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# Army Enterprise Resource Planning (ERP) Services

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**Attachment 0009**

**DRAFT**

**Sample Task Order**

**Performance Work Statement (PWS)**

**11 July 2014**

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## 1. Introduction

This Task Order (TO) Performance Work Statement (PWS) includes a scope of work based on a hypothetical Army Enterprise Resource Planning (ERP) system that is representative of the type of work that will be required under the Army ERP Services Small Business Multiple Award Task Order Contract Indefinite Delivery Indefinite Quantity (SB MATOC IDIQ). The scope of this Sample TO includes all 14 Army ERP Services task areas contained in the basic contract PWS. The hypothetical system is SAP-based, includes both logistics and financial capabilities, and will be referred to as Army Sample ERP (ASERP). ASERP Increment 1 reached full deployment in FY13 and is currently in sustainment. Additional capabilities will be added to ASERP as Increment 2.

### 1.1 Background

#### 1.1.1 Army ERP General Background

PM AESIP is responsible for the Army's logistics ERP portfolio. PM GFEBs is responsible for the Army's financial General Fund ERP portfolio. Their portfolios include large Commercial Off-The-Shelf (COTS) SAP-based ERP implementations supporting Army logistics and financial business processes. These programs have historically been supported by separate Lead System Integrators (LSIs) from private Industry with multiple contracts, Service Level Agreements (SLAs), competencies, deployment schedules, funding sources, architectures, and service offerings. In 2008, the Army established an organic Government ERP Competency Center at Picatinny Arsenal now known as the Army Shared Services Center (Army-SSC), which acts as an organic LSI.

#### 1.1.2 ASERP Increment 1 System Profile

- SAP COTS Components:
  - SAP ERP Central Component (ECC) 6.0 EhP6 (Enhancement Pack 6)
  - SAP Business Warehouse (BW) 7.4
  - SAP Business Intelligence (BI) 4.1
  - SAP Portal (Web Portal) 7.4
  - SAP Process Integration (PI) 7.4
  - SAP Solution Manager ~~7.3~~[7.1](#)
  - SAP Supplier Relationship Management (SRM) 7.0

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- Advanced Business Application Programming (ABAP/4) Construction Tools
- Business Explorer Suite
- Modules:
  - ECC 6.0
    - Materials Management (MM)
    - Financial Accounting (FI) & Controlling (CO)
    - Project System (PS)
    - Sales & Distribution (SD)
  - SRM
  - BW/BI
- Functionality:
  - Master Data Management (MDM)
    - Collect, Consolidate, and normalize master data
      - Materials
      - Vendors
      - Customers
  - Inventory Management
    - Manage Material Stocks
    - Plan and Enter all Material Movements
    - Carry out the Physical Inventory
  - Financial Management
    - External Accounting
      - General Ledger Accounting
      - Accounts Receivable
      - Accounts Payable
    - Internal Accounting
      - Creating and Executing Budgets
      - Model Organizations financial structure
  - Sales Management
    - Order Tracking from Inquiry to Invoicing
    - Set Pricing for Items
    - Manage Item availability
    - Manage Customer Accounts
  - Project Planning
    - Model and Manage Organization Structure
    - Model Projects via WBS or Work Packages

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- Track costs, payments, resources, and materials by Project
- Supplier Relationship Management
  - Manage sourcing of goods
  - Manage supplier catalogs
  - Manage supplier contracts
  - Streamline Procure to Pay Processes
- Enterprise Reporting
  - Power User Ad Hoc Reporting
  - Automated Report Publication
  - Management-Level Dashboards
  - Real-time Reporting
- System to System Interfacing
  - Inbound and Outbound Interfaces
    - Other Government ERPs
    - Other Government Systems
  - Process Modeling
- End User Access Portal
  - Access all above functionality via a zero-footprint portal
  - Accessible anywhere on the Nonsecure Internet Protocol (IP) Router Network (NIPRNet)
- Reports, Interfaces, Conversions, Extensions, Forms, and Workflows (RICEFW) Profile:

|                    | Increment 1 Object Complexity |            |            |            |
|--------------------|-------------------------------|------------|------------|------------|
| RICEFW Object Type | Low                           | Medium     | High       | Totals     |
| Reports            | 46                            | 86         | 38         | 170        |
| Interfaces         | 15                            | 21         | 8          | 44         |
| Conversions        | 7                             | 18         | 3          | 28         |
| Extensions         | 91                            | 237        | 63         | 391        |
| Forms              | 16                            | 29         | 10         | 55         |
| Workflows          | 33                            | 59         | 11         | 103        |
| <b>Totals</b>      | <b>208</b>                    | <b>450</b> | <b>133</b> | <b>791</b> |

Note: RICEFW definitions and complexity are in [Appendix B](#).

**Table 1: ASERP Increment 1 RICEFW Profile**

- Operating System Software: Windows Server 2003 Enterprise Edition Build 3790 Service Pack (SP) 2

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- Database Software: Oracle 11g Enterprise Edition Release 11.2 with Sun Solaris 5.10
- Third Party Software
  - Adobe Life Cycle
  - Oracle User Productivity Kit (UPK)
  - Eclipse
  - SAP Design Time
  - Microsoft SharePoint
  - Java Programming Language
  - Oracle PL/SQL Programming Language
- Hardware/Landscape Information: Hosted at an Army data center in the Continental United States (CONUS) with Continuity of Operations (COOP) site hosted at a second CONUS-based Army data center. Landscapes include: Development, Quality Assurance, [Training](#), Production, and COOP.
- Lifecycle Phase: [Sustainment](#)
- Number/Location of Users: 10,000 in CONUS

### 1.1.3 Increment 2 – ASERP New Capabilities

Increment 2 capability is based on implementing an additional SAP component: Customer Relationship Management (CRM). CRM functionality will be leveraged by [users from](#) Army reimbursable organizations to identify, track, and manage customer engagements (customers may include DoD, Other Government Agencies (OGAs), academia, and others). [Army users will analyze customer data to share with the enterprise and determine potential future business offerings, target markets, and customers. Customers will not have direct interaction with the CRM system; Army users will record interactions with customers using the SAP CRM Interaction Center.](#)

In addition to the new functionality that will be provided by the CRM component, much of its usefulness and power comes from tightly integrating it with the existing Increment 1 SAP components described in Section 1.1.2 above. No external interfaces are required to support the integration of CRM. The preexisting data in the MM, FI&CO, and SD modules (within the ECC) will provide the base for the initial customer relationships. Increment 2 requirements include updated reporting using the current SAP BW/BI components and integration with the existing SAP End User Access Portal. The following new capabilities are being implemented in ASERP Increment 2:

- SAP COTS Components (In addition to Increment 1)
  - SAP CRM (Customer Relationship Management) 7.0 EhP 2 including:
    - [Web-Channel CRM Service](#)

## Army ERP Services DRAFT Sample Task Order PWS

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- Interaction Center
- ~~Field Applications~~
- Functionality/Capabilities
  - Integration with Existing Increment 1 SAP Capabilities
    - ECC
      - Master Data Management
      - Inventory Management
    - BW/BI (Enterprise Reporting)
    - Portal (End User Access)
  - Product Catalog Management
    - Model Individual Products
    - Produce All-Encompassing Product Portfolio
  - Sales & Order Management (for Army Reimbursable Organizations)
    - Forecasting
    - Relationship Modeling
    - Proposals
    - Quoting, Pricing, Contracts, Orders
  - Service Management
    - Service Orders
    - Service Contracts
    - Case Management
  - Document Management
    - Document Creation, Routing, and Review
    - Archive
    - Audit Reporting
  - Enterprise Reporting
    - Power User Ad Hoc Reporting
    - Automated Report Publication
    - Management-Level Dashboards
    - Real-time Reporting (where needed)
  - End User Access
    - Web-Portal Access
    - User-Customized Favorites
- Operating System Software: Same as Increment 1
- Database Software: Same as Increment 1
- Third Party Software (In Addition to Increment 1)
  - Microsoft Office Integration

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- Hardware/Landscape Information: Same as Increment 1
- Lifecycle Phase: Development
- Number/Location of Users: 200 CONUS users at three sites (subset of existing Increment 1 users)

There is a hypothetical legacy system used by approximately half of the user population. The data from this system will need to be converted and migrated into the new CRM database leveraging the eight Conversions identified in Table 2 below. The other half of the user population uses spreadsheets and local databases that will not be converted by the Contractor (this data will be entered by users after go-live). Contractor shall assume no physical presence will be required at the three CONUS sites receiving Increment 2 capability – the capability will be remotely deployed and supported.

These new Increment 2 capabilities will be implemented through a combination of ERP configuration and customization (RICEFW object development). The RICEFW profile for the new capabilities has been developed by the Government and is detailed in Table 2 below. Of the six interfaces identified in Table 2 below, the three low complexity Interfaces move data from the ECC to CRM and the three medium complexity Interfaces extract data from CRM to BW.

| RICEFW Object Type | Object Complexity                   |  |  | Totals     |
|--------------------|-------------------------------------|--|--|------------|
|                    | Low                                 | Medium                                 | High                                   |            |
| Reports            | 10<br><u>ECC: 3</u><br><u>BW: 7</u> | 8<br><u>ECC: 2</u><br><u>BW: 6</u>     | 3<br><u>ECC: 1</u><br><u>BW: 2</u>     | 21         |
| Interfaces         | 3<br><u>ECC to CRM</u>              | 3<br><u>CRM to BW</u>                  | 0                                      | 6          |
| Conversions        | 3<br><u>All CRM</u>                 | 4<br><u>All CRM</u>                    | 1<br><u>All CRM</u>                    | 8          |
| Extensions         | 12<br><u>All CRM</u>                | 6<br><u>Portal: 2</u><br><u>CRM: 4</u> | 2<br><u>Portal: 1</u><br><u>CRM: 1</u> | 20         |
| Forms              | 4<br><u>All Portal</u>              | 12<br><u>All Portal</u>                | 3<br><u>All Portal</u>                 | 19         |
| Workflows          | 9<br><u>All CRM</u>                 | 15<br><u>All CRM</u>                   | 2<br><u>All CRM</u>                    | 26         |
| <b>Totals</b>      | <b>41</b>                           | <b>48</b>                              | <b>11</b>                              | <b>100</b> |

Note: RICEFW definitions and complexity are in [Appendix B](#).

