

**UNITED STATES TRANSPORTATION COMMAND
(USTRANSCOM)**

**Contract HTC711-08-F-0031, Mod P00007
1 October 2009**

**USTRANSCOM SDDC Deputy Chief of Staff (DCS)
For Information Management (G6) Systems Response Center
(SRC) Call Center Support, SRC Development and
Maintenance and Electronic Transportation Acquisition (ETA)
Independent Verification and Validation (IV&V) Support**

**Preferred Systems Solutions, Inc.
Mclean VA**

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE J		PAGE OF PAGES 1 7	
2. AMENDMENT/MODIFICATION NO. P00007		3. EFFECTIVE DATE 01-Oct-2009		4. REQUISITION/PURCHASE REQ. NO. SEE SCHEDULE		5. PROJECT NO. (If applicable)	
6. ISSUED BY CODE USTRANSCOM-AQ - HTC711 508 SCOTT DR SCOTT AFB IL 62225-5357		7. ADMINISTERED BY (If other than item 6) CODE See Item 6					
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) PREFERRER SYSTEMS SOLUTIONS, INC. (b)(6) 8180 GREENSBORO DR STE 300 MC LEAN VA 22102-3888				9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				X 10A. MOD. OF CONTRACT/ORDER NO. HTC711-08-F-0031			
				X 10B. DATED (SEE ITEM 13) 03-Jun-2008			
CODE 1DEK1		FACILITY CODE 1DEK1					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input type="checkbox"/> 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 CONTRACT/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) FAR 52.217-9, Option to Extend the Term of the Contract							
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> 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: tcbrijc092442 Project Title: Systems Response Centr (SRC) Call Center Support The purpose of this modification is to exercise and fund Option Year 2 of the task order. POC: Joan Brickley Contract Specialist Comm: 618-256-9604							
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) TERESA M. FRANCOEUR / CONTRACTING OFFICER TEL: 618-256-6409 EMAIL: terri.francoeur@ustranscom.mil			
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA BY: <u>Teresa M. Francoeur</u> (Signature of Contracting Officer)		16C. DATE SIGNED 01-Oct-2009	

EXCEPTION TO SF 30
APPROVED BY OIRM 11-84

30-105-04

STANDARD FORM 30 (Rev. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

The following items are applicable to this modification:

SUMMARY OF CHANGES

The purpose of this modification is to exercise and fund Option Year 2 of the task order.

1. CLIN 2001 is hereby exercised on the task order.
2. SLIN 200101 is hereby added in the amount of \$5,170,757.64 to fund CLIN 2001.
3. CLIN 2002 is hereby exercised on the task order. The amount is hereby increased by \$10,992.68 from \$26,785.32 to \$37,778.00.
4. SLIN 200201 is hereby added in the amount of \$37,778.00 to fund CLIN 2002.
5. CLIN 2003 is hereby exercised on the task order.
6. SLIN 200301 is hereby added in the amount of \$5,000.00 to fund CLIN 2003.
7. CLIN 2004 is hereby exercised on the task order.
8. SLIN 200401 is hereby added in the amount of \$1,039,640.04 to fund CLIN 2004.
9. All other terms and conditions remain unchanged.

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

SOLICITATION/CONTRACT FORM

The total cost of this contract was increased by \$6,253,175.68 from \$5,986,903.64 to \$12,240,079.32.

SUPPLIES OR SERVICES AND PRICES

CLIN 2001

The option status has changed from Option to Option Exercised.

CLIN 2002

The estimated/max cost has increased by \$10,992.68 from \$26,785.32 to \$37,778.00.

The option status has changed from Option to Option Exercised.

The total cost of this line item has increased by \$10,992.68 from \$26,785.32 to \$37,778.00.

CLIN 2003

The option status has changed from Option to Option Exercised.

CLIN 2004

The option status has changed from Option to Option Exercised.

SUBCLIN 200101 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200101			Months	\$0.00	\$0.00

Systems Response Center (SRC) Support
FFP

Systems Response Center (SRC) Call Center Support in accordance with PWS
dated 10 Jun 2009 (Labor)

Period of Performance: 1 October 2009 to 30 Sep 2010.

Funding for CLIN 2001

FOB: Destination

PURCHASE REQUEST NUMBER: W81GYE9091G603

SIGNAL CODE: A

NET AMT

\$0.00

ACRN AE

CIN: W81GE9091G6030000AA

\$5,170,757.64

SUBCLIN 200201 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200201			Each	\$0.00	\$0.00

Other Direct Costs
FFP

Systems Response Center (SRC) Call Center Support in accordance with the PWS dated 10 June 2009. (Other Direct Costs, i.e. hardware, software and facilities)

Period of Performance: 1 October 2009 - 30 September 2010

Funding for CLIN 2002

FOB: Destination

PURCHASE REQUEST NUMBER: W81GYE9091G603

SIGNAL CODE: A

NET AMT	\$0.00
---------	--------

ACRN AE	\$37,778.00
CIN: W81GYE9091G6030000AA	

SUBCLIN 200301 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200301			Each	\$0.00	\$0.00

Travel
FFP

Systems Response Center (SRC) Support-TRAVEL

Systems Response Center (SRC) Call Center Support in accordance with PWS paragraph 5.2. (Other Direct Costs - travel)

Period of Performance: 1 October 2009 through 30 September 2010

Funding for CLIN 2003

FOB: Destination

PURCHASE REQUEST NUMBER: W81GYE9091G603

SIGNAL CODE: A

NET AMT	\$0.00
---------	--------

ACRN AE	\$5,000.00
CIN: W81GYE9091G6030000AA	

SUBCLIN 200401 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
200401			Months	\$0.00	\$0.00

Additional SRC Support
FFP
Systems Response Center (SRC) Additional Support

Systems Response Center (SRC) Call Center Support - Labor for Task Area 4,
Additional SRC Help Desk Support (Optional), IAW with the PWS dated 10 June
2009.

Period of Performance: 1 October 2009 - 30 September 2010

Funding for CLIN 2004

FOB: Destination
PURCHASE REQUEST NUMBER: W81GYE9257G602
SIGNAL CODE: A

NET AMT	\$0.00
---------	--------

ACRN AF	\$1,039,640.04
CIN: W81GYE9257G6020000AA	

ACCOUNTING AND APPROPRIATION

Summary for the Payment Office

As a result of this modification, the total funded amount for this document was increased by \$6,253,175.68
from \$5,986,903.64 to \$12,240,079.32.

SUBCLIN 200101:

Funding on SUBCLIN 200101 is initiated as follows:

ACRN: AE

CIN: W81GE9091G6030000AA

Acctg Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252G W81GYE9091G603 389900

Increase: \$5,170,757.64

Total: \$5,170,757.64

SUBCLIN 200201:

Funding on SUBCLIN 200201 is initiated as follows:

ACRN: AE

CIN: W81GYE9091G6030000AA

Acctng Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252G W81GYE9091G603 389900

Increase: \$37,778.00

Total: \$37,778.00

SUBCLIN 200301:

Funding on SUBCLIN 200301 is initiated as follows:

ACRN: AE

CIN: W81GYE9091G6030000AA

Acctng Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252G W81GYE9091G603 389900

Increase: \$5,000.00

Total: \$5,000.00

SUBCLIN 200401:

Funding on SUBCLIN 200401 is initiated as follows:

ACRN: AF

CIN: W81GYE9257G6020000AA

Acctng Data: 97 X 4930 FD30 0 E3 35 7780 TTTADPH0000 8000 252G W81GYE9257G602 389900

Increase: \$1,039,640.04

Total: \$1,039,640.04

DELIVERIES AND PERFORMANCE

The following Delivery Schedule item has been added to SUBCLIN 200101:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 01-OCT-2009 TO 30-SEP-2010	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to SUBCLIN 200201:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 01-OCT-2009 TO 30-SEP-2010	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to SUBCLIN 200301:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 01-OCT-2009 TO 30-SEP-2010	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to SUBCLIN 200401:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 01-OCT-2009 TO 30-SEP-2010	N/A	N/A FOB: Destination	

INSPECTION AND ACCEPTANCE

The following Acceptance/Inspection Schedule was added for SUBCLIN 200101:

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

The following Acceptance/Inspection Schedule was added for SUBCLIN 200201:

INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
N/A	N/A	N/A	Government

The following Acceptance/Inspection Schedule was added for SUBCLIN 200301:

INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
N/A	N/A	N/A	Government

The following Acceptance/Inspection Schedule was added for SUBCLIN 200401:

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

(End of Summary of Changes)

**PERFORMANCE WORK STATEMENT FOR
UNITED STATES TRANSPORTATION COMMAND
MILITARY SURFACE DEPLOYMENT AND
DISTRIBUTION COMMAND (SDDC)
DEPUTY CHIEF OF STAFF (DCS) FOR INFORMATION
MANAGEMENT (G6)
SYSTEMS RESPONSE CENTER (SRC) CALL CENTER
SUPPORT, SRC DEVELOPMENT & MAINTENANCE
AND ELECTRONIC TRANSPORTATION ACQUISITION
(ETA) INDEPENDENT VERIFICATION AND
VALIDATION (IV&V) SUPPORT**



~~11 May~~10 June 2009

**PERFORMANCE WORK STATEMENT
FOR UNITED STATES TRANSPORTATION COMMAND
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDDC)
DEPUTY CHIEF OF STAFF (DCS) FOR INFORMATION MANAGEMENT,
AUTOMATED TRANSPORTATION SYSTEMS DIVISION (SDDC-IMA)
FOR SYSTEMS RESPONSE CENTER (SRC) CALL CENTER SUPPORT, SRC
DEVELOPMENT & MAINTENANCE AND ELECTRONIC TRANSPORTATION
ACQUISITION (ETA) INDEPENDENT VERIFICATION AND VALIDATION (IV&V)
SUPPORT**

Table of Contents

SECTION	TITLE	PAGE
1	DESCRIPTION OF SERVICES	3
1.1	BACKGROUND	3
1.2	SCOPE	4
1.3	SPECIFIC TASKS	5
2	DELIVERABLES	20
3	SERVICE DELIVERY SUMMARY	21
4	GOVERNMENT FURNISHED PROPERTY/ ASSISTANCE	22
4.1	GOVERNMENT FURNISHED EQUIPMENT	23
5	GENERAL INFORMATION	24
5.1	PLACE OF PERFORMANCE	25
5.2	TRAVEL	25
5.3	WORK HOURS	25
5.4	COOPERATION WITH OTHER CONTRACTORS AND GOVERNMENT PERSONNEL	25
5.5	QUALITY CONTROL AND QUALITY ASSURANCE	25
5.6	SECURITY (PHYSICAL, PERSONNEL, INFORMATION ANTI-TERRORISM AND FORCE PROTECTION REQUIREMENTS)	26
5.7	PERIOD OF PERFORMANCE	27
5.8	PACKAGING, PACKING AND SHIPPING INSTRUCTIONS	27
5.9	INSPECTION AND ACCPETANCE CRITERIA	27
5.10	PERSONNEL EXPERTISE	28
5.11	INVOICING DATA	28
5.12	REQUIREMENTS AFFECTING CONTRACTOR PERSONNEL PERFORMING MISSION ESSENTIAL SERVICES	28
6	CONTRACT TRANSITION	28

Appendices

A	APPLICABLE DOCUMENTS	30
B	ACRONYMS	32
C	HISTORICAL WORKLOAD	35

PERFORMANCE WORK STATEMENT (PWS)

1. DESCRIPTION OF SERVICES

1.1 Background

The Military Surface Deployment and Distribution Command (SDDC) Systems Response Center (SRC) is an inbound and outbound call center servicing multiple transportation and related SDDC applications. The SRC does not include the SDDC internal, network response center help desk. The SRC focuses on employing Customer Relationship Management (CRM) techniques by gathering accurate customer profile information including names, phone numbers, email, as well as customer organization history, activities, requirements, past problems, and associated documentation. An "integrated call management" solution, with automated call distribution (ACD), directs customers to the appropriate Customer Service Representatives (CSR) based on their responses through the Interactive Voice Response (IVR) system and the skill set of the CSR. Computer Telephony Integration (CTI) provides user information to the CSR prior to answering the phone call and provides call statistics such as volume of calls, number of calls in queue, number of hang-ups, etc.

