Compiled Questions for ACF Contract D12PS00433

Number	**Question**	
1	Is there an incumbent for RFQ # D12PS00433? If so, who is it?	Synectics for Management Decisions Inc. (SMDI) RNSolutions, Inc. (RNS)
2	What is/are the contract numbers for their work?	SMDI – GS35F4781G / N05PD10281 RNS – GS35F0239K / N08PD10119
3	Are 11” x 17” foldouts allowed?	Yes
4	In item 6, please clarify what you mean by “logistics.”	Logistics is not mentioned in item 6. However, it is mentioned in 5.1.1. This refers to ad-hoc meetings that will need to be arranged. Meeting space for these types of meetings is usually provided by the potential partner or partner. Logistics is also mentioned in item 5.9.2 and is accurately described in that section.
5	Must all key personnel be current employees or can we proposal contingent hires who are committed to join the company upon award?	Contingent employees committed to join are fine
6	Please clarify what is meant by “maximum practicable opportunity of other small business concerns.”	Look to see who is best supporting small business to the extent that sub contracting will look toward small business for resource and skill augmentation
7	What distribution of resources should we assume are on contractor site versus government site?	Bid for providing 100% of facilities support by contractor. Typically 10% are on site, but there is no guarantee of ACF space.
8	Section 3 requires to ‘Establish a diverse pool of managed and redundant service providers”. What types of redundant services are required?	Service providers in this context is referring to analyst staff capable of the functions described in 5.1 COE Partnership Development and Management
9	Section 5 states there are 40 agencies led by ACF but list 17 Partners. Who are the other 23 agencies and are they Partners?	These are 20 plus bureaus in the Department of State. Department of Transportation has a number of internal divisions participating
10	Is it expected that the contractor will migrate the current production environments at Aerospace into a commercial hosting facility?	Yes
11	What is the status of the Cloud implementation? What services are included in the cloud?	ACF has initial cloud hosting services from Terremark for GrantSolutions and Amazon for the Audit Module.
12	Could you clarify cloud providers suggested “hosted servers” for: operating systems, databases, and commercially licensed products?	ACF is contemplating a shift of all hosting to the cloud. ACF systems are developed using JAVA and use ORACLE RDBMS , Cognos for

		development and production
13	What are the server types expected to be hosted?	Sun Microsystems comprise the bulk of the servers with some HP
14	Will runtime license be managed by the contractor or the government?	By the contract as ODC
15	Is the government willing to consider PAAS solutions, open source, or IAAS products provided that FISMA compliance can be maintained?	Yes
16	Are there known SLAs for the IAAS with respect to availability, performance, scalability? I so, what are they?	Yes Provided as separate attachment
17	Will the government make the HHS prescribed Enterprise Performance Life Cycle (EPLC) development methodology available?	Yes On line at http://www.hhs.gov/ocio/eplc/index.html
18	Is it expected that travel is required to each of the 17 Partner offices? If so, how often is travel required.	Some PPDs work on site so travel daily. Other staff travels as individual projects require communication. Most travel is in the current DC metro area. Local travel is not authorized.
19	How many potential new Partners are planned for GS implementation? FY13, 14, 15, 16 and FY17?	Historically we add one new Operational Division a quarter, but the future depends on Legislation and OMB policy.
20	Hours of Operation for on-site staff are from 7am EST to 7pm PST. Which on-site staff is required, i.e. Help Desk, O&M, Operations?	Typically Helpdesk is available 7am ET to 7pm PT. O&M ensures the system is up 7X24 but typically work days, with upgrades implemented weekend nights to avoid down time in peak business hours
21	Is the on-site location at the government site at the Aero building?	Currently it is Aerospace, but GSA renews space lease on a regular basis, so there is no permanent guarantee of the ACF location.
22	What stage in the SDLC is the GATES retirement?	GATES currently has two active partners. One in the process of a phased migration to GrantSolutions and the other still in the planning phase. Therefore GATES is currently in the Operations and Maintenance stage with active planning for Disposition to take place in the latter part of 2013
23	What is the planned FY13 retirement date for GATES?	Sep 30, 2013. This will need to be negotiated with OHS, the last planned program, based on their unique mission requirements. See answer 56.

24	How many external agencies have not completed the GATES migration?	Administration for Community Living (Administration on Aging)
25	How many internal users/offices have not completed the GATES migration?	½ of ACF remains to migrate
26	How many are in the SDLC development phase?	Offices do not typically require unique development to move. The focus is migration activities (described in 5.8) and training.
27	How many are in the testing phase?	Typically 1 ACF program at a time is testing in serial order.
28	How many employees work for the incumbent company and do we have access to the current employees for potential employment opportunities?	SMDI – 55 RNS – 134 with subcontractors You would need to coordinate contact with current employees as you would with any potential employee.
29	Would DOC accept a robust incumbent capture plan?	If this means hire skilled workers with intellectual capital of the operation. Yes.
30	How many incumbent Help Desk staff support the COE currently? Tier I? Tier II?	T1 is common pool of 9 analysts T2 is 12 engineers because of different product suites supported
31	How many incumbent software developers support the COE?	SMDI – 5, RNS - 45
32	How many incumbent PPDs support the COE?	The COE currently has 7 staff identified as PPD's
33	Does a PPD support more than one agency?	Yes
34	What was the previous contract value for the COE?	SMDI – $70,565,695.00 RNS - $62,579,477.17 (These are total contract value.)
35	How many Help Desk calls to Tier I have been received monthly for the last 6 months?	~6500 total as of 1/17 to 7/17
36	Of those calls, how many were escalated to Tier II	~750 as of 1/17 to 7/17, T2 received additional tickets from other sources as well
37	How many of the Tier II calls resulted in Change Requests (CRs)?	~5% are converted into CR tickets
38	How often is training scheduled and conducted?	On demand, but usually weekly
39	What media/technology is used for training videos	Classroom, desk side, webinar, video based
40	Is eLearning training software implemented? If so, what product is being used?	No, currently doing market research
41	Does DOC expect the Contractor to pay for licenses to use SalesForce? If so how many and what were the cost per user? What is the annual maintenance cost?	Via ODC. Historical annual average cost has been $28,000
42	How many COE product suite and services use	Currently GrantSolutions is integrated.

	SaleForce?	Other services are under consideration.
43	How many users have been trained to use SalesForce? How many users are scheduled for SalesForce training?	~30, 10-15 more planned
44	What are the defined SLAs for system uptime and data retention?	System uptime is expected to be 100% during required business hours and 98% overall to allow for maintenance with one week's notice. Down time in excess of this would lead the Government to seek other options for operation. Data retention is based on NARA record retention schedules for Grant Programs
45	Of the 10-12 releases per year, how many are major enhancements vs minor bug fixes?	Typically 4 to 5 major release per year.
46	There is no mention of a transition period from the incumbent contract. Is it the intent to provide the new contractor with a transition period? If so, what is the transition period timeline?	The current schedule is to have just under a one month overlap. It is anticipated there will be incumbent capture where required to provide continuous service.
47	If work is to be performed at the contractor facility:	Yes
48	Will DOC provide GFE computers with the Federal image for offsite contractors?	No
49	Will DOC provide a site-to-site VPN or VPN clients on workstations for offsite contractors?	It is expected that the contractor will be able to continue work should VPN service not be available. VPN service may be provided through the ODC's of the contract if the contractor and HHS see it as added value.
50	Is the incumbent allowed to bid?	Yes

51	The quotation is due August 3, which is less than four weeks from the time the RFP was issued. The Government's Attachment 3 Vendor Estimated LOE CLIN for year 1 funded alone is 111,474 hours (nearly 54 people at 2,080 hours per year) and year 1 optional is another 157,488 hours. Most small businesses do not have this number of people available to put on a new project, and many small businesses do not even employ this number of people -- nor do they have in place the teaming arrangements that would make it possible to deliver that number of people in such a short time. How does the government propose to evaluate proposals from small businesses that have not run such large programs in the past and that would have to hire appropriate staff?	It is anticipated there will be some new hires, some incumbent capture and some partnering. It is important to come up to full operational capability in the month overlap. The first year was designed to be a step to the second year with the options being additional steps to provide manageable incremental increases.
52	Bidders are told not to put assumptions in the technical volume, but price assumptions are allowed in the price volume. Are we to conclude that any assumptions have only a cost impact (e.g. "assume that the government will turn around approvals within 10 working days" = "assume project will cost X if government turns around approvals within 10 working days")?	Per the RFQ (p 3&4), all Technical Assumptions must be in Volume I, Section 2. No price assumptions may be in the Technical Assumptions. Price assumptions must be in Volume II, Section 2. Any Assumptions that are not in the proper sections or are in the wrong volumes will not be considered.
53	Section 6.2.5.2 refers to "both normal and ANSI level Earned Value Management reporting." What does the government think "normal" is?	"Normal" reflects what is currently expected by OMB guidance for a project of this size to identify variance of items such as cost and schedule in time to make corrections.
54	Is the requirement set forth in the solicitation a consolidation of several current contracted efforts? If so, please provide the names and business sizes of the current incumbents.	Please see Question 1
55	Please clarify whether or not GrantsSolution is a COTS/GOTS or custom-built solution? If custom-built, would the Government provide the name of the entity who built it?	GOTS with COTS such as Oracle and Freeware where secure and cost effective.
56	Please provide the specific timeline as to when during FY2013 the Government anticipates GATES to be shut down?	Sep 30 2013. This will need to be negotiated with Office of Head Start, the last planned program, based on their unique mission requirements. See Answer 23

