AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
J	1 | 23

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO.(If applicable)
P00014	26-Aug-2014		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than item 6)	CODE
MILITARY SEALIFT COMMAND WASHINGTON D.C. 914 CHARLES MORRIS COURT SE WASHINGTON NAVY YARD DC 20398-5540	N00033	See Item 6	

8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		
US INFORMATION TECHNOLOGIES JOSEPH MORRONE 4800 WESTFIELDS BLVD, STE 250 CHANTILLY VA 20151-4202		9A. AMENDMENT OF SOLICITATION NO
		9B. DATED (SEE ITEM 11)
	X	10A. MOD. OF CONTRACT/ORDER NO. N00033-11-D-6505
	X	10B. DATED (SEE ITEM 13) 02-Dec-2010
CODE 4LYJ5	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.243-1 Changes-Fixed Price (Aug 87) Alt III

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 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: greninge142946

The purpose of this modification is to add language for support and maintenance services for the Department Heads Administrative Management System (DHAMS). See the attached pages.

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) VIPHALAC C. DICKOVER / CONTRACTING OFFICER TEL: (b) (6) EMAIL: (b) (6)	
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY VDickover (Signature of Contracting Officer)	16C. DATE SIGNED 22-Sep-2014

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION C - DESCRIPTIONS AND SPECIFICATIONS

The following have been modified:
STATEMENT OF WORK
PERFORMANCE WORK STATEMENT

1.0 SCOPE
The Command, Control, Communication and Computer Systems (C4S) Directorate of Military Sealift Command (MSC) requires Information Technology (IT) technical support services in order to maintain the viability of the 1) MSC Financial Management Portfolio (MSC-FMP)[including the MSC-Financial Management System (MSC-FMS) and MSC-Financial Data Mart (MSC-FDM)]; 2) MSC-Human Resources Management Portfolio (MSC-HRMP)[including MSC-Human Resources Management System (MSC-HRMS), MSC-Historical Data Mart (MSC-HDM) and MSC-Human Resources Management Data Mart (MSC-HRDM)]; and 3) MSC Enterprise Data Warehouse (MSC-EDW) systems. This requirement is in accordance and complies with the MSC N6 Strategic Plan (See Appendix J-1).

2.0 BACKGROUND

MSC is one of three component commands reporting to the joint service U.S. Transportation Command, known as USTRANSCOM. USTRANSCOM, headquartered at Scott Air Force Base, IL, is under the command of a four-star flag officer and is responsible for coordination of all common-user Department of Defense (DoD) air, land and sea transportation worldwide. MSC, as a Navy Command, also reports to Fleet Forces Command and Naval Network Warfare Command.

The Military Sealift Command, Headquarters (MSCHQ), is located at the Washington Navy Yard (WNY), DC, and has six subordinate commands: Military Sealift Fleet Support Command (MSFSC) in Norfolk, VA; Sealift Logistics Command Atlantic (SEALOGLANT) in Norfolk, VA; Sealift Logistics Command Pacific (SEALOGPAC) in San Diego, CA; Sealift Logistics Command Central (SEALOGCENT) in Manama, Bahrain; Sealift Logistics Command Europe (SEALOGEUR) in Naples, Italy; and Sealift Logistics Command Far East (SEALOGFE) in Singapore.

The mission of MSC is to provide ocean transportation of equipment, fuel, supplies and ammunition to sustain U.S. Forces worldwide during peacetime and in war for as long as operational requirements dictate. MSC is a Program Management organization that operates ships worldwide to provide combat logistics support to United States Navy (USN) ships at sea; special mission support to U.S. Government agencies; prepositioning of U.S. military supplies and equipment at sea; and ocean transportation of DoD and other U.S. Government agencies' cargo in both peacetime and war. MSC operates an average of 100 non-combatant, civilian-crewed ships worldwide. MSC augments its sealift assets by executing its own contracts in support of its missions for contracted ships and commercial services. In addition, the command has access to over fifty (50) other ships that are kept in reduced operating status, ready to be activated if needed.

Within MSC, the Command, Control, Communications and Computer Systems (C4S) Directorate's (Code N6) purpose is to manage the development and sustainment of all MSC-approved ashore and afloat systems applications for the entire MSC enterprise. The System Development Implementation Division (Code N63) is responsible for working with existing and new MSC systems requirements from MSC's Program Managers (PMs) and Functional Directorates (FDs) in order to provide MSC Automated Information System (MSC-AIS) systems development and implementation support services.

As the U.S. Transportation Command's (USTRANSCOM) sealift provider, MSC manages data for a diverse fleet of ships and personnel providing sealift and fleet support services to the Department of Defense. Within MSC there are three (3) Functional Directorates (FDs) that require data management. Each is responsible for the management of manpower, financial management and strategic planning of MSC as follows:

- MARITIME FORCES, MANPOWER & MANAGEMENT (N1): Ensures the efficient and effective employment of Military Sealift Command personnel through the development and administration of programs and policies for civilian and military personnel ashore and afloat, manpower management and organization structure, strategic sourcing and commercial activities and shipboard training.

- COMPTROLLER (N8): The Comptroller Directorate advises the Commander on financial matters related to MSC operations and manages MSC funds to assure effective, efficient and economical mission accomplishment. The directorate oversees MSC's financial management information system and is responsible for meeting the requirements of the Chief Financial Officers Act.

- STRATEGIC PLANNING DIRECTORATE (N9): Advises the Commander, Military Sealift Command (COMSC) on all long-range strategic planning issues that are being reviewed within DOD, U.S. Transportation Command (USTRANSCOM), and Navy staff that will affect the future direction of the Military Sealift Command (MSC). N9 Develops and maintains a strategic planning system that includes a long-range Strategic Plan, a Corporate Plan, Business and Support Plans developed by MSC Program Managers and Functional Directors, and an effective planning cycle that supports the budget and POM process. N9 also advises COMSC on Congressional and legislative issues that affect MSC.

MSC has made a significant investment in Oracle Core technology and Oracle Applications technology products. MSC's Oracle Core technology products are licensed through a Department of Navy Chief Information Officer (DoN CIO) Enterprise License agreement. These Core products include licensing of Oracle databases, Application Servers, and Developer Suite tools. In addition, MSC has Oracle Applications technology licenses that provide access and use of Oracle Financial, Human Resources and e-Business Suite products.

