

RTG
ROSS TECHNOLOGIES, INC.
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Information Resource Management Data Repository (IRMDR) Tool Suite
TASK ORDER MANAGEMENT PLAN

August 14, 2009

RTGX
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Contract GS-35F-0410R (1 Jul 08)
HTC711-08-F-0038

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The table below identifies each version update to the overall document as well as a brief description of changes made during each update.

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Draft	07/23/2008	COR Comments
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Revision 1	08/12/2009	COR Comments completed; names removed, risks revised
Final	8/14/2009	Task Order Management Plan 14 Aug 09

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Quality Control Review

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United States Transportation Command



INFORMATION RESOURCE MANAGEMENT DATA REPOSITORY (IRMDR)

TASK ORDER MANAGEMENT PLAN

Prepared for:
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1 Purpose of the Task Order Management Plan

The purpose of this Task Order Management Plan is to describe the Ross Technologies effective team approach for management and performance of Mod 1 to the Information Resource Management Data Repository (IRMDR) Tool Suite contract No. GS-35F-0410R. This plan describes the efforts that Ross Technologies will make to ensure the terms and conditions of the IRMDR contract are met. This plan is not intended to be either prescriptive or inclusive of all necessary actions for execution of the contract.

2 Contract Summary of the Scope of Work

The primary work will provide IRMDR front-end application enhancements and web services, program installation and maintenance, and generation and maintenance of system documentation for the purpose of system accreditation and procedural guidance. It includes working issues to achieve system accreditations and evaluating new tools as required. This contract provides for a Primary J6-A Functional Area Communications and Computer Systems Manager (FACCSM), an Accounts Administrator for administering user accounts of the Tool Suite applications, and training users in the use of the Tool Suite applications. The United States Transportation Command (USTRANSCOM) IRMDR Tool Suite contract is a time and materials contract that defines general tasks to be performed as an element of the broader Enterprise Architecture service environment known as the Joint Deployment and Distribution Architecture (JDDA). IRMDR tools to be supported by the Contractor include Oracle Database with Web Front-Ends, Service Oriented Architecture Governance & Lifecycle Management Software, Graphical Data Representation Tool & Data Modeling Tool, Business and Enterprise Architecture Tool, and Business Process Integration Software.

Contract Identification.

