UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)

Contract HTC711-09-F-0011
Modification P00002, 1 October 2009

Software Development/Maintenance/Testing, Hardware Operations/Maintenance/Training Documentation & Program Management for the Integrated Booking System (IBS)

Anvicom, Inc.
Alexandria VA

Released under FOIA 10-05
FOIA Exemption 5 U.S.C. 552(b)(6) applies

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
J	1 | 5

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00002	01-Oct-2009	SEE SCHEDULE	

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
USTRANSCOM-AQ - HTC711 508 SCOTT DR SCOTT AFB IL 62225-5357	HTC711	See Item 6	

8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		9A. AMENDMENT OF SOLICITATION NO.
(b)(6) VE STE 222 ALEXANDRIA VA 22314-5303		9B. DATED (SEE ITEM 11)
	X	10A. MOD. OF CONTRACT/ORDER NO. HTC711-09-F-0011
CODE 0V282	X	10B. DATED (SEE ITEM 13) 25-Nov-2008
FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer ☐ is extended, ☐ is not extended.

Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) IAW FAR Part 52.217-9, Option to Extend the Term of the Contract

E. IMPORTANT: Contractor [X] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
Modification Control Number: tcswandq092466

The purpose of this unilateral modification is to exercise Option Period #1, in accordance with FAR Part 52.217-9, Option to Extend the Term of the Contract.

POC for this action is: David Swaney, USTRANSCOM/TCAQ-D, 618-256-9608, David.Swaney@ustranscom.mil

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) LISA A. GROSS / CONTRACTING OFFICER TEL: 618-256-6259 EMAIL: Lisa.Gross@ustranscom.mil	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 01-Oct-2009

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

SOLICITATION/CONTRACT FORM

The total cost of this contract was increased by $7,385,340.48 from $5,910,317.90 to $13,295,658.38.
The 'mail invoices to the address shown in block' field has changed from See Item 18 to 0.
The NAICS code 541511 has been added.
The offeror bid date 12-Sep-2008 has been deleted.

SUPPLIES OR SERVICES AND PRICES

Global Changes

CLIN 0001 -- CLIN 4002
The suggested contract vehicle/GSA schedule GS-35F-5188H has been added.

SUBCLIN 0001AA
The FSC code has changed from D309 to D308.

SUBCLIN 0001AB
The FSC code has changed from D309 to D308.

SUBCLIN 0002AA
The FSC code has changed from D309 to D308.

SUBCLIN 0003AA
The FSC code has changed from D309 to D308.

CLIN 1001
The NSN D308-10-127-G603 has been added.
The CLIN extended description has changed from
Labor - PWS Task Areas 1-12.
to
PLEASE REFER TO SubCLINs 100101 and 100102 for required invoicing breakouts..
The option status has changed from Option to Option Exercised.

CLIN 1002
The NSN D308-10-127-G603 has been added.
The option status has changed from Option to Option Exercised.

SUBCLIN 100101 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
100101				$0.00	$0.00
EXERCISED OPTION	Funding for Labor - Option Period 1 FFP Funding to Support CLIN 1001. This CLIN utilizes TWCF Operating Dollars. Contractor shall invoice for this SLIN at a monthly rate of S424,246.35. Period of Performance: 01-Oct-2009 to 30-Sep-2010 FOB: Destination NSN: D308-10-127-G603 PURCHASE REQUEST NUMBER: W81GYE9127G603 SIGNAL CODE: A				
				NET AMT	$0.00
	ACRN AC CIN: W81GYE9127G6030000AA				$5,070,256.20

SUBCLIN 100102 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
100102				$0.00	$0.00
EXERCISED OPTION	Funding for Labor - Option Period 1 FFP Funding to Support CLIN 1001. This CLIN utilizes TWCF Capital Dollars. Contractor shall invoice for this SLIN at a monthly rate of S191,198.69. Period of Performance: 01-Oct-2009 to 30-Sep-2010 FOB: Destination NSN: D308-10-127-G603 PURCHASE REQUEST NUMBER: W81GYE9127G603 SIGNAL CODE: A				
				NET AMT	$0.00
	ACRN AD CIN: W81GYE9127G6030000AB				$2,294,384.28

SUBCLIN 100201 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
100201					$0.00
EXERCISED OPTION	Travel - Option Period 1 COST Funding to support CLIN 1002 In accordance with PWS Paragraph 5.6 Period of Performance: 01-Oct-2009 to 30-Sep-2010 FOB: Destination NSN: D308-10-127-G603 PURCHASE REQUEST NUMBER: W81GYE9127G603 SIGNAL CODE: A				
				ESTIMATED COST	$0.00
	ACRN AC CIN: W81GYE9127G6030000AC				$20,700.00

ACCOUNTING AND APPROPRIATION

Summary for the Payment Office

As a result of this modification, the total funded amount for this document was increased by $7,385,340.48 from $5,910,317.90 to $13,295,658.38.

SUBCLIN 100101:
Funding on SUBCLIN 100101 is initiated as follows:

ACRN: AC

CIN: W81GYE9127G6030000AA

Acctng Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252B W81GYE9127G603 389900

Increase: $5,070,256.20

Total: $5,070,256.20

SUBCLIN 100102:
Funding on SUBCLIN 100102 is initiated as follows:

ACRN: AD

CIN: W81GYE9127G6030000AB

Acctng Data: 97 X 4930 FD30 0 E3 35 82N7 CPPSOFTWARE 8440 31EG W81GYE9127G603 389900

Increase: $2,294,384.28

Total: $2,294,384.28

SUBCLIN 100201:
Funding on SUBCLIN 100201 is initiated as follows:

ACRN: AC

CIN: W81GYE9127G6030000AC

Acctng Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252B W81GYE9127G603 389900

Increase: $20,700.00

Total: $20,700.00

INSPECTION AND ACCEPTANCE

The following Acceptance/Inspection Schedule was added for SUBCLIN 100101:

INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
Destination	Government	Destination	Government

The following Acceptance/Inspection Schedule was added for SUBCLIN 100102:

INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
Destination	Government	Destination	Government

The following Acceptance/Inspection Schedule was added for SUBCLIN 100201:

INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
Destination	Government	Destination	Government

(End of Summary of Changes)

Performance Work Statement (PWS)

Title: Software Development/Maintenance/Testing, Hardware Operations/Maintenance, Training, Documentation and Program Management for the Integrated Booking System (IBS).

1. DESCRIPTION OF SERVICES

1.0. Scope. This Performance Work Statement (PWS) is for software engineering services required to support the Military Surface Deployment Distribution Command (SDDC) Integrated Booking System (IBS). Services include requirement definition, software maintenance, development, testing, configuration management, area manager support, training, implementation, deployment, documentation, technical support, and project management support.

1.1. Objective. The objective of this Performance Work Statement (PWS) is to obtain skilled contracted support to provide software engineering services/support to ensure the IBS complies with U.S. Laws, statutes, Agency Policy, regulatory, contractual, and user requirements.

1.2. Background. The Surface Distribution and Deployment Command (SDDC) is the surface transportation component of the United States Transportation Command (USTRANSCOM). SDDC's primary functions include worldwide port operations, global traffic management, deployability engineering, and development of integrated transportation systems. SDDC's Deputy Chief of Staff for Information Management (SDG6) supports SDDC's mission by designing, developing, implementing, and operating standard DOD transportation systems for which SDDC has been assigned responsibility. The Cargo Management Branch supports the SDDC mission by managing the Integrated Booking System. IBS is the lead execution system of the Defense Transportation System supporting multimodal outbound surface movement of sustainment and unit cargo in peacetime and wartime.

1.3. System Description. The Integrated Booking System (IBS) is the lead execution system of the Defense Transportation System (DTS) for the global shipment of ocean cargo in support of all wars, major contingencies, and humanitarian relief operations where Government personnel are deployed. As such, the IBS is available to users world-wide, 24 hours a day, and seven (7) days a week. The IBS system consists of the following modules: Carrier Analysis and Rate Evaluation II (CARE II), Requirements Forecasting and Rate Evaluation (RF-RAM), Department of Defense Address Activity Code (DODAAC) Unit, Sustainment, Commercial Sealift Solutions (CSS), Ocean Carrier Interface (OCI), Web Vessel Schedule (WVS), One-Time-Only (OTO), Automated Transportation Control Movement Document (ATCMD), Container Management Module (CMM), and the electronic Shipper System (eSS) Modules. These modules provide automated tools to: support carrier contract requirement definition, rate and service solicitations and evaluation; input vessel schedules; book unit and sustainment cargo; produce shipment documentation; provide cargo offering and status information; produce payment and billing documentation and cargo information; and provide in transit visibility (ITV) information, and manage container inventories in theatre. The IBS suite of interoperable systems

consists of the modules described in Section 1.4.1 of this PWS. The IBS System Environment Description is listed in **Appendix A.**

1.3.1. System Modules Description. The Integrated Booking System consists of twelve modules. All but three modules are currently web-enabled. The following is a brief description of each module. In addition, a full system diagram is located in **Attachment 1**

a. Sustainment. The Sustainment Module automatically books cargo requests (sustainment and unit cargo) received from Department of Defense (DoD) shippers and vendors to commercial ocean vessels. It chooses the most economical or best value ocean carrier that can offer acceptable space on a ship with a schedule that meets the delivery requirements of the cargo. Bookings are offered and accepted via Electronic Data Interchange (EDI) for those carriers EDI capable or thru the Ocean Carrier Interface (OCI) module for those carriers who are not EDI capable. Output products are fed to various external interfaces. The Sustainment Module consists of approximately 100 web screens, 150,000 lines of Java source code, 30 Oracle reports, 105,000 lines of PL/SQL, 25 Oracle 10g forms and 6,000 lines of Unix Shell Scripts.

b. Unit. The Unit Module is used to assign unit movement cargo requirements received from military installation level systems to Military Sealift Command (MSC) controlled ships. It also is used to build requests for booking to commercial ocean vessels as well as generating Advanced Transportation Control Movement Documentation (ATCMD) data for port level systems. The Unit Module consists of approximately 50 Oracle 10g forms, 40 Oracle reports, and 26,000 lines of PL/SQL.

c. Ocean Carrier Interface (OCI). The OCI Module provides ocean carriers who do not have the capability to interface using EDI (Electronic Data Interchange) to receive and respond to cargo offerings generated out of the Sustainment Module. It also allows the carrier to report the in-transit visibility (ITV) status of the cargo. The OCI consists of approximately 30 web screens, 2,000 lines of PL/SQL, 12,500 lines of JAVA and 6,000 lines of PERL script.

d. One Time Only (OTO). The OTO Module provides SDDC staff elements the ability to contract out for one time only movement of ocean cargo that cannot be booked using existing ocean contracts. OTO requests are received from the Sustainment Module and are used to generate Request for Proposals (RFP). It accepts ocean carrier bids and is used to generate Notice of Awards (NOA). OTO consists of approximately 50 web screen, 25,000 lines of JAVA code, 4000 lines of JAVA Script and 97,000 lines of JSP.

e. Web Vessel Schedule (WVS). The WVS Module is used by ocean carriers to enter/update their vessel schedules available for IBS cargo bookings. WVS consists of approximately 17 web screens, 9,500 lines of HTML and SS Javascript, 11,500 lines of CS JAVA Script and 4,000 lines of Unix script.