2.1 FINANCIAL MANAGEMENT PORTFOLIO (FMP)

MSC-FMP is a DoN/DFAS integrated, migratory accounting and finance system for the Navy Transportation Business Area. It supports both the Navy and USTRANSCOM missions of the Military Sealift Command. MSC-FMP consists of multiple systems that combine to form the Financial Management Portfolio and is primarily an implementation of Oracle Corporation's Commercial off the Shelf (COTS) Oracle Business Applications (OBA) software for Federal Financials. The software implemented includes Federal General Ledger, Federal Purchasing, Budget Preparation, Federal Payables, and Federal Receivables, Projects, Fixed Assets, and Inventory. In addition, MSC implemented a Financial Data Mart to support internal cost reporting and analysis. No customizations have been made to the Oracle COTS software. The system is fully upgradable and supported by Oracle Corporation through standard patches and releases provided by the vendor.

Other systems within the Financial Management Portfolio include the DoD Standard Procurement System (SPS) and MSC's Budget Preparation System (BPS). Significant work will be dedicated to the MSC Financial Management System (FMS) interface that includes Wide Area Workflow (WAWF) and the Corrective Maintenance Logistics System (CMLS)**.** Future systems and interface upgrades may include Governance Risk and Compliance integrated into the MSC-Financial Management System (FMS), the replacement for BPS and SPS, and the interface to the Common Food Management System (CFMS).

MSC-FMP is used world wide by MSC Headquarters and area commands. FMS is considered a Target System (OBA) and is Joint Financial Management Improvement Program (JFMIP) certified. It meets and exceeds numerous Federal Financial Management System Requirements. MSC-FMP meets user and DoD requirements that are consistent with accounting and financial policy, regulatory and statutory requirements. Examples include: Federal Managers' Financial Integrity Act, Anti-Deficiency Act, Chief Financial Officers Act for the Navy Working Capital Fund and Air Force Transportation Working Capital Fund accounting as interpreted and directed by DFAS.

Detailed technical descriptions of these systems can be found in Appendix J-2

2.2 HUMAN RESOURCES MANAGEMENT PORTFOLIO (HRMP)

The Military Sealift Fleet Support Command (MSFSC) uses multiple systems such as Oracle, Human Resources Management System (MSC-HRMS) and additional support systems that create the MSC Human Resource Management Portfolio (MSC-HRMP). MSC-HRMP is used to support the over 4500 civilian mariners that man MSC afloat units and identify qualified candidates and retain existing Civil Service Mariners to crew the MSC Ships. In addition to using systems under the HRMP to hire, train, identify qualified candidates, and assign Civil Service Mariners, additional information is maintained such as training needs, certifications, licenses, medical information and immunizations. All of this information is used to determine if a mariner is qualified to fill a vacant position aboard ship.

Other systems within the HRMP include the Sea Service Letter Program and Mariner Advancement Program. Future systems, initiatives and interface upgrades may include Governance Risk and Compliance integrated into HRMS as well as a system that allows for digitizing documents and provides an authoritative data source for medical records.

Detailed technical descriptions of these systems can be found in Appendix J-3

2.3 ENTERPRISE DATA WAREHOUSE (EDW)

Code N6 requires Information System Support and System Integration Services, in the area of MSC Enterprise Data Warehousing (MSC-EDW), to support MSC programs, organizations, and operations. EDW is used to pull data from all MSC functional lines of business and is used to facilitate decision making at a business functional level as well as the program management level.

EDW Interfaces with multiple MSC Business systems including Maintenance Data for the Shipboard Automated Maintenance Management (SAMM) Program, Financial Data from FMS, Human Resource Data from HRMS and Logistic Data from ShipCLIP. EDW provides a multisystem view of this data to facilitate decisions from MSC Senior Leadership. EDW provides MSC Senior Leadership with the necessary tools to conduct cross functional data analysis, validate results of business process changes and provide meaningful metrics to support decision making.

Future EDW interfaces will include other MSC Business Systems. This may include classified material in the future.

Detailed technical descriptions of these systems can be found in Appendix J-4

2.4 SYSTEMS DEVELOPMENT INITIATIVES AND ACTIVITIES

In order to support evolving MSC system requirements, N63 engages in initiatives and ongoing activities to address MSC Functional Directorate (FD) and Program Manager (PM) requests. In response to these FD and PM requests, N63 assigns an appropriate N63 government Systems Lifecycle Manager to investigate needs, develop requirements and guide the effort needed to launch the introduction of new MSC systems or the enhancement of existing ones to provide efficient and effective MSC solutions. The availability and use of contractor support for systems development and maintenance efforts under this contract is a critical element in supporting these N63 initiatives and activities.

3.0 OBJECTIVES

The contractor shall provide system maintenance, Tier 3 support and System Enhancement for: the MSC Financial Management Portfolio (MSC-FMP), MSC Human Resources Management Portfolio (MSC-HRMP) and MSC-Enterprise Data Warehouse (EDW). In the performance of this work, the contractor shall provide technical support concerning planning and program management, software maintenance and minor enhancements, help desk, interface and custom report maintenance, database and configuration management, and functional support.

4.0 SPECIFIC TASKS

Specific efforts covered by the Task Orders in this contract are of a dynamic nature and responsive to the needs of MSC (e.g., Fleet, Navy, DoD and Government network policies). All Systems maintenance and enhancements will follow the N6 Lifecycle Management User Instruction (Appendix J-5) and all system changes will go through the N6 Integration Process (Appendix J-6). Additionally, systems maintenance and enhancement will follow a structured software development methodology. Oracle Application Implementation Model (AIM) or equivalent will be followed for Oracle Business Applications work. These efforts will be established in annual Tasks Orders covering each of the General Support Categories listed below. Notwithstanding this, specific in-scope efforts may be added, removed or changed as each year progresses. Appropriate modifications to the Task Orders will be issued, if the changes so require.

4.1 PROGRAM MANAGEMENT SUPPORT

The contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the performance of task orders under this contract. The contractor shall designate a single point of contact (POC) as the Program Manager (PM) for use in communicating issues, concerns or problems on this contract. The PM shall have the authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns or problems. The PM shall be readily available to respond to questions, concerns and comments, as well as be proactive in alerting the Government to potential contractual/technical issues. Although Government staff may coordinate with other contractor staff, the PM shall serve as the single contractor representative responsible for resolving all issues, concerns and problems.

4.1.1 - Contract Kick-off Meeting

The Government shall schedule and coordinate a contract kick-off meeting to be held within fifteen (15) business days of contract award. The Government, with the assistance of the contractor, shall develop an agenda for the meeting. The Contracting Officer will ensure that all identified participants are notified of the meeting in advance. At a minimum, kick-off attendees shall include key contractor personnel and key MSC personnel. At the kick-off meeting, the contractor shall present its Transition Plan for overall program management of the awarded contract. The contractor shall develop and, after Government approval, distribute meeting minutes and action items within five (5) business days after the contract kick-off meeting.