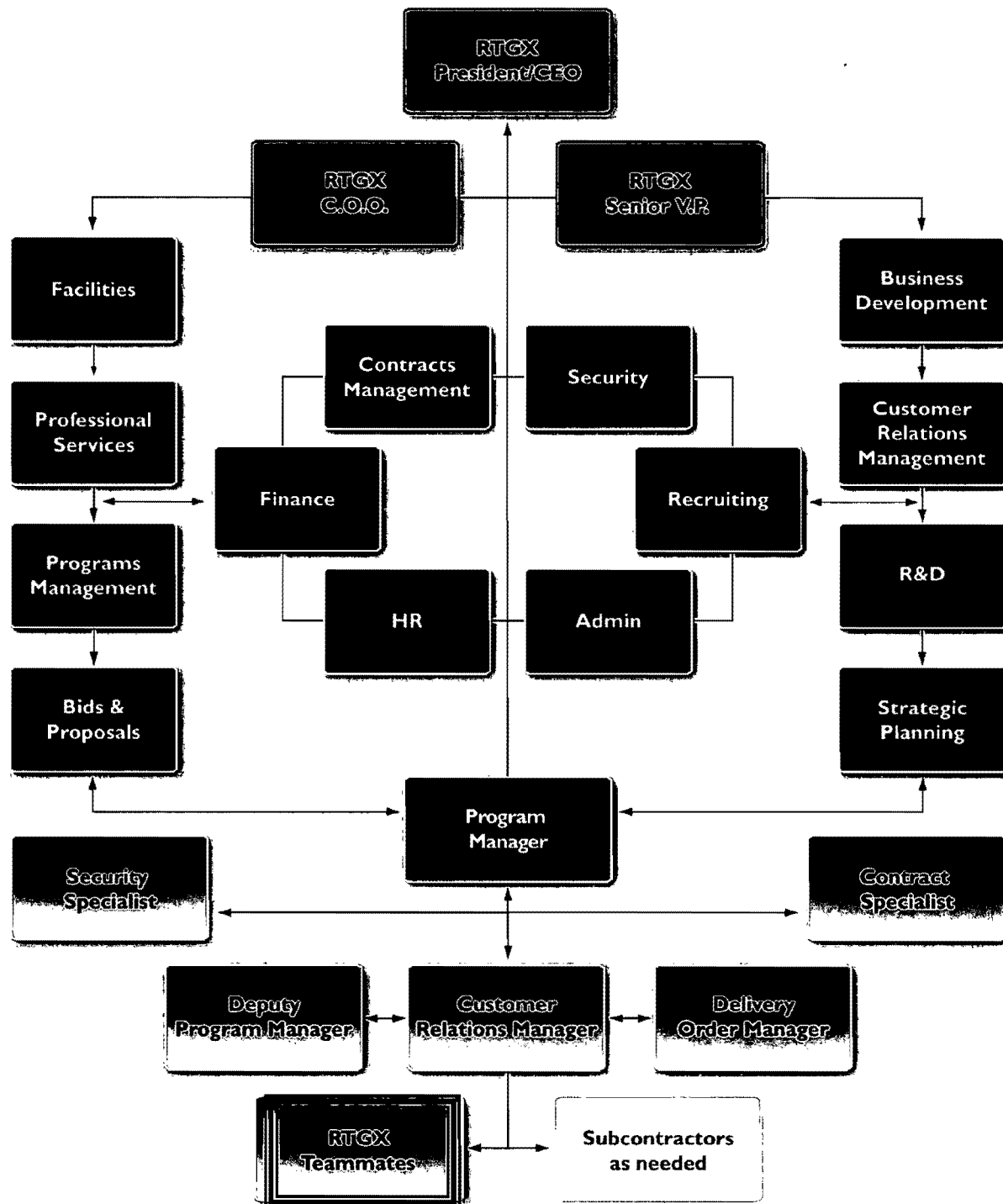
- Contractor name: Ross Technologies, Inc.
- Contract number: GS-35F-0410R (HTC711-08-F-0038) 1 July 2008
- Current period of performance: 1 Jul 2008 to 30 Sep 2010
- Contract type: Time and Materials
- Contract Manager: (b)(6)
- Contractor key personnel: Co-Project Managers (b)(6)

3 Key Contract Management Team Members

The chart below depicts the robust organization that stands behind Ross's operations allowing us to support our customers world-wide including, Pakistan, London, Ohio, California, Korea, Florida and many other locations.

