Army Enterprise Resource Planning (ERP) Services

Performance Work Statement (PWS)

26 March 2014

DRAFT

Revision History

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1. Introduction

This Performance Work Statement (PWS) includes requirements for the full lifecycle or any segment of ERP services including design, development, deployment, fielding, and sustainment services required for Army ERP Programs. ~~These requirements pertain to the following program portfolios:~~

Programs/Organizations Supported:

- Army Enterprise Systems Integration Program (AESIP) Portfolio including AESIP Hub, Global Combat Support Systems – Army (GCSS-Army), and Logistics Modernization Program (LMP)
- General Fund Enterprise Business System (GFEBS) Portfolio including GFEBS, GFEBS Sensitive Activities (GFEBS-SA), and Army Contract Writing System (ACWS)
- Army Shared Services Center (Army-SSC)
- Army Stakeholder Organizations e.g. Fort Hood, Tobyhanna Army Depot

1.1 Mission

The mission of this procurement is to provide ERP Services for the Project Manager (PM) AESIP, PM GFEBS, Army-SSC, and any Army stakeholder organization. The Army envisions procuring services in the following ways: (i) acquire a range of ERP services with the Contractor(s) responsible for providing a completed product/project and (ii) acquire specific skill sets to accomplish the ERP services.

1.2 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 (LSI) 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. For Task Orders (TOs) supporting the Army-SSC, ERP development models and processes are based on a Capability Maturity Model

Integration (CMMI) Level 5, and Contractors shall follow the established Systems Development Lifecycle (SDLC) methodology for developing and fielding solutions. An opportunity exists for Industry to assist the Army by bringing innovation to the delivery of ERP services.

2. General Requirements

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

2.1 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.

2.2 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.

2.3 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 as specified by individual TO requirements.

2.4 Contract Administration

The Contractor shall establish processes and assign appropriate resources to effectively administer TOs. 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.

2.5 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.

2.6 Place of Performance

The primary places of performance are anticipated to be Picatinny Arsenal, NJ, the National Capital Region (NCR), and/or Contractor facilities. Other places of performance and Government Directed Travel locations may include, but not be limited to: Fort Lee, VA; Radford, VA; Marlton, NJ; and Huntsville, AL. Actual required places of performance and travel will be specified in the TOs. Actual required workdays, core hours, and the impact of weather and security closures, etc, will be specified in the TOs. As required, the Contractor shall provide alternate duty locations for employees during designated Government non-work days or other periods where Government offices are closed due to weather or security conditions. Any classified work will be performed at properly accredited Government sites.

2.7 Travel / Temporary Duty (TDY)

The Contractor shall provide services necessary to plan and schedule travel. Travel/TDY shall be reimbursed in accordance with Federal Acquisition Regulation (FAR) 31.205-46. The Contractor shall be reimbursed for actual allowable costs approved by the Contracting Officer and not to exceed the amount allowed in the Joint Travel Regulations (JTR). No fee is allowable on Travel Costs (Cost Reimbursable TOs). All Government directed travel must be approved in advance by the Contracting Officer's Representative (COR).

3. Performance Requirements

This procurement is to provide ERP Services for PM AESIP, PM GFEBS, Army-SSC, and any Army stakeholder organization. The Army envisions procuring services in the

following ways: (i) acquire a range of ERP services with the Contractor(s) responsible for providing a completed product/project and (ii) acquire specific skill sets to accomplish the following ERP services.

As specified in the TO, the Contractor may be required to perform one or more of the tasks described below. This list contains the general tasks describing the overall scope of services. Each TO PWS will define the specific work to be performed.

3.1 Solution Architecture

3.1.1 Develop and document solution architectures

The Contractor shall develop and document solution architectures in alignment with the enterprise architecture by leveraging technical expertise and business process expertise in multiple functional domains (e.g., finance, logistics, contracting).

Solution architectures 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.