4.1.2 – Program Management Reviews

The contractor shall prepare and submit a Program Management Review (PMR) agenda to the COR five (5) business days prior to the PMR meeting and prepare minutes within five (5) business days after the meeting. The PMR shall address current task order status to include current contract performance in comparison with contract performance metrics, mitigation plans for under-performing areas, and other issues and concerns. The PMR shall summarize the previous three months performance. The first review will be conducted ninety (90) calendar days after award. Subsequent reviews will be done at three-month intervals.

4.1.3 – Portfolio Management Support

The contractor shall assist the government with the development of Program Management Documentation including but not limited to: Program Charter, Release Plan, Funding Profiles and Enterprise Architecture Artifacts to provide Code N63 Project Portfolio Management (PPM) support. The contractor shall manage the list of projects / initiatives and assist the Government in prioritizing the potential effort based on such factors as opportunity, risk, and dependency to other projects, cost, scope and schedule.

The contractor shall assist the government in preparing and editing documents and artifacts for submission to the MSC IT governance process. This includes but is not limited to:

- Assisting the government with documentation and artifacts included in the Capital Planning and Investment Control (CPIC) process as well as other documentation that assists with the MSCHQ-N6 process. The CPIC process aligns IT Investments with MSC's Strategic Plan and Budget. The CPIC

process is the foundation for building the N6 IT Management Portfolios (ITMP), which consists of gathering reliable data on all IT investments and setting goals, priorities and performance measures.
- Preparation of business cases that may include but are not limited to analysis of alternatives, funding profiles and plan of actions and milestones
- Preparation of Program and Project Charters along with associated supporting documentation to establish development and release schedules and budget thresholds
- Providing support related to the management of budgets and program/portfolio expenditures
- Supporting data calls and updates to DOD, DON, MSC tracking databases (e.g. Department of the Navy (DoN) Application and Database Management System (DADMS) and Department of Defense (DoD) IT Portfolio Repository – Department of the Navy (DoN) (DITPR-DON))

The contractor shall prepare draft documents and artifacts for Government approval to be presented at the Technical Control Investment Board (TCIB) (COMSCINST 5421.10 Capital Planning and Investment Control (CPIC) Process, see Appendix J-7).

4.1.4 – Program Management Plan (PMP)

The contractor shall develop and maintain throughout the contract period of performance a PMP that shall be used as a foundation for technical, resource, production and management planning. The contractor shall assist the government with development of Program Management Documentation that may include but is not limited to: Project Charter, Work Breakdown Structure, POA&M, Risk Management Plan and Lessons Learned while delivering a draft PMP at the Contract Kick-Off Meeting and an updated PMP within 30 workdays after the kick-off meeting. The PMP shall include the following summary information as well as any additional information deemed relevant by the contractor:

- Resource Rollup (RR) Use by Subtask
- Schedule and Critical Milestones
- Task Dependencies and Interrelationships
- Staffing Plan
- Key Deliverables
- Risk Management
- Subcontractor Management
- Quality Assurance(QA)/Quality Control (QC)
- Continuity of Operations Plan (COOP) Information
- Property Control Plan

The contractor shall structure the RR to include, as a minimum, the following information: resources (to include cost broken down by labor category) expended to the subtask level.

Where the contractor identifies deviations from the plan, the contractor shall provide the supporting rationale necessitating the deviation, in a written submission to the COR and the Contracting Officer.

The contractor shall establish and maintain a property system to control, protect, preserve, and maintain all Government property. The contractor's property control system is required to be specifically approved by the COR.

The contractor shall keep the PMP up-to-date, and be prepared to brief any plan content to the Government at short notice (within 24 hours).

4.1.5 - Monthly Status Reports:

The contractor shall provide status reports to the MSC COR containing the following for each Task Order:

(1) Identification Elements:

a. Title (“Progress and Status Report");
b. Contract, invoice and control numbers;
c. Contractor's name and address;
d. Date of report;
e. Reporting (invoicing) period;
f. Name of individual preparing report;

(2) Task Order Description Elements:

a. Task order number;
b. Description of progress made during the reporting period, including problem areas encountered and recommendations;
c. Results obtained relating to previously identified problem areas;
d. Deliverables completed and delivered;
e. Extent of subcontracting and results achieved;
f. Action items reflecting description, priority, percent (%) complete, and remarks;
g. Performance Matrix in order to monitor the contractor’s progress against performance standards for work accomplished under Task Orders (The matrix shall include the metrics to be measured, the sources of the data, and a schedule for providing the data);
h. Labor hours expended for the period and cumulatively broken out to identify labor categories and specific individuals utilized and the amount of labor hours expended by each; broken down by tasks and / or subtasks;
i. Labor hours, by labor category and cumulatively, anticipated to be required for completion of the order;
j. Problem areas and recommendations involving impact on technical, cost and scheduling requirements;
k. Travel dollars expended for the period and cumulatively broken out to identify period of travel, transportation, lodging, meals, and incidentals; and
l. Other Direct Costs for the period, broken out to identify actual cost incurred.

4.1.6 – Information Assurance Support

The contractor shall comply with Military Sealift Command’s Information Assurance Policy per MSC Instruction (COMSCINSTR 5239.3 series Appendix J-8). Compliance with this directive is mandatory during the execution of design, development, and implementation and maintenance tasks within this PWS.

The contractor shall comply with the Department of Defense’s Information Assurance Training, Certification, and Workforce Management per DOD Directive (DOD 8570.01 Appendix J-9). The contractor shall use only certified personnel for all task(s) performed under this contract where certification is a requirement in accordance with the (DOD 8570.01 Appendix J-9) directive.

4.1.7 – Enterprise Architecture Support

The contractor shall coordinate with the Enterprise Architecture team MSCHQ- N64 to ensure the EA is updated for MSC supported systems. The contractor will not be expected to produce EA artifacts. The contractor may be required to submit changes to MSC’s Enterprise Architecture models, views or textual documentation, as required for the system. (See Appendix J-10 MSC Enterprise Architecture).

4.1.8 - COMSC and N6 Technical Support

The contractor will follow all applicable COMSC and N6 instructions and shall provide technical support by assisting MSC in drafting Instructions, Standard Operating Procedures (SOPs) and other guidance documents as they pertain to this PWS.

4.2 FMP (FINACIAL MANAGEMENT PORTFOLIO)

Work efforts for the FMP (Financial Management Portfolio) include: Program/Project management, FMS Maintenance, Tier 3 Support and Training, FMS System Enhancements.

4.2.1 MSC-FMS System Maintenance

In cases where a maintenance effort for existing FMS functionality is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved programmatic option, the contractor shall provide detailed functional, technical and architectural design documentation for MSC review, coordination and approval. The contractor shall develop, test and integrate approved configuration change requests and maintain configuration control of the systems engineering environment. Configuration change requests will be approved by a configuration change request board and is to be completed using the configuration change process (CCR Form Instructions Appendix J-11) The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instance to the production instance.

