NAVFAC
ENTERPRISE BUSINESS SYSTEMS SUPPORT
TASK ORDER

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VERSION 1

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1.0 GENERAL/ORGANIZATION/SCOPE/ BACKGROUND/OBJECTIVE

1.1 Organization to be supported:

Navy Facilities Engineering Command
1322 Patterson Ave SE
Washington Navy Yard, DC 20374-5065

Work is to be accomplished for the Naval Facilities Engineering Command (NAVFAC) Command Information Officer (CIO).

The recurring phrase, "The contractor shall," means that the firm selected for this procurement will, in accordance with all applicable Federal, state, and local laws, regulations, guidance, and policies, furnish the necessary personnel, services, products, materials, equipment, knowledge, and expertise to successfully complete the tasks required under this task order.

The Contractor shall be responsible for complying with all applicable Federal Acquisition Regulations (FAR), Defense Federal Acquisition Regulations (DFAR).

1.2 Scope:

Naval Facilities Engineering Command (NAVFAC) has a requirement to deploy and sustain an array of Enterprise Business Systems that will be utilized throughout various Navy Organizations to include all NAVFAC sites, all Navy Regions, the Marine Corps, and select private business partners. This array of Enterprise Business Systems supports the broad spectrum of NAVFAC's business, employs a broad range of technical solutions, and could vary from a web-based application to a client server- & web-based application to a data warehouse that supports NAVFAC corporate reporting. Client server applications are accessed via thin client, i.e. Citrix protocols. As a result, NAVFAC has a need for functional and technical programmatic support to include deployment support, operations and maintenance, configuration and change management, project management planning and analysis, and technical support for all NAVFAC Enterprise Business Systems. The list of enterprise-wide business systems are listed and discussed in the Business System Overviews (Attachment 1).

This is a Performance Work Statement (PWS). The scope of this PWS is to provide functional and technical programmatic support to include deployment support, operations and maintenance, configuration and change management, project management planning and analysis, and other technical support for all NAVFAC Enterprise Business Systems. The Contractor is responsible for achieving the desired results based upon their approach and internal processes. The Contractor shall provide all services, personnel, personnel supervision, materials, equipment and transportation necessary (except as otherwise specified herein) to accomplish the requirements of this PWS.

1.2.1 Clearances and Licensing:

Contractor personnel working on this task shall be U.S. Citizens.

NAVFAC IT work is accomplished at IT level II in accordance with SECNAV M-5510.30. Appropriate background check levels should be at the NACLC or higher level for all resources provided in support of this contract.

Work performed as part of executing this requirement will be at the SENSITIVE BUT UNCLASSIFIED level. The contractor shall pursue and obtain final appropriate clearances (as defined by SECNAV M-5510.30 at https://doni.daps.dla.mil/SECNAV%20Manuals1/5510.30.pdf - see sections 6-8 paragraph j.) for all personnel as required by individual task. All contractor personnel shall have a successfully adjudicated Access National Agency Check with Inquiries (ANACI) or National Agency Check with Local Agency (NACLA) as required by Information Technology (IT) level II "Limited Privileged Access". Tasks

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that require IT I level "Privileged Access" (e.g. involving super user or root access, direct access to operating system level functions, access to change control parameters of routers, multi-plexers, and other key information system/network equipment or software; ability and authority to control and change program files, and other users' access to data or equivalent access) shall require a Single Source Background Investigation (SSBI) with periodic reviews as appropriate. This shall also apply to all sub-contractor personnel.

The contractor shall establish and maintain an access list of those employees working on this Task Order. A copy of the access list shall be furnished to the Command Information Assurance Manager (CIAM). All personnel reassignments and changes shall be documented within 3 business days via a revised access list provided to the NAVFAC CIAM. NAVFAC will provide the contractor access to all areas as necessary to support this effort.

Specific tasks may require security clearance or specialized certifications as identified in the performance work statement.

The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program, and SECNAV M-5239.2 Department of the Navy Information Assurance (IA) Workforce Management Manual. The Contractor shall meet the applicable information assurance certification requirements, including:

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.
Specific tasks may require specialized certifications as identified in the performance work statement.

1.2.2 Privacy Act:

Work on this project requires that Contractor personnel have access to Privacy Information as identified in the Business System Overviews (Attachment 1). Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code (USC), Section 552a and applicable agency rules and regulations.

Contractor will be held liable for all data breaches where he/she is determined to be culpable (e.g., contract proprietary information, social security numbers (SSN) and other sensitive personnel information, etc). Contractor will be held liable and be required for taking steps such as notifying affected parties or providing credit monitoring.

Contractor personnel shall sign a Non-Disclosure Form (Attachment 2).

1.2.3 Access Requirements:

Contractor employees shall fill out a Department of Homeland Security Employment Eligibility Verification, Form I-9 (Attachment 3).

Contractor personnel shall coordinate with the Government sponsor to complete and submit an application for a DOD Common Access Card (CAC) through the Contractor Verification System (CVS). See

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Attachment 4 fo the application procedures. The issuance of a Common Access Card (CAC) to a contractor requires, at a minimum, a completed National Agency Check (NAC), or what is considered a trustworthiness check, as well as an initiated National Agency Check with Written Inquiries (NACI). Companies who employ government contractor personnel will have to complete and submit the NACI on behalf of the individual prior to their arrival on-site. Contractor shall complete and submit a NACI on behalf of their employees prior to arrival on-site. This policy is in accordance with the DoD Physical Security Program, DOD 5200.8-R and the Contractor Verification System (CVS) Trusted Agent program.

Once the CAC request has been approved, Contractor personnel will proceed to the designated CAC issuance location identified by the Government sponsor with the appropriate documentation to support their identification and/or citizenship. The CAC issuance location will then issue the CAC.

Contractor employees traveling overseas must be eligible to obtain a passport.

Contractor employees shall successfully complete an online Information Assurance (IA) training class (approximately 1.5 hours in duration) each year. See Attachment 5.

Contractor employees shall fill out a System Authorization Access Request Form (SAAR) (see Attachment 5) to obtain access to any Government system (remote or otherwise).

Within 7 working days, the contractor shall adhere to NAVFAC checkout procedures for the termination and/or collection of all Public Key Infrastructure (PKI), CAC, NAVFAC Badges, Parking Passes, and Parking Decals. This pertains to NAVFAC support contractors both on site and off site.

1.3 Background:

The NAVFAC is an Echelon II Systems Command under the Chief of Naval Operations (CNO), with additional authorities and responsibilities from the Secretary of the Navy (SECNAV). NAVFAC is a global military command with a Headquarters element and Component Commands that work together as one organizational team. NAVFAC also provides technical support for Navy expeditionary engineer readiness and doctrine, and program management support for multiple NAVFAC/CEC/SEABEE programs, including the Ocean Facilities Program and the Sealift Support Program.

The NAVFAC, Command Information Officer (CIO) has a requirement to provide optimized IT services to a global footprint of internal and external customers. Today, NAVFAC Enterprise IT service requirements are provided by three contracts from different contractors; a framework that reduced the number of contractors significantly. While this reduced inefficiencies such as overlaps, redundancies, communications gaps and disjointed “hand offs”, NAVFAC is looking to improve the framework to better align with NAVFAC’s portfolio of information technology products and services. Based on internal analyses and industry feedback, NAVFAC believes that this improved framework will be an effective means of achieving improved service delivery relative to performance, availability and functional optimization.

Services will be provided at various NAVFAC activities, as appropriate, but primarily at NAVFAC's Information Technology Center (NITC). This acquisition strategy is comprised of four (4) major acquisitions that will encompass all contractor-provided IT services for NAVFAC. Splitting the work into four core enterprise areas (Enterprise Application Hosting Support, Enterprise Business Systems Support (2), and Enterprise Operations Support) provides checks and balances as appropriate, and protects the contractor from internal conflicts of interest.

1.4 Objectives:

The objective of this project is to provide full IT life cycle support, including requirements definition, design, deployment and management of NAVFAC’s enterprise business systems, including the integration of NAVFAC's core facilities management, construction management, and installation management systems

in a fashion that will effectively and efficiently enable "end-to-end" facilities management for the Department of Navy and numerous DOD customers world-wide.

2.0 DEFINITIONS

2.1 Common Operating Environment (COE)

The Common Operating Environment (COE) identifies the layers of the NAVFAC Enterprise hosting infrastructure, network boundaries/Zones, and the hardware/software/storage platform. Attachment (02) is a representation of the NAVFAC/NITC Data Center COE.

2.2 Technology Stacks (TS)

The NITC enterprise applications hosting architecture supports distinct and separate technology stacks based on application requirements, but are inter-related and inter-dependent with each other. Attachment 03 - NAVFAC Hosting Technology Stacks describes technologies that support the NITC enterprise hosting architecture, and identifies software components that are utilized and the business systems they support.

2.3 Technology Refresh (TR)

NITC performs periodic replacement of equipment to ensure continuing reliability of equipment and/or improved speed and capacity. To meet IT roadmaps for consolidation and refresh requirements, NITC must be able to change rapidly without substantially impacting or reducing capability enhancements that are coordinated in obsolete solutions. Major technologies refresh requiring re-designing the hosting architecture to better meet technology roadmaps (ie: virtualization, consolidation, cloud computing), is a viable option for NITC if it meets DOD initiative for server footprint reduction.

2.4 Sustainment and Maintenance

NITC performs day-to-day operational sustainment and technical support of all services and applications hosted at the NITC hosting center. Maintenance work is normally performed during non-core hours or weekends to minimize impact to the user community. Sustainment and maintenance tasks are tracked through the NITC change management process.

2.5 Emerging Systems

NITC maintains a common operating environment and core technology stack. New systems that do not conform to the existing NITC hosting COE or Technology Stacks, and require separate server environment, will be considered "emerging" systems. Once the system is fully deployed, it becomes part of the COE /Technology stack, and will then require daily sustainment and maintenance support. Although this scenario does not happen very often, it is likely that there will be two (2) occurrences of an emerging system within the life of this contact.