57	Please clarify that when requesting training support, is the Government referring to Agency-specific training or general training?	System specific training support
58	Please clarify whether or not the monitoring requirement includes security? If so, is there a security system available to be integrated?	Monitoring is a main focus of security. ACF uses Tenable for monitoring purposes.
59	To provide a more accurate response, please provide the current system count?	For FISMA, ACF has identified 9 systems that require system specific reporting and compliance. ACF hosts approximately 25-30 small applications within a single General Support System hosted by ACF
60	For the servers hosted with Terramark and Amazon, are offerors limited to an availability zone? For example, the Eastern US?	Availability is 24 hours
61	Please provide the total number of servers to be migrated?	70
62	Please provide the percentage of physical/virtual machines to migrated?	100%
63	Have any virtualization types been approved to be used? If so, which types (i.e, Citrix, VMware, etc)?	Hyper V and VMware
64	Would the Government provide the current table size of databases?	GrantSolutions = 594 GB Other ACF = 519 GB
65	Does the Government have information relative to the total number of database servers? If so, please provide.	GrantSolutions = 2
66	Please provide the name and description of the current web services host (i.e., Apache, Windows, etc)?	Apache and Windows
67	Please provide the number of application servers within the environment to be supported?	~50
68	Respectfully request that the Government provide the number of development application servers. Additionally will the offeror need to support the development environments?	~50
69	Blackberry is listed, is there any plan at this time to migrate away?	Alternatives are being evaluated, but no plans in place.
70	Some of the applications are in Spanish, are they coded in Spanish/commented? Do we need to provide bilingual coders?	No

71	Which versions of Cold Fusion are in use?	Version 9 - Enterprise
72	When referencing the OC systems, can you tell us how many systems we'll need to support and on what technologies?	There is no OC system. If this refers to the Office of Child Support Enforcement (OCSE) systems, hosting services are required for: • Web Applications: This includes Intergovernmental Referral Guide (IRG), State Statistical Report System (SSRS) and Data Standards Repository (DSR) components. • Central Repository System (CRS): Java (Oracle Application Server 10.3) and ColdFusion are utilized.
73	Which version of Documentum is in use and what version of Drupal is being targeted?	Documentum 5.2.5 and Drupal 7
74	What is the number of users to be supported at one time during an emergency situation?	For COOP purposes, support will be provided through the HHS business continuity plan and ACF expects minimal involvement from this contract
75	The current database is in Access - what version of Access and is there a plan or desire to upgrade to a new DBS?	Version 2007 of Access is used. We may move to Oracle.
76	Is it correct that the pricing can be based on a combination of the prime's and subcontractor's GSA Schedules (i.e. IT 70, MOBIS)?	Yes
77	Is it correct that some (or all) subcontractor staff can be bid under the subcontractor's GSA schedule(s) if (for example) the prime does not hold specialized schedule (for example MOBIS)?	Yes. Any labor categories that are proposed on a sub's Schedule should clearly be identified as to what Schedule # and labor category it came from.
78	Is it correct to assume that font standards of no less than 10 point for the main body of the document, and no less than 8 point, for ancillary elements such as, but not limited to, headers/footers, tables, tables of contents, footnotes, graphics, figures, and captions, will be acceptable to the government.	Yes
79	ODCs are presented as follows for these two years under the COE Operations column: Hosting $ 321,535 Hardware and Software $ 438,725 ODC's $ 35,479	The numbers are provided to see what is currently being spent. No details are provided because we are interested in how you believe these things should be addressed.

	Each number refers to a tab called “Master” which is not accessible. Can the Government provide the build-up / details of these values and access to the data in the referenced “Master” tab?	
80	The RFQ instruction on page 5 requests a QAP in the proposal, however the SOW indicates this is a post-award artifact. (“During the Phase-In period, the Contractor will develop a Quality Assurance Plan (QAP) for approval by ACF.”) Please clarify this instruction whether a QAP is to be prepared in the proposal or post-award.	We suggest that the offerer list areas that they consider suitable for the QAP.
81	The RFQ on page 19 identifies the Contractor’s Project Manager as key personnel. The SOW on page 8 refers to the Contractor’s Contract Program Manager (CPM). Please clarify whether these two designations refer to the same role.	Yes, this is referring to the same role.
82	SOW mentions that PL/SQL and XML based migration tools are used while moving new partners into the system. The tools need to be heavily customized for each task and need to be kept in sync with Grants Solution Data structure. There are two questions … a and b: Is custom code used to migrate data for all available modules? Can the Government please provide the average duration and level of effort for code customization (FTE/Hours) and migration of a “typical” partner?	The GrantSolutions Award module is the only system to which we require the migrating of data. A typical migration might take 3 months; involve 7 people and 500 hours of work.
83	SOW section 4.2 states that the core on-site hours of operation are from 7:00 a.m. Eastern Time to 7:00 p.m. Pacific Time, but hours of operation are not mentioned in SOW section 5.3. Is it correct to assume that the Helpdesk hours of operation are 7:00 a.m. Eastern Time to 7:00 p.m. Pacific Time (10:00 PM Eastern Time)?	Correct.

84	Reference: “g. Develop marketing reports and briefing packages for presentation to key decision makers.” How many marketing reports and briefing packages were developed for key decision makers in the last contract year?	Marketing materials are updated presentations to ensure they are relevant for the audience and up to date. However, new materials are created maybe 3 to 4 times a year.
85	Reference: “h. Provide logistics associated with meetings and presentations to key decision makers and attend such meetings on an as need basis.” How many meetings and presentations were provided to key decision makers in the last contract year?	Approximately 15 to 20 such meetings.
86	There are two questions … a and b: To better understand the state of the current materials, can you provide a list describing the existing collateral/materials associated with the marketing of COE services? How many pieces of collateral/materials were created in the past contract year?	See attached document entitled “COE Marketing Materials.docx”.
87	Reference: “j. Maintain the COE's web presence on www.grantsolutions.gov and ensure its message is current and relevant to the COE mission.” There are two questions … a and b: How many maintenance tasks were performed on grantsolution.gov in the contract year? How many were classified as minor? How many were classified as major?	There was one major redesign effort that may take place every few years. Four minor efforts posting new or updated material.
88	Reference:“k. Represent the COE at “industry events” and conferences where COE services can be demonstrated and marketed.” Two questions … a and b: How many industry events were attended in the last year? On Average, how many contractor representatives attended each event?	2 events in the last year with two contractor attendees.
89	Reference: “The PPD is not a separate project manager, but rather a working member of the team who delivers direct mission value.” Two questions … a and b:	Currently 7 PPD’s, working for multiple partners, on average spend 60% of their time on Partner related work vs. other analyst tasks.

	How many working team members serve as PPD's? What percentage of their time is dedicated to PPD duties versus daily task responsibility?	
90	SOW states that "a third key success criterion is to extend the CRM tools and methodology adopted by the COE across the COE product suite and services." Is Salesforce.com SaaS the only CRM tool currently used?	Yes, Salesforce is currently the only CRM tool used.
91	SOW states that Tier I will respond to emails and phone calls in a timely manner. There are two questions … a and b: Are there any service level agreements (SLAs) that must be satisfied for COE Support and Helpdesk Services? If the answer is yes, can these SLAs be provided?	SLAs were provided in an earlier response to questions.
92	What is the current staffing level for Technical Writers/Documentation Specialists?	Approximately 1.5 to 2 FTE's. One staff does this almost full time while several others contribute on an as needed basis.
93	What is the current staffing level for Salesforce.com Developers?	Approximately 1/2 FTE.
94	The SOW states that all data updates will be performed in accordance with the approved SOPs. Is it correct to assume that the approved SOP's will be transitioned as part of the phase-in period?	Yes, it is correct to assume that.
95	There are two questions … a and b: Can the government provide any existing product roadmap for GrantSolutions, or any of the COE systems that will provide a high level vision of the "as is" and "to be"? Can the government provide any existing list of enhancements being considered over the next 12 months?	See attached document entitled "FY11 FY12 & FY13 work packages.docx".
96	To assist in sizing the task, can the government provide a listing of the DME features implemented and total level of effort (hours) for the past 24 months (or whatever is available)?	The excel spreadsheet in the RFQ provides a view of the hours sizing based on labor categories. For a second view, in current COE operations, we track according to SCRUM team unit output. We typically have 3 Scrum teams

		dedicated to development for a total of 500 units quarterly or 2000 units annually, $10M. A SCRUM unit is $5K effort by the team to deliver a service. This $5K effort includes Managers, Analysts, developer and testers necessary to move a product from partners' concept to ready to provide training on.
97	Does the ARTMS support web services to push or pull the data out of the system?	ARTMS supports both types of services.
98	There are two questions … a and b: Is it fair to assume that there is a working single sign on system between different COE modules? If not, can the government provide information on the different authentication mechanisms used for the different COE modules?	A working Single Sign On exists but not all COE modules are currently using it and one of our current work efforts is addressing this. The COE currently uses two different LDAP structures that leverage SAML technology to work together. The COE has also incorporated PIV authentication using the HHS departmental AMS system for HHS employees. The latest work effort will incorporate PIV usage for all federal partners leveraging one directory structure.
99	What functions and content types does ACF want to move to Drupal?	ACF is moving its public web site to Drupal. The migration will be completed in 2012. The Contractor is to provide support for the migrated Drupal-based public web site and the user interface, also Drupal-based, that allows the content editor to post new/updated content.
100	Two questions … a and b: Are there any existing integration points with partner systems other than the HRSA ETL? If yes, can a description of these integration points be provided?	Appendix 1 addresses COE interfaces and 'yes' there are other partner integration points described in that document. However, no other partner has an interface similar to the HRSA ETL.