IRMDR TASK ORDER MANAGEMENT PLAN

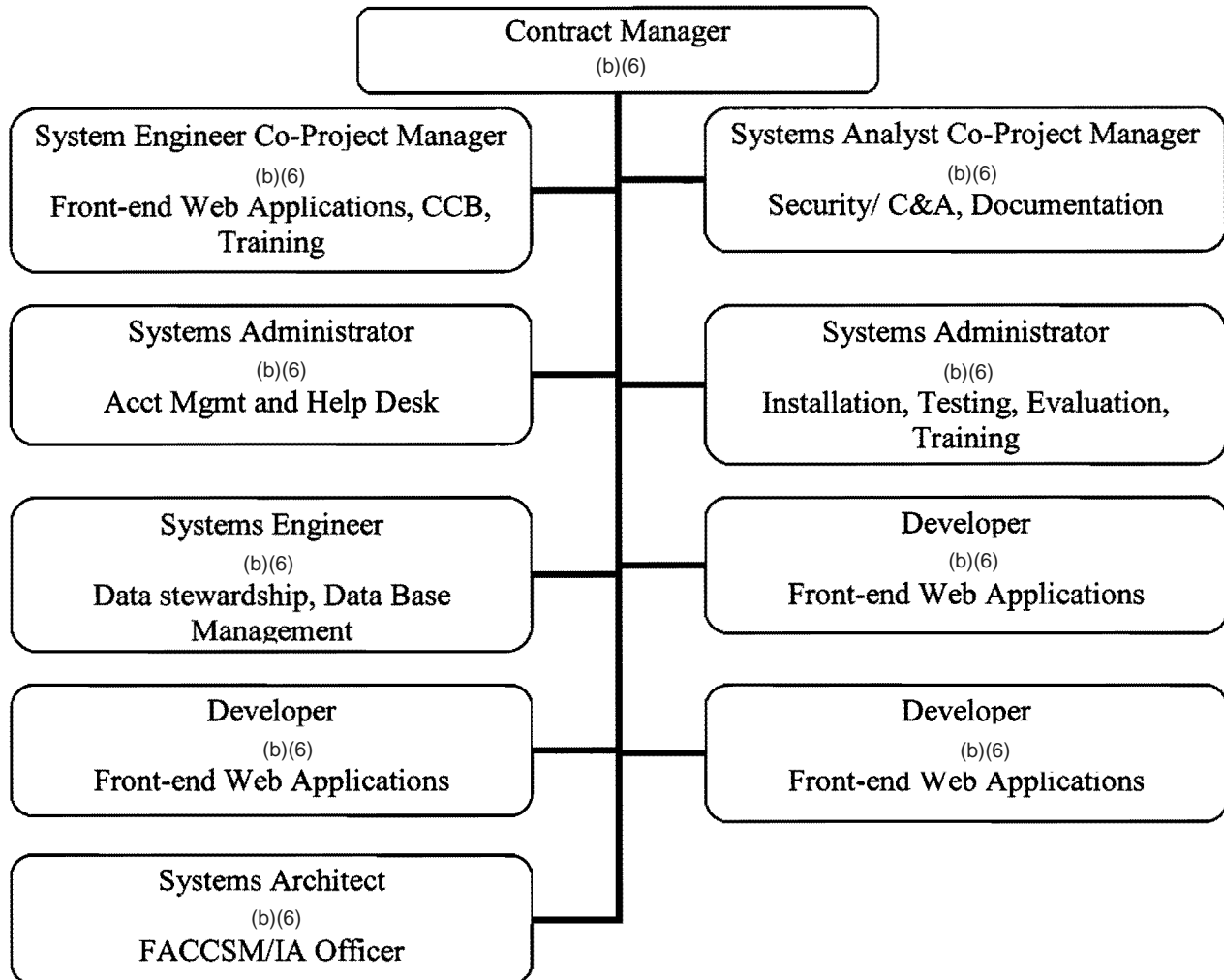
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Ross has four members of the RTGX Teammates involved in documentation, Functional Area Communications and Computer Systems Manager (FACCSM), System Administration, and Front-end applications development tasks. Ross has incorporated CSC personnel who previously supported CRIS to participate in the CRIS web front end requirements and Account Maintenance & Management. Additional Team members from AETEA Information Technology Inc and Anoint Information Technologies make up our added Developer capability. Co-Project

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Managers take care of contract management responsibilities in coordination with the Contract Manager. Our staffing plan includes nine personnel.



4 Project Management

Ross has proven their project management ability in the first year and a half of this contract. Our Administrative Co-Project Leader has seven years experience as an Active Duty Contracting Officer's Representative (COR) in the Army and 14 years as a contractor. As Co-Project Manager he ensures provisions of the contract are accomplished and deliverable dates are met. He is the primary lead for reports and ensures weekly, monthly, and quarterly reports are prepared and reviewed for content. Ross Technologies is responsible for reporting cost and performance of the contract in the monthly summary reports. The reports give the IRMDR COR and J6-A a single source document for contract performance. Primary categories covered include Web/Application Front-End Support, IRMDR Training, Documentation Development, Account Management activities, System Security Certification, and FACCSM achievements. The Administrative Co-Project Leader is the Ross Team's principle advisor on contract matters

of compliance and performance; he knows what the Government expects and how to deliver it. With 18 years at USTRANSCOM, both on active duty and as a contractor, he is the primary technical writer who took the previously unacceptable documents, revamped them, instituted a formal process for reviewing them with the IRMDR COR, and implemented configuration control of all publications to document formal approval by the Government. He has 14 years experience as an Automation Systems Officer in the Army and was able to lead the Ross Technologies effort to get CRIS certified and accredited to operate on the USTRANSCOM network in accordance with the DoD Information Assurance Certification and Accreditation Process (DIACAP). His experience is also being used to get the UDDI application (Systinet) certified and accredited to run on the USTRANSCOM network.