2.6 Continuous Process Improvement (CPI)

The NITC hosting center maintains several processes and procedures for standardization. These processes and procedures are based on CMMI and ITIL framework and industry's best practices. Government-initiated audits are conducted to ensure these processes and procedures are followed and maintained. All

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employees of the hosting facility (both government and contractors) shall continually update SOPs within their area of responsibilities.

2.7 Government-Approved Outages

The NITC maintains a calendar of approved maintenance schedules that require system outages. These are usually done during non-core hours and weekends. Government-approved outages include: (1) scheduled weekend maintenance, (2) unscheduled system maintenance due to system issues/failures, and (3) critical IA/IAVA/INFOCON/SRR implementations which could happen during the week.

2.8 Application Virtualization

Application Virtualization describes technologies that improve portability, manageability and compatibility of applications by encapsulating them from the underlying operating system on which they are executed. A fully virtualized application is not installed in the traditional sense, although it is still executed as if it were. The application is fooled at runtime into believing that it is directly interfacing with the original operating system and all the resources managed by it, when in reality it is not. In this context, the term "virtualization" refers to the artifact being encapsulated (application), which is quite different to its meaning in hardware virtualization, where it refers to the artifact being abstracted (physical hardware). CDA (for GOTS) and software vendor (for COTS) approvals must be obtained prior to implementation in the NITC hosting environments.

2.9 Hardware Virtualization

Hardware virtualization is a virtualization of computers or operating systems. It hides the physical characteristics of a computing platform from users, instead showing another abstract computing platform. NITC is using VMWare and Solaris Container Virtualization Software to control virtualization. Hardware and operating systems virtualization is an on-going effort at the NITC Hosting Facility to comply with DON's server footprint reduction initiative.

2.10 Storage Virtualization and Consolidation

Storage virtualization is the pooling of physical storage from multiple network storage devices into what appears to be a single storage device that is managed from a central console. NITC uses NetApp to control storage from EMC and NetApp

Storage consolidation is an ongoing effort at NITC to standardize on the NetApp SAN System. NITC is in the process of migrating data from the EMC and SUN devices into the NetApp SAN System to comply with the NAVFAC IT Roadmap.

2.11 Acronyms

- ACNO-IT - Assistant Chief of Naval Operations for Information Technology
- ACTR – Assistant Contract Technical Representative (NMCI Term)
- AHF – Application Hosting Facility
- ANACI – Access National Agency Check with Inquires
- AQL –Acceptable Quality Level
- ASDP – Abbreviated Systems Decision Paper
- ASP – Active Server Page?
- ATL – Automated Tape Library

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- B2B – Business to Business
- BCA – Business Case Analysis
- BCP – Business Continuity Plan
- BMS - Business Management System
- BOY – Beginning of (Fiscal) Year
- BPM – Business Process Monitor (key piece of performance monitoring software)
- C&A – Certification and Accreditation
- CA – Certification Agent
- CAC – Common Access Card
- CARS – Cyber Asset Reduction and Security
- CCB – Configuration Control Board
- CCR – Central Contractor Registration
- CCM – Configuration & Change Management
- CCMP – Configuration & Change Management Plans
- CDA - Central Design Agency
- CEC – Civil Engineering Corps
- CI - Configuration Item
- CIAM – Command Information Assurance manager
- CIO – Command Information Officer
- CLIN – Contract Line Item Number
- CM - Configuration Management
- CMMI - Capability Maturity Model Integration
- CMP – Configuration Management Board
- CNO – Chief of Navy Operations
- COB – Close Of Business
- COE – Common Operating Environment
- CONUS - Continental United States
- COOP – Continuity of Operations Plan
- COR – Contracting Officer's Representative
- CoS - Continuity of Service
- COTS – Commercial-off-the-shelf
- CPI - Continuous Process Improvement
- CPU – Central Processing Unit
- CTR – Contract Technical Representative (NMCI term)
- CVS – Contractor Verification System
- CYE – Calendar Year End
- DAA – Designated Approval Authority
- DADMS – Department of the Navy Applications and Database Management System
- DBMS – Data Base Management System
- DCPDS – Defense Civilian Personal Data System
- DECC – Defense Enterprise Computing Center
- DEERS – Defense Enrollment Eligibility Reporting System
- DFAR – Defense Federal Acquisition Regulation
- DIACAP – DoD Information Assurance Certification and Accreditation Process
- DISA – Defense Information Systems Agency
- DITSCAP – DoD Information Technology Security Certification and Accreditation Process
- DMS – Defense Messaging System
- DoD – Department of Defense
- DODD – Department of Defense Directive
- DODI – Department of Defense Instruction
- DON – Department Of Navy
- DR - Disaster Recovery
- DSS – Decision Support System
- DWAS – Defense Working capital fund Accounting System
- EI – Enterprise Integration

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- E2E - End to End
- EOY – End Of (Fiscal) Year
- EP – Execution Plan
- ESRI - Environmental Systems Research Institute (a leading geographic information systems vendor)
- EUL - End User Layer
- FAM – Functional Area Manager
- FAR – Federal Acquisition Regulation
- FAQ – Frequently Asked Questions
- FEC – Facilities Engineering Command
- FISMA - Federal Information Security Management Act
- FMO - Financial Management Office
- FTE - Full-Time Equivalent
- FY – Fiscal Year
- GF – General Fund
- GIS – Geographic Information Systems
- GPO – Group Policy Objects
- GPS – Global Positioning System
- HVAC – Heating, Ventilation and Air Conditioning
- HTMLDB – Hyper Text Markup Language Data Base (an Oracle Portal Development Environment)
- IA – Information Assurance
- IAM – Information Assurance Manager
- IAVA – Information Assurance Vulnerability Alert
- IAVB – Information Assurance Vulnerability Bulletin
- IAW – In Accordance With
- IAWF - Information Assurance Work Force
- IMMEDIATE - No more than 30 minutes
- INFOCON - Information Operations Condition
- IPT – Integrated Product Team
- IT – Information Technology
- ITIL - Information Technology Infrastructure Library
- IV&V – Independent Verification and Validation
- J2EE – Java Version 2 Enterprise Edition
- JPAS – Joint Personal Adjudication System
- JSP - Java Server Pages
- LDAP – Lightweight Directory Access Protocol
- LNS – Legacy Network Shutdown
- LUN – Logical Unit
- HPQC - HP Quality Center (Formerly Mercury Quality Center)
- NACLA – National Agency Check with Local Agency
- NAS – Network Attached Storage
- NASP - NAVFAC Application Service Provider
- NAVFAC – Naval Facilities Engineering Command
- NBVC – Navy Base Venture County
- NET – Navy Enterprise Transportation
- NGEN - Next Generation (Navy-owned network)
- NAVNETWARCOM – Navy Network Warfare Command
- NFELC – Naval Facilities Expeditionary Logistics Center
- NITC – NAVFAC Information Technology Center
- NMCI – Navy Marine Corps Intranet
- NTR – Navy Technical Representative
- NWCF – Navy Working Capital Fund
- OAPEX - Oracle Application Express
- OAS - Oracle Application Server

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- OCONUS – Outside Continental United States
- OCS – Oracle Collaboration Suite
- ODAA – Operations Designated Approval Authority
- OEM – Oracle Enterprise Manager
- OFM - Oracle Fusion MiddleWare
- OID – Oracle Internet Directory
- OLTP - On Line Transactional Processing
- ONE-NET – OCONUS Navy Enterprise Network
- OO – Ordering Officer
- OS – Operating System
- OST – Operational Support Team
- PBSOW – Performance Based Work Statement
- PEO-EIS – Program Executive Office for Enterprise Information Systems
- PKE – Public Key Enabling
- PKI – Public Key Infrastructure
- POA&M – Plan of Actions and Milestones
- POC – Point Of Contact
- PW – Public Works
- PWS – Performance Work Statement
- QA/CM – Quality Assurance/Configuration Management
- QASP – Quality Assurance Surveillance Plan
- QC – Quality Control
- QI Session - Quality Improvement Sessions (Process Validation/Audit)
- QTP – Quick Test Professional
- RDMBS – Relational Data Base Management System
- RFA – Request for Action
- ROI – Return on Investment
- SA – System Administrator
- SAAR – System Authorization Access Request
- SAN – Storage Area Network
- SCADA – Supervisory Control and Data Acquisition
- SECNAV – Secretary of the Navy
- SDE – Spatial Data Engine
- SDP – System Decision Paper
- SLIN – Sub Line Item Number
- SPAWAR – Navy Space Warfare Command
- SPM – Single Platform MAXIMO®
- SRR - System Readiness Review
- SSBI – Single Source Background Investigation
- SSL – Secure Sockets Layer
- ST&E – Security Test & Evaluation
- STIG – Security Technical Implementation Guide
- TF – Task Force
- Tier 1 support – Response and routing of user initiated telephone help calls, emails and online submissions from the CIO Support Tracking System on the NAVFAC Portal.
- Tier 2 support – Advanced response to help calls referred from Tier 1.
- TOM – Task Order Manager
- TPS – Test Plan/Script
- TR - Technology Refresh
- TRM – Total Resource Management
- TS - Technology Stack
- TSO – Time Sharing Option
- UPS – Uninterrupted Power Supply
- USC – US Code
- VSS- Visual Source Safe

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- VUGen – Virtual User Generator (Mercury product for creating monitoring plans and scripts)

3.0 BUSINESS SYSTEMS SUPPORT TASK ORDER DESCRIPTION & DELIVERABLES

Introduction/Summary

The Enterprise Business Systems Support functional area will consist of deploying and managing various enterprise business systems, integrating NAVFAC's core facilities management, construction management, and installation management systems enabling "end-to-end" facilities management for the Department of Navy and numerous DOD customers world-wide. Services required are as follows:

- Perform system analysis, requirements definition, design, development, test, modification, installation, implementation, change management, quality assurance, training, and documentation for Information Systems
- Analyze existing business systems, databases, web sites, and applications and recommend new or improved interfaces and management tools that meet management requirements, or improve management effectiveness and efficiency
- Implement, modify and maintain web based information systems and links
- Provide systems engineering and technical support for establishment, test, upgrade, and operational support of applications
- Apply engineering and analytical disciplines to identify, document, and verify the functional, performance and physical characteristics of the enterprise business systems
- Provide Enterprise Integration technical management and specialized information technology support and programming expertise required to design, develop, execute, operate, maintain, and sustain existing interfaces, and technology frameworks
- Provide information and data management services, including design and creation of operational data stores, data warehouses and data marts. Design and implement data management processes for archiving, storage and retrieval of historical data.
- Provide support for deployment of applications or systems to NAVFAC activities. Document, report, and track issues that occur during deployment and provide training for deployed applications and systems
- Provide data and system migration support for NAVFAC Enterprise Business Systems. Create and document data maps between existing systems to facilitate data migration and interfacing. Analyze existing architecture and database objects for compatibility with the new architecture, create a migration plan and document to-be configuration and environment.
- Provide support using continuous process improvement using established NITC CMMI framework and ITIL processes, and compliance with NITC change management and configuration management processes.
- Comply with NITC portfolio management procedures.
- Comply with FISMA, IA, INFOCON guidance to achieve ATO for each business system

3.1 Requirements Definition

The contractor shall work with NAVFAC to understand business and organizational requirements and translate those into project requirements.