**Table 2: ASERP Increment 2 RICEFW Profile**

Contractor shall assume all RICEFW objects identified in Table 2 above are new and no modifications are required to existing Increment 1 objects.

### **1.2 Scope**

The scope of this TO is to provide personnel to support Army-SSC sustainment of ASERP Increment 1, implement ASERP Increment 2 new capabilities, transition Increment 2 to the Army-SSC, and provide personnel to support Army-SSC sustainment of the combined baseline. A detailed description of the scope of work is included in Section 2, Performance Requirements.

### **1.3 Objectives**

The objectives of this TO are to:

- Augment the Army-SSC sustainment of ASERP Increment 1 with skilled personnel
- Provide the total solution to implement new capabilities defined as ASERP Increment 2 (using the Contractor's lifecycle methodology)
- Maintain coordination between Increment 1 (Army-SSC led) and Increment 2 (Contractor led) activities to eliminate impacts to the production system as a result of new capability development
- Transition the newly fielded Increment 2 capabilities into Increment 1 to create a single baseline for sustainment by the Army-SSC
- Provide personnel with the skills required to augment the sustainment of ASERP after Increment 2 is merged back into the sustainment baseline

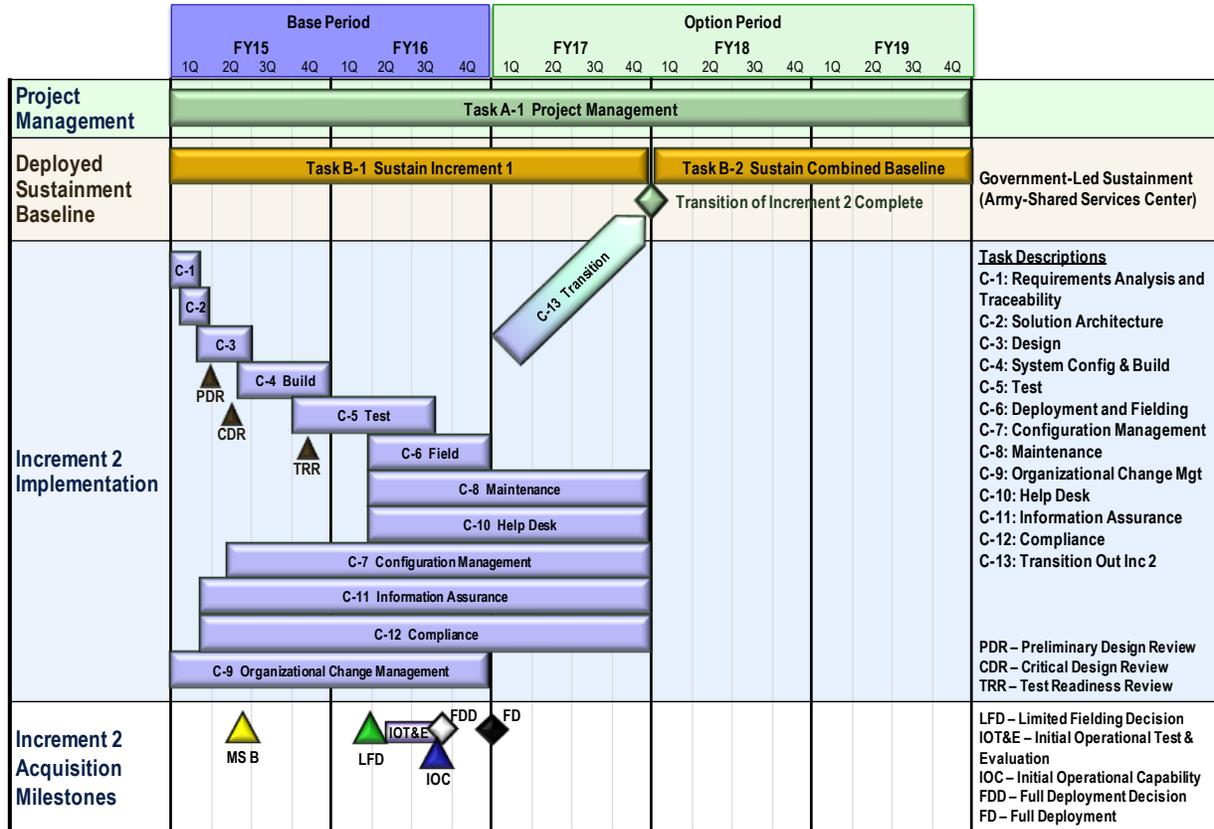
### **1.4 Period of Performance**

The total Period of Performance (PoP) for this TO is five years, comprised of a two-year base period and one three-year option period. Note: The PoP as stated is specific to this Sample TO only.

### **1.5 Milestones**

Key TO milestones are depicted with PWS tasks in Figure 1 and listed in Table 3 below. Contractor shall develop and execute its approach to meet these milestones. The sizing and schedule for Increment 2 was developed to be consistent with both current DoD acquisition guidance for business systems and a scope of work able to be performed by a Small Business prime contractor.

# Army ERP Services DRAFT Sample Task Order PWS



**Figure 1: Task Order Schedule and Milestones**

| Milestone                      | Milestone Date                         |
|--------------------------------|--|
| Preliminary Design Review      | 90 days from TO award                  |
| Critical Design Review         | 150 days from TO award                 |
| Milestone B                    | 170 days from TO award                 |
| Test Readiness Review          | <del>270</del> -300 days from TO award |
| Limited Fielding Decision      | 450 days from TO award                 |
| Initial Operational Capability | 600 days from TO award                 |
| Full Deployment Decision       | 620 days from TO award                 |
| Full Deployment                | 730 days from TO award                 |

**Table 3: Task Order Milestones**

## Army ERP Services DRAFT Sample Task Order PWS

### 1.6 Contract Type

This TO will use a Firm Fixed Price (FFP) contract type (pricing arrangement).

## 2. Performance Requirements

This section describes the specific tasks to be performed by the Contractor. Tasks are divided into three categories:

- A task (A-1) is overarching and applies to all services provided under this TO unless otherwise specified
- B tasks (B-1 and B-2) apply to sustainment of ASERP
- C tasks (C-1 through C-13) apply to new capability development and transition to sustainment for ASERP Increment 2

Table 4 below defines which of the 16 PWS tasks are to be conducted in each performance period and which tasks apply to each ASERP Increment.

| PWS Task # | Task Name                              | Base Period<br>(2 years) | Option Period<br>(3 years) | Increment<br>1 | Increment<br>2 |
|------------|--|--------------------------|----------------------------|----------------|----------------|
| Task A-1   | Project Management                     | X                        | X                          | X              | X              |
| Task B-1   | Sustain Increment 1                    | X                        | <u>X</u>                   | X              |                |
| Task B-2   | Sustain Combined Baseline              |                          | X                          | X              | X              |
| Task C-1   | Requirements Analysis and Traceability | X                        |                            |                | X              |
| Task C-2   | Solution Architecture                  | X                        |                            |                | X              |
| Task C-3   | Design                                 | X                        |                            |                | X              |
| Task C-4   | System Configuration and Build         | X                        |                            |                | X              |
| Task C-5   | Test                                   | X                        |                            |                | X              |
| Task C-6   | Deployment and Fielding                | X                        |                            |                | X              |
| Task C-7   | Configuration Management               | X                        | X                          |                | X              |
| Task C-8   | Maintenance                            | X                        | X                          |                | X              |
| Task C-9   | Organizational Change Management       | X                        |                            |                | X              |
| Task C-10  | Help Desk                              | X                        | X                          |                | X              |
| Task C-11  | Information Assurance                  | X                        | X                          |                | X              |
| Task C-12  | Compliance                             | X                        | X                          |                | X              |
| Task C-13  | Transition Out Increment 2             |                          | X                          |                | X              |

Table 4: Task and Performance Period Summary

## **2.1 Task A-1: Project Management**

Contractor shall perform all the activities required to plan, coordinate, and manage execution of the TO scope in concert with Government and other contractor activities while adhering to schedule and performance objectives. This task (A-1) applies to the entire scope of work performed under this TO with the exception of subtask 2.1.2, Schedule.

### **2.1.1 Task Order Management**

Contractor shall provide TO management including controls, organizational resources, lifecycle methodology, tools, processes, subcontractor management (if applicable), and communications required to meet the cost, schedule, and performance requirements of this TO. Contractor status reporting activities shall include reporting on TO progress as well as providing input to monthly status reports produced by the ASERP Product Management Office (PMO) and the Army-SSC. Contractor shall manage risks and issues and provide weekly input to the Government's risk and issue management processes. The Government does not envision a need for the Program Manager labor category to be utilized in support of this Sample TO.

### **2.1.2 Schedule**

Contractor shall develop and maintain a TO Schedule for Tasks C-1 through C-13 reflecting TO milestones as documented in Table 3. The Contractor shall plan, schedule, and resource activities as needed to meet the TO objectives and to facilitate status reporting. Contractor shall develop the TO Schedule based on its selected lifecycle methodology. At a minimum, the TO Schedule shall include: activities, tasks, dependencies, and deliverables/work products deemed necessary to support the TO milestones delineated in Table 3.

### **2.1.3 Quality Assurance**

Contractor shall develop and execute a Quality Assurance Plan (QAP) to ensure its performance meets the Acceptable Quality Levels (AQLs) established for this TO. The plan shall include metrics and measurements to monitor work in progress and interim delivery milestones, which shall be included in the Monthly Task Order Status Report.

**2.1.4 Knowledge Management**

Contractor shall fully document all work products and deliverables produced under this TO in the Government provided Knowledge Management (KM) tool. Documentation shall be versioned, indexed, searchable, and appropriately tagged for ease of retrieval and sharing by the Government and other contractors supporting the program. It is essential that complete and accurate documentation of the solution is maintained at all times in the centralized Government provided KM tool.