f. Requirements Forecasting and Rate Analysis Module (RF-RAM). RF-RAM provides the SDDC Operations Center with the ability to develop contract requirements for ocean contracts in support of intermodal moves of international cargo. RF-RAM also maintains contract, rate and other reference data for use by the other modules of IBS and various SDDC

systems. RF-RAM consists of approximately 57 Oracle 10G forms, 37 Oracle reports, 29,300 lines of PL/SQL and 4,000 lines of Unix script.

g. Carrier Analysis and Rate Evaluation Module (CARE II). CARE II provides the SDDC Contracting Division the capability to solicit, evaluate, award and publishing of Ocean Rates. It is the source for all rates and contract information which is passed to RF-RAM. Care II consists of approximately 278,000 lines of PL/SQL, 54,000 Active Server pages and 217 PowerBuilder forms.

h. DoDAAC Module (Department of Defense Address Activity Code): The DoDAAC module provides SDDC the capability to process DODAAC updates from DAAS. It's the single source of DoDAAC data for SDDC systems. DODAAC consist of approximately 15 Oracle 10G forms, 7,500 lines of PL/SQL, and 3,300 lines of Unix Scripts.

i. Electronic Shipper System (eSS). The eSS module provides approved shippers and suppliers the capability to book cargo directly with commercial ocean carriers using IBS routing and pricing logic. In addition it is used to complete Shipping Instructions (SI) for all MRM bookings and initiate payment transactions to US Bank. SIs generated in eSS are transmitted to CSS. The eSS module consists of approximately 90 web screens, 32,000 lines of PL/SQL, 67,500 lines of Java, 14,600 lines of Java script and 46,750 lines of JSP.

j. Commercial Sealift Solution (CSS). CSS module is used by SDDC Operations users to reconcile bookings to associated Shipping Instructions and ocean carrier EDI 315 lift data. It generates and transmits cargo documentation data for customs clearance and generates payment and billing transactions for Management Reform Memorandum-15 (MRM-15) cargo booked through the Sustainment Module. CSS consists of approximately 56 web screens and 76,000 lines of Java, 12,250 lines of JSP, 1,750 lines of Javascript, 35 oracle reports, 60,000 lines of PL/SQL, 3,000 lines of UNIX shell scripts and 2,000 lines of PERL scripts.

k. Advanced Transportation Control Movement Document (ATCMD). The ATCMD module is a WEB based application used by the shipper community to produce DTR compliant shipping instructions, and format approved use for Management Reform Memorandum 15 (MRM15) payment process and to the CSS module. ATCMD's for breakbulk cargo are generated based on DD form 1384 format and transmitted to the appropriate WPS/Gates terminal systems. ATCMD consists of approximately 60 web screens, 5,200 lines of PL/SQL, 5,100 lines of Java, 3,600 lines of JavaScript and 8,300 lines of JSP.

l. Container Management Module (CMM). CMM is used by container managers to track and report on containers moving into, within, and out of a Theater with an emphasis on identifying and lowering detention costs. CMM consists of approximately 60 web screens and 293,950 of ASP.NET, VB.NET, and CSS lines of code.

2. SPECIFIC TASKS

2.1 Task Area: The tasks identified below shall be performed during the base and option period of performance. The performance objective, performance standard and monitoring method for each task is listed in **Appendix C**

2.1.1 Task 1. Project Management.

Subtask 1.1. System Engineering Institute Capability Maturity Model Integration (CMMI) Certification. The Contractor must maintain a minimum level 3 or higher System Engineering Institute Capability Maturity Model Integration (CMMI) Certification throughout the duration of the base and option periods for both software development and system engineering.

Subtask 1.2. Project Management Support. The Contractor shall provide the technical and functional activities support at the contract level needed for program management of this PWS. This includes, but is not limited to, productivity and management methods, i.e., quality assurance, configuration management, work breakdown structures, and human resource management. The Contractor shall provide centralized administrative, clerical, documentation, and other related functions in support of this task.

Subtask 1.3. PWS Management. The Contractor shall designate a single individual for IBS who is responsible for the cost, schedule, and technical performance described herein. The Project Manager (PM) shall:

a. Determine the management, organization (including team composition), authority, responsibility and controls, and the extent to which they apply to each of the IBS modules in the areas of schedule, technical performance, design, development, coding, documentation, testing, training, implementation, quality improvement/assurance, delivery of products, configuration management, software development, system engineering management, area management support, system/database administration, COOP, network and system security, Electronic Transportation Acquisition (ETA) single sign on initiative, and project administration.
b. Develop a work breakdown schedule that allows for timely delivery of products.
c. Identify all problems within the areas of: cost/scheduling techniques, information engineering principles and practices, human factors, subcontracting, subject matter expert support, procurement, project management principles and practices, security and risk assessment.
d. Identify all problems within the area of software development/maintenance, testing, documentation, training, on-site technical assistance, quality assurance, service desk support, and any other area deemed appropriate.
e. Recommend solutions to all identified problems.
f. Revise engineering and management methods as necessary.
g. Provide a team of highly qualified technical specialists (essential personnel) (Systems Engineers, System and Database Administrators, and Programmers) trained, experienced,

and proficient in the hardware/software products used to develop the IBS within 30 days of award of this contract. The contractor shall ensure that personnel assigned to this project remain current in their technical skills. Upon award the Contractor shall provide resumes for each individual on the proposed project team for review and approval by the COR. Additionally, the contractor shall provide resumes of all new employees to the COR.
h. Establish and utilize controls in performing and delivering products associated with this PWS and existing/future task memorandums.
i. Provide a listing of essential personnel to support the operations outside normal operation hours of IBS who shall be reachable via cell phones, and/or on-call phone lists. Provide a personnel response roster identifying a responsible engineer (primary and alternate) for each module and/or Software Change Package (SCP).
j. Provide on-site support personnel who are knowledgeable in the functional application of IBS.
k. Travel to Ft Eustis, VA, Scott AFB, IL, and other Government sites deemed appropriate to gather/present information for requirement definition, conduct tests, train personnel, implement software and participate in Configuration Control Board (CCB) meetings.
l. Propose the method for assessing the schedule and technical performance of the work associated with the IBS.
m. Schedule work by taking into consideration priorities established by the Government.
n. Consider special events, occurrences, or situations such as Contractor personnel leave and Government holidays, exercises and contingencies when planning for personnel resources required supporting the IBS development and implementation, which might cause resource shortfalls and create a scheduling crisis.

Subtask 1.4. Project Management Plan. The Contractor shall develop and maintain the IBS Project Management Plan (PMP) describing the approach for requirement definition and analysis, software development, implementation and sustainment of all IBS modules and SCP. The PMP shall reflect new tasks, changes in existing tasks, and tasks deleted as well as work breakdown structures, milestone schedules, and resource estimates. Milestone charts shall show the original baseline milestones in addition to the actual and projected completion dates including milestone slippage. The Contractor shall include, in writing, the reason for any actual or proposed slippage. The Contractor shall identify immediately any PMP changes for approval by the Chief, Cargo Management Branch. The Contractor shall update the PMP quarterly or within ten working days upon completion of an IBS Configuration Control Board (CCB) meeting. The first PMP update shall be provided to the Government within 30 working days after contract award.

Subtask 1. 5. Monthly Contractor Progress Status and Management Reports. The Contractor shall prepare and deliver a Monthly Progress Status by the 10th day of each month. The monthly progress report shall address each module and task as follows:

a. Summarize progress for the reporting period.
b. Summarize planned activities for the upcoming reporting period.
c. Identify principal support personnel working on each task.
d. Identify problem areas and actions planned or recommended alleviating the problem.

Subtask 1.6. Microsoft (MS) Project Management Milestones. The Contractor shall maintain the MS Project management milestones on a shared computer drive accessible to the Government personnel.

Subtask 1.7 Contract Summary Reports. The Contractor shall provide a summary of all work performed within 30 calendar days upon notification of termination of this PWS. This report shall provide the status of all tasks, including a synopsis of problems and lessons learned. The Contractor shall write this report providing all the information necessary to assure project continuity.

2.1.2 Task Area 2. System and Software Analysis, Design and Documentation. The subtasks associated with the paragraphs of this section apply to all IBS related initiatives.

Subtask 2.1. Requirements Analysis and Design. The Contractor shall perform requirements analysis and design functions associated with maintaining functional requirements for the IBS, maintaining Interface Requirements Specification (IRS) documents, or any other requirement deemed appropriate. Information resulting from these analyses shall be incorporated into the appropriate IBS documentation. The IBS requirements include, but are not limited to, the IBS-Unit Module, Sustainment Module, One Time Only (OTO) Module, Commercial Sealift Solutions (CSS), Requirements Forecasting and Rate Evaluation Module (RF-RAM), Carrier Analysis and Rate Evaluation Module (CARE II), Department of Defense Address Activity Code (DoDAAC), Electronic Shipper System (eSS), Web Vessel Schedule (WVS) Ocean Carrier Interface (OCI), Automated Transportation Control Movement Document (ATCMD) modules and the Container Management Module (CMM).

Subtask 2.2 Configuration Management (CM). The Contractor shall maintain an automated CM system using SDDC approved software (currently Serena Professional Suite) for all modules of the IBS. The Contractor shall provide adequate resources to support the configuration management of approximately 75-100 software change requests per month, to include related files, archives and executed builds to include related file archive creation, executable builds and release to designated test, production and COOP environments. This includes capturing all functional level, system level, and program level requirements design specifications, source code, and all project related documentation in the CM system. The Contractor shall tailor the (currently Serena Professional Suite) software to meet the specifications in the IBS CM Plan and as directed by the Chief, Cargo Management Branch. The Contractor shall provide functional, system, and program level support; and update the IBS CM Standard Operating Procedures (SOP) manual to include all changes to the CM process and tools. In addition, the Contractor shall recommend improvements to the CM process and identify changes to the Serena Professional Suite to support those enhancements. The Contractor shall also provide user support and training to all who use the Serena Professional Suite software that is part of the CM plan. Additionally, the Contractor shall:

a. Submit for approval recommended PR/CR to the Government for proposed changes that the Contractor believes will improve the efficiency or performance of IBS; resolve problems identified during the analysis, design, programming or testing phases; resolve a software/ hardware problem which has the potential for causing a system failure; or any other situation requiring Contractor action to improve overall performance of IBS.

b. Provide initial and secondary impact statements on each PR/CR as requested identifying the programs affected and the projected number of man-hours required correcting the problem.
c. Participate in the IBS Configuration Control Board (CCB) meetings and pre-CCB meetings to discuss PR and CR or any other change package and to discuss target completion dates for implementation.

2.1.3. Task Area 3 Customer Support

Subtask 3.1 The Contractor shall provide on-site/off-site support of IBS Users at SDDC, Scott AFB, IL and sites to be determined (TBD).

a. Perform analysis of user reported issues and provide on-site guidance regarding use, configuration and technical issues as required. Provide recommendations regarding future software enhancements, business process improvements or additional training as appropriate.
b. Provide data-analysis and ad-hoc query support on IBS as requested by end-users.
c. Provide System administration, technical coordination with Network staff and other services as required in support of IBS.