List of Acronyms

.ACCDB	Microsoft Access 2007 database file
.CSV	Comma Separated Values file
.MDB	Microsoft Access 2003 database file
.ODS	Open Document Spreadsheet file
.XLS	Microsoft Excel 2003 file
.XLSX	Open XML spreadsheet file
ACF	Administration for Children and Families
ADP	Automated Data Processing
ANA	Administration for Native Americans
AoA	Administration on Aging
ARM	Application Review Module
ARTMS	Audit Resolution Tracking and Monitoring System
ASPE	Assistant Secretary for Planning and Evaluation
ASPR	Assistant Secretary for Preparedness & Response
BASS	Building Administration and security System
BPM	Business Process Management
C&A	Certifications and Accreditations
CAP	Control Account Plans
CAS	Cost Account Standard
CCB	Configuration Control Board
CEB	CoE Executive Board
CFSR	Contract Funds Status Report
CMS	Center for Medicare & Medicaid Services
CO	Contracting Officer
CoE	Grants Center of Excellence
COOP	Continuity of Operations
COR	Contacting Officer’s Representative
COTR	Contracting Officer’s Technical Representative
CPM	Contractor's Contract Program Manager
CPR	Contract Performance Reports

CRM	Customer Relationship Management
DHHS	Department of Health and Human Services
DME	Development, Modernization and Enhancements
DOS	Department of State
DOT	Department of Transportation
EAC	Equivalent Annual Cost
EIT	Electronic and Information
EPLC	Enterprise Performance Life Cycle
ERS	Enterprise Reporting System
EVM	Earned Value Management
FAR	Federal Acquisition Regulations
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FMCSA	Federal Motor Carriers Administration
FOIA	Freedom of Information Act
FOIA-ARS	FOIA Automated Reporting System
FOIA-RMS	FOIA Request Management System
FRA	Federal Railways Administration
FSS	Federal Supply Schedule
FTDRS	Final TANF Data Reporting System
FTE	Full Time Equivalent
FYSB	Family and Youth Service Bureau
GATES	Gates Administration, Tracking and Evaluation System
GG	Grants.gov
GMLoB	Grants Management Line of Business
GS	GrantSolutions.gov
HHS	Department of Health and Human Services
HPB	High Performance Bonus System
HRSA	Health Resources & Services Administration
IAAs	Inter-Agency Agreements
IaaS	Infrastructure as a Service
IAM	Identity and Access Management
IHS	Indian Health Services

IRG	Intergovernmental Referral Guide
IRS	Internal Revenue Service
jBPM	Java BPM workflow engine
MCP	Mentoring Children of Prisoners
MOBIS	Mission Oriented Business Integrated Services
NACIC	National Agency Check and an Inquiries and Credit report
NIH	National Institute of Health
NoA	Notice of Award
O&M	Operation, Support and maintenance
OASH	Office of Assistant Secretary for Health
OASIS	Organization for the Advancement of Structured Information Standard
OBS	Organizational Breakdown Structure
OCIIO	Office of Consumer Information & Insurance Oversight
OFA	Office of Family Assistance
OGPOE	Office of Grants Policy, Oversight, and Evaluation
OID	Object Identifier
OIG	Office of Inspector General
OIS	Office of Information Services
OLDC	On-line Data Collection
OMB	Office of Management and Budget
ONC	Office of the National Coordinator
OPRE	Office of Planning, Research, and Evaluation
Oracle OIS	Oracle Identity Server
ORR	Office of Refugee Resettlement
ORR/DUCS	Division of Unaccompanied Children System for ORR
ORR/RADS	Refugee Arrivals Data System for ORR
PHMSA	Pipelines and Hazardous Materials Safety Administration
PIV	Personal Identity Verification
PMB	Performance Measurement Baseline
PMO	Project Management Office
POA&M	Plan of Action and Milestones

PPDs	Partner Project Directors
PRA	Paperwork Reduction Act
PTM	Property Tracking Module
QAP	Quality Assurance Plan
RAM	Responsibility Assignment Matrix
RDBMS	Relational Database Management System
RHYMIS	Runaway and Homeless Youth Management Information Systems
RMAN	Oracle Repository Database
RPSR	Real Property Status Report
RQI/RQS	Relationship Quality Survey Instrument
RRM	Reviewer Recruitment Module
SaaS	Software as a Service
SAML	Security Assertion Markup Language
SDLC	Software Development Life Cycle
SOA	Services Oriented Architecture
SOP	Standard Operating Procedures
SOW	Statement of Work
SSA	Social Security Administration
SSI	Secure Sign-In
T&M	Time and Materials
TADA	TANF Administrative Data Archive
TANF	Temporary Assistance to Needy Families
TDRS	TANF Data Reporting System
USAID	United States Agency for International Development
WAD	Work Authorization Documents
WBS	Work Breakdown Structure

Appendix 1 Major COE Modules & Interfaces

1. GrantSolutions Grantee and Grantor Modules – O&M

GrantSolutions.gov is designed around a Services Oriented Architecture (SOA), and incorporates security mechanisms via OASIS standards (e.g., SAML, WS-Security). It has been built within a J2EE framework using an Oracle 11g RDBMS. The system consists of hundreds of screens and currently supports over 9000 users. It uses JBoss BPM to accommodate flexible workflows, Drools as a rules engine, and Orbeon/Xforms for forms automation.

2. Interfaces and Web Services - O&M

GrantSolutions supports a large number of integrated interfaces and web services with government or commercial application systems. These interfaces and services are supported throughout the suite of GrantSolutions modules and include linkages to services or systems including Grants.gov, Federal financial management systems, reporting services, and data validation services. Other interfaces and services support custom integration with third party systems that support grant and program management processing. Integration activities are subject to compliance with FISMA security standards and specifications that govern application interfaces and the inter-connection of systems, in addition to the monitoring and security over-seeing the operations of such interfaces.

3. Accounting Proxy and Financial Interfaces

A key requirement to the successful operation of the GrantSolutions Grantor Module is its ability to interface accurately with related financial systems to check for available funds and initiate purchase orders which then get paid to the grantee.

GrantSolutions supports several financial management system interfaces which automate the validation and processing of grant award transactions. These interfaces include the following:

- Delphi (Department of Transportation)
- Unified Financial Management System (UFMS) (Department of Health and Human Services)
- Global Financial Management System (GFMS) (Department of State)

For partners that do not provide access to their financial system, or do not have their own financial system, GrantSolutions supports a standalone accounting module that performs manual funds planning and control procedures.

To support the varying financial management system interfaces, GrantSolutions uses a separate module (Accounting Proxy) which communicates using a single API to any

financial system. This module utilizes the Open Applications Group Integration Specification (OAGIS) procurement standard as the default communication methodology. In addition, it also supports the use of custom plug-ins which extends the module to support external financial systems that do not support the OAGIS integration methodology. This allows us to integrate with financial systems using their existing interface requirements by enhancing only the accounting proxy with custom plugins.

The maintenance of the Accounting Proxy includes ensuring on a daily basis that award amounts and account balances are in sync with external systems. Standard operations will incur application maintenance.

The contractor will maintain the Financial Proxy and the financial interfaces with accounting systems at HHS (UFMS), DOS (GFMS), and DOT (Delphi). Those interfaces are described below.

4. Delphi System Interface

The Delphi system is utilized by the Department of Transportation, and is based on Oracle Financials. The Delphi interface is a pure web service that provides the following automated services:

- Financial account and funds availability validations
- Vendor lookup and validation
- Purchase Order posting and synchronization

5. Unified Financial Management System (UFMS) Interface

UFMS (Unified Financial Management System) is a customized implementation of Oracle Financials with a specialized Grants module. It is the financial management system of record for HHS. UFMS' primary service offering is for accounting administration, and it is integrated with the Payment Management System (PMS). It provides the following services (on a daily basis) via batch jobs and reports:

- Commitment Posting
- Obligation Posting
- Validating Transactions against an error report
- Funds Availability Check against a daily funds availability report
- Vendor Check against a daily vendor report

This interface is a batch processing interface that requires on-going monitoring of transaction processing and most errors require manual support intervention.

6. Global Financial Management System (GFMS) Interface

GFMS is a system based on CGI Federal's Momentum software. It has been integrated with GrantSolutions using an XML flat file retrieved over an SFTP site. GFMS is also integrated

with PMS. GFMS provides a more detailed error report which requires less support intervention. The GFMS interface provides the following services:

- Obligation Posting
- Obligation Transaction Validation against a detailed error report that is synchronized with each obligation posting batch preventing systems from getting out of sync
- Vendor Check against a daily report
- De-obligation validation against a daily payment report
- Daily and monthly system assurance reports to insure the systems remain in sync

7. Standalone Financial Systems

Partners that do not provide access to their financial system, or do not have their own financial system, utilize the GrantSolutions Funds Planning module to manage their funds and awards. The Funds Planning module allows the Financial Officers within the partner agency to manually manage funds plans for their financial accounts, tracks financial obligations, and provides basic funds validations and controls to prevent the over-allocation of funds.

8. Grants.gov Services

Grants.gov is the Government-wide system for supporting grant announcement find and apply functions. Applicants are able to locate and view open competitive grant announcements, and complete and submit their grant applications using the Grants.gov Adobe PDF fillable forms.

To keep the operations and maintenance of the interfaces as simple as possible, GrantSolutions.gov operates and maintains individual interfaces for each partner. GrantSolutions.gov does have the flexibility to deploy multiple interfaces for a single partner to support individual requirements of specific Programs if required. A total of 30 interfaces are currently in production use. It is imperative that these interfaces are closely monitored, as these interfaces support grant competitions that could be severely impacted by any problem associated with the ability to post announcements or retrieve applications.