The contractor shall provide support to include maintenance of operational system interfaces. Unless otherwise directed by the MSC COR, the order of precedence for task execution shall be: resolution of operational issues first; providing necessary operational system maintenance second; addressing requests for system enhancements third. The contractor shall work cooperatively with the MSC COR to maintain existing interfaces. Contractor team personnel shall be proficient in the knowledge and experience of the Oracle AIM methodology and documentation methods as appropriate to their assigned functional or technical tasks.

4.2.2 Tier 3 Support

The contractor shall assign personnel knowledgeable of the MSC-FMS implementation to provide Tier 3 Helpdesk resolution support for those issues, which cannot be addressed, by MSC GHD Tier 2 support. These team members shall provide functional and technical knowledge of system processes and detailed understanding of the capabilities of the Oracle applications. The contractor shall assess the nature of reported issues and problems and determine if the issue or problem is in the domain of MSC-FMS or one of the MSC enterprise process partners, investigate and analyze user reported issues and problems that have been forwarded by the Tier 2 Support Team and provide timely response to responsible personnel, to include documentation of problem resolutions. The contractor shall log Technical Assistance Requests (TARs) with Oracle Corporation Technical Support, when appropriate, to facilitate issue resolution. The contractor shall track issue and problem resolution in support of knowledge management activities to enable future maintenance and troubleshooting.

4.2.3 MSC-FMS System Enhancements

In cases where addition of new functionality to MSC-FMS is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved system enhancement, the contractor shall provide the appropriate project management artifacts to manage the system enhancement project for MSC review, coordination and approval. The contractor shall develop, test and integrate approved change requests and maintain configuration control of the systems engineering environment. The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instances to the production instance.

The contractor shall provide support to include development of system interfaces. The contractor shall respond to MSC requests for development of new Department Of Defense/Department Of Navy (DOD/DON) interfaces as well as interface requirements defined by the MSC COR. The contractor shall provide impact analysis, requirements analysis, design, development and testing of developed system interfaces. A separate sub-project plan shall be developed as requirements are clarified for this task to assess whether the task has been appropriately scoped. In Process Reviews (IPRs) will be conducted after

requirements analysis is complete to clarify all steps required to complete the task. The contractor shall work cooperatively with the MSC COR to develop the technical design for any new and existing interfaces. (FMS interfaces can be found in Appendix – J-2)

4.3 HRMP (HUMAN RESOURCES MANAGAMENT PORTFOLIO)

Work efforts for the HRMP (Human Resources Managament Portfolio) include: Program Management, HRMS Enhancements, and HRDM Enhancements support.

4.3.1 MSC HRMS System Maintenance

In cases where a maintenance effort for existing HRMS functionality is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved programmatic option, the contractor shall provide detailed functional, technical and architectural design documentation for MSC review, coordination and approval. The contractor shall develop, test and integrate approved configuration change requests and maintain configuration control of the systems engineering environment. Configuration change requests will be approved by a configuration change request board and is to be completed using the configuration change process (CCR Form Instructions Appendix J-11) The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instance to the production instance.

The contractor shall provide support to include maintenance of operational system interfaces. Unless otherwise directed by the MSC COR, the order of precedence for task execution shall be: resolution of operational issues first; providing necessary operational system maintenance second; addressing requests for system enhancements third. The contractor shall work cooperatively with the MSC COR to maintain existing interfaces. The contractor team personnel shall be proficient in the knowledge and experience of the Oracle AIM methodology and documentation methods as appropriate to their assigned functional or technical tasks.

The contractor shall provide a team of functional and technical personnel to support maintenance of the established HRMS baseline system. Personnel shall participate as an integrated team with other contractor HRMS Training support personnel, MSFSC-N1 Process Owners, MSFSC-N1 Subject Matter Experts, and the MSC COR. The contractor team personnel shall be proficient in the knowledge and experience of the Oracle AIM methodology and documentation methods as appropriate to their assigned functional or technical tasks.

4.3.2 HRMS Tier 3 Support

The contractor shall assign personnel knowledgeable of the HRMS implementation to provide Tier 3 Helpdesk resolution support for those issues, which cannot be addressed, by MSC GHD Tier 2 support. These team members shall provide functional and technical knowledge of system processes and detailed understanding of the capabilities of the Oracle applications. The contractor shall assess the nature of reported issues and problems and determine if the issue or problem is in the domain of HRMS or one of the MSC enterprise process partners, investigate and analyze user reported issues and problems that have been forwarded by the Tier 2 Support Team and provide timely response to responsible personnel, to include documentation of problem resolutions. The contractor shall log Technical Assistance Requests (TARs) with Oracle Corporation Technical Support, when appropriate, to facilitate issue resolution. The contractor shall track issue and problem resolution in support of knowledge management activities to enable future maintenance and troubleshooting.

4.3.3 MSC- HRMS System Enhancements

In cases where addition of new functionality to MSC-HRMS is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the

change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved system enhancement, the contractor shall provide the appropriate project management artifacts to manage the system enhancement project for MSC review, coordination and approval. The contractor shall develop, test and integrate approved change requests and maintain configuration control of the systems engineering environment. The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instances to the production instance.

The contractor shall provide support to include development of system interfaces. The contractor shall respond to MSC requests for development of new Department Of Defense/Department Of Navy (DOD/DON) interfaces as well as interface requirements defined by the MSC COR. The contractor shall provide impact analysis, requirements analysis, design, development and testing of developed system interfaces. A separate sub-project plan shall be developed as requirements are clarified for this task to assess whether the task has been appropriately scoped. In Process Reviews (IPRs) will be conducted after requirements analysis is complete to clarify all steps required to complete the task. The contractor shall work cooperatively with the MSC COR to develop the technical design for any new and existing interfaces. (HRMS interfaces can be found in Appendix – J-3).

4.3.4 Department Head Afloat Management System (DHAMS) Maintenance

The contractor shall provide a team of functional and technical personnel to support life-cycle maintenance of the MSC-DHAMS application software and support for the development of break-fix and security application patches including supporting documentation. The contractor shall maintain existing MSC-DHAMS and MAP interfaces, including, but not limited to MSC_HRMS, and shall develop new interfaces, as identified, planned and approved by MSC.