In the PWS, references are made to the SRC Standard Operating Procedures (SOP) document (which is a separate document and is provided for informational purposes only). Please note that the Area Managers (AM) and the Knowledge Managers (KM) mentioned in the SOP are not within the purview of this task order (TO).

For reference and information purposes only, the following statistics summarize monthly SRC call volume by area for the last calendar year. This information is provided for historical purposes only and is based on the current contract. Future workload may vary depending on the requirements of SDDC and other Government entities. Note: The Defense Personal Property System (DPS) call volume will increase significantly in 2008, as it is scheduled to complete its phased implementation and fully replace the Transportation Operational Personal Property System (TOPS) and other personal property systems early in Fiscal Year 2009. There will also be a modest increase in call volume due to the expanded use of the SDDC data warehouse system, Integrated Surface Deployment and Data Cleansing Tool (iSDDC).

Service Request Count by Area January, 2007 - December, 2007

Area	2007												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
DPS						65	32	22	9	1	1	316	446
DTOD	270	195	118	142	255	224	221	228	135	182	124	30	2,124
Financial - CAB	6	7	10	12	7	16	6	19	15	27	16	21	162
Financial - DTS	256	190	220	274	227	207	167	193	239	136	71	67	2,247
Financial TFMS-M	81	78	81	66	49	71	113	158	72	76	75	59	979
Freight	323	352	338	272	342	389	419	432	272	371	361	261	4,132
General	450	260	169	202	324	237	175	182	163	329	179	88	2,758
Ocean Cargo	273	275	341	265	249	258	319	292	274	349	271	199	3,365
Ocean Cargo - Port	232	214	187	173	223	180	230	183	141	304	170	159	2,396
Passenger				1	1						24	12	38
Personal Property	2,338	1,560	1,918	1,628	1,863	2,063	2,244	2,058	1,563	1,861	1,541	1,572	22,209
Grand Total	4,229	3,131	3,382	3,035	3,540	3,710	3,926	3,767	2,883	3,636	2,833	2,786	40,858

In addition to the Service Request Data above, the following subtasks also have estimated workloads based on historical data: Task 3, Subtasks 1, 3, 4, 9, and 13-18. However, future workload may vary depending on the requirements of SDDC and other Government entities.

The Electronic Transportation Acquisition (ETA) system provides a single point of entry to the transportation community through the use of the worldwide web. SDDC's ETA system provides access to SDDC transportation systems as well as links to other transportation sites. The ETA system provides a single sign on for all users of the SDDC web-enabled transportation systems. This relieves each system of the maintenance of user registration, user-ids, passwords, password expiration, and the validation of a user each time they enter the system. ETA runs on a Windows server with a Microsoft Structured Query Language (SQL) Server database and a Lightweight Directory Access Protocol (LDAP) directory. Web enabled registration screens have been developed using Active Server Pages (ASP). The ETA portal is undergoing a technology and user interface upgrade, including the use of .net technology that is planned to be implemented in the late spring or early summer timeframe.

The Commercial Partner Gateway (CPG) was developed to improve our trading partners connectivity and to increase security on the Unclassified but Sensitive Internet Protocol Router Network (NIPRNet) by providing a direct connection to the commercial Internet and eliminating access from the NIPRNet (.mil addresses), which frequently suffers poor performance and is susceptible to "blocking" or denial of access by the Army Network Security Operations Center (ANSOC). The CPG Network will be used by the ETA system.

1.2 Scope

The objective of this PWS is to acquire specialized contractor technical support services to assist customers of SDDC's programs and systems. In addition, to provide technical support services to all areas of new and ongoing SRC life cycle management for system development and sustainment and ETA Independent Verification and Validation (IV&V) services. Contractors shall be fully staffed and proficient at the start of the contract ready to meet all objectives and guidelines. Included in the scope are the following requirements:

- a. Provide 24/7 customer assistance to SDDC worldwide customers. The contractor is encouraged to use flexible work schedules to accommodate the fluctuations in call volumes and ensure sufficient coverage.
- b. Meet call center standards and guidelines.
- c. All call center support contractor personnel (excluding development/maintenance and IV&V staff) on the SRC shall be required to complete the Kaplan Call Center Solutions and Selection Advantage Test and could be required to demonstrate knowledge of technical, functional, and/or e-mail writing ability.
- d. Provide solutions to service requests (SR) when available and, when necessary; direct SRs to the appropriate personnel for resolutions.
- e. Perform outbound calling surveys and support inbound calling surveys to gather information from SDDC customers.
- f. Maintain the SRC knowledgebase to include review of input for grammar and readability, removal of redundancy, reuse, and accuracy. Follow-up with CSRs on proper procedures for submitting information. The contractor shall review the knowledgebase content for retrieval and ease of use by customers on the SDDC SRC Customer Self-Service website.
- g. Maintain information provided to customers through the SDDC SRC Customer Self-Service website to achieve customer self-service.

- h. Research and recommend CRM improvements and call center best practices for the SRC and the business process areas. Implement approved CRM and call center best practices into daily SRC operations.
- i. Sustain and maintain the current operational ETA informational and SRC informational web sites.
- j. Provide technical expertise in support of the SRC and ETA/CPG Network IV&V initiatives. Included in the ETA/CPG Network IV&V initiatives will be the administration, evaluation, and development maintenance and refinement of desktop functionality for the CSR using the Siebel software, customer support, user training, and support maintenance of Integrated Booking System (IBS) reports.
- k. Provide database support for SRC.
- l. Maintain the DOD Information Assurance Certification and Accreditation Process Guidance (DIACAP) for the ETA and the CPG Network, and assist with the DIACAP and Chief Information Officer (CIO) Program Review Panel (CPRP) security requirements for the ETA backend applications.
- m. Maintain fail-over and Continuity of Operations Plan (COOP) requirements for SRC.
- n. Maintain and enhance the SDDC SRC Customer Self-Service website.
- o. Assist with project management and administration of the ETA, Sitescope, the CPG Network, and SRC initiatives.
- p. Provide IV&V testing for the ETA and CPG Network development effort.
- q. Contractor staff supporting ETA and CPG Information Assurance Vulnerability Alerts (IAVA), DIACAP or System Administration must be DOD approved baseline certified at Technical Level II (IAT Level II), and these staff must qualify with an Information Technology Level II (IT-II) investigative level for users with limited privileged access. In addition, contractor staff managing this work must be baseline certified at Management Level II (IAM Level II). The contractor shall provide a minimum of 1 IAM Level II staff. Please refer to table AP3-T1 and AP3-T2 in DOD 8570.01-M and table 4-3 in Army Regulation 25-2.
- r. Implement a new integrated call management solution (ICMS), including IVR, CTI, ACD, voice over internet protocol (VOIP) and related hardware and software that will facilitate efficient utilization of resources while providing superior and timely customer request processing and management reporting, including detailed metrics. The ICMS includes all customer service requests, including email, phone call and the SDDC SRC Customer Self-Service website.
- s. Provide High Availability (HA) capabilities for all call management related hardware and software.
- t. Provide ICMS software/hardware maintenance and support.

1.3 Specific Tasks

1.3.1 Task Area 1 – Contract Level and Task Order Management.

The contractor shall furnish all management, labor, tools, supplies, and materials (except as provided by the Government) necessary to perform the requirements contained herein.

The contractor shall participate in formal activities and program management reviews and provide to SDDC monthly status reports, which update the duties performed during the month by contractor personnel, no later than the fifth (5th) business day of the month. These reports shall include as a minimum, the status of all proposed, approved, in progress, and completed activities. In addition, the contractor shall provide a weekly staffing report listing the contractor personnel scheduled to staff the SRC by 8:00 am every Tuesday.

The contractor shall provide any required assistance to the Contracting Officer Representative (COR)/Alternate Contracting Officer Representative (ACOR) in this area, in support of all aspects of the SRC. This includes, but is not limited to: recommendations for inclusion of new technologies into the SRC; documentation preparation; project and implementation plans; strategy planning; briefings; presentations; reviews; demonstrations; customer support; and meeting attendance as required by the COR/ACOR. In addition, the contractor may be requested to provide briefing charts, point papers, executive summaries and information papers. The Contractor shall recommend and procure any hardware and software required to support the SRC. A complete requirements list and price quotes for hardware and software shall be submitted to the COR for review and approval PRIOR TO PURCHASE. The Contractor shall obtain the COR signature on the itemized equipment list proposal prior to proceeding with any hardware or software procurement, and shall license the hardware and software to SDDC.

The contractor shall provide meeting minutes of all meetings held with the contractor as specified in each Task Area or upon request of the COR/ACOR.

Contractor Management Report (CMR). The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address <https://cmra.army.mil>. The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and/or delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, e-mail address, identity of contractor employee entering date; (5) Estimated direct labor hours (including sub-contractors); (8) Predominant Federal Service Code (FSC) for each sub-contractor if different; (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country). As part of its submission, the contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each Government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site. If you need assistance or have questions about CMR, please contact the CMR Helpdesk by phone at 703-377-6199 or E-mail contractormanpower@hqda.army.mil

1.3.2 Task Area 2 – SRC Call Center Support

1.3.2.1 Task 2 Subtask 1 – Area Knowledge Management Analyst. The contractor shall provide any required assistance in the role of Area Knowledge Manager Analyst (AKMA) in the following areas: Financial; Freight; Ocean Cargo; Passenger; Personal Property; and General. Depending on the volume of calls for these

areas there could be one individual for each area, several individuals for one or more of the areas, or one individual handling several areas. The AKMA shall work closely with the AM, and the COR/ACOR. The AKMA shall focus on business process improvement recommendations based on information gathered and analyzed from application web logs, SDDC SRC Customer Self-Service website logs, Siebel and ICMS statistics, and common customer problems. Recommendations shall be presented to the KM and the COR/ACOR. The AKMA contractor shall coordinate issues, problems, resolutions, and specific system support with the AM. The AKMA contractor shall provide ongoing support to include, but not be limited to the following: generating standard reports including routine system reports; providing on-the-job training to new employees for their particular knowledge area(s); maintaining the knowledgebase by reviewing solutions for technical accuracy, completeness, spelling, grammar, and redundancy; notifying the AM, KM and the TO monitor regarding high priority SRs; updating CSRs and AM on status of high priority SRs being worked by the Project Management Office (PMO); updating the Siebel ticker to provide information on high priority SRs as needed; updating IVR to provide emergency messages to the customers; researching and resolving complex customer SRs that have been escalated; monitoring system(s) of responsibility; identifying and correcting any specific problems with individual CSRs that could impact customer service; developing additional scripts as needed; and recognizing and recommending items needing improvement within their knowledge area. The contractor shall provide support to the COR/ACOR to include, but not be limited to: report generation; analysis; documentation preparation; information and point papers; briefings; presentations; reviews; demonstrations; customer support; and conducting and attending meetings as required by the COR/ACOR. By reviewing data input by the CSRs, the contractor shall identify and notify the AM regarding any customers tying up the call center resources due to lack of training or failure to use the training materials provided.