The contractor shall create requirements analysis documents. The document shall be comprehensive and must include all project stakeholder requirements. The Government will review and approve the completed requirements analysis document, ensuring that the document is approved by all stakeholders and project sponsors before work proceeds.

3.1.1 Functional Analysis

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Overview: The contractor shall have knowledge and proficiency in the different business areas of NAVFAC. The contractor shall provide analysis of how NAVFAC processes integrate and interface with the larger, standard DON and DoD systems. Results of analysis will document new features, migration paths, risks, and cost impacts and make recommendations on new technologies. Functional consultation requests shall include scope, period of performance, level of effort, and expected outcomes.

Work Description: The contractor shall provide functional analysis of NAVFAC, FMO, DON and DoD initiatives and requirements. Contractor personnel must have knowledge and experience with the appropriate business area roles, responsibilities and functions and ensure compliance with the rules and regulations appropriate to the NAVFAC business area. The contractor shall participate in requirement gathering teams with functional experts from the NAVFAC community. Participation includes user group meetings, requirements analysis, prioritization, and assistance in creation of change requests. Results of functional analysis will be documented in a formal requirements document.

The contractor shall create and maintain requirements documentation for existing or emerging business systems. Requirements documentation will be created for any new requirements and provide the basis for the analysis and design phase. All requirements documentation will be maintained and updated as requirements are discovered or modified by the appropriate Change Control Board.

The contractor shall provide analysis of existing systems, identify current functionality, and document the results into a Capability Document. Based on the Capability Documents generated, the contractor shall also create a Capability Matrix that maps all business systems with all functionality identified. The contractor shall maintain the currency of the Capability Document and Capability Matrix as changes occur in the business applications.

The contractor shall enter all requirements into the government provided requirements management system as documented in the Business System Overviews (Attachment 1) and in compliance with configuration and change management policy.

The contractor shall insure that requirements are in compliance with standard business processes as documented in the Business Management System (BMS). In the case of conflict, the contractor shall work with the project manager to modify either the requirement or business process as appropriate.

Objectives:

A. Create and maintain requirements documentation.
B. Enter requirements into government provided requirements management system.
C. Present analysis for review by government representative.

Deliverables:

A0001 – Business System Functional Requirements Analysis Document
A0002 – Capability Document
A0003 – Capability Matrix

3.1.2 Technological Analysis

Overview: The contractor shall provide analysis of emerging hardware and software technologies to evaluate impacts to current and emerging systems and hosting environments is required to maintain and improve NAVFAC business systems.

Work Description: The contractor shall provide analysis of new software and hardware technologies. Results of analysis will be documented in an impact analysis, and will address new features, migration paths, risks, cost impact, and make recommendation on adoption of technologies.

The contractor shall assist the NASP by performing a business systems impact analysis as a result of any infrastructure changes. Analysis shall include identification of current capability, operating environment, scope of use, and recommendations for infrastructure modifications or use of the network.

The contractor shall provide assistance to the government by providing a business systems impact analysis of all NMCI, NAVFAC, IA, NETWARCOM, SPAWAR, and ACNO-IT directives and requirements with regard to legacy network shutdown, Cyber Asset Reduction & Security (CARS), and other consolidation and standardization efforts.

Objectives:

A. Provide an impact analysis of new software and hardware technologies.
B. Assist NASP in evaluating impact of infrastructure changes.

Deliverables:

A0004 – Technical Analysis Document.

3.2 Systems Analysis & Design

Overview: The contractor shall use the requirements analysis document as a source for the systems design phase. The systems analysis and design document will define the hardware and software architecture, components, modules, interfaces, and data for a system to satisfy the specified requirements. The contractor shall interface with the NAVFAC CDA, hosting and IA staff to effectively perform the work required in this section. Analysis and design must take into account interfaces between business systems. Analysis must include identification of authoritative data sources for data elements, users of data, redundancy of data, opportunities for optimization, data discrepancies, and recommendations for data warehouse solutions and methodologies.

Software analysis and design support is required for both small and large projects. Large scale projects typically require more than 120 hours of effort, and could include:

- Development of new business systems
- Addition of significant new functionality
- Conversion of legacy systems (e.g., from ASP or Cold Fusion to JAVA)
- Updates of underlying COTS products
- Implementation of data warehousing solutions
- Implementation of new technologies.

Work Description:

The contractor shall provide software analysis for all requests assigned to them for action. Each analysis includes determination of technical feasibility of request, recommendation for action, determination of level of effort, and estimate for completion of development. The analysis should address existing data discrepancies, and should include documentation of issue, causes, corrective actions, risks and recommendations for avoiding future recurrence. Abbreviated analysis results shall be entered into the appropriate change management system, the status updated, and the government POC notified of completion of analysis.

The contractor shall provide a systems design for all requests approved for work. Design should take into account existing architecture, environment and framework and be approved by the configuration manager prior to implementation. Design documents should include a traceability matrix relating each design element back to a requirement. Development of solutions shall be done in the appropriate environment or framework for the system being modified as documented in the Business System Overviews (Attachment 1). Contractor shall ensure that the design complies with security policies and guidance.

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The contractor shall provide database analysis and design for existing or emerging business systems. Database structures, indexes, stored procedures, triggers, jobs and other objects must be fully documented in compliance with configuration and change management policy.

The contractor shall provide analysis, design and implementation support for required transactional and batch interfaces in support of financial, facilities, personnel, and other types of data. The contractor shall work with data providers to identify methods of interface, data requirements, security standards, and other process issues. The contractor shall document interfaces and agreements with data providers. The contractor shall coordinate meetings with data providers and users for analysis and implementation of changes and ensure change requests are entered into appropriate change management systems.

The contractor shall evaluate system changes for impact to business continuity plans and continuity of operations plans. The contractor shall provide update system level BCP and COOP documents, and recommend changes to enterprise BCP and COOP documents. (add DR)

Objectives:

A. Complete analysis of assigned requests.
B. Design solutions to assigned requests.
C. Create and maintain the Capability Documents and Capability Matrix.
D. Coordinate changes to interfaces.
E. Update BCP/COOP documents.

Deliverables:

A0005 – Software Analysis, Design, & Implementation Document
A0006 – Database Analysis, Design, & Implementation Document
A0007 – Application Interfaces Analysis and Design Document
A0008 – BCP/COOP Document

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3.3 Implementation

3.3.1 Development

Overview: The contractor shall provide development, maintenance, configuration and customization of existing and emerging business systems. The contractor shall provide support for the migration of business systems between hosting environments.

Work Description: The contractor shall perform development tasks as described in system design documents. The contractor shall incorporate the Development phase into the overall Project lifecycle. Contractor shall ensure that all development efforts comply with IA and CCM policies and guidance.

The contractor shall perform configuration and customization of existing commercial off the shelf (COTS) and government off the shelf (GOTS) software as defined in system design documents. All configuration and customization will follow NAVFAC and vendor standards for implementation of customization or configuration items within the subject COTS/GOTS. To the extent possible, customizations will be made within existing COTS/GOTS frameworks to allow compatibility with future product releases.

The contractor shall incorporate source code controls for all modifications to systems. All objects to be modified will be retrieved (checked out) from source control and not from operational environments. Check in of modified code will occur once development (unit) testing is complete and before any code is promoted to the test environment. Types of code and objects to be stored in source control are identified in the Business System Overviews (Attachment 1).

The contractor shall perform unit and integration testing of all programs, scripts or processes that are created or modified. Unit and integration testing must be performed within the NITC infrastructure on environments similar to the proposed production business system.

Objectives:

A. Execute the Development phase of the system lifecycle on schedule.
B. Perform unit and integration testing.
C. Utilize Source Control for all configuration objects.

3.3.2 Data Migration

Overview: The contractor shall provide data migration support, which is the transfer of data between storage types, formats, or systems. Unless directed otherwise by the government, data migration will be performed programmatically to achieve an automated migration.

Work Description: The contractor shall create and document data maps between existing systems to facilitate data migration and interfacing. Data maps will contain all data definitions required for successful migration, including table names, column names, column descriptions, and lists of values. Data maps will include documentation of any potential conflicts due to column size, type, flags, logic conditions, or non-standard values with mitigation options.

The contractor shall create and validate scripts and processes for data migration. Scripts include data validation, data transformation, and all insert, delete and update statements required for successful data migration. Bulk creation of user accounts and creation of underlying data structures and records may be required for successful migration.

The contractor shall provide development support for migration of web content into the NAVFAC Portal and Collaboration Services. Tasks include analysis of existing web based content, identification of potential impacts of migration, analysis of content mapping to existing Portal/OCS schema, creation of a migration plan, and documentation of the to-be environment.

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Objectives:
A. Complete documentation of all data map requirements for successful data migration.
B. Provide scripts for data migration, including validation and transformation as required.
C. Provide migration plan for transfer of content into Portal/OCS.

Deliverables:
A0009 – Data Migration Data Mapping Document
A0010 – Data Migration Scripts
A0011 – Impact Analysis and Migration Plan for Web Based Content

3.3.3 Testing

Overview: The contractor shall ensure quality control by coordinating and working with the NAVFAC CDA, hosting and IA staff in the creation and execution of comprehensive test plans. Updated scripts, views, and databases must be thoroughly tested in all appropriate environments and validated to ensure that modifications are in alignment with the work requested.