Our Technical Co-Project Lead has over ten years experience enhancing and developing performance and effectiveness of organizations in public, private, and non-profit sectors utilizing his evaluation skills in assessing organizations, markets, human resources, and communities. He brings to the team experience, learnings, and best practices from implementing and leveraging technology in both private and public sectors. He has more than 5 years in private enterprise as a business and marketing research analyst and over 5 years experience in public and non-profit sectors as a research analyst and program evaluation specialist. He leads the Ross technical team in the enhancement and maintenance of the IRMDR applications' Web and application Front-End support. With over 10 years of managing a variety of projects, he was able in 7 months to lead the Ross Team in getting the Systinet application configured to operate according to requirements of the USTRANSCOM network when two years of previous efforts had not. His developer team has successfully managed the CRIS data and kept abreast of changes required by customers. His experience as a developer and analyst with experience in requirements gathering and change management, as well as a past officer of multiple organizations, makes him ideal as the Secretariat of the IRMDR Configuration Control Board (CCB). Drawing on his experience with web development, data analysis, customer outreach, and requirements gathering efforts in both the public and private sectors, he instituted and manages an ongoing project to enhance the user base and the usefulness of CRIS as part of the Ross Team efforts to improve CRIS applications and coordinate with our customers. He is engaging CRIS users to obtain feedback about CRIS performance and desired enhancements with questions that are less about specific requirements and more about how to improve the look and feel of CRIS, improve functionality, and integrating CRIS with any future tools.

5 Contract Requirements

5.1 Reports

The Ross Administrative Co-Project Lead tracks due dates of all the reports, collects the input from all the Team members, consolidates and edits the inputs into the final products, and delivers the products to the COR. The media, format, and desired content of the reports are coordinated by the Administrative Co-Project Lead with the COR to ensure the Government receives satisfactory deliverables. The Team is always prepared to work with the COR on proposed format and media. The following reports are planned and prepared according to the contract delivery dates:

- Weekly Activity Report (WAR)
- Monthly cost, status, and resource utilization summary report

- Employee Status Report
- Final Contract Summary Report
- Application Evaluation and Recommendation Report
- Data Steward Report
- Trip Reports

5.1.1 Recurring Reports

Report formats are coordinated and approved by the IRMDR COR. The layouts of the reports are standard but not restrictive to allow adding new topics. The standard layouts make it easy to expect where task areas will be reported and the monthly is laid out the same as the weekly to facilitate summarizing activities. The weekly reports cover progress toward completing the task and the monthly reports cover achievement of the tasks. In Progress Reviews (IPRs) follow the layout of the weekly and monthly reports but only report the overall task area status based on the reporting in the weekly and monthly reports. This keeps the IPR as a lean and clean reporting tool for senior leadership reference.

5.1.2 As Required Reports

The formats and content will be proposed, based on coordination with IRMDR COR, for approval at the time the report becomes necessary. Drafts will be prepared and coordinated as time permits before submitting a final version. As in the recurring reports, format and style will be standardized to ensure quality of the content across reports. The focus will be to capture meaningful and useful information in every report based on its purpose. The standard layout will ensure the agreed upon information is included each time the report is prepared. Content for reports will come from the Ross Team member most knowledgeable with the task area and style and readability will be reviewed by the Ross Co-Project Managers to ensure the IRMDR COR obtains the best presentation of the information based on the target audience.

5.1.3 Technical Release Schedules

The Technical Co-Project Manager is the primary developer of the technical release schedules that may be required by the Government. Since each assigned project is anticipated to be different in scope and purpose, each technical release schedule will be planned and designed in coordination with the COR to ensure the needed information is presented in the schedule. The Ross Team is flexible enough to provide rough order of magnitude schedules as well as detailed resource and task oriented schedules depending on the ultimate purpose of the schedule. When needed, Ross will provide the COR estimates of the resources needed to do the schedules and work with the COR to prioritize existing task loads to achieve the Government desired work priorities.

5.2 Software/Web Maintenance and Support

Software and Web maintenance and support is handled by the Technical Co-Project Manager's team by matrixing the skills of the Developers, System Engineers, and System Administrators. The web-based front-end applications are designed, developed, tested, implemented, and maintained primarily by the Developers. Before new requirements are approved by the CCB the team begins by communicating with the requestor to refine details of the requirement. This

rough order of magnitude of the resources needed is used by the CCB to prioritize and assign the team's resources to enhance and maintain the web front-end tools.