1.3.2.2 Task 2 Subtask 2 – Customer Service. The contractor shall provide 24/7 on-site customer service support to SDDC customers allowing them to report problems. The contractor shall provide service to all SDDC customers that includes, but is not limited to: answering, evaluating, and prioritizing customer SRs submitted via telephone, voicemail, e-mail, and fax; interviewing users to collect information about problems to determine source of error; logging and tracking call information using the Siebel CRM software; correctly inputting information provided by the customer into the Siebel CRM software and ensuring that data is entered into all applicable fields; identifying, researching, and resolving routine customer SRs to include testing within the transportation applications and recreating the user problems; and when necessary, create configuration management problem and change reports coordinating closely with the respective program manager. In resolving customer problems related to distributed SDDC systems, at times the contractor shall be required to manipulate data within the system using several types of methods, including SQL statements and scripts. The contractor shall gain the knowledge of system database and table relationships in order to accomplish this task. The contractor shall have the knowledge of the system and Government agency interfaces and shall be capable of troubleshooting and resolving issues pertaining to these interfaces. The contractor shall use solution software to attempt to: resolve SRs; input new solutions into solution software as needed; and follow-up on customer inquiries according to the procedures detailed in the SRC SOP. The contractor shall recommend changes to the SRC SOP for approval by the KM and the COR. The CSR contractors shall be responsible for escalating calls to appropriate staff members when they are unable to provide assistance to the customer. The contractor shall be responsible for following-up on the resolution of tickets and updating the database accordingly. The contractor shall maintain constant contact with the user, providing updates on the status and resolution of the SR. Updates on status should be provided within one (1) hour and an estimated timeframe for resolution should be provided. The metrics to measure the level of service provided by the contractors shall include but not be limited to: average talk time; after call work time; caller satisfaction; and same day resolution. Custom service metrics should meet or exceed the following guidelines: 80% first day resolution; 60% first call resolution; email/fax response within 1/2 hour; and 80% calls resolved within two (2) hours. The following should not be exceeded: 90% occupancy rate; 10% forwarded to voicemail; 2% abandonment rate; data entry error rate not to exceed two (2) errors per 10,000 data fields entered.

1.3.2.3 Task 2 Subtask 3 – Inbound and Outbound Calling. The contractor shall perform outbound calling to survey customers and shall receive and process inbound survey calls/results in Siebel in support of the Families First Personal Property program. The contractor shall follow specific guidelines for performing the survey and recording the results within the specified survey timeframe. Call volume will be required for all areas of customer surveying. The survey may be conducted to determine overall customer satisfaction, transportation provider rating for each movement provided for the customers, areas for improvement, impact of recent system changes, and the validity of customer feedback. The surveys may be conducted by email, upon exiting an application, and/or through phone calls. The survey may include import of data from SDDC transportation applications. The contractor shall provide reports to the COR/ACOR no later than the 5th business days of each month detailing the results of the surveys. These reports should identify potential problem areas within the individual SDDC systems, the SDDC business processes, and the customer service provided by the SRC personnel. The contractor shall provide information obtained from the surveys to the respective office(s) so that potential problems can be rectified. In addition, the contractor shall conduct monthly, quarterly, and annual data analysis of outbound calling statistics to determine optimum time for calling in order to obtain maximum number of surveys. The contractor shall modify schedules for outbound calling based on these results. The contractor shall, at a minimum, conduct 250 outbound calls per day; however the contractor shall not make outbound calls on Sundays or holidays. The contractor shall also research and update personnel records currently in the Interim Customer Satisfaction Survey (ICSS) database using available resources (for example updating Army personnel records using Army Knowledge online white pages). These records would be those that have shipments but have no email addresses listed. If email addresses can be found for the military personnel and surveys sent to them, it increases the survey response rate while decreasing the need to make outbound phone calls.

1.3.2.4 Task 2 Subtask 4 – Customer Relationship Management (CRM) and Call Center Best Practices. The contractor shall research and remain current on CRM principles and apply these principles to the daily interactions with the customers. The contractor shall research and keep abreast of call center best practices and recommend these changes to the KM and the COR/ACOR in the quarterly meetings. If approved the SRC shall implement these best practices.

1.3.2.5 Task 2 Subtask 5 – Customer Self-Service Website. The contractor shall maintain content provided to customers through the SDDC SRC Customer Self-Service website (see Task 3, Subtask 14). The content material should be sufficient to provide self-service capability to the customers. The contractor shall review the customers' needs and requirements to improve the capabilities of this site. The information provided needs to follow the security guidelines put forth by DOD and the Army restricting information on a need-to-know basis. The contractor shall review this site weekly, to ensure that information on the website is current, accurate, and user friendly. The contractor shall publish solutions and changes to the website after coordination and approval by the COR/ACOR, AM and the KM.

1.3.2.6 Task 2 Subtask 6 – Problem Resolution and Escalation. The contractor shall pursue customer SRs to resolution. The contractor shall escalate requests to appropriate personnel based on guidelines provided in the SRC SOP. The contractor shall meet with system representatives to resolve problems, raise issues of concern, and to keep the SRC database current with changes occurring in the systems. This dialogue is critical to ensure that the customer receives the most accurate and timely information. Any reported system problem shall be immediately forwarded to the AM within the PMO. The contractor shall inform the KM and COR/ACOR of any high priority problems. The AM shall work with the PMO to resolve the problem and inform the contractor when the problem is resolved. The contractor shall keep the customer informed of the status of the problem either through phone calls or email. The contractor shall provide the customer an update on the status of the SR and an estimated time for resolution one (1) hour after opening and every 48 hours after until resolution and the SR is completed/closed. This shall be applied to all SRs opened from email, fax, and phone. Upon resolution of the problem, the contractor shall update the SRs in the SRC database.

The contractor shall resolve 80% of SRs within two (2) hours. The other 20% of SRs shall follow these guidelines: there are three priority levels for SRs: high, medium, and low. Based on the priority level and the escalation procedures, additional resources could be needed to resolve the problem. The complexity of the problem and special circumstances outside the control of the SRC could delay the resolution of problems in the desired timeframe.

High priority SRs require immediate action and should be completed/closed within 24 hours. These are problems that prevent work from being completed or requests from a high-ranking individual. If a solution is available in the knowledgebase, 90% of SRs should be completed/closed within five (5) minutes and 100% should be completed/closed within 30 minutes. If solutions are unavailable in the knowledgebase, 90% of SRs should be completed/closed within five (5) minutes upon receiving guidance from the AM or the AM designated representative.

Medium priority problems do not prevent work from being completed but significantly hamper the completion of the work. They should be completed/closed within three (3) days. If a solution is available in the knowledgebase, 90% of SRs should be completed/closed within ten (10) minutes and 100% should be completed/closed within one (1) hour. If solutions are unavailable in the knowledgebase, 90% of SRs should be completed/closed within ten (10) minutes upon receiving guidance from the AM or the AM designated representative.

Low priority items do not severely inhibit work being done and should be completed/closed within one (1) week. If a solution is available in the knowledgebase, 90% of SRs should be completed/closed within fifteen (15) minutes and 100% should be completed/closed within two (2) hours. If solutions are unavailable in the knowledgebase, 90% of SRs should be completed/closed within fifteen (15) minutes upon receiving guidance from the AM or the AM designated representative.

1.3.2.7 Task 2 Subtask 7 – Script Development and Usage. The contractor shall assist the PMOs in the development of standard problem resolution scripts for common user problems. These scripts should be well defined with step-by-step instructions that the customer can receive through email, over the phone, or through the SRC website. The contractor shall ensure that these scripts are being provided to the customer and shall make any necessary changes to ensure that the scripts remain accurate. The contractor shall review the information to ensure that there is no redundancy between the databases. If the solution is already present in other knowledge areas within the Command, i.e., the SDDC SRC Customer Self-Service website database, that site should be referenced rather than a copy made of the original information. This ensures that SDDC customers always get the most accurate information and that it is consistent regardless of the source.

1.3.2.8 Task 2 Subtask 8 – Coordination with Project Management Offices (PMOs). The contractor, specifically the AKMAs, shall work closely with designated personnel from the PMO to resolve problems raised by customers. The AKMAs will attend regular meetings with the system offices that fall under their knowledge area. Each individual PMO will determine the participants and scope of these meetings. This will allow the AKMA to remain informed of current problems, upcoming changes, recurring problems, future plans, and scheduled outages so that customers are provided with the most accurate information. The frequency of these meetings may vary but this information shall be conveyed to the SRC staff in a timely manner so that accurate information is provided to the customers. The contractor shall proactively obtain training/expertise from the PMOs for existing and new applications and shall keep abreast of changes made to application. The contractor shall keep the COR informed of any issues that arise as a result of any meetings with the PMOs or if notified by the PMO of any problems.

1.3.2.9 Task 2 Subtask 9 – Aptitude Testing. The contractor shall bring on personnel who score at a minimum in the medium range on the Kaplan Call Center Solutions and Selection Advantage. The contractor shall provide test results to the COR/ACOR when the contractor requests SDDC LAN access and a Common

Access Card (CAC) for new personnel, and the COR/ACOR may allow some provisions on the scoring for key personnel. SDDC reserves the right to refuse prospective personnel or request removal of personnel who score within the weak range. 1/3 of all contractor employees must score within the strong range and the remainder of the contractor's employees must score within the medium range. If the contractor cannot meet 1/3 of all total employees in the strong range, they will have eight (8) weeks to bring scores up.

1.3.2.10 Task 2 Subtask 10 – Report Generation. The contractors working in the AKMA role shall generate regular reports from the data contained in the SRC database using the Siebel Reporting Tool, Oracle Discoverer, Oracle SQL, and Microsoft Excel and Word to support requirements from the PMOs. The reports should identify any systemic problems that need to be brought to the attention of the COR/ACOR. The contractor shall design and distribute reports to include but not be limited to: CTI; IVR; application web logs; SDDC web site logs; and specific PMO reports. The programs created to generate these reports shall be documented and provided to the COR/ACOR. Any changes made to the programs shall be provided to the COR/ACOR. Report requirements are subject to change based on user requirements. The contractor shall provide the reports in both hardcopy and electronic format within two (2) business days of the report request or as specified by the COR/ACOR.