Solution Architecture artifacts typically include the following: application components, modules, databases, tools, interfaces, extensions, bolt-ons, models, and standards.

Performance Standards/Acceptable Quality Levels (AQLs) (The full list of performance standards and AQL ratings are in Section 8. Each TO will define its appropriate performance standards and utilize the listed AQL ratings in Section 8.)

a. Standard (STD): Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Provides a complete set of required artifacts as described in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Complies with guidance, policy, and other standards (e.g. Business Enterprise Architecture (BEA), Standard Financial Information Structure (SFIS), Federal Financial Management Improvement Act (FFMIA), Federal Information System Controls Audit Manual (FISCAM), Financial Improvement Audit Readiness (FIAR), Department of Defense Architecture Framework (DoDAF), Real Property Information Model (RPIM) as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.1.2 Provide Systems Engineering (SE) support

The Contractor shall ensure systems are defined, designed, developed and tested to validate complete system functionality and alignment with Government system requirements.

SE tools, methods, training, and best practices include technical planning, requirements development and management, capacity planning, systems architecting, design synthesis, system analysis and optimization, decision analysis, configuration management, product data management, technical assessment, SE planning, SE reporting, and systems integration.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Provides qualified SE expertise as specified in TOs

   AQL: See AQL Rating Matrix for Management of Personnel Performance Standard and applicable Ratings

3.1.3 Deliver and employ~~velop and deliver~~ systems design and management planning tools

The Contractor shall deliver and ~~provide~~ employ system design and management planning tools, which may include: release and maintenance management planning, data conversion/management planning, test support planning, organization and user management planning, and training management planning.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with approved guidance as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.1.4 Perform data management

The Contractor shall review, develop, migrate, cleanse, validate, and maintain data. The Contractor shall document all data management activities as required by the TOs.

Data Management activities include data extract, transform, and load to enterprise applications; ~~as well as~~ data harmonization; business intelligence and data analytics; and brokering via an enterprise Master Data Management (MDM) hub. Data Management activities also include implementation of data management system controls.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Provides a complete plan as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Identifies and corrects deficiencies in a timely manner as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

d. STD: Documentation is done in accordance with Government configuration management policy, processes, procedures, and templates

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

e. STD: Implements data management controls in compliance with FISCAM control activities

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.2 Requirements Analysis and Traceability~~of Requirements~~

3.2.1 Analyze and document SAP ERP solution capabilities against Government requirements

The Contractor shall provide an analysis of Government requirements against SAP ERP solution capabilities and associated business processes to address any identified gaps prior to proceeding with development of design specifications.

The Contractor shall establish a baseline for traceability throughout the lifecycle.

The Contractor shall provide the capability to manage, control, create, change, delete, archive, and validate data.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with interoperability standards identified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Complies with guidance, policy, and other standards (e.g. BEA, SFIS, FFMIA, FISCAM, FIAR, DoDAF, RPIM) as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.2.2 Support Government efforts to align business processes with COTS ERP functionality

The Contractor shall leverage COTS ERP software to enable Business Process Reengineering (BPR) and associated changes to the business processes.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Maximizes use of ERP out-of-the-box configured functionality, while minimizing changes to the original approved baseline

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.2.3 Design, develop, procure, and/or provide tools necessary to support solution for analysis, design, build, test, and documentation

The Contractor shall list and describe tools (either developed, procured, or provided) needed to support solution analysis, design, build, test, and documentation.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Delivers documentation that is current, complete and accurately reflects the operating environment of the ERP

AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.2.4 Support ERP system integration

The Contractor shall support the system integration with AESIP and GFEBS Portfolios, Integration Personnel and Pay System – Army (IPPS-A), other Army and DoD ERPs, and Trading Partners.

The Contractor shall support the system integration between implementation teams (e.g., configuration, development, data, test, technology integration).

