

**Army ERP Services Draft Performance Work Statement (PWS) - Industry Comments/Government Responses**

#	Section	Page#	Comment/Rationale	Suggested Text Change	Government Response
1	3.1.2	5	Systems Engineering (SE) support should also include security engineering practices, which is not included in the list of SE practices.	We recommend including security engineering practices in the list of tasks.	The basic contract PWS describes the high level scope. Task Order PWSs will provide more specific details. While not explicitly stated, security engineering can be performed under the Systems Engineering task area.
2	3.3.1	9	Since a solution architecture is expected as a part of the overall design, is there an expectation that an As-Is and a To-Be architecture specification be an output artifact, as part of either the design specifications or a part of the architecture document preparation?	[NA]	The basic contract PWS describes the high level scope. Task Order PWSs will specify deliverables which may include As-Is and To-Be architectures.
3	3.8.1	13	This section adequately addresses software related maintenance activities, however, there are no tasks related to maintaining the hardware and system infrastructure. Is this due to the fact that these systems will be deployed in a cloud environment?	[NA]	Hardware and system infrastructure are outside the scope of this contract.
4	3.10.1	16	Is this a 24x7 help desk?	[NA]	The basic contract PWS describes the high level scope. Task Order PWSs will specify performance requirements such as required help desk hours of operation.
5	3.10.1	16	Which tiers (Tier I, Tier II, or Tier III) does the Army envision the ERP help desk for and will there be multiple help desks?	[NA]	This basic contract supports multiple ERP systems, each with its own help desk approach. Task Order PWSs will specify performance requirements such as help desk tiers.
6	3.10.1	16	Is there a CCB that reviews all help desk requests and issues and who are the members of the board? If so, is it expected that the contractor run this CCB or will it be a joint effort with the Army ERP personnel? Also, who from the CCB will have the main responsibility for prioritizing the requests and issues?	[NA]	This basic contract supports multiple ERP systems, each with its own CCB procedures. Task Order PWSs will specify roles and responsibilities of the CCB.
7	General	N/A	The security classification for the ERP systems are implied/stated to be classified as "secret" as the highest classification level. This implies there may be unclassified documents stored in the system. Is there any requirement for allowing cross-domain solutions whereby unclassified documents may be stored in the secret domain but requires access by personnel that don't have a secret or top secret clearance?	[NA]	See PWS Section 4.1.9. Handling or access to classified information. Personnel must possess the required security clearance that corresponds to the security level of the system.

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8	General	N/A	If a contractor is currently performing PMO support work at any of the ERP programs, would that automatically conflict them out for priming Army ERP Services?	[NA]	OCI can only be determined by the Contracting Officer at the time the proposal is received. This may or may not include an OCI mitigation plan. Companies are cautioned that providing PM support (e.g., PMSS3) and ERP System Integration services could result in an OCI.
9	General	N/A	Will Organizational Conflict of Interest (OCI) be determined at task order level?	[NA]	OCI will initially be determined at the basic contract level and will also be examined at the Task Order level.
10	N/A	N/A	What are the detailed RFP response instructions?	Please provide clear instructions for completing the response; e.g. Page Counts, Fonts, Volumes and expected content (Technical, Management, Pricing, etc).	Draft RFP response instructions will be posted for Industry comment.
11	N/A	N/A	We see no mention of any requirement for governance support services. Was this overlooked? If not, what governance support services will be needed for this contract?	Please clarify what, if any, governance support services will be required for this contract.	The basic contract PWS describes the high level scope. Task Order PWSs will provide more specific details. While not explicitly stated, governance support services may be performed within the Organizational Change Management (OCM) task area.
12	N/A	N/A	We see no mention of any requirement for risk management support services. Was this overlooked? If not, what risk management support services will be needed for this contract?	Please clarify what, if any, risk management support services will be required for this contract.	Reference PWS Section 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."
13	1.2 Background	1	How will the roles of the PEO PM and the Army-SSC differ in relation to each phase of the established Systems Development Lifecycle (SDLC) methodology?	Please clarify and contrast role of Army-SSC from role of PM for each SDLC phase.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC.
14	1.2 Background	1	With LMP, AESIP, GCSS-Army and GFEBS all having reached or are quickly about to reach the sustainment phase of the lifecycle, what specific business or system performance improvements will the Army-SSC target in the short term? Long term?	Please state and summarize the short and long term organization/people, business process and/or system performance plans, objectives and/or performance improvement targeted by the Army-SSC.	Clarification: the Army-SSC will only be the LSI for LMP, AESIP Hub, and GCSS-Army. GFEBS currently is not planning to use the Army-SSC. Task Order PWSs will specify required business or system performance improvements.
15	2.4 Contract Admin	2	What level of detail is expected in relation to the Prime's subcontracting plan?	Please provide clear instructions on what information is to be included about each of the Prime's sub contractors.	No subcontracting plan is required as this is a Small Business set-aside. The Draft RFP Sections to be posted for Industry comment will contain proposal submission instructions related to subcontracting.