Subtask 3.2. Tier II User Support: Systems Response Center (SRC)/Area Manager (AM) Support. The Contractor shall provide support to the SRC by serving as the liaison between the Cargo Management Branch and the SRC in problem resolution. The Contractor shall review solutions and support development of new solutions as system changes occur. Duties include, but are not limited to the following:

a. Ensure accuracy and consistency in the standard solutions and information contained in the SRC Siebel knowledgebase. Develop and maintain additional solutions and information as changes occur.
b. Identify any systemic problems, based on reports from the SRC database, and work with Cargo Management Branch staff to prioritize the correction of these problems.
c. Identify and coordinate resolution for any issues regarding level of customer service provided by the SRC, i.e. if the AM feels that the Service Requests (SR) for their customers are not being resolved in an appropriate manner.
d. Provide/coordinate the training of system software including updates, upgrades, and patches to SRC personnel.
e. Review customer surveys and provide business process recommendations to improve customer satisfaction.

Subtask 3.3. Tier III-user support. The Contractor shall provide Tier 3 user support for all modules for which users have authorization. Tier 3 support includes but is not limited to:

a. Analysis of user reported system issues and recommendation of programming changes or other solutions to support user requirements as requested by the AM.
b. Analysis and resolution of issues resulting in non-payment of carriers, system generated erroneous or incorrect booking or pricing, or frustrated cargo at the ports.

c. System or Data Administration actions as required in order to resolve service interruptions, errors or other problems reported by the user community.

2.1.4. Task Area 4. Management Reporting Support. The Contractor shall provide support to the Cargo Management Branch, in support of USTRANSCOM reporting requirements. The type of support includes development of required documentation such as the preparation of reports and briefings. Additionally, the Contractor shall provide required program information input related to the IBS program into USTRANSCOM Corporate Resource Information Source (CRIS) database in support of the TRB/CPRP data calls. The Contractor shall perform this work IAW SDDC guidance and milestones.

2.1.5 Task Area 5. Documentation.

Subtask 5.1 Interface Requirements Specifications (IRS). The Contractor shall develop, maintain or provide input to IRS or MOA documents for each IBS module. At a minimum, the following documents will need to be maintained:

a. IBS Sustainment, Unit and CSS Modules with the Worldwide Port System (WPS) CONUS Regional Databases (CRDB) – **3 documents**
b. IBS Unit Module and the Integrated Computerized Deployment System (ICODES)
c. IBS Unit Module and the Transportation Coordinator's Automated Command and Control Information System (TC ACCIS)
d. IBS Unit Module and the Computerized Movement, Planning, and Status System (COMPASS)
e. IBS Sustainment Module and the Munitions Transportation Management System (MTMS)
f. IBS RFRAM Module and the Defense Table of Official Distances (DTOD)
g. IBS CSS Module and the Logistics Support Activity (LOGSA)/Logistics Information File (LIF)
h. IBS CSS Module and Power Track
i. IBS Unit Module and the Transportation Coordinator's Automated Information Management System (TCAIMS II)
j. IBS CSS Module and the Cargo and Billing (CAB) System
k. IBS CSS Module and the Army and Air Force Exchange Service (AAFES) ATCMD System
l. IBS CSS Module and the Defense Commissary Agency (DeCA) Integrated Business System (DIBS)
m. IBS Sustainment and CSS Modules and the Transportation Engineering Agency (TEA)/Intelligent Road/Rail Information System (IRRIS) – **2 documents**
n. IBS RF-RAM Module and the Defense Automatic Addressing System Center (DAASC)
o. IBS Sustainment, Unit and CSS Modules and the Global Transportation Network (GTN) – **3 documents**
p. Electronic Data Interchange (EDI) 300, 301, 303, 304 Implementation Conventions (IC)

q. IBS RFRAM and the Table Management Distribution System/USTRANSCOM Reference Data Management (TMDS/TRDM)
r. IBS CSS Module and the Financial and Air Clearance Transportation System (FACTS)
s. IBS CMM, Sustainment and Unit Modules and the Cargo Movement Operations System (CMOS) - **3 documents**
t. IBS Sustainment, Unit and CSS Modules, RFRAM, ATCMD and the Global Air Transportation Execution System (GATES) - **5 documents**
u. IBS CMM Module and the Radio Frequency In-Transit Visibility (RF-ITV) System
v. IBS Sustainment, CSS, and CMM Modules and the Integrated Surface Deployment Data Cleansing (iSDDC) tool – **3 documents**
w. IBS CMM Module and the Battle Command Sustainment Support System (BCS3)
x. IBS CMM Module and the Pipeline Asset Tool (PAT)
y. IBS Sustainment, CSS,CMM, and ATCMD Module and IDE P3I - DLA Integrated Date Environment Pre-Product Improvement system – **4 documents**
z. IBS RFRAM Module with the Transportation Global Edit Table(TGET)

Subtask 5.2. Interface Requirement Specifications Reviews. The Contractor shall review and provide comments on Interface Requirements Specification (IRS) documents developed by other Government agencies. The Contractor shall participate in meetings for the purpose of resolving issues or for the sharing of information. The Contractor shall submit minutes/comments resulting from these reviews to the IBS COR electronically. The interface requirement specification by module is listed in **Appendix D**.

Subtask 5.3. Automated Information System (AIS) Security Plan. Reference DOD 5200.28, DOD Information Technology Security Certification, and Accreditation Process (DITSCAP), 30 Dec 97, Information Assurance AR 25-2, 24 Oct 07 and the Interim Department of Defense Information Assurance Certification & Accreditation Process (DIACAP), 06 July 06. The Contractor shall assist the Government in achieving IBS AIS Security Plan goals and objectives, attain USTRANSCOM standards identified in the annual Technical assessment, and ensure system compliance with all known IAVA (s), as directed by the Government.

Subtask 5.4 Meetings and Minutes. The Contractor shall attend and participate in meetings and Integrated Process Teams (IPT), take notes, and prepare minutes. Meetings may take place locally, at a government facility on Scott AFB, or outside the local commuting area. Meeting minutes shall identify project-related issues and recommended solutions or decisions. The Contractor shall provide minutes to the Government within three (3) working day after completion of the meeting and distribute to all meeting participants and the COR via email.

Subtask 5.5 In-Process Review Documentation (IPR). The Contractor shall prepare briefing packages, conduct and facilitate IPR with all relevant stakeholders, monthly, or as requested by the Government.

Subtask 5.6 System Administrator (SA) Manual. The Contractor shall maintain the SA Manual. At a minimum, the SA Manual shall address backup and restore procedures; system recovery from a disk crash; shutdown and restart Oracle database; start and stopping of SQL Server databases; setup and configuration of Windows IIS, Database, and Citrix servers to

include the full management *(creating, dropping, editing)* of UNIX, and windows user accounts; install code; system monitoring tools; boot procedures; user interfaces; UNIX and Oracle access; and procedures for starting and stopping the drivers.

Subtask 5.7 Database Administrator (DBA) Manual. The Contractor shall maintain the IBS DBA Manual. At a minimum, the DBA Manual shall include procedures for adding and dropping roles; recovering database procedures; and updating reference files. Managing security via DBA, application and user roles in both Oracle and SQL Server environments; creating and managing table space, user accounts, and privileges.

Subtask 5.8 User and Training Manuals (U&TM). The Contractor shall produce, maintain, and update all user and training manuals shown below in an approved Microsoft Products and Portable Document Format (.pdf) versions of the documents for all users of IBS Modules. These include any manuals/pamphlets affected by any change(s) or update(s) to the IBS. The Training Manuals shall include practical exercises containing data files realistic to the function being explained/taught. The manuals/pamphlets shall be updated and maintained electronically and on the SDDC ETA Website. Each update shall be completed within 5 days from the completion date of any change(s) made to the IBS.

a. Integrated Booking System (IBS) Ocean Carrier Interface (OCI) Training Manual
b. Integrated Booking System (IBS) Sustainment Training Manual
c. Integrated Booking System (IBS) Web Vessel Schedule (WVS) Training Manual
d. Integrated Booking System - One-Time-Only (IBS-OTO) Government Training Manual
e. Integrated Booking System - One-Time-Only (IBS-OTO) CONUS OCCA Training Manual
f. Integrated Booking System (IBS) Carrier Analysis and Rate Evaluation (CARE) II Service Module (SM) Software User Manual (SUM)
g. Integrated Booking System (IBS) Carrier Analysis and Rate Evaluation (CARE) II Headquarters Module (HQ) Users Manual
h. Integrated Booking System (IBS) Carrier Analysis and Rate Evaluation (CARE) II Technical Evaluation (TE) Training Manual
i. Integrated Booking System (IBS) Carrier Analysis and Rate Evaluation (CARE) II Service Module (SM) Training Manual
j. Integrated Booking System (IBS) Carrier Analysis and Rate Evaluation (CARE) II Headquarters Module (HQ) Training Manual
k. Requirements Forecasting – Rates Analysis Module (RF-RAM) Training Manual
l. ATCMD Training Manual
m. Integrated Booking System (IBS) for the Electronic Shipper System (eSS) Software User Manual (SUM)
n. Integrated Booking System - One-Time-Only (IBS-OTO) MARAD (Maritime Administration) User Manual
o. Integrated Booking System - One-Time-Only (IBS-OTO) Carrier Software User Manual (SUM)
p. Integrated Booking System - One-Time-Only ((IBS-OTO) Government Users Manual
q. Outside Continental United States (OCONUS) Ocean Cargo Clearance Authority (OCCA) Software User Manual (SUM)
r. Integrated Booking System (IBS) Unit Software User Manual (SUM)

s. Integrated Booking System Unit Training Module
t. Integrated Booking System – Commercial Sealift Solutions (IBS-CSS) User Manual
u. Integrated Booking System – Commercial Sealift Solutions (IBS-CSS) Training Manual
v. Integrated Booking System – Container Management Module (IBS-CMM) Training Manual
w. Integrated Booking System (IBS) for the Electronic Shipper System (eSS) Training Manual (SUM)
x. Integrated Booking System - One-Time-Only (IBS-OTO) OCONUS OCCA Training Manual

Subtask 5.9 Briefings, Packages and Reports. The Contractor shall develop and provide input to briefing packages and reports as required.

Subtask 5.10 Software Release Notes. The Contractor shall prepare Software Release Notes (SRN) for each patch and present the Release Notes to the Government at the time of software delivery. The SRN shall include all applications and shall be issued for all patches. In each SRN, the Contractor shall identify the SCR number and provide a brief description of the change.

2.1.6 Task Area 6 Software Development and Maintenance.

Subtask 6.1 Critical Design Reviews. The Contractor shall conduct Critical Design Reviews (CDR) at the request of the Government. The Contractor shall participate in Government sponsored inspections analyzing functional level design specifications, system level design specifications, program level design specifications, source code, and documentation.

Subtask 6.2 Software Maintenance.

Subtask 6.2.1 The Contractor shall maintain and develop IBS using Commercial-Off-The-Shelf (COTS) software identified in the Information Technology Approved Product List (ITAPL) and any other software packages designated by the Government. The Contractor shall comply with all SQL Server and Oracle Flexible Architecture Standards for database design; perform all development using ANSI standards, and other DoD standards as directed. The Contractor shall provide adequate resources to support approximately 75-100 software changes per month.

Subtask 6.2.2 The Contractor shall deliver, for each module or SCP, useable end products that are abort free with fully documented source program code and complimenting executable code for processing on SDDC hardware. The Contractor shall make the IBS source code available to the Government via on-line access through a Version Manager tracking tool.