The Contractor shall support the system integration with Trading Partners (e.g., Logistics Support Activity (LOGSA), Defense Cash Accountability System (DCAS), Electronic Military Personnel Office (eMILPO), Automated Civilian Personnel System (ACPERS), Defense Enrollment Eligibility Reporting System (DEERS), Total Ammunition Management Information System (TAMIS), Maintenance Management Information System (MMIS), Defense Logistics Agency (DLA) Transaction Services, Commodity Command Standard System (CCSS), Enterprise Business System (EBS), and other services ERPs).

The Contractor shall assist the Government in constructing Memorandums of Agreement (MOAs) that address:

- Monitoring the overall trading partner engagement process
- Connectivity set-up/testing
- Integration test preparation/coordination/execution
- Data conversion planning/execution

The Contractor shall assist the Government in creating and monitoring System Interface Agreements (SIA).

<u>Performance Standards/AQLs</u>

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with approved guidance as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.3 Design Specifications (Functional & Technical)

3.3.1 Design, document, and deliver functional and technical specifications for new and/or changed functionality or components of an ERP system

The Contractor shall create all necessary functional and technical design documentation for the ERP solution, such as configuration documents and Reports, Interfaces, Conversions, Extensions, Forms, and Workflows (RICE-FW) objects. These RICE-FW objects, other automated tools, and/or manual controls may include user authorizations, ensure Segregation of Duties (SoD) deconfliction and other risks management, role development and management, and user assignment planning.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with applicable data item description as defined in TO Contract Data Requirements List (CDRL)

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Delivers documentation that clearly defines the methodology for building solutions and crosswalks traceability back to requirements

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

d. STD: Configuration documents and RICE-FW objects are done in accordance with Government configuration management policy, processes, procedures, and templates

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.4 System Configuration and Build

3.4.1 Perform system configuration and institute adequate control processes

The Contractor shall perform system configuration to enable the to-be business processes in one or more of the enterprise applications. System configuration shall be based on configuration plans that incorporate configuration scope, release cycles, test plans, data requirements, and associated development objects. System configuration includes the creation of supporting documentation, including processes and procedures.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Configures the initial system in accordance with the approved technical and functional specifications as designated in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: System configuration and build is performed in accordance with Government configuration management policy, processes, procedures, and templates

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

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

The Contractor shall implement the use of Government provided SCQ and SCA tools 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.

Performance Standards/AQLs

a. STD: Incorporates the use of SCQ and SCA tools within the software development process and/or project schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

3.5 Test

3.5.1 Develop and document test strategies and plans for test events

The Contractor shall create and maintain test data, develop test scripts, conduct and support test readiness reviews and test events, produce test result reports and maintain requirements traceability documentation.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with Test and Evaluation Master Plan (TEMP), Government policy and/or audit driven testing

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.5.2 Employ tools for test events

The Contractor shall use Government furnished equipment (GFE) tools including software for test events when available. The Contractor may propose alternate or additional tools to support test events.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with the Army Approved Product List (APL) if test event is in the .mil environment as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.5.3 Perform Test Events

The Contractor shall prepare, schedule, coordinate, conduct, analyze, and document test events. Test events may include: network, connectivity, integration, functional, volume, stress, regression, auditability/FISCAM, security, user acceptance, backup, restore, and disaster recovery.

The Contractor shall identify, mitigate, track, manage, and recommend resolution for issues discovered during test events.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Complies with the TEMP, Government policy, and/or audit driven testing

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.6 Deployment and Fielding

3.6.1 Perform deployment activities

The Contractor shall carry out all necessary deployment and fielding tasks including fully preparing the sites for implementation; conducting pre-deployment site assessments; validating infrastructure readiness; providing end user identification, mapping, provisioning and implementation; and ~~planning and executing~~ change management and communications activities. The Contractor shall plan and execute user training activities, trading partner data exchange, data conversion activities, site specific business process procedures, and on-site support as required during the Go-Live event.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Delivers a comprehensive deployment and cutover plan

