application Middleware Support*

1977 The Contractor shall perform the following actions related to the Oracle Application Middleware Suite:

- 1978
  - 1979
  - 1980
  - 1981
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  - 2014
- Monitor server domains, application servers, clusters, Java components, system components, and applications; report and resolve service interruptions.
  - Monitor workflow and apprise the COR of any failed messages by raising an SR.
  - Monitor the BPEL dehydration store.
  - Monitor the metadata repository.
  - Monitor JVMs.
  - Monitor high water mark for connection pools.
  - Monitor transaction rollbacks.
  - Monitor logs for errors and performance issues.
  - Monitor the BAM business activity dashboard.
  - Monitor the BPEL console process logs.
  - Monitor B2B console and error message report.
  - Monitor Oracle Web Service Manager message logs and reports.
  - Monitor the FTP/SFTP directory space usage.
  - Monitor the BPEL queues for unprocessed messages.
  - Manage the metadata repository per the database capacity management criteria where such metadata repository is database-based.
  - Manage the BPEL dehydration store per the database capacity management criteria.
  - Compute statistics for the BPEL dehydration store as required.

- 2015 • Purge data from the BPEL dehydration store per specific GCSS-MC criteria.
- 2016
- 2017 • Reconfigure Oracle Fusion Middleware system and Java components as required to
- 2018 maintain performance.
- 2019
- 2020 • Identify applications with poor performance or inordinate resource requirements.

### 2021 Tier 3 Capacity Management

2022 The Contractor shall perform Capacity Management actions as necessary. For the purpose of this  
 2023 effort, capacity management encompasses the current and future capacity and performance  
 2024 considerations for the database Environments.

2025 Pursuant to capacity management, the Contractor shall perform the following Capacity  
 2026 Management actions:

- 2027 • Perform administer schema objects:
  - 2028 ➤ Create and maintain schema objects;
  - 2029 ➤ Grant privileges, as specified by GCSS-MC, on objects either to pre-defined roles
  - 2030 (which will then be granted to database users) or directly to user accounts;
  - 2031 ➤ Monitor the growth of the database segments and address any fragmentation issues
  - 2032 as necessary;
  - 2033 ➤ Creating and maintaining database links to the Environments according to naming
  - 2034 conventions provided by GCSS-MC;
  - 2035 ➤ Performing table and/or table space defragmentation operations in accordance with
  - 2036 GCSS-MC agreed defined requirements;
  - 2037
  - 2038
  - 2039
- 2040 • Administer space usage for table spaces within the Environments. Provide performance  
 2041 tuning and maintenance of the Environments as follows:
  - 2042 ➤ Rebuild indexes;
  - 2043 ➤ Reorganize table spaces;
  - 2044 ➤ Gather schema statistics;
  - 2045 ➤ Redistribute data files;
  - 2046 ➤ Adjust Oracle "Init.ora" database parameters and
  - 2047 ➤ Provide recommendations to the COR for operating system changes pursuant to
  - 2048 performance of the Environments.
  - 2049
- 2050 • Perform Incident diagnoses and follow-up in the Environments:
  - 2051 ➤ Analyze and diagnose performance issues with the Oracle Database;
  - 2052 ➤ As necessary, generate and log an SR with OSS;
  - 2053 ➤ Facilitate the analysis of Trouble Tickets and SRs
  - 2054 ➤ Create database trace files.
  - 2055

2056 Deliverables

2057 The contractor shall provide a report of general information that contains the following items:

- 2058
- 2059 • A short summary report of task related activities and accomplishments of the previous
- 2060 reporting period.
- 2061
- 2062 • A complete accounting of all Trouble Tickets by category, priority, cause, including
- 2063 resolution times, customer hold times, the current status of each Trouble Ticket, average
- 2064 time to respond to each trouble tickets, average time to resolve each Trouble Tickets. The
- 2065 MSR shall include separate listings by Trouble Tickets serial number, priority, category,
- 2066 and cause.
- 2067
- 2068 • A complete listing of all Knowledge Base updates. At a minimum the list shall include a
- 2069 synopsis of the listing, the issue and resolution.
- 2070
- 2071 • An Emergency Contact Report that provides details of when such calls were made, what
- 2072 prompted the calls to be made, who was contacted and when, and any problems that were
- 2073 experienced during the notification process. The Emergency Contact Report shall also
- 2074 include a summary explanation of all trouble tickets generated during the reporting period.
- 2075 A negative report is still required even if no emergency notifications were made or trouble
- 2076 tickets generated.
- 2077
- 2078 • Status report of all modifications, revisions, patches or enhancements that were
- 2079 developed or implemented during the previous month.

2080

2081 The Contractor shall provide a description of each CR submitted during the past reporting period.

2082 Contractor format is acceptable but may be revised by the COR. The SCR Summary report shall

2083 be included in the MSR and shall also contain:

- 2084 • A Level of Effort (LOE) for each SCR
- 2085 • Risks associated with the SCR
- 2086 • An engineering impact assessment of the expected results if the SCR is implemented
- 2087

2088 **C.5.8 TASK 8: CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**

2089 Background

2091 The GCSS-MC PMO is vitally interested in maintaining a positive customer relationship. It is

2092 imperative that accurate, timely, and unbiased feedback is obtained from our users on an on-

2093 going basis.

2094 Objectives

2096 The GCSS-MC PM seeks to form a close partnership with a reliable and experienced vendor to

2097 assist in objectively, quantitatively, and scientifically evaluating all services provided to the PM

2098 and GCSS-MC users. Additionally, the PM requires an objective and trusted avenue for system

2099 users to report their concerns and suggestions to the GCSS-MC PMO.

2100 General Requirements

2102 The GCSS-MC CRM activity entails: identification of customer segments in great detail;

2103 identifying the types of GCSS-MC interfaces with customers; categorization of services received

2104 by different customer groups; and characterization of quality of services received by various user

2105 groups. The intended task activities encompass the design, data collection, analysis and

2106 reporting of a statistically reliable survey of customer user groups, perceptions of GCSS-MC's

2107 current levels of performance, service performance standards expectations, and service

2108 improvement opportunities. Additional requirements may be added as more metrics and

2109 information become available and as the process matures. However, the resource requirement

2110 for this task will most likely not exceed the reasonable capabilities of one full-time Senior CRM  
 2111 Analyst. It is highly probable that the Contractor employees assigned to this task will come into  
 2112 contact with Personally Identifiable Information (PII). Consequently, a secret clearance and a non-  
 2113 disclosure agreement is required by all Contractor resources. The location of Contractor  
 2114 resources shall be co-located with the GCSS-MC PMO which is currently located in the Gateway  
 2115 Building, Triangle Virginia.

2116

2117 Specific Requirements

2118 The Contractor shall design a GCSS-MC Customer Service Satisfaction Survey (C3S) that meet  
 2119 or exceed the specifications provided below. Additionally, the Contractor shall provide a  
 2120 POA&M WBS and a preliminary design outline for the C3S within thirty (30) days of contract start.

2121

2122 The Contractor shall design the C3S to produce datum that will enable the GCSS-MC PM to:

2123

2124 • Understand in greater detail the user groups of GCSS-MC LCM application.

2125 • Identify problems and issues concerning GCSS-MC's performance in the delivery of  
 2126 services to customers

2127 • Benchmark GCSS-MC's current performance against customer needs, expectations, and  
 2128 demands

2129 • Help set performance targets for improving GCSS-MC's delivery of services

2130 • Identify improvement opportunities in key GCSS-MC business processes that deliver  
 2131 those services

2132 • Set baseline performance indicators for the monitoring and assessing how GCSS-MC is  
 2133 achieving breakthroughs in the delivery of services to our customers

2134 The Contractor shall design the C3S to ensure that it provides the basis for a reasonable  
 2135 assessment of the needs and expectations of GCSS-MC's customers, as well as measure  
 2136 progress in performance of individual GCSS-MC directorates that deal directly with customers.  
 2137 Additionally, the Contractor shall provide a POA&M WBS and preliminary design report within 30  
 2138 days of award that summarizes and analyzes the expected survey results, and shall at a  
 2139 minimum:

2140 • Describe the time, techniques, and materials that will be used in data collection, including  
 2141 a written methodology for customer interviews and data collection procedures

2142

2143 • Explain how the data will be summarized on an operational basis congruent with the  
 2144 mission of GCSS-MC

2145

2146 • Describe the customer satisfaction criteria basis and indices

2147

2148 • Summarize a ranking of the findings concerning GCSS-MC customer needs and demands

2149

2150 • Provide recommendations for developing future survey procedures and suggesting priority  
 2151 action for identified critical areas discovered as the result of the C3S findings

2152

2153 • As directed by the COR or designated PO, perform periodic Customer Service Quality  
 2154 Checks via the GCSS-MC C3S.