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16	3 Performance Reqmts	3	We see no mention of any 'Enterprise Architecture' requirements. Was that by design? If not, what enterprise architecture performance requirements exist?	Please describe what requirements, if any, exist to align the Solution Architecture (Section 3.1; p. 4) with the Army's Enterprise Architecture.	PWS Section 3.1 revised as follows: '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).'
17	3.1 Solution Architecture	4,5,6	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
18	3.2 Analysis of Reqmts	6,7,8	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
19	3.3 Design Specifications	9	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
20	3.4 System Configuration & Build	9,10	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.

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21	3.5 Test	10,11	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
22	3.6 Deployment & Fielding	12,13	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
23	3.7 Configuration Management	13	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
24	3.8 Maintenance	13,14,15	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
25	3.9 Organizational Change Management	15,16	What OCM services, if any, are required in addition to training and communications?	Please clarify what, if any, additional OCM support services will be required for this contract.	The basic contract PWS describes the high level scope. Section 3.9 (Organizational Change Management) is intended to cover the breadth of OCM services required to implement and sustain Army ERP systems. Task Order PWSs will provide detailed requirements.

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26	3.9 Organizational Change Management	15,17	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
27	3.10 Help Desk	16	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
28	3.11 Information Assurance	16	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
29	3.12 Compliance	17,18	What roles, responsibilities will the Army-SSC have vs. the PEO PM vs. the functional business owner for these tasks? Will these roles, responsibilities vary by ERP system or functional domain?	Please clarify the role/responsibilities of the Army-SSC vs. the PEO PM vs. the functional business owner for this task. Please identify any difference in roles, responsibilities by ERP system and/or functional domain.	The PM will continue to be responsible for lifecycle management for its programs to include all funding and contractual requirements. The Army-SSC will serve as the logistics PMs' Lead Systems Integrator (LSI) and implement the SDLC. Task Order PWSs will specify roles and responsibilities as they relate to the specific Task Order requirements.
30	3.13 Transition Services	18	From whom and to whom is it required to transfer ERP application knowledge and operational responsibilities; contractor to government? Contractor to contractor? Is the knowledge transfer expected to be ongoing throughout the performance of the contract or toward the end of the period of performance?	Please clarify from whom and to whom the ERP application knowledge and operational responsibilities are to transfer and when.	Transition Services may include transition between any combination of parties (e.g., Government to Contractor, Contractor to Government, Contractor to Contractor). The period of performance for transition services will be specified In Task Orders.

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31	2	2	The Army ERP industry day discussion mentioned the application of Earned Value Management principles and standards for cost accounting that are not referenced in the PWS.	Add EVMS requirements to the PWS.	EVMS requirements are addressed by standard DFARS clauses which will be included in the basic contract solicitation and Task Order PWSs when applicable. Basic contract PWS Section 3.14 Task Order Management updated to include EVM.
32	2	2	Given the breadth and depth of the Army ERP services scope, how will past performance and performance risk be assessed against specific Task Orders? If only assessed at the time of IDIQ award, subsequent task order awards may not adequately or accurately address task order risk.	Identify Past Performance and/or Performance Risk requirements for individual Task Orders.	Individual Task Orders will each utilize their own evaluation factors to be provided in the Request for Task Order Proposal (RFTOP) based on scope and requirements of the Task Order.
33	2	2	How will the Government evaluate cost realism in Fixed Price proposals? Will Fixed Price proposals have restrictions on elements of cost/fee?	Please clarify.	**The Government does not intend to conduct any Price Realism analysis.** <u>Cost realism</u> is only evaluated under <u>cost type</u> proposals. See Draft RFP Sections to be posted for Industry comment for information regarding restrictions on elements of cost/fee.
34	3.2.2	6	What role will traditional system stakeholders (e.g. CASCOM, LOGSA, various Trading Partners) play in the definition of task order scope or acceptance criteria? Will these Stakeholders participate in refinement of requirements prior to Task Order award or during Task Order execution?	Please clarify.	The PMs will be responsible for definition of Task Order scope and acceptance criteria, and as such will coordinate with all stakeholders. These stakeholders will participate as required prior to Task Order award and during Task Order execution.
35	3.2.2 b.)	6	How will the Government score the Contractor's contribution in collaborative designs implementing use cases that deviate from the native ERP functionality?	Please clarify.	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. Performance Standards and AQLs for utilization of native (out of the box) ERP functionality will be determined based on individual Task Order requirements (i.e., the <u>specific capabilities required</u> ).
36	3.3	9	Does the Government intend to have Preliminary Design Reviews, Critical Design Reviews, Production Readiness Reviews, etc. as a part of a Task Order Release?	Please clarify the acceptance process for system design/delivery.	Utilization of specific events (e.g., design reviews) will depend upon the system development lifecycle (SDLC) of the individual Task Order. The SDLC for Task Orders supporting the Army-SSC will be provided to Industry as pre-award Government Furnished Information (GFI). Certain Task Orders may require utilization of the contractor's selected SDLC.