1.3.2.11 Task 2 Subtask 11 – Customer Surveys. The contractor shall be involved in the customer survey process. This may include but not be limited to the preparation, delivery, and analysis of recurring surveys.

1.3.2.12 Task 2 Subtask 12 – CSR Management. The contractors working in the AKMA role shall monitor the service provided by the CSRs. This shall include, but not be limited to: reviewing phone calls along with the CSR; reviewing survey responses provided by the customer; comparing the information entered by the CSR with the request submitted by the customer; providing training to the CSR to focus on particular problem areas; working directly with the customer if a CSR has not provided the appropriate level of service; and identifying any serious problems with customer service to the COR/ACOR.

1.3.2.13 Task 2 Subtask 13 – Training Manual. The contractor shall develop and maintain a manual that documents procedures and solutions for resolving "simple" SRs for the particular skill areas required to provide customer satisfaction. A simple SR is defined as one that can be solved while the caller is on the phone or within a reasonable amount of time. This information should also be available to the CSRs through the standard solutions contained in the Siebel knowledgebase. The training manual shall be sufficiently comprehensive so that a majority of "simple" SRs can be answered by any of the CSRs. This manual shall be a living document that is updated as system and business process changes are made. A copy of the manual shall be provided to all CSRs and AKMAs working in the SRC. The contractor shall provide an updated training manual in Microsoft Word and/or Excel format to the COR/ACOR the last business day of every month.

1.3.2.14 Task 2 Subtask 14 – Training Plan for New Employees. The contractor shall develop a plan for and provide comprehensive training to new employees. The plan shall include a two week shadow/mentor period with the AKMA or the most experienced person on the team. The shadowing period will allow the new employee to get acclimated to the SRC SOP as well as provide opportunity to see questions posed by customers and how the answers are resolved. In addition, the plan shall include system training if required, and Siebel training to be provided by the Siebel development staff.

1.3.2.15 Task 2 Subtask 15 – Contingency Situations. The contractor shall be prepared to provide additional resources in the event of a surge in call volumes due to an emergency situation. In the case of a catastrophic event that impacts the operational capability of the contractor base or satellite facility, the contractor shall be prepared to relocate individuals to provide support in an alternative center. The additional cost and terms of a contingency situation or relocation shall be agreed upon by the contractor, the COR/ACOR and the Contracting Office (CO) upon activation of a contingency plan.

1.3.2.16 Task 2 Subtask 16 – Testing. The contractor shall take part in SRC software testing as requested by the COR/ACOR. This may include, but not be limited to: testing changes on the Siebel client software; Siebel web testing; IVR usability testing; and ICMS testing. The contractor shall provide summarized test plans two (2) business days prior to initiating the test, and shall provide a document summarizing test results to the COR/ACOR within five (5) business days of completion of each test.

1.3.2.17 Task 2 Subtask 17 – Security Compliance. The contractor shall review SRC public information, IVR messages, and CSR/customer discussions based on security guidelines put forth from the Army and DOD.

1.3.2.18 Task 2 Subtask 18 – Monitoring Tools. The contractor shall check for any problems with the network or specific systems that occur outside of normal business hours. The contractor shall report any problems based on guidelines provided in the SRC SOP or specifically provided by the systems.

1.3.2.19 Task 2 Subtask 19 – ETA User Administration. The contractor shall review, modify and implement user administration procedures for each application/function enabled within the ETA Web Portal. The contractor shall conduct meetings to coordinate all user/system administration procedures with the PMOs and the SDDC IT security office for existing and new applications contained. The contractor shall follow all DOD, USTRANSCOM, Army and SDDC policy and guidelines as it applies to the administration of application users. The contractor shall approve, disapprove, lock, unlock, and delete ETA users and other user account updates and administration based on the user administration procedures established for each application/function contained within the ETA. The contractor shall provide a response (e.g. approve, disapprove, approval in process, etc...) to prospective users within three business days of the request. In addition, the contractor shall maintain the Global Freight Management (GFM) login coordinator list.

1.3.2.20 Task 2 Subtask 20 – Coordination with COR/KM. The contractor shall notify the COR/KM of any meetings requiring the attendance of SRC personnel. In addition, the contractor shall notify the COR/KM of any special circumstances that the call center is made aware of. Such instances would include: installations working off hours; deployments/redeployments; system down time and high priority service requests and any SRs that involve high visibility individuals; new application functionality; and new systems. The contractor shall also notify the COR when issues arise within the call center, such as staffing shortages, personnel not available during off hours to man the call center, or anything that would hinder the call center operations.

1.3.2.21 Task 2 Subtask 21 – Systems Administration (SA) Support. The contractor shall provide timely coordination and hands on system administration support to SDDC staff that perform local SA support to distributed SDDC systems. This includes database administration as well as system support functions related to IAVA patches or other system maintenance activity. The contractor shall coordinate with the KM and COR/ACOR when any special circumstances arise.

1.3.3 Task Area 3 – SRC Development/Maintenance, ETA IV&V, and ICSS Support

1.3.3.1 Task 3 Subtask 1 – Project Management and Administration. The contractor shall provide any assistance required by the COR/ACOR in this area, in support of all aspects of the SRC system Life Cycle Management. This includes, but is not limited to: system requirements definition, design, development, testing, implementation, and maintenance; technical assessments/feasibility studies; recommendations for inclusion of new technologies into system applications and architecture; data collection, analysis, and conversion; information papers, point papers, and executive summaries; documentation preparation; project and implementation plans; strategy planning; briefings, presentations, reviews, and demonstrations; customer support; and conduct and attend meetings as required by the COR/ACOR.

The contractor shall at the request of the COR/ACOR plan, organize, schedule, attend, facilitate, participate, present and report on meetings, conferences and symposia. All evaluation criteria must be met. The

Government estimates no more than five (5) reports/briefs/meeting minutes each month. The contractor shall provide all related documents (both hardcopy and electronic) within two (2) business days after the meeting, or as specified by the COR/ACOR.

The contractor shall develop and maintain a summarized task and milestone plan that outlines the tasks required to maintain/develop the SDDC SRC Customer Self-Service website, ETA IV&V, ICSS support and all other software development and maintenance tasks. The contractor shall provide this plan (both hardcopy and electronic) no later than 5:00 pm every Friday.

The contractor shall prepare, handle and process Service Level Agreements (SLAs), Memorandums of Understanding (MOUs), Memorandums of Agreement (MOAs) and Trading Partner Agreements (TPAs) in accordance with the established procedures and policies provided by the COR/ACOR. The Government estimates no more than three agreements or memorandums each month.

1.3.3.2 Task 3 Subtask 2 – Configuration Management (CM). The contractor shall assist in the development, maintenance, and execution of Configuration Management (CM) procedures to document and track SRC, and ETA software/hardware changes and/or enhancements to the system and users documentation for the various SRC system environments supported, i.e., development, test, and production areas for SRC software. Prior to making any software/hardware changes and/or enhancements, the contractor will ensure that an associated problem/change/enhancement has been documented, approved, and prioritized by the COR/ACOR. In some cases, email is acceptable. The contractor shall utilize modern, state-of-the-art CM tools as approved by the COR. The contractor shall implement and maintain an effective CM program to include configuration change control analysis, status reporting, tracking and control of change actions in accordance with the published and approved plan. The contractor shall ensure all changes and problem reports are recorded and prioritized using CM. The contractor shall ensure schedule dates are met with no significant problems, unless slippage is approved by COR/ACOR. Slippage will only be approved if it's due to circumstances outside the control of the contractor. The contractor shall provide version control support for program assets, including but not limited to documentation, source code, utilities, drivers and firmware.

1.3.3.3 Task 3 Subtask 3 – Software Maintenance and System Administration Support. The contractor shall participate by communicating his/her technical views and recommendations in all SRC conceptual or detailed requirements definition meetings. The contractor may be required by the COR/ACOR to present, brief or demonstrate software changes, enhancements, and/or recommendations at these meetings. The contractor may be required by the COR/ACOR to document these meetings. The contractor shall review requests for enhancements and/or changes to the SRC software, which have been submitted, approved, and prioritized by the COR/ACOR. The contractor shall provide estimated time requirements for completing software enhancements and/or changes and identify impacts on any tasks. If any conflicts occur between tasks, actions, or initiatives, the COR/ACOR will determine the priority of the actions or initiatives that will be completed by the contractor and the required delivery date(s). The contractor shall develop and implement required SRC software in accordance with priorities set by the COR/ACOR and/or Government functional and technical SRC Point of Contact (POCs). The contractor shall be experienced with the following software:

- a. Implementation and administration of Windows 2003 operating system and software and Internet Information Services (IIS) web server.
- b. Implementation and administration of Sun Solaris operating system and Oracle Software
- c. Web software including, but not limited to, ASP, .Net, Java Server Pages (JSP), Visual Basic (VB), Java, JavaScript, VBScript, Perl, eXtensible Hypertext Markup Language/Hypertext Markup Language (XHTML/HTML) variants, Dynamic Hypertext Markup Language (DHTML), Cookies, Cascading Style

Sheets (CSS), eXtensible Markup Language (XML), eXtensible Stylesheet Language (XSL), and/or other Common Gateway Interfaces (CGI) scripted languages.

- d. Knowledge and understanding of server-side and client-side digital certificates.
- e. Siebel Software (i.e. Call center, Tools, Analytics)
- f. Microsoft Reporting Services
- g. Actuate Reporting tool and Discoverer Reporting tool
- h. ICMS Software
- i. Integrated call management software, including IVR and ACD.
- j. Sitescope Monitoring software
- k. Professional Vision Control System (PVCS) Tracker, Version Manager, or other COR approved CM software

The contractor shall provide services in support of system/application development to include reengineering, commercial-off-the-shelf (COTS) software integration, and system interfaces for all aspects of development within established schedule and costs. The Government estimates no more than 30 changes/enhancements to the SRC Siebel each month. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance.

The contractor shall provide code that is fully operational, functional and abort free. The contractor shall ensure the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when quality assurance or IV&V testing occurs. There are three levels of severity in regards to errors received. Urgent is defined as a critical system or application function error and shall be fixed within 24 hours with no delay to project schedule. Significant is defined as a non-critical system or application function failure and shall be fixed per the direction of the COR/ACOR with no delay to project schedule. Routine or Cosmetic is defined as a nice to have, an error that has no effect on user performance system or design, such as an incorrect color screen or a different graphic. Routine or Cosmetic errors should be fixed per the direction of the COR/ACOR.

The contractor shall provide system operation and maintenance to include but not be limited to: release management; upgrades/patches/change packages (enhancement/fixes); problem reports; support and migration. The contractor shall ensure that all releases, upgrades, problem reports, tasks and migrations meet the established level of quality associated with the mission criticality for that maintenance activity. There are four level of severity in regards to issues that arise. Urgent is defined as a critical system or application function failure and no workaround exists. All Urgent issues require a response within one (1) hour, or as determined by the COR/ACOR and should be fixed immediately or a workaround developed as directed by the COR/ACOR. Priority is defined as a critical system or application function failure and a workaround exists. All Priority issues require a response within one (1) to two (2) hours or as determined by the COR/ACOR and should be fixed immediately or the workaround should be applied as directed by the COR/ACOR. Significant is defined as a non-critical system or application function failure and no workaround exists. All Significant issues require a response within two (2) to three (3) hours or as determined by the COR/ACOR and should be fixed as directed by the COR/ACOR. Routine is defined as a non-critical system or application function failure or a nice to have

cosmetic issue and a workaround exists. All Routine issues require a response within eight (8) hours or as determined by the COR and should be fixed as directed by the COR/ACOR.