**2.1.5 Support Joint Government-Contractor Management Boards**

The Contractor shall support and participate in joint Government-Contractor management boards – the Change Control Board (CCB) and the Risk/Issue Management Board. These boards both convene monthly for one hour meetings, and require preparation of approximately four hours each.

**2.1.6 Provide Information to the Army Contractor Manpower Reporting Application (CMRA) Site**

The Contractor shall report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>, and then click on "Department of the Army CMRA."

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the help desk by clicking on "Send an email" which is located under the Help Resources ribbon on the right side of the login page of the applicable Service/Component's CMRA website.

**Task A-1 Deliverables**

- Monthly Task Order Status Report
- Task Order Schedule
- Quality Assurance Plan (QAP)

## Army ERP Services DRAFT Sample Task Order PWS

### Task A-1 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Monthly Task Order Status Report and Task Order Schedule contain all required up-to-date information  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Provides timely and accurate responses to Government inquiries  
AQL: See AQL Rating Matrix for Business Relations

### **2.2 Task B-1: Sustain Increment 1**

Contractor shall provide the personnel identified in Table 5 below to support the Army-SSC in its sustainment of ASERP Increment 1. Contractor shall perform as part of an integrated Army-SSC led team that includes Contractor’s personnel, Government personnel, and other contractors supporting the Army-SSC through various contract vehicles. As the Lead Systems Integrator (LSI), Army-SSC will utilize its lifecycle methodology to guide sustainment activities. Ramp-up of Contractor personnel including onboarding, knowledge transfer, and hand-over of day-to-day responsibilities shall be conducted in support of the Army-SSC. There are no specified deliverables for Task B-1. Status shall be reported as part of the Monthly Task Order Status Report in Task A-1.

| Labor Category                                  | Base Period<br>Year 1 FTEs | Base Period<br>Year 2 FTEs | Option Period<br>Year 1 FTEs |
|---|----------------------------|----------------------------|------------------------------|
| Principal Industry/Functional Area Specialist   | 1                          | 2                          | 2                            |
| Program Support Specialist                      | 1                          | 2                          | 2                            |
| Principal Enterprise Application Product Expert | 1                          | 1                          | 2                            |
| Sr. Enterprise Application Product Expert       | 1                          | 1                          | 1                            |
| Enterprise Application Modeler/Developer        | 1                          | 1                          | 2                            |
| Enterprise Application Product Associate        | 2                          | 2                          | 2                            |
| Sr. Application Development Engineer            | 1                          | 1                          | 1                            |
| Applications Development Engineer               | 1                          | 1                          | 2                            |
| Database Management Specialist                  | 1                          | 1                          | 2                            |
| Database Development Specialist                 | 1                          | 1                          | 1                            |
| Quality Assurance Analyst                       | 1                          | 1                          | 2                            |

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| Labor Category          | Base Period<br>Year 1 FTEs | Base Period<br>Year 2 FTEs | Option Period<br>Year 1 FTEs |
|-------------------------|----------------------------|----------------------------|------------------------------|
| Technical Writer/Editor | 1                          | 2                          | 1                            |
| Systems Analyst         | 0                          | 2                          | 2                            |
| <b>Totals</b>           | <b>13</b>                  | <b>18</b>                  | <b>22</b>                    |

**Table 5: Task B-1 Labor Categories and FTEs**

Major activities anticipated under this task include:

- Support Army-SSC to (i) analyze requirements to assess feasibility and impact on the deployed production baseline and (ii) provide an execution plan in accordance with Army-SSC policies and procedures.
- Support Army-SSC in providing the full lifecycle of operations activities and services to maintain and optimize the deployed production baseline.
- Support Army-SSC with the day-to-day knowledge transfer activities required to transition the application sustainment, management, and administration of the SAP Applications as configured in the deployed production baseline.
- Follow the Army-SSC procedures, policies, templates, documentation, and review processes (e.g., configuration management and quality assurance).
- Support Army-SSC in technical integration activities across the solution to include system monitoring, interface monitoring, batch failure monitoring and escalation, workflow support, technical architecture support, archiving, and reporting.
- Support Army-SSC in production implementation evaluation, release planning and facilitation, as well as planning and executing maintenance outages and upgrades.
- Support Army-SSC in enterprise architecture activities to establish architectural direction, maintain the integrity of the deployed production baseline, and support its alignment with DoD and Army architecture standards.
- Provide application configuration, design, documentation, test, and sustainment support in accordance with Army-SSC processes.
- Support transition and knowledge transfer in concert with the above activities.

### Task B-1 Performance Standards/AQLs

- a. STD: Completes assigned tasks within required schedule as determined by the Government Team Lead  
 AQL: See AQL Rating Matrix for Schedule
- b. STD: Performs assigned tasks while adhering to Army-SSC policies, procedures, and standards

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AQL: See AQL Rating Matrix for Quality of Deliverable or Service

c. STD: Provides personnel as specified in Table 5.

AQL: See AQL Rating Matrix for Management of Personnel

### 2.3 Task B-2: Sustain Combined Baseline

Contractor shall provide the personnel identified in Table 6 below to support the Army-SSC in its sustainment of the combined ASERP baseline (following integration of Increment 2 into the deployed production baseline). Contractor shall perform as part of an integrated Army-SSC team that includes Contractor's personnel, Government personnel, and other contractors supporting the Army-SSC through various contract vehicles. As the LSI, Army-SSC will utilize its lifecycle methodology to guide sustainment activities. Note: In time sequence, this task will take place after Task C-13: Transition Out Increment 2. There are no specified deliverables for Task B-2. Status shall be reported as part of the Monthly Task Order Status Report in Task A-1.

| Labor Category                                  | Option Period<br>Year 2 FTEs | Option Period<br>Year 3 FTEs |
|---|------------------------------|------------------------------|
| Principal Industry/Functional Area Specialist   | 2                            | 2                            |
| Program Support Specialist                      | 2                            | 2                            |
| Principal Enterprise Application Product Expert | 2                            | 2                            |
| Sr. Enterprise Application Product Expert       | 1                            | 1                            |
| Enterprise Application Modeler/Developer        | 2                            | 2                            |
| Enterprise Application Product Associate        | 2                            | 2                            |
| Sr. Application Development Engineer            | 1                            | 1                            |
| Applications Development Engineer               | 2                            | 2                            |
| Database Management Specialist                  | 2                            | 2                            |
| Database Development Specialist                 | 1                            | 1                            |
| Quality Assurance Analyst                       | 2                            | 2                            |
| Technical Writer/Editor                         | 1                            | 1                            |
| Systems Analyst                                 | 2                            | 2                            |
| <b>Totals</b>                                   | <b>22</b>                    | <b>22</b>                    |

**Table 6: Task B-2 Labor Categories and FTEs**

Major activities anticipated under this task are the same as the activities listed under Task B-1: Sustain Increment 1.

Task B-2 Performance Standards/AQLs

- a. STD: Completes assigned tasks within required schedule as determined by the Government Team Lead  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Performs assigned tasks while adhering to Army-SSC policies, procedures, and standards  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Provides personnel as specified in Table 6.  
AQL: See AQL Rating Matrix for Management of Personnel

**2.4 Task C-1: Requirements Analysis and Traceability**

Contractor shall review and analyze Government-defined requirements against SAP ERP solution capabilities and associated business processes. Contractor shall leverage SAP COTS ERP software to enable Business Process Reengineering (BPR) and associated changes to the business processes with the goal of maximizing standard COTS configuration-based capability and minimizing RICEFW development. The Contractor shall document its analysis of the requirements to confirm completeness and work with the Government to resolve any identified gaps prior to proceeding with development of design specifications. The results of this task shall be documented in a BPR Recommendations Report. For the purposes of this Sample TO, Contractor shall assume no changes to the Government provided RICEFW count in Table 2.

Task C-1 Deliverable

- BPR Recommendations Report

Task C-1 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Maximizes BPR through use of standard COTS configuration-based capability and minimizes changes to the established Increment 2 RICEFW profile in Table 2  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

**2.5 Task C-2: Solution Architecture**

Contractor shall develop and document the ASERP Increment 2 solution architecture leveraging technical and business process expertise in the applicable functional

domains (i.e., finance, logistics). The Increment 2 solution architecture shall be guided by the established Increment 1 solution architecture and include, at a minimum: application components, modules, databases, tools, interfaces, extensions, bolt-ons, and standards. Contractor shall develop the solution architecture in full collaboration with the Government and its support contractors. The architecture and all its component artifacts shall maintain compliance with the current version of the DoD Business Enterprise Architecture (BEA).

The solution architecture shall enable minimization of custom code, the use of modular design, standards-based interfaces, and leverage best practices to provide ease of configuration updates, portability, maintainability, vendor independence, reusability, upgradeability, interoperability, and long-term supportability.

Task C-2 Deliverable

- Solution Architecture Artifacts

Task C-2 Performance Standards/Acceptable Quality Levels (AQLs)

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required artifacts  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Adheres to Business Enterprise Architecture (BEA) and Financial Improvement Audit Readiness (FIAR) including all subordinate statutory and regulatory standards  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

**2.6 Task C-3: Design**

Contractor shall create all necessary functional and technical design documentation for the ERP solution and support the reviews and documentation updates required to complete the design.

Contractor shall provide documentation, system demonstration, logistics, and facilitation for the Preliminary Design Review (PDR), during which ASERP stakeholders will have an opportunity to review the functional design and raise issues and gaps to be resolved. Contractor shall demonstrate traceability from the functional design to the requirements in the Requirements Traceability Matrix (RTM). The intended outcome of the PDR is an approved functional baseline that will be the primary input to the development of technical specifications.

Contractor shall provide documentation, system demonstration, logistics, and facilitation for the Critical Design Review (CDR), during which ASERP stakeholders will have an opportunity to review the comprehensive design and raise issues and gaps to be resolved. The intended outcome of the review is an approved design baseline that will be the primary input to system configuration and RICEFW development activities. For the purposes of this Sample TO, Contractors shall assume no changes to the Government provided RICEFW count.