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37	3.5.1	10	Will the Government establish a Test and Evaluation Master Plan for standardization across task orders? If so, may the Government provide a draft?	Please clarify.	At this time, Test and Evaluation Master Plans (TEMPs) are unique to each program. As such, multiple Task Orders supporting the same program would utilize the same TEMP. Standardization of TEMPs across programs may be considered in the future.
38	3.8	13	What SLA standard is proposed between Army-SSC and the infrastructure support team for planning/scoping development and maintenance activities?	Please clarify	The Army-SSC shall act as the System Integrator and coordinate with the PMs and the infrastructure support team. Task Order PWSs will provide more specific details regarding the Contractor's support roles and responsibilities.
39	8	26	The Management of Personnel performance standard identifies AQL ratings based purely on staffing against TO requirements suggesting that the TO is Level of Effort support rather than solution delivery.	Recommend that Management of Personnel be changed to "Level of Effort Staffing" to distinguish between Army SSC support and delivery of an ERP capability.	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. Performance Standards and AQLs for Management of Personnel may apply to both level of effort and solution delivery Task Orders.
40	8	25, 26	The Cost Control performance standard references innovative techniques for cost reduction. Might this necessarily be at odds with the Management of Personnel performance standard which suggests an inflexible staffing requirement?	Clarify how or when the contractor might have staffing flexibility to meet both the Cost Control performance standard and the Management of Personnel performance standard.	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. Individual Task Order requirements and contract types will influence the definition of specific Performance Standards and AQLs.
41	8	25, 26	What is the measurement/reporting cycle for the AQLs?	Identify the measurement reporting cycle for the AQLs (Monthly, Quarterly, Bi-Annual, Yearly...)	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs, including individual Task Order reporting cycles.
42	8	25, 26	What is the performance improvement cycle for AQLs?	Incentivize improved performance by identifying a pathway for score substitution. (e.g., red replaced with green if corrected within XX days)	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs, including application of corrective action standards.

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43	3.2.3	7	Design, develop, procure, and/or provide tools necessary to support solution for analysis, design, build, test, and documentation Q: What's the scope of what Contractor would procure/provide, as opposed to being government furnished?	Add clarification and list what would be Government Furnished Property /Information (GFP/I) and what would be contractor	The basic contract PWS describes the high level scope. Task Order PWSs will provide more specific details, such as Government Furnished Property /Information.
44	3.6.2	12	The Contractor shall support 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, translate business processes in the SAP environment, and free of SoD conflicts with roles and permissions).	Change: and free of Segregation of Duties (SoD) conflicts --> and ensure no SoD conflicts	PWS Section 3.6.2 revised as follows: '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, translation of business processes in the SAP environment, and identification and recommendation of resolutions for Segregation of Duties [SoD] conflicts).'
45	3.6.2	12	The Contractor shall support 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, translate business processes in the SAP environment, and free of SoD conflicts with roles and permissions). Q: Does the Contractor provide end user training, rather than government? ...or does Contractor only provide training to key Govt resources?	Add clarification as to scope of training - key Govt resources only or all end-users.	The basic contract PWS describes the high level scope. Task Order PWSs will provide more specific details, such as training strategies.
46	3.8.1	13	Identify, plan, and conduct corrective, preventative, and adaptive maintenance for the ERP system (e.g., applying application or operating system patches) Q: Are Operating system (OS) patches implemented by Contractor or does Contractor just review/approve and schedule patching and related system outages, etc.	Clarify contractor's responsibilities re: OS patches	Applying operating system patches is anticipated to be the responsibility of the Government hosting organization. Task Order PWSs will provide more specific details regarding roles and responsibilities.
47	3.10	16	Help Desk Q: Do users contact (application related) Help Desk directly or go through a more general Help Desk first. This section doesn't indicate interaction with department help desk.	Clarify desired Help Desk interaction route for users.	Task Order PWSs will provide more specific details regarding help desk strategies. This is an area that may be considered for future enterprise efficiencies.
48	4.2	22	Clarification required on paragraph 4.2.1	Please clarify if employees with interim secret clearances will be permitted to start work on this contract while their secret clearance applications are being reviewed/approved	Yes, personnel with interim clearances are anticipated to be permitted to start work at the level of eligibility granted IAW the National Industrial Security Program Operating Manual (NISPOM).