Work Description: The contractor shall provide documented test plans for all system changes.

The contractor shall load final, government approved test plans into the automated testing system.

The contractor shall participate in program/module reviews to ensure that functionality defined in the applicable Requirements Document and change management system is addressed in the Test Plan.

The contractor shall provide support to the QA group in execution of test plans.

Objectives:
A. Develop test plan and load into automated testing system for each system modification completed.
B. Complete testing of programs and modules.
C. Accomplish program/module review.

Deliverables:
A0012 – Business System Test Plans

3.3.4 Patches, Updates and Service Packs

Overview: The contractor shall evaluate, assess and apply vendor supplied patches, updates and service packs to business systems and infrastructure as applicable.

Work Description: The contractor shall evaluate the impact of vendor supplied patches, updates and service packs on NAVFAC business systems. Evaluation must examine the scope of the update and its impact on system functionality and performance. The contactor shall perform an assessment of likely outcomes from applying the subject update to the business system or underlying architecture. The assessment must include a risk analysis and recommended course of action to mitigate risks while complying with IA, FAM and vendor guidance on software and hardware updates.

For those updates specific to the business system, the vendor shall apply the updates in a development or test environment and provide thorough testing of functionality and performance before approving the update in a production environment. For architecture updates, the vendor will perform before and after testing of the updated environment to insure compatibility prior to application of the update to a production environment.

Objectives:

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A. Analyze patches, updates and service packs
B. Perform testing to alleviate production system impacts.
C. Apply patches to those systems being directly maintained by the contractor.

Deliverables:
A0013 – Impact Analysis and Assessment for updates

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3.4 Deployment

3.4.1 System Deployment

Overview: The contractor shall provide support for the deployment of business systems. The deployment period begins with the commencement of initial deployment activities (typically data migration from an existing system) and ends no later than 16 calendar days after initial go-live (the first business day on the new system).

Work Description: The contractor shall provide a POA&M and staffing plan for each deployment a minimum of 30 days prior to the deployment period. The staffing plan will be coordinated with the deploying site to insure that impacted users and locations are documented and support is available at these locations.

The contractor shall provide assistance with validation and correction of data migrated prior to going live.

The contractor shall provide on-site support for deployment of systems to NAVFAC activities. On-site support personnel must be knowledgeable in the operation of the deployed system. Personnel will be responsible for assisting users in transitioning to the system, including providing direct hands-on support.

The contractor shall accurately document, report, and track issues that occur during deployment. All issues, including resolution or current status, will be documented in a deployment report presented at the end of the deployment period.

Objectives:

A. Deliver complete Deployment Plan of Actions and Milestones to include a Staffing Plan.
B. Provide satisfactory support to end users during deployment period.
C. Provide daily status report and final Deployment Report upon deployment completion.

Deliverables:

A0014 – Business System Deployment POA&M and Staffing Plan

3.4.2 Documentation

Overview: The contractor shall provide and maintain documentation to support life cycle of business systems.

Work Description: The contractor shall maintain system documentation for NAVFAC business systems. All documentation shall be maintained in electronic format and entered into source control. Documentation shall be published in the NAVFAC Portal where appropriate for the NAVFAC user community.

The contractor shall maintain documentation of system architecture in compliance with configuration and change management policy. Architecture documentation includes System Architecture Diagram, Configuration Synopsis, and Ports & Protocols Synopsis.

The contractor shall maintain manuals for current and emerging application systems, to include user manuals, administration manuals, and other documentation.

The contractor shall maintain supporting documents, to include User Guides, Quick References, Data Models, Data Dictionaries and other configuration documents.

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The contractor shall provide Release Documentation for each promotion to the acceptance environment. Release Documentation will include a list of all objects included in the release associated with the appropriate change management record and any specific load instructions associated with the promotion.

The contractor shall prepare IA documents in compliance with current NETWARCOM, NMCI and NAVFAC guidance.

Objectives:
A. Provide new and updated documents.
B. Provide Release Documentation in support of each promotion cycle.

Deliverables:
A0015 – Business System User Manuals & Administration Manuals

3.4.3 Peripheral Support

Overview: The contractor shall provide support for specialized peripherals, including handheld devices and automated utility meters. The current environments are documented in the Business System Overviews (Attachment 1).

Work Description: The contractor shall provide support for implementation and maintenance of handheld devices and associated enterprise applications at multiple sites within NAVFAC. Implementation includes configuration, testing, and deployment of devices to the end users.

The contractor shall provide support for configuration of meters and automated meter reading systems in conjunction with utilities systems, including on-site support.

The contractor shall evaluate new hardware and software for compatibility with existing systems and make recommendations including impact, risk, and timelines for introduction.

The contractor shall provide support in IA accreditation and NMCI certification of new and existing devices.

Objectives:
A. Support implementation and maintenance of specialized solutions.
B. Provide evaluation of new technologies

3.5 Operations & Maintenance

The contractor shall, upon receipt of a work request, provide direct operations, maintenance, user support functions and training as identified below.

3.5.1 Application Administration

Overview: The contractor shall provide day-to-day application and database administration support. The contractor shall have a working knowledge of applications, systems, and underlying mid-tier technologies. Specific technologies are documented in the system descriptions. A full listing of all application systems and technologies are listed in the Business System Overviews (Attachment 1).

Work Description: The contractor shall provide administration for systems hosted at the NITC Hosting Facility. Administration tasks include user management, application configuration, and application/database security management.

The contractor shall provide database administration for systems in the development and test environments. Database administration tasks include performance optimization, schema management, security

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management, synchronization management, replication management, promotion support, developer support, database system documentation, and EUL management.

The contractor shall ensure that accounts and passwords are managed in accordance with DoD and Navy Standards. Contractor shall document all changes to configurations in compliance with NAVFAC CIO policy and guidance.

Objectives:

A. Ensure application availability through user management, configuration, and security administration.
B. Mitigate all risk assessments for database security.
C. Provide database administration for applications and systems in the development and test environments.

3.5.2 Direct Support

Overview: The contractor shall provide technical assistance on the toolsets that support the different business systems, maintaining a knowledge base of issues and how issues are resolved, "Frequently Asked Questions" (FAQ) for systems, Tier 2 and on-call support. Issues that cause production downtime, work stoppage, or data loss/corruption are categorized as urgent.

Work Description: The contractor shall maintain a knowledge base using NAVFAC specific tools and standards for systems. This knowledge base must be available via NAVFAC Portal and accessible to both government and contractor staff for reference when providing user assistance. The knowledge base must track the frequency of issues being reported, along with each issue's resolution.

The contractor shall provide an FAQ document for each system which features high volume issues from the knowledge base. This FAQ will be maintained online on the NAVFAC Portal in the appropriate locations, and updated on an as needed basis, at least once per quarter. High volume will be determined based on relative volume compared to other issues for the individual system, but should be no less than the top 5 issues in the knowledge base.

The contractor shall provide Tier 2 support for systems. Tier 2 support notices may be received by telephone, email request or via an online support tracking system. Support may be rendered by telephone, email or collaboration tools. Support personnel must be familiar with systems. The contractor shall log all responses and actions taken in the appropriate support tracking system.

Tier 2 support that is related to system outages will be logged in the appropriate system issue log as documented in the system description.

The contractor shall provide a central telephone number for 24 hours support of critical systems as designated in the NITC Operations call back documentation. On-call staff will be capable of determining root cause, issue source, and recalling appropriate administrative staff if necessary to resolve issues.

Objectives:

A. Publish Frequently Asked Questions for each application or system.
B. Maintain knowledge base of known issues for each application.
C. Acknowledge and respond to requests for assistance.
D. Log all requests for assistance in appropriate tool.
E. Successfully resolve user issues.

3.5.3 Change Management

Overview: The contractor shall provide configuration and change management support.

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Work Description: The contractor shall utilize the appropriate government change management system as the official system of records for all requests for actions. The change management system shall be utilized for induction and tracking of all requests, including, change requests, trouble reports, data fixes, administrative actions, report modifications, and database configuration changes.

The contractor shall implement the government configuration and change management guidance as documented for each system. The contractor shall ensure that database changes are coordinated properly with application changes. Configuration and change management of development and test environments may be required for individual systems as documented in the Business System Overviews (Attachment 1).

The contractor shall be responsible for updating the status of all actions assigned to them.

The contractor shall incorporate source code controls for all modifications to systems. All objects to be modified will be retrieved (checked out) from source control and not from operational environments. Check in of modified code will occur once development (unit) testing is complete and before any code is promoted to the test environment. Types of code and objects to be stored in source control are identified in the Business System Overviews (Attachment 1).

Objectives:

A. Utilize government provided change management systems for all system modification requests.
B. Provide status updates in change management system.
C. Utilize source control for all code and configuration objects.

3.5.4 Optimization

Overview: The contractor shall provide for system optimization in support of successful system operation.

Work Description: The contractor shall, upon receipt of a work request, provide support to the NASP for optimization and performance tuning of application code, queries, scripts, and databases. Tasks include monitoring performance, analysis of results, recommendation for optimization/tuning, implementation, performance validation, and documentation of changes.

Objectives:

A. Provide recommendations for optimization and performance tuning.

3.5.5 Information Assurance

Overview: The contractor shall provide support for information assurance tasks undertaken by the government in support of business systems and environments.

Work Description: The contractor shall, upon receipt of a work request, provide documentation and perform tasks associated with IA requirements for government systems and environments. Documentation may include system specifications, system diagrams, process flow charts, documentation of IA compliance actions, and mitigation plans. Task may include correcting IA deficiencies, participating in reviews, and assisting in security scans.

Objectives:

A. Provide IA documents as required.
B. Perform IA related tasks.

3.5.6 Performance Evaluation

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Overview: The contractor shall provide technical services support to prepare for load testing of systems. Preparation efforts include gathering information on the estimated number of users, estimated number of concurrent users, user location(s), desktop environment(s), whether the sites are operating in a legacy network environment or under the NMCI environment, and estimated transactional loads.