Contractor shall update the Configuration Documents and RTM based on the completed Functional Solution Design, PDR, and CDR.

### Task C-3 Deliverables

- Functional Solution Design Document
- Configuration Documents
- Functional Design Specifications – Reports
- Functional Design Specifications – Interfaces
- Functional Design Specifications – Conversions
- Functional Design Specifications – Extensions
- Functional Design Specifications – Forms
- Functional Design Specifications – Workflows
- Preliminary Design Review Briefing Materials
- Technical Design Specifications – Reports
- Technical Design Specifications – Interfaces
- Technical Design Specifications – Conversions
- Technical Design Specifications – Extensions
- Technical Design Specifications – Forms
- Technical Design Specifications – Workflows
- Critical Design Review Briefing Materials
- Updated Requirements Traceability Matrix

### Task C-3 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Configuration documents and specifications are completed in accordance with Government standards and templates

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

- d. STD: Adheres to Business Enterprise Architecture (BEA) and Financial Improvement Audit Readiness (FIAR) including all subordinate statutory and regulatory standards

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## **2.7 Task C-4: System Configuration and Build**

Contractor shall perform system configuration and RICEFW object development (build) activities based on the approved design. Task C-4 includes unit testing and use of mandated code scanning tools.

### **2.7.1 Perform System Configuration**

Contractor shall configure the SAP components and modules based on the approved design baseline. System configuration shall be based on configuration documents that incorporate configuration scope, release cycles, test plans, data requirements, and associated development objects. Contractor shall also produce documentation of the system configuration, including development of Business Process Procedures (BPPs). Each BPP shall provide sufficient information to enable users to understand the processes and activities within the system to include user role definition, user responsibility and role based security, system process flows, and step-by-step activities.

Contractor shall support configuration reviews in collaboration with the Government and its support contractors. The purpose of the reviews is to ensure the configured system is technically sound, meets the design, and is properly documented. Any configuration decisions that contemplate deviation from the approved design baseline shall be provided to the Government for adjudication using the Government's CCB process.

### **2.7.2 Develop RICEFW Objects**

Contractor shall conduct all activities required to develop, implement, and unit test RICEFW objects based on the approved design baseline. Development of RICEFW objects shall be based on approved technical specifications (Task C-3 deliverables) that incorporate configuration scope, release cycles, test plans, data requirements, and associated system configuration. Contractor shall also produce documentation of RICEFW objects and support RICEFW reviews in collaboration with the Government and its support contractors. The purpose of the reviews is to ensure the developed software code is technically sound, meets the design, and is properly documented. Any development decisions that contemplate deviation from the approved design baseline shall be provided to the Government for adjudication using the Government's CCB process.

**2.7.3 Implement use of Software Code Quality (SCQ) and Software Code Assurance (SCA)**

Contractor shall implement the use of Government provided Software Code Quality (SCQ) and Software Code Assurance (SCA) tools (currently CAST Application Intelligence Platform and HP Fortify) in order to detect errors, enable best practices, find security vulnerabilities, and remediate the applicable vulnerabilities within developed software source code. COTS software (e.g., standard applications included in the Army Gold Master [AGM]) will not be scanned.

Task C-4 Deliverables

- Updated Configuration Documents
- Updated Functional and Technical Specifications
- Business Process Procedures
- RICEFW Objects

Task C-4 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Completes configuration documents and specifications in accordance with Government standards and templates  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- d. STD: Adheres to Business Enterprise Architecture (BEA) and Financial Improvement Audit Readiness (FIAR) including all subordinate statutory and regulatory standards  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- e. STD: Configures the system and develops RICEFW objects in accordance with the approved technical and functional specifications and Government configuration management policy, processes, procedures, and templates  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- f. STD: Incorporates the use of Government provided SCQ and SCA tools within the software development process  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## 2.8 Task C-5: Test

Contractor shall plan and conduct comprehensive testing of ASERP Increment 2, including regression testing to ensure Increment 1 capability is not negatively affected by Increment 2.

### 2.8.1 Develop Test Plan

Contractor shall develop the Test Plan which shall address at a minimum: defining test events, developing test scripts, creating and maintaining test data, conducting test readiness reviews, performing test events, producing test result reports, and maintaining requirements traceability documentation.

### 2.8.2 Perform Test Events

Contractor shall prepare for and conduct a Test Readiness Review (TRR) that includes collaboration with the Government and its support contractors prior to commencing test events.

Contractor shall prepare, schedule, coordinate, conduct, analyze, and document test events. Test events shall include: connectivity, integration, functional, volume, stress, regression, security, user acceptance, backup, restore, and disaster recovery. Contractor shall support applicable financial compliance testing (e.g., Federal Information Systems Controls Audit Manual [FISCAM]).

Contractor shall identify, track, mitigate, manage, and resolve all defects discovered during test events. Defects may be related to system configuration, RICEFW objects, and/or documentation. Contractor shall perform necessary regression testing when system changes are introduced as a result of defect resolution.

Contractor shall use Government Furnished Equipment (GFE) testing tools to execute and document test events.

### Task C-5 Deliverables

- Test Plan
- Test Readiness Review Briefing Materials
- Test Results Reports
- Updated Requirements Traceability Matrix

### Task C-5 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule

AQL: See AQL Rating Matrix for Schedule

- b. STD: Provides a complete and accurate set of required deliverables

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

- c. STD: Adheres to Business Enterprise Architecture (BEA) and Financial Improvement Audit Readiness (FIAR) including all subordinate statutory and regulatory standards

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

- d. STD: Complies with Test and Evaluation Master Plan (TEMP)

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

- e. STD: Resolves test defects in accordance with thresholds, standards, and timelines identified in approved Test Plan

AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## **2.9 Task C-6: Deployment and Fielding**

Contractor shall perform all activities and tasks required to successfully deploy, field, and support ASERP Increment 2 capabilities.

### **2.9.1 Perform Deployment Activities**

Contractor shall carry out all necessary deployment and fielding tasks including fully preparing the users for implementation; conducting pre-deployment assessments; providing end user identification, mapping, provisioning, and implementation; and Organizational Change Management (OCM) and communications activities. The Contractor shall plan and execute user training activities, data conversion activities, site specific BPPs, and support as required during the go-live event. Contractor shall develop and deliver three user training sessions for the 200 Increment 2 users. Training shall be developed in Microsoft PowerPoint and delivered remotely leveraging GFE collaboration software. Deployment and fielding status shall be reported as part of the Monthly Task Order Status Report in Task A-1.

### **2.9.2 Provide Post Go-Live Support**

The Contractor shall remotely support post deployment activities for a period of 30 days after go-live (e.g., end user training, data validation, data maintenance, prioritization and escalation of help desk tickets, financial compliance and validation, Field Service Representative duties, translate business processes in the SAP environment, and identification and recommendation of resolutions for Segregation of Duties [SoD] conflicts). Post go-live support shall be performed IAW the requirements of Task C-10: Help Desk.

Task C-6 Deliverable

- Deployment and Fielding Plan
- User Training Materials

Task C-6 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Achieves high levels of customer satisfaction  
AQL: Average score of 4 out of 5 on post go-live user satisfaction surveys

**2.10 Task C-7: Configuration Management**

Contractor shall utilize GFE system infrastructure provided by the Government hosting organization. The Contractor shall maintain, sustain, update, and migrate system baselines for Development, Quality Assurance, Training, Production, and COOP landscapes in coordination with the Government hosting organization.

The Contractor shall be responsible for application level administration and ERP-specific database administration. Contractor will not be responsible for hardware, system software (e.g., operating systems), database installation/maintenance, or network connectivity at the hosting location(s), and is not anticipated to be physically present at the hosting location(s).

Contractor shall maintain configuration management and version control of all developed configuration items and configuration objects as well as manage and maintain the consistency of the system baseline. The Contractor shall participate in the CCB, perform release management, maintain the Configuration Management Database (CMDB), and support configuration audits.

Task C-7 Deliverables

- Updated CMDB
- Updated Configuration Documents
- Updated Functional and Technical Specifications
- Fully Functioning ASERP Increment 2 Software Solution

Task C-7 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Delivers and maintains complete configuration objects and documentation in accordance with Government configuration management policy, processes, procedures, and templates  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Delivers an ASERP Increment 2 Software Solution that meets all functional and technical requirements as identified in the RTM  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## **2.11 Task C-8: Maintenance**

Contractor shall plan and conduct system maintenance activities, performance management, monitoring, reporting, and COOP.

### ***2.11.1 Plan and Conduct Corrective Maintenance***

Contractor shall plan and conduct corrective maintenance activities including the identification, isolation, and resolution of system problems to restore normal operations.

### ***2.11.2 Conduct Operational and System Performance Management***

Contractor shall conduct performance management to include monitoring and reporting of system and operational metrics against defined standards and parameters.

### ***2.11.3 Plan and Coordinate Processes and Procedures for Continuity of Operations***

Contractor shall design and document processes and procedures to ensure that COOP is consistent with system availability requirements during all disaster recovery test events, and after a natural or manmade disaster renders a component of the technical landscape unusable. Coordination includes communication with the hosting organization to ensure the requirements for system design and sustainment are synchronized. The Contractor's plan shall include application installation/restoration instructions and application installation scripts for use in the COOP site.

### ***2.11.4 Perform Data Management***

Contractor shall review, develop, migrate, cleanse, validate, and maintain data. The Contractor shall document all data management activities.

Data Management activities include data extract, transform and load to enterprise applications, as well as data harmonization and brokering via the enterprise Master Data Management (MDM) hub (i.e., AESIP Hub). Data Management activities also include implementation of data management system controls.