GrantsSolutions operates the following interfaces with Grants.gov:

- **Post Synopsis**: Allows Grantor agencies to post the funding opportunity synopsis via GrantSolutions without logging into Grants.gov. The synopsis information is prepared in GrantSolutions, and then submitted to Grants.gov for posting. The interface currently uses the Grants.gov XML specification that is transmitted via email.
- **Application Retrieval**: Allows Grantor agencies to retrieve submitted grant applications from Grants.gov. The interface supports the following:
  - Automated retrieval process that is configurable by time intervals
  - Data validation based upon the published Grants.gov schema

- Staging area for screening of applications prior to transfer into GrantSolutions.gov for processing
- Real-time monitoring and administrator notification
- Reconciliation user reports to verify application submissions between GrantSolutions.gov and Grants.gov
- Full support for standard Government application forms
- Limited support for agency specific forms
- Full support for all applicant file attachments

As part of ongoing DME activities, the Contractor shall develop and implement the following Grants.gov interfaces:

- **Post Synopsis Web Service –** This service interface will replace the existing Post Synopsis interface that transmits data via email. The web service needs to be developed per the Grants.gov Web Service specification, tested and deployed for use by all partners.
- **Post Application Kit Web Service –** Grants.gov has released a beta service that allows for Grantors to post application kits (competitions) for active grant opportunities. This initial service does not allow partners to define custom application kits; however, it does allow partners to specify which existing Application Kit Template will be used for active announcements. This will allow a partner to specify an existing application kit via GrantSolutions.gov, and eliminate the need for partners to manage the application kit (competition) creation process directly in Grants.gov.
- Additionally, the Contractor shall collaborate with Grants.gov to design and develop the following enhancements to the Application Kit web service:
  - Customization of the application kit to be used for an active announcement
  - Support for multiple application kits (competitions) for a single announcement

9. <u>HRSA Extract, Transform and Load (ETL) Service</u>

GrantSolutions.gov operates an interface that supports the Health Resources and Services Administration (HRSA) Electronic Handbooks (EHB) system. The EHB system is used by HRSA for grant processing, and all award transactions are transmitted to GrantSolutions.gov for processing and transmission to the HHS Unified Financial Management System, the HHS Congressional Liaison Office, and the HHS Tracking Accountability in Government Grants System (TAGGS) system.

Currently, all transactions are processed and transmitted by the GrantSolutions.gov GATES system. The contractor shall:

- Support and operate the interface
- Support the integration and processing conducted by GATES

- Support the data transmission to external HHS systems
- Monitor transaction processing including reconciliation and validation of all transactions
- Support error transactions including initial troubleshooting and collaboration with HRSA staff to correct error transactions.

The Contractor shall also design and develop an upgrade of the HRSA ETL interface to migrate processing and reporting of transactions from the GATES system to the core GrantSolutions.gov Grantor module. All processing and transmission activities must be moved to the Grantor module with the upcoming retirement of the GATES system.

10. HHS TAGGS Interface

GrantSolutions.gov operates an interface that supports the HHS Tracking Accountability in Government Grants System (TAGGS) system. TAGGS is a reporting tool developed by the Department of Health and Human Services (HHS) Office of Grants and Acquisition Policy and Accountability (OGAPA) and serves as a central repository for grants awarded by all HHS Operating Divisions. TAGGS tracks obligated grant funds at the transaction level.

Currently, all HHS awards issued via GrantSolutions.gov are transmitted to TAGGS per the latest version of the HHS Standard Interface File specification. The contractor shall:

- Support and operate the interface
- Support the integration and processing conducted within GrantSolutions.gov
- Support the data transmission to TAGGS
- Monitor transaction processing including reconciliation and validation of all transactions
- Support error transactions including initial troubleshooting and collaboration with partners to correct error transactions

11. HHS Congressional Liaison Office (CLO) Interface

GrantSolutions.gov operates an interface that supports the HHS Congressional Liaison Office's Congressional grant notification system. Currently, all HHS awards issued via GrantSolutions.gov are subject to CLO notification requirements, and any award meeting the notification requirements as specified by HHS grant policy must be transmitted to the CLO office within 72 hours of the award issued date. Notification is transmitted to the CLO office daily via email and includes a data file containing key grant award data elements. The contractor shall:

- Support and operate the interface
- Support the integration and processing conducted within GrantSolutions.gov
- Support the data transmission to CLO
- Monitor transaction processing including reconciliation and validation of all transactions

- Support error transactions including initial troubleshooting and collaboration with partners to correct error transactions

12. Address Validation Services

As a standard practice, GrantSolutions.gov validates all addresses to ensure accurate address information is obtained and managed. This also serves as a data quality routine to ensure accurate information is utilized and reported. GrantSolutions.gov utilizes commercial USPS certified vendors that provide address validation web services which are implemented throughout GrantSolutions.gov. These services also provide secondary information related to the address which is utilized for the purposes of Government-wide reporting requirements such as USASpending.gov (e.g., Congressional District, County).

13. Authentication Services

GrantSolutions users are authenticated in full compliance with HHS and FISMA standards including those needed for Personal Identity Verification (PIV) compliance. The application accommodates multiple authentication services including the local GrantSolutions LDAP service plus federated services for both HHS and non HHS partners. The Contractor shall implement authentication services that support partner requirements while maintaining security certifications, single sign-on capabilities, and compliance with PIV authentication requirements.

14. Central Contractor Registration (CCR) Interface

Federal grant policy requires applicants to have Dun and Bradstreet Data Universal Numbering System (DUNS) numbers and maintain current registrations in the Central Contractor Registration (CCR) database before a Federal grant can be awarded. To support the validation process to ensure an Organization complies with such requirements, GrantSolutions operates a web service interface to the Central Contractor Registration (CCR) system. This interface allows partners to locate CCR organization registration records, verify the active status of the records, as well as view pertinent information regarding the registration record. In addition, it provides automatic validation of the Organization's DUNS number as CCR is interfaced with Dun and Bradstreet and all DUNS numbers reported by CCR are considered 100% confidence level. This web service is used throughout the application and award processing modules within GrantSolutions.gov, as well as part of the applicant registration procedures when submitting applications via GrantSolutions.gov. The contractor shall:

- Support and operate the interface
- Support the integration and processing conducted within GrantSolutions.gov

15. GSA System for Award Management (SAM) Interfaces

The General Services Administration (GSA) is currently combining eight federal procurement systems and the Catalog of Federal Domestic Assistance into one new system collectively known as the System for Award Management (SAM). The overarching benefits

of SAM include streamlined and integrated processes, elimination of data redundancies, and reduced costs while providing improved capability. Systems to be consolidated as part of the SAM initiative include:

- Central Contractor Registration (CCR) / FedReg
- Online Representations and Certifications Application (ORCA)
- Federal Business Opportunities (FBO)
- Federal Procurement Data System-Next Generation (FPDS-NG)
- Electronic Subcontracting Reporting System (eSRS/FSRS)
- Wage Determination Online (WDOL)
- Past Performance Information Retrieval System (PPIRS/CPARS)
- Excluded Parties List System (EPLS)
- Catalog of Federal Domestic Assistance (CFDA)

The current implementation of the CCR web service interface will need to be upgraded to support the new specifications to be deployed as part of the SAM initiative. As part of this process, the Contractor shall design, develop and deploy the new SAM web service interface starting with support for the CCR validation service to ensure that current CCR validation services remain unaffected. The Contractor shall also evaluate the new SAM interface specifications to determine additional services, data, and validation services that could be utilized within GrantSolutions.gov to provide additional benefit or automation capabilities to partners. The Contractor shall then design, develop and deploy such functionality enhancements to take best advantage of the new SAM services.

16. Application Review Module (ARM) O&M

The web-based Application Review Module (ARM) of the GrantSolutions.gov system is designed to provide an all-inclusive solution encompassing the grant application evaluation or "Peer Review" requirements of a grant making agency. Built on a Java platform and running against an Oracle database, ARM provides a cost effective and efficient system to recruit reviewers and review Grant Applications by simplifying the organization, evaluation and management of grant applications.

ARM is designed to accommodate the diverse and unique grant review needs of different federal grant making agencies. Because all agencies are different in how they review their applications, ARM allows for maximum flexibility at the initial review setup stage when an administrator is setting up the review criteria by providing a number of most widely used options in creating the scoring criteria. The system is designed to accommodate consecutive scoring, bonus points, yes/no questions with predetermined scores, user defined labels and conditional scoring based on answers, negative scoring or penalties and up to three levels of sub-criteria.

In addition to the criteria setup flexibility, ARM has five distinctly different process models built-in to the system to accommodate the differences in review processes across agencies. These five process models, based on which one is selected, offer an entirely different set of

functionality and features and the GUI (graphical user interface) for the end user is different depending on the model being utilized.

The five models are designed based on the most commonly needed features to successfully complete a grant review. In cases where multiple agencies are using the same review process model, the reports are customized to fit the agency's needs.

The contractor will maintain the ARM system.

17. Reviewer Recruitment Module (RRM) O&M

The Reviewer Recruitment Module (RRM) is an application that allows individuals from the general public to submit applications, including specified supporting information, to become an approved reviewer. RRM is also used to enable Federal staff to review and approve/disapprove the use of an applicant. Additionally, the system allows users to manage their reviewer profiles, contact information and accounting instructions to manage payments for their services. The RRM database can be searched by deferent criteria to provide a list of reviewers that will meet the needs of a funding opportunity.

In order to streamline the distribution of pertinent information relevant to each review panel, this system has the ability to allow for the posting of a webpage for each review session to provide general information for the session attendees. This information may include timelines, forms, directions, technical support/help desk information and other guidance pertinent to the review.

By using RRM, Federal grantor staff has a central place to effectively manage the incoming applications for those individuals applying to review grant applications and match up qualifications with the correct funding opportunities.

RRM is a line item selection within the Application Review Module and is very tightly integrated with that system. As it is a relatively simple application, very little operational maintenance is expected.

The contractor will maintain RMM.