Work Description:

The contractor shall define detailed scenarios and test plans. The contractor shall configure load injectors, execute tests, evaluate results and provide load test report. Scripts shall be maintained in source control.

Objectives:

A. Provide test plans.
B. Execute test.
C. Provide load test report.

Deliverables:

A0016 – Detailed Test Plans
A0017 – Load Test Report
A0018 – Final Scripts

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3.6 Training

The contractor will be required to provide training throughout the lifecycle of systems supported by NITC. Both end user and administrator training is required for those systems which have administrative capabilities which will be used by government personnel. Specific types of training will be determined based on the individual system and customer need within the scope described.

3.6.1 Deployment Training

Overview: The contractor shall provide training services for all user roles. Services include preparation of training plans and materials, development of schedules, and administration of training.

Work Description: The contractor shall provide on-site training for newly deployed systems. Training shall commence at the deployed site thirty (30) days or less prior to the go-live date. Contractor shall maintain the training environment, to include system and data refresh as needed, ensuring that updates do not interfere with scheduled training.

The contractor shall coordinate the logistics for all training and on-site deployment support. Training logistic support includes working with each deployment site to determine the number of users to be trained; types and number of core training classes to be provided; and availability and scheduling of training rooms. The contractor shall, prior to training commencement, provide an appropriate number of training manuals and validate that the training room equipment has access to the Training environment.

The contractor shall provide and/or maintain a standard online registration tool for training. The tool will publish training dates and locations a minimum of 60 days prior to training. The tool will allow class registration, creation of rosters in electronic format, recording of attendance and produce final rosters for government review.

The contractor shall provide Manuals and Materials for on-site training of deployed systems. Materials include Quick References, Training Guides, and Evaluation Forms. All manuals and materials must be provided in electronic and printed format. Electronic materials should be published by posting on the NAVFAC Portal in appropriate locations. A printed copy must be provided to each student.

Training Guides must include Training Schedules, Class Synopsis, Class Locations, Trainer names, Milestones, Training Environment, and Availability Requirements.

A Training Summary, including lessons learned and results from student evaluations will be submitted no more than 5 business days after training completion.

Objectives:

A. Provide online registration and final rosters for all training classes.
B. Provide draft manuals and materials for review.
C. Provide final manuals and materials.
D. Collect student surveys at the end of each training session, compile and provide to project manager.
E. Provide the training summary for review.

Deliverables:

A0019 – Deployment Training Manuals and Materials (Draft & Final)

3.6.2 Self Paced Training

Overview: The contractor shall provide training materials and capabilities to allow for self paced user training. Services may include self paced manuals, web-based training modules and Computer Based Training (CBT).

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Work Description: The contractor shall prepare and maintain materials for self paced training on those portions of the Information System identified by the government as appropriate candidates.

Self paced training will be designed using standard NAVFAC tools and capable of being deployed via NAVFAC Portal or the Navy Network.

Objectives:
Provide quality self paced training for system users.

Deliverables:
A0020 – Training Courses (CBT, Self Paced, or Web Based)

3.6.3 Sustainment Training

Overview: The contractor shall provide resources in the form of personnel and materials to train on the business systems as described in Attachment 1.

Work Description: The contractor shall maintain and provide training materials for systems. Training materials include manuals, evaluation forms, examples, and exercises. Training materials shall be available in both electronic and printed formats. Electronic materials shall be published on the NAVFAC Portal.

Requests for electronic training materials will be made no less than 14 days before materials are required. Requests for printed materials will be made no less than 30 days before materials are required. Contractor shall provide technical training on systems

The contractor shall provide user training for systems. Training may be on-site classroom training or interactive online training depending on requirements. Online training may be recorded for future self-paced training needs.

User training requests will be submitted a minimum of 60 days prior to desired training date. Location, number of students, materials required, and length of course will be negotiated.

Objectives:
A. Deliver training materials.
B. Collect student surveys at the end of each training session, compile and provide to project manager.

3.6.4 Technical Training

Overview: The contractor shall provide resources in the form of personnel and materials to train government and contractor personnel on technical topics, system capability and support processes utilized in normal operations.

Work Description: Technical training will consist of administration, database support, and any other system specific classes required to accomplish the administration, support, and sustainment of the system. Technical training will use standard materials to provide full knowledge transfer to either the government or another contractor. Process training will familiarize the student with processes and standards used within NITC to support NAVFAC business systems.

Technical training requests will be submitted a minimum of 30 days prior to the desired training date. Location, number of students, materials required, and length of course will be negotiated.

Objectives:
A. Deliver training materials.
B. Collect student surveys at the end of each training session, compile and provide to project manager.

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3.6.5 Peripheral Training

Overview: The contractor shall provide resources in the form of personnel and materials to train government and contractor personnel in the use of specialized peripherals utilized in normal operations.

Work Description: Peripheral training will consist of hands on instruction in the use and maintenance of specialized peripheral equipment, such as handheld computers, tablets, scanners, or alternate input devices. Training will include care and maintenance of the device, use of any software loaded on the device, and interfacing of the device to the supported business system.

Peripheral training requests will be submitted a minimum of 45 days prior to the desired training date. Location, number of students, materials required, and length of course will be negotiated.

Objectives:

A. Deliver training materials.
B. Collect student surveys at the end of each training session, compile and provide to project manager

3.7 Project Management

3.7.1 Project Management and Planning

Overview: Throughout the life of this task order, the contractor shall provide project management support to ensure the successful and timely completion of all tasks and deliverables.

Work Description: The contractor shall create, maintain, and submit a Microsoft Project schedule to the government on all projects, using work breakdown structure. The Schedule will include a report that provides a status at an agreed upon task level, noteworthy accomplishments, and challenges that need attention. The Schedule will be maintained on a weekly basis and stored electronically in the government provided solution.

The contractor, upon receipt of a work request, will create and maintain an Execution Plan (EP) based on the input from the CDA, NASP, Operations, development team, and user community. As negotiated with the government, the EP will be broken out in a manner that facilitates tracking of the various Microsoft Project components and shall include near term (current six-month period), medium-term (six to 12 months), and long-term (one to three years) objective and timelines. The EP shall include functional and technical objectives.

Objectives:

A. Create and maintain a Microsoft Project Schedule and Execution Plan.

3.7.2 Status Reports and Meetings

Overview: The contractor shall provide, on an ongoing basis, project management information via status reports and/or meetings.

Work Description: The contractor shall generate, maintain, and submit electronically, on a bi-weekly basis, charts that provide the government information on current and projected cumulative costs, labor hours, expended and projected percentage of work accomplished, and other metrics plotted against time. The contractor shall include supporting detail information in spreadsheet format.

The contractor shall attend and participate in monthly Task Review Meetings with the Government Application Project Lead to discuss the required Monthly Financial Summary Report and Monthly Summary Report.

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The contractor shall provide a comprehensive status briefing of this task order to NAVFAC CIO, NITC management and other parties at minimum of four (4) times per year. Draft presentations shall be provided to the Government ten (10) business days prior to the start of the meeting. The Government will review and provide comments within five (5) business days after receipt of draft presentation. Final presentations shall be due in electronic format, posted to the NAVFAC Portal in the appropriate location one (1) business day prior to the start of the meeting.

The contractor shall provide analytical and technical support to the many different Configuration Control Boards (CCB) that support each major functional area or system. The contractor shall be required to attend and collect discussion data points as well as action items during these meetings. The contractor shall provide written documentation covering these discussions to the Task Order Manager (TOM) five (5) business days after each meeting. The contractor shall also be required to give presentations at the CCB meetings and to lead discussions.

All meetings and reviews shall be held at either the Ordering Officer, the contractor's office, or at any other location as specified by the Ordering Officer within the geographic locations identified in the task order.

Objectives:

A. Provide burn rate chart to government.
B. Attend scheduled Task Review Meetings.
C. Provide draft and final meeting materials and presentation.

3.7.3 Program Management

Government inspection will occur as the contractor provides deliverables. In the absence of a formal agreement, the Government will complete the review of draft deliverables within five (5) business days of receipt, and will complete the review and acceptance (or rejection) of final deliverables within 10 business days of receipt.

The contractor shall provide cost and execution reports on a monthly basis. Cost reports at the task level must be provided in spreadsheet format. Overall task order execution must be provided in 'S' chart format. Any variance from the execution plan must be explained with a corrective action plan as appropriate.

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3.8 Performance Requirements Summary Matrix

Item	Performance Objective	Performance Standard and Acceptable Quality Level (AQL)	Methods of Performance Assessment
3.1.1 Functional Analysis			
3.1.1.A	Create and maintain requirements documentation.	Documents submitted for review within 5 days of requirement approval with less than 2% rework.	Government Review.
3.1.1.B	Enter requirements into government provided requirements management system.	100% of requirements documented in management system within 2 days of requirement approval with less than 2% rework.	Government Review.
3.1.1.C	Present analysis for review with government representative.	Government acceptance of analysis in fewer than 3 reviews cycles.	Government acceptance.
3.1.2 Technological Analysis			
3.1.2.A	Provide an impact analysis of new software and hardware technologies	Completion of analysis within 3 days of agreed upon completion date.	Government review.
3.1.2.B	Assist NASP in evaluating impact of infrastructure changes.	Complete evaluation 1 day of agreed upon completion.	Government review.
3.2 System Analysis and Design			
3.2.A	Complete analysis of assigned requests.	Submission of analysis results within 5 days for 95% of requests.	Government Review of metrics from change management system.
3.2.B	Design solutions to assigned requests.	95% of solutions provided within 1 day of estimated completion date. After government review and acceptance of final design documents, there will be no more than 2% rework based on final functional requirements analysis documents.	Government Review of metrics from change management system.
3.2.C	Create and maintain the Capability Documents and Capability Matrix.	Capability Document and Matrix will be completed or updated 1 day after production promotion of any business application.	Government Review.
3.2.D	Coordinate changes to interfaces.	Coordinate meeting with data providers and users for analysis and implementation of changes at least 60 days prior to expected implementation date.	Government Review.
3.2.E	Update BCP/COOP documents	Provide complete documents for review 1 day of agreed upon completion.	Government Review.
3.3.1 Development			
3.3.1.A	Execute the Development phase of the system lifecycle on schedule.	Achieve milestones as defined in the system lifecycle schedule, at planned level of effort.	Government Review.
3.3.1.B	Perform unit and integration testing.	Successfully complete testing as defined in the system lifecycle schedule, at planned level of effort.	Government Review.

