

**NAVAL POSTGRADUATE SCHOOL  
MONTEREY, CALIFORNIA  
LEARNING MANAGEMENT SYSTEM SUPPORT  
STATEMENT OF WORK**

## **1. Background**

The Naval Postgraduate School (NPS), located in Monterey, California has a mission to provide relevant and unique advanced education and research programs to the U.S. Navy, other military branches, and foreign military services necessary to increase the combat effectiveness and enhance the security of the United States and its allies. The mission of the Information Technology and Communication Services (ITACS) Directorate is to provide technology and communications in support of NPS's core mission of teaching, research, and service to the Navy and Department of Defense. ITACS provides faculty, students, researchers, and staff with superior technology, significantly enhancing the warfighters learning experience.

One of the numerous NPS ITACS departments includes the Collaborative Learning Environment (CLE) team consisting of 2 FTE's, whose primary tools include the Sakai Learning Management System (LMS) as its primary educational software platform for course instruction, research and collaboration (asynchronous). In tandem, the CLE team uses Blackboard Collaborate as its comprehensive online learning and collaboration tool (synchronous). The contractor will provide Tier I & II support to the CLE team.

Sakai includes many of the features common to course management systems, including document distribution, a gradebook, discussion, live chat, assignment uploads, and online testing. In addition to the course management features, Sakai is also used as a collaborative tool for groups to conduct research and projects. NPS's instance of Sakai supports approximately 10,000 distinct Sakai users per year, 1 million user logins, and 4,500 course creations. Sakai includes the ability to control the tool settings based on the user roles (i.e. faculty member, student, researcher, etc.). Sakai also includes a wiki, mailing list distribution and archiving, and an RSS reader, all of which can be augmented with tools designed for a particular application of Sakai. Application examples include sites for collaborative projects, teaching, and portfolios.

Blackboard Collaborate is a comprehensive online learning web-conferencing tool designed specifically for higher education. NPS provides Collaborate to 700 faculty, 1,600 full-time resident students, and 1,000 part-time Distance Learning students, providing the ability to launch a synchronous session, record and join live classes and meetings from mobile devices or tablets, as well as conduct live skill development and training sessions or capture training sessions for on-demand viewing. Collaborate also provides the capability to schedule online interviews for search committees, host live presentations by guest speakers and organize synchronous sessions on research and scholarly activities with NPS sponsors.

## **2. Scope and Objectives**

The purpose of this contract is to provide a full range of Collaborative Learning Environment support services to NPS CLE customers (Faculty and Students) to include Tier I, & II user support. Services shall also include System Administration functions such as maintenance upgrading and implementing network and cybersecurity measures. Training and user support shall be conducted as well as the assurance that CLE activities, reports, curricula and metrics are completed accurately and on time.

### **End User Services**

- Provide end user Tier I & II services to 3,000 resident and distance learning customers
- Respond to eHelpDesk and JIRA Issue Tracking System user requests
- Mobile Device compatibility support
- Communication and Email Support
- User training

**Course Development**

- Course creation
- Loading and removing courses
- Maintaining user information and modification
- Loading and/or removing users
- Selecting features and functionality
- Determining roles and responsibilities for users
- Track course completions and maintain records and statistics for each course offering

**Infrastructure support**

- IT System Administration
- Software application maintenance & enhancements
- Database administration and support
- Information assurance (Cybersecurity)
- Incident response
- Backups and Restores
- Validation upgrades of existing systems

**3. Tasks****Tier I**

The contractor will provide initial support for basic Sakai and Collaborate customer issues (e.g. System login Issues) for up to 10 Tier I trouble tickets per day. The contractor shall gather and collect Tier I customer data to determine the resolve by analyzing the symptoms, while attempting to determine the fundamental problem. The contractor shall collect Tier I information such as computer system name, screen name or report name, error or warning message displayed on the screen, browser used, any logs files, screen shots, any data used by the end user or any sequence of steps used by the end user, etc. This information will be logged into the authorized NPS ticketing system. The contractor shall troubleshoot Tier I issues such as resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around LMS application menus.

**Tier II**

The contractor will provide Tier II service and system malfunction resolution, receiving approximately 5 Tier II trouble tickets per day. The contractor shall review Tier II work orders to analyze previous troubleshooting procedures by Tier I technicians. The contractor shall collect Tier II information such as program, application, API, database, table name, view name, package name, etc. The contractor shall perform Tier II onsite installations or replacements of various hardware components. The contractor shall remedy software anomalies, perform diagnostic testing using remote control tools to take over the user's computer to troubleshoot and resolve issues. The contractor shall research and provide solutions to LMS System Failure, e.g., during occasions when users are unable to login, access content, and add content.