### Task C-8 Deliverables

- Continuity of Operations Plan
- Data Management Plan
- Updated CMDDB

### Task C-8 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Completes operational and system performance measurement and applies corrective maintenance updates to restore normal operations in accordance within the established standards  
AQL: See AQL Rating Matrix for Schedule
- c. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- d. STD: Updates configuration objects and documentation in accordance with Government configuration management policy, processes, procedures, and templates  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- e. STD: Adheres to COOP standards and policies (e.g., Army Regulation [AR] 500-3)  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- f. STD: Implements data management controls in compliance with FISCAM control activities  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## **2.12 Task C-9: Organizational Change Management**

Contractor shall create and implement OCM to mitigate organizational impacts and create an environment that is conducive to adoption of new or changed system functionality and business processes resulting from the implementation of ASERP Increment 2. OCM includes developing and implementing communications strategies, plans, and themes/messages to facilitate the organizational transition, as well as

providing training specific to organizational change in relation to the new system capabilities and business process changes.

Task C-9 Deliverables

- OCM Plan
- OCM Communications Products
- OCM Training Materials

Task C-9 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Achieves high levels of customer satisfaction  
AQL: Average score of 4 out of 5 on user satisfaction surveys

**2.13 Task C-10: Help Desk**

Contractor shall provide comprehensive support to system users requesting help. The Contractor shall document, track, report, and resolve system incidents identified by users. Incidents may include questions, problems, or other requests for assistance by users. This includes problems that impact system functionality or availability, diagnostics, interface problems, performance-related problems, and collaboration with the COTS enterprise application vendor to resolve problems.

The Contractor's Help Desk shall be for Tier 2 only and shall coordinate with the Tier 1 Help Desk being provided by the Increment 1 sustainment organization (Army-SSC). Contractor shall provide information on common problems and questions regarding ASERP Increment 2 to the Tier 1 Help Desk so it can handle these requests without escalating to Tier 2. Hours of operation will be 0800 – 1700 EST Monday through Friday. Contractor shall use the Government provided Help Desk ticketing system.

Task C-10 Deliverables

- Help Desk Operating Procedures
- Help Desk Incident Database and Knowledgebase
- Help Desk Metrics Report

Task C-10 Performance Standards/AQLs

- a. STD: Responds to and resolves incidents within the prescribed service level timeframes  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Provides a complete and accurate set of required deliverables  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service
- c. STD: Achieves high levels of customer satisfaction  
AQL: Average score of 4 out of 5 on user satisfaction surveys

#### **2.14 Task C-11: Information Assurance (IA)**

Contractor shall satisfy Information Assurance (IA) requirements to include developing artifacts IAW DoD Instruction 8510.01 (Risk Management Framework [RMF] for DoD Information Technology) and supporting the Government in obtaining an Authorization to Operate (ATO), to operate ASERP Increment 2 on the Defense Information Systems Network (DISN)/Global Information Grid (GIG). The Contractor shall also satisfy the FISCAM requirements relative to IA that enable sustained audit readiness. Contractor shall provide input to the Government Plan of Action and Milestones (POAM) as required.

##### Task C-11 Deliverables

- Information Assurance Artifacts

##### Task C-11 Performance Standards/AQLs

- a. STD: Captures any identified deviation from standard in a POAM with a mitigation, remedy, and estimated date of completion  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Conducts periodic validation of IA controls  
AQL: See AQL Rating Matrix for Schedule
- c. STD: Ensures compliance with IA standards and policies including AR 25-2, Department of Defense Directive (DoDD) 8570.01, Department of Defense Instruction (DODI) 8510.01, DoDD 8500.2, Federal Information Security Management Act (FISMA), and FISCAM  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

### **2.15 Task C-12: Compliance**

Contractor shall design and implement ASERP Increment 2 in compliance with all applicable Federal, DoD, and Army financial auditability and system compliance requirements including, but not limited to:

- Government Auditing Standards (the "Yellow Book")
- Defense Finance and Accounting Services (DFAS) Financial Management Systems Requirements Manual (the "Blue Book")
- Department of Defense (DoD) Financial Improvement and Audit Readiness (FIAR) Plan
- Department of Army Financial Improvement Plan (FIP)
- Applicable federal accounting standards published by the Federal Accounting Standards Advisory Board (FASAB)
- Chief Financial Officers Act of 1990
- Business Enterprise Architecture (BEA)
- Department of Defense Architecture Framework (DoDAF)
- DoD Standard Financial Information Structure (SFIS)
- Army Portfolio Management Solution (APMS)
- Federal Financial Management Improvement Act (FFMIA)
- Federal Information System Controls Audit Manual (FISCAM)

There are no specified deliverables for Task C-12; however, Contractor is responsible for maintaining compliance with the standards listed in this task and supporting Government certification and attestation activities.

#### Task C-12 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Complies with the guidance, policy, and other standards identified in Task C-12  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

### **2.16 Task C-13: Transition Out Increment 2**

Contractor shall plan and execute the transition of ASERP Increment 2 into a combined baseline which shall be under the management and control of the Army-SSC. The transition shall include knowledge transfer (both explicit and tacit), documentation and system configuration management transition, as well as transition of all day-to-day

operational responsibilities for sustainment and support of the system. The Contractor shall perform the transition while maintaining acceptable levels of system performance, without impact to the functionality of the deployed production baseline, and without taking the system offline longer than would be required for a normal maintenance window (i.e., over a weekend).

Transition shall be completed NLT 12 months after completion of ASERP Increment 2 fielding (FD milestone) and shall require sign-off by the Product Manager and the Director, Army-SSC based on a pre-established set of criteria documented in the approved Transition Plan.

### Task C-13 Deliverables

- Transition Plan
- Inventory of System Documentation
- Current ASERP Increment 2 Software Solution
- Transition Status Report

### Task C-13 Performance Standards/AQLs

- a. STD: Completes tasks within required schedule  
AQL: See AQL Rating Matrix for Schedule
- b. STD: Maintains documentation that is current, complete, and accurate  
AQL: See AQL Rating Matrix for Quality of Deliverable or Service

## 3. Assumptions

Contractor shall take the following assumptions into account when formulating and executing its approach to the work described in this PWS:

- Physical presence will not be required at the three CONUS sites receiving Increment 2 capability – the capability will be remotely deployed and supported.
- Infrastructure will be hosted in a Government facility and all ~~development, testing, and production~~ landscapes will be hosted in the Government facility and in the .mil domain. Government will provide server/operating system level administration whereas contractor will provide application level systems administration.
- No changes to the Government provided RICEFW count in Table 2.
- All RICEFW objects identified in Table 2 are new and no modifications are required to existing Increment 1 objects.

- FTEs specified for Tasks B-1 and B-2 will not require ramp-up time for the purposes of this hypothetical Sample TO.
- No key personnel roles are specified or required for this hypothetical Sample TO.
- The Government does not envision a need for the Program Manager labor category to be utilized in support of this Sample TO.

## **4. General Requirements**

The following sub-sections provide details of various general requirements for this TO.

### **4.1 Non-Personal Services**

The Contractor shall provide strictly non-personal services and shall work as an independent Contractor. Contractor employees are not subject to direct supervision and control by the Government. The Contractor shall advise and assist the Government, but shall not make final decisions or certifications on behalf of the Government, nor perform any inherently Governmental functions. The Contractor and its employees shall not represent the Government nor appear to represent the Government in performance of these contract services. Contractor personnel shall clearly identify themselves as Contractor employees in all interactions during contract performance.

### **4.2 Business Relations**

The Contractor shall successfully integrate and coordinate all activity needed to execute the requirements. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of subcontractors. The Contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all Contractor personnel.

### **4.3 Personnel Administration and Management**

The Contractor shall provide personnel management and support as required. The Contractor shall provide administrative support to employees in a timely fashion (e.g., time keeping, leave processing, pay, emergency needs). The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor shall maintain the currency of its employees' training.

#### **4.4 Contract Administration**

The Contractor shall establish processes and assign appropriate resources to effectively administer this TO. The Contractor shall respond to Government requests for contractual actions in a timely fashion. The Contractor shall assign work effort and maintain proper and accurate time keeping records of personnel assigned to work on the requirement.

#### **4.5 Subcontract Management**

The Contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement.

#### **4.6 Place of Performance**

The places of performance are Contractor facilities in the National Capital Region (NCR) and in the vicinity of Picatinny Arsenal, NJ (approximately half of the personnel at each location).

#### **4.7 Travel / Temporary Duty (TDY)**

There is no Government directed travel or TDY included in this TO. Convenience and/or commuting travel shall be at the Contractor's expense as part of its Firm Fixed Price.

### **5. Special Requirements**

The Contractor shall abide by the following special requirements. Use of the term 'Contractor' shall include subcontractor(s), and use of the term 'Contractor employee(s)' shall include subcontractor employee(s).

#### **5.1 Antiterrorism (AT) and Operations Security (OPSEC)**

##### **5.1.1 AT Level I Training**

Contractor employees requiring access to Government installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or addition of new Contractor employees. The Contractor shall submit certificates of completion for each affected Contractor employee to the COR within 30 calendar days after completion of training. AT Level I awareness training is available at the following website: <https://atlevel1.dtic.mil/at>.

**5.1.2 Access and General Protection Policy and Procedures**

Contractor employees shall comply with applicable installation, facility, and area commander installation and/or facility access and local security policies and procedures (provided by Government representative). The Contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services, or Security Office. Contractor employees must comply with all personal identity verification requirements as directed by DoD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in Contractor security matters or processes.

**5.1.3 iWATCH Training**

The Contractor shall brief all employees on the local iWATCH program (training standards provided by the requiring activity Antiterrorism Officer). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to immediately report suspicious activity to installation security or local law enforcement personnel. The COR will be notified of each suspicious activity reporting incident within 30 days of each incident. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance. The Contractor shall submit evidence of completion for each affected Contractor employee to the COR within 30 calendar days after completion of training.

**5.1.4 Access to Government Information Systems**

All Contractor employees with access to a Government information system must be registered in the Army Training Certification Tracking System (ATCTS) at the commencement of services, and must successfully complete the DoD Information Assurance Awareness training prior to access to the information systems and then annually thereafter.

**5.1.5 Requirement for OPSEC Training**

Per AR 530-1, Contractor employees shall complete OPSEC Level I training within 30 calendar days of reporting for duty. All Contractor employees shall complete annual OPSEC awareness training.

**5.1.6 Information Assurance and/or Information Technology (IT) Training**

Contractor employees shall complete the DoD IA awareness training before issuance of network access and annually thereafter. All Contractor employees working IA/IT functions shall comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M, and AR 25-2 upon TO award.