5.2.1 Maintaining

Regardless of the cause of an application to fail to perform as requested, the Ross Team researches the problem and provides the code changes necessary to provide the service required. Some maintenance takes the form of support and simply involves training the user. The Team is highly praised for their willingness to take time and demonstrate the various applications. Maintenance actions sometimes involve modifying or updating original code to accommodate data changes and/or different user requirements. The Team is quick and knowledgeable when upgrading code so the customer gets the service they're looking for. The Ross Team has several years experience with the database design team in developing code that best serves the database and the front-end application requirements and the Team often coordinates with the database design team to accomplish their goals.

5.2.2 Testing

In addition to testing the Web Front-end applications (both a peer review and a user test), the Ross Team provides knowledge to run prospective IDRMDR Tool Suite applications through the USTRANSCOM Test Bed facility in preparation for installing the applications on the USTRANSCOM unclassified network. Although an application may be approved for other networks, the out-of-the-box software must be configured according to the Security Technical Implementation Guides (STIG) and the USTRANSCOM procedures. The Ross Team gained invaluable and useful experience as they have worked to usher the Systinet application through all the wickets needed to get it approved and implemented on the USTRANSCOM unclassified network.

When the Developer Team creates a Web Front-end application, they use a peer review and test in the development environment to check syntax and style before asking the user to test the application. All applications are reviewed as much as possible before they are pushed to the production environment.

5.2.3 Evaluating

The team of System Engineers and System Administrators provides the IRMDR COR a valuable "second look" capability when evaluating new applications for functionality and net worthiness. The evaluation is only as useful as the Ross Team's understanding of the USTRANSCOM requirement and vision for the proposed applications. For this reason, the Team attempts to use every opportunity to be included in meetings and briefings where USTRANSCOM requirements and visions are discussed. The evaluation will include endeavoring to understand application functionalities, technical requirements, and expressed USTRANSCOM user requirements and needs. The deployability of the application and a comparison to the existing capabilities in the IRMDR Tool Suite are also accomplished and documented.

5.3 Configuration Control Board (CCB)

The IRMDR Requirements application is managed by Ross Technical Co-Project Manager as the IRMDR CCB Secretariat. He coordinates review and evaluation of all new requirements for the CRIS database and its associated applications and database structure. He schedules weekly CCB meetings, documents the proceedings, and advises the CCB Chairperson of completion of CCB

approved changes as well as issues that are encountered. Ross Developers and the CDO Data Team collaborate on users' requests for new functionality or fixes to existing applications. Under the Technical Co-Project Manager's leadership the CCB has functioned smoothly and efficiently during the first year of the contract.

5.4 Front-End Support (Web/Applications)

Our CSC partners have been joined by two additional developers to handle developing, enhancing, and maintaining the web front-end applications for the IRMDR database. Team efforts to enhance the look and feel of the web site are being launched on a new path by the Team's newest developers who bring those skills to the Team. The Ross Team has consistently completed all the required enhancements and added functionality requested by the IRMDR Tool Suite users. There has not been any backlog in meeting customers' requirements.

The Ross Team has actively pursued opportunities to add new tools to the IRMDR Tool Suite. Our new System Administrator puts the Team in a good position to monitor and prepare new tools for the process of getting certified for the USTRANSCOM unclassified network. The Team is keeping in touch with the various initiatives that seek to bring new tools to the J6-A and are consequently ready to assume maintenance of these new tools.

5.5 Data Stewardship

One of our CSC partners is the IRMDR Tool Suite Lead Data Steward who provides oversight of 29 Functional Areas and their assigned Functional Area Data Stewards. He ensures each functional area has a data steward assigned and they understand and are capable of performing the duties of a data steward as outlined in the USTC J6-A Data Steward Operating Instruction 33-3 developed by the Ross Team. His years of experience enable him to work with the Data Base Developers to review data structure changes during the initial modeling and represent the interests of the Data Stewards.

5.6 Accounts Administration

The Accounts Administrator manages all IRMDR Tool Suite accounts and role privileges associated with IRMDR data bases. The Ross Team developed the first Tool Suite Accounts Management Operating Instruction 33-2. A three month backlog of account applications was quickly dispatched by the Ross Team at the beginning of the contract and for the last year and a half, the time required to receive a CRIS account has been one day thanks to the Ross Team's Account Administrator.