18. Announcement Module O&M

The Announcement Module is a web-based application that manages the full lifecycle of the Funding Opportunity stage of the grants process. This includes forecasting, creating, reviewing, revising, approving, and posting funding opportunity announcements (FOA). The system utilizes customizable dynamic workflows and user-maintained templates to electronically manage the full FOA cycle.

Built in ColdFusion on top of an Oracle database, the Module is integrated with the GrantSolutions Grantee and Grantor Modules while also providing interfaces to the HHS Grants Forecast Site and Grants.gov

The Announcement Module is most extensively used by ACF, but is also in use with other partner agencies. There is significant interest amongst other existing CoE partners to use or expand their use of the module, so it is likely that further enhancements are needed to the system to better enable it to accommodate multiple tenants.

The system currently serves at least 5 different HHS Agencies with over 100 users. Training is provided monthly and on an as-needed basis.

19. Forecast Site O&M

The HHS Grants Forecast project is an HHS-wide initiative that provides transparency and accountability in the grants process, posting all planned HHS funding initiatives on one central website (www.hhs.gov/grantsforecast/).

The Grants Forecast Project is served by an internal data collection module and an external, public-facing site. The Forecast Module (data collection) now serves 14 different HHS Agencies/Staff Divisions. ACF provides the Grants Forecasting service on behalf of the HHS Office of Grants Policy, Oversight, and Evaluation (OGPOE). ACF is responsible for handling both the data collection and posting of the data on behalf of the Department.

Using the forecast site, potential applicants from the public can view and track all HHS funding opportunities from the point they are forecasted up to the point they are posted on Grants.gov.

The Forecast site is integrated with the Announcement Module, allowing an integrated and seamless process for those agencies using the Announcement Module service. Agencies that opt out of using the Announcement Module can submit data files on a regular basis with the required information. ACF is responsible for reviewing and posting that data.

The site itself is built in ColdFusion and sits atop an Oracle database. It currently is housed on the ACF network with the acf.gov web domain.

The contractor will support an end user base of approximately 120 users across 14 agencies. The CoE must retain relationships with the HHS Office of Grants Policy, Oversight, and Evaluation and regularly provide them with a number of reports on Forecast site activity, as requested.

For HHS agencies not using the Announcement Module, the Forecast Team is responsible for loading, testing, reviewing, and posting data file submissions on a scheduled basis.

20. ARTMS O&M

The contractor will support the maintenance activities of the Audit Resolution Tracking and Monitoring System (ARTMS). The web based application incorporates a customizable work-flow engine that facilitates the flow of audit resolution information, tasks, and notifications. ARTMS facilitates and simplifies the audit resolution process (OMB Circular

A-133) that involves resolution and audit follow up (OMB A-50) on audit findings, performing the following functions;

- Track and report delinquent grantees and debt owed by the grantees.
- Provide audit resolution status in the pre-award process to identify problem grantees.
- Identify and report cross-cutting findings across OPDIVS/Agencies that use the system.
- Identify problem grantees in order to safeguard Federal funds.
- Generate audit clearance documents with corrective actions to be taken by the grantee for the resolved audit findings and recommendations.
- Allow ease of audit assignments to audit officials.
- Track the audit resolution process and accurately report the status of audits.
- Allow monitoring of all audits with monetary findings of fraud, waste and abuse, e.g., those listed on the Office of Inspector General's (OIG) report.

21. Real Property Module O&M

The contractor will support the maintenance of the real Property Module to manage and track property activities where Federal funding is involved. The legacy GATES system currently provides limited real property tracking within ACF. The new property module extends those capabilities to all COE partners, align common processes, provide improved record keeping, and provide the ability to support reporting across organizations.

Current System requirements include;

- Ability to collect and track property activities (purchase, construction, renovation) for which Federal funds are obligated
- Track property costs over the life of a property that are required to support obligations and disposition of property
- Provide grantees the ability to enter and submit the new OMB approved Real Property Status Report (RPSR)
- Reconcile RPSR submissions with existing property information
- Contain data migrated from existing ACF Operational Division records
- Define property module interfaces that other systems (grants management, enterprise reporting, grantee report submission systems) will need to use to retrieve property information
- Develop web service interfaces with the GrantSolutions Grant Services Module, to retrieve grant/grantee, award and obligation information

22. Data Collection Module O&M

The Data Collection Module, also known as OLDC, enables grantees to submit OMB required financial, performance and program survey forms over the internet. OLDC currently supports over 6000 users submitting up to 2000 forms a month. OLDC is a multi-tier

application written in Java (J2EE) using Oracle RDBMS, Oracle Application Server and XML. External user authentication and access privileges use Oracle OIS and Windows Active Directory. The contractor will be required to provide O&M for the OLDC system.

Original development on the OLDC system began in 2002 and was built to integrate with the legacy GATES grants system. A new data collection module which will provide better integration across the GrantSolution's modules is being developed. Once developed, the existing OLDC will be retired as reports and partners are migrated to the new data collection module. The contractor will provide O&M for the new data collection module upon its release as well as for the current module until it is sunset.

23. Enterprise Reporting Module O&M

The Enterprise Reporting Module (ERS) is a reporting database separate from the GrantSolutions transaction system. The reports themselves are developed with IBM's Cognos product, which contains report definitions and the report meta data. Activities in this area includes the further definition of data entities for reporting, support for the data replication, and the production of further reports as requested by partners or COE management. Report definition requires a comprehensive understanding of the grants business, and entails business requirements development as much as technical skill sets.

24. Grants Administration, Tracking and Evaluation System (GATES) – O&M

GATES is a client-server application written in Sybase PowerBuilder utilizing Oracle databases hosted at the National Institutes of Health (NIH) Computer Center (CIT).

GATES provides input and output interfaces with external systems including the HHS CORE Accounting system, the Government Grant System (TAGGS), the Online Data Collection system (OLDC), the Grants.gov federal grants portal, the Congressional Liaison Office (CLO) and the HHS Assistant Secretary for Personnel.

The GATES system is scheduled for retirement and will be replaced by the GrantSolutions system. Until the transfer has been completed, the contractor will be required to:

- Support the GATES input and output interfaces with external systems.
- Maintain GATES to support legislative and process changes.
- Provide support for ongoing operations, software maintenance support and software development services for GATES and associated applications.
- Provide day-to-day monitoring of the GATES system, the interfaces with external systems and the GATES database.
- Provide corrective maintenance due to changes in the system environment or changes to external feeder or receiver systems.
- Manually intervene to address problems with file transfers and grant data imports from external systems including accounting systems, pre-award systems or Grants.gov.

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Statement of Work (SOW)

INFORMATION TECHNOLOGY SUPPORT

FOR

ADMINISTRATION FOR CHILDREN AND FAMILIES, GRANTS CENTER OF EXCELLENCE (COE) AND PROGRAM OFFICES

1 Scope

To effectively carry out the activities of the Administration for Children and Families (ACF), the ACF Office of Information Services (OIS) requires information technology service resources available on an on-going basis to support all of OIS's service responsibilities. These service responsibilities include consulting and technical assistance for Planning, Policy, Management, Grants Management, Grants Processing, User Support including Helpdesk, Training, and Documentation, Clinger-Cohen Compliance, FISMA Security Compliance, Application Network Infrastructure, Operations, Application Maintenance, Systems Development, Licensing, Hardware and Software Management, Property Management, A-123 and SSAE-16 compliance and Research and Development. OIS provides these services to ACF, ACF Programs, and to the Grants Center of Excellence partners.

The purpose of this procurement is to provide partner agencies and ACF administrative and program offices with grant program consulting expertise/support and IT support inherent in the responsibilities common to all Federal agencies. This shall include operations and development of administrative and program systems, and training in the support of the COE and ACF systems and services. All grant financial transactions are handled by COE partners using their contracts and grant financial management systems. This effort is focused on providing information technology and grant program consultation and support to program offices. The specific resources required to support OIS and COE Information Technology operations, maintenance development and grant program management consulting and support are detailed in the sections below.

This effort will be accomplished through a series of tasks. Established tasks may be modified and new tasks may be added at a future date, as work currently performed on other contracts will be moved into this order.

2 Background

The Administration for Children and Families (ACF), an agency within the Department of Health and Human Services (HHS), is responsible for Federal programs that promote the economic and social well-being of families, children, individuals, and communities. ACF programs serve families and individuals in order to improve their economic independence

and productivity. In addition, ACF hosts the Grants Center of Excellence, a partnership of more than 40 agencies across the Federal Government that provides the supporting systems for the grants management processing services.

ACF is comprised of administrations, bureaus, and offices engaged in regulatory, research, and administrative activities. Within ACF, the Office of Information Services (OIS) has been established to administer all computer and information resources management functions. Within the ACF organizational component, OIS advises the Deputy Secretary on information resources management issues. OIS supports approximately 1,800 people directly and more than 40 external agencies as the consortium lead of the Grants Center of Excellence (COE). Through the COE, OIS supports over 8,000 ACF grant recipients and several thousand COE partner grant recipients. Over 90% of these grant recipients participate in electronic business transactions and this number is increasing significantly. ACF's primary offices are located within walking distance of L'Enfant Plaza in Washington, DC, and the Administration has regional offices throughout the country.

3 Responsibilities

This Statement of Work defines the activities necessary to support the OIS service responsibilities in support of ACF's and the COE's mission.

OIS is a client focused organization dedicated to:

- Good government by improving the productivity, work environment and personal sense of accomplishment of the people it serves.
- The highest standards of transparency, auditability and financial and programmatic stewardship of its clients' grant programs.
- The most cost effective delivery of services in order to maximize client access to the resources in order to carry out their missions.