The contractor shall design, develop, and test any/all new programs and necessary source code modifications to achieve government-mandated changes. The contractor shall provide all software designed and developed to support the requested application design changes. The contractor shall assist with User Acceptance Testing (UAT), integration and implementation of contractor's code changes into the MSC production environment. The contractor shall provide updated Users Manuals, Test Plans, Training Plans, Functional Documents, Installation instructions, Source code annotations, and data structure definitions for the systems modified as a result of the assigned work as well as train users on process changes due to changes/additions/subtractions to the code.

Specific efforts will be provided by Task Orders (See Section C-4.0 SPECIFIC TASKS).

4.4 EDW (ENTERPRISE DATA WAREHOUSE)

In cases where a maintenance effort for existing EDW functionality is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved programmatic option, the contractor shall provide detailed functional, technical and architectural design documentation for MSC review, coordination and approval. The contractor shall develop, test and integrate approved configuration change requests and maintain configuration control of the systems engineering environment. Configuration change requests will be approved by a configuration change request board and is to be completed using the configuration change process (CCR Form Instructions Appendix J-11) The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instance to the production instance.

- Requirements Analysis: The contractor shall aid MSC personnel in identifying business requirements that web/application and database/warehouse development will be based on. Requirements will be

documented and agreed upon and all design/development efforts shall be mapped back to the base business requirements stated. The contractor, with oversight from the Program Manager, shall facilitate working groups and technical committees to aid in identification of requirements and standardization of approach and design across projects. The contractor's Enterprise Data Warehouse team shall lead this effort. The make up of the team shall be prescribed in each respective task order.

- Business Rule Documentation: The contractor shall gather metadata concerning MSC business rules, currently embedded within application code and organizational business operations, document the required metadata and create a metadata repository to store the business rules. The metadata repository shall encourage reuse of business rules and processes concerning data manipulation, standardization and cleansing.

  The contractor shall provide support to include maintenance of operational system interfaces. The order of precedence for task execution shall be: resolution of operational issues first; providing necessary operational system maintenance second; addressing requests for system enhancements third, unless otherwise directed by the MSC COR. The contractor shall work cooperatively with the MSC COR to maintain existing interfaces.

4.4.1 EDW Tier 3 Support

The contractor shall assign personnel knowledgeable of the EDW implementation to provide Tier 3 Helpdesk resolution support for those issues, which cannot be addressed, by MSC GHD Tier 2 support. These team members shall provide functional and technical knowledge of system processes and detailed understanding of the capabilities of the Oracle applications. The contractor shall assess the nature of reported issues and problems and determine if the issue or problem is in the domain of EDW or one of the MSC enterprise process partners, investigate and analyze user reported issues and problems that have been forwarded by the Tier 2 Support Team and provide timely response to responsible personnel, to include documentation of problem resolutions. The contractor shall track issue and problem resolution in support of knowledge management activities to enable future maintenance and troubleshooting.

4.4.2 MSC- EDW System Enhancements

In cases where addition of new functionality to MSC-EDW is requested by MSC, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved system enhancement, the contractor shall provide the appropriate project management artifacts to manage the system enhancement project for MSC review, coordination and approval. The contractor shall develop, test and integrate approved change requests and maintain configuration control of the systems engineering environment. The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instances to the production instance.

The contractor shall provide support to include development of system interfaces. The contractor shall respond to MSC requests for development of new Department Of Defense/Department Of Navy (DOD/DON) interfaces as well as interface requirements defined by the MSC COR. The contractor shall provide impact analysis, requirements analysis, design, development and testing of developed system interfaces. A separate sub-project plan shall be developed as requirements are clarified for this task to assess whether the task has been appropriately scoped. In Process Reviews (IPRs) will be conducted after requirements analysis is complete to clarify all steps required to complete the task. The contractor shall work cooperatively with the MSC COR to develop the technical design for any new and existing interfaces. (EDW interfaces can be found in Appendix – J-4).

4.5 OTHER SYSTEMS (N6) INITIATIVES AND ACTIVITIES

The contractor shall provide support to sustain efforts necessary for evolving MSC-IT System requirements. The contractor shall support any unspecified or future Software Development and Enhancement initiatives set forth by MSCHQ-N6 that are necessary to fulfill any MSC requirements.

4.5.1 System Maintenance

In cases where a maintenance effort for existing MSC functionality is requested by the COR, the contractor shall provide MSC with a system change assessment. These assessments shall include a description of the change request, an analysis of the manual or systemic options and impacts of each option. The analysis shall include all functional, technical, cost and schedule considerations. For any approved programmatic option, the contractor shall provide detailed functional, technical and architectural design documentation for MSC review, coordination and approval. The contractor shall develop, test and integrate approved configuration change requests and maintain configuration control of the systems engineering environment. Configuration change requests will be approved by a configuration change request board and is to be completed using the configuration change process (CCR Form Instructions Appendix J-11) The contractor shall evaluate the applicability of maintenance patch releases to the installed Oracle product baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migration of changes from the development and test instance to the production instance.

The contractor shall provide support to include maintenance of operational system interfaces. Unless otherwise directed by the MSC COR, the order of precedence for task execution shall be: resolution of operational issues first; providing necessary operational system maintenance second; addressing requests for system enhancements third. The contractor shall work cooperatively with the MSC COR to maintain existing interfaces.

4.5.2 Tier 3 Support

The contractor shall assign personnel knowledgeable of the MSCHQ-N6 Initiatives and activities to provide Tier 3 Helpdesk resolution support for those issues, which cannot be addressed, by MSC GHD Tier 2 support. These team members shall provide functional and technical knowledge of system processes and detailed understanding of the capabilities of their respective applications. The contractor shall assess the nature of reported issues and problems and determine if the issue or problem is in the domain of one of the MSC enterprise process partners, investigate and analyze user reported issues and problems that have been forwarded by the Tier 2 Support Team and provide timely response to responsible personnel, to include documentation of problem resolutions. The contractor shall track issue and problem resolution in support of knowledge management activities to enable future maintenance and troubleshooting.

5.0 PLACE OF PERFORMANCE

Subject to the terms of the applicable task order, the majority of the work effort shall be performed off-site, at the contractor's location. Work as required will be conducted at MSCHQ – Washington Navy Yard, Washington, D.C. and MSFSC Norfolk, VA. The number of seats provided by the government is outlined in paragraph 7.0 in this document. Most development work should be accomplished remotely from the contractor's location. If local access is required, developers will be provided this capability. The majority of the work effort associated with the HR tasks shall be performed at MSFSC, contractor's local office or MSC Area Commands and Offices, as needed and appropriate to ensure successful execution of the contract in accomplishment of the assigned tasks. The contractor may also use alternate work locations when appropriate to eliminate the need for consultants to travel. The contractor shall keep the COR and Contracting Officer informed about place of performance by its employees.