The Accounts Administrator maintains an account application template for use by IRMDR users and maintains the completed forms for all active accounts. The Administrator assists all prospective users in filling out and completing the form, making arrangements for the creation of accounts, and assisting with such issues as changing passwords, unlocking accounts, resolving firewall problems, and requesting static IP addresses. The IRMDR account management process that was documented by the Ross Team includes Government approval or denial of requests for accounts and notification of account approval or disapproval. Common Access Card (CAC) single-sign-on is used to make permissions to the IRMDR applications transparent to the basic user. The Accounts Administrator prepares a report of all IRMDR accounts with associated

privileges on request and develops and maintains metrics on help desk functions (i.e., number of assists, number of new accounts, number of accounts modified, deleted, and validated).

5.7 Helpdesk

The Ross Accounts Administrator provides IRMDR Help Desk customer assistance during core business hours to all active and prospective IRMDR users. His years of experience as the CRIS Accounts Administrator allow him to quickly assist users to resume their use of CRIS applications after they have a password or userid problem associated with the CRIS data base. The Help Desk function involves receiving notice of problems with CRIS front-end applications, CRIS in general, or a user account either by phone or email. The Help Desk function has handled upwards of 300 requests per month and the Account Administrator keeps everyone going. The Help Desk is also useful for referring first notices, beyond the Help Desk capability, to the System Administrators or Developers for quick resolution to keep users productive.

5.8 Requirements Management

Management of IRMDR Tool Suite Requirements is accomplished by the Ross Team through the IRMDR Configuration Control Board (CCB). Ross Technologies provides the Secretariat for the CCB who collects new requirements, schedules them for review by the CCB, schedules the CCB meetings, and produces the minutes of the meetings for the CCB Chair who is also the COR. The Ross Team develops rough order of magnitude (ROM) estimates of new requirements that affect the front-end web applications as part of the CCB process. When a requirement is approved, the Ross Team works with the submitting customer to achieve the desired results and ensures through user testing that the requirement is fully met. The CCB Charter was developed, vetted, and published by the Ross Team to document the CCB guidelines and process that is followed. Periodic update and enhancement releases of IRMDR applications agreed to by the Government are developed by the Ross Team. As directed by the Government the Ross Team participates in reviewing architecture requirements that impact configuration of the Joint Deployment and Distribution Architecture (JDDA). The Team also participates in discussions involving the logical and physical data base changes to ensure the front-end applications can be developed most efficiently.

5.9 System Security

The Team conducted a thorough assessment of the standards currently established by USTRANSCOM for certification and accreditation of systems and applications and completed all actions required to obtain the first Authority to Operate (ATO) for the CRIS. The Team worked with the USTRANSCOM certification and authentication (C&A) support personnel to construct the J6-A Information Assurance Officer (IAO) Guide that follows the latest Information Assurance (IA) Certification and Accreditation guidance. When new tools are being considered for the IRMDR Tool Suite, the CRIS Team begins the IA C&A effort as early as possible in order to mitigate delay of getting the tool into production on the network.

5.10 Training

5.10.1 Initial and Refresher

Initial training focuses on navigation within CRIS to the various core applications. The training provides an overview of the applications so a new user can understand what's available that

might help them do their job. In the beginning this training is provided by the Technical Co-Project Manager's team of System Engineers and Developers but the long range plan is to make a module available to the TCJ1 for new member orientation presentations. The introductory and application specific training modules consist of slide sets used to supplement a live training venue, conduct a hands-on session with live CRIS applications, and provide users with a hard-copy guide for using CRIS.

5.10.2 Training Materials

A master set of slides and handouts will be developed over the next several months in coordination with the IRMDR COR. These master slides will cover various front-end applications introductory level knowledge of the CRIS database. As more specific training requests are received, the master slides will be used to build the basic outline of the training session with additional slides developed to provide the more detailed instruction being requested. Each set of training slides will be saved in the N://IRMDR/CRIS Training directory to make them available to more people and facilitate using them for individual training.

5.10.3 Training Documentation

The training documentation is reviewed in accordance with the IRMDR Tool Suite Configuration Management Plan in the same way as other documents. Responsible trainers will review IRMDR CCB proceedings for change requests that affect those training sets. Revisions to the training sets will be done based on changes to the IRMDR tools. The Ross Team trainers keep track of changes to the training sets and ensure only the current version of each set is kept in the N://IRMDR/CRIS Training directory. Changes to the training sets are briefed to the IRMDR COR for approval before posting to the N: drive. The Ross trainers keep track of the training sessions that are provided by filing the request, attendees, comments about the training, and any noted problems or changes required to the training materials. These after action write-ups are filed in the same N://IRMDR/CRIS Training directory location for easy reference and access.