The Contractor will fully and systematically support and help to enhance OIS's ability to provide client outcomes that meet and/or exceed its client's expectations. To this end OIS expects that the Contractor will:

- Provide an integrated service team led by individuals with demonstrated success delivering services to large user communities, as well as federal agencies, program and grant offices.
- Ensure that all team member interests are aligned with the best interests of OIS and OIS's clients.
- Have significant experience in innovating to improve service and reduce costs.
- Be a proactive partner with OIS in:
  - Developing and implementing innovative solutions to address OIS's service challenges.
  - Expanding the OIS service offerings and client base.

- Implement the systems and processes necessary to ensure:
  - Integrated oversight of all COE services.
  - Complete understanding of the business implications of solution alternatives,
- Measure success in terms of OIS's clients' satisfaction at all levels within the client's organization which may be based on follow-up user surveys and/or feedback type reports.
- Establish service quality goals and integration; implement best business practice tools that regularly measure service quality and performance; and establish specific and immediate corrective actions; define the risk and/or consequences should the service quality goals not be met.
- Establish a diverse pool of managed and redundant service providers with unique business and service expertise to ensure that rapidly changing requests for service can be documented and easily met with cost effective, strategic minded solutions.
- Establish, manage and utilize all team and user support and development resources in a consistent and efficient manner.
- Develop and provide reports ensuring full visibility and accountability of costs either directly and/or as allocate to and by OIS client and COE partner.
- Develop and regularly update a plan for the expenditure of ODCs consistent with the overall business needs of OIS and its clients.
- Acknowledge the Government's ownership of all intellectual property, and facilitate OIS's control over that property.

The service areas that the Contractor will support include:

a. Partnership development and relationship management services.
b. Grant policy, grant processing, application review, training, helpdesk, documentation and other partner, grantor, and grantee outreach and support services.
c. Partner and data migration services including fit-gaps and business process reengineering.
d. Project Management Office, budget, and financial management.
e. Operations, security, and data support.
f. Enterprise architecture and design support services.
g. Software services including: support and maintenance (O&M) and Development, Modernization and Enhancements (DME) for all COE and ACF administrative and program systems.
h. System integration services including the operation of existing system interfaces and the development of new interfaces.
i. ACF Program Office support services.
j. Support of Office of Management and Budget (OMB) mandated programs including but not limited to Capital Planning and Investment Control,

Information Collection Clearances, Federal Enterprise Architecture, FFMIA, FISMA, Privacy and protection of data at rest/in motion and others.

k. Support for HHS information calls related to HHS enterprise activities and HHS responses to OMB, other executive agencies, Congress and Congressional agencies
l. Hardware, software, and other related IT acquisition services (e.g. cloud services) to support changes to enterprise architecture, security, partner and program office service offerings and applications.
m. Planning and implementation of Clinger-Cohen and FISMA Security.
n. Operational support for OMB information clearances, ACF program announcements, and other similar business processes.

All work shall be in conformance with all Government regulations and policies including the Federal Acquisition Regulations (FAR).

Most work is expected to be performed in the Washington, DC Metro Area.

In order to avoid personal service, the precise responsibilities of the Contractor employees will be specified at the Task level. The Contractor must appoint an offsite Project Manager who both onsite and offsite employees shall report to.

ACF has limited office space available for Contractor staff and the Contractor will be limited to a small number of office stations within the ACF campus. All other Contractor staff must work in facilities provided by the Contractor.

Other direct costs such as the purchase of hardware, software, and travel are within the scope of this contract. Travel must be in accordance with the Federal Travel Regulations (FTR)

4 Administrative Matters

This is a **Hybrid Firm Fixed Price / Time and Materials (T&M)** Task Order. It is for **Severable Services**.

This SOW encompasses Contractor support for fixed price basic on-going and ad-hoc support for OIS including the ACF program offices and the COE. Offerors will be required to provide ACF with appropriately trained and experienced personnel required to provide daily oversight and performance of the services outlined in this solicitation that are identified as fixed price services below. To the maximum extent possible, performance requirements shall be structured so they define the work in measurable, mission-related terms. During the Phase-In period, the Contractor will develop a Quality Assurance Plan (QAP) for approval by ACF.

The following task areas will be Firm Fixed Price:

- 5.1 - COE Partnership Development and Management - Base
- 5.2 - COE Budget, Financial and Program Management Office - Base
- 5.3 - COE Support and Helpdesk Services - Base
- 5.4 - COE Systems – Application Operations and Maintenance - Base
- 5.5 - COE Security Services - Base
- 5.6 - COE Operations - Base
- 6.1 - Congressional, OMB and HHS Policy Support - Base
- 6.2 - IT Support for Information Resources Planning - Base
- 6.3 - IT Support for the ACF Enterprise Architecture - Base
- 6.4- Operations and Maintenance of Program Office Systems - Base
- 6.5 - OIS Security Services - Base
- 6.6 - OIS Enterprise Operations Support - Base

The following task areas will be Time & Materials support:

- 5.7 - COE Development, Modernization, and Enhancements
- 5.8 - COE Partner Migration Services
- 5.9 - COE Application Review Support Services
- 5.10 - COE Grant Processing Services
- 5.11 - COE Growth Support Services - Option
- 6.7 - OIS Development, Modernization, and Enhancements
- 6.8 - OIS IT Support - Option

The Contractor's Contract Program Manager (CPM) will be responsible for each of these functional areas, as well as the other areas identified in this SOW. As such, the CPM will coordinate work among the entire Contractor team.

OIS relies on sound software development methods to ensure application reliability. To that end, OIS has adopted Oracle RDBMS, Oracle Application Server, Oracle Internet directory services, JAVA, and JSP as standards for application development and deployment. ACF has a number of applications that are client/server based and written in PowerBuilder. OIS has an interest in pursuing technical solutions to provide a web based interface for these systems. Further, OIS is seeking to reduce the cost of custom programming as part of the applications operations and maintenance.

Technical support, as detailed in Section 6 OIS IT Support, to the Regional offices shall be via telephone and electronic mail. Under the terms of this solicitation, the Contractor will be required to provide ongoing technology support and assessment through proven technology, superior systems, and applications reliability to end users, with the goal of predicting needed changes in time to budget and plan for them before services degrade below the stated performance standard.

4.1 PLACE OF PERFORMANCE

The place of performance shall be the ACF Office of Information Systems location, Washington, D.C. and the Contractor's site. Due to limited space at the ACF offices, the majority of work will need to be performed at the Contractor's site.

4.2 HOURS OF WORK

This is a 24 hour operation that requires some night and weekend work, but hours of work are flexible. Typical on-site core business hour staffing will cover 7 a.m. Eastern time to 7:00 p.m. Pacific time, Monday through Friday (excluding Federal Holidays). The Contacting Officer's Representative (COR) and the Contractor must mutually agree upon all deviations to this schedule not mentioned herein. Work conducted outside these hours should be conducted at the Contractor's site or may be negotiated by the Project Task Leader with the COR.

4.3 CONTACTING OFFICER'S REPRESENTATIVE (COR)

a. Contracting Officer's Representative(s):
    a. A Contracting Officer's Representative (COR) will be designated by each individual task awarded under this contract.

b. The COR is responsible for:
    a. Monitoring the Contractor's technical progress, including the surveillance and assessment of performance and recommending to the Contracting Officer (CO) changes in requirements.
    b. Interpreting the SOW and any other technical performance requirements
    c. Identifying requirements and assigning daily tasks to the Contractor's staff
    d. Establishing deadlines for the completion of daily tasks.
    e. Performing technical evaluation as required.
    f. Performing technical inspections and acceptance required by this contract.
    g. Assisting in the resolution of technical problems encountered during performance.

c. For guidance from the COR to the Contractor to be valid, it must:
    a. Be consistent with the description of work set forth in this contact and the applicable task.
    b. Not constitute new assignment for work or change to the expressed terms, conditions, or specifications incorporated into this contract.

c. Not constitute a basis for an extension to the period of performance or contract delivery schedule.
d. Not constitute a basis for any increase in the contract price or extension to the contract delivery.

d. The CO is the only person with the authority to act as an agent of the Government under this contract.

e. Only the CO has authority to:
    a. Direct or negotiate any changes in the SOW or specification.
    b. Modify or extend the period of performance.
    c. Change the delivery schedule.
    d. Otherwise change any terms or conditions of this contract.

f. The Government may unilaterally change the COR designation at any time.

4.4 KEY PERSONNEL

a. The Contractor agrees to assign tasks under this contract, to those key persons whose resumes were submitted and who are required to fill the requirements of the task. No substitution or addition of personnel will be made without approval of the CO.

b. The Contractor agrees that during the first six months of the Task Order period, no personnel substitutions will be permitted, unless such substitutions are necessitated by an individual's sudden illness, death, or termination of employment. In any of these events, the Contractor must promptly notify the CO and the Contracting COR, and provide the information required by paragraph (d) below.

c. If key personnel, for any reason, become unavailable for work for a continuous period exceeding thirty working days, or are expected to devote substantially less effort to the work than indicated in the Contractor's proposal, the Contractor must propose a substitution of such personnel, in accordance with paragraph (d) below.

d. All proposed key personnel substitutions must be submitted, in writing, to the CO and COR at least fifteen days prior to the proposed substitution. Each request must provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information required by the CO to approve or disapprove the proposed substitutions(s). Resumes for key personnel substitutions must be submitted in Contractor format. All proposed substitutes, regardless of the performance period, must have qualifications that are equal to and/or higher than the qualifications of the person being replaced.

e. In the event the Contractor designates additional key personnel as deemed appropriate for the requirement, the Contractor must submit the information required in paragraph (d) above, to the CO for approval.

f. The CO will evaluate request for substitution and addition of personnel, and promptly notify the Contractor, in writing, whether a request is either approved or disapproved.

g. If the CO determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable to perform under the Task is not reasonably forthcoming, or that a resultant reduction of productive effort would impair the successful completion of the Task, the Task may be terminated by the CO for default or for the convenience of the Government, as appropriate. Alternatively, if the CO finds the Contractor to be at fault for the condition, the CO may equitably adjust (downward) the Task price to compensate the Government for any delay, loss, or damage as a result of the Contractor's action.