2155

2156 • Implement a customer satisfaction program that includes both scheduled and random  
 2157 client surveys.

2158

- 2159
- 2160
- 2161
- 2162
- Compile survey and other satisfaction measurements and survey results in sufficient scope and depth to provide the GCSS-MC PMO with a complete and accurate image of customer satisfaction and Help Desk performance.

2163 Deliverables

2164 The Contractor shall:

- 2165
- 2166
- 2167
- 2168
- 2169
- 2170
- 2171
- Provide a Monthly Status Report (MSR) on the tenth (10<sup>th</sup>) working day of each month for the previous reporting period. The MSR shall report the monthly status of assigned tasks in sufficient scope and detail to accurately document project progress, accomplishments, issues and risks. Format shall be electronic submission of an MSWord document to the PO, COR, or PCO.
  - Provide a preliminary C3S design POA&M WBS and a draft C3S survey outline within 30 days of award. The survey outline shall also include a draft plan of how the survey results will be reported, displayed, summarized, and evaluated.
  - Provide a final design for the C3S as directed by the PO, COR, or PCO. Format of the C3S will be determined upon Government acceptance of the C3S preliminary design.
  - Conduct Customer Service Satisfaction Surveys on a periodic basis as determined by the PO, COR, or PCO. The Contractor shall provide the results of the survey and an executive summary of the survey results within five (5) working days of survey completion. Format of the C3S will be determined upon Government acceptance of the C3S preliminary design.
  - Conduct other surveys and CRM related studies as requested by the PO, COR, or PCO.

2185

2186

2187 **5.9 TASK 9: PDSS INTERNAL SYSTEM ASSESSMENT**

2188

2189 Background

2190 Performing independent audits and initiating attestation engagements is a viable methodology for independently evaluating current program risks and for determining if the acquisition program has successfully delivered the capabilities specified in the Capstone Capability Document (CDD). This is normally accomplished by the Physical Configuration Audit (PCA) which verifies that the related design documentation matches the item as specified in the contract. In addition to the standard practice of assuring product verification, the PCA confirms that the manufacturing processes, quality control system, measurement and test equipment, and training are adequately planned, tracked, and controlled. The PCA validates many of the supporting processes used by the contractor in the production of the item and verifies other elements of the item that may have been impacted/redesigned after completion of the System Verification Review (SVR).

2200

2201 Objectives

2202 The purpose of this Task is to provide the PM with a detailed assessment of the long-term risks, and operations and maintenance issues of the PDSS phase for GCS-MC Block 1.

2203

2204

2205 General Requirements

2206 The Contractor shall conduct an assessment of the deployed software product solution for GCSS-MC Block 1 to determine the risks and viability of established operational concepts, software and hardware configurations, and logistics supportability of the application. The Contractor assessment shall also determine if the:

- 2207
- 2208
- 2209
- 2210
- 2211
- 2212
- Internal PDSS control processes are adequate

- 2213 • System information (data) is reliable and valid
- 2214
- 2215 • Applicable laws, regulations, and policies are being followed
- 2216
- 2217 • System resources are safeguarded and managed economically and efficiently
- 2218
- 2219 • PDSS Operations are effective and efficient
- 2220

2221 Specific Requirements

2222 The Contractor shall:

- 2223 • Review the GCSS-MC Block 1 Concept of Operations (CONOPS) and provide a revised
- 2224 CONOPS that includes any changes and corrections as applicable.
- 2225
- 2226 • Produce a Comprehensive Technical Report describing in detail any recommended
- 2227 changes and corrections to the CONOPS.
- 2228
- 2229 • Refine, document, and validate the CONOPS in accordance with anticipated hardware
- 2230 and software changes. The contractor shall document each problem, determine the
- 2231 validity of the discrepancy, and recommend upgrades to the fielded system to the COR.
- 2232
- 2233 • Conduct a detailed risk assessment of the PDSS strategy and combined integrated PDSS
- 2234 processes.
- 2235
- 2236 • Conduct a comprehensive maintainability and reliability assessment of the deployed
- 2237 software product.
- 2238
- 2239
- 2240

2241 Deliverables

2242 The Contractor shall:

- 2243
- 2244 • Provide a revised CONOPS a draft of which is due 30 days after contract start and with a
- 2245 final due within 60 days of award. The contractor shall maintain the original format of the
- 2246 document.
- 2247
- 2248 • Provide a CONOPS Technical Report is due 60 days from contract start in Contractor
- 2249 format.
- 2250
- 2251 • Provide a detailed risk assessment report of the deployed software product in Contractor
- 2252 format.
- 2253
- 2254 • Provide a comprehensive maintainability and reliability assessment of the deployed
- 2255 software product in Contractor format.
- 2256

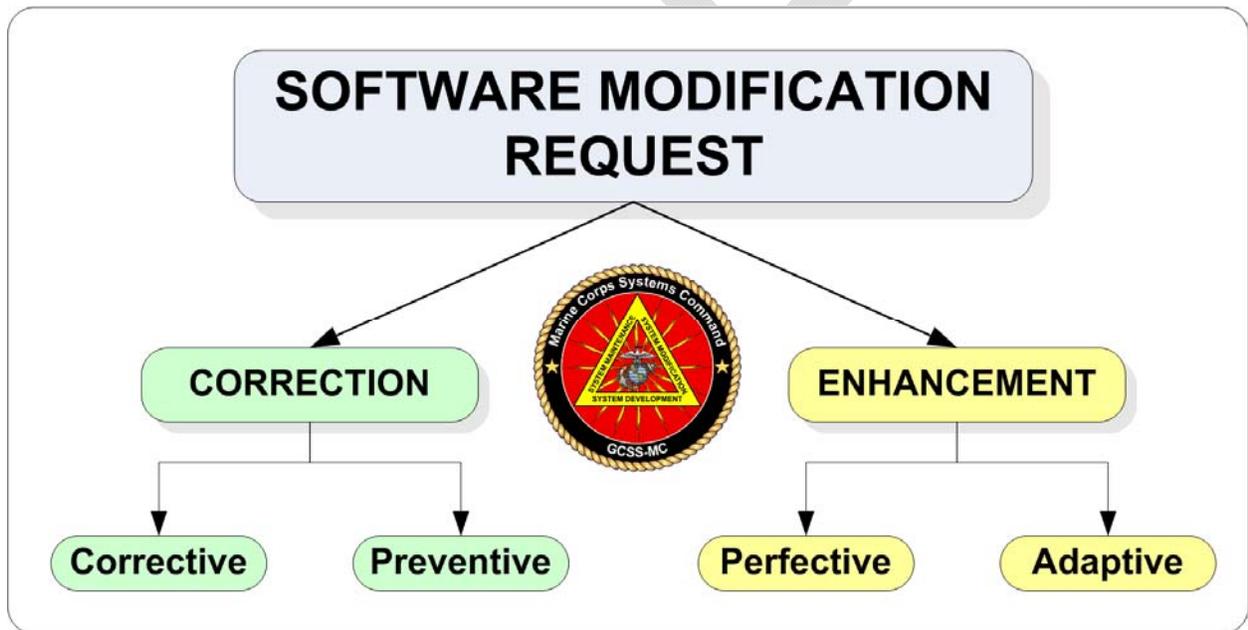
2257 **5.10 TASK 10: SYSTEM CHANGES**

2258 The concept of operations for this partnership is geared toward maintaining gcss-mc Block 1 at a  
2259 viable, steady state, and resolving any remaining Reports, Interfaces, Conversions, and  
2260 Extensions (RICE). The primary goal is to ensure system availability to the users of the  
2261 application software during the period of performance (POP). The main functions of PDSS  
2262 associated with this Task are system operation, and system maintenance. Corrective  
2263 maintenance changes in the system software will continue as necessary to comply with OPDIRS,  
2264 IAVAs, and approved Configuration Control Board (CCB) changes. Consequently, modifications  
2265 to Block 1 will be tightly controlled by the Government. Although the emphasis of this contract is

2266 on maintaining the product baseline, situations may arise due to emerging Marine Corps  
 2267 operational needs to perform other types of system changes which may result in a new releases  
 2268 of the application or system software. Typical software changes consist of four main categories.  
 2269 They are:

- 2270 1) **Corrective maintenance** which deals with the repair of faults found and will constitute the
- 2271 bulk of, if not all of the allowed changes to the product baseline
- 2272
- 2273 2) **Adaptive maintenance** which deals with adapting the software to changes in the
- 2274 environment, such as new hardware or the next release of an operating system. Adaptive
- 2275 maintenance does not lead to changes in the system's functionality
- 2276
- 2277 3) **Perfective maintenance** that mainly deals with accommodating new or changed user
- 2278 requirements. It concerns functional enhancements to the system
- 2279
- 2280 4) **Preventive maintenance** that involves activities aimed at increasing the system's
- 2281 maintainability, such as updating documentation or adding comments
- 2282
- 2283

2284 **NOTE:** See ISO/IEC 14764-2006 for additional information.  
 2285



2286  
 2287 **Figure 2: Types of Software Modifications**  
 2288

#### 2289 Typical Task 10 Activities

2290 The typical tasks to be provided by this contract relate to PDSS. Examples of specific services  
 2291 are as follows:

- 2292 ➤ Limited Project Management (conducted with close Government oversight),
- 2293 ➤ Software Configuration Management,
- 2294 ➤ Configuration Status Accounting,
- 2295 ➤ System Documentation,
- 2296 ➤ Acquisition Documentation,
- 2297 ➤ Programmatic Documentation including but not limited to:
- 2298 - Various Briefs, White Papers, Research Papers, Analysis Reports, etc.

- 2299 - Information Assurance
- 2300 - Personal Identifiable Information
- 2301 - Integrated Support Plan
- 2302 - Joint Interoperability Test Command (JITC) Interoperability Certification
- 2303 ➤ Software Maintenance,
- 2304 ➤ System Maintenance,
- 2305 ➤ System Operation,
- 2306 ➤ System Engineering,
- 2307 ➤ Adaptive System/Software Changes,
- 2308 ➤ Corrective System/Software Changes,
- 2309 ➤ Perfective System/Software Changes,
- 2310 ➤ Preventative System/Software Maintenance,
- 2311 ➤ Preventative System/Software Changes,
- 2312 ➤ System Integration and Testing,
- 2313 ➤ Technical Support Services,
- 2314 ➤ System Troubleshooting and Root Cause Analysis
- 2315 ➤ Consulting on a wide variety of technical and system related issues.

2316  
2317 Daily operations of the system and application software may necessitate that maintenance  
2318 personnel identify potential modifications are needed to the application software to ensure that  
2319 the system continues to operate as intended and produces quality data. Daily maintenance and  
2320 monitoring activities for the application software takes place to ensure that any previously  
2321 undetected errors are fixed. Application support personnel may determine that modifications to  
2322 the application; in this case, RICE Objects, are needed to resolve errors or performance  
2323 problems. Also, modifications may be needed to provide new capabilities or to take advantage of  
2324 new releases of the COTS application software used as the basic component of the Block 1 total  
2325 software product. New capabilities may take the form of routine maintenance or may constitute  
2326 enhancements to the system or database as a response to user requests for new/improved  
2327 capabilities. This Task provides the PM with the capability to address application changes for a  
2328 wide variety of reasons.

2329  
2330 “In software engineering, software [application] maintenance is the modification of a software  
2331 product after delivery to correct faults, to improve performance or other attributes, or to adapt the  
2332 product to a modified environment.” (ISO/IEC 14764-2006)

2333  
2334 RICE Objects

2335 The RICE objects that have been implemented as part of GCSS-MC Block 1 are provided in  
2336 Attachment (X). The RICE objects that still require resolution are described in detail in  
2337 Attachment (X) and specific task requirements are identified in section C.4.X below. They range  
2338 in complexity from simple reports to complex system modifications. The Contractor shall provide  
2339 Project Management Support for the initial release (Release 1.1) and all future releases of the  
2340 GCSS-MC LCM Block 1 software product.

2341  
2342 Objectives

2343 The objectives of this task are to ensure that the user’s needs are met and the application  
2344 continues to perform as specified in the functional capabilities documentation. Additionally, as

2345 operations and maintenance personnel monitor the current application they may become aware of  
2346 better ways to improve the application and therefore make recommendations.

2347  
2348 General Requirements

2349  
2350 Software Version Releases

2351 A software release is the result when SCRs are approved by the COR or CCB. Most of the time,  
2352 there are several SCRs that comprise a software release. Upon approval of the software release  
2353 objectives by the COR, the Contractor shall provide a schedule (POA&M) with beginning and  
2354 ending dates and a WBS of the tasks to be completed. Draft WBSs and POA&Ms shall be  
2355 submitted to the COR for approval for each software release. All proposals for software releases  
2356 shall address plans for Quality Assurance, Software Integration and Unit Testing, User Testing,  
2357 and Configuration Management actions. The POA&M and WBS shall also identify the  
2358 programmatic documents that require updating and the proposed timeframes when the  
2359 documents shall be completed.

2360  
2361 The Contractor shall develop and implement new application, and applicable third party software  
2362 releases at six (6) month intervals unless exempted by the COR. The Contractor shall comply  
2363 with established configuration management, release management, and other related standard  
2364 GCSS-MC program procedures.

2365  
2366 RICE Objects Maintenance

2367 The Contractor shall accomplish or resolve all RICE objects identified in Appendix (X).

2368  
2369 Oracle ERP Application Updates, Upgrades, and Maintenance

2370 The Contractor shall apply Oracle ERP updates, and upgrades approved by the COR. The  
2371 Contractor shall keep the COR informed of all Oracle recommended updates and upgrades. The  
2372 Contractor shall analyze all updates and upgrades and determine the risks and benefits of each  
2373 update or upgrade and provide the COR with recommended courses of action for each Oracle  
2374 update and upgrade release. The Contractor shall perform maintenance of the ERP Suite and  
2375 apply IAVA patches, MCNOSC OPDIR actions, and any other DoD directed actions in the same  
2376 manner as ERP updates, and upgrades.

2377  
2378 Third Party Software

2379 The Contractor shall properly install and configure all application software related third party  
2380 software. The contractor shall maintain product updates, and notify the COR within 60 days of  
2381 license expiration. The Contractor shall also make recommendations to the COR regarding the  
2382 addition of new third party software or the deletion or discontinuation of existing software. A  
2383 complete list and description of all software applications associated with GCSS-MC is provided in  
2384 Appendix (X).

2385  
2386 Software Change Request (SCR)

2387 In the event that the issue identified during a User Assistance Call requires corrective measures  
2388 beyond the current capabilities of the system, the Contractor shall establish an SCR and register  
2389 it as a Configuration Item (CI) within the SCM process. The SCRs may originate from the help  
2390 desk inquiries, solicited or unsolicited responses via telephone, written correspondence or e-mails  
2391 from system operators or as the result of Configuration Control Board meetings. The Contractor  
2392 shall track these requests and assign a maintenance classification to each request using the  
2393 Institute of Electrical and Electronics Engineers (IEEE Standard 1219-1998) classification.  
2394 Corrective, Perfective, Emergency Maintenance and minor Adaptive changes shall be performed  
2395 only when approved by the COR. Minor Adaptive changes are defined as changes that do not  
2396 change more than 15% of the existing functionality of the system.

2397  
2398 Deliverables

2399 The Contractor shall:

- 2400
- 2401 • Provide a summary of all CIs processed during the reporting period including the status of
- 2402 any unresolved CM action items related to application software, or applicable third party
- 2403 software. The Contractor shall include this information in the MSR.
- 2404
- 2405 • Provide the following application software related metrics in the MSR:
- 2406
- 2407 ➤ Percent of time of application *software* availability, unplanned down time, and planned
- 2408 down time
- 2409
- 2410 ➤ Number and explanation of software patches applied and planned
- 2411
- 2412 ➤ Number and explanation of software bugs, errors, and anomalies experienced or
- 2413 reported during the past reporting period
- 2414
- 2415 ➤ Any issues, problems, errors or other anomalies experienced with third party software,
- 2416 network monitoring tools, network architecture, and other significant events related to
- 2417 hosting and system support and maintenance activities
- 2418
- 2419 • Provide the COR POA&Ms and WBSs for each new application software release.
- 2420 Contractor format is acceptable but may be revised by the COR. The COR will assign
- 2421 deadlines in writing for each event/release. The Contractor shall provide a Notice of
- 2422 Release and Engineering Release Report for each new release.
- 2423
- 2424 • Provide a description of each SCR submitted during the past reporting period. Contractor
- 2425 format is acceptable but may be revised by the COR. The SCR Summary report shall be
- 2426 included in the MSR and shall also contain:
- 2427
- 2428 ➤ A Level of Effort (LOE) for each SCR
- 2429
- 2430 ➤ Risks associated with the SCR
- 2431
- 2432 ➤ An engineering impact assessment of the expected results if the SCR is implemented
- 2433
- 2434 • Provide the license status of all third party software, in Contractor format and shall include
- 2435 the report in the MSR.
- Provide a RICE Status Report, in Contractor format and include the report in the MSR.