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49	1	1	The final sentence in the paragraph states "these requirements pertain to the following program portfolios:"; however, the final two bullets refer to locations, not programs	Please revise the final two bullets to reflect the programs that are in scope or delete them	PWS Section 1 revised as follows: 'Programs/Organizations Supported:'
50	1	1	The PWS is intended to provide services for Army ERP programs, but does not make mention of the IPPS-A program, which is a major ERP program in the PEO EIS portfolio	Include the IPPS-A program as one of the program portfolios that are in scope	The Army ERP Services acquisition is intended to support the Army <u>SAP-based</u> ERP programs. This may include developing interfaces from the SAP-based ERP systems to IPPS-A.
51	1.2	1	Reference is made to COTS SAP-based ERP implementations supporting Army logistics and financial business process. However, the Army has invested in ERP to modernize human resources (HR) with PEO EIS responsible for the IPPS-A program that is based on an Oracle/PeopleSoft COTS solution.	Recommend removing the reference to "SAP based" ERP implementations and limiting to COTS-based ERP implementations. Also, recommend including HR in the business processes that ERP supports.	The Army ERP Services acquisition is intended to support the Army SAP-based ERP programs.
52	3	4 through 20	This is a general comment across all of Section 3 regarding the Performance Standards/AQLs. Unless the vendor(s) is going to be measured on performance at the IDIQ level, why are these standards/AQLs listed for every task? All of the standards/AQLs as written mention that they will be described/specified in the applicable TO so there is no need to list them in the IDIQ PWS.	Recommend removing the Performance Standards/AQLs from each task and simply making reference to Section 8 for how each task will be measured.	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS provide consistent guidance for development of Task Order specific Performance Standards and AQLs.
53	3.1.1	4	The business processes listed do not include HR. As explained in comment #3, the Army has invested in ERP to modernize its HR processes as well its finance, logistics, and contracting processes.	Recommend including HR in the list of business processes.	The domains listed are examples and are not meant to be all inclusive.
54	3.1.3	5	The task heading includes the term "Develop", but the description only makes mention of providing the tools. Systems design and management tools are a means to the end of performing SE support; therefore, developing these tools should not be in scope, rather the emphasis should be on employing and delivering COTS or GOTS tools already in service.	Replace the words "Develop and deliver" in the task heading with "Deliver and employ". Replace the work "provide" in the first paragraph with "employ"	PWS Section 3.1.3 revised as follows: 'Deliver and employ systems design and management planning tools'.
55	3.2.1	6	The term "SAP" is used twice to describe ERP solution capabilities; however, there are other ERP products in the PEO EIS ERP portfolio (e.g., Oracle/PeopleSoft)	Recommend removing the term "SAP" and replacing it with "COTS"	The Army ERP Services acquisition is intended to support the Army SAP-based ERP programs.
56	3.6.2	12	Reference is made to the "SAP environment", which does not take into account that the Army ERP portfolio includes other COTS ERP solutions (e.g., Oracle/PeopleSoft).	Recommend removing the term "SAP" and replacing it with "COTS"	The Army ERP Services acquisition is intended to support the Army SAP-based ERP programs.