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3.3.1.C	Utilize source control for all configuration objects.	100% of code and configuration objects checked into source control within 4 hours of testing.	Government Review.
3.3.2 Data Migration			
3.3.2.A	Complete documentation of all data map requirements for successful data migration.	Provide complete document for review 1 day of agreed upon completion.	Government review.
3.3.2.B	Provide scripts for data migration, including validation and transformation as required.	Provide scripts within 1 day of agreed upon completion date. After government review and acceptance of final data mapping documents, there will be no more than 2% rework of migration scripts.	Government review of scripts in acceptance environment.
3.3.2.C	Provide migration plan for transfer of content into Portal/OCS.	Provide plan within 1 day of agreed upon completion date.	Government review.
3.3.3 Testing			
3.3.3.A	Develop test plan and loaded into automated testing system for each system modification completed.	100% of test plans completed and loaded within 2 days of completion of development.	Government Review
3.3.3.B	Complete testing of programs and modules.	Complete 100% of test plans within target test period.	Government Review.
3.3.3.C	Accomplish program/module review.	Government acceptance of program/module on first walk-through.	Government Review.
3.3.4 Patches, Updates and Service Packs			
3.3.4.A	Analyze patches, updates and service packs.	Completion of analysis within 3 days of agreed upon completion date.	Government Review.
3.3.4.B	Perform testing to alleviate production system impacts.	Complete 100% of testing within target test period.	Government Review.
3.3.4.C	Apply patches to those systems being directly maintained by the contractor.	Government acceptance of systems ensuring patches had no impact.	Government Review.
3.4.1 System Deployment			
3.4.1.A	Deliver complete Deployment Plan of Actions and Milestones to include a Staffing Plan.	Deliver POA&M and staffing plan a minimum of 30 days prior to deployment period.	Government Review.
3.4.1.B	Provide satisfactory support to end users during deployment period.	Provide assistance to all users with less than 10% negative feedback.	User feedback via survey.
3.4.1.C	Provide daily status report and final Deployment Report upon deployment completion.	Perform daily status briefs on all outstanding issues. Deliver deployment report including resolution or status of all issues within 2 business days of deployment completion.	Government Review.
3.4.2 Documentation			
3.4.2.A	Provide new and updated documents.	Documents submitted for review within 1 day of agreed upon date with less than 5% rework.	Government Review

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3.4.2.B	Provide release documentation in support of each promotion cycle.	Provide release documentation a minimum of 5 days prior to promotion of code to the acceptance environment with less than 2% rework.	Government Review
3.4.3 Peripheral Support			
3.4.3.A	Support implementation and maintenance of specialized solutions.	At least 95% availability of solution with the exception of planned maintenance.	Government Review
3.4.3.B	Provide evaluation of new technologies.	Evaluation provided within 2 days of agreed upon date.	Government Review
3.5.1 Application Administration			
3.5.1.A	Ensure application availability through user management, configuration, and security administration.	No unplanned outages per calendar month.	Government Review.
3.5.1.B	Mitigate all risk assessments for database security.	100% compliance with all 'high' risk assessments within 5 days of notification. Mitigate all 'medium' risk assessments within 10 days of notification. Mitigate all 'low' risk within 30 days of notification.	Government Review.
3.5.1.C	Provide database administration for applications and systems in the development and test environments.	Database availability of at least 99% excluding maintenance windows.	Government Review.
3.5.2 Direct Support			
3.5.2.A	Publish Frequently Asked Questions for each application or system.	FAQs published at a minimum of once per quarter.	Government Review.
3.5.2.B	Maintain knowledge base of known issues for each application.	New issues entered into knowledge base including resolutions or work-arounds within 2 days of issue being documented.	Government Review.
3.5.2.C	Acknowledge and respond to requests for assistance.	Acknowledge receipt of urgent requests within 10 minutes of request and standard requests within 30 minutes of request. Identify resolution to urgent requests within 30 minutes and standard requests within 2 hours.	Government Review and Operations Watch metrics.
3.5.2.D	Log all requests for assistance in appropriate tool.	100% of requests logged in the call log and 100% of outages logged in the system issue log.	Government Review.
3.5.2.E	Successfully resolve user issues.	Resolve 95% of urgent issues within 1 hour and 95% of other issues with 4 hours.	Government Review of Operations Watch metrics.
3.5.3 Change Management			
3.5.3.A	Utilize government provided change management systems for all system modification requests.	100% of requests are entered into the government change management system.	Government Review.

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3.5.3.B	Provide status updates in change management system.	100% of status changes updated in government change management system within 1 day of status update.	Government Review.
3.5.3.C	Utilize source control for all code and configuration objects.	100% of code and configuration objects checked into source control within 4 hours of testing.	Government Review.
3.5.4 Optimization			
3.5.4.A	Provide recommendations for optimizations and performance tuning.	Provide recommendations no more than one 1 day after agreed upon date.	Government Review
3.5.5 Information Assurance			
3.5.5.A	Provide IA documents as required.	Provide complete documents for review 1 day of agreed upon completion.	Government Review.
3.5.5.B	Perform IA related tasks.	Complete 100% of IA tasks within target completion date.	Government Review.
3.5.6 Performance Evaluation			
3.5.6.A	Provide test plans.	Provide test plans 10 days prior to proposed test date.	Government Review.
3.5.6.B	Execute test.	Execute test on agreed upon date with no impact to production network.	Government Review.
3.5.6.C	Provide load test report.	Provide load test report 2 days after execution of test.	Government Review.
3.6.1 Deployment Training			
3.6.1.A	Provide online registration and final rosters for all training classes.	Provide final roster 1 day prior to training.	Government Review.
3.6.1.B	Provide draft manuals and materials for review.	Provide draft manuals and material 14 days prior to propose training date.	Government Review.
3.6.1.C	Provide final manuals and materials.	100% availability of final training materials prior to the deployment training date	Government Review.
3.6.1.D	Collect student surveys at the end of each training session, compile and provide to project manager.	100% of student surveys collected with a minimum of 90% positive feedback	Government Review.
3.6.1.E	Provide the training summary for review.	Provide training summary within 2 days after training completion.	Government Review.
3.6.2 Self Paced Training			
3.6.2.A	Provide quality self paced training for system users	100% availability of training materials prior to training date.	Statistical analysis of survey responses against class rosters.
3.6.3 Sustainment Training			
3.6.3.A	Deliver training materials.	100% availability of training materials prior to the training date	Government Review.
3.6.3.B	Collect student surveys at the end of each training session, compile and provide to project manager.	100% of student surveys collected with a minimum of 90% positive feedback	Government Review.
3.6.4 Technical Training			
3.6.4.A	Deliver training materials.	100% availability of training materials prior to the training date	Government Review.
3.6.4.B	Collect student surveys at the end of each training session, compile and provide to project manager.	100% of student surveys collected with a minimum of 90% positive feedback	Government Review.

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3.6.5 Peripheral Training			
3.6.5.A	Deliver training materials.	100% availability of training materials prior to the training date	Government Review.
3.6.5.B	Collect student surveys at the end of each training session, compile and provide to project manager.	100% of student surveys collected with a minimum of 90% positive feedback	Government Review.
3.7.1 Project Management and Planning			
3.7.1.A	Create and maintain a Microsoft Project Schedule and Execution Plan.	Provide POA&M to Work Requestor 2 days prior to schedule project review dates.	Government Review
3.7.2 Status Reports and Meetings			
3.7.2.A	Provide burn rate chart to government	Provide monthly burn rates charts to government.	Government receives accurate reports on time.
3.7.2.B	Attend scheduled Task Review Meetings.	Contractor provides draft presentations to the Government 5 calendar days prior to the start of the meeting. Final presentations shall be due in electronic format, 2 calendar days prior to the start of the meeting.	Government review and acceptance of contractor provided draft and final copies of meeting materials and presentations.
3.7.2.C	Provide draft and final meeting materials and presentation.	Facilitate monthly and quarterly Contract Status reviews with government representatives. Prepares and perform PowerPoint presentation during monthly and quarterly Contract Status Reviews.	Government review and acceptance of contractor provided draft and final copies of meeting materials and presentations.

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3.9 Deliverables

Item	Deliverable	Format	Date Required
3.1.1	A0001 Business System Functional Requirements Analysis Document	See Attachment	Within 5 business days of approval of requirement
3.1.1	A0002 Capability Document	See Attachment	Within 1 business day after production promotion
3.1.1	A0003 Capability Matrix	See Attachment	Within 1 business day after production promotion
3.1.2	A0004 Technical Analysis Document		
3.2	A0005 Software Analysis, Design, & Implementation Document	See Attachment	As required
3.2	A0006 Database Analysis, Design, & Implementation Document	See Attachment	As required
3.2	A0007 Application Interfaces Analysis and Design Document	See Attachment	As required
3.2	A0008 BCP/COOP Document		
3.3.2	A0009 Data Migration Data Mapping Document	See Attachment	As required
3.3.2	A0010 Data Migration Scripts		
3.3.2	A0011 Impact Analysis and Migration Plan for Web Based Content		
3.3.3	A0012 Business System Test Plans	See Attachment	Within 2 business days of completion of development
3.3.4	A0013 Impact Analysis and Assessment for updates.		
3.4.1	A0014 Business System Deployment POA&M and Staffing Plan	See Attachment	Within 30 days prior to deployment period
3.4.2	A0015 Business System User Manuals & Administration Manuals.		
3.5.6	A0016 Detailed Test Plans		
3.5.6	A0017 Load Test Report		
3.5.6	A0018 Final Scripts		
3.6.1	A0019 Deployment Training Manuals and Materials (Draft & Final)	See Attachment	Minimum of 60 days prior to training commencement
3.6.2	A0020 Training Courses (CBT, Self Paced, or Web Based)		

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3.10 SKILLS, KNOWLEDGE AND EXPERTISE

See Attachment I thru Attachment IV.