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Achieves high levels of customer satisfaction

   AQL: See AQL Rating Matrix for Business Relations Performance Standard and applicable Ratings

d. STD: Ensures high quality work force and staff levels at all locations

   AQL: See AQL Rating Matrix for Management of Personnel and applicable Ratings

3.6.2 Provide on-site post go-live support

The Contractor shall support on-site post deployment activities (e.g., end user training, data validation, data maintenance, prioritization and escalation of help desk tickets, financial compliance and validation, ~~Field Service Representative duties,~~ translatione of business processes in the SAP environment, and identification and recommendation of resolutions for ~~free of~~ Segregation of Duties [SoD] conflicts ~~with roles and permissions~~).

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Achieves high levels of customer satisfaction

AQL: See AQL Rating Matrix for Business Relations Performance Standard and applicable Ratings

e. STD: Ensures high quality work force and staff levels at all locations

AQL: See AQL Rating Matrix for Management of Personnel and applicable Ratings

3.7 Configuration Management

3.7.1 Manage and maintain configuration for the system baseline

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

The Contractor shall maintain, sustain, update, and migrate system baselines for development, quality assurance, Continuity of Operations (COOP), training, and production environments (e.g., data center migration).

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Delivers and maintains complete configuration documentation including the CMDB as specified in TOs

AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.8 Maintenance

3.8.1 Identify, plan, and conduct corrective, preventative, and adaptive maintenance for the ERP system

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

The Contractor shall perform preventative maintenance activities including systematic inspection, detection, and correction of problems before they occur to increase software maintainability and reliability, and to prevent problems in the future (e.g., applying application or operating system patches). The Contractor shall schedule preventive maintenance, apply patches and adhere to information assurance vulnerability alerts as

well as planning for and management of multiple landscapes and transport paths and coordination across and support for multiple products/programs.

The Contractor shall perform adaptive maintenance activities designed to cope with changes in the software environment including the implementation of processing efficiencies, and/or considerations for additional delivered capabilities to enable existing and evolving requirements.

Performance Standards/AQLs

a. STD: Restores normal operations within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Plans maintenance updates to minimize downtime and optimize performance

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

c. STD: Applies maintenance updates in accordance within the severity and timeframe standards established in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

d. STD: Abides by the roles, permissions and responsibilities as outlined in the Service Level Agreement (SLA)

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.8.2 Conduct operational and system performance management

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

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Completes operational and system performance measurement as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.8.3 Plan and coordinate processes and procedures for Continuity of Operations (COOP)

The Contractor shall design, document and implement policies, processes and procedures to ensure COOP 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.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Delivers in accordance with COOP standards and policies (e.g., Army Regulation (AR) 500-3)

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.9 Organizational Change Management (OCM)

3.9.1 Create and implement organizational change management

The Contractor shall create and implement OCM to mitigate organizational impacts and create an environment that is conducive to adoption of new or changed enterprise applications and business processes.

The Contractor shall develop and implement communications strategies and plans to facilitate the organizational transition associated with the adoption of ERP solutions.

The Contractor shall provide training specific to organizational change in relation to business process and/or system changes.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Mitigates organizational impacts through effective communications and preparing organizations for change

AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.10 Help Desk

3.10.1 Provide comprehensive support to the system users for identification, tracking and resolution of system incidents and problems.

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

Performance Standards/AQLs

a. STD: Responds within the service level timeframes as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Reports help desk metrics as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.11 Information Assurance (IA)

3.11.1 Prepare documentation and artifacts to satisfy IA requirements

The Contractor shall satisfy Information Assurance (IA) requirements to include developing DoD Information Assurance Certification and Accreditation Process (DIACAP) or Defense Information Assurance Risk Management Framework (RMF) artifacts and supporting the Government in obtaining an Authority to Operate (ATO), Authority to Connect (ATC), and Certificate of NetWorthiness (CoN) to operate on the Defense Information Systems Network/Global Information Grid (GIG). The Contractor shall also satisfy the FISCAM requirements relative to IA that enable sustained audit readiness.