5.11 Other Documentation

Ross' Administrative Co-Project Manager developed or managed development of, vetted, and published the following documents in the first twelve months of this contract:

1. J6-A FACCSM Operating Instruction (TCJ6-A 33-1)
2. IRMDR Accounts Management Operating Instruction (TCJ6-A 33-2)
3. Data Steward Operating Instruction (TCJ6-A 33-3)
4. IRMDR CCB Charter
5. IRMDR Configuration Management Plan
6. IRMDR System Administration Guide
7. IRMDR Information System Security Plan (ISSP)
8. CRIS Contingency Plan
9. CRIS User Manual
10. Information Assurance Officer Guide

He continues to assess these existing documents and provide the COR an updated plan of action for necessary updating of these documents. The Ross IRMDR technical team members are the

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principle corroborators on the documents to ensure accuracy but the Administrative Co-Project Manager also uses selected users to corroborate the functionality of each document as necessary. The update and maintenance of these documents follows the configuration management process developed for document control and documented in the IRMDR Configuration Management Plan.

Beyond the required documentation called for, the Ross Team developed other needed documents to document the policies and procedures of the IRMDR Tool Suite. Examples are the IRMDR Information System Security Plan (ISSP), CRIS Contingency Plan, and the Information Assurance Officer Guide. During the remainder of this option year, the Ross Team will also develop other guides such as: *How to Bring a New Tool to the IRMDR Tool Suite* and *A Manager's Guide to Tool Suite Accounts*.

5.12 FACCSM

Ross' J6-A Primary Functional Area Communications and Computer Systems Manager (FACCSM) performs FACCSM duties IAW USTRANSCOM Instruction 33-16 (paragraphs 4.5, 5.1, 6, 7, and 8) for the Distribution Enterprise Architecture Division (TCJ6-A). He completed the necessary FACCSM training required by the USTRANSCOM Network Office and as the Primary FACCSM he leads other Assistant FACCSMs provided in other contracts within TCJ6-A. His 25 years experience in the IT field, including software developer, software tester and network administrator is used to deal with connecting workstations to the USTRANSCOM network and configuring the software on those workstations. He supervised the move of the J6-A division IT equipment into the new facility so well that the FACCSMs were praised for their efficiency and diligence in getting the division up and running. As the Primary FACCSM, he is also Information Assurance Officer (IAO) for two IRMDR applications, CRIS and Systinet; ensuring IA requirements are met and kept up-to-date. Under his guidance the FACCSMs assumed responsibility and control of the installation of all J6 Directorate printer and plotter supplies and the tracking and ordering of those supplies. He assists the J6 automated equipment custodian with inventory control. He developed the J6-A FACCSM Operating Instruction 33-1 to provide J6-A it's first documented instruction for performing the FACCSM duties and responsibilities. He and his assistant FACCSMs are working software and hardware compliance issues pertaining to USTRANSCOM's migration to the Air Force network and the mandated change to the Federal Desktop Core Configuration (FDCC). His team of FACCSMs provided technical support for the 2009 DPO Enterprise Architecture Summit and was two of the five people recognized at the end of the conference for exceptional support.

6 Team Coordination

The Ross Team's Front-end developers, Accounts Administrator, and Technical Co-Project Manager are located at the Corporate Crossing facility. The Administrative Co-Project Manager and the J6-A Primary FACCSM remain in Building 1961. The team interacts through daily personal contact within their respective work areas and use telephone calls and electronic mail to communicate specific events and high priority issues between the two work sites. The COR and Data Branch Government Lead receive weekly activity reports about the contract as well as quarterly IPRs. The Ross Team must work with and support personnel of several other contracts. Prior associations with many of the other teams' members make the support effort more effective. The Ross Co-Project Managers ensure the IRMDR COR is kept informed of all

support issues and any possible ramifications. The Ross Project Managers work diligently to maintain a trusted and informed working relationship with the IRMDR COR so minor hurdles to supporting all the J6 teams are handled quickly and with little disruption to the work flow.