Subtask 6.2.3 The Contractor shall employ the use of Electronic Data Interchange (EDI) and XML Web Services as directed by the Government to include:

a. Attend and participate in EC/EDI and Automated Carrier Interface (ACI) meetings and conferences ensuring that the IBS is represented and that any risks are identified and addressed.

b. Provide a level of support, as requested by the Government, in updating existing EC/EDI transaction sets or creating new ones ensuring that all data elements are physically mapped in ANSI X12 format and naming conventions are standardized. Currently, IBS utilizes the 300

series transaction sets. The 858 transactions set may be utilized and will require extensive integration with IBS, SDDC systems, and trading partner(s).

c. Maintain all EC/EDI transaction sets required in support of the IBS processing and document changes as they occur.

d. Identify existing Web Services for consumption by IBS existing IBS modules where appropriate.

e. Create Web Services when possible in order to decrease redundant features and functionality and promote the Service Oriented Architecture (SOA) as directed by the Department of the Army

2.1.7 Task Area 7.0 Data Analysis. The Contractor shall develop ad hoc queries and reports using tools provided by the Government in support of normal operational support for the IBS applications and support for Tier II/III activities; perform root cause analysis on data and the underlying business issues spanning multiple IBS modules and schemas or interfacing SDDC systems; respond to government and commercial inquiries and complaints received by SDDC Operations concerning the operational and performance characteristics of any or all IBS modules, to include supporting detail and summary reports, data analysis data interpretation and briefing preparation.

2.1.8. Task Area 8. System and Database Administration

Subtask 8.1 System Integration. The Contractor shall perform on-site system and data integration tasks necessary to assure IBS meets the technical, and performance requirements established by the IBS Branch. This entails ensuring the accessibility via Electronic Transportation Acquisition (ETA) single sign on, via the .mil or .gov networks for all appropriate modules. All operating systems and databases shall meet, at a minimum, DITSCAP and interim DIACAP requirements. This entails upgrading the operating system and the SQL Server/Oracle RDBMS to apply approved security IAVA and functional patches within required period or as directed. Additionally, the Contractor shall ensure system integration is consistent with the SDDC open systems architecture and shall ensure the integration of software/modules developed by other vendors.

Subtask 8.2 Technical Support. The Contractor shall provide skilled Windows/UNIX Engineers with expertise in System Administration (SA), Database Administration (DBA), and who are trained, experienced, and proficient in the hardware/software products used in the IBS environments. The contractor shall provide Systems Analysis and Engineering Support as hands-on guidance in the use of hardware and software products associated with all IBS modules. Work will be performed remotely and on-site at Scott AFB, IL.

Subtask 8.3 Operating, RDBMS and Application Tuning. The Contractor shall enhance IBS for the purpose of ensuring maximum optimization and uptime of the systems. These tasks shall include on-call telephone, and on-site support for all technical aspects associated with IBS for the purpose of tuning/optimizing HP-UX, Windows SQL Server, and the ORACLE RDBMS.

2.1.9 Task Area 9. Continuity of Operations (COOP) Support. In the event of a catastrophic loss of operational functions that renders Scott AFB, IL (whichever site has the system at that

point in time) site inoperable, the Contractor shall respond to the restoration of those capabilities/functions at a site TBD, as identified in SDDC's Disaster Recovery Plan (DRP). The Contractor shall utilize the DRP, IBS 'Fly Away' kit, and the IBS Run Book/SA/DBA manuals in order to keep IBS operational at the COOP site or the Emergency Relocation Site (ERS). In Addition the Contractor will keep the aforementioned DRP Fly Away kit, IBS Run book/SA/DBA manuals updated with changes and enhancements to the IBS System. These tools provide guidance in system maintenance, backup/recovery, and troubleshooting and are found in the 'Fly Away' kit located at a site TBD COOP site.

Subtask 9.1 Continuity of Operations (COOP) Support. The contractor shall provide all necessary databases and system administration required to ensure the IBS COOP is ready to be activated in accordance with the IBS COOP Plan.

Subtask 9.2 COOP Maintenance. The contractor shall monitor and maintain the IBS COOP system as follows:

- **a.** IBS COOP software day to day maintenance, updates and operations of all IBS modules at the application level,
- **b.** IBS COOP Web server software, Apache, Microsoft Internet Information Server,
- **c.** IBS COOP Red Hat, SQL Server RDBMS, and MS Windows Server (all items),
- **d.** IBS COOP HP-UX, and ORACLE RDBMS (all items).

Subtask 9.3 Establish New COOP Procedures and Platform. The contractor shall make the necessary system changes to re-utilize our existing production server as the IBS COOP. Tasks include but are not limited to:

- **a.** Team with the Government to perform a contingency plan capability assessment and risk assessment.
- **b.** Assist in defining all possible (failover/recovery) scenarios based on the new production and development environment.
- **c.** Recommend COOP Procedures for all scenarios, The COOP Procedures should ensure minimal impact upon data processing operations in the event the information technology system or facility is damaged or destroyed.
- **d.** Assist the Government in updating the IBS COOP Plan in accordance with FIPS PUB 87, "Guidelines for ADP Contingency Planning" assuring contingency plans are written with a completeness resolving any disaster or event that severely disrupts systems with the COOP facility.
- **e.** Make all necessary changes to the applications and operating system to ensure all modules are operational on the new COOP platform.
- **f.** Develop necessary code needed to ensure data and application code is available in the event that activation of the COOP is required.
- **g.** Maintain all backups in accordance to the SDDC COOP Plan

2.1.10 Task Area 10 Test and Evaluation (Base and Option Periods).

Subtask 10.1 Module/Program Level Tests. The Contractor shall conduct module and program level tests to assure the software functions in accordance with design specifications,

meets expected results, and handles erroneous inputs. The Contractor shall maintain documented test results in Serena Professional Suite for Government evaluation of the development progress.

Subtask 10.2 Software Development Test (SDT). The Contractor shall conduct the appropriate number of successful Software Development Tests (SDT) before releasing software. The contractor shall develop a Software Development Test Plan, conduct an SDT, and a SDT Test Report for each software Problem Reports (PR) and Software Change Request (SCR) incorporated. The contractor shall ensure that regression testing is conducted on all software development and software improvements. The contractor shall also conduct quality control testing for all software development and improvements prior to forwarding to the Government for IV&V testing. The developer shall assure the software is abort free and shall verify stress testing, interoperability and integration with interfacing systems.

Subtask 10.3 Software Qualification Test (SQT). The Contractor shall provide on-site technical support during each SQT conducted by the Government or its Independent Testing agent. The contractor shall ensure all code and database changes are available at the beginning of each SQT. The Government will prioritize all PR/CR resulting from SQT technical upgrades and software changes supporting ocean contracts changes and new system functionality before presenting them to the Contractor for corrective action.

Subtask 10.4 Software Acceptance Test (SAT). The Contractor shall provide on-site technical support during each SAT conducted by the Government. Each SAT will be conducted in the target environment. The Government will prioritize all PR/CR before presenting them to the Contractor for corrective action. For each SAT, the Contractor shall perform a resource analysis addressing each PR/CR and document recommended corrective action. The Resource Analysis shall include the number of hours required for each problem. When making software corrections resulting from the SAT, the Contractor shall use the associated test files/data that identified the original problem as required.

Subtask 10.5 User Verification Test (UVT). The Contractor shall provide on-site technical support during each UVT conducted by the Government. Each UVT will be conducted in the target environment. The Government will prioritize all PR/CR before presenting them to the Contractor for corrective action. For each UVT, the Contractor shall perform a resource analysis addressing each PR/CR and document recommended corrective action. The Resource Analysis shall include the number of hours required for each problem. When making software corrections resulting from the UVT, the Contractor shall use the associated test files/data that identified the original problem as required.

Subtask 10.6. Operational Test (OT). The Contractor shall provide on-site technical support during each OT conducted by the Government. Each OT will be conducted in the target environment. The Government will prioritize all PR/CR before presenting them to the Contractor for corrective action. For each OT, the Contractor shall perform a resource analysis addressing each PR/CR and document recommended corrective action. The Resource Analysis shall include the number of hours required for each problem. When making software corrections resulting from the OT, the Contractor shall use the associated test files/data that identified the original problem as required.

2.1.11 Task Area 11 Web Based Training (WBT). The Contractor shall maintain the WBT for IBS Sustainment, WVS, OTO, OCI, CMM, ATCMD and all future web-enabled modules.

2.1.12 Hardware/Software Transition. In support of hardware and software transition to alternative platforms, the Contractor shall:

a. Test all application software related modules, System Change Packages (SCP), and patches to insure proper integration and performance to include screen layouts, forms, and report generation.
b. The Contractor shall migrate IBS from an HP-UX platform environment to a SUN platform environment, if directed.
c. Support shall include development of a migration plan in conjunction with the Government, modification of Oracle Forms, Oracle Reports, scripts, application software modules, and related database design and software development testing to ensure functionality upon migration.

2.2 Deliverables
The Contractor shall develop and deliver via email the products listed in the following table. All deliverables shall be accompanied by written delivery notice via electronic media.

Subtask	Deliverable	Draft	Final
	Task Area 1 Project Management		
1.3	Essential Personnel Listing and Response Roster	NA	30 days after contract acceptance
1.3	Individual Resumes	NA	30 days after contract acceptance
1.4	Project Management Plan	NA	2 weeks after contract implementation and then Quarterly
1.5	Monthly Contractor Progress Status and Management Reports	NA	10th Day of Each Month
1.6	MS Project Milestones	NA	10th Day of Each Month
1.7	Contract Summary Report	NA	30 days after notification of PWS termination
	Task Area 2 Analysis/Design/Documentation		
2.1	Requirements Analysis and Design are performed on all IBS modules and IRS documents are maintained	NA	As directed
2.2	Configuration Management Plan SOP	NA	Update with each major release
	Task Area 3 Customer Support	NA	As directed
	Task Area 4	NA	

Subtask	Deliverable	Draft	Final
	Management Reporting Support		As directed
	Task Area 5 Documentation		
5.1	Interface Requirements Specifications IBS-CSS IRS and WPS CRDB IBS-CSS IRS and LOGSA IBS-CSS IRS and PowerTrack IBS-CSS IRS and FACTS IBS-CSS IRS and AAFES TCMD IBS-CSS IRS and CAB IBS-CSS IRS and GTN IBS-CSS IRS and TEA/IRRIS IBS-CSS IRS and DORRA IBS-CSS IRS and GATES IBS-CSS IRS and iSDDC IBS CSS IRS and IDE/P3I IBS UNIT IRS and WPS CRDB IBS UNIT IRS and ICODES IBS UNIT IRS and TC ACCIS IBS UNIT IRS and TC AIMS II IBS UNIT IRS and COMPASS IBS UNIT IRS and GTN IBS SUSTAINMENT IRS and MTMS IBS SUSTAINMENT and CAB IBS SUSTAINMENT MOA and DEBX IBS SUSTAINMENT MOA and EDI 315 IBS SUSAINMENT IRS and TEA/IRRIS IBS SUSTAINMENT IRS and GTN IBS SUSTAINMENT IRS and WPS CRDB IBS SUSTAINMENT IRS and GATES IBS SUSTAINMENT IRS and IDE/P3I IBS ATCMD IRS and IDE/P3I IBS eSS IRS and DIBS IBS eSS IRS and AAFES TCMD IBS eSS IRS and PowerTrack IBS eSS IRS and GATES IBS RF-RAM IRS and DTOD IBS RF-RAM IRS and CAB IBS RF-RAM IRS and DAASC IBS RF-RAM IRS and WPS CRDB IBS RF-RAM IRS and TMDS/TRDM IBS RF-RAM IRS and GATES IBS RF-RAM IRS and TGET IBSCARE II IRS and CAB IBS CMM IRS and RF-ITV	30 working days prior to interface code changes	5 workings days after receipt of government comments