## 2436 5.11 TASK 11: GENERAL SUPPORT FIELD SERVICE REPRESENTATIVES

2437

### 2438 Background

2439 The GCSS-MC deployment effort is an extremely complex and labor intensive undertaking.  
 2440 There are many interrelated, moving parts that need to be executed in a timely and efficient manner  
 2441 and may require locating FSRs at a wide variety of geographical locations; CONUS as well as  
 2442 OCONUS. Consequently, there may exist a requirement to obtain additional support services in  
 2443 order to meet future GCSS-MC deployment requirements.  
 2444

2445 Upon exercise of the option the contractor shall have fifteen (15) working days to hire the  
 2446 requested FSR with deployment to duty station within thirty-one (31) calendar days.  
 2447

### 2448 Objectives

2449 The objective of this task is to obtain additional on-site resources to help the PM deploy GCSS-  
 2450 MC and meet requirements of the customer-user are met or exceeded, and that the transition  
 2451 from legacy systems to GCSS-MC proceed as smoothly as possible.  
 2452

### 2453 General Requirements

2454

- 2455 • The support services of this task shall require the services of co-located Field Service  
 2456 Representatives (FSRs). The FSRs shall facilitate, participate in, and execute a wide  
 2457 variety of support tasks to successfully deploy GCSS-MC Block 1.
- 2458 • Contractor shall provide the requested number of FSRs to deploy to the specified  
 2459 geographic location as identified in the Contractor's applicable Level of Effort (LOE)  
 2460 estimate. Appendix X provides the estimated system deployment schedule and is  
 2461 provided for planning purposes. Please note that the schedule may change and change  
 2462 notices will be provided to the Contractor as soon as they are available.
- 2463 • The Field Service Representative (FSR) must have current knowledge of the GCSS-MC  
 2464 system capabilities and functions.
- 2465 • The Contractor shall, at the request of the COR, provide weekly written status reports on  
 2466 all activities performed by the contractor during the duration of the deployment event.
- 2467 • The Contractor shall prepare a final trip report containing support actions performed at a  
 2468 major command or in theater.  
 2469

### 2470 General Responsibilities

2471

- 2472 • The Contractor shall assist users with routine problems that may be experienced while  
 2473 using the GCSS-MC system. Examples of routine issues include but are not limited to:  
 2474 – System Access issues  
 2475 – Password resets  
 2476 – User Role identification  
 2477 – Connectivity issues  
 2478 – Local desk top or network access issues  
 2479 – Printing  
 2480 – Saving report results or other extracts from the system  
 2481 – Permissions  
 2482 – Answer user's questions regarding the proper use of the GCSS-MC system.  
 2483 – Assist users in conferring with NMCI if it becomes necessary to install updates and  
 2484 patches to desk top computers in order to resolve technical or performance issues  
 2485 related to the use of the GCSS-MC system.
- 2486 • The Contractor FSR shall record all assistance provided to users and coordinate with the  
 2487 GCSS-MC Tier 1 Help Desk to document in detail all incidents as a UAC or SRT.

- 2488 – All updates, upgrades, or any configuration changes to any part of the architecture,  
 2489 system, application, or third party software must have written prior approval from the  
 2490 Government's designated approval person. Such approval shall be obtained by the  
 2491 contractor at least 2 days in advance unless such changes are required as a result of  
 2492 responding to an open problem ticket.
- 2493 • The Contractor shall provide qualified FSRs to support CONUS and OCONUS  
 2494 deployments. The contractor personnel shall have a US passport, secret security  
 2495 clearance, and must be highly proficient in the duties that he or she will be expected to  
 2496 perform.
    - 2497 – All updates, upgrades, or any configuration changes to any part of the architecture,  
 2498 system, application, or third party software must have written prior approval from the  
 2499 Government's designated approval person. Such approval shall be obtained by the  
 2500 Contractor at least two (2) days in advance unless such changes are required as a  
 2501 result of responding to an open problem ticket.

### 2502 Deliverables

- 2503 • The Contractor shall submit the following Work Products on the sixth (6<sup>th</sup>) working day of  
 2504 the month for the previous month:
  - 2505 – The Contractor shall provide a Monthly Status Report (MSR) on the sixth (6<sup>th</sup>) working  
 2506 day of each month for the previous reporting period. The MSR shall include a  
 2507 summary of the work performed in the previous reporting period and a detailed list of  
 2508 all UACs and SRTs submitted to the GCSS-MC Help Desk.
  - 2509 – As FSRs rotate back to CONUS, the Contractor shall provide a FSR final trip report in  
 2510 contractor format. The Trip report shall include a summary of all activities, significant  
 2511 events, meetings, or incidents the FSR accomplished or experienced during the POP.  
 2512 Final trip reports are due no less than fifteen (15) days from completion of the tour.  
 2513  
 2514

## 2515 **5.12 TASK 12: GCSS-MC BLOCK 1 DEPLOYMENT SUPPORT**

### 2516 Background

2517 The GCSS-MC deployment effort is an extremely complex and labor intensive undertaking.  
 2518 There are many interrelated, moving parts that need to be executed in a timely and efficient manner  
 2519 and may require locating FSRs at a wide variety of geographical locations; CONUS as well as  
 2520 OCONUS. Consequently, there may exist a requirement to obtain additional support services in  
 2521 order to meet future GCSS-MC deployment requirements.  
 2522

### 2523 Objectives

2524 The objective of this task is to obtain additional on-site resources to help the PM deploy GCSS-  
 2525 MC Block 1 and ensure that the requirements of the customer-user are met or exceeded, and that  
 2526 the transition from legacy systems to GCSS-MC proceeds as smoothly as possible.  
 2527

### 2528 General Requirements

2529 Upon exercise of the option the contractor shall have fifteen (15) working days to hire the  
 2530 requested FSR with deployment to duty station within thirty-one (31) calendar days.  
 2531

2532 The support services of this task shall require the services of co-located FSRs. The FSRs shall  
 2533 facilitate, participate in, and execute a wide variety of support tasks to successfully deploy GCSS-  
 2534 MC Block 1.  
 2535

2536 The Contractor shall provide the requested number of FSRs to deploy to the specified geographic  
 2537 location as identified in the Contractor's applicable Level of Effort (LOE) estimate. Appendix (X)  
 2538 provides the estimated system deployment schedule and is provided for planning purposes.  
 2539 Please note that the schedule may change and change notices will be provided to the Contractor  
 2540 as soon as they are available.  
 2541

2542  
 2543 The Field Service Representative (FSR) must have current knowledge of the GCSS-MC system  
 2544 capabilities and functions.

2545  
 2546 General Responsibilities

2547 The Contractor shall:

- 2548
- 2549 • Assist users with routine problems that may be experienced while using the GCSS-MC  
 2550 system. Examples of routine issues include but are not limited to:  
 2551 ➤ System Access issues  
 2552 ➤ Password resets  
 2553 ➤ User Role identification  
 2554 ➤ Connectivity issues  
 2555 ➤ Local desk top or network access issues  
 2556 ➤ Printing  
 2557 ➤ Saving report results or other extracts from the system  
 2558 ➤ Permissions  
 2559 ➤ Answer user's questions regarding the proper use of the GCSS-MC system.  
 2560 ➤ Assist users in conferring with NMCI if it becomes necessary to install updates and  
 2561 patches to desk top computers in order to resolve technical or performance issues  
 2562 related to the use of the GCSS-MC system.  
 2563
  - 2564 • Record all assistance provided to users and coordinate with the GCSS-MC Tier 1 Help  
 2565 Desk to document in detail all incidents as a UAC or SRT.  
 2566 ➤ All updates, upgrades, or any configuration changes to any part of the architecture,  
 2567 system, application, or third party software must have written prior approval from the  
 2568 Government's designated approval person. Such approval shall be obtained by the  
 2569 contractor at least 2 days in advance unless such changes are required as a result of  
 2570 responding to an open problem ticket.  
 2571
  - 2572 • Provide qualified FSRs to support CONUS and OCONUS deployments. The contractor  
 2573 personnel shall have a US passport, secret security clearance, and must be highly  
 2574 proficient in the duties that he or she will be expected to perform.  
 2575 ➤ All updates, upgrades, or any configuration changes to any part of the architecture,  
 2576 system, application, or third party software must have written prior approval from the  
 2577 Government's designated approval person. Such approval shall be obtained by the  
 2578 Contractor at least two (2) days in advance unless such changes are required as a  
 2579 result of responding to an open problem ticket.  
 2580