- Provides Tier I & II telephone, on-site and on-line user support for Sakai users (up to 200 trouble tickets per month) (Mon-Fri 0800-1630 PDT) (30%)
- Provides Tier I & II telephone, on-site and on-line user support for Collaborate users (up to 100 trouble tickets per month) (20%)
- Documents all issues in Trouble-ticketing system (eHelpDesk or JIRA) (up to 15 tickets per day (15%)
- Ensures Cyber Security safeguards relating to LMS are adhered to in accordance with DoD policy (10%)
- Researches eventual LMS replacement (10%)
- Generates Sakai and Collaborate reports indicating course site information, user connections, guest account information, etc. (10%)
- Performs System Administration duties ensuring server upgrades are employed (5%)

**4.1 Customer Service:**

The contractor shall provide planning, installation, training, troubleshooting, maintenance, and upgrading of LMS tools to faculty to ensure effective use of NPS's Learning Management Systems.

- 4.1.1 Resolve customers Tier I, II LMS username and password problems, uninstall/reinstall basic software applications, verify proper hardware and software set up, and assist users in navigating LMS application menus as reported daily in eHelpDesk, JIRA, email and phone calls
- 4.1.2 Monitor the availability of hosted web-conferencing tool and support 3000 web-conferencing users when issues arise in product usability.

**4.2 System Administration:**

The contractor shall provide upkeep, configuration, and reliable operation of NPS LMS servers and computers. Ensure uptime, performance, and security by providing routine automation, applying security patches and troubleshooting and repair systems.

- 4.2.1 Publish courseware using e-learning standards (SCORM)
- 4.2.2 Apply upgrades to applications and servers upon vendor recommendation and document subsequent results in JIRA. Apply security patches to servers upon vendor and equipment recommendations.

**4.3 Documentation:**

The contractor shall provide administration, documentation, tracking, reporting and delivery of NPS Learning Management Systems.

- 4.3.1 Publish system quarterly usage metrics report for Sakai and Collaborate on the NPS wiki
- 4.3.2 Maintain existing faculty and student FAQ items and ensure LMS changes are reflected and published on the FAQ's as questions and procedural changes occur.
- 4.3.3 Edit one basic user & troubleshooting guide for Collaborate and Sakai on the NPS Wiki

**4.4 Training:**

The contractor shall train NPS users on the NPS Learning Management Systems to deliver and manage instructional content on a quarterly basis. Identify and assess NPS instructional goals, track the progress towards meeting the goal of reducing barriers to users participation in the NPS Distance Learning Program , and collect and present data for facilitating the learning process.

**4.4.1**

Conduct 10 hours of hands-on training to resident NPS users per academic quarter and 10 hours on-line training to distance learning users per academic quarter on LMS system usage, student testing, content efficiency, record-keeping, document management, and training administration.

#### 4. Deliverables

The contractor shall be responsible for preparing deliverables in support of the tasks identified in this SOW:

Task	What will be inspected	Acceptable Quality Level (AQL)	Method	Frequency
<b>4.1.1</b> Provide Tier I & II user support	Authorized NPS trouble tickets	At least 95% of service desk tickets addressed/resolved	Trouble ticket monitoring by the COR	Monthly via report generated from JIRA & eHelpDesk reporting feature
<b>4.1.2</b> Monitor web-conferencing system	System reliability	At least 98% uptime	Nagios IT infrastructure monitoring system	Monthly via Nagios reporting feature
<b>4.2.1</b> Publish courseware	Faculty Sakai Course Creation accuracy	100% of course creation requests completed	Review and validate course creation requests by the COR	Quarterly per year
<b>4.2.2</b> System upgrades	Properly installed application software upgrades	100% successful system operation following upgrades	Nagios IT infrastructure monitoring system	Upgrades will be scheduled based on vendor release
<b>4.3.1</b> Publish CLE metrics	System Analytics	Number of Course Creations and trouble tickets resolved	Review and validate course creation requests by the COR	Quarterly per year
<b>4.3.2</b> Maintain & update user FAQ's	FAQ's published on NPS wiki	At least 95% accuracy rate of FAQ responses	Review published guide for accurate information by the COR	Quarterly review
<b>4.3.3</b> Edit user & troubleshooting guide	User & troubleshooting guide published on NPS wiki	At least 95% accuracy rate of user and troubleshooting information	Review published guide for accurate information by the COR	Quarterly review
<b>4.4.1</b> Train NPS users on LMS system usage	Training effectiveness delivered to NPS faculty, and students	At least 95% successfully delivered training	Review of training results by the COR	Quarterly analysis of survey reporting feature

The surveillance methods for the deliverables listed above will be personally observed at NPS. If performance falls below the AQL defined above, the Contracting Officer's Representative (COR) shall document the instance(s), coordinate with the Contracting Officer and advise the contractor. The Contractor will be requested to review the documentation and provide a written response on how

performance will be corrected in the future. Re-performance of any work for failure to perform in accordance with the specified AQL or task requirement shall be completed at the Contractor's own expense and at no additional cost to the Government.