Subtask	Deliverable	Draft	Final
	IBS CMM IRS and iSDDC IBS CMM IRS and BCS3 IBS CMM IRS and PAT IBS CMM IRS and IDE/P3I IBS CMM IRS and GATES IBS CMM IRS and CMOS		
5.2	IRDD Comments	NA	5 working days after reciipt of government comments
5.3	IBS AIS Security Plan	NA	5 working days prior to IAVA mandate
5.4	IBS Meeting Minutes	3 working days after meeting	3 working days after recept of government comments
5.5	In-Process Review Briefing Presentations	3 days prior to briefing presentation	1 working day after receipt of government comments
5.6	System Administrator Manual	NA	As Required
5.7	Database Administrator Manual		
5.8	User and Training Manuals	5 working days from completion of software changes	5 working days after receipt of government comments
5.9	Briefings, Packages and Reports		As directed
5.10	Software Release Notes	5 working days prior to each System Change Release	1 working day after government comments
	Task Area 6 Software Maintenance		
6.1	Critical Design Review	NA	As directed
6.2	Software Code	NA	As required
	Task Area 7 Data Analysis		
7.0	Ad Hoc Queries/Reports	NA	As required
	Task Area 8.0 System and Database Administration		
	Task Area 9 COOP Support		As directed
9.1	COOP Support	NA	As directed
9.2	Fly Away Kit	NA	As directed
9.3	New COOP	NA	As directed
	Task Area 10 Test and Evaluation		
10.2	SDT Notes	5 working days	5 working days after receipt

Subtask	Deliverable	Draft	Final
		after test	of government comments
10.3	SQT Support	NA	Technical support provided during test
10.4	SAT Support	NA	Technical support provided during test
10.5	UVT Support	NA	Technical support provided during test
10.6	OT Support	NA	Technical support provided during test
	Task Area 11 Training		
11	WBT	10 working days prior to each software release	Updated with each software release

3. SERVICE DELIVERY SUMMARY

Subtask	Required Service	Desired Outcome	Performance Standard	Monitoring Method
1.1	CMMI minimum level 3 or higher certification	Maintain for duration of contract	No lapses	Government Review
1.3	Essential Personnel Listing and Response Roster	Maintained current.	Accurate. Representation of Personnel	Review listing and roster.
1.3	Resumes of each Individual on the Project Team	Maintained current	Accurate.	Government Review Resumes
1.4	Project Management Plan	Update quarterly or after an IBS Configuration Control Board (CCB) meeting. First complete within 30 working days after contract	No technical errors or omissions	Government conduct Periodic Review
1.5	Monthly Contractor Progress Status and Management Reports.	Complete and accurate by 10th of month	Accurate, complete and timely.	Monthly review
1.6	MS Project Milestones	Maintained, kept current, and accessible on a shared drive	Updated and timely	Government Review
1.7.	IBS Contract Summary Report	Accurate reflection of work performed	No deviation	Government review
2.1	Requirements Analysis and Design	Requirements Analysis and Design are	98% accurate	Government Review

		performed on all IBS Modules		
2..2	Configuration Management (CM) SOP	Updated when process changes occur.	No errors or omissions	Government Review
5.0	Management Reporting Support	Input is accurate and timely.	No deviation	Government Review
5.1	IRS Documents	IRS documents are maintained and accurate	No deviation	Government Review
5.2	IRDD Comments	Comment on issues or problems	No deviation	Government Review
5.3	IBS AIS Security Plan	Document is maintain and accurate and system is updated with IAVA patches	No problems encountered after IAVA implemented in production	Government Review
5.4	IBS Meeting Minutes	Document identifying subject of meeting, issues discussed, and recommended solution	No errors or omissions and delivery within three business day of meeting.	Government Review
5.5	In-Process Review Documentation	Documentation is accurate	No deviation	Document Review
5.6	SA Manual	Manuals are accurate and current.	No errors or omissions	Document Review
5.7	DBA Manual	Manuals are accurate and current.	No errors or omissions	Document review.
5.8	Produce, Update, Maintain User & Training Manuals	Manuals are accurate and current.	No errors or omissions	Document review
5.9	Briefings, Packages and Reports	Requested information is accurate and provided upon request.	No errors or omissions.	Government Review
5.10	Software Release Notes	Requested information is accurate and provided after each software release/patch.	No errors or omissions.	Government Review
6.2.2	Provide code that is fully documented, operational, functional, and abort- free to meet all functional requirements identified in CR/PR.	Compliance with regulatory, and contractual requirements and SCR	No deviation	Government review
6.2.3	EC File Formats EDI File Mappings	Compliance with the Implementation Convention	No deviation	Government review
7	Ad Hoc Queries and Report Generation	Queries and reports are accurate and timely	No errors or omissions	Help Desk calls
	COOP Support	Site maintained IAW directives	No deviation	Government review
9.2	Fly Away Kit	Maintained IAW directives	No deviation	Government review

9.3	New COOP	Fully Operational COOP Site	No deviation	COOP Test
10.2	SDT Notes	Notes submitted upon completion of SDT Test.	No errors or omission	Government review
10.3	SQT Support	Operational environment reflects SCP changes	No deviation	Government review
10.4	SAT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
10.5	UVT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
10.6	OT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
11	IBS Web Based Training (WBT)	Updated with each software release.	No errors or omissions.	100 % review

4. GOVERNMENT-FURNISHED PROPERTY AND SERVICES

4.0 General Requirements. The Contractor shall, as an independent contractor, and not as an agent of the Government, furnish all management, labor, tools, supplies, and materials (except as provided by the Government) necessary to perform the requirements contained herein. Tasks that support operations, development and maintenance of existing code are required during the base and option periods.

a. Tasks that support operations for the base and option periods include the following:
   1. Ad hoc reports, analysis, training, and demos
   2. Rate guides and rate analysis
   3. Data corrections, additions, and deletions
   4. Software installation for users
   5. Documentation, i.e., manuals, reports, etc.
   6. Engineering documents, i.e., software requirements specification, database design, etc.
   7. Management requests, i.e., data calls, reports, etc.
   8. System administration
   9. Area management (liaison between System Response Center (SRC) and Cargo Management Branch; research, and standard reports)
   10. On-site support at Ft Eustis, Scott AFB, etc
   11. System Security Administration
   12. Continuity of Operations (COOP) and Disaster Recovery
   13. Critical Design Reviews

4.1 Government Furnished Property/Assistance. The Contractor will be responsible for providing office space, office automation equipment such as computers, printers, fax, and phones

as well as COTS software for their personnel. The government will provide Clientless Virtual Private Network (VPN) capability to the contractor and, if needed, to the contractor for the successful completion of this PWS. The government will provide VPN software (as required) that will provide the contractor remote access, especially during non-business hours

5. GENERAL INFORMATION

5.1 Risk Management and Applicable Documents.

a. The Contractor is responsible for performance of the requirements of this Task Order in accordance with the requirements of U.S. laws, just as the Government and its personnel would be if they were performing the efforts of this task order. Not withstanding any language in this Task Order to the contrary, failure of the Government to specifically identify a particular document or part thereof as mandatory does not relieve the Contractor or the Government from compliance with law in performance of this Task Order. Risk is to be managed by the Contractor and the Government as each performs their respective responsibilities subject to applicable oversight and approval requirements for their decisions. Where Task Order requirements are based on policy, the Contractor and the Government shall each work to achieve an acceptable balance between change, compliance, and risk.

b. When reissues, supplements, or amendments to mandatory requirements documents or new mandatory requirements documents are issued throughout the life of the contract, they shall be considered effective and binding at the same time they are binding on Government operations. The Contractor shall promptly notify the Principal Contracting Officer (PCO) in writing of such changes. Upon identification of any change to or new mandatory requirements documents that results in an increase or a decrease in Task Order price, the Contractor shall promptly notify the PCO of the change and submit a proposal to the PCO, within 30 days of receipt of the change. The proposal shall contain detailed information that includes as minimum, comments on the affect on labor, performance, and schedule and a proposed cost growth or reduction estimate. The change will be negotiated under the provision of the contract clause entitled "Changes".

5.2 Policy and Guidance Documentation. The Contractor shall use the following policy and guidance documents during the development of IBS software and documentation in addition to Government provided guidance in **Appendix B**:

5.3 List of Acronyms. See Appendix E

5.4 Place of Performance/Hours of Operations. The place of performance will be a Contractor provided facility located in the St. Louis Metro East area. The contractor base facility shall be located within a 30-minute commute of SDDC Headquarters located at 709 Ward Drive, Scott AFB, IL. The Contractor must maintain adequate full-time employees at their base facility. If the Contractor chooses to utilize some of its staff away from their base facility in the St. Louis Metro East area, the staff must be located within the Continental United States (CONUS) and be available by toll-free telephone during scheduled work hours. All contractor employees must also be able to dial in to government sponsored teleconferences which may not be toll-free. All

contractor employees must be able to access IBS servers located at Scott AFB. The contractor will provide a cage code for their base facility.

The Contractor shall provide technical support during normal operations hours, 0800-1630 (Central time) Monday-Friday and a schedule for each staff member. In addition the Contractor may be required to perform critical performance objectives outside normal operation hours. Additionally, selected personnel must be available, on-call, 24 hours a day, 7 days a week for emergency response. Method of access to on-call personnel shall be reliable. Regardless of location, the contractor shall provide to their personnel electronic devices to provide a means of contact during non-core hours.

The following days have been established as legal public holidays in the federal service:

New Year's Day .....1st day of January
Martin Luther King Jr.' Birthday.....3rd Monday in January
Presidents' Day.....3rd Monday in February
Memorial Day.....Last Monday in May
Independence Day .....4th day of July
Labor Day.....1st Monday in September
Columbus Day.....2nd Monday in October
Veteran's Day.....11th day of November
Thanksgiving Day.....4th Thursday in November
Christmas Day .....25th day of December

The Contractor shall not schedule interfacing work (meetings, approvals, deliveries, etc.) with the Government on any of the established holidays in federal services, or any other day designated as a holiday by Federal Statute or by Executive Order except with prior approval from the Contracting Officer or Contracting Officer Representatives. If a holiday falls on a Saturday, the official holiday shall be celebrated the preceding Friday. If the holiday falls on a Sunday, the official holiday shall be celebrated the following Monday. The Contractor shall coordinate their internal agency non-work days or floating holidays, other than those listed as government holidays, with the COR.

5.5 Quality Control and Quality Assurance. The Contractor shall be in compliance with FAR Clause 52-246-4, "Inspection of Services, Fixed Price," their QCP and performance all services required under this contract. The Government and Contractor will meet quarterly to discuss the Contractor's adherence to the above-cited reference unless a contract discrepancy report is issued which would dictate scheduling a meeting sooner.

5.6. Contractor Travel: Travel is anticipated at least once a month in support of the tasks required by the PWS. Travel from the Contractor's location may be required for data gathering, meetings, and conferences. All travel will be Government directed. The contractor shall submit a travel itinerary and estimated cost for approval by the COR. Estimated amounts in the contract shall not be exceeded. Any airfare shall be at the prevailing rates for commercial airlines at economy class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Incurred contract travel costs will be reimbursed by the government to the contractor in accordance with Joint Travel Regulations (JTR) and Federal

Travel Regulations (FTR). The Government will not reimburse local travel and related expenses to the contractor for travel to or from the government facility at Scott AFB.

