

N00024-11-R-3067
Performance Work Statement
Systems Engineering, Integration, and Information Assurance Support for Code 2.0
Dated 12-8-2010

1.0. BACKGROUND

The Paperless Initiatives and Acquisition Systems Implementation Branch implements and maintains applications and engineering processes which supports the Contracts and Acquisition Directorate and Program Executive Offices (PEOs) of the SPAWAR Enterprise. In an effort to maintain a high level of service to our customers, continued work must be performed to provide technical expertise and subject matter support for the daily operations of SPAWAR Acquisition and Contracts E-Commerce (ACE-C) production systems within the Navy Marine Corp Intranet (NMCI) environment.

2.0 SCOPE

The contractor shall provide technical services for Enterprise systems engineering, integration, systems testing and production support services required to sustain the SPAWAR Acquisition and Contracts E-Commerce (ACE-C) architecture and hosted systems. Systems engineering and integration support includes Navy ERP applications integration; data interface monitoring, information assurance monitoring, systems security, continuity of operations planning (COOP), and information systems training and support.

The contractor shall interface with the various SPAWAR Systems Centers (Charleston, New Orleans, Norfolk, and San Diego) to address and support SPAWAR Acquisition and Contracts E-Commerce (ACE-C) production systems.

3.0 APPLICABLE DOCUMENTS

In accordance with the Federal Acquisition Streamlining Act of 1994, all military and government referenced specifications and standards listed in this PWS are supplied for the purpose of guidance. All work and resulting products shall be accomplished using the most acceptable industry standards and commercial practices.

The specifications and standards listed in this PWS are supplied for a purpose of GUIDANCE ONLY. Specifications, standards, and handbooks listed below shall be the latest revision in effect at the time of contract award.

3.1 References

- A. DOD Directive 5000.1 - The Defense Acquisition System
- B. ISO 9000:2000 - Quality Management
- C. DOD Section 508 - EIT Accessibility Standards
- D. DOD Instruction 8510.01, DoD Information Assurance Certification and Accreditation Process (DIACAP)
- E. SPAWARINST 5510.1 - SPAWAR Security Instruction

4.0. REQUIREMENTS (OM&N)

4.1 Systems Engineering Support.

The contractor shall participate on various system working groups, Integrated Product Teams (IPTs) and with application developers for both GOTS and COTS components of the SPAWAR Acquisition and Contracts E-Commerce (ACE-C) systems. The members of these working groups, IPTs and application developers may include SPAWAR Systems Center Pacific(SSC-PAC), SPAWAR Systems Center Atlantic (SSC-LANT), SPAWAR Systems Center Atlantic-New Orleans (SSC-LANT-NOLA), Defense Information Systems Agency (DISA), NMCI representatives, and other COTS/GOTS Central Design Authority (CDA). The contractor shall provide technical expertise to include planning, risk assessment and mitigation, preparation and execution of all ACE-C technical activities to ensure program compliance with SPAWAR, DoN and DOD procedures and requirements.

4.2 System Integration Support.

The contractor shall provide system integration support to meet all data interfacing requirements, both internally within the ACE-C architecture and externally to other DOD and DoN mandated systems to include Navy ERP, FPDS-NG, EDA, and MOCAS. The contractor shall ensure that the integration of the systems meet all the security requirements to include the Unclassified Trusted Network Protect Policy (UTNpp), the NMCI security architecture, and DISA security guidance. The contractor shall provide technical and planning support to enable the successful accomplishment of all systems integration resulting in effective work flow and data interface while minimizing interruption or impact to operational status of the systems. The contractor shall provide systems administration and integration troubleshooting to maintain the production operations and required data flow from/to the ACE-C systems. The contractor shall interface with Government and other System representatives to implement systems configuration, perform system testing, monitor database and application components and all functional operations of the ACE system and integration components. The contractor shall effectively apply risk identification, mitigation and documentation throughout the process of integration testing and implementation and provide information via technical reports as required. All individuals supporting IA activities must be certified at the appropriate level IAW with DOD-8570.01-M Information Assurance Workforce Improvement Program.

4.3 Systems Application Support.

The contractor shall provide systems application support to effectively maintain and ensure the daily production of all ACE-C supported systems. The contractor shall provide applications and systems administration, maintenance, and performance tuning to ensure optimization and availability. The contractor must provide corporate knowledge and experience supporting applications in a production environment operating in the NMCI domain. The contractor shall provide configuration, administration, maintenance, and web maintenance support including the systems databases and applications for the existing environment provided in paragraph 4.3.1 below and all future changes to the ACE-C program. The contractor is required to have at least [REDACTED] knowledgeable of the network and application environment on-site by 0600 daily to check the availability of access to the ACE-C operating environment. As required, [REDACTED] must possess the knowledge and ability to interface with the, Government personnel, Network representatives and the application hosting facility points of contacts to report any issues and assist with resolution as appropriate. All individuals supporting IA activities must be certified at the appropriate level IAW with DOD-8570.01-M Information Assurance Workforce Improvement Program.