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4.0 QUALITY PLANNING, CONTROL AND ASSURANCE

4.1 The quality assurance surveillance plan (QASP) outlines the framework and methods that will be utilized to provide surveillance and review of the Contractor's fulfillment of contract acceptance criteria and other contract standards, including its quality control plan execution. The Government shall develop the QASP and evaluate Contractor performance based on this framework. The Government will evaluate the overall project performance on a regular basis to provide confidence that the project will satisfy the relevant quality standards. The system shall be applicable to all subcontractors and members of the contractor's team, if appropriate.

4.2 T he Contractor shall monitor the specific project results to determine that they comply with relevant quality standards and identify ways to eliminate causes of unsatisfactory performance through utilization of its Quality Control (QC) plan based on Project Management Institute (PMI) best practices.
T he Contractor shall address the quality control planning, execution and tracking to be utilized to assure compliance with task order performance standards. The Contractor shall provide its quality control program in its technical proposal.

The contractor shall develop, implement and maintain a quality assurance program. The system shall included inspection, validation, evaluation, corrective action and procedures necessary to effect quality control of all performance and products under the contract. The system shall allow inspection and evaluation by the government.

5.0 GOVERNMENT FURNISHED INFORMATION, SERVICES, AND EQUIPMENT

5.1 The Government will furnish NMCI workstations and network resources, workspace, furnishings, office supplies, document reproduction, fax and telephone services, video-conferencing and web-conferencing necessary to accomplish assigned work covered by this task order when some or all of the support must be performed in Government spaces.

The Government will make available relevant standards, functional statements, technical manuals, computer systems guides, reference material, regulations, instructions, and operational procedures necessary to accomplish this task order.

The Government will provide Government Common Access Cards (CAC).

The Government will provide hand held equipment to accomplish assigned work covered by this task order.

5.2 The Government will provide the required number of software licenses necessary to accomplish this task order when support effort is required to be in government spaces on government-provided NMCI workstations. At the completion of these tasks, all software and customized computer code shall be surrendered to the Government.

5.3 The Government will provide remote access to systems at the NAVFAC Information Technology Center at Port Hueneme, CA to accomplish assigned work covered in this TASK ORDER when support effort is not required to be on-site in government spaces. The access will be in compliance with current NAVNETWARCOM, SPAWAR, NMCI and NAVFAC guidance and directives. The Government will provide access to any installation required in accordance with current DOD and Navy guidance and directives.

6.0 CONTRACTOR FURNISHED INFORMATION, SERVICES, AND EQUIPMENT

6.1 The Contractor shall provide technical support as needed to meet the requirements of the task order as it pertains to facilities, supplies and services.

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6.2 Contractor is responsible for obtaining Card Readers and Software to be utilized with the Government furnished CAC Cards on non-NMCI workstations.

6.3 Contractor workstations connecting remotely to the NAVFAC Information Technology Center at Port Hueneme, CA will be in compliance with current NAVNETWARCOM, SPAWAR, NMCI and NAVFAC guidance and directives.

6.4 Contractor shall be responsible for reproduction and shipping charges for training manuals.

6.5 Contractors traveling overseas will be required to provide passports.

7.0 OTHER INFORMATION/PERIOD OF PERFORMANCE/TRAVEL/ POINTS OF CONTACT

7.1 **Hours of Work:** Hours of work shall vary based on the task being performed. Certain tasks may require work and travel after normal business hours, on weekends and holidays. For certain tasks, the contractor may be required to provide services 24 x 7. Actual hours of work will be agreed upon at task order start up.

7.2 **Place of Performance.**
The Contractor shall be required to perform work associated with task orders throughout the United States and its territories where NAVFAC has a presence. In addition, the contractor shall be required to perform work in any country where NAVFACENGCOM has a presence.

7.3 **Period of Performance:** This task order period of performance shall be for one (1) base year and two (2) one-year options and is subject to the availability of Government funds. The option years may be exercised when determined by the Government to be in its best interest and in accordance with applicable acquisition regulations and policies.

In accordance with FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000), the Government may extend the term of task order by written notice to the Contractor five (5) days prior to contract expiration provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause. The total duration of task order, including the exercise of any options under this clause, shall not exceed 3 years.

7.4 **Travel:** The contractor shall perform travel as required in the performance of the contract as stated in individual task orders. Travel shall consist of CONUS/OCONUS travel, in support of the contract requirements identified in this task order.

Travel arrangements and costs shall be in accordance with the Joint Federal Travel Regulations. Before undertaking any travel in performance of this task order, the Contractor shall have the travel approved, in writing, by the TOM or Navy Technical Representative (NTR). In an urgent situation, telephonic/verbal approval by the TOM or NTR is acceptable, with the understanding that the written approval request shall be provided within thirty (30) calendar days.

7.4.1 **Air**: The contractor shall, to the maximum extent practical, minimize overall travel costs by taking advantage of discounted airfare rates available through advance purchase. Charges associated with itinerary changes and cancellations under nonrefundable airline tickets are reimbursable as long as the changes are driven by the work requirement.

7.4.2 **Non-Reimbursable Travel**: The following travel shall not be reimbursed: travel performed for personal convenience or daily travel to and from the designated work site.

7.5 **Training.** The Government will not allow costs, nor reimburse costs associated with the contractor training employees in an effort to attain and/or maintain minimum personnel qualification requirements of this task

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order. Attendance at workshops or symposiums is considered training for purposes of this clause. However, attendance at workshops or symposiums required to support the requirement of a business systems but does not constitute as training that contributes toward the personnel qualification requirements of this task may be approved on a case-by-case basis by the TOM.

7.6 Monthly Status Reports. The contractor shall submit a monthly status report consisting of an executive summary covering the activities and funds status of the previous month. These reports shall contain an accurate, up-to-date summary account of tasks completed during the month, tasks on-going during the month, tasks to be worked during the next month, and shall provide status updates on any ongoing incidents that occurred during the month and identify any problems or issues that are still pending. These reports shall contain a statement of progress against the cost schedule developed by the Contractor under project management and shall reference the Task ID from the Microsoft Project schedule. An alternate report may be substituted for this format as agreed to at task start up.

The Contractor shall submit monthly reports in electronic format.

7.7 NAVFAC IT Architecture: is identified in the Business System Overviews (Attachment 1) and Common Operating Environment (COE) (Attachment 17).

7.8 Key Positions: The Contractor agrees to assign personnel to positions designated as key positions and these personnel shall be committed to the project for its duration. No substitution shall be made without prior notification to and concurrence of the Ordering Officer. All proposed substitutes shall have qualifications equal to or higher than the qualifications of the person to be replaced. The Ordering Officer shall be notified in writing of any proposed substitution at least forty-five (45) days, or ninety (90) days if a security clearance is to be obtained, in advance of the proposed substitution. The notification shall include:

- an explanation of the circumstances necessitating the substitution;
- a complete resume of the proposed substitute;
- and any other information requested by the Ordering Officer to enable the Government to judge whether or the Contractor is maintaining the same high quality of personnel.

Contractor personnel holding the position titles and having the qualifications listed in Attachment 18 are considered essential to the work being performed under this task order:

7.9 Contractor Identification:

In accordance with DFARS 211.106, "Contractor employees shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and displaying distinguishing badges or other visible identification for meetings with Government personnel. All contractor employees shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence."

Contractor shall ensure, to the extent practicable, that external correspondence signed by Contractor employees is on company letterhead. Internal correspondence, including e-mail and memoranda, must include the name of the company in the signature line or in another clearly identifiable location. In all contact with the public and Government officials, contractor personnel shall identify themselves as contractor employees working under contract to NAVFAC.

Contractor shall ensure that their onsite personnel, when receiving or placing telephone calls, identify their employer, in addition to whatever other appropriate greeting are used.

When participating in meetings with Government and/or other Contractor employees, ensure that their personnel properly identify themselves as Contractor employees so that their actions will not be construed as acts of Government officials.

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All Contractor staff working on-site at any of the client installations during task order performance shall wear at all times a DOD or Contractor furnished Identification.

The Contractor must comply with the implementation of Federal Information Processing Standards (FIPS) Publication Number 201, Personal Identify Verification of Federal Employees and Contractors.

7.10 Intellectual Property: This task order is funded by the United States Government. All intellectual property generated and/or delivered pursuant to this task order shall be subject to appropriate federal acquisition regulations which entitle the Government to unlimited license rights in technical data and computer software developed exclusively with Government funds, a nonexclusive license to practice any patentable invention or discovery made during the performance of this task order, and a nonexclusive and irrevocable worldwide license to reproduce all works (including technical and scientific articles) produced during this task order.

All products delivered under this statement of work shall conform to current DOD, Department of Navy (DON) and NAVFAC standards and guidelines. The Navy shall maintain full data rights to all products and deliverables.

7.11 Transition between Task Orders and Continuity of Service:

If a successor contract is awarded prior to the final expiration date of this task order, the Government may issue task orders to the successor Contractor prior to the expiration date of this task order.

The Contractor must recognize that services under this task order are vital to the Government and must be continued without interruption and that upon task order expiration, a successor, either the Government or another Contractor, may continue such services. The Contractor agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition.

The awardee shall not recruit on Government premises or otherwise act to disrupt Government business. Within ten (10) calendar days of a task order award, the Contractor shall inform the appropriate TOM of incumbent personnel, who will not be placed on the task order.

The Contractor shall have management and administrative support in place to fulfill work requirements at time of commencement of the task order performance. Addresses, telephone numbers, and functional responsibilities shall be provided to Ordering Officer and TOM at time of work initiation.

The Contractor shall provide phase-in, phase-out services, at no additional cost to the Government, as long as there is any active task order. Appropriate task order management personnel shall meet with the successor Contractor to coordinate task order transition. Discussions shall include personnel transition to the successor Contractor, and the transition of task order specific items such as Government or Contractor furnished supplies, materials, equipment, and services.