5.7. Other Direct Costs

Other Direct Costs (ODC's) will be cost reimbursable contract line items to the contractor. The Contracting Officer (CO) and the Contracting Officer Representative (COR) must validate the ODC costs prior to the contractor incurring these costs.

5.8. Period of Performance.

Base Period: October 01, 2008 to September 31, 2009
Option Period 1: October 01, 2009 to September 30, 2010
Option Period 2: October 01, 2010 to September 30, 2011
Option Period 3: October 01, 2011 to September 30, 2012
Option Period 4: October 01, 2012 to September 30, 2013

5.9. Contracting Officer's Representative (COR). The CORs for this contract are as follows:

(b)(6) et Bldg 1990 Scott AFB, IL 62225 (b)(6) @sddc.army.mil (b)(6)	(b)(6) Bldg 1990 Scott AFB, IL 62225 (b)(6) @sddc.army.mil (618) (b)(6)

6.0 SECURITY (PHYSICAL, PERSONNEL, INFORMATION, ANTI-TERRORISM, AND FORCE PROTECTION REQUIREMENTS)

6.1 Network Security The Contractor shall ensure that all Government hardware and software, and hardware/software touching a government network are in compliance with DoD, USTRANSCOM, US Army and SDDC security guidelines and only authorized personnel have access to the network. All hardware and software additions and modifications will be approved by the G6 before installation on government systems commences. This includes NIPRNET systems the contractor shall have access to.

All physical, information security and antiterrorism and force protection aspects of this contract will be handled by the G2. The base facility location chosen by the contractor and government will be located within a 30-minute commute from Scott AFB. The offsite location facility shall be approved in writing by the COR of this contract and G2 IAW DoDI 2000.16, Standard 18, before government systems and personnel (including contractors) are assigned. This will ensure adequate Force Protection and Antiterrorism measures are in place to protect contractor and government personnel and systems.

6.2 Access to Classified Information. The contract does not require routine work with classified information, but may on occasion require access to the classified information facilities at the SECRET level. Furthermore, the contractors will not receive or store classified information other than the prescribed manner as outlined in DoD, USTRANSCOM, USA, USAF and SDDC instructions.

All data in IBS is at the For Official Use Only (FOUO) level of classifications. The contractor shall follow For Official Use Only (FOUO) guideline applications required by DoD Appendix 3 to DoD 5200.1-R, and Under Secretary of Defense for Intelligence memorandum, "Interim Information Security Guidance," April 16, 2004, (http://www.fas.org/sgp/othergov/dod/dod041604.pdf), for specific guidance on the handling and safeguarding of FOUO information..

6.3 Security Related to Personnel The contractor is responsible for performing the duties outlined in the Performance Work Statement (PWS) and will ensure all contract personnel hired to perform the duties outlined in the SOW meet all security standards prescribed the SDDC G2 and the National Industrial Security Program regulations

In regards to this contract any person who has Information Assurance (IA) administrative privileges or monitors a DoD IT system is designated by DoD 8500.1 as an IT-1 position (and as an ADP-1 position by DoD 5200.2-R). DoD 8500.2 Enclosure 3, AR 25-2 and AR 380-67 para 3-614 all specify that such persons must successfully complete a Single Scope Background Investigation (SSBI) before obtaining access to the DoD IT system.

Personnel requiring IA administrative privileges or system monitoring capability under this PWS must have successfully completed a SSBI and maintain, at a minimum, a personal clearance at the SECRET level. Personnel under this PWS who do not require IA administrative privileges or system monitoring capability must successfully complete a National Agency Check (NAC) or a National Agency Check with Inquiries (NACI).

REQUIRED FOR LEVEL II (Required for System Admin, Network Control functions, and DIACAP functions) Contractor shall provide support staff that is DOD approved baseline certified at Technical Level II (IAT Level II) to monitor security Information Assurance Vulnerability Alerts (IAVA) status. Provide support staff that is DOD approved baseline certified at Management Level II (IAM Level II) to augment SDDC DIACAP processes. Support Staff performing these functions shall maintain certifications in compliance with current versions of Department of Defense Manual (DODM) 8570.01-M and Army Regulation 25-2. In addition, these support staff must qualify with Information Technology level II (IT–II) investigative level for users with limited privileged access. Please refer to table AP3-T1 and AP3-T2 in DODM 8570.01-M and table 4-3 in Army Regulation 25-2.

Upon award of the contract the contractor must submit and obtain a SECRET Facilities Clearance if not already granted by the Defense Security Service (DSS). Facility Clearance Level investigative requirements are outlines in D0D 5200.2-R, AR 380-67 and DoD 5220.22-M.

Work performed under the PWS shall be UNCLASSIFIED. IBS is an unclassified system, but data is considered FOUO. The contractor must abide by all SDDC Security Policies available upon request to the Contracting Officer Representative. If necessary, the Government will determine specific contractor positions requiring SECRET clearances supporting the need to review and provide recommendations for correcting IBS related system security deficiencies identified in classified reports and documents.

6.4 Security Training Contractor employees will attend /complete the following training as prescribed by DoD, USTRANSCOM, Army and Air Force Instructions: Employee Initial Security Briefing, Annual Security Awareness Training, OPSEC, COMSEC and SAEDA training, DoD Antiterrorism Level 1 training.

6.5 Access to Government Facility Contractors permanently assigned to this contract will obtain a Common Access Card (CAC) once the Trusted Agent (TA) processes the required security information in the Contract Verification System (CVS).

Upon receipt of the CAC, permanently assigned contractor employees may obtain the AF 1199 (Restricted Area Badge) if the employee meets the requirements set forth in the SFAB Instruction 31-101.

Visit Authorization Letters (VAL) or Visit Authorization Requests (VAR) are required for all permanently assigned contractor personnel. The VAL/VAR request will be received 48 hours prior to start of contractor employees. VAL/VAR requests can be submitted to SDDC G2 via email or fax (sddc.g2.safb@sddc.army.mil or commercial 618-220-5874).

Any visit(s) by contractor personnel not permanently assigned to this contract (company presidents, company security managers, etc will require an electronic visit request in the Joint Personnel Adjudication System (JPAS).

Upon completion of this contract period the contractor will surrender all source code and other materials (classified and unclassified) to G6. Contractor CAC and AF 1199 (Restricted Area Badge) will be turned into the G2 on the last day of the contract or upon any termination/reassignment of contractor employees from this contract..

Security debriefing statement (Standard Form 312) will be completed by the G2 upon completion of the contract.

6.6. Building Access Badges. The Contractor shall ensure all employees under this PWS successfully complete a National Agency Check (NAC) or a National Agency Check Inquiries (NACI).with a favorable finding to be allowed access to SDDC buildings. Sponsorship for obtaining the NACI is provided by SDDC personnel.

6.7 Roles/Privileges. The Contractor shall ensure that roles/privileges assigned to Contractor employees on the Government testing and production platforms are limited to the roles/privileges essential to that individual's performance of his/her assignments. These roles/privileges can be

limited or revoked by the Government. The Government will grant privileges on the IBS production environment.

6.8 Removal of Contractor Personnel. The Chief, Cargo Management Branch, Contracting Officer, or designated COR may require removal of contractor personnel for violation of Agency Policy, Fraud, waste/misuse of government equipment, security violations, insubordination, or poor performance. When and if such removal occurs, the Contractor will within 15 working days assign other qualified personnel to any vacancy(ies) thus created.

7.0 CONTRACT TRANSITION

7.1 Incoming Contractor Transition

7.1.1 Transition Planning. The incoming contractor shall provide the Government with a transition plan that provides for receiving all open work and associated materials and assets in the possession of the Government, which may be related to ongoing work.

7.1.2 Sufficient Personnel. The incoming contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

7.1.3 Receipt of Materials. The incoming contractor and the Government shall jointly inventory all Government owned intellectual and real property provided for the performance of work within this contract.

7.2 Incumbent Contractor Transition

7.2.1 Transition Planning. The incumbent contractor shall provide the Government with a transition plan that provides for conveying all open work and associated materials and assets in their possession to the Government.

7.2.2 Continuity of Service. The contractor shall ensure the continuity of service while implementing its transition plan for all affected activities to preclude any adverse impact on the mission.

7.2.3 Listing of Open Task Orders / Contracts. The incumbent contractor shall provide the COR/ACOR a complete listing of all open Task Orders / Contracts indicating the status of completion and any performance issues associated with them. The report is due no later than 30 days prior to the contract scheduled end date.

7.2.4 Transfer of Materials. The incumbent contractor shall transfer to the Government all intellectual and real property belonging to the Government which was generated, purchased on behalf of, or provided by the Government for the performance of the work within this contract. The incumbent shall provide the source code and executables for software developed and implemented on IBS systems. Some examples would be code or scripts used to perform automated system backups, the monitoring of system processes, web development, code to check

for security concerns etc. The incumbent acknowledges that anything developed at the expense of the Government during the period of performance is the property of the Government. Electronic copies of the scripts shall be submitted to the Government for baseline control.

7.2.5 Sufficient Personnel. The incumbent contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

7.0 Cooperation with Other Contractors and Government Personnel

The contractor shall maintain a cooperative work environment with other Government contractors and personnel so as not to cause interference, disagreement or delays to work to be performed while not compromising health, safety or security. The contractor shall be responsible for adapting schedules and performance to accommodate additional support work. Conflicts or cause for delays shall be brought to the attention of the COR.

Appendix A

System Environment Description

The individual IBS modules operate in slightly different environments. In order to support parallel development, test, independent validation and verification, and training activities, IBS has multiple application, web, and database instances (including separate Oracle SIDs) of each module, which are maintained in the development, test, independent validation and verification, and training environments, including a fully integrated production mirror and software acceptance testing (SAT) instance to support end to end de-bugging and operational testing with external interfacing systems, (see 6.1). In addition to the Module environments, the contractor shall maintain and administer the Serena Configuration Management software suite, which includes Serena Tracker, Version Manager, Team Track, File and License Servers and associated products, and a Serena Oracle database instance.