The contractor shall provide systems administration services to include but not be limited to: backup; restore and recovery; support, data storage; service level agreements; data distribution and basic administration of systems; applications and databases. The contractor shall ensure that system backups are performed in accordance with the schedule as provided and restores are performed as required. The contractor shall ensure that no loss exceeds two (2) hours.

The contractor shall monitor, maintain and report on system performance. The contractor shall perform tuning, troubleshooting and root cause analysis and benchmarking in accordance with established procedures. The contractor shall ensure that system performance meets or exceeds the minimum requirements of the specified system as determined by the COR/ACOR.

The contractor shall perform Sitescope administration including creating and maintaining system monitors that check SDDC systems web page and database availability and perform automated alerts as determined by the COR/ACOR and/or SDDC program managers.

1.3.3.4 Task 3 Subtask 4 – Data/System Interfaces. The contractor shall identify, develop, test, code, implement, and maintain all internal and external interface data requirements for the operation of SRC, to include the development of required reference tables. The contractor shall implement and test integration points and/or interfaces and place in production. The contractor shall provide code that is fully operational, functional and abort free. The Government estimates no more than 10 data/system interface changes each month. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance. The contractor shall ensure the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when the system goes to IV&V.

There are three levels of severity in regards to errors received. Urgent is defined as a critical system or application function error and shall be fixed within 24 hours with no delay to project schedule. Significant is defined as a non-critical system or application function failure and shall be fixed per the direction of the COR/ACOR with no delay to project schedule. Routine or Cosmetic is defined as a nice to have, an error that has no effect on user performance system or design, such as an incorrect color screen or a different graphic. Routine or Cosmetic errors should be fixed per the direction of the COR/ACOR.

1.3.3.5 Task 3 Subtask 5 – Database Administration. The contractor shall provide database administration support services for the SRC and ICMS to include, but not limited to: Siebel; Oracle; SQL Server; Microsoft Access; Web Server Logs; text files; and all software used to access the information required by these systems. This includes, but is not limited to; installation; configuration and upgrading of database server software and related products; evaluate database features and database related products; establish and maintain sound backup and recovery policies and procedures; take care of the database design and implementation; implement and maintain database security (create and maintain users and roles, assign privileges); perform database tuning and performance monitoring; perform application tuning and performance monitoring; setup and maintain documentation and standards; plan growth and changes (capacity planning); work as part of a team and provide on-call support when required; perform general technical trouble shooting and give consultation to development teams; interface with database software technical support. The contractor shall perform scheduled preventive maintenance of all hardware and software.

1.3.3.6 Task 3 Subtask 6 – Data Standardization. The contractor may be required to quantify the ETA data standardization compliance and shortfalls. Compliance determination will include the review of relevant DOD

regulations, the DISA Metadata Registry and Clearinghouse, Defense and SDDC XML standards, DOD Public Key Infrastructure (PKI), ETA data elements, and ETA Logical Data Model. Per contractor identified data standardization compliance requirements, the contractor will map and match ETA data elements to the DISA Metadata Registry and Clearinghouse, the DOD Data Model, the USTRANSCOM Logical Data Model and architecture, and the SDDC Enterprise Model as required.

1.3.3.7 Task 3 Subtask 7 – Data Cleanup. The contractor shall review and recommend automated ways to cleanup SRC data to ensure that performance is optimal and that data is easy to find, useable, and is not redundant.

1.3.3.8 Task 3 Subtask 8 – Net Centric Enterprise Services (NCES) Compliance. The Net-Centric Enterprise Services program (NCES) will provide a secure, collaborative information-sharing environment. NCES will enable decision-making superiority that results in increased mission effectiveness and enhanced process execution. DOD's Service-Oriented Architecture Foundation – enables DOD transformation by providing the core infrastructure that supports information discovery, data and application interoperability, secure collaboration, assessment of service and data utilization, reduced complexity of DOD's information technology environment, and reuse of existing information technology capabilities. The contractor shall ensure that ETA is compliant and aligns with the NCES program.

1.3.3.9 Task 3 Subtask 9 – Detail Requirements Definition, Research, and Design. The contractor shall review the current outstanding SRC action items outlined in the COR/ACOR approved task and milestone plan delivered in paragraph 1.3.3.1 above. Based on these items, the contractor shall conduct a Detail Requirements Definition and Detail Design effort to identify, analyze, determine, and document the level of effort required to complete these design changes.

The contractor shall provide a requirements and design document encompassing the efforts required to complete each task. The contractor shall provide this document in Microsoft Word format within five (5) business days from the completion of both the detailed requirement definition and detailed design phase of each task.

The contractor shall perform technical research as required. The Government estimates no more than five (5) topics each month. The contractor shall provide the results (both hardcopy and electronic) within five (5) business days of completion of study or survey or as specified by the COR/ACOR.

The contractor shall develop, conduct and document analyses as required. The Government estimates no more than five (5) topics each month. The contractor shall provide the results (both hardcopy and electronic) within five (5) business days of completion of an analysis or as specified by the COR/ACOR.

1.3.3.10 Task 3 Subtask 10 – Training and Software Fielding. If required by the COR/ACOR, the contractor shall provide on-site training related to the SDDC SRC Customer Self-Service website, ETA and Sitescope monitoring and alerts, especially as new software is added or major modifications are made. The contractor shall develop and conduct the training for target audiences and maintain training materials as identified by the COR/ACOR. The contractor shall ensure the training content is adequate to train the target audience. The number of functional users requiring training at any given time could range from 1-10 personnel. The contractor shall provide system software fielding support as required, to include on-site setup of hardware/software configuration components, on-site installation of application software, on-site testing of communications and system connectivity, and on-site implementation and post-implementation assistance/support to technical Government POC(s) and functional system users. If required by the COR/ACOR, the contractor shall provide documentation for the SRC system. The documentation should include hardware information, software version information, trouble-shooting techniques, documented programs, and system flow charts.

1.3.3.11 Task 3 Subtask 11 – In-House User Support. The contractor shall provide SRC, in-house user technical support to include general assistance, system access setup, trouble shooting, and problem resolution, in support of the SDDC backend systems, the SRC System Management Team, or other users approved to access these systems.

1.3.3.12 Task 3 Subtask 12 – Customer Support. The contractor shall assist SRC technical support to customers located both within and outside of the continental United States. Support will include general user assistance, on-site setup/fielding, troubleshooting, and problem resolution implementation.

1.3.3.13 Task 3 Subtask 13 – World Wide Web Support. The contractor shall provide the necessary technical expertise and support to research, develop, update, and maintain the SRC Web Server software. It is likely that Siebel, Oracle, SQL Server, Microsoft Access, Cold Fusion, Dreamweaver, Interdev, FrontPage, ASP, JSP, VB, VBScript, Java, JavaScript, Perl, XHTML/HTML/variants, CSS, XML, and SQL Server will be used to support the maintenance and/or renovation of existing SRC Web-based software. As determined by the COR/ACOR, the contractor shall be required to develop and implement SRC web-based software to interact with the Oracle, SQL Server and LDAP data using new technologies. All SRC web site software will be developed, documented, and maintained in compliance with appropriate DOD regulations and security protocols. The contractor shall incorporate and integrate any Government developed SRC web software into the SRC web site as required. The Government estimates no more than 10 SRC Web software changes each month. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance. The contractor shall provide recommendations to the COR regarding the use of new technologies that might improve the operational efficiencies and long-term stability of the SRC.

1.3.3.14 Task 3 Subtask 14 – Customer Self Service Website. The contractor shall implement, maintain and enhance a secure Customer Self Service Website that allows customers to access FAQs, solutions to common problems, and enter or query Service Requests. The Government estimates no more than 25 Customer Self Service software changes each month. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance.

The contractor shall follow the branding requirements obtained from SDDC. Recommended URL site name of www.SDDC-SRChelpme.xxx. The contractor shall conduct a requirements confirmation meeting five (5) business days from receipt of signed modification. The contractor shall demonstrate the SDDC SRC Customer Self-Service website prototype to the COR/ACOR ten (10) business days from receipt of signed modification. Usability changes will be documented, applied and tested before implementation. The SDDC SRC Customer Self-Service website will be operational no later than ten (10) business days from receipt of SDDC's approved changes. Future changes and additions will be posted to the website within three (3) business days of receipt of approval from the SDDC COR/ACOR.

The COR/ACOR will provide the contractor with a list of Tier II and Tier III staff requiring access to the website within five (5) business days from receipt of the signed modification. The COR/ACOR will provide the contractor with the desired self-service user registration format within five (5) business days from completion of the requirements confirmation meeting. The contractor shall, within ten (10) business days of the SDDC SRC Customer Self-Service website being online and operational:

Send an email to all customers who have service requests in the database from contract start, inviting them to register for a user account for the SDDC SRC Customer Self-Service website.

In separate emails provide user ids and passwords for all SDDC identified Tier II and Tier III support staff. The contractor shall ensure the initial password is used one time and must be changed by the support staff member before proceeding to the website.

The notification of user ids and passwords shall be conducted via separate emails. The emails sent to non-Tier II/III users will contain directions on how to use the self service feature.

The contractor shall inform SRC Customers of the self help website via e-mail response and follow-up phone communication with customers as required. SDDC will place an informational banner on the ETA web site to alert customers of the availability of the SDDC SRC Customer Self-Service website. New users to the SDDC SRC Customer Self-Service Website will be required to fill out the COR/ACOR provided/approved user registration form.

The contractor shall provide password administration for the SDDC SRC Customer Self-Service Website, and shall provide a self registration process. The password must be at least 14 characters in length and have not been used within the last 12 months. The password must be changed every 90 calendar days and cannot contain account information or user name. Password must contain at least three (3) of the following four (4) character groups: English uppercase (A through Z); English lowercase (a through z); numerical (0 through 9) or Non-Alphabetic characters (such as #, \$, ^, &...).

The contractor shall maintain a list of all users with access to the SDDC SRC Customer Self-Service website and shall provide a detailed report to the COR/ACOR within one (1) business day of COR/ACOR request.

The website (www.SDDC-SRChelpme.xxx) shall be user friendly, reliable and serve as a gateway to both the SDDC SRC Customer Self Service Website and Tier II and Tier III access to the CRM. User authentication services are not associated with, nor a responsibility of, SDDC Information Assurance. The contractor shall ensure the website provides "easy to use" access, filtering, and reporting (based on the user profile) so that the site is usable by Tier II and Tier III support staff and helpdesk staff. Requirement examples: a self-service user can enter a service request number to check the status; Tier II/III can reassign or update a service request within their assigned system; a self-service user can view their service requests; a self-service user can view FAQ's to identify solutions to problems they are experiencing; a self-service user can create a new service request. Self-Service users must be able to accept the web browser settings that will allow the SDDC SRC Customer Self-Service website to run. The website shall have documentation for the web browsers settings as needed.