2581 Communications and Work Management Support

2582 The Contractor shall:

- 2583
- 2584 • Provide support for Acquisition Events and Decisions  
 2585
  - 2586 • The Contractor shall provide program support for solution capability demonstrations and  
 2587 conferences and other activities as specified by the Government.  
 2588 Demonstrations/conferences may be held at the Contractor's site, an official Government  
 2589 site or other locale to be determined by the Government/Oracle.  
 2590
  - 2591 • The Contractor shall provide support for the planning, set-up, execution, removal and any  
 2592 follow-on activities related to any demonstration/conference activities as determined by the  
 2593 Government/Oracle.  
 2594

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- 2619
- The Contractor shall support, participate, and provide content when required for weekly standing meetings.
  - The Contractor shall work with Government project control team to develop a program-wide WBS
  - The Contractor shall:
    - Provide support for the program's Integrated Master Schedule (IMS) that includes: weekly analysis, associated reporting, updating, and maintaining.
    - Provide weekly Project Status Reporting Briefings to include key status updates related to staffing; change requests, and key milestone status.
    - Provide support for forward Program Planning Support Activities
    - Participate and provide content for the government or contractor project team review on a weekly basis.
    - Participate as an integral member on the GCSS-MC Block 1 Deployment Planning IPT:
      - Support the PMO with planning activities associated with System fielding/Roll-Out activities.
      - Support the PMO with planning of activities related to the Release 1.2 (Deployed Access)
      - Support the PMO and Data Integration Team with external interface support and coordination.
      - Support the PMO and Data Integration Team with unit coordination and scheduling

2620 *Deployment Operations Center (DOC located in Quantico)*

2621 The Contractor shall:

- 2622
- 2623
- 2624
- 2625
- 2626
- 2627
- 2628
- 2629
- 2630
- Provide DOC support.
  - Provide support to the following:
    - PMO DOC Lead.
    - PMO DOC Assistant.
  - Provide DOC analysis

2631 *Satellite GOC (S-GOC) Support*

2632 The Contractor shall:

- 2633
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- 2648
- Provide support for the Development of SGOC Concept of Operations (CONOPS) and Standard Operating Procedures
  - Provide augmentation personnel to the SGOC
  - Provide cutover support to using units by augmenting the S-GOC (Intermediate Liaison teams) and Enterprise Cutover teams
  - Complete final cutover check list:
    - Enterprise
    - Intermediate Supply
    - Intermediate Maintenance
    - Repairable Issue Point
    - Using Units

- 2649 • Observe Help Desk activities during the Cut-Over period to capture lessons learned that  
2650 can be applied back to further support the Help Desk operations in Quantico.  
2651
- 2652 • Provide support for development of training material and procedures for Unit Cutover  
2653 Team, Intermediate Level Team, and Enterprise Level Team.  
2654

2655 Change Management Activities:

2656 The Contractor shall:

- 2657
- 2658 • Participate as a member on the GCSS-MC Block 1 Marine Expeditionary Force (MEF)  
2659 Implementation Planning Team (IPT)  
2660
- 2661 • Participate as a member on the GCSS-MC Block 1 MEF's Change Agent Training Team  
2662
- 2663 • Participate as a member of the Change Management team  
2664
- 2665 • Assist PMO with Change Management Web Site design and maintenance.  
2666
- 2667 • Maintain a demo server and demo laptop configured for GCSS-MC Block 1  
2668
- 2669 • Provide support for the Conduct of MEF Change Agent Training  
2670
- 2671 • Provide support for the Monthly Newsletter  
2672
- 2673 • Print Media: Handouts, Posters  
2674
- 2675 • Provide external publications: magazines (Gazette, Leatherneck, International Forum etc)  
2676 Base Newspapers  
2677
- 2678 • Assist with building presentations for MEF leaders to prepare for Implementation  
2679
- 2680 • Assist in coordinating efforts with I&L Communication team  
2681
- 2682 • Assist in coordinating efforts with PEO-EIS Communication  
2683
- 2684 • Assist in coordinating efforts with Public Affairs Officers in III MEF, I MEF, and II MEF  
2685
- 2686 • Assist in coordinating efforts with MARFORS and Albany communications teams  
2687
- 2688 • Assist with developing and tracking of Change Management metrics to include the support  
2689 of the following implementation assessment:
  - 2690 ➤ Develop and administer surveys (electronic and individual)
  - 2691 ➤ Conduct survey data analysis
  - 2692 ➤ Provide findings and recommendations  
2693

2694 Training

2695 The Contractor shall provide or support the following:

- 2696
- 2697 • Coordinate software/data load of the MTSs and maintain accuracy
- 2698
- 2699 • Support manpower and training plan development
- 2700
- 2701 • Support curriculum development of Training Release 2 which incorporates changes
- 2702 required from: GDT&E results, Pilot and I&KPT experience, and approved change
- 2703 requests.
- 2704
- 2705 • Support the PMO in the survey of MEF training facilities and providing plan for
- 2706 implementation of training to MEF units.
- 2707
- 2708 • Support III MEF training activities
- 2709
- 2710 • Participate as an integral member in the GCSS-MC Training IPT
- 2711
- 2712 • Provide curriculum course durations in support of training planning
- 2713
- 2714 • Provide post training support for training activities and training material
- 2715
- 2716 • Provide post FUE training curriculum support
- 2717
- 2718 • Provide training support for Non-Production environment at the Carpathia hosting facility.
- 2719
- 2720 • Update curriculum with corrections found during GDT&E and training events (Release II)
- 2721
- 2722 • Work with Program Office team to provide Configuration Management of the MTSs
- 2723
- 2724 • Update, review, and revise existing role-based training packages to include tutor/User
- 2725 Productivity Kit products, Student Guides, Instructor Guides, and Job Aides.
- 2726
- 2727 • Update, review, and revise Desktop Manuals and deliver the Program Master Schedule.
- 2728
- 2729 • Support MEF training plan for implementation of training to MEF units.

2730 DISA Support

2731 The Contractor shall provide the following:

- 2732
- 2733 • Provide DISA support in cooperation with DISA management.
- 2734
- 2735 • Resolve system operation issues during deployment activities - analyze root cause,
- 2736 describe actions taken to resolve issues and document remediation efforts
- 2737
- 2738 • Monitor and report system load data
- 2739
- 2740 • Document and report any procedural issues
- 2741
- 2742 • Support receipt and load data from external sources, for example conversion and test data
- 2743
- 2744 • Provide issue log
- 2745
- 2746

- 2747
- 2748
- 2749
- 2750
- 2751
- 2752
- Problem identification of analysis for resolution which includes:
    - Level of effort to resolve
    - Likelihood of recurrence
    - The Contractor shall provide support for configuration of the Production Support System (PSS) at the DISA Enterprise Environment for production Build.

2753 Transition and Fielding Support

2754 The Contractor shall:

- 2755
- 2756
- 2757
- 2758
- 2759
- 2760
- 2761
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- 2764
- 2765
- 2766
- 2767
- 2768
- 2769
- Refine and complete development of Standard Operating Procedure (SOP) for Deployed Operation Center (DOC)
  - Support development of SOP for Satellite Government Operation Center (SGOC)
  - Provide the following
    - Assist in the completion of the GCSS-MC LCM/Block 1 Deployment Operation Order (OPORD)
    - Participate as a member on the GCSS-MC Block 1 Deployment Planning IPT
    - Provide support for Deployment Operations Center
    - Provide support for the MEF Field Planning Conference.
    - Provide support for the Development of Checklists for Deployment Operation Orders.
    - Provide support for the Enterprise Level Liaison Team: LOGCOM

2770 Deliverables

2771 The Contractor shall:

- 2772
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- 2789
- At the request of the COR, provide weekly written status reports on all activities performed by the contractor during the duration of the deployment event.
  - Prepare a final trip report containing support actions performed at a major command or in theater.
  - Provide a Monthly Status Report (MSR) on the tenth (10th) working day of each month for the previous reporting period. The MSR shall include a summary of the work performed in the previous reporting period and a detailed list of all UACs and SRTs submitted to the GCSS-MC Help Desk.
  - As FSRs rotate back to CONUS, the Contractor shall provide a FSR final trip report in contractor format. The Trip report shall include a summary of all activities, significant events, meetings, or incidents the FSR accomplished or experienced during the POP. Final trip reports are due no less than fifteen (15) days from completion of the tour.