Descriptions of the IBS modules are provided below:

a. IBS Sustainment, Unit, One Time Only (OTO), Web Vessel Schedule (WVS), and Ocean Carrier Interface (OCI) Modules. The developmental, test, and IV&V platforms of the system use an N-Tier architecture consisting of a mixture of Hewlett Packard (HP) Series L/N/RP Unix database, web, web cache, and application servers. The IBS production environment is a HP RP7420 centralized database and application server, one HP L1000 Web Cache and Secure Shell (SSH) server. All Servers are installed on HQ SDDC's Local Area Network (LAN) and/or DMZ and accessible to all SDDC users via the Command's Wide Area Network (WAN). Additional access capabilities include EDI VAN service, Internet, Commercial CPG .GOV network, Internet Protocol Router Network (NIPRNET) via the TCP/IP protocol. The IBS Continuity of Operations (COOP) site, located at Ft Eustis, VA, houses one HP N4000 COOP database and application server and one HP L2000 Web Cache and Secure Shell (SSH) COOP Server. The IBS application uses Oracle 10g RDBMS/Tools, SQL*Net, and HP's Operating System, HP-UX 11i. The software is developed using Oracle Application Server 10g, Developer 10g, JDeveloper 10g, and Oracle RDBMS 10g; Sterling's Gentran Server EDI Server; Serena's Professional Suite; Perl 5.x; and HP UX 11i. The application websites are accessible through MS Internet Explorer 6.0 (or later) via SDDC's Electronic Transportation Acquisition (ETA) Single Sign-on Website. The software environments maintained for the above listed modules include six (6) Development and software test instances, one (1) training instance, and five (5) IV&V instances.

b. CSS. The developmental, test, and IV&V platform consists of a mixture of Hewlett Packard (HP) Series L/N/RP Unix database, web, web cache, and application servers. The CSS production database resides on a HP RP7420 running HP UNIX 11i and one HP L1000 Web Cache and Secure Shell (SSH) server. The existing CSS production database will have segregated tables with independent executable code to handle Direct Booking. Front end processes will be accessed through SDDC's Electronic Transportation Acquisition (ETA) Single Sign-on Website. All Servers are installed on HQ SDDC's Local Area Network (LAN) and/or DMZ and accessible to all SDDC

users via the Command's Wide Area Network (WAN). Additional access capabilities include EDI VAN service, Internet, Commercial CPG .GOV network, Internet Protocol Router Network (NIPRNET) via the TCP/IP protocol. The IBS Continuity of Operations (COOP) site, located at Ft Eustis, VA, houses one HP N4000 COOP database and application server and one HP L2000 Web Cache and Secure Shell (SSH) COOP Server. The website is accessible through either MS Internet Explorer 6.0 (or later). The software environments maintained for the CSS module include 2 development and development test instances, one training instance and two IVV instances.

c. RF-RAM and DODAAC Modules. Commercial-Off-The-Shelf (COTS) software used to develop the RF-RAM includes Oracle's 10g RDBMS/ Tools; Developer 10g Forms and Reports; Hewlett Packard's (HP) O/S HP-UX 11i. The developmental, test, and IV&V platform consists of a mixture of Hewlett Packard (HP) Series L/N/RP Unix database, web, web cache, and application servers. The RF-RAM production database resides on a HP RP7420 running HP UNIX 11i and one HP L1000 Web Cache and Secure Shell (SSH) server. All Servers are installed on HQ SDDC's Local Area Network (LAN) and/or DMZ and accessible to all SDDC users via the Command's Wide Area Network (WAN). Additional access capabilities include Internet, Commercial CPG .GOV network, Internet Protocol Router Network (NIPRNET) via the TCP/IP protocol. The IBS Continuity of Operations (COOP) site, located at Ft Eustis, VA, houses one HP N4000 COOP database and application server and one HP L2000 Web Cache and Secure Shell (SSH) COOP Server. The application websites are accessible through MS Internet Explorer 6.0 (or later) via SDDC's Electronic Transportation Acquisition (ETA) Single Sign-on Website. The software environments maintained for RFRAM and DODAAC include three developments and software test instances, one training instance and two IVV instances.

d. CARE II HQ and SM Modules. Commercial-Off-The-Shelf (COTS) software used to develop the CARE II Headquarters (HQ) and Service Module (SM) includes Oracle RDBMS 10g, Sybase PowerBuilder 9, and Microsoft Active Server Page and .Net 1.1 / 2.0; and any other software packages designated by the Government. The client applications reside on a Windows 2003 application server running MS IIS 6.0, CITRIX Presentation Server 4.5, Citrix Web Interface, and Citrix Secure Gateway. The production database server is a Hewlett Packard RP7420 running HP-UX 11i. Development and test databases reside on a mixture of Hewlett Packard (HP) Series L/N/RP Unix database servers. The CARE II SM application website is accessible through MS Internet Explorer 6.0 (or later) via SDDC's Electronic Transportation Acquisition (ETA) Single Sign-on Website. The software environments maintained for the CARE II HQ and SM modules include three development and development test applications, one training application and two IVV applications, each pointing to their respective database instance maintained under paragraph c above.

e. eSS Module and ATCMD Modules. At the core of eSS and ATCMD modules is an Oracle 10g database, running on an HP RP7420, ORACLE Application Server 10g,

Java Server Pages (JSP), Java Servlets and Java Beans, Java Scripts, HTML and Oracle Procedures/Functions are developed using ORACLE JDeveloper 10g running the HP-UX 11i server environment. The developmental, test, and IV&V platform consists of a mixture of Hewlett Packard (HP) Series L/N/RP Unix database, web, web cache, and application servers. The production database resides on a HP RP7420 running HP UNIX 11i and one HP L1000 Web Cache and Secure Shell (SSH) server. All Servers are installed on HQ SDDC's Local Area Network (LAN) and/or DMZ and accessible to all SDDC users via the Command's Wide Area Network (WAN). Additional access capabilities include EDI VAN service, Internet, Commercial CPG .GOV network, Internet Protocol Router Network (NIPRNET) via the TCP/IP protocol. The IBS Continuity of Operations (COOP) site, located at Ft Eustis, VA, houses one HP N4000 COOP database and application server and one HP L2000 Web Cache and Secure Shell (SSH) COOP Server. The application websites are accessible through MS Internet Explorer 6.0 (or later) via SDDC's Electronic Transportation Acquisition (ETA) Single Sign-on Website. The software environments maintained for the eSS and ATCMD modules include two development and development test instances, one training instance and two IVV instances.

f. Container Management Module (CMM). Commercial-Off-The-Shelf (COTS) software used to develop the CMM includes Microsoft Windows Server 2003 Enterprise Edition with Service Pack 2, Microsoft.Net Framework 2.0 Service Pack 1, Microsoft.Net Framework 3.0 Service Pack, Microsoft SQL Server 2005; and any other software packages designated by the Government. The web application resides on a HP Proliant DL360 Windows 2003 server running Internet Information Services (IIS). The production database machine is a HP Proliant running on a Windows 2003 Server and Microsoft SQL Server 2005. Development and test web applications reside on a HP Proliant DL360 running Windows 2003 and IIS. The development and test databases reside on an HP Proliant DL360 Server running Windows 2003 and SQL Server 2005. The environments for the module include one development, one test, one production, and one failover production: each pointing to the respective database instance.

Appendix B

Applicable Documents

FEDERAL AND DOD REGULATIONS

Code of Federal Regulations, 29 CFR, Labor, Part 4, Labor Standards for Federal Service Contracts, 27 October, 1983.

Code of Federal Regulations, 29 CFR, Labor, Part 1910, Occupational Safety & Health, 1 July 2002.

Federal Acquisition Regulation (FAR), Volume I, Parts 1 to 51, September 2001.

Federal Acquisition Regulation (FAR), Volume II, Parts 52, 53, & Index, September 2001.

Joint Travel Regulation (JTR), Volume 2, 1 May 2003.

Joint Federal Travel Regulation (JFTR).

Defense Transportation Regulation.

Defense Federal Acquisition Regulation Supplement (DFARS), 17 August 1998.

DoD Defense Traffic Management Regulation, July 1986. (A)

DoD-STD-2168, Defense System Software Quality Program, 29 April 1988. (A)

DoD 4500.9-R, Defense Transportation Regulation.

DoD Directive 5200.28, Security Requirements for Automated Information Systems (AIS). (M)

DoD Instruction 5200.40, "Department of Defense Information Technology Security Certification and Accreditation Process (DIACAP).

DoD-STD-8120.2-M (Draft), Automated Information System Life-Cycle Management Manual, May 1995. (A)

DoD Directive 8500.1, Information Assurance (IA).

DoD Instruction 8500.2, Information Assurance (IA) Implementation.

DoD Instruction 5220.22-M, National Industrial Security Program Operating Manual

DoD Instruction 2000.16, DoD Antiterrorism Standards

DoD Instruction 2000.12, DoD Antiterrorism (AT) Program

ARMED SERVICES REGULATIONS

Army Federal Acquisition Regulation Supplement (AFARS), October 2001.

AR 25-2, Information Assurance, 24 October 2007

AR 25-3, Army Life Cycle Management of Information Systems, 15 October 1989. (M)

AR 25-9, Army Data Management and Standards Program, 25 September 1989. (M)

AR 380-5, Department of the Army Information Security Program.

AR 380-20, Restricted Areas.

AR 385-40, Accident Reporting and Records, 1 November 1994.

AR 700-141, Hazardous Material Information System.

U.S. Army Information Systems Engineering Command (USAISEC) Regulation 702-2, Preparation of Documentation for Test and Evaluation of Information Systems, 19 July 1990. (M)

AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002.

SDDC Regulation 37-10, Financial Management-Contract Pay, 1 May 1989.

SDDC Regulation 190-1, SDDC Security Program.

SDDC Regulation 715-1, SDDC Procurement Instructions.

AR 380-67, Army Personnel Security Program

PUBLICATIONS

FM 19-30, Physical Security.

SDDCEA PAM 37-1, Financial Administration.

Defense Information Infrastructure Common Operating Environment (DII COE) guidelines. (M)

DA Pamphlet 73-1, Test and Evaluation Guidelines, 16 October 1992. (M)

Economic Analysis Manual, U.S. Army Cost and Economic Analysis Center, July 1995. (M)

Documentation for Test and Evaluation of Information Systems, 19 July 1990. (M)

Institute of Electrical and Electronics Engineers (IEEE)/Electronics Industries Association (EIA) Standard, IEEE/EIA 12207, "Information Technology – Software Life Cycle Process." (A)

ODISC4 Letter of Instruction for Major Automated Information Systems (AIS) Reviews, 3 December 1992. (A)

Section 508 of the Disability Rehabilitation Act. (A)

FORMS

Note: To view Army regulations click on http://www.usapa.army.mil/
To view DoD publications click on http://www.dtic.mil/whs/directives

SDDC G2 (INTELLIGENCE AND SECURITY) POINTS OF CONTACT

Patrick Collins HQ SDDC 709 Ward Street Building 1990 Scott AFB, IL 62225 collinsp@sddc.army.mil 618-220-5801/5422	Todd Stroub HQ SDDC 709 Ward Street Building 1990 Scott AFB, IL 62225 stroubt@sddc.army.mil 618-220-5801/5422	Ed Rogers HQ SDDC 709 Ward Street Building 1990 Scott AFB, IL 62225 rogerse@sddc.army.mil 618-220-5801

Appendix C

Service Delivery Summary

SubTask	Required Service	Desired Outcome	Performance Standard	Monitoring Method
1.1	CMMI minimum level 3 or higher certification	Maintain for duration of contract	No lapses	Government Review
1.3	Essential Personnel Listing and Response Roster	Maintained current.	Accurate. Representation of Personnel	Review listing and roster.
1.3	Resumes of each Individual on the Project Team	Maintained current	Accurate.	Government Review Resumes
1.4	Project Management Plan	Update quarterly or after an IBS Configuration Control Board (CCB) meeting. First complete within 30 working days after contract	No technical errors or omissions	Government conduct Periodic Review
1.5	Monthly Contractor Progress Status and Management Reports.	Complete and accurate by 10th of month	Accurate, complete and timely.	Monthly review
1.6	MS Project Milestones	Maintained, kept current, and accessible on a shared drive	Updated and timely	Government Review
1.7.	IBS Contract Summary Report	Accurate reflection of work performed	No deviation	Government review
2.1	Requirements Analysis and Design	Requirements Analysis and Design are performed on all IBS Modules	98% accurate	Government Review
2..2	Configuration Management (CM) SOP	Updated when process changes occur.	No errors or omissions	Government Review
5.0	Management Reporting Support	Input is accurate and timely.	No deviation	Government Review