Performance Standards/AQLs

a. STD: Captures any identified deviation from standard in a Plan of Action and Milestones (POAM) with a mitigation, remedy, and estimated date of completion

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Conducts periodic validation of IA controls as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

c. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

d. STD: Ensures compliance with IA standards and policies (e.g., DIACAP standards 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], RMF, and FISCAM)

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.12 Compliance

3.12.1 Support financial auditability and compliance of ERP systems

The Contractor shall support 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)
- DoD Standard Financial Information Structure (SFIS)
- Army Portfolio Management Solution (APMS)
- Federal Financial Management Improvement Act (FFMIA)
- Real Property Information Model (RPIM)
- Department of Defense Architecture Framework (DoDAF)
- Federal Information System Controls Audit Manual (FISCAM)

<u>Performance Standards/AQLs</u>

a. STD: Completes actions within required schedule as specified in TOs

AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

~~a.~~b. STD: Complies with the aforementioned guidance, policy, and other standards identified in 3.12.1

AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.13 Transition Services

3.13.1 Support transfer of both ERP application knowledge and operational responsibilities

The Contractor shall follow Government defined plans for an effective, orderly and efficient Transition-In / Transition-Out plan. Transition activities may include planning, discovery, and programmatic functions (e.g., Contract Management, Human Resource Management, and Quality Assurance) necessary for establishing effective knowledge transfer.

Transition shall include all activities necessary to establish Back Office Support (e.g., finance and accounting) or other Contractor resources (e.g., Personnel, Sub-Contractors, and Vendors).

Performance Standards/AQLs

a. STD: Completes actions within required schedule as specified in TOs

AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Maintains documentation that is current, complete, entered into a transition plan, and accurately reflects the operating environment of the ERP

AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.14 Task Order Management

3.14.1 Provide task order management

The Contractor shall track, report, and manage cost, schedule, and performance measures; including Earned Value Management (EVM) when specified.

The Contractor shall provide Quarterly Progress Reports as defined in Contract Data Requirements List (CDRL) A001 and Data Item Description (DID) DI-MGMT-81864.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Submits formal deliverables (in compliance with the CDRLs) and work products as specified in TOs

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

c. STD: Provides Quarterly Progress Reports in accordance with CDRL A001 and DID DI-MGMT-81864

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

3.14.2 Support joint Government-Contractor management boards

The Contractor shall support and/or administer the joint Government-Contractor management boards; for example: Engineering Process Group, Issues Management, Change Review, Architecture Review, Executive Management, and Risk Management.

Performance Standards/AQLs

a. STD: Completes tasks within required schedule as specified in TOs

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Provides qualified domain experts as specified in TOs

   AQL: See AQL Rating Matrix for Management of Personnel and applicable Ratings

3.14.3 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" or the icon of the DoD organization that is receiving or benefitting from the contracted services.

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.

Performance Standards/AQLs

a. STD: Completes reporting no later than 31 October of each calendar year

   AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable Ratings

b. STD: Reports accurate required information

   AQL: See AQL Rating Matrix for Quality of Product or Service Standard and applicable Ratings

4. Special Requirements

The Contractor shall abide by the following special requirements. Additional security requirements may be specified in TOs. Use of the term ‘Contractor’ shall include subcontractor(s), and use of the term ‘Contractor employee(s)’ shall include subcontractor employee(s).

4.1 Antiterrorism (AT) and Operations Security (OPSEC)

4.1.1 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.

4.1.2 AT awareness training for U.S. based Contractor personnel traveling overseas

U.S. based Contractor employees travelling overseas shall be available to receive Government provided Area of Responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit Antiterrorism Officer being the local point of contact.

4.1.3 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.

4.1.4 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.

4.1.5 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.

4.1.6 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.