**5.1.7 Information Assurance and/or Information Technology Training Certification**

Per DoD 8570.01-M, DFARS 252.239.7001 and AR 25-2, all Contractor employees supporting IA/IT functions shall be appropriately certified upon TO award. The baseline certification as stipulated in DoD 8570.01-M shall be completed upon TO award.

**5.2 Other Security and Privacy**

**5.2.1 Designation of Information Technology Level**

Contractor personnel will be designated as Information Technology Level I through IV in accordance with AR 25-2. Contractor personnel without a SECRET clearance who are nominated for IT I through IV positions will initiate for review a SF 85P and Supplemental Questionnaire.

**5.2.2 Security Clearances**

All Contractor personnel performing on this TO shall possess or be eligible to obtain a SECRET security clearance. SECRET is the highest classification anticipated under this TO. The Contractor shall comply with FAR 52.204-2, Security Requirements and all other applicable requirements.

**5.2.3 Non-U.S. Citizens in IT Positions**

Performance by non-U.S. citizens in IT positions shall be minimized. However, compelling reasons may exist to grant access to DoD IT resources in those circumstances in which a non-U.S. citizen possesses a unique or unusual skill or expertise that is urgently needed for a specific DoD requirement and for which a suitable U.S. citizen is not available. Access to sensitive information by a non-U.S. citizen who is not a DoD employee will only be permitted In Accordance With (IAW) applicable disclosure policies (e.g., National Disclosure Policy 1, DoDD 5230.9, DoDD 5230.25) and U.S. statutes (e.g., the Arms Export Control Act, 22 USC 39).

If information to which the Contractor will have access is authorized for foreign disclosure, non-U.S. citizens assigned to DoD IT positions are subject to the

investigative requirements outlined below. For positions identified as IT - II and III, foreign nationals may be appointed if they: 1) possess a unique or unusual skill or expertise that is urgently needed for a specific DoD requirement and for which a suitable United States citizen is not available, and 2) are approved in writing by the Program Executive Office Enterprise Information Systems (PEO EIS) as the Agency Director. However, under no circumstances can these individuals be assigned before completion and favorable adjudication of the appropriate security investigation. In all cases the Contractor shall forward employee investigation information to the COR before employees are assigned to work under a specific TO. The Contractor will ensure that a Visit Request is forwarded to the COR for each location where employees will be assigned. That Visit Request must be provided on an annual basis.

#### **5.2.4 Right to Require Removal**

The Government retains the right to require removal of Contractor personnel, regardless of prior clearance or adjudication status, whose actions while performing on this TO conflict with the security and privacy interests of the Government. The reason for removal will be documented in writing by the Contracting Officer.

#### **5.2.5 Privacy Act**

Data processed at PEO EIS locations may contain Privacy Act information which requires the reading, signing, and adherence to appropriate nondisclosure documents.

### **5.3 Government Furnished Equipment (GFE)/Government Furnished Information (GFI)**

***Note: The GFE and GFI listed below are hypothetical for the purposes of the Sample Task Order. No actual GFE or GFI will be provided.***

The Government will provide the following GFE:

- Software licenses for SAP and related applications and tools listed in Sections 1.1.2 and 1.1.3.
- Computers and/or Laptops – All work under this TO shall be conducted on GFE computers that will be issued to each Contractor staff member who has a valid need as determined by the Government. Virtual Private Network (VPN) capability will also be provided to enable remote access to the ERP technology landscapes.
- Managed Hosting Services – Hosting is anticipated to be at the target state facility throughout the TO period of performance, eliminating the need to migrate from one facility/infrastructure to another at the time of production

deployment. Service level agreements are in place to ensure the hosting provider can meet ASERP requirements.

- Requirements Management and Test Management Tool – This tool will be the central repository for test information and traceability from requirements to testing and will also be used for reporting testing metrics and managing defects.
- Configuration Management Tool – The Government will provide a configuration management tool to be used by Contractor to manage source code and other software objects.
- Knowledge Management (KM) Tool – The Government will provide a KM/content management tool to manage all program artifacts and meta data. The common KM/content tool will be used by all Army-SSC and ASERP contractors.
- Risk Management Tool – The Government will provide a risk management tool to manage all program risks. The common risk management tool will be used by all Army-SSC and ASERP contractors.
- Testing Tools – The Government will provide test tools required for functional testing, automated test execution, and performance/load/stress testing.
- Help Desk Software – The Government will provide a help desk software solution to be used by Contractor that will be the same solution used by the Army-SSC for sustainment of ASERP Increment 1.
- Other software, utilities and tools – The Government will procure other software, utilities, or tools based on valid needs.
- Customary office equipment – The Government will provide customary office equipment in the designated Government place(s) of performance such as telephones, printers, and copiers/fax machines.

The Government will provide the following GFI:

- Increment 2 Requirements Traceability Matrix (RTM)
- Army-SSC Policies and Standards
- ASERP COOP Plan

## 6. Applicable Guidance

The Contractor shall comply with applicable DoD and Army policies and directives as required by the terms of the contract and as specified in this TO PWS.

## 7. Deliverables

Table 7 below contains the post-award TO deliverables and delivery instructions. Unless stated otherwise in Table 7, the following instructions apply to all deliverables:

- Timeframes are specified in business days.
- All deliverables shall be completed using Contractor format.
- The Contractor is required to provide draft and final versions of deliverables IAW the timeframes specified in Table 7 below. All versions of the deliverables required by the task order shall be delivered electronically to the COR and/or their designee and shall be subject to Government review and approval. Deliverable due dates proposed by the Contractor shall take into account the review periods described below.
- Draft deliverables will be reviewed and feedback and/or requested changes provided within ten (10) business days. The Government reserves the right to request a formal review session with the Contractor during these timeframes and may request that the Contractor make changes to any version of a deliverable.
- The Government will review and approve or reject all final versions of all deliverables within ten (10) business days of receipt.
- If any deliverable is rejected, the Contractor will be notified within the specified time periods and will have five (5) business days within which to rework the deliverable and resubmit for Government approval. All changes to any version of a deliverable and/or deliverable outline shall be approved by the COR. If more than the specified number of business days is required for Government review and approval, the COR will inform the Contractor of the need for an extension within the initial review period.
- The Contractor shall prepare and submit the deliverables on or before the required due date, in the quantity and format stated in Table 7, to the COR or designee via e-mail. For deliverables that are not documents (e.g., software configurations) the Contractor shall submit a description of the deliverable and any associated documentation or descriptive information. In no case shall any deliverable be received by the Government less than fifteen (15) business days prior to the end of the Period of Performance. The due dates listed in Table 7 are for final deliverables; hence, draft deliverables must be submitted in advance of these dates to allow time for Government review and Contractor update as described above.
- The Contractor shall prepare and submit the deliverables listed in Table 7 at a minimum. The Contractor is encouraged to suggest additional deliverables if advantageous to the Government based upon the Contractor's technical approach.
- Rejection of any deliverable by the Government does not excuse the Contractor from meeting the baseline due dates for any other deliverables.

## Army ERP Services DRAFT Sample Task Order PWS

| ID # | PWS Task | Deliverable Title                              | File Type               | Special Instructions   | Schedule                                       |
|------|----------|--|-------------------------|--|--|
| 1    | A-1      | Monthly Task Order Status Report               | MS Word                 | <ul style="list-style-type: none"> <li>No draft required</li> </ul>  | Monthly NLT 5 days after end of month          |
| 2    | A-1      | Task Order Schedule                            | MS Project              | <ul style="list-style-type: none"> <li>Draft due at Award + 10 days</li> <li>Must align to Government provided milestones</li> </ul> | Initial Award + 30 days<br>Recurring – Monthly |
| 3    | A-1      | Quality Assurance Plan                         | MS Word                 | None   | Award + 20 days                                |
| 4    | C-1      | BPR Recommendations Report                     | MS Word                 | None   | Per Contractor proposal                        |
| 5    | C-2      | Solution Architecture Artifacts                | ARIS                    | Contractor to use Government tool (GFE)  | Per Contractor proposal                        |
| 6    | C-3      | Functional Solution Design Document            | Per Contractor proposal | None   | Per Contractor proposal                        |
| 7    | C-3      | Configuration Documents                        | Per Contractor proposal | None   | Per Contractor proposal                        |
| 8    | C-3      | Functional Design Specifications – Reports     | Per Contractor proposal | None   | Per Contractor proposal                        |
| 9    | C-3      | Functional Design Specifications – Interfaces  | Per Contractor proposal | None   | Per Contractor proposal                        |
| 10   | C-3      | Functional Design Specifications – Conversions | Per Contractor proposal | None   | Per Contractor proposal                        |
| 11   | C-3      | Functional Design Specifications – Extensions  | Per Contractor proposal | None   | Per Contractor proposal                        |
| 12   | C-3      | Functional Design Specifications – Forms       | Per Contractor proposal | None   | Per Contractor proposal                        |
| 13   | C-3      | Functional Design Specifications – Workflows   | Per Contractor proposal | None   | Per Contractor proposal                        |
| 14   | C-3      | Preliminary Design Review Briefing Materials   | Various                 | None   | Per Contractor proposal                        |
| 15   | C-3      | Technical Design Specifications – Reports      | Per Contractor proposal | None   | Per Contractor proposal                        |
| 16   | C-3      | Technical Design Specifications – Interfaces   | Per Contractor proposal | None   | Per Contractor proposal                        |
| 17   | C-3      | Technical Design Specifications – Conversions  | Per Contractor proposal | None   | Per Contractor proposal                        |
| 18   | C-3      | Technical Design Specifications – Extensions   | Per Contractor proposal | None   | Per Contractor proposal                        |
| 19   | C-3      | Technical Design Specifications – Forms        | Per Contractor proposal | None   | Per Contractor proposal                        |