5.1	IRS Documents	IRS documents are maintained and accurate	No deviation	Government Review
5.2	IRDD Comments	Comment on issues or problems	No deviation	Government Review
5.3	IBS AIS Security Plan	Document is maintain and accurate and system is updated with IAVA patches	No problems encountered after IAVA implemented in production	Government Review
5.4	IBS Meeting Minutes	Document identifying subject of meeting, issues discussed, and recommended solution	No errors or omissions and delivery within three business day of meeting.	Government Review
5.5	In-Process Review Documentation	Documentation is accurate	No deviation	Document Review
5.6	SA Manual	Manuals are accurate and current.	No errors or omissions	Document Review
5.7	DBA Manual	Manuals are accurate and current.	No errors or omissions	Document review.
5.8	Produce, Update, Maintain User & Training Manuals	Manuals are accurate and current.	No errors or omissions	Document review
5.9	Briefings, Packages and Reports	Requested information is accurate and provided upon request.	No errors or omissions.	Government Review
5.10	Software Release Notes	Requested information is accurate and provided after each software release/patch.	No errors or omissions.	Government Review
6.2.2	Provide code that is fully documented, operational, functional, and abort- free to meet all functional	Compliance with regulatory, and contractual requirements and SCRs	No deviation	Government review

	requirements identified in CR/PR.			
6.2.3	EC File Formats EDI File Mappings	Compliance with the Implementation Convention	No deviation	Government review
7	Ad Hoc Queries and Report Generation	Queries and reports are accurate and timely	No errors or omissions	Help Desk calls
	COOP Support	Site maintained IAW directives	No deviation	Government review
9.2	Fly Away Kit	Maintained IAW directives	No deviation	Government review
9.3	New COOP	Fully Operational COOP Site	No deviation	COOP Test
10.2	SDT Notes	Notes submitted upon completion of SDT Test.	No errors or omission	Government review
10.3	SQT Support	Operational environment reflects SCP changes	No deviation	Government review
10.4	SAT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
10.5	UVT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
10.6	OT Support	Operational environment reflects SCP changes	No production problems discovered after code implementation	Government Review
11	IBS Web Based Training (WBT)	Updated with each software release.	No errors or omissions.	100 % review

Appendix D

Interface Requirements Specifications

IBS-CSS IRS and WPS CRDB
IBS-CSS IRS and LOGSA
IBS-CSS IRS and PowerTrack
IBS-CSS IRS and FACTS
IBS-CSS IRS and AAFES TCMD
IBS-CSS IRS and CAB
IBS-CSS IRS and GTN
IBS-CSS IRS and TEA/IRRIS
IBS-CSS IRS and DORRA
IBS-CSS IRS and GATES
IBS-CSS IRS and iSDDC
IBS CSS IRS and IDE/P3I
IBS UNIT IRS and WPS CRDB
IBS UNIT IRS and ICODES
IBS UNIT IRS and TC ACCIS
IBS UNIT IRS and TC AIMS II
IBS UNIT IRS and COMPASS
IBS UNIT IRS and GTN
IBS SUSTAINMENT IRS and MTMS
IBS SUSTAINMENT and CAB
IBS SUSTAINMENT MOA and DEBX
IBS SUSTAINMENT MOA and EDI 315
IBS SUSAINMENT IRS and TEA/IRRIS
IBS SUSTAINMENT IRS and GTN
IBS SUSTAINMENT IRS and WPS CRDB
IBS SUSTAINMENT IRS and GATES
IBS SUSTAINMENT IRS and IDE/P3I
IBS ATCMD IRS and IDE/P3I
IBS eSS IRS and DIBS
IBS eSS IRS and AAFES TCMD
IBS eSS IRS and PowerTrack
IBS eSS IRS and GATES
IBS RF-RAM IRS and DTOD
IBS RF-RAM IRS and CAB
IBS RF-RAM IRS and DAASC
IBS RF-RAM IRS and WPS CRDB
IBS RF-RAM IRS and TMDS/TRDM
IBS RF-RAM IRS and GATES
IBS RF-RAM IRS and TGET
IBSCARE II IRS and CAB
IBS CMM IRS and RF-ITV
IBS CMM IRS and iSDDC

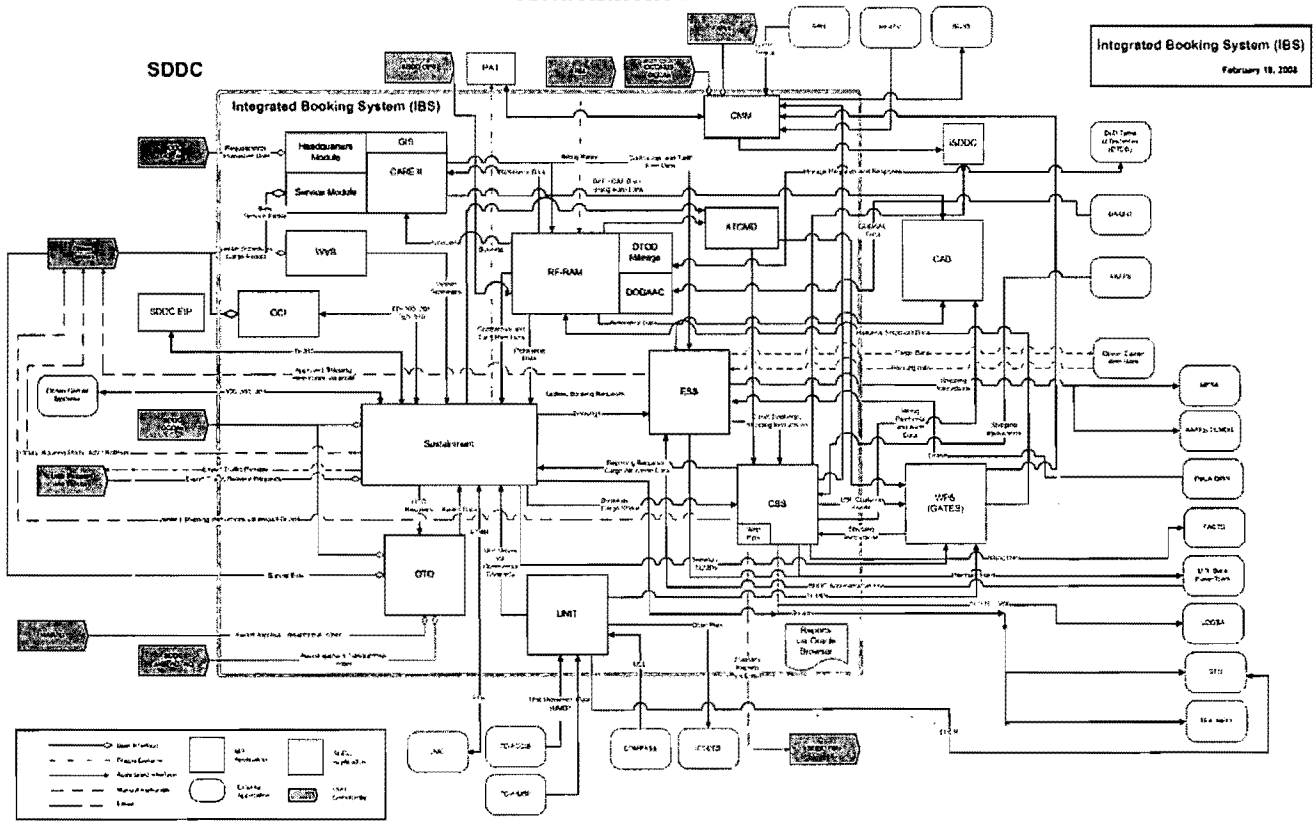
IBS CMM IRS and BCS3
IBS CMM IRS and PAT
IBS CMM IRS and IDE/P3I
IBS CMM IRS and GATES
IBS CMM IRS and CMOS

Appendix E

ACRONYMS

Acronym	Definition
AAFES	Army and Air Force Exchange Service
AM	Area Manager
AMPS	Automated Military Postal System
AMS	Asset Management System
AQL	Acceptable Quality Level
ATCMD	Advanced Transportation Control Movement Document
CAB	Cargo and Billing System
CAC	Common Access Card
CARE II	Carrier Analysis and Rate Evaluation Module
CCB	Configuration Control Board
CDR	Critical Design Reviews
CM	Configuration Management
CMM	Container Management Module
COMPASS	Computerized Movement Planning and Status System
COOP	Continuity of Operations
COR	Contracting Officer Representative
COTS	Commercial-Off-Shelf
CPRP	CIO Program Review Process
CR	Change Request
CRDB	CONUS Regional Database
CRIS	Centralized Repository Information System
CSS	Commercial Sealift Solutions
DAASC	Defense Automatic Addressing System Center
DBA	Database Administration
DECA	Defense Commissary Agency
DIACAP	DOD Information Assurance Certification and Accreditation Process
DITSCAP	DOD Information Technology Security Certification and Accreditation Process
DLA	Defense Logistics Agency
DORRA	DLA Operations Research and Resource Analysis
DRP	Disaster Recovery Plan
DTOD	Defense Table Official Distances
DTS	Defense Transportation System
EDI	Electronic Data Interchange
ERS	Emergency Relocation Site
ESS	Electronic Shipper System
ETA	Electronic Transportation Acquisition
FCL	Facilities Clearance Level
FMS	Financial Management System
FSO	Facilities Security Officer

GCA	Government Contracting Agency
GSA	General Service Administration
GTN	Global Transportation Network
IAVA	Information Assurance Vulnerability Alert
IBS	Integrated Booking System
ICODES	Integrated Computerized Deployment System
IEEE	Institute of Electrical and Electronics Engineers
IPR	In-Process Review
IPT	Integrated Process Team
IRRIS	Intelligent Road/Rail Information System
IRS	Interface Requirement Specification
iSDDC	integrated Surface Deployment Data Cleansing
ITAPL	Information Technology Approval Product List
ITV	In-transit Visibility
JTAV	Joint Total Asset Visibility
JTR	Joint Travel Regulations
LIF	Logistics Information File
LOGSA	Logistics Support Activity
MS	Microsoft
MTMS	Munitions Transportation Management System
NAC	National Agency Check
NACI	National Agency Check Inquiries
NEXCOM	Naval Exchange Command
OCI	Ocean Carrier Interface
OT	Operational Test
OTO	One Time Only
PCL	Personnel Clearance Level
PCO	Principal Contracting Officer
PDF	Portable Format Document
PM	Project Manager
PR	Problem Reports
PWS	Performance Work Statement
QA	Quality Assurance
RF-ITV	Radio Frequency In-Transit Visibility
RF RAM	Requirements Forecasting and Rate Evaluation
SA	System Administrations
SAT	Software Acceptance Test
SCP	Software Change Package
SCR	System Change Request
SDDC	Surface Deployment and Distribution Command
SDT	Software Development Test
SMS	Single Mobility System
SQT	Software Qualification Tests
SOP	Standard Operating Procedures
SR	Service Requests

SRC	Systems Response Center
SSBI	Single Scope Background Investigation
STD	Software Test Description
STP	Software Test Plan
STR	SDT Report
SVD	Software Version Description
TC ACCIS	Transportation Coordinator's Automated Command and Control Information
TC AIMS II	Transportation Coordinator's Automated Information Management System
TCMD	Transportation Control Movement Document
TEA	Transportation Engineering Agency
TO	Task Order
TOM	Task Order Monitor
TRB	Technical Review Board
USTRANSCOM	United States Transportation Command
UVT	User Verification Test
VAL	Visit Authorization Letter
VAR	Visit Authorization Request
WBT	Web Based Training
WPS	Worldwide Port System
WVS	Web Vessel Schedule

Attachment 1