2790 **6. DELIVERABLES – GENERAL REQUIREMENTS**

2791 The Contractor shall provide all deliverables as electronic copies. Two copies of all deliverables shall be provided to the COR electronically. One copy shall be provided via email and one copy shall be provided on a media disk such as a compact disk (CD) or digital videodisk (DVD). One copy of the Monthly Status Report shall be delivered to the PCO via email. All documents shall be Microsoft Office 2007 compatible.

2797 Deliverables must be provided first in Draft format for Government review/comments, except for MSR's, updated WBS, and CCB Minutes. The Government shall have at least 10 working days to review draft deliverables and provide comments for inclusion/resolution in the final versions for acceptance. In order for software to be accepted it must have successfully completed all test

2801 scenarios, test cases and test scripts, completed all requisite tasks associated with delivery, and  
2802 been formally checked for quality. Products and deliverables found “unacceptable” after final  
2803 submission shall be corrected and resubmitted within 10 calendar days of Government rejection.  
2804 All documents shall be submitted to the COR in MS Office 2003 format electronically or on CD for  
2805 large documents with one hard copy.

2806  
2807 Hardware and software delivered shall be listed on a DD Form 250 and accepted at destination  
2808 by a representative of the Government. The Contractor shall prepare the DD250s, secure the  
2809 appropriate Government signatures, and provide copies of all receipt documentation to the COR.

2810  
2811

## 2812 **7. RIGHTS IN DATA AND SOFTWARE**

2813 The contractor grants or shall obtain for the government the following paid-up, world-wide,  
2814 nonexclusive, irrevocable unlimited license rights in the following technical data and computer  
2815 software: (i) technical data (that does not pertain to an item or process) or computer software  
2816 developed exclusively with Government funds; (ii) technical data pertaining to an item or process  
2817 that has been or will be developed exclusively with Government funds; (iii) studies, analyses, test  
2818 data, or similar data produced for this contract, when the study, analysis, test, or similar work was  
2819 specified as an element of performance; (iv) form, fit, and function data; (v) technical data  
2820 necessary for installation, operation, maintenance, or training purposes (other than detailed  
2821 manufacturing or process data); (vi) corrections or changes to technical data or computer  
2822 software furnished to the Contractor by the Government; (vii) technical data or computer software  
2823 otherwise publicly available or that has been released or disclosed by the Contractor or  
2824 subcontractor without restrictions; (viii) technical data or computer software in which the  
2825 Government has obtained unlimited rights under another Government contract or as a result of  
2826 negotiations; (ix) technical data or computer software furnished to the Government, under this or  
2827 any other Government contract or subcontract with restrictive conditions and the restrictive  
2828 conditions have expired (e.g., Government purpose rights, SBIR data rights, or negotiated license  
2829 rights); (x) computer software user's documentation required to be delivered or otherwise  
2830 provided under this contract; and (xi) technical data or computer software delivered or otherwise  
2831 provided to the Government without any restrictive markings.

2832  
2833 Further, the Contractor will grant or obtain for the Government the same unlimited license rights in  
2834 a third party's technical data and computer software delivered under the contract.

2835  
2836 “Technical data” means recorded information (regardless of the form or method of the recording)  
2837 of a scientific or technical nature (including computer databases and computer software  
2838 documentation). The term does not include computer software or financial, administrative, cost or  
2839 pricing, or management data or other information incidental to contract administration. Recorded  
2840 information of a scientific or technical nature that is included in computer databases is also  
2841 technical data.

2842  
2843 “Commercial computer software” means computer software that is a commercial item, while  
2844 “noncommercial computer software” means computer software that does not qualify as  
2845 commercial computer software.

2846  
2847 “Unlimited rights” means the rights to access, use, modify, reproduce, perform, display, release,  
2848 or disclose technical data or computer software in whole or in part, in any manner and for any  
2849 purpose whatsoever, and to have or authorize others to do so.

2850

**2851 8. Section 508**

2852 All Electronic and Information Technology (EIT) procured through this contract must meet the  
2853 applicable accessibility standards at 36 CFR 1194, unless an agency exception to this  
2854 requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as  
2855 amended, and is viewable at <http://www.access-board.gov/508.htm>. The contractor shall indicate  
2856 for each line item in the schedule whether each product or service is compliant or noncompliant  
2857 with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full  
2858 details of compliance can be found (e.g., vendor's website or other exact location).

2859

**2860 9. CONTRACTOR ACQUIRED PROPERTY AND SERVICES (CAPS)**

2861 The government may require the contractor to purchase specific direct-charge  
2862 equipment/materials/services on this Task. When requested by the PCO, the contractor shall  
2863 procure, receive, and maintain custody of property acquired under the conditions of this section  
2864 during the life of the contract for this effort. At the conclusion of performance for this effort, all  
2865 property shall be delivered to the government for final disposition. Deliverables resulting from  
2866 services obtained under the conditions of this section shall become the property of the  
2867 Government at the time of Government acceptance.

2868

**2869 10. PLACE OF PERFORMANCE**

2870 Work required by this SOW will take place at a variety of geographical locations throughout the  
2871 world. The Project Officer for this SOW is located at Marine Corps Base, Quantico, Virginia and  
2872 there are technical support services and software operational support related work will take place  
2873 there as well as Marine Corps Logistics Base, Albany Georgia. Primary hosting services  
2874 personnel will be located in Kansas City, Missouri. Additional work may be performed at the  
2875 Contractor's site or at numerous government installations throughout CONUS and OCONUS  
2876 upon approval by the COR or PCO. Travel will be required to attend meetings, briefings, perform  
2877 analysis and provide demonstrations.

2878

**2879 11. TRAVEL AND OTHER DIRECT COSTS (ODCs)**

2880 All costs associated with travel and ODCs shall be on a cost-reimbursement basis. No fee shall  
2881 be allowed for any travel or ODC cost. All contractor travel expenses shall be in accordance with  
2882 the Joint Travel Regulations. All requests for travel with an anticipated individual trip cost  
2883 exceeding \$100.00 shall be submitted in writing to the COR/PCO for approval, at least seven (7)  
2884 business days in advance of the anticipated travel. Requests shall include travelers name,  
2885 location and duration of anticipated travel, reason for travel, and all anticipated costs associated  
2886 with the travel. The COR/PCO shall approve or disapprove all travel request submissions within  
2887 three (3) business days of receiving the request. All requests for ODCs, in excess of \$100.00  
2888 must be submitted in writing to the COR/PCO for approval, at least 7 business days in advance of  
2889 the anticipated ODC expense and shall include the need/requirement for an ODC, estimated cost  
2890 and estimated delivery of the items. The COR/PCO shall approve or disapprove the ODC request  
2891 within three (3) business days of receiving the request. Travel or ODCs in excess of \$100 not first  
2892 reviewed and approved by the COR/PCO may not be reimbursed. Additionally, travel or ODCs in  
2893 excess of the Contract Line Item Number (CLIN) funded value shall not be reimbursed. A  
2894 summary of all travel and ODCs shall be included in the Task 1 MSR. In addition, costs for local  
2895 travel (i.e., travel within a fifty (50) mile radius of the contractor's place of performance) shall be  
2896 included in project management and shall not be reimbursed.

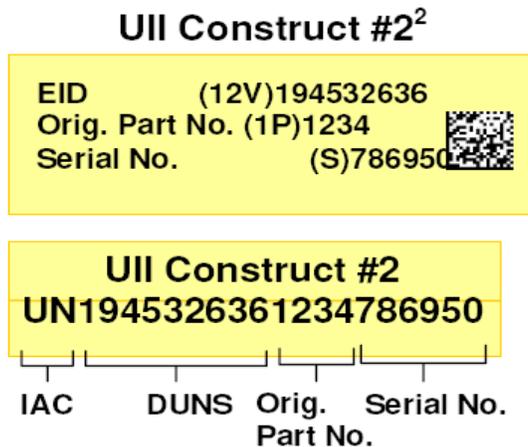
2897

**2898 12. GOVERNMENT FURNISHED PROPERTY**

2899 The contractor shall be responsible for all GFP in their possession and shall comply with the  
2900 Defense Federal Acquisition Regulation Supplement (DFARS) UID clause 252.211-7003. Where  
2901 WAWF access is required to support the above requirement, the contractor will work with the  
2902 government to obtain proper access.