The following shall be used as a guideline in the creation of the customer self-service web site:

- SDDC will act as the POC, deciding who should or should not have Siebel Tier II or Tier III access.

- The website being developed shall be accessible by various types of web browsers, such as:

- Internet Explorer, Netscape, FireFox and Mozilla. A banner shall be placed on the main screen stating this page best displayed with Internet Explorer, Netscape, FireFox and Mozilla web browsers. Tier II & III access will only be supported by Internet Explorer

- Tier II & III shall have the ability to extract trouble ticket files

- Tier II & III shall have the ability to append appropriate Tier level ticket and ability to assign to other Tier levels.

1.3.3.15 Task 3 Subtask 15 – Security. The contractor shall maintain/update the DIACAP for the ETA and CPG Network by working with the on-site DIACAP contractor. The contractor is expected to stay informed of current security enhancements and vulnerabilities to remove or reduce the danger of compromised security within ETA and CPG systems. Security issues/IAVAs may include, but not be limited to: Windows NT/2000/2003; Sun Solaris; VB; VBScript; JavaScript; Java; ASP; Visual Basic; Active X; Netscape and Internet Explorer Browsers; Netscape Suite Spot; Oracle Web Server; Internet Information Server; SDDC(s) Routers; Proxy Servers; Domain Name System (DNS); Firewalls; and encryption software/hardware. The

contractor may be required to apply software patches, or install hardware or software that will fix the security vulnerability. The contractor shall provide a fully certified IASO to acknowledge, track, monitor, and respond to IAVA notifications. The contractor provided IASO shall provide DIACAP updates for ETA and CPG as required. The contractor shall perform security accreditation and certification as required by DoD Directive 5200.40. The Government estimates no more than three (3) each month.

The following requirements pertain to ETA and CPG systems. The contractor shall implement network and security changes as necessitated by IT security notifications, the Information Assurance Vulnerability Management Program or as required by the SRC IASO. The Government estimates no more than three (3) each month. The contractor is required to comply with the appropriate security notification on the system and shall ensure no security incidents occur as a result of a failure to implement changes required by the security notifications. The contractor shall acknowledge receipt of each security notification in accordance with the SDDC suspense schedule. For IAVAs the contractor shall successfully apply the fix or patch in accordance with the SDDC suspense date and notify the IASO when completed. For non-IAVA patches/fixes the contractor shall ensure they are completed within five (5) business days of the notification. The contractor provided IASO shall report all IAVA status in accordance with the SDDC security policy.

1.3.3.16 Task 3 Subtask 16 – Testing. The contractor shall conduct ETA and SRC and software testing as requested by the COR/ACOR. This may include, but not be limited to: IV&V testing for ETA and its included applications; unit testing; module testing; system testing; and integration testing.

The contractor shall conduct a Software Development Test (SDT) to ensure the software satisfies functional/user requirements. The contractor shall develop an SDT plan prior to commencement of testing. If significant problems are encountered as a result of this SDT that may result in slippage in the delivery of the system, the contractor shall notify the COR/ACOR immediately upon discovery of these problems. Notification will be in a Microsoft Office format fully describing the problem encountered and the corrective action taken or needed.

The contractor shall coordinate Software Qualification Testing (SQT) to ensure testing by individuals other than the development team. These individuals must have prior functional knowledge of the effort. Selected personnel and locations shall perform SQT during the development phase.

The contractor shall conduct testing to ensure software is capable of performing the requisite functions. The contractor shall conduct SDT and participate in or conduct SQT to ensure the software satisfies functional user requirements. The contractor shall develop a test plan prior to commencement of testing and test procedures (including test cases). The contractor shall prepare a test report documenting the results of the SDT/SQT which shall include items such as error severity, proposed solution and schedule impact. The contractor shall provide interim and final SDT/SQT test reports five (5) business days after conclusion of SDT/SQT or as required by the COR/ACOR. The final report must confirm the software performs requisite functions in accordance with requirements.

The contractor shall provide technical advice and participate in Software Acceptance Testing (SAT), an SDDC conducted systems test. The Government will provide to the contractor sample databases for testing purposes. All new software and modifications must be abort-free source program code and complementing executable code before transfer to the operational system. The contractor shall deliver a fully executable system in accordance with the established delivery procedures.

The contractor shall develop, maintain and upgrade IV&V testing scripts and Test Case Reports (TCRs). The contractor shall provide documented (both hardcopy and electronic) test scripts and TCRs at least five (5) business days prior to scheduled test date or as specified by the COR/ACOR. The contractor shall successfully execute and analyze all required test scripts and TCRs. The Government estimates no more than 100 test scripts

will be executed each month. The contractor shall provide test reports within two (2) business days of test completion or as otherwise specified by the test plan.

1.3.3.17 Task 3 Subtask 17 – Reports and Scripting. The contractor shall review current individual area call center report requirements and recreate the reports in a standard format to meet the needs of the SRC. The contractor shall eliminate the manual processing of report formatting and distribution by automatically scripting, scheduling, emailing and posting the updates of the reports on the Web. In addition, the contractor will develop and enhance reports for the ICSS and the IBS reports. Also, the contractor shall implement Siebel Analytics for the ICSS program. Report development may include, but not be limited to: Siebel / Siebel Analytics software; Actuate; Windows NT/2000/XP; Microsoft Exchange/Outlook; VB; VBScript; JavaScript; Java; ASP; Visual Basic; Crystal Reports; Cognos; VS.NET development; Oracle Discoverer; Microsoft Reporting Services; Netscape and Internet Explorer Browsers; Netscape/iPlanet Web Server; Tomcat Application Server; Apache Web Server; and Internet Information Server software. The contractor shall create reports/scripts as requested by the COR/ACOR and/or SDDC program managers. The Government estimates that report requests will not exceed five (5) new reports each month and 10 changes to existing reports each month.

1.3.3.18 Task 3 Subtask 18 – ICSS and Siebel Integration. The contractor shall maintain and enhance the integration between the ICSS application and the Siebel SRC application. The contractor shall implement and test integration points and/or interfaces as specified by the integration plan. The Government estimates no more than 30 changes/enhancements each month. The contractor shall provide integration scenarios or code that is fully operational, functional and abort free. The contractor shall ensure the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when the system goes to IV&V. There are three levels of severity in regards to errors received. Urgent is defined as a critical system or application function error and shall be fixed within 24 hours with no delay to project schedule. Significant is defined as a non-critical system or application function failure and shall be fixed per the direction of the COR/ACOR with no delay to project schedule. Routine or Cosmetic is defined as a nice to have, an error that has no effect on user performance system or design, such as an incorrect color screen or a different graphic. Routine or Cosmetic errors should be fixed per the direction of the COR/ACOR.

1.3.3.19 Task 3 Subtask 19 – SRC IVR. The contractor shall maintain and enhance the SRC IVR system. This shall include analysis of the IVR statistics to enhance menu selections for the customer.

1.3.3.20 Task 3 Subtask 20 – Siebel Email Response. The contractor shall maintain and enhance the email response capabilities for the SRC Siebel application.

1.3.3.21 Task 3 Subtask 21 – SRC COOP, Disaster Recovery and High Availability. The contractor shall create the Continuity of Operations Plan (COOP) and provide to the COR/ACOR within thirty (30) business days of contract start and shall maintain the COOP and execute DR exercises as required by the COR/ACOR. The contractor shall ensure the SRC knowledge base and data (e.g., as contained within the Siebel database, logs and other critical information) is replicated to a Microsoft Word or similar document on a daily basis. The COOP will include use of this data to manually look up, maintain and create solutions. Note that a mirrored copy of SRC hardware/software is not required for the disaster recovery. The contractor shall perform contingency operations planning for SDDC IT systems as required by the COR/ACOR. The plans will include but not be limited to: crisis emergency management (onsite and offsite) (technical and functional); disaster recovery; pre and post emergency operations requirements; and fail-over management. The contractor shall provide support to the Government during emergency operations in accordance with approved disaster recovery and contingency operations plans. The contractor shall ensure resources/key personnel are available throughout an emergency in accordance with the established plan. The contractor shall successfully complete COOP testing as required. The contractor shall implement automatic fail-over or HA capability for the SRC.

1.3.3.22 Task 3 Subtask 22 – ICMS Hardware/Software Support. The contractor shall provide maintenance and support of the ICMS software/hardware.

1.3.3.23 Task 3 Subtask 23 – ICMS Statistics. The contractor shall provide statistical reports gathered from the SRC ICMS components. These reports will include, but not be limited to: volume and frequency of phone calls; average time in queue; average length of phone calls; abandonment rate; and CSR occupancy rate. The contractor shall review all solutions for accuracy, usability and redundancy and provide accurate ICMS statistical reports within one (1) business day of COR/ACOR request.

1.3.4 Task Area 4 – Additional SRC Help Desk Support (Optional)

With the world-wide rollout of the Defense Personal Property System (DPS) and the continuation of the Transportation Operational Personal Property System (TOPS), the 2007 historical service request numbers provided in paragraph 1.1, Background, did not provide a true baseline for estimating future call volume and service request numbers. The data provided in the table below is a Government estimated service request count for DPS and TOPS for Fiscal Year 2009 (July - September) and Fiscal Year 2010. Future workload may vary depending on the requirements of SDDC and other Government entities.

Estimated DPS and TOPS Service Request Count

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
<u>2009 DPS</u>							4,000	4,000	3,000	2,000	2,000	2,000	17,000
<u>2009 TOPS</u>							1,500	1,500	1,100	1,000	1,000	1,000	7,100
<u>Total</u>							5,500	5,500	4,100	3,000	3,000	3,000	24,100
<u>2010 DPS</u>	1,500	1,500	1,600	1,600	2,000	4,000	4,000	3,000	3,000				23,200
<u>2010 TOPS</u>	1,000	1,000	1,000	1,000	1,200	1,200	1,200	1,200	1,100				9,900
<u>Total</u>	2,500	2,500	2,600	2,600	3,200	5,200	5,200	5,200	4,100				33,100

Within this optional task, the contractor shall provide additional SRC Help Desk Support in accordance with the requirements of this PWS and the tasks specified under Task Area 2.

The period of performance for Fiscal Year 2009 is 1 July 2009 – 30 September 2009.

The period of performance for Fiscal Year 2010 is 1 October 2009 – 30 September 2010.

2. DELIVERABLES.

Standard Distribution

E-mail 1 copy of deliverable to the COR/ACOR in MS Word (SDDC standard version) format; Times New Roman 12; 1 inch margins.