6.0 CONTRACT PHASE-IN / PHASE-OUT

6.1 CONTRACT PHASE-IN PERIOD

Following contract award, there will be a 90 day phase-in period. The purpose of the Phase-In Period is to ensure a smooth transition of services from the predecessor contract to the current contract. No later than three (3) business days after the contract kick-off meeting, upon issuance of a task order, the contractor shall commence review of all

tasks to be performed under this contract. No later than fifteen (15) business days after the contract kick-off meeting, the contractor shall develop, with Government input, a plan of action to ensure the smooth transition of services from the predecessor contractor to the contractor with no degradation of services. At the end of the phase in period, the contractor shall be responsible for full performance in accordance with the terms of the contract.

6.2 CONTRACT PHASE OUT PERIOD

There will be a Contract Phase-Out Period commencing ninety (90) days prior to end of contract. The purpose of the Phase-Out Period is to ensure a smooth transition of services from the predecessor contract to the new contract. Upon issuance of a task order , the contractor shall provide the services necessary to ensure a successful transition of services from it to the awardee under a subsequent contract for the same or similar requirement. No later than one hundred twenty (120) days period to the end of the contract, the contractor shall develop, with input from the Government, a plan of action to facilitate the transition of services to the incoming contractor with no degradation in services.

7.0 GOVERNMENT FURNISHED EQUIPMENT

The Government shall provide onsite contractors at MSCHQ, and Military Sealift Fleet Support Command (MSFSC) Norfolk, Virginia with networked computers to include access to the MSC LAN and telephones required to conduct normal project business as identified in the specific task below.

TASK	NUMBER OF GOVERNMENT OWNED WORKSTATIONS	LOCATION
FMP (Task 4.2)	2	MSCHQ, Washington DC
EDW (Task 4.4)	2	MSCHQ, Washington DC
HRMP (Task 4.3)	2	MSFSC, Norfolk, VA

7.1 LOSS OR DAMAGE TO GOVERNMENT PROPERTY

Upon the happening of loss or destruction of or damage to the Government property, the contractor shall promptly notify the Contracting Officer thereof, and shall take all necessary and reasonable steps to protect, preserve and recover the Government property, separate the damaged and undamaged Government property, put all the Government property in the best possible order, and furnish to the Contracting Officer a statement of (i) the lost, destroyed and damaged Government property, (ii) the time and origin of the loss, destruction or damage, (iii) all known interests in commingled property of which the Government property is a part, and (iv) the insurance, if any, covering any part of or interest in such commingled property. DD Form 200 shall be prepared for each missing, lost damaged Government property.

7.2 DISPOSITION OF PROPERTY

If property is provided by or at the expense of the Government under the terms of this contract, such property will be disposed of only with the discretion of MSC Property Administrator. It is the contractor's responsibility to prepare documents, package, remove and transport material once the Government provides disposition instructions.

7.3 INVENTORIES UPON TERMINATION AND COMPLETION:

Within 120 days of termination or completion of contract, the contractor shall perform and cause each subcontractor to perform a physical inventory, adequate for disposal purposes, of all Government property applicable to the contract unless MSC Contracting Officer waives the requirement. This inventory is due to the MSC Property Administrator no later than 60 days prior to contract completion/termination.

8.0 DELIVERABLES.

Deliverables must meet the requirements set forth in the contract or task orders. The contractor will maintain a file of started, completed, and ongoing deliverables.

8.1 FORMAT OF DELIVERABLES

All documentation deliverables shall be prepared using Microsoft Office products (Word, Excel, Project, and PowerPoint) in a format acceptable to the COR, unless the use of other software is mutually agreed upon between the COR and the contractor.

8.2 PHASE IN/PHASE OUT DELIVERABLES

8.2.1 Contract Kick-Off Meeting

- The Government shall schedule and coordinate a contract kick-off meeting within fifteen (15) business days of contract award.
- The contractor shall develop and, after Government approval, distribute the kick-off meeting minutes and action items within five (5) business days after the kick-off meeting.

8.2.2 Phase In / Phase Out Plans

- Phase In Plan: No later than fifteen (15) business days after the contract kick-off meeting, the contractor shall develop, with Government input, a plan of action to ensure the smooth transition of services from the predecessor contractor to the contractor with no degradation of services.
- Phase Out Plan: No later than one hundred twenty (120) days prior to the end of the contract, the contractor shall develop, with input from the Government, a plan of action to facilitate the transition of services to the incoming contractor with no degradation in services.

8.2.3 Program Management Plan (PMP)

As part of the Phase In Services, the contractor shall provide a draft PMP to the MSC COR at the Contract Kick-Off Meeting. The Government will provide comments to the contractor within 15 days of receipt of the draft PMP. The contractor shall provide the final PMP to the MSC COR within 30 days after receipt of Government comment. The contractor shall keep the PMP up-to-date, and be prepared to brief any plan content to the Government at short notice (within 24 hours).

8.3 MATRIX OF PHASE IN/PHASE OUT DELIVERABLES

ITEM DESCRIPTION	INITIAL DELIVERY	FINAL DELIVERY
Kick-Off Meeting (Task 4.1.1)	15 days after date of receipt of written notice of contract award.	N/A
Kick off Meeting Minutes (Task 4.1.1)	5 days after Kick-Off Meeting.	N/A
Phase-In Plan (Task 4.1.1)	NLT 15 days after the Kick-Off Meeting.	
Program Management Plan (Task 4.1.4)	Due at Kick-Off Meeting.	30 days after Kick-Off Meeting
Phase-Out Plan (Task 6.2)	NLT 120 days prior to end of the contract.	N/A

8.4 TASK DELIVERABLES

The contractor shall prepare deliverables as specified in individual task orders. Deliverables will tend to be either Program / Project Management or Technical Deliverables. Program / Project Management Deliverables are defined in paragraph 4.1 of the PWS (e.g. Charter, Risk Management Plans, Project Plans (POA&Ms), Lessons Learned and Meeting Minutes). Technical deliverables will be in accordance with sections 4.2 – 4.5 of the PWS and include items such as requirements documents, design documents, test plans and test scripts. The following tasks may or may not be incorporated as deliverables in each task order:

8.4.1 Monthly Status Reports

In accordance with the requirements set forth under paragraph 4.1.5, the contractor shall provide monthly status reports to the COR by the 15th day of each month, covering the previous month.

- The contractor shall provide the format for the MSR at the contract kick-off meeting.
- The contractor shall provide a consolidated Plan of Action and Milestones as required.

8.4.2 Summary Cost Reports

The contractor shall prepare and submit a report concurrently with each invoice presented for payment. The contractor shall report expenses that can be invoiced under the contract. The report shall include labor expended for the period and cumulatively broken out to identify labor categories, labor rate and specific individuals utilized and the amount of labor hours expended by each; if applicable, labor expenses shall be reported at the SubCLIN level.