7 Contract Management Processes

Formal and informal interaction by the COR with the two Ross Co-Project Managers concerning general contract activities ensures requirements are being met and performance is meeting expectations. Formal actions include such matters as issuing written determinations of allowed cost, approval of purchasing of hardware or software, and fee determinations. Informal actions include daily interactions and verbal communications about performance and deliverables by the COR with the Ross Team as necessary to ensure the Team understands and performs in a manner which meets the objectives of the contract. Ross Co-Project Managers seek out the COR for frequent vector checks and to update status of recent events.

7.1 Contract Transition Planning

If the contract is terminated for any reason by the Government or if an option year is not executed, the Ross Team will use a ten work day transition period. The Ross Team will organize all work related documents and files, store them on the designated shared drives, and provide a file plan outlining the file structure. Status for each project will be documented, to include recent, current, and pending actions. The Ross Team will provide a listing of all government furnished equipment (GFE) and commercial off the shelf (COTS) software utilized in support of this task and soft copies of all procedures and training materials developed as part of this task. In addition Ross will provide a complete list of all badges, vehicle passes, and government software access permissions (i.e., CRIS, netViz, etc.) by individual currently on the task. The Ross Team will ensure that no logistics or contract data is corrupted, changed, or altered in a manner that would cause damage to the Government.

7.2 Contract Communication Protocol

Since there are varying degrees of contract authority, both formal and informal communication protocols have to be carefully followed by all parties to prevent the misapplication of contract effort and direction. As the sole line organization responsible for the performance oversight and administration of the IRMDR Tool Suite contract, all Distribution Enterprise Data Branch communications with formal direction should be issued to the Ross Team by the Contracting Officer (CO) or COR as appropriate.

- **Formal communications with the Ross Team**

Formal communication occurs between individuals who are authorized to represent the contracting parties. For this contract, these individuals are the Contracting Officer (KO) or COR and the Ross Co-Project Managers and Contract Manager. Formal communications will usually be stated in writing; however oral communication may be used if confirmed in writing.

- **Informal communications**

Informal communications can occur between any IRMDR employee and any Ross employee. This type of communication is non-binding for both the Government and Ross and does not constitute contract direction (i.e., formal communication). Informal

communication can take the form of electronic mail, memorandum, telephone, facsimile, presentations, meetings, and any other means. Informal communications are encouraged and expected from IRMDR staff in performance of their oversight responsibilities with the Ross Team.

- **Outside Communications**

The Ross Team will be required to communicate with other than IRMDR employees in conjunction with its responsibilities and work scope. The following parties, though not all inclusive, are most likely to be involved: USTRANSCOM staff, subordinate commands, other Services/Agencies, and other contractors. Because the entities are outside the contractual relationship for this contract, they are limited to informal communications only.

7.3 Government Furnished Services/Items (GFS/I) Review Process

The Ross Team currently occupies nine work spaces, workstations, and related terminals, including system hardware and software, similar to Government personnel. Two Ross Team members are in building 1961 and seven members are at the Corporate Crossing offices. The Team uses Internet access, Government e-mail accounts, Government telephones, fax machines, and copiers for official use only. The Ross Team supplies their own office expendables and administrative support.

8 Contract Vulnerabilities and Performance Risk Areas

Risk/Vulnerabilities	Consequences	Mitigating Actions	Responsible Individual
Loss of Key Person	Minor disruption of Team efficiency	Ross has developed useful contacts in the area for recruiting and has a full recruiting office at Corporate Offices to quickly find suitable replacements.	Ross Contract Manager
Performance objectives and thresholds may not be met when action is required by other J6 Divisions.	Delayed delivery of required products may cause other contracted efforts to be delayed.	Ross Team will keep Government POCs informed daily as needed and seek COR intervention before consequences happen.	Co-Project Managers

Risk/Vulnerabilities	Consequences	Mitigating Actions	Responsible Individual
Preliminary work not performed before handing off products to be in IRMDR Tool Suite	Delayed implementation of desired product may cause other contracted efforts to be delayed	Ross Team will document IRMDR Tool Suite processes to ensure customers know beforehand what is required.	Co-Project Managers

9 Key Performance Metrics

Contract Requirement	Performance Objective	Performance Threshold
TOMP, TRS, IPR, CCB, DIACAP, Training, Training Materials, Publications	Provide deliverables on time in the proper format	90% compliance rate