## **5. Minimum Technical Requirements:**

### **5.1 Information Assurance Contractor Training and Certification**

(a) 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. 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

(b) Ensure that all DoD contracts requiring performance of IA functions include the requirement to report contractor personnel's IA certification status and compliance. Contractors also must meet the background investigation requirements.

(c) Ensure personnel performing IA functions on national security systems meet the Committee on National Security Systems training requirements.

**5.2** The contractor shall fill a sensitive IT role and requires that privileged access shall meet the background investigation requirements of the designated IT level as set forth in SECNAV M-5510.30, "Department of the Navy Personnel Security Program Manual". Contracts involving NPS IT systems or IT-related duties will incorporate the security requirements specified therein and in accordance with applicable policy and guidance sections of the Defense Federal Acquisition Regulations 239.

**5.3** 1 year of experience in Learning Management System Administration or equivalent

**5.4** 1 year of experience installing, operating, and maintaining Microsoft and Mac Operating Systems

**5.5** 1 year of experience providing technical computer and network support in the form of on-site visits or remote help via telephone, e-mail, text, instant messaging, online chat and remote desktop control

**5.6** 1 year of experience using CKEditor, Sakai's primary HTML's editing tool or equivalent

**5.7** 1 year of experience in documenting, testing, and bug fixing in a software development environment

**5.8** 1 year of experience using Pentaho for data integration & business analytics or equivalent

**5.9** Awarded a technical degree (Bachelors or higher) from an accredited college or university OR three verifiable years of relevant Learning Management System Administration experience

## **6. Period of Performance**

One year starting on the date of award

## **7. Place of Performance**

Work will be conducted on site at NPS in Monterey, CA.

## 8. Work Week and Hours of Operation:

The Contractor shall provide services during normal working hours excluding federal holidays. Normal working hours are 0730-1630, Monday through Friday, unless requirements dictate otherwise. Exceptions can be permitted by the COR upon request and at the COR's discretion.

Work required on-site at NPS shall be performed by the Contractor, as required.

Following is a list of holidays observed by the Government.

<u>Name of Holiday</u>	<u>Time of Observance</u>
New Year's Day	1 January
Martin Luther King Jr. Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	11 November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25 December

If any of the above holidays occur on a Saturday or a Sunday, then such holiday shall be observed by the Contractor in accordance with the practice as observed by the assigned Government employees at the using activity

## 9. Government Furnished Property

The government shall provide appropriate office space, supplies and equipment to perform tasks at NPS. Any Government-provided property and information shall be used for official Government business only. Any applicable documents that are authorized for use in performance of these services shall be provided, in accordance with security and contract terms and conditions.

## 10. Travel

No travel is anticipated at this time, but there may be circumstances where travel may be required.

## 11. Classification

Unclassified

## 12. Privacy Act Statement

"Pursuant to Title 5 United States Code 552a(m)(1), the contractor and all employees of the contractor working under this contract are required to comply with the requirements of 5 U.S.C. 552a ("The Privacy Act of 1974")."

## 13. Contractor Identification

In accordance with DFAR 211.106, there shall be a clear distinction between Government employees and service contractor employees. Service 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. In addition, contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

#### **14. Non-Personal Services Statement**

Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will insure that employees properly comply with the performance work standards outlined in the SOW. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

#### **15. Invoice Schedule**

##### **14.1 Contractor may invoice monthly in arrears.**

Invoices shall be submitted once a month for services rendered and travel performed during the previous month. All invoices need to be submitted electronically via WAWF. Hard copy invoices cannot be accepted. Only one invoice may be submitted per month. Invoices must identify the invoicing period. If charges against more than one line item have occurred during the invoicing period, all charges must be combined into one invoice. If invoicing against travel, the invoice must contain a summary detailing the charges as well as an attachment of supporting documentation. The contractor's failure to include the necessary information or a more frequent invoice submission than authorized will result in invoices being rejected.