2903

2904 DoD policy requires that three elements along with their data identifiers must, as a minimum, be in  
2905 the 2D data matrix barcode to be compliant with DoD standards. The GCSS-MC/LCM Block 1  
2906 Program will use lot or batch number, part number, and serial number for the data matrix barcode.  
2907 Labels shall be provided via GCSS PMO. Oracle shall apply labels provided by GCSS-PMO to  
2908 GFE, as specified in the illustration. The illustration, below, provides an example of the UII  
2909 Construct # 2 data matrix that GCSS-MC/LCM Block 1 will use:  
2910



Matrix Barcode Example

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**13. PERSONNEL: KEY AND NON-KEY**

GCSS-MC Version 1 is vital to the successful prosecution of the Nation’s Global War on Terror (GWOT), and contributes significantly to ensuring successful logistics operations within the Marine Corps at the retail, intermediate, and strategic levels. It is therefore, extremely important that the partnership proffered by this SOW succeed. In order to ensure the Contractor’s performance complies with the requirements of this SOW, all Contractor personnel, whether considered key or non-key, shall perform in a professional, skillful, and competent manner. Failure to ensure its personnel perform in a professional, skillful, and competent manner may be considered failure by the Contractor to perform this key SOW requirement.

As a means to help ensure that this goal is met, the Contractor shall provide fully trained and experienced key program and technical personnel (including replacement personnel) for the performance of required contract activities. This includes training necessary for keeping personnel abreast of industry advances and for establishing proficiency on equipment, computer languages, and computer operating systems that are available on the commercial market. The Contractor, at its own expense, shall perform skillset training of contractor personnel.

The following are identified as key personnel:

- Project Managers
- Lead Software Engineers
- Task Managers
- All FSRs

The Government, in accordance with the requirements identified below entitled “Substitution of Key Personnel” must first approve any substitution of key personnel.

2945  
2946 In their proposal, the Contractor shall provide a list of Key Personnel proposed under this SOW.  
2947

2948 Substitution of Key Personnel

2949  
2950 *General Provision*

2951 The Contractor agrees to assign to this SOW those people identified as key personnel whose  
2952 resumes were submitted with its quotation and who are necessary to fulfill the requirements of  
2953 this contract. No substitutions shall be made except in accordance with this clause.

2954  
2955 *Guidance on Substitutions*

2956 All substitution requests must be submitted, in writing, at least fifteen (15) calendar days in  
2957 advance of the proposed substitutions to the Contracting Officer.

2958  
2959 *Requests for Substitutions*

2960 All requests for substitutions must provide a detailed explanation of the circumstances  
2961 necessitating the proposed substitution, and any other information requested by the Contracting  
2962 Officer. All proposed substitutes must have qualifications that are equal to or higher than the  
2963 qualifications required of the person to be replaced. The Contracting Officer or his/her authorized  
2964 representative will evaluate such requests and promptly notify the Contractor of his/her approval  
2965 or disapproval thereof. No substitution of Key Personnel may be made without prior concurrence  
2966 of the Contracting Officer.

2967  
2968 *Key Personnel Definition*

2969 Key personnel are understood to be those individuals who were proposed in the Contractor's  
2970 technical quotation, and specifically listed herein, to the Government who are necessary to fill the  
2971 requirements of the contract.

2972  
2973 Requirements Specific to Field Service Representatives (FSR)

2974 Field Service Representatives must have all required passports, Common Access Cards (CAC),  
2975 and Health & Dental screening prior to leaving the US deployed areas.

2976  
2977 **14. PERIOD OF PERFORMANCE**

2978 The period of performance for the effort will be five years. The contract will include the specific  
2979 period of performance dates.

2980  
2981 **15. GOVERNMENT HOLIDAYS**

2982  
2983 List of Holidays

2984 GCSS-MC observes all Federal Government holidays, including: New Year's Day, Martin Luther  
2985 King, Jr. Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus  
2986 Day, Veteran's Day, Thanksgiving Day, and Christmas Day. A current list of Federal Government  
2987 holidays may be found at <http://www.opm.gov>.

2988  
2989 When any holiday falls on a Saturday, the preceding Friday is observed. When any holiday falls  
2990 on a Sunday, the following Monday is observed. Observance of such days by Government  
2991 personnel shall not by itself be cause for an additional period of performance or entitlement of  
2992 compensation except as set forth within the contract.  
2993

2994 Notification of Early Release of Government Personnel

2995 The GCSS-MC DSS will comply with all Government holidays and any other day designated by  
 2996 Federal Statute, Executive Order, or Presidential proclamation. Therefore, it is possible that the  
 2997 Government offices may be closed to the Contractor's staff on the day(s) these holidays are  
 2998 observed. In addition, work may not be required of the Contractor when Federal employees are  
 2999 released from work early or Federal offices are closed due to emergency situations or inclement  
 3000 weather conditions. In the event of closures due to early release, emergency situations, or  
 3001 inclement weather conditions, the COR will notify the Contractor of such event(s). This stipulation  
 3002 does not apply to FSRs or help desk technicians.  
 3003

3004 On-site personnel assigned to this contract shall not be granted access to the installation during  
 3005 the holidays listed above except as follows: the Contractor shall provide sufficient on-site  
 3006 personnel to perform round-the-clock requirements of critical work already in process, unless  
 3007 otherwise instructed by the Contracting Officer or authorized representative. If the Contractor's  
 3008 on-site personnel work during a holiday other than those listed in this section, no form of holiday  
 3009 or other premium compensation shall be reimbursed as either a direct or indirect cost.  
 3010

3011 **16. SUPERVISION OF CONTRACTOR'S EMPLOYEES**

3012 Contractor Personnel

3013 Personnel assigned to render services under the contract shall at all times be employees of the  
 3014 Contractor or its subcontractor(s) and under the direction and control of the Contractor.  
 3015 Notwithstanding any other provisions of the contract, the Contractor shall at all times be  
 3016 responsible for the supervision of its employees in the performance of the services required  
 3017 hereunder.  
 3018

3019 U.S. Government Personnel

3020 Contractor personnel shall not at any time during the contract period also be employees of the  
 3021 U.S. Government.  
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3025 **17. Security.**

3026 All personnel having access to DOD controlled spaces, to include the GCSS-MC spaces, or  
 3027 program information, shall have a successfully completed employment check and law  
 3028 enforcement background investigation conducted by the Contractor prior to starting work in  
 3029 support of this program. Personnel requiring access to classified information shall have the  
 3030 necessary DOD adjudicated background investigation and clearance approval prior to access  
 3031 being granted to classified information.  
 3032

3033 Personnel who are determined as needing access to classified spaces or information shall have  
 3034 the necessary clearance and the need-to-know prior to that access being granted. The maximum  
 3035 clearance anticipated is SECRET. The Contractor shall follow the standards established in DOD  
 3036 5200.1-R, DOD Information Security Program, DOD 5200.2-R, DOD Personnel Security Program,  
 3037 applicable SECNAV instructions and manuals, MCSC Command Policies and the NISPOM in the  
 3038 conduct of support personnel to confirm the safe-guarding of program, assets, personnel and  
 3039 information.  
 3040

3041 Contractor personnel, with access to DOD facilities, shall observe local DOD security policies and  
 3042 procedures. Access to government facilities will be granted on a need-to-know and a clearance  
 3043 basis. The maximum clearance anticipated is SECRET.  
 3044

3045 Personnel having access to DoD controlled spaces, to include the GCSS-MC spaces, or GCSS-  
 3046 MC program information, in support of this contract, shall complete and submit to the GCSS-MC  
 3047 Enterprise IAM for approval, a DD-2875 SAAR form within three business days of supporting this  
 3048 program. Personnel requiring access to classified information, in support of this program, shall

3049 have the necessary background investigation and clearance prior to access being granted.  
3050 Compliance will be validated by the Government via the Joint Personnel Adjudication System  
3051 (JPAS) as part of audits and unannounced inspections. All billets associated with this statement  
3052 of work will have sensitivity levels designated by the Government as IT-I, IT-II, or IT-III as required  
3053 by DoD and SECNAV policy. All application support personnel conducting systems development  
3054 or systems support will be a minimum of IT-II and a maximum of IT-I depending upon  
3055 responsibilities of the position as designated by the Government IAM. Personnel of a strictly  
3056 administrative nature may be IT-III to be adjudicated on a case-by-case basis.  
3057