The contractor shall use the report format found in the Summary Contract Cost Report (Appendix J-12); alternate formats may be proposed and used, with prior approval of the Contracting Officer.

Contractors must provide a cost summary sheet providing a breakout of costs per effort and cumulative costs as they relate to the budgeted amounts.

8.4.3 Program Management Reviews

- The first review will be conducted 90 days after award. Subsequent reviews will be done at three-month intervals.
- The contractor shall prepare and submit a Program Management Review (PMR) agenda to the COR 5 days prior to the PR meeting and prepare minutes within 5 days after the meeting.

8.5 MATRIX OF TASK DELIVERABLES

ITEM DESCRIPTION	INITIAL DELIVERY	FINAL DELIVERY
Monthly Status Report by Task (Tasks 4.1 – 4.5)	15th day of each month, covering the previous month.	N/A
Summary Contract Cost Report (Tasks 4.1 – 4.5)	Concurrently with Contractor Invoice.	N/A
Program Management Reveiws (Task 4.1.2)	90 days after award	N/A

8.6 KNOWLEDGE REPOSITORY

The Military Sealift Command maintains a private web-accessible Collaboration Site that is used to house interim and final work products on all N63 projects. The contractor shall be granted access to this Site, and be required to store interim work products and final deliverables on the site, under a homepage structure created for each project.

8.7 SECTION 508 CERTIFICATION REQUIREMENTS

All deliverables stated in this PWS shall comply with Section 508 of the Rehabilitation Act of 1973 as amended by the Subsection 408(b) of the Workforce Investment Act of 1998 effective 25 June 2001.

All electronic and information technology (EIT) procured through this Contract must meet the applicable accessibility standards at 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation act of 1973, as amended, and is viewable at http://www.section508.gov.

The contractor shall be compliant with the following technical standards extracted from 36 CFR 1194.

- § 1194.21 Software applications and operating systems
- § 1194.22 Web-based intranet and internet information and applications
- § 1194.23 Telecommunications products
- § 1194.24 Video and multimedia products
- § 1194.25 Self contained, closed products

- § 1194.26 Desktop and portable computers
- § 1194.31 Functional performance criteria
- § 1194.41 Information, documentation, and support

For all EIT products and/or services supported under this Contract, the contractor shall analyze and present to the Government in a Product Accessibility Report the potential accessibility challenges presented by the product and recommendations for solving them. The Product Accessibility Report shall assess any potential accessibility impact, determine which COTS products could be used to solve the particular accessibility challenges, and provide a recommended solution to remedy any potential accessibility difficulties to the Government for approval. Theses recommendations shall incorporate market research into the availability of COTS products that could be used to make these items accessible to persons with disabilities. Further, the proposed solution shall indicate where full details of compliance demonstration can be found (e.g., vendor's web site or other exact location).

Upon receipt of Government approval of a specific accessibility solution, the contractor shall incorporate this accessibility solution into any applicable documentation related to that system and implement the accessibility solution when the system is implemented.

9.0 PERFORMANCE METRICS

TASK OR DELIVERABLE	METRIC TYPE	PERFORMANCE STANDARD	PERFORMANCE INDICATOR	SURVEILLANCE METHOD	INCENTIVE
Deliverables required are in accordance with Para. 8 of the PWS. (To include both contract and task order deliverables)	Efficiency	Deliverables shall be submitted in accordance with the delivery schedule.*	100% of the reports are submitted by the deadline agreed to by the COR.*	COR Tracking	Negative Incentive: $250.00 deduction per occurrence.
Provide high quality project documentation	Quality	Project scope, budget and schedule deliverables shall be approved with no more than two (2) N63 directed revisions for improvement or correction	90% of project scope, budget and schedule deliverables are approved with no more than two (2) N63-directed revisions for improvement or correction	Observation, Inspection & Contractor Self Reporting	Negative Incentive: $500 deduction per occurrence.
Contractor is responsive to contract / task order requirements	Quality / Efficiency	Subjective measure criteria by the COR	100% satisfaction. Contractor is professional, responsive and provides quality services.	Observation, Inspection & Customer Complaints**	Positive / Negative Incentive: MSC reporting to Contractor Performance and Assessment Rating System (CPARS).

*Deliverables are not considered to be late when, on a case by case basis, the COR approves in writing a later deliverable submission.

**Customer complaints, to be considered valid, must set forth in writing the detailed nature of the complaint, and must be certified by the COR. The complaint will then be forwarded to the Contracting Officer for review. If the Contracting Officer determines that the complaint is valid, the Contractor will be formally notified in writing. The Contractor will have 5 business days to formulate a response detailing the actions taken to remedy the complaint filed.

10.0 REQUIRED PERSONNEL

Key contractor personnel shall be assigned to the MSC program, unless otherwise approved by the Contracting Officer and shall not be replaced without mutual agreement with the Contracting Officer. The contractor must identify key personnel in the technical proposal. Key personnel will not be changed by the contractor without Government approval of the replacement, as required per the Key Personnel clause. Key contractor personnel labor categories for the FMS and HRMS tasks are listed in Section 10.1. The contractor further agrees not to replace non-key personnel without specific approval of the Contracting Officer.

The personnel requirements are as follows. Periods of time in parenthesis denote a preferred number of years experience.

10.1 KEY PERSONNEL SKILLSETS

The contractor shall ensure that key personnel meet or exceed the minimum skill set listings provided below. It is desirable for the contractor to provide personnel that meet both the minimum and desired skill set parameters provided. Each individual's experience and skills should be sufficient enough to ensure proper performance of the position. The minimum personnel requirements for the contract and each proposed tasks are provided below:

Title: Program Manager (Overall)

Demonstrated skills:

- Experience (8 years) leading projects and programs for Department of Defense (DoD) and/or Department of Navy (DoN) agencies.
- Management experience must be in programs with particular relevance to Oracle Financial/Business Applications or Oracle Human Resource Applications along with the business processes associated with those applications.

Desired skills:

- Management experience with program support to all of the following: Oracle Financial/Business Applications, Oracle Human Resource Applications and Data Warehousing along with the business processes associated with those applications
- Management experience Supporting DON
- Management experience Supporting MSC
- Program Manager Certification in Program and/or Project Management from recognized Project / Program Management certifying bodies.
- Experience deploying systems with Sybase Technology.

Title: Project Manager (FMS)

Demonstrated skills:

- Experience (6 years) leading projects and programs for Department of Defense (DoD) and/or Department of Navy (DoN) agencies.
- Management experience must be in programs with particular relevance to Oracle Financial/Business along with the business processes associated with those applications.
- Understanding and knowledge of the Financial Management Regulations (FMR).