Table 1: Deliverables for Task Area 1 – Contract level and Task Order Management

PWS para.	Deliverable Title	Format	Schedule
1.3.1	Monthly Status Report	Microsoft Office Products	No later than the 5th business day of each month
1.3.1	Weekly Staffing Report	Microsoft Office Products	Weekly, Tuesdays no later than 8:00 am

1.3.1	Meeting Minutes	Microsoft Office Products	As specified in each Task Area or upon request of the COR/ACOR
1.3.1	Recommendations for inclusion of new technologies into the SRC	Microsoft Office Products	Upon the discovery of the potential for improvements, or at the request of the COR/ACOR
1.3.1	Contractor Manpower Report (CMR)	As determined by the CMR website	By October 31st each calendar year

Table 2: Deliverables for Task Area 2 – SRC Call Center Support

PWS para.	Deliverable Title	Format	Schedule
1.3.2.3	Inbound and Outbound Calling surveys results	Microsoft Office Products	No later than the 5th business day of each month
1.3.2.9	Aptitude Testing results	Kaplan Test Format	When SDDC Lan access and CAC is requested
1.3.2.10	SRC database reports	Siebel; Microsoft Office Products	Within two (2) business days of the report request or as specified by the COR/ACOR
1.3.2.13	Training Manual	Microsoft Office Products	The last business day each month
1.3.2.16	Summarized Test Plans	Microsoft Office Products	Two (2) business prior to initiating each test
1.3.2.16	Summarized Test Results	Microsoft Office Products	Within five (5) business days after completion of each test

Table 3: Deliverables for Task Area 3- SRC Development/Maintenance; ETA IV&V; CTI Support

PWS para.	Deliverable Title	Format	Schedule
1.3.3.1	Meeting Minutes	Microsoft Office Products	Within two (2) business days after the meeting or as specified by the COR/ACOR
1.3.3.1	Milestone Schedule/Project Plan	Microsoft Project	No later than 5:00 pm each Friday
1.3.3.9	Detailed Requirements and Detailed Design Documents	Microsoft Word	Within five (5) business days of completion of both the detailed requirements definition and detailed design phase for each task in the milestone schedule delivered in paragraph 1.3.3.1, or as specified by the COR/ACOR
1.3.3.9	Technical Research results	Microsoft Office Products	Within five (5) business days of completion of study or survey or as specified by the COR/ACOR
1.3.3.9	Analysis results	Microsoft Office Products	Within five (5) business days of completion of an analysis or as specified by the COR/ACOR
1.3.3.14	Detailed Report of all customers with website access	Microsoft Office Products	Within one (1) business day of request as specified by the COR/ACOR
1.3.3.16	SDT/SQT Test reports	Microsoft Office Products or Microsoft Project	Within five (5) business days after conclusion of the SDT/SQT or as required by the COR/ACOR

1.3.3.16	IV&V test scripts and TCRs	Microsoft Office Products or Microsoft Project	At least five (5) business days prior to scheduled test date or as specified by the COR/ACOR
1.3.3.16	Test Reports	Microsoft Office Products or Microsoft Project	Within two (2) business days of test completion or as otherwise specified by the test plan
1.3.3.21	Continuity of Operations Plan (COOP)	Microsoft Office Products	Thirty (30) business days after contract start, and then as required by the COR/ACOR.
1.3.3.23	ICMS Statistical reports	Microsoft Office Products	Within one (1) business day of COR/ACOR request

3. SERVICE DELIVERY SUMMARY.

In order to measure contractor performance for the tasks and deliverables associated with this PWS, the contractor shall meet or exceed the operational objectives and performance or availability measurements in the Service Delivery Summary below.

PWS Para	Performance Objective	Performance Threshold
1.3.1	Monthly Status Report	99.99% of the time report is provided on time and is accurate
1.3.1	Weekly Staffing Report	99.99% of the time report is provided on time and is accurate
1.3.1	Contractor Manpower Report	100% of the time report is submitted on time
1.3.2.3	Survey Results	99% of survey results are complete, professionally sound and accurate
1.3.2.3	Military Personnel email addresses	Completion of each business days, 99% of military/army email addresses are current and accurate
1.3.2.10	SRC database reports	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.1	Meeting Minutes	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.1	Milestone Schedule/Project Plan	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.2	Configuration Management Schedule dates	98% of the time schedule dates are met with no significant problems, unless slippage is approved by the COR/ACOR
1.3.3.2	Version Control Support for Program Assets	100% timely, accurate and complete
1.3.3.3.	System operation and maintenance	99.97% system availability met or exceeded, except during scheduled downtime
1.3.3.3	System backup and restores	100% completed successfully with no loss exceeding two (2) hours
1.3.3.7	Data Cleanup	90% of data is non-redundant
1.3.3.9	Technical Research results	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.9	Analysis results	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.10	Target Audience Training	100% of target audience is trained and can perform at an 85% proficiency level
1.3.3.15	Security Incidents	Zero (0) security incidents due to failure to implement changes required by security notifications
1.3.3.16	SDT/SQT Test Reports	98% of the time reports are timely, complete, professionally sound and accurate

1.3.3.16	Software Acceptance Testing	98% timely and accurate
1.3.3.16	IV&V test scripts and TCRs	100% of the system requirements and any subsequent changes have a corresponding test case
1.3.3.16	Test Reports	98% of the time reports are timely, complete, professionally sound and accurate
1.3.3.21	COOP data	99.8% of the time data should be current within 24 hours of production data
1.3.3.21	COOP Key Personnel	99.8% of the time key personnel available throughout an emergency in accordance with established plan
1.3.3.23	ICMS Statistical reports	98% of reports are provided within one (1) business day of COR/ACOR request

4. GOVERNMENT FURNISHED PROPERTY/ASSISTANCE.

SDDC will provide the following Government Furnished Property (GFP) necessary for the successful completion of this PWS:

- a. Local Primary Rate Interface (PRI) Circuit for the contractor's base location, supporting direct inward dial phone numbers for local, Defense Switched Network (DSN), and long distance service
- b. One toll free 800 number and one DSN number
- c. Up to 10 laptops and Virtual Private Network (VPN) software that will allow the contractor to support remote access capability to the SDDC network
- d. SDDC proprietary client software required to execute SDDC systems
- e. Siebel and Oracle Software

The Government will provide Oracle-Siebel software as well as a local PRI circuit to the contractor's base location, supporting direct inward dial phone numbers for local, DSN, and long distance service. The Government will provide one toll free 800 number and one DSN number for inbound calls to the SRC. The Government will also provide up to 10 laptops that will provide the contractor remote access, especially during non-business hours.

The contractor shall provide an integrated call management capability at their facility, including hardware and software to support capabilities such as VOIP, Private Branch Exchange (PBX), call distribution and routing, and CTI. In addition, the contractor will provide hardware capabilities to support a fully functional Oracle-Siebel CRM solution. The Contractor shall procure any hardware and software as directed by Government in support of the ICMS implementation and to host the SDDC SRC Customer Self-Service website. Price quotes for hardware and software shall be submitted to the COR for review and approval PRIOR TO PURCHASE. The Contractor shall obtain the COR signature on the itemized equipment list proposal prior to proceeding with any hardware or software procurement. The contractor shall license ICMS and SDDC SRC Customer Self-Service website hardware and software to SDDC G6.

The contractor shall notify the COR/ACOR of any and all hardware/software malfunctions and shall safeguard and provide property accountability for all items. The contractor shall return all hardware in serviceable condition as well as all Commercial-Off-The-Shelf (COTS) software and supporting databases, solutions and documentation provided or developed under this PWS to SDDC at the end of the contract. The contractor shall coordinate the receipt and return of GFP with the COR/ACOR.

4.1 Government Furnished Equipment. SDDC will provide the following Government Furnished Equipment (GFE) for use within the SRC. The contractor shall return all equipment in the same condition that it was provided in. The contractor shall coordinate the receipt and return of GFE with the COR/ACOR.

4.1.1 The below GFE shall be returned to the Government when the TOPS program is no longer operational. The scheduled decommission date for TOPS is currently July 2011.

TOPS SWIT - NRC

Make Comtech
Serial Number 33106811
Model Number CMS000920514
Asset Number 013183

Monitor serial - 167-03201145

TOPS Training Server NRC

Make Comtech
Serial Number 33106814
Model Number CMS000920479
Asset Number 007256

TOPS Monitor

Serial Number 167-03004155
Asset Number 007290

TOPS Technical Training server

Make Comtech
Serial Number 33106805
Model Number CMS000920495
Asset Number 007015

TOPS Monitor

Make NEC
Model AS50
Serial Number 9X51466YA
Asset Number 007012

TOPS Printer

Make Lexmark
Model T-610
Serial Number 41-71920
Asset Number 012533

4.1.2 The following list of servers will be provided by SDDC for use within SRC. These servers will be used for development and testing before moving to production. The KVM is used to provide access to multiple devices at the same time.

Name	Serial #	MTMC #
SRCTEST78	6J28JZSIT08D	012279
SRCPROD78	USE535C3HJ	009554
SRCDEVDB7	2UX624031T	014292

SRCPRODDB7	2UX6240309	014291
SRCANPROD78	D334LDN1J383	012856
KVM Switch	990B-321446	007188

5. GENERAL INFORMATION.

5.1 Place of Performance. 1 September 2008 through 7 September 2008 the contractor shall continue to operate the SRC from the Alexandria, VA Hoffman Building. The contractor shall transition the SRC from the Alexandria, VA Hoffman Building to a contractor provided "base" facility located in the St. Louis Metro East area. The contractor's base facility shall be located within a 30 minute commute of Scott Air Force Base (SAFB), Illinois. If the contractor chooses to locate some of its staff away from their base facility in the Metro East, this option is acceptable to the Government. All personnel employed under this contract will be U.S. citizens or legal residents located within the continental United States and must speak, read and write English fluently. In any case, the contractor shall ensure the SRC is fully operational from its base facility near Scott Air Force Base on 8 September 2008.

Other than GFP specified in Section 4, the contractor shall provide all space, equipment and resources needed to successfully execute this contract.

The SAFB offsite location, and any satellite facility shall be approved in writing by the COR of this contract and the SDDC G2, Office of Intelligence and Security, 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.

5.2 Travel. The contractor shall be required to perform a limited amount of travel. Travel may be required for COOP implementation and DR exercises, data gathering, meetings, and conferences. Travel will be determined and approved by the COR. All contractor travel performed will be charged to this contract. Travel incurred under this contract shall be reimbursed by the Government in accordance with the Joint Travel Regulation (JTR) and Federal Acquisition Regulation (FAR). The contractor shall not be reimbursed by the Government for local travel within 100 miles of Scott Air Force Base.

5.3 Work Hours. The contractor shall provide 24 x 7 customer support for the SRC. For the SRC Development/Maintenance portion of Task Area 3- to insure the required system uptime on the applications, essential contractor personnel (such as system administrators, database administrators) shall be available during the core hours of 8:00am to 3:00pm Monday thru Friday. The contractor may be required to work additional hours, to include weekend days, based on, but not limited to: project schedule slippages; addressing, resolving, and implementing urgent or emergency requirements; the receipt of short fuse suspense actions; and preparations for and testing of software/hardware. The contractor shall be expected to respond within four (4) hours to any problems encountered with the system. The problem should be fixed within the time frame specified by the COR/ACOR. The COR/ACOR may consider input from the contractor prior to setting the time frame for problem resolution. All other requirements for contractor additional work hours will be identified and coordinated in advance between the COR/ACOR, the contractor and the Contracting Officer. The IV&V/IASO support is a part-time task.