3058 Personnel supporting this program and requiring access to DoD controlled spaces, to include the  
3059 GCSS-MC program office, or requiring access to GCSS-MC program information, shall obtain a  
3060 DoD issued Common Access Card (CAC) as identification and means of access within 15  
3061 business of starting on this program. As such, all personnel shall be required to have a minimum  
3062 of a successfully adjudicated NACI/NACLC background investigation to support this program.  
3063

3064 Contractor shall verify that all persons supporting this contract are instructed and only use the  
3065 Contractor's corporate email system when communicating information on or about this program.  
3066

3067 Contractor shall verify that all contractor personnel supporting this contract are trained that web-  
3068 based email systems such as Hotmail, GMail, Yahoo Mail or personal ISP hosted email accounts  
3069 are not used for correspondence in relation to this program. Contractor shall verify that all  
3070 persons who might need to email sensitive materials are capable of sending encrypted emails  
3071 using DoD issued and/or accepted PKI certificates.  
3072

### 3073 **18. TRAVEL (Foreign Country).**

3074 The contractor shall adhere to all relevant provisions of applicable Status of Forces Agreements  
3075 (SOFA) and other similar related agreements. This would apply to all civilian contractors that will  
3076 support deployment and training activities for III MEF in Okinawa and Korea.  
3077

3078 When Status of Forces Agreements (SOFAs) exist, they may not specifically address the status of  
3079 contractor personnel. Contractor personnel status will depend on the nature of the specific  
3080 contingency operations and those applicable SOFA provisions.  
3081

3082 If a contractor employee does not enjoy special status under the SOFA, then he/she may be  
3083 subject to criminal and/or civil liabilities. Even if they have status under the SOFA, they may still  
3084 be liable for criminal and /or civil penalties, usually when not acting within the scope of their  
3085 employment.  
3086

3087 Additional information may be found at DFARS PGI 225.7401.  
3088  
3089

### 3090 **19. POST INSTALLATION REVIEW**

3091 A Post Installation Review (PIR) should be conducted when there are remaining discrepancy  
3092 reports, deferred requirements for future maintenance release, or any issues related to the  
3093 system operation. The PCO or Project Manager may request that a PIR be conducted. An  
3094 independent Operational Assessment, coordinated by the Office of System Product Assurance,  
3095 may also be conducted in the Operations Phase. Independent testing, performed as part of the  
3096 Post Installation Review or Operational Assessment, will be conducted independently o the  
3097 development organization. Defects uncovered by this testing may lead to change in the work  
3098 products created in then previous phases. The technical standard and guidelines for those  
3099 phases apply, as needed, during the Operations Phase.  
3100

3101 The Production Manager will select the Post Installation Review Team from within the end user  
3102 community. The Production Manager will also set the schedule for the Post Installation Review

3103 and will determine the scope and duration of this review. The Post Installation Review Team may  
3104 conduct testing of the AIS or infrastructure system. The Post Installation Review Team is strongly  
3105 encouraged to examine user training courses and materials, user manuals and guides, as well as  
3106 error messages, help message and prompts from the perspective of usability, completeness,  
3107 accuracy, and ease of comprehension.  
3108

3109 Post IOC Transition Review (PTR)

3110 A PTR may be conducted after IOC Transition.  
3111

3112 Post FOC Transition Review

3113 A PTR may be conducted after FOC Transition.

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## **APPENDIX A**

### **GCSS-MC PDSS SCMP (SOFTWARE CONFIGURATION MANAGEMENT PLAN)**

## **APPENDIX B**

### **PDSS METRICS**

## **APPENDIX C**

### **LEGACY SYSTEMS AFFECTED BY OR AFFECTING GCSS-MC**

## **APPENDIX D**

### **DETAILED FUNCTIONAL DESCRIPTION (ENTERPRISE, MEF-MEU, AND MFSS)**

## **APPENDIX E**

### **DETAILED SYSTEM DESCRIPTION (ENTERPRISE, MEF-MEU, AND MFSS)**

## **APPENDIX F**

**GCSS-MC CONOPS (ENTERPRISE, MEF-MEU, AND MFSS)**

**APPENDIX G**

**SOFTWARE LIST (MULTIPLE SECTIONS: ENTERPRISE APPLICATION & SYSTEM SOFTWARE, THIRD PARTY SOFTWARE, MFS SOFTWARE)**

**APPENDIX H**

**ORACLE AIM DOCUMENTS**

**APPENDIX I**

**DOD POLICY DOCUMENTS LIST**

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# APPENDIX J

## COPY OF FORM DD 254: CONTRACT SECURITY CLASSIFICATION SPECIFICATION

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DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING	
				a. FACILITY CLEARANCE REQUIRED:	
				b. LEVEL OF SAFEGUARDING REQUIRED:	
2. THIS SPECIFICATION IS FOR: <i>(X and complete as applicable)</i>			3. THIS SPECIFICATION IS: <i>(X and complete as applicable)</i>		
a. PRIME CONTRACT NUMBER		b. SUBCONTRACT NUMBER		a. ORIGINAL <i>(Complete date in all cases)</i> Date <i>(TTMMDD)</i>	
				b. REVISED <i>(Supersedes all previous specs)</i> Revision No. Date <i>(TTMMDD)</i>	
c. SOLICITATION OR OTHER NUMBER		DUE DATE <i>(TTMMDD)</i>		c. FINAL <i>(Complete item 3 in all cases)</i> Date <i>(TTMMDD)</i>	
4. IS THIS A FOLLOW-ON CONTRACT? <input type="checkbox"/> YES <input type="checkbox"/> NO, If yes, complete the following Classified material received or generated under _____ <i>(Preceding Contract Number)</i> is transferred to this follow-on contract.					
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input type="checkbox"/> NO, If yes, complete the following: In response to the contractors request dated _____, retention of the identified classified material is authorized for a period of: _____					
6. CONTRACTOR <i>(Include Commercial and Government Entity (CAGE) Code)</i>					
a. NAME, ADDRESS, AND ZIP		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
7. SUBCONTRACTOR					
a. NAME, ADDRESS, AND ZIP		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
8. ACTUAL PERFORMANCE					
a. LOCATION		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT					
10. THIS CONTRACT WILL REQUIRE ACCESS TO:				11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	
	YES	NO		YES	NO
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION			a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTORS FACILITY OR GOVERNMENT ACTIVITY		
b. RESTRICTED DATA			b. RECEIVE CLASSIFIED DOCUMENTS ONLY		
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			c. RECEIVE AND GENERATE CLASSIFIED MATERIAL		
d. FORMERLY RESTRICTED DATA			d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE		
e. INTELLIGENCE INFORMATION			e. PERFORM SERVICES ONLY		
(1) Sensitive Compartmented Information (SCI)			f. HAVE ACCESS TO US CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES		
(2) Non-SCI			g. BE AUTHORIZED TO USE THE SERVICES OF THE DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER		
f. SPECIAL ACCESS INFORMATION			h. REQUIRE A COMSEC ACCOUNT		
g. NATO INFORMATION			i. HAVE TEMPEST REQUIREMENTS		
h. FOREIGN GOVERNMENT INFORMATION			j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS		
i. LIMITED DISSEMINATION INFORMATION			k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE		
j. FOR OFFICIAL USE ONLY INFORMATION			l. OTHER <i>(Specify)</i>		
k. OTHER <i>(Specify)</i>					

DD Form 254, DEC 99 (EF)

Previous editions are obsolete.

(DISA IRODTS, Inc.)

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12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

DIRECT       THROUGH (Specify)

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs) for review.  
\*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. SECURITY GUIDANCE. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents, guides, extracts referenced herein. Add additional pages as needed to provide complete guidance.)

14. ADDITIONAL SECURITY. Requirements, in addition to NISPOM requirements, are established for this contract. (If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is required.)  YES       NO

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (If yes, explain and identify specific areas or elements carried out and the activity responsible for inspections. Use Item 13 if more space is needed.)  YES       NO

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL	b. TITLE	c. TELEPHONE (Include Area Code)
d. ADDRESS (Include Zip Code)		17. REQUIRED DISTRIBUTION
e. SIGNATURE		<input type="checkbox"/> a. CONTRACTOR <input type="checkbox"/> b. SUBCONTRACTOR <input type="checkbox"/> c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR <input type="checkbox"/> d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION <input type="checkbox"/> e. ADMINISTRATIVE CONTRACTING OFFICER <input type="checkbox"/> f. OTHERS AS NECESSARY