The Contractor shall disclose necessary personnel records (names and phone numbers) to allow the successor to conduct interviews for possible transition. If selected employees are agreeable to the change, the incumbent Contractor shall grant release at a mutually agreed date and negotiate transfer of the employee's earned fringe benefits. The resumes for incumbents must be approved by the Government prior to assignment to a position.

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ATTACHMENT I

GIS SKILLS, KNOWLEDGE AND EXPERTISE

Introduction/Summary

The contractor shall perform the tasks described in Section 3 in support of NAVFAC's Geographic Information Systems (GIS) implementations as detailed below. Support of GIS will include at a minimum the below skills, knowledge and expertise. Other skills, knowledge, or expertise not specifically mentioned, but required to fulfill the tasks as stated will be identified and provided by the contractor.

GIS Applications: RSIMS/GeoReadiness, NIRIS, others TBD

The contractor must have knowledge and capability to support systems underlying all GIS at NAVFAC. The primary GIS programs are the Regional Shore Installation Management System (RSIMS)/GeoReadiness and NIRIS. Additional systems may be included in the future. The contractor shall provide ongoing support and maintenance of all program modules. Modules include, but are not limited to, the Maintenance & Analysis Environment, RSIMS3 viewer and related tools, GeoReadiness Explorer and related tools, GIS data repository, related file data repositories, map builder, integrations with other business systems, Space Management, Real Planfile Viewer, Media Manager, and administrative toolsets. Additional modules will be added over the course of the period of performance at the direction of Program Management.

Key Skills:

Ability to support GIS applications using ESRI suite of products, including ArcGIS Server 9.3.1, ArcGIS Server 10.x, ArcSDE, ArcGIS Desktop and extensions and third party tools.

Expertise in migrating GIS solutions from ArcIMS to ArcGIS Server

Expertise in designing, managing, and administering a consolidated and load-balanced GIS hosting infrastructure and in deploying GIS applications in Citrix XenApp Server 4.5 and web environments.

Expertise in designing, managing, and administering a consolidated GIS ArcSDE infrastructure on Oracle 10gR2 and 11g platforms including Oracle database, Oracle Portal, Oracle SSO/OID, CITRIX, and enterprise storage and backup systems

Expertise in troubleshooting GIS, Citrix, and Oracle integration issues, and tuning the performance of a GIS system

Knowledge of UNIX and Windows Operating Systems

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ATTACHMENT II

MAXIMO SKILLS, KNOWLEDGE AND EXPERTISE

Introduction/Summary

The contractor shall perform the tasks described in Section 3 in support of NAVFACs Maximo implementations as detailed below. Support of Maximo systems will include at a minimum the below skills, knowledge and expertise. Other skills, knowledge or expertise not specifically mentioned, but required to fulfill the tasks as stated will be identified and provided by the contractor.

IBM Maximo

The contractor must have knowledge and capability to support Maximo versions 5.2, 7.1 and future releases. The contractor must have knowledge and experience implementing Maximo Asset Management, Transportation Management, and Linear Asset capabilities. The contractor must have knowledge and experience in implementing Maximo B2B solutions, including advanced queue management and real time XML interfaces.

Key Skills:

Maximo Configuration and Administration
Knowledge of Transportation Manager
Knowledge of Linear Asset Manager
Knowledge of B2B implementation (Integration Framework)

IBM Websphere

The contractor must have knowledge and experience implementing IBM Websphere application hosting software. The contractor must be familiar with versions 5 and 6 of the software. The contractor must be capable of implementing the software in Windows and UNIX based environments. The contractor must be familiar with high availability configurations of the Websphere software.

The contractor must have experience with performance tuning of Websphere and exhibit the capability to assess and correct software performance issues.

Key Skills:

JMS Queue Management
Websphere Administration (Including Cluster configuration and control)
Performance monitoring and tuning

TRM Rules Manager

The contractor must have knowledge and experience implementing TRM Rules Manager in support of Maximo 5.2 and 7.1.

Key Skills:

Rules Manager Configuration and Administration
Rules Manager Coding standard and language

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Handheld Integration

The contractor must have knowledge and experience implementing Syclo Maximo Work Manager/Syclo Agentry with Maximo 5.2 and 7.1.

Key Skills:

Agentry 3.x Configuration and Administration
Agentry 5.x Configuration and Administration

BIRT Framework

The contractor must have knowledge and experience implementing BIRT framework in support of Maximo 7.1. The contractor must have knowledge and experience with multi-source implementation, optimization, scheduling, remote delivery, and report writing.

Key Skills:

BIRT Report Development
BIRT Configuration and Support
Report Scheduling and Email distribution

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ATTACHMENT III

WEB PAGE DESIGN AND DEVELOPMENT SKILLS, KNOWLEDGE AND EXPERTISE

Introduction/Summary

The contractor shall perform the tasks described in Section 3 in support of NAVFACs Enterprise Business Systems, to include but not limited to, the following Business Systems:

- NAVFAC Portal

Support of the NAVFAC Enterprise Business Systems will include at a minimum the below skills, knowledge and expertise. Other skills, knowledge or expertise not specifically mentioned, but required to fulfill the tasks as stated will be identified and provided by the contractor.

Web Page Design and Development

The contractor must have knowledge and experience designing web pages and graphics displayed digitally and in printed materials. The contractor must be familiar with software approved for use in the NAVFAC Developer Community of Interest (COI). The contractor must be capable of implementing the software in a Windows based environment.

The contractor must have experience with performance tuning of the rendering of web pages and exhibit the capability to assess and correct software performance issues.

Key Skills:

Adobe Creative Suite
Javascript, PHP, ASP, Java, Perl, Action Script, HTML, CSS, XML
Web 2.0 technologies
Web Design
Graphic Arts & Design

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ATTACHMENT IV

ORACLE SKILLS, KNOWLEDGE AND EXPERTISE

Introduction/Summary

The contractor shall perform the tasks described in Section 3 in support of NAVFACs Enterprise Business Systems, to include but not limited to, the following Business Systems:

- NAVFAC Portal

Support of the NAVFAC Enterprise Business Systems will include at a minimum the below skills, knowledge and expertise. Other skills, knowledge or expertise not specifically mentioned, but required to fulfill the tasks as stated will be identified and provided by the contractor.

Oracle Technology

The contractor must have expertise and capability to support current and future releases of the Oracle Application Server and Fusion Middleware architectures. The contractor must have knowledge and experience defining architecture requirements to support the NAVFAC Enterprise Business Systems, configuring and customizing the application to meet the defined requirements. The contractor must have knowledge and experience in implementing key features of the products as they apply to the current and future implementations of the NAVFAC Enterprise Business Systems.

The contractor must have knowledge and experience with Oracle Databases. The contractor must have knowledge and experience developing and administering database schemas in an OLTP environment. The contractor must have knowledge and experience with Oracle's Virtual Private Database technology. The contractor must have knowledge and experience creating PL/SQL packages, procedures and functions as well as having knowledge and experience developing SQL scripts that consist of DML, DDL, and PL/SQL statements for use in application promotions. The contractor must have knowledge and experience implementing Oracle Content DB.

The contractor must have knowledge and experience developing and deploying enterprise Java applications in a multi-tiered architecture environment. The contractor must have proficiencies in the Struts framework; use of APIs that include Apache POI and LOG4J; XML development experience and basic understanding of service oriented architecture; development and use of web technologies that include JavaScript, AJAX, and JQuery; experience developing, deploying and administering J2EE application in an Oracle Application Server environment; as well as administration of data sources and OC4J performance tuning.

The contractor must have knowledge and experience implementing Oracle Internet Directory (OID), Oracle Identity Manager (OIM), and Oracle Access Manager (OAM) software in support of NAVFAC Enterprise Business Systems. The contractor must have knowledge and experience defining architecture requirements to support the NAVFAC OID, OIM, and OAM environments, configuring and customizing the applications to meet the defined requirements. The contractor must have knowledge and experience in implementing key features of the products as they apply to the current and future implementations for the NAVFAC Enterprise Business Systems.

The contractor must have knowledge and experience implementing Oracle Universal Content Manager (UCM) application hosting software. The contractor must have knowledge and experience defining architecture requirements to support the NAVFAC Enterprise Business Systems, configuring and customizing the application to meet the defined requirements. The contractor must have knowledge and

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experience in implementing key features of the products as they apply to the current and future implementations for the NAVFAC Enterprise Business Systems.

The contractor must have knowledge and experience implementing current and future versions of Oracle Portal and WebCenter Interaction (WCI). The contractor must have knowledge and experience defining architecture requirements to support the NAVFAC Enterprise Portal environment, configuring and customizing the application to meet the defined requirements. The contractor must have knowledge and experience in implementing key features of the products as they apply to the current and future implementations for the NAVFAC Enterprise Portal.

The contractor must have experience with performance tuning of applications hosted in the Oracle Technology Stack and exhibit the capability to assess and correct software performance issues.

Key Skills:

OAS and OFM Configuration and Administration

Database Administration
-Knowledge of relational databases
-Schema Design and Development
-Virtual Private Database (VPD)
-Collections, i.e. Bulk Collects
-Database Links
Oracle RDBMS
OEM Grid Control
Oracle Real Application Clusters (RAC)
Oracle Content DB Configuration and Administration
OLTP Database Design and Development
Logical and Physical Data modeling and Design
Data Migration (Extract, Transform, Load – ETL)
Data Warehousing
Security (?)

Oracle Application Development
Oracle PL/SQL
Oracle JDeveloper
Oracle Forms
Oracle Reports
Oracle Portal Development
Oracle Application Express (APEX)
Oracle Discoverer Administration
Oracle Discoverer Desktop
Oracle Discoverer Plus and Viewer

Knowledge of OID, OIM, OAM

Oracle UCM configuration and Administration

Oracle Portal and WCI Configuration and Administration

Java
Java Server Pages (JSP)
Javascript
Java Business Ojbects (i.e., EJB, JDBC)
OC4J

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J2EE
LOG4J
Strut Framework
AJAX Development
JQuery (?)
Apache POI
HTML, CSS, XML
SQL
Knowledge of industry standard LDAP technologies
Knowledge of single sign-on technologies
Knowledge of IA Controls and Security Technical Implementation Guidelines (STIGs) for system access

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