Desired skills:

- Knowledge of the Navy / USTRANSCOM business processes associated with the Navy / USTRANSCOM Financial Management System
- Knowledge of the MSC business processes associated with the MSC Financial Management System (MSC-FMS) within the current MSC enterprise
- Program Manager Certification in Program and/or Project Management from recognized Project / Program Management certifying bodies.

Title: Technical Lead (FMS)

Demonstrated skills:

- Technical experience (5 years) in the technical aspects of Oracle Applications with particular relevance to DoD/DoN: Information Technology, Oracle Financial/Business Applications along with the business processes associated with those applications.
- Technical experience with SQL Plus, Java, XML, XML Gateway and E-Commerce is required.

Desired skills:

- Knowledge of the technical aspects of MSC business processes associated with the Oracle Financial Management System within the current MSC enterprise.

Title: Project Manager (HRMS)

Demonstrated skills:

- Experience (6 years) leading projects and programs for Department of Defense (DoD) and/or Department of Navy (DoN) agencies.
- Management experience must be in programs with particular relevance to Oracle Human Resource Applications along with the business processes associated with those applications.

Desired skills:

- Knowledge of the DoD business processes associated with the DoD Human Resource Management.
- Knowledge of the MSC business processes associated with the MSC Human Resources Management System (MSC-HRMS) within the current MSC enterprise
- Program Manager Certification in Program and/or Project Management from recognized Project / Program Management certifying bodies.

Title: Technical Lead (HRMS)

Demonstrated skills:

- Technical experience (5 years) in technical aspects of Oracle Applications with particular relevance to DoD/DoN, Oracle Human Resource Applications along with the business processes associated with those applications.
- Technical experience with SQL Plus, Java, XML, and XML Gateway is required.

Desired skills:

- Knowledge of the technical aspects of MSC business processes associated with the MSC Human Resources Management System (MSC-HRMS) within the current MSC enterprise.

Title: Project Manager (MSC EDW)

Demonstrated skills:

- Experience (6 years) leading projects and programs for Department of Defense (DoD) and/or Department of Navy (DoN) agencies.
- Management experience must be in programs with particular relevance Data Warehousing Applications along with the business processes associated with those applications.

Desired skills:

- Knowledge of the Navy business processes and with Navy Data Warehousing Efforts
- Knowledge of the MSC business processes associated with the MSC Electronic Data Warehouse (EDW) within the current MSC enterprise
- Program Manager Certification in Program and/or Project Management from recognized Project / Program Management certifying bodies.

Title: Technical Lead (MSC EDW)

Demonstrated skills:

- Technical experience must be in technical aspects of Oracle Applications with particular relevance to DoD/DoN: Information Technology, Sybase Applications along with the business processes associated with those applications.
- Technical experience with the following applications: Sybase Enterprise Application, Sybase ASE database, Sybase Adaptive Server Enterprise, Sybase Adaptive Server IQ, Sybase PowerDesigner and Warehouse Architect, Ascential Metastage, Ascential DataStage and MicroStrategy. Experience may be with similar applications; however, the experience must demonstrate how these similar applications correlate to one of the above applications.

Desired skills:

- Knowledge of the technical aspects of MSC business processes associated with the MSC Enterprise Data Warehouse (MSC EDW).
- Experience deploying systems with Sybase technology.

10.2 STAFFING PLAN AND NON KEY PERSONEL

The contractor shall provide a staffing plan, in accordance with Paragraph 4.1.4, for the following labor categories for both Oracle Business Applications and Non-ERP efforts. The contractor shall propose both Senior and Junior level positions at each position listed below in accordance with the levels delineated in Exhibit 1:

- Business Analyst
- Database Administrator
- Help Desk Specialist
- ERP Specialist
- QA/Testing Specialist
- Systems Analyst
- ERP Programmer/Analyst

ERP Business Analyst–Intermediate

Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customize workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.

ERP Business Analyst–Senior

Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.

Oracle ERP DBA
Job Role & Skill Set: Database Administrator - Oracle Applications Requested service/service area: Application Management Services - Package Services, RICE - Oracle Applications ML

Required skills: Oracle ERP DBA Technical knowledge of Oracle ERP Database Administration. Secondary Description Perform Database Administrator-Oracle Applications(2)

Help Desk Specialist

Functional Responsibility: Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

ERP Specialist
Minimum/General Experience: Technical experience with the design, support, maintenance, deployment and/or Customer Relationship Management (CRM) systems. Experienced with products like SAP, Oracle E-Business Suite, Peoplesoft, Siebel and Baan. The ERP/CRM Specialist has an aptitude for reducing broad concepts and business strategies into structured programs.

Functional Responsibility: Develops implementation strategies and plans based on business requirements. Guides users in detailing requirements. Acts as the ERP Solution expert from both a functional and technical perspective

ERP Programmer
Functional Responsibility: Under general supervision, works primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues. Responsible for technical documentation.

QA Specialist
Minimum/General Experience: experience managing the software quality assurance initiatives including product testing, test automation, metrics and process improvement. Requires competency with managing the planning and execution of test efforts.

Functional Responsibility: Facilitates user acceptance testing and quality assurance activities.

Systems Analyst
Minimum/General Experience: Experience with analyzing technical requirements and planning for current and future capacity needs of the system. Requires knowledge of methodologies used in designing scalability into the system, and knowledge of available hardware, system software, and input/output devices.

Functional Responsibility: Analyzes information technology requirements to provide system capabilities required for projected workloads. Plans layout and installation of new system or modification of existing system. Works with technical staff and project managers to obtain information on limitations and capabilities of existing system.

11 SECURITY REQUIREMENTS

11.1 SECURITY CLASSIFICATION

This effort may require access to U.S. Government classified information and facilities. Prior to the start of performance, the Contractor must have a facilities clearance up to SECRET. The Contractor, where necessary, shall provide personnel that have a current U.S. Government SECRET security clearance.

Security requirements are described in Section J, Exhibit 2 (Department of Defense Contract Security Classification Specification DD254). Blocks 6 and 7 of that form will be finalized following award. The Contractor shall pursue and obtain SECRET clearances for all personnel as required by applicable Task Orders. This requirement also applies to sub-contractor personnel. All personnel (includes Contractor and sub-contractor) working with classified information and on U.S. Government facilities will require a SECRET clearance. The Contractor shall establish and maintain an access list of those employees working on applicable Task Orders. A copy of the access list shall be furnished to the COR to control information and ensure compliance. All personnel reassignments and changes shall be provided via the revised access list to the COR. MSC shall provide the Contractor access to all areas as necessary to support contractor performance. At the direction of MSC, upon completion or termination of the Task