5.4 Cooperation with Other Contractors and Government Personnel. The contractor shall cooperate with other contractors and Government personnel performing work for SDDC. The contractor shall be willing to adjust scheduling and performance to accommodate additional support if required by modification. The contractor shall avoid interfering with the performance of work by other contractors or Government employees while not compromising health, safety or security. Any disagreement or cause of delay shall be brought to the attention of the COR/ACOR.

5.5 Quality Control and Quality Assurance. The contractor shall be in compliance with their Quality Control Plan (QCP) and perform 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. The contractor shall deliver meeting minutes within five (5) business days after completion of the quarterly meeting.

5.6 Security (Physical, Personnel, Information, Anti-terrorism and Force Protection Requirements)

5.6.1 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 shall be approved by the SDDC G6 before installation on Government systems commences. This includes NIPRNET systems the contractor shall have access to.

5.6.2 Contractor performance will be at an offsite location for this contract. All physical, information security, antiterrorism and force protection aspects of this contract will be handled by the SDDC G2. The base facility location chosen by the contractor and Government will be located within a 30 minute commute from SAFB. Location for the base facility and any satellite facility will be approved in writing by the COR and the SDDC 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.

5.6.3 The contract does not require routine work with classified information, but may on occasion require access to the classified information at the SECRET level. Furthermore, the contractors shall not receive or store classified information other than the prescribed manner as outlined in DOD, USTRANSCOM, US Army (USA), US Air Force (USAF) and SDDC instructions.

5.6.4 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," dated 16 April 2004, (<http://www.fas.org/sgp/othergov/dod/dod041604.pdf>), for specific guidance on the handling and safeguarding of FOUO information.

5.6.5 The contractor is responsible for performing the duties outlined in the PWS and shall ensure all contractor personnel hired to perform the duties outlined in the PWS meet all security standards prescribed by the SDDC G2 and the National Industrial Security Program regulations.

5.6.6 In regards to this contract, any person who has Information Assurance (IA) administrative privileges or monitors a DOD Information Technology (IT) system is designated by DoD 8500.1 as an IT-1 position (and as an Automated Data Processing (ADP)-1 position by DoD 5200.2-R). DoD 8500.2 Enclosure 3, AR 380-19 para 2-16 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).

5.6.7 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 outlined in DOD 5200.2-R, AR 380-67 and DoD 5220.22-M.

5.6.8 Contractor employees shall attend/complete the following training as prescribed by DOD, USTRANSCOM, Army and Air Force Instructions: Employee Initial Security Briefing, Annual Security Awareness Training, Operations Security (OPSEC) and Subversion and Espionage Directed Against the Army (SAEDA) training, and DOD Antiterrorism Level 1 training.

5.6.9 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).

5.6.10 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.

5.6.11 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 for fax (sddc.g2.safb@sddc.army.mil or commercial 618-220-5874).

5.6.12 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).

5.6.13 Upon completion of this contract, the contractor will surrender all computer materials (classified and unclassified) to the 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.

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

5.6.15 The contractor shall ensure that roles/privileges assigned to contractor employees on the Government computing 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.

5.6.16 If the Government notifies the contractor that the employment or the continued employment of any contractor employee is prejudicial to the interests or endangers the security of the United States of America, that person shall be removed and barred from the worksite. The contractor shall make any changes necessary in the appointment(s).

5.7 Period of Performance.

The initial period of performance for this contract is 1 September 2008 – 30 September 2008.

Period of Performance for the first option year is 1 October 2008 – 30 September 2009.

Period of Performance for the second option year is 1 October 2009 – 30 September 2010.

Period of Performance for the third option year is 1 October 2010 – 30 September 2011.

Period of Performance for the fourth option year is 1 October 2011 – 30 September 2012.

5.8 Packaging, Packing and Shipping Instructions. The contractor shall provide all deliverables and other project related products, reports, etc., as an electronic file e-mail attachment whenever possible. The contractor shall generate all document deliverables in standard SDDC office automation software products. If the contractor determines that it would be more beneficial to use non-standard SDDC office automation software to generate any of the required deliverables, the contractor must notify and receive approval from the COR/ACOR prior to generation of those deliverables. In the event that deliverables can not be delivered via e-mail they shall

be hand-delivered on Floppy Disk or CD. All software, documentation, training literature, and any other deliverables described in this TO will be wholly owned by the Government (SDDC).

5.9 Inspection and Acceptance Criteria. SDDC will usually require up to ten (10) business days from receipt of all deliverables for review and comment/acceptance. Acceptance will be based upon the deliverables meeting contract requirements and accepted professional standards for technical content, workmanship, and relevance to stated functional business process requirements. If no guidance is received from SDDC by the end of the 10 day period, the contractor should contact the COR/ACOR for direction. Any guidance from SDDC for improvement/revisions to deliverables will be provided in writing.

5.10 Personnel Expertise. Contractor shall ensure that the required level of expertise is applied to this effort. At no additional expense to the Government, the contractor shall ensure that personnel assigned to this project remain current in the technical skills required to support and execute this TO.

5.11 Invoicing Data. The contractor shall submit monthly DD250's throughout the life of the contract. The DD250 shall be submitted to the COR/ACOR for processing. The DD250 shall include as a minimum the following information:

- a. Name and address of the contractor
- b. Invoice number and date
- c. Contract Number/Task Order Number
- d. Contract line item number(s) and/or sub-line item number
- e. Period Invoiced for
- f. Name, title, and phone number of person to be notified in case of defective invoices.

5.12 Requirements Affecting Contractor Personnel Performing Mission Essential Services. The Contracting Officer has identified all or a portion of the services performed under this contract as "Essential DoD Contractor Services" as defined and described in DoD Instruction (DoDI) 3020.37, "Continuation of Essential DoD Contractor Services During Crises." Hereafter, the personnel identified by the contractor to perform these services shall be referred to as "Mission Essential Contractor Personnel."

Within 30 days after contract award the contractor shall provide a written list of all "Mission Essential Contractor Personnel" to the Contracting Officer or designee. The list shall identify names and where each employee will perform work under this contract.

As required to comply with or perform pursuant to DOD requirements, the Contracting Officer shall direct the contractor to comply with requirements intended to safeguard the safety and health of Mission Essential Contractor Personnel. The Contracting Officer may communicate the requirements through a letter of notification or other means, and subsequently modify the contract to incorporate the requirements.

This information shall be inserted in all subcontracts meeting the criteria in the first paragraph.

6. CONTRACT TRANSITION

6.1 Incoming Contractor Transition

6.1.1 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.

6.1.2 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.

6.1.3 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.

6.2 Incumbent Contractor Transition

6.2.1 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.

6.2.2 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.

6.2.3 Listing of Open Service Requests. The incumbent contractor shall provide the COR/ACOR a complete listing of all open service requests indicating the status of completion and any performance issues associated with them. The report is due no later than 60 days prior to the contract scheduled end date.

6.2.4 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.

6.2.5 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.

Appendix A

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.
JFTR (Joint Federal Travel Regulation).
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 8570.01-M, Information Assurance Workforce Improvement Program
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
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

DD 254, DoD, Contract Security Classification Specification

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

(b)(6)

709 Ward Street
Building 1990
Scott Air Force Base, IL. 62225
(b)(6) @sddc.army.mil or (b)(6) @sddc.army.mil
618-220-5801/5422

Appendix B

Acronyms

Acronym	Definition
ACOR	Alternate Contracting Officer's Representative
ADP	Automated Data Processing
AKMA	Area Knowledge Manager Analyst
AM	Area Manager
ANSOC	Army Network Security Operations Center
ACD	Automated Call Distribution
ASP	Active Server Pages
CAC	Common Access Card
CAGE	Commercial and Government Entity
CGI	Common Gateway Interfaces
CM	Configuration Management
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
COTS	Commercial-Off-The-Shelf
CPG	Commercial Partner Gateway
CPRP	Chief Information Officer (CIO) Program Review Panel
CRM	Customer Relationship Management
CSR	Customer Service Representative
CSS	Cascading Style Sheets
CTI	Computer Telephony Integration
CVS	Contractor Verification System
DCS	Deputy Chief of Staff
DECC	Defense Enterprise Computer Center
DHTML	Dynamic Hypertext Markup Language
DIACAP	DOD Information Assurance Certification & Accreditation Process
DISA	Defense Information System Agency
DNS	Domain Name System
DOD	Department of Defense
DODD	Department of Defense Directive
DPS	Defense Personal Property System
DR	Disaster Recovery
DSN	Defense Switched Network
ETA	Electronic Transportation Acquisition
FAR	Federal Acquisition Regulation
FCL	Facilities Clearance Level
FOUO	For Official Use Only
FSO	Facilities Security Officer
GCA	Government Contracting Agency
GFM	Global Freight Management
GFP	Government Furnished Property
HA	High Availability
HTML	Hypertext Markup Language
IA	Information Assurance
IASO	Information Assurance Security Officer

IAVA	Information Assurance Vulnerability Alerts
IBS	Integrated Booking System
ICMS	Integrated Call Management Solution
ICSS	Interim Customer Satisfaction Survey
IIS	Internet Information Services
iSDDC	Integrated Surface Deployment & Data Cleansing Tool
IT	Information Technology
IVR	Interactive Voice Response
IV&V	Independent Verification and Validation
JSP	Java Server Pages
JTR	Joint Travel Regulation
KM	Knowledge Manager
LDAP	Lightweight Directory Access Protocol
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NCES	Net Centric Enterprise Services
NIPRNet	Unclassified but Sensitive Internet Protocol Router Network
OPSEC	Operations Security
PBX	Private Branch Exchange
PCL	Personnel Clearance Level
PKI	Public Key Infrastructure
PMO	Project Management Office
POC	Point of Contact
PRI	Primary Rate Interface
PVCS	Professional Vision Control System
PWS	Performance Work Statement
QCP	Quality Control Plan
SAEDA	Subversion and Espionage Directed Against the Army
SAFB	Scott Air Force Base
SCSI	Small Computer System Interface
SDDC	(Military) Surface Deployment and Distribution Command
SOP	Standard Operating Procedures
SQL	Structured Query Language
SQT	Software Quality Testing
SR	Service Request
SRC	Systems Response Center
SSBI	Single Scope Background Investigation
TO	Task Order
TOPS	Transportation Operational Personal Property System
USA	United States Army
USAF	United States Air Force
USTRANSCOM	United States Transportation Command
VAL	Visit Authorization Letter
VAR	Visit Authorization Request
VB	Visual Basic
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network
XHTML	eXtensible Hypertext Markup Language
XML	eXtensible Markup Language

XSL	eXtensible Stylesheet Language
-----	--------------------------------

Appendix C

Historical Workload*

Task Area 1, Contract Level and Task Order Management – 4,416 hours

Task Area 2, SRC Call Center Support – 68,448 hours

Task Area 3, SRC Development/Maintenance, ETA IV&V, and ICMS Support – 17,664 hours

*The historical workload is based on the current contract and is for the duration of one Fiscal Year. Future workload may vary depending on the requirements of SDDC and other Government entities.