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| ID # | PWS Task            | Deliverable Title                                     | File Type   | Special Instructions   | Schedule                                |
|------|---------------------|---|---|--|---|
| 20   | C-3                 | Technical Design Specifications – Workflows           | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 21   | C-3                 | Critical Design Review Briefing Materials             | Various   | None   | Per Contractor proposal                 |
| 22   | C-3                 | Updated Requirements Traceability Matrix              | Requirements Management and Test Management Tool  | Contractor to use Government tool (GFE)                                    | Per Contractor proposal                 |
| 23   | C-4                 | Updated Configuration Documents                       | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 24   | C-4                 | Updated Functional and Technical Specifications       | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 25   | C-4                 | Business Process Procedures                           | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 26   | C-4                 | RICEFW Objects  | Software Objects  | Contractor to manage software objects in GFE configuration management tool | Per Contractor proposal                 |
| 27   | C-5                 | Test Plan   | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 28   | C-5                 | Test Readiness Review Briefing Materials              | Various   | None   | Per Contractor proposal                 |
| 29   | C-5                 | Test Results Reports                                  | <ul style="list-style-type: none"> <li>• MS Word</li> <li>• GFE Test Management Tool</li> </ul> | Contractor to use Government tool (GFE)                                    | Per Contractor proposal                 |
| 30   | C-5                 | Updated Requirements Traceability Matrix              | Requirements Management and Test Management Tool  | Contractor to use Government tool (GFE)                                    |   |
| 31   | C-6                 | Deployment and Fielding Plan                          | MS Word   | None   | Per Contractor proposal                 |
| 32   | <a href="#">C-6</a> | <a href="#">User Training Materials</a>               | <a href="#">MS PowerPoint</a>   | <a href="#">None</a>   | <a href="#">Per Contractor proposal</a> |
| 33   | C-7                 | Updated CMDB  | GFE CMDB  | Contractor to use Government tool (GFE)                                    | Per Contractor proposal                 |
| 34   | C-7                 | Updated Configuration Documents                       | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 35   | C-7                 | Updated Functional and Technical Specifications       | Per Contractor proposal   | None   | Per Contractor proposal                 |
| 36   | C-7                 | Fully Functioning ASERP Increment 2 Software Solution | Software  | Contractor to manage software objects in GFE configuration management tool | Per Contractor proposal                 |
| 37   | C-8                 | Continuity of Operations Plan                         | MS Word   | None   | Per Contractor proposal                 |
| 38   | C-8                 | Data Management Plan                                  | MS Word   | None   | Per Contractor proposal                 |

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| ID # | PWS Task | Deliverable Title                             | File Type   | Special Instructions   | Schedule  |
|------|----------|---|---|--|---|
| 39   | C-8      | Updated CMDB                                  | GFE CMDB  | Contractor to use Government tool (GFE)  | Per Contractor proposal   |
| 40   | C-9      | OCM Plan                                      | MS Word   | None   | Per Contractor proposal   |
| 41   | C-9      | OCM Communications Products                   | Per Contractor proposal                               | None   | Per Contractor proposal   |
| 42   | C-9      | OCM Training Materials                        | <a href="#">Per Contractor Proposal MS PowerPoint</a> | None   | Per Contractor proposal   |
| 43   | C-10     | Help Desk Operating Procedures                | MS Word   | Ongoing updates  | Per Contractor proposal   |
| 44   | C-10     | Help Desk Incident Database and Knowledgebase | GFE Ticketing System                                  | <ul style="list-style-type: none"> <li>• Ongoing updates</li> <li>• Contractor to use Government tool (GFE)</li> </ul> | Per Contractor proposal   |
| 45   | C-10     | Help Desk Metrics Report                      | Per Contractor proposal                               | None   | Monthly NLT 5 days after end of month starting upon commencement of Task C-10 |
| 46   | C-11     | Information Assurance Artifacts               | Various   | None   | Per Contractor proposal   |
| 47   | C-13     | Transition Plan                               | Per Contractor proposal                               | None   | Per Contractor proposal   |
| 48   | C-13     | Inventory of System Documentation             | Per Contractor proposal                               | None   | Per Contractor proposal   |
| 49   | C-13     | Current ASERP Increment 2 Software Solution   | GFE CMDB  | Contractor to use Government tool (GFE)  | Per Contractor proposal   |
| 50   | C-13     | Transition Status Report                      | Per Contractor proposal                               | None   | Monthly NLT 5 days after end of month starting upon commencement of Task C-13 |

**Table 7: Task Order Deliverables**

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**8. AQL Rating Matrix**

The following table provides the Performance Standards and AQL adjectival Ratings that will be used to evaluate performance requirements.

| Performance Standards   | Acceptable Quality Level (AQL) Ratings   |   |  |  |  |
|---|--|---|--|--|--|
|   | Unsatisfactory<br>(Red)  | Marginal<br>(Yellow)  | Satisfactory<br>(Green)  | Very Good<br>(Purple)  | Exceptional<br>(Dark-Blue)   |
| <b>Schedule</b>   | Does not meet the delivery schedule(s) and did not coordinate with the Government for an extension or exception – OR – does not make final delivery. | Does not meet the delivery schedule(s) and coordinated with the Government for an extension or exception. | Meets delivery schedule(s).  | Meets delivery schedule(s). Some early deliveries to the Government's benefit. | Delivery is ahead of schedule(s) and/or many early deliveries to the Government's benefit. |
| <b>Quality of Deliverable or Service</b>  | Deliverables or services are unacceptable. They do not meet the TO requirements, even with Government intervention and guidance.                     | Deliverables or services meet TO requirements after Government intervention and guidance.                 | Deliverables or services meet all TO requirements with only minor revisions. | Deliverables or services meet all TO requirements with no revisions required.  | Deliverables or services exceed all TO requirements with no revisions required.            |
| <b>Cost Control (applicable only to Cost Reimbursable/Time &amp; Materials)</b> | Actual costs significantly exceed planned costs.   | Actual costs exceed planned costs.  | Actual costs are equal to planned costs.                                     | Actual costs are below planned costs.  | Actual costs are significantly below planned costs.  |

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| Performance Standards          | Acceptable Quality Level (AQL) Ratings  |  |  |  |   |
|--------------------------------|---|--|--|--|---|
|                                | Unsatisfactory (Red)  | Marginal (Yellow)  | Satisfactory (Green)   | Very Good (Purple)   | Exceptional (Dark-Blue)   |
| <b>Business Relations</b>      | Not responsive (within one business day, more than 5 times in one month) to Government inquiries (written or verbal communications and data calls). Unnecessary change proposals and significant untimely definitization of change proposals. | Not responsive (within one business day, more than 3 times in one month) to Government inquiries (written or verbal communications and data calls). Unnecessary change proposals and untimely definitization of change proposals | Responds to Government inquiries within one business day.  | Responds to Government inquiries within one business day with no oversight. Anticipates, identifies, and recommends changes in technical and contractual matters.                                  | Responds to and exceeds all Government inquiries within one business day with no oversight. Anticipates, identifies, and recommends changes in technical and contractual matters.                   |
| <b>Management of Personnel</b> | Fails to provide or replace personnel IAW Labor Category Descriptions within 30 calendar days of TO award or departure of personnel.  | Fails to provide or replace personnel IAW Labor Category Descriptions within 15 calendar days of TO award or departure of personnel.   | Provides personnel IAW Labor Category Descriptions within 15 calendar days of TO award or departure of personnel. Contractor personnel possess skills and abilities that meet the TO requirements. | Provides personnel IAW Labor Category Descriptions within 10 calendar days of TO award or departure of personnel. Contractor personnel possess skills and abilities that meet the TO requirements. | Provides personnel IAW Labor Category Descriptions within 5 calendar days of TO award or departure of personnel. Contractor personnel possess skills and abilities that exceed the TO requirements. |

**Table 8: AQL Rating Matrix**

## 9. Appendix A: List of Acronyms

| <b>Acronym</b> | <b>Phrase</b>                                     |
|----------------|---|
| ABAP           | Advanced Business Application Programming         |
| ACPERS         | Automated Civilian Personnel System               |
| AESIP          | Army Enterprise Systems Integration Program       |
| AGM            | Army Gold Master                                  |
| AOR            | Area of Responsibility                            |
| APMS           | Army Portfolio Management Solution                |
| AR             | Army Regulation                                   |
| AQL            | Acceptable Quality Level                          |
| ASERP          | Army Sample Enterprise Resource Planning          |
| AT             | Antiterrorism                                     |
| ATCTS          | Army Training and Certification Tracking System   |
| ATO            | Authorization To Operate                          |
| BEA            | Business Enterprise Architecture                  |
| BI             | Business Intelligence                             |
| BPR            | Business Process Reengineering                    |
| BW             | Business Warehouse                                |
| CCB            | Change Control Board                              |
| CCSS           | Commodity Command Standard System                 |
| CDR            | Critical Design Review                            |
| CMDB           | Configuration Management Database                 |
| CMRA           | Contractor Manpower Reporting Application         |
| CO             | Controlling                                       |
| CONUS          | Continental United States                         |
| COOP           | Continuity of Operations                          |
| COR            | Contracting Officer's Representative              |
| COTS           | Commercial Off-The-Shelf                          |
| CRM            | Customer Relationship Management                  |
| DD             | Department of Defense (Form)                      |
| DFAS           | Defense Finance and Accounting Service            |
| DFARS          | Defense Federal Acquisition Regulation Supplement |
| DID            | Data Item Description                             |
| DoD            | Department of Defense                             |
| DoDAF          | Department of Defense Architecture Framework      |
| DoDD           | Department of Defense Directive                   |
| DODI           | Department of Defense Instruction                 |
| EBS            | Enterprise Business System                        |
| ECC            | ERP Central Component                             |
| EIS            | Enterprise Information System                     |
| ERP            | Enterprise Resource Planning                      |