4.3.1 Current Applications

Contractor personnel providing the required services shall have experience with the following applications.

1. Procurement Desktop Defense (PD2) - DOD Contract Writing System
2. My WebMethods Server 7.1
3. Navy Enterprise Resource Planning (Navy ERP) – Navy Financial System
4. Web Xtender (Web-X) – Commercial web application that serves as the Contracting Directorate's archiving system for all Contracts and related contract documentation.
5. SPAWAR E-Commerce Central – Lotus Notes web application that supports electronic posting of associated acquisition documents and submission of proposals by industry.
6. Federal Procurement Data System – Next Generation (FPDS-NG) – Contract Action Reporting Tool
7. Oracle Database Administration Tools
8. Sybase Database Administration Tools
9. Standard Query Language (SQL)
10. Tripwire – Commercial application used for file integrity monitoring
11. Business Objects - Commercial business intelligence application
12. Remedy – Commercial Helpdesk Tool application
13. Citrix XenApp 5.0

4.4 Information Assurance Support.

The contractor shall provide expert technical assistance in supporting all aspects of the SPAWAR Information Assurance program for the ACE-C Program. The contractor shall monitor the implementation of and compliance to Information Assurance Vulnerability Alerts (IAVAs) via the On-line Compliance Reporting System (OCRS). The contractor shall support the ACE-C IAVM process that includes the following activities below. All individuals supporting IA activities must be certified at the appropriate level IAW with DOD-8570.01-M Information Assurance Workforce Improvement Program.

The contractor shall support the following duties below:

- Advise and assist PM on IAVM program
- Monitor vulnerability notifications
- Acknowledging receipt of IAVM notifications
- Develop Plan of Action and Milestones (POA&M), monitor mitigation plans (POA&Ms), and implementation timelines in conjunction with the NOLA technical staff.
- Maintain a list of IAVAs applicable to their systems by asset type (Configuration and Change Management CCM procedures)
- Ensure all devices are IAVA-compliant in conjunction with the NOLA technical staff
- Respond to all active IAVAs
- Bring non-compliant asset into immediate compliance or develop a mitigation plan (POA&M) in conjunction with the NOLA technical staff
- Monitor for new vulnerability notifications
- Report compliance information through CC/S/A channels
- Report PM-managed programs as IAVA-noncompliant until either compliant or mitigation actions have been applied
- Generate formal reporting using the On-line Compliance Reporting System (OCRS) for submission to the Program Office.
- Provide direct support to the Protect Team Lead and Program Manager as required.

- Provide recommended systems security enhancements
- Provide DoD Certification and Accreditation support to maintain accreditation of the ACE-C program
- Systems Security Authorization Agreements (SSAA) support
- Security Technical Implementation Guide (STIG) support
- DIACAP documentation support

4.5 Emergency Planning

The contractor shall perform emergency preparedness activities to include disaster recovery planning and execution and development of the Continuity of Operations Plan (COOP).

4.5.1 Disaster Recovery and Planning

The contractor shall create, execute, obtain approval for, update, maintain, provide audit support, and test Disaster Recovery Plans for all ACE-C applications. The contractor shall conduct and participate in test exercises as required by the applicable Disaster Recovery Plans.

4.5.2 Continuity of Operations

The contractor shall support COOP activities to include planning, preparation, execution, and reporting to ensure an effective failover as needed to maintain data availability and business continuity. The contractor shall execute the COOP process in the event a failover is required and as part of our annual testing. The contractor shall interface with the Government representatives and the application hosting facility points of contact to update and streamline the COOP process as needed.

4.6 Program Management Support

The contractor shall provide technical and engineering services necessary to manage the day-to-day technical and business operations in support of the ACE-C program. The contractor will coordinate directly with SPAWAR technical staff, NMCI technical staff, and other Government agencies technical points of contact and industry partners required to manage the ACE-C program. The contractor shall coordinate and support meetings, forums, and working groups. Coordination and support includes developing agendas, briefing material, notifying participants, arranging for appropriate facilities and equipment, and recording minutes. The contractor shall produce meeting minutes and a report of action items for each meeting within 1 business day after a meeting has concluded.

4.7 Configuration Management and Change Control Support

The contractor shall provide configuration management and change control support for the purpose of maintaining integrity, traceability, and control over change throughout the lifecycle for the ACE-C program applications and environment. The contractor shall participate in and support the change control process and the Change Control Board (CCB) responsible for the ACE-C program.