4.1.7 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 within six months of employment.

4.1.8 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 contract award. The baseline certification as stipulated in DoD 8570.01-M shall be completed upon contract award.

4.1.9 Handling or access to classified information

The Contractor shall comply with FAR 52.204-2, Security Requirements and all other applicable requirements specified in TOs. This clause applies when access to information classified as Confidential or Secret is required by the TO.

4.2 Other Security and Privacy

4.2.1 Designation of Information Technology level

Contractor personnel will be designated as Information Technology Level I through IV in accordance with AR 25-2 and as specified in TOs. At a minimum, Contractor personnel nominated for IT I through IV positions will initiate for review a SF 85P and Supplemental Questionnaire. SECRET is the highest classification anticipated under this contract.

4.2.2 DD 254

The Contractor shall comply with the DoD Contractor Security Classification Specification (DD Form 254) attached to the basic contract and any unique DD 254s provided with individual TOs.

4.2.3 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.

4.2.4 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 assigned to this contract conflict with the security and privacy interests of the Government. The reason for removal will be documented in writing by the Contracting Officer.

4.2.5 Privacy Act

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

4.3 Government Furnished Materials

4.3.1 Facilities and Supplies

TOs will specify Government furnished facilities and supplies. As required, the Government may provide the Contractor with on-site (Government) facilities. Upon completion of this contract, the Contractor shall coordinate with the COR on disposition of non-expendable items.

4.3.2 Government Property

Requirements for Government furnished property will be specified in TOs.

5. 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 TOs.

6. Quality

The Contractor shall develop a TO-level Quality Control Plan (QCP) as specified in TOs.

7. Deliverables

A deliverable is a document that is required to be generated and delivered to the Government during the performance of the base contract and/or TOs. All deliverables will be IAW a corresponding CDRL and DID.

The basic contract contains the following CDRL and DID:

Identifier	Name	Description
CDRL A001	Quarterly Progress Report	Report of all basic and TO activities under the contract. Reference section 3.14.1 for additional information.

8. AQL Rating Matrix

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

Performance Standards	**Acceptable Quality Level (AQL) Ratings**				
	Unsatisfactory (Red)	**Marginal** (Yellow)	**Satisfactory** (Green)	**Very Good** (Purple)	**Exceptional** (Dark-Blue)
Quality of Product or Service	Products or services are unacceptable. They do not meet the TO requirements, even with Government intervention and guidance.	Products or services require correction with minimal Government involvement. Meets TO requirements after Government intervention and guidance.	Products or services meet all TO requirements. There are only minor revisions required and are resolved with no Government intervention or guidance.	Products or services exceed all TO requirements. There are no revisions required.	Products or services exceed all TO requirements. Highly effective corrective actions. Improved performance and quality.
Schedule	Delivers product after the delivery schedule(s), without coordinating with the Government for an extension or exception – OR – does not make final delivery.	Delivers product after the delivery schedule(s), but coordinated with the Government for an extension or exception.	Meets delivery schedule(s). Minor issues resolved and did not affect delivery schedule.	Meets delivery schedule(s). Some early deliveries to the Government's benefit.	Product is delivered ahead of schedule. Coordination with the Government for early delivery.
Cost Control (applicable only to cost reimbursable/time & materials)	Contractor cannot perform TO as proposed and in order to perform would require a significant increase in cost.	Contractor does not meet costs while meeting all contract requirements.	Costs are consistent with the TO.	Costs are consistent with the TO. Some reduction in overall cost using innovative techniques.	Costs are below TO and Contractor has identified efficiencies and innovations leading to the reduction of costs.