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57	4.2.1 & 4.2.2 and DD254	22	These documents indicate that "Secret" is the highest classification anticipated under this contract; however, as Army ERP systems evolve and mature they store additional sensitive data that can be compromised at the "Secret" level. We understand that the GFEBs-SA program may require a Top Secret designation and that the IPPS-A program will deploy a classified instance at some point that may require a Top Secret designation as well.	In order to ensure that offerors are qualified to bid on all task orders released under this contract, recommend increasing the security classification requirement to "Top Secret".	At this time, SECRET is the highest classification anticipated under this contract.
58	3.7	13	The Army may consider adding a Performance Standard for updating the CMDB within a defined schedule. This will provide a measure to ensure the timeliness of the data, which will reduce the risk of unanticipated impacts due to change.	Performance Standard/AQLs: STD: Updates the Configuration Items (Cist) in the CMDB within the required schedule as specified in TOs AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable ratings	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. The recommended Performance Standard and AQL are an example of what may be included at the Task Order level.
59	3.8	14	In performing Maintenance a common failure is the timeliness of the escalation and notification in the event of failure or security event. The Army should consider adding a performance standard for adhering to the escalation and notification schedule	Performance Standard/AQLs: STD: Performs the escalation and notification of events and alerts within the required schedule as specified in TOs AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable ratings	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. The recommended Performance Standard and AQL are an example of what may be included at the Task Order level.
60	3.10	16	Critical to Problem Management is the discipline of developing conclusive a Root Cause Analysis (RCA) within a defined schedule. This helps close problems with actionable steps that will prevent the same outage or event from reoccurring	Performance Standard/AQLs: STD: Develop and obtain Army approval for a RCA within the required schedule as specified in TOs AQL: See AQL Rating Matrix for Schedule Performance Standard and applicable ratings	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. The recommended Performance Standard and AQL are an example of what may be included at the Task Order level.
61	3.13	18	One of the biggest risks of Transition is the impact to the end users due to disruption of services.	Performance Standard/AQLs: STD: Achieves high levels of customer satisfaction AQL: See AQL Rating Matrix for Business Relations Performance Standard and applicable Ratings	The Performance Standards and Acceptable Quality Levels (AQLs) in the basic contract PWS will be used as guidelines for development of Task Order specific Performance Standards and AQLs. Each program has tailored operational and business metrics that support customer satisfaction and will be included at the Task Order level.

**Army ERP Services Draft Performance Work Statement (PWS) - Industry Comments/Government Responses**

#	Section	Page#	Comment/Rationale	Suggested Text Change	Government Response
62	N/A	N/A	Suggest the creation of an additional PWS Scope Area name "Enterprise Data Analytics". The reason for this recommended change is to ensure that the Army ERP Services IDIQ has focus on end user needs through effective business process engineering, business intelligence, usability and training. This proposed requirement will provide the Government additional capabilities intended to improve the end user's experience and maximize the business value of the Army ERP systems and interfaces.	<p>3.15 Enterprise Data Analytics</p> <p>3.15.1 The contractor shall provide analysis of existing Army ERP business processes and conduct analysis of the data within those business processes as required.</p> <p>3.15.2 The contractor shall provide comprehensive training to Army ERP system end users to ensure alignment with Government system reporting and decision analysis requirements.</p> <p>3.15.3 The contractor shall provide business intelligence tools, techniques, and expertise to support Government system reporting requirements.</p>	PWS Section 3.1.4 revised to include business intelligence and data analytics.
63	3.2.1	6	Suggest the PWS addresses Business Intelligence and Data Analytical requirements	<p>3.2.1 Analyze and document SAP ERP solution capabilities against Government requirements</p> <p>The Contractor shall provide an analysis of Government requirements against SAP ERP solution capabilities and associated business processes, <b>business intelligence, and reporting needs</b>, to address any identified gaps prior to proceeding with development of design specifications.</p> <p>The Contractor shall establish a baseline for traceability throughout the lifecycle.</p> <p>The Contractor shall provide the capability to manage, control, create, change, delete, archive, and validate data.</p>	The basic contract PWS describes the high level scope. Task Order PWSs will provide more specific details. Revised PWS Section 3.1.4 to include business intelligence and data analytics.
64	3.2.2	7	Suggest the PWS addresses Business Intelligence and Data Analytical requirements	<p>3.2.2 Support Government efforts to align business processes with COTS ERP functionality</p> <p>The Contractor shall leverage COTS ERP software to enable Business Process Reengineering (BPR), <b>associated changes to the business processes, and corresponding business intelligence and data analytics solutions</b></p>	Leveraging COTS ERP software to enable Business Process Reengineering (BPR) is adequately addressed in Section 3.2.2.