4.5 STANDARDS OF CONDUCT

a. The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity. The Contractor is also responsible for ensuring that its employees and those of its subContractor(s) do not disturb materials, use Government telephones, except as authorized, or otherwise jeopardize the security and the privacy of Government employees, its clientele, and the contents and property of the Federal building(s) in which the contract work is performed. Each employee or supervisor of the Contractor is expected to adhere to standards of behavior that reflect credit on themselves, their employer, and the Federal Government.

b. The Contractor will be responsible for taking such disciplinary action, including suspension without pay or removal from the worksite, with respect to its employees, as necessary to enforce those standards.

c. Where applicable, the requirements of this order must be expressly incorporated into subcontract(s) and be applicable to all subContractor employees who may perform recurring services or work at the Federal building or grounds of this order.

d. The Government retains the right to permanently remove any employee of the Contractor from performing duties assigned under this order at the Federal building should the employee's performance so warrant. The Government will request the Contractor to immediately remove any employee from the Federal building/worksite should it be determined by the CO that the individual employee of the Contractor is "unsuitable" for security reasons or for otherwise being found to be unfit for performing his assigned duty at a Federal building. The following areas (not all-inclusive) are considered justification for requesting the Contractor to immediately remove an employee from a Federal building/worksite:

a. Neglect of assigned duty and refusal to render assistance or cooperate in upholding the integrity of the security programs and the worksite.
b. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material by willful omissions from official documents or records.
c. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or participation in disruptive activities, which interfere with the normal and efficient operations of the Government.
d. Theft, vandalism, immoral conduct, or any other criminal actions.
e. Trade or consumption of intoxicants, drugs, or controlled substances which produce similar effects.
f. Improper use of official authority or credentials, as a supervisor or employee of the Contractor.
g. Violation of agency and Contractor security procedures and regulations
h. Violation of the rules and regulations governing Federal public buildings and grounds, set forth in CFR Subpart 101-20.3 *Conduct on Federal Property.*

e. Following a recommendation from an agency program official or security officer, the CO will make all determinations regarding the removal of any employee of the Contractor and denial/termination of clearance and access to the Federal building worksite for non-performance, misconduct, or failure to abide by all laws and regulations. The CO will verbally inform the Contractor about the employee, followed by a written confirmation or determination. Specific reason for the removal of an employee will be provided to the Contractor in writing. In the event of a dispute, the CO will make the final determination based upon the submitted material.

f. Upon determination that an employee of the Contractor be removed from or denied access to Federal building/worksite, the employee's clearance and access to the Federal building must be immediately revoked or otherwise terminated. Furthermore, if applicable, the building pass and/or other access devices(s) previously given to the employee must be immediately surrendered, returned, or delivered to the security officer of the Federal building.

4.6 <u>IDENTIFICATION/BUILDING PASS</u>

a. The Contractor must make their personnel available for photo identification badges on a schedule to be determined by the COR. All Contractor employees must receive a security clearance at a level of "Public Trust," and must submit all paperwork required to achieve or determine clearance status as an initial step in the identification/building pass process. The badges will be made by the Government.

b. The Contractor is responsible for ensuring that each of the Contractor's employees performing work under this contract display their identification badges at all times when present and on-duty in the building. Refusal or repeated neglect to display the identification badges may result in unsuitable determination.

c. Upon termination, resignation, or other events leading to a task employee leaving duty under this task, the Contractor is responsible for returning all Government identification, building passes, keys, and other Government property issued to that employee. Failure on the part of the Contractor may result in the Contractor's liability for all costs associated with correcting the resulting breech in building security.

d. The Contractor must notify the COR when the employee badges are lost.

e. The requirements of this clause are applicable to and must flow down to all subContractors who will work at Federal worksites.

4.7 ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by P.L.105-220 under Title IV (Rehabilitation Act Amendments of 1998) and the Architectural and Transportation Barriers Compliance Board Electronic and Information (EIT) Accessibility Standards (36 CFR part 1194) require that all EIT acquired must ensure that:

1. Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities; and

2. Members of the public with disabilities seeking information or services from an agency have access to and use of information and data that is comparable to the access to and use of information and data by members of the public who are not individuals with disabilities.

This requirement includes the development, procurement, maintenance, and/or use of EIT products/services, therefore, any proposal submitted in response to this solicitation must demonstrate conformance with the established EIT Accessibility Standards (36 CFR 1194), and information on any government usage requirements or restrictions of product/service usage to ensure compliance. Information about Section 508 is available at http://www.section508.gov/.

System interfaces should conform to OMB Policies for Federal Public Websites, HHS/ACF standards, guidelines and policies.

4.8 SECURITY CLEARANCES

ACF and DHHS require that all employees and Contractor employees (including subContractors) who occupy public trust, computer/automated data processing (ADP), sensitive, and non-sensitive positions, undergo a suitability determination and security

clearance. Further, Contractor employees may be required to undergo periodic review of suitability as deemed appropriate by ACF officials. The Government, at no cost to the Contractor, will conduct the appropriate suitability determination.

The suitability determination and security clearance for employment of all employees under this contract will be made by ACF. ACF will exercise full and complete control over granting, denying, withholding, or terminating clearances for employees under this ACF contract. All forms required by this clause can be obtained from the COR.

ACF officials determine a position risk level for each employee position in the contract. The position risk level for positions in this contract, unless otherwise identified in individual task orders, has been determined as 5 and 5C that require a National Agency Check and an Inquiries and Credit report (NACIC).

The Contractor shall ensure that Contractor and subContractor employees have no outstanding or unresolved felony arrest records. Further, the Contractor shall ensure that an appropriate police records check has been conducted for each employee and provide written confirmation to the Contracting Officer.

The Contractor shall require contract employees to submit standard forms (see Conducting the Suitability Determination and Security Clearance section below). Submitted forms are to be accurate and complete. The Contractor shall review forms for accuracy and completeness prior to submitting to ACF. ACF will not process incomplete forms.

The Contractor shall advise its prospective employees that the completed forms will be forwarded to ACF for determination of suitability and security clearance that include validation of the information contained on the forms. The Contractor shall advise its employees that ACF may find them unsuitable for employment under this ACF contract.

Should ACF determine that an employee is not suitable to occupy a position, the Contractor will be advised immediately by the ACF Personnel Security Office, and the employee shall not be assigned work on, and shall be removed from the contract. As appropriate, the Contractor's employee shall have an opportunity to respond to an unfavorable suitability determination in an interview with the ACF Personnel Security Office.

4.9 PRIVACY PROTECTION

The Contractor shall protect all information entrusted to their use in support of this contract.

The Contractor shall ensure that all mobile computing devices used in support of this contract be protected with a full laptop encryption solution that complies with FIPS 140-2 standard

In the event that a mobile computing device is lost or stolen, the Contractor shall immediately notify the ACF Chief Information Security Officer, David Jenkins (202) 690-5802.

The Contractor shall prepare a Privacy Impact Assessment for any proposed system that is developed to support this effort. The Assessment shall be delivered to the ACF Chief Information Security Officer.

4.10 SYSTEM SECURITY REQUIREMENTS

The ACF Project Officer and the Contractor shall meet with the ACF Chief Information Security Officer to jointly determine the FIPS 199 security classification of any system that is proposed for this contract.

Based on the security classification, the Contractor shall prepare and maintain ACF specific security documentation during the life of this contract. Security documentation shall be consistent with the FIPS 199 classification and NIST 800-53 controls that are appropriate for that classification. Documentation shall include:

FISMA Requirements	Due	Work Needed	Documentation References
System Security Plan(s)	Authorization Letter signed by Approving Official prior to operation of system	Categorize the information system and the information resident within that system based on impact	FIPS 199 and NIST SP 800-60
		Select an initial set of security controls for the information system based on the FIPS 199 security categorization and apply tailoring guidance, as appropriate, to obtain a starting point for required controls.	FIPS 199

		Supplement the initial set of tailored security controls based on an assessment of risk and local conditions including organization-specific security requirements, specific threat information, cost-benefit analyses, or special circumstances.	NIST SP 800-53 and SP 800-30
		Document the agreed-upon set of security controls in the system security plan including the organization's justification for any refinements or adjustments to the initial set of controls.	NIST SP 800-18
		Implement the security controls in the information system.	NIST SP 800-53
		Assess the security controls using appropriate methods and procedures to determine the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system.	NIST SP 800-53A
		Authorize information system operation based upon a determination of the risk to organizational operations, organizational assets, or to individuals resulting from the operation of the information system and the decision that this risk is acceptable.	NIST SP 800-37
		Monitor and assess selected security controls in the information system on a continuous basis including documenting changes to the	NIST SP 800-37 and SP 800-53A

		system, conducting security impact analyses of the associated changes, and reporting the security status of the system to appropriate organizational officials on a regular basis.	
Contingency Plan	Ongoing	Develop and implement contingency plan	NIST SP 800-34
		Review, update, and test annually	NIST SP 800-34
Security Plan review	Annually	Annual FISMA review, testing, and update	NIST SP 800-53
Certification and Accreditation	Every 3 years (or whenever major changes are made)	Letter of Accreditation signed by accrediting official to authorize the system to operate.	NIST SP 800-37
E-Authentication	Annually	Determine applicability: Applies to systems that are web-based, external facing, and require user authentication	OMB Memorandum M-04-04
	Annually	Conduct E-authentication risk assessment	OMB Memorandum M-04-04
	Annually	Prepare implementation plan/schedule, if Assurance Level 3 or 4	OMB Memorandum M-04-04
	Annually	Submit e-authentication report	OMB Memorandum M-04-04
HHS Identity	Continuing	Support development of HHS Identity program to institute a federated Identity and Access Management (IAM) model within ACF	HSPD-12, FIPS 201, HHS Identity Business Case Analysis (January 2007)
Encryption of Laptops	March 31, 2007	Encrypt ACF Laptops with FIPS 140-2 compliant tool (ex. Pointsec)	OMB Memorandum M-06-16
Privacy	Annual	Initially developed for all	OMB

Impact Assessment	review	applicable systems in 2003	Memorandum M-03-22
		Update when changes occur to the system	OMB Memorandum M-03-22
		For new systems, initiate new PIAs	OMB Memorandum M-03-22
FISMA Security Reports	Annually	Enter data into Prosight FISMA repository	OMB Memorandum M-06-20
	Quarterly	Enter data into Prosight FISMA repository	OMB Memorandum M-06-20

4.11 CAPITAL PLANNING AND INVESTMENT CONTROL REQUIREMENTS

The Contractor shall meet with the ACF Investment Control Officer to determine the level of documentation that will be required for any system developed under this contract.