Performance Standards	Acceptable Quality Level (AQL) Ratings				
	Unsatisfactory (Red)	**Marginal** (Yellow)	**Satisfactory** (Green)	**Very Good** (Purple)	**Exceptional** (Dark-Blue)
Business Relations	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.
Management of Personnel	Fails to provide qualified personnel as proposed within 30 calendar days of TO award or departure of people	Fails to provide qualified personnel as proposed within 15 calendar days of TO award or departure of people.	Provides personnel as proposed within 15 calendar days of TO award or departure of personnel. Contractor personnel possess skills and abilities that meet the TO requirements with minimal supplemental training.	Provides personnel as proposed within 15 calendar days. Contractor personnel possess skills and abilities that meet the TO requirements without supplemental training.	There are no vacancies exceeding 10 calendar days. Contractor personnel possess skills and abilities that meet the TO requirements without supplemental training.

Table 1: AQL Rating Matrix

9. List of Acronyms

Acronym	Phrase
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
APL	Approved Product List
AQL	Acceptable Quality Level
AT	Antiterrorism
ATC	Authority to Connect
ATCTS	Army Training and Certification Tracking System
ATO	Approval To Operate
BEA	Business Enterprise Architecture
BPR	Business Process Reengineering
CCB	Configuration Control Board
CCSS	Commodity Command Standard System
CDRL	Contract Data Requirements List
CMDB	Configuration Management Database
CMMI	Capability Maturity Model Integration
CMRA	Contractor Manpower Reporting Application
CoN	Certificate of Networthiness
CONUS	Continental United States
COOP	Continuity of Operations
COR	Contracting Officer's Representative
COTS	Commercial Off-The-Shelf
DCAS	Defense Cash Accountability System
DD	Department of Defense
DEERS	Defense Enrollment Eligibility Reporting System
DFAS	Defense Finance and Accounting Service
DIACAP	DoD Information Assurance Certification and Accreditation Process
DFARS	Defense Federal Acquisition Regulation Supplement
DID	Data Item Description
DLA	Defense Logistics Agency
DoD	Department of Defense
DoDAF	Department of Defense Architecture Framework
DoDD	Department of Defense Directive
DODI	Department of Defense Instruction
EBS	Enterprise Business System
EIS	Enterprise Information System
eMILPO	Electronic Military Personnel Office

Acronym	Phrase
ERP	Enterprise Resource Planning
FAR	Federal Acquisition Regulations
FASAB	Federal Accounting Standards Advisory Board
FFMIA	Federal Financial Management Improvement Act
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
GCSS	Global Combat Support System
GFE	Government Furnished Equipment
GFEBS	General Fund Enterprise Business System
GFEBS-SA	General Fund Enterprise Business System – Sensitive Activities
GIG	Global Information Grid
IA	Information Assurance
HQDA	Headquarters, Department of the Army
IAT	Information Assurance Training
IAW	In Accordance With
IPPS-A	Integrated Personnel and Pay System – Army
IT	Information Technology
JTR	Joint Travel Regulation
LMP	Logistics Modernization Program
LOGSA	Logistics Support Activity
LSI	Lead System Integrator
MDM	Master Data Management
MMIS	Maintenance Management Information System
MOA	Memorandum of Agreement
NLT	Not Later Than
OCM	Organizational Change Management
OCONUS	Outside the Continental United States
PEO	Program Executive Office
PM	Project Manager
POAM	Plan of Action and Milestones
PWS	Performance Work Statement
QA	Quality Assurance
QCP	Quality Control Plan
OPSEC	Operations Security
RICE-FW	Reports, Interfaces, Conversions, Extensions, Forms, and Workflows
RMF	Risk Management Framework
RPIM	Real Property Information Model
SCA	Software Code Assurance

Acronym	Phrase
SCQ	Software Code Quality
SDLC	Software Development Life Cycle
SE	Systems Engineering
SFIS	Standard Financial Information Structure
SIA	System Interface Agreement
SLA	Service Level Agreement
SoD	Segregation of Duties
SSC	Shared Services Center
STD	Standard
TAMIS	Total Ammunition Management Information System
TDY	Temporary Duty
TEMP	Test and Evaluation Master Plan
TO	Task Order