4.8 FISMA Compliance Support

The contractor shall provide FISMA Compliance support to develop, document, test and implement the required security controls to maintain and obtain our Certification & Accreditation (C&A) of our ACE-C program.

4.9 Help Desk Support.

The contractor shall provide problem resolution for the Contracting Directorates ACE-E environment applications for both functional and technical related issues. The contractor shall perform, account creation, account termination, password resets, application functional support, and peripheral device set-up for printer mappings and drive mappings. The contractor shall document all helpdesk calls into the ACE-C Remedy Helpdesk tool by close of business each day. The contractor shall record, analyze, maintain, and prepare and submit required reports regarding problem resolution occurrences and trends. The contractor shall develop self-help training aids (e.g., tips & tricks, FAQ's) for recurring problems as needed or required by the COR.

The application help desk will be located in San Diego and will be required to provide full helpdesk end-user support services as needed across Team SPAWAR and other Industry partners M-F between the hours of 6:30 a.m. – 4:00 p.m. Contractor personnel supporting this task may be required to be on-site additional hours, as needed, to provide support to our East Coast end-users.

4.10 Training Support.

The contractor shall develop training materials and conduct training classes for the Contracting Directorates ACE-E environment applications for both functional and technical topics as required. The contractor shall possess the experience in determining appropriate curriculum, delivery method, and assessment of end-users to assist the Government in providing training solutions that support both the novice and highly experienced end-user. The contractor shall be knowledgeable with the list of applications in paragraph 4.3.1 of this PWS.

4.11 Technical Performance Objectives

Objective	Standard	Performance Goal	Method of Surveillance
Apply IAVA Patches	Apply all IAVA patches by required due date	100%	OCRS Monitoring
Develop Mitigation Plans for all non-compliant IAVA assets	Develop Mitigation Plans for all non-compliant IAVA assets by required due date	100%	OCRS Monitoring
Accurate & Complete Technical Reports.	Technical Reports are accurate and complete for the intended subject and purpose and provided in a timely manner.	95%	Review of Reports
Program Materials are accurate complete. Action Items identified, tracked and completed on time	All required written documentation, action item reports, briefing materials, meeting minutes are accurate, complete and provided in accordance with deadlines. Action items completed in accordance with schedule.	95%	Review of Materials
Meeting Minutes/ Action Items Reports	Produce meeting minutes and a report of action items for each meeting within 1 business day after a meeting has concluded.	100%	Review of Materials
Personnel on-site by	██████ must possess the knowledge and	100%	Phone-Call or

0600	ability to interface with the, Government personnel, Network representatives and the application hosting facility points of contacts to report the problems and assist with resolution as appropriate.		Observation
Help Desk Support	Contractor shall document all helpdesk calls by COB each day. Contractor shall resolve 95% of tier 1 help desk calls within 24 hours.	100%	Customer Surveys Review of Remedy Helpdesk Reports
Training Support	Contractor shall create and teach training materials that accurately reflects the capability of the applications.	95%	Customer Surveys

5.0 Government Furnished Property

The Government will provide workspace, unclassified workstations, telephones, fax, databases, and proper building access identification badges. The Government will provide access to appropriate reference material and databases necessary for the performance of this effort. The Contractor shall provide off-site workspace, workstations and peripherals for all contractor personnel located off-site.

6.0 Deliverables

The Contractor shall provide all deliverables in the format specified by the SPAWAR 2.3.2 program office. All documentation must be accurate, complete and without grammatical errors. All documentation shall be submitted in electronic format to the COR.

Deliverable	Date Due
Monthly Status Report	Due by 15 th of following month
Weekly Status Report	Due by Tuesday of following week
Technical Reports	As Required
OCI Mitigation Plan	60 days after date of award

7.0 Electronic and Information Technology (EIT) Section 508 Accessibility Standards Determination of Applicability

This requirement has been reviewed and is not for EIT.

8.0 Place of Performance

The tasks defined in this PWS shall be performed primarily at the Space and Naval Warfare Systems Command (SPAWAR) in San Diego, California. Specific PWS requirements may require work to be performed at various SPAWAR field activities, at SPAWAR Systems Center-Atlantic (New Orleans, LA and Charleston, SC) SPAWAR Systems Center- Pacific and other Government agencies as required.

9.0 Period of Performance

The Period of Performance will be from Date of Award and end [REDACTED] months thereafter. Each option period will expire [REDACTED] months from date of exercise.

10.0 Security

The nature of this task requires access to [REDACTED] data, information, and spaces. The Contractor shall be required to attend meetings classified at the [REDACTED]

10.1 OPSEC

All work is to be performed in accordance with DoD and Navy operations security (OPSEC) requirements and in accordance with the OPSEC attachment to the DD254

11.0 Travel

The contractor may be required to travel in support of this task. Travel shall be paid in accordance with JTR regulations.