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| Acronym | Phrase   |
|---------|--|
| FAR     | Federal Acquisition Regulation                   |
| FASAB   | Federal Accounting Standards Advisory Board      |
| FD      | Full Deployment                                  |
| FDD     | Full Deployment Decision                         |
| FFMIA   | Federal Financial Management Improvement Act     |
| FFP     | Firm Fixed Price                                 |
| FI      | Financial Accounting                             |
| FIAR    | Financial Improvement Audit Readiness            |
| FIP     | Financial Improvement Plan                       |
| FISCAM  | Federal Information System Controls Audit Manual |
| FISMA   | Federal Information Security Management Act      |
| FPCON   | Force Protection Condition                       |
| FY      | Fiscal Year                                      |
| GFE     | Government Furnished Equipment                   |
| GFEB    | General Fund Enterprise Business System          |
| GIG     | Global Information Grid                          |
| IA      | Information Assurance                            |
| IOC     | Initial Operational Capability                   |
| IOT&E   | Initial Operational Test and Evaluation          |
| HQDA    | Headquarters, Department of the Army             |
| IAT     | Information Assurance Training                   |
| IAW     | In Accordance With                               |
| IT      | Information Technology                           |
| JTR     | Joint Travel Regulation                          |
| KM      | Knowledge Management                             |
| LFD     | Limited Fielding Decision                        |
| LMP     | Logistics Modernization Program                  |
| LSI     | Lead System Integrator                           |
| MDM     | Master Data Management                           |
| MM      | Materials Management                             |
| MS B    | Milestone B                                      |
| NIPRNet | Nonsecure Internet Protocol (IP) Router Network  |
| NLT     | Not Later Than                                   |
| OCM     | Organizational Change Management                 |
| OCONUS  | Outside the Continental United States            |
| OGA     | Other Government Agency                          |
| OPSEC   | Operations Security                              |
| PEO     | Program Executive Office                         |
| PI      | Process Integration                              |
| PM      | Project/Product Manager                          |
| PMO     | Project/Product Management Office                |

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| Acronym | Phrase   |
|---------|--|
| POAM    | Plan of Action and Milestones                                      |
| PoP     | Period of Performance  |
| PDR     | Preliminary Design Review  |
| PS      | Project System   |
| PWS     | Performance Work Statement   |
| QAP     | Quality Assurance Plan   |
| RICEFW  | Reports, Interfaces, Conversions, Extensions, Forms, and Workflows |
| RMF     | Risk Management Framework  |
| SCA     | Software Code Assurance  |
| SCQ     | Software Code Quality  |
| SD      | Sales and Distribution   |
| SFIS    | Standard Financial Information Structure                           |
| SLA     | Service Level Agreement  |
| SoD     | Segregation of Duties  |
| SRM     | Supplier Relationship Management                                   |
| SSC     | Shared Services Center   |
| STD     | Standard   |
| TDY     | Temporary Duty   |
| TEMP    | Test and Evaluation Master Plan                                    |
| TO      | Task Order   |
| TRR     | Test Readiness Review  |
| UPK     | User Productivity Kit  |

## 10. Appendix B: RICEFW Definitions and Complexity

### RICEFW Definitions

**Report** – A formatted and organized presentation of data. A Report is a parameter-driven set of retrievable data presented in either a static or format-adjustable (e.g., variable sort) manner for consumption. Statutory/Regulatory, Transactional/Operational (out of ERP), Business Intelligence (BI) – Analytical/Dashboard/Scorecards, and Printed Documents are all different types of reports. Custom (non-standard) ERP reports, changes to standard ERP reports, custom printed documents, changes to standard printed documents, custom BI reports, scorecards, dashboards, and changes to standard BI reports, scorecards, and dashboards all count as reports.

**Interface** – A boundary across which two independent systems meet and act on or communicate with each other. An Interface is a single directional unique program, driven by a business process or data exchange. Integration between two systems may require multiple interfaces to accommodate the unique business processes being integrated. Interfaces are typically counted by transaction type (e.g., inventory issue, inventory receiving). A single interface may require multiple RICEFW objects. Types of interfaces include:

- External Interfaces – with external trading partners or systems
- Persistent Interfaces – with persistent legacy systems
- Transitional Interfaces – required to support the release strategy during fielding (within a release or between releases)

**Conversion** – A process that transfers or copies data from an existing system to load production systems at implementation. All relevant code and processing for programmatic conversion/migration of data source(s) to the ERP target data object. This includes the load from data source to the Staged Data Repository (SDR) and from the SDR to the ERP data object. Conversions are usually one-time data loads, although it is possible that an interface may be utilized for initial load.

**Extension** – A program that is in addition to an existing standard program but that does not change core code or objects. Extensions are changes or additions to an existing software package that provide the functionality to support a client's business processes. The extensions could take the form of new or changed programs, scripts, or data files. Extensions are programs and activities that provide these functions. The purpose of an Extension is to provide the additional functions required for a package to support an organization's business processes. The notation of the extension source should be in accordance with the programming standards defined for the project. The source usually resides in text files and comprises entities such as:

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- Code to connect existing application programming interfaces
- Object Oriented (OO) classes and methods
- Structured programming modules
- Scripts
- Lookup or translation tables
- Structured Query Language (SQL) files
- Plug-ins

The source should contain comments on its operation and, through the build process, should generate executables that allow the operation of the interfaces among the various programs of the client's applications and external systems.

**Form** – A client/server user interface (new or modified screen). Custom user interface screens are changes to standard user interface screens and are typically considered forms. Multiple field changes to a single screen are often considered a single RICEFW object. However, creating a custom field could be a separate “extension” of an object.

**Workflow** – A workflow is a series of steps, or ERP screens that must be completed for a business scenario. Some examples of workflow scenarios are:

- Manage Customer
- Create sales order
- Receive invoice

### RICEFW Complexity Definitions

| Object Type       | Complexity  |   |   |
|-------------------|---|---|---|
|                   | Low   | Medium  | High  |
| <b>Reports</b>    | Less than 5 standard application tables. As many as 1 external file. Straightforward data retrieval. Logic: Basic, single-level report. Little aggregation or sorting. No use of external subroutines. One version suits all requirements.  | Between 5 & 8 standard application tables. As many as 3 external files. Some cross-checking. Logic: Multiple-level drill down capability. Moderate calculation, sorting. Some customization (ex: company-wide). Field translations required.  | 9 or more standard application tables. 3 or more external files. Data from multiple functional areas. Logic: Use of sub-screens, pop-ups, etc. Significant authorization checking. Complicated data retrieval. Some customization (ex: plant-wide). Field translations required.  |
| <b>Interfaces</b> | Interfaces Inbound - 1 file, fewer than 3 different record types. Logic: Up to 2 transactions in upload. No retry logic (errors to report to log). No reconciliation. Batch. Interfaces Outbound - 1 file, Fewer than 3 different record types. Logic: No translations of Batch codes. Data read from less than 5 tables. | Interfaces Inbound - 2 to 4 files, 3 to 5 more different record types. Logic: 2 to 5 transactions in upload. Moderate coding (some validation). Some retry logic and error processing. Minimal reconciliation. Interfaces – Outbound - 2 to 4 files, 3 to 5 difficult record types. Logic: Batch. Moderate translations of codes. Data read from 5 to 9 tables. | Interfaces Inbound - 5 or more external files, and 8 or more different record types. Logic: More than 6 transactions in upload. Complex coding (complex validation). Significant retry logic and error handling. Heavy reconciliation. Interfaces – Outbound - 5 to 6 external files, 6 to 7 different record types. Logic: heavy translations. Near real-time/Real-time. Triggering via user |

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| Object Type        | Complexity   |   |   |
|--------------------|--|---|---|
|                    | Low  | Medium  | High  |
|                    |  |   | exits. Data read from 9 to 11 tables.   |
| <b>Conversions</b> | Data is pre-extracted and formatted. Up to 2 input files/record types. Logic: Use of standard application load programs. Loading basic master data. Single load program. Assume zero, until identified. Number of files with data elements pre-extracted and formatted, and 1 input file / record element type. Physical file attributes include standard application load programs, simple coding, basic master data load, and single load program. | Some reformatting of data is required. 3 or 4 input files/record types. Logic: Baseline coding (some validation) Single load program. Number of files with data elements pre-extracted and formatted, and 2 input files / record element types. Physical file attributes include standard application load programs, simple coding, basic master data load, and single load program.            | Significant reformatting is required. 6 or more input files/record types. Logic: Moderate coding (moderate validation). Loading lowest level master data. Single load program. Number of files with data elements pre-extracted and formatted, 3 or more input files / record element types. Physical file attributes include standard application load programs, simple-complex coding, basic master data load / lowest level master data load, and single load program. |
| <b>Extensions</b>  | Manipulation of 1 standard table. Logic: Does not require user exits. Initial & detail screen. Menu extensions. No database updates. One version suits all requirements. Number of manipulated standard tables with Initial and detail screen, Menu extensions, No user exits, No Function Exit, No database updates, No customization. Minor changes to standard Portal objects.  | Manipulation of 2 standard tables. Logic: User exits to capture data only. Initial & detail screen. Function exit. Update database. Some customization (e.g., company-wide). Number of manipulated standard tables with Initial and detail screen, Menu extensions, User exits, Function Exit, Database updates, Some customization. Moderate changes to existing Portal or new Portal objects. | Manipulation of 3 or more standard tables. Logic: User exits with substitution logic. Step-loop to maintain header & detail. Initial screen with sub-screens. Some customization (e.g., plant-wide). Number of manipulated standard tables with Initial screen with sub screens, Dynapro extensions, User exits with substitution Logic, Function Exit, Database updates, Some customization. Newly developed Portal objects.   |
| <b>Forms</b>       | Small set of form data elements (1 to 10). Simple logic to populate form data elements. Extensively leverage SAP provided or existing LMP forms. Minor custom development required.  | Medium set of form data elements (11-25). Moderate logic to populate form data elements. Partially leverage SAP provided or existing LMP forms. Moderate custom development required.   | Large set of form data elements (26 or more). Complicated logic to populate form data elements. Minimally leverage SAP provided or existing LMP forms. Major custom development required.   |
| <b>Workflows</b>   | Number of standard workflow elements requiring minor modifications (1-5).  | Number of standard workflow elements requiring moderate modifications (6-10).   | Number of new workflows developed and/or standard workflow elements requiring significant modifications (11 or more).   |

**Table 9: RICEFW Complexity Definitions**