The Contractor shall prepare and maintain all documentation and reporting requirements that will be determined by the ACF Investment Control Officer.

Based on the development and life cycle cost of a developed system, the Contractor may be required to produce and maintain the following information:

CPIC Requirements	Due	Work needed	Program Restrictions
EVM Report	Monthly	Contract Estimates Earned Value Metrics	IT Programs with $500K+ in development spending
Exhibit 53	Annually, Winter	Contract Estimates Funding Sources	All IT Programs
Exhibit 300	Annually, Summer	Contract Estimates Risk Management Plan Alternatives Analysis Enterprise Architecture	Major and Tactical Programs

		Analysis Performance Metrics Earned Value Metrics Security Plan Privacy Plan	
Project Rebaseline	If project scope changes by more than 10%, as needed	Contract Estimates Earned Value Metrics	All IT Programs. Major programs may require HHS approval prior to a rebaseline. Other programs need to maintain records of rebaselining
ANSI Reporting	Annually, Spring	Statement of Work (SOW) Work Breakdown Structure (WBS) Organizational Breakdown Structure (OBS) Responsibility Assignment Matrix (RAM) Integrated Master Schedule (resource loaded) Control Account Plans (CAP) Contract Performance Reports (CPR) (Formats 1-5) or comparable EVM report(s) Contract Funds Status Report (CFSR) Work Authorization Documents (WAD) Cost Proposal/Cost Volume of Investment (should	EVM Tier I and partial requirements for EVM Tier II

		describe Contractor's accounting system) Cost Account Standard (CAS) Disclosure Statement Contractor's Materials Management Documentation Contractor's Enterprise Requirements Planning Operational Schedule Description of how government FTE is estimated Variance Analysis – if provided by Contractor CPR Format 5 Corrective Action Plan when variances exceed +/- 10% Description of how EAC is estimated Program Log Program Management Plan Risk Management Plan Change/Configuration Management Plan Performance Measurement Baseline (PMB)	

5 GRANTS CENTER OF EXCELLENCE (COE) SUPPORT

The ACF Grants Center of Excellence (COE) has been named a Grants Management Line of Business (GMLoB) consortia provider. The COE operates GrantSolutions.gov, GATES, and a number of other systems which are used by grants officers and specialists, program staff, and grantees to manage their grant programs and process grant applications from receipt through award and post-award oversight.

The COE is a consortium of 40 agencies led by ACF and is operated on a cost recovery basis.

The COE provides a number of services including software to its partners which includes both the GrantSolutions and GATES systems. Both GrantSolutions and GATES are multi-tenant, government-wide grants management systems with a large base of federal users including partners in HHS.

"GrantSolutions" is the name for a product line of related software applications with a rapidly expanding base of users that are offered as a service (SaaS) to government partners including HHS, SSA, Treasury, the Department of State (DOS), and the Department of Transportation (DOT). The term "GrantSolutions" is frequently also used to reference the core Grantee and Grantor Modules which is the largest module and which is integrated with most of the other software service offerings of the COE. GrantSolutions is a highly flexible system, accommodating multiple award document formats, business rules, and approval workflows.

SaaS offerings as part of GrantSolutions include the Application Review Module (ARM), the Reviewer Recruitment Module (RRM), the Announcement Module, the Real Property module, the Enterprise Reporting system, the Data Collection Module, and the Audit Resolution Tracking and Monitoring System (ARTMS).

GATES is a legacy client server application that will be shutdown in FY13. GATES users as well as the users from a number of federal agencies are being migrated to the GrantSolutions system.

The Contractor will support the Grants Center of Excellence (COE), all the services it provides, the business functions necessary for operating the COE, the GrantSolutions system, and the supporting Grant business processes and systems including legacy GATES software. This support shall include specialized training and other outreach materials in the support of the COE systems deployment. It will also include the development, operations, maintenance and related support for the COE.

The Contractor shall participate in user groups and other meetings internal and external to ACF, as needed to support and learn about the COE user community and its requirements.

The Contractor shall be familiar with current guidelines and policy documents, and shall have access to necessary documentation, equipment and other resources to support this task.

Below are described specific tasks associated with the support that the Contractor shall provide.

5.1 COE Partnership Development and Management - Base

The CoE continuously looks for opportunities to leverage COE partners' investments in COE functionality and services capabilities. To that end, an outreach effort is ongoing to develop new partnerships and expand existing partnerships is required. This outreach effort

is also responsible for COE "branding" and support of the Partner Project Directors (PPDs) in expanding the services provided to existing partners. The Contractor will provide IT and Grant business consulting expertise to Federal staff to implement partnership development and effective partner management.

5.1.1 Partnership Development

In support of the Federal partnership development, the Contractor will provide IT and Grant business consulting expertise necessary for Federal Staff to execute the following outreach efforts:

a. Identify potential partners by means of research, budget analysis, word of mouth, and thorough understanding of the Federal and non-Federal grants community.
b. Identify which of the current grants management support services the COE can provide potential partners.
c. Identify systems and functionality that potential partners already have that would be of significant benefit to current and future COE partners.
d. Identify new functionality that would be mutually beneficial to a potential partner(s) and current COE partners.
e. Develop partnership strategies and identify key decision makers within existing and potential partner organizations.
f. Determine the key decision maker's critical decision drivers and factors for success and how best to address those drivers and factors.
g. Develop marketing reports and briefing packages for presentation to key decision makers.
h. Provide logistics associated with meetings and presentations to key decision makers and attend such meetings on an as need basis.
i. Create and maintain collateral / materials associated with the marketing of COE services.
j. Maintain the COE's web presence on www.grantsolutions.gov and ensure its message is current and relevant to the COE mission.
k. Represent the COE at "industry events" and conferences where COE services can be demonstrated and marketed. This includes creating and hosting COE-specifc events, such as the "COE World" event focused on grants business services.
l. Provide demonstrations and presentations on COE products and services as warranted by the partner engagement process.

5.1.2 Partner Management

One of the most critical components of the services provided by the COE is the Partner Relationship Management. The COE has a relationship management model in place consisting of a team of trusted Consultants, Grants Management business analysts, technical training and support resources, and IT project management over cost and schedule.

The Government anticipates that the majority of this effort may be performed under the GSA Federal Supply Schedule (FSS) General Purpose Commercial Information Technology

Equipment, Software, and Services, Schedule # 70, SIN # 132-51 Information Technology Professional Services, and MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS), Schedule # 874, SIN # 874-1 Consulting Services, or Grant 520 22 Grants Management Support Services

The Partner Project Director (PPD) is the member of the technical team with the highest emotionally intelligence and ability to effectively manage the relationship between the COE and the partner. The PPD is not a separate project manager, but rather a working member of the team who delivers direct mission value. He or she represents the partner within the COE organization and is responsible for ensuring that the COE meets and exceeds the needs of the partner. The PPD is responsible for promoting and ensuring the delivery of the COE value proposition at all levels within the partner organization. At a high level, the PPD is responsible for:

a. Aiding the partner in developing a vision of how the COE can best serve the partner's needs.
b. Ensuring good communication between the COE and the partner about needs and objectives.
c. Identifying opportunities for service to the partner and obtaining the appropriate COE resources needed to meet those needs.
d. Managing the delivery of services to the partner including migration (infrastructure and/or data), development of functionality, reporting, training, and user support services.
e. Assisting with the processing of Inter-Agency Agreements (IAAs) as needed.

The specific activities that the PPD will perform can include but are not limited to:

a. Identifying new grant and technology services:
    i. Identify partner programs that fit with COE grant and technical services and assist with integrating the partner.
    ii. Identify grant and technology services that current partners want to move forward with, and assist those partners in implementing these COE grant and technical services.
b. Develop and maintain relationships:
    i. Identify key stakeholders, ranging from decision makers to end users of services.
    ii. Regularly meet with, check-in, and maintain relationships with stakeholders to ensure voices are heard and partner's needs are being met.
    iii. Communicate COE services and functionality to relevant members of the partner organization.
c. Develop a migration strategy (new partners) based upon:
    i. Early wins
    ii. Existing capabilities of the COE
    iii. Partner preferences
    iv. Partner investment life cycle
    v. COE enhancement schedule
    vi. Technical capabilities of the partner that other partners could use

d. Ensure service delivery (new and existing partners):
    i. Whether it be for migrating of new partners or expansion of existing service, the PPD is responsible for ensuring that COE services are delivered to a level that is satisfactory for the partner.
    ii. This will require that the PPD work with the managers responsible for the relevant service delivery groups to coordinate the delivery of those services.
e. Stay abreast of partner needs, including:
    i. Monitoring levels of services being utilized, including (but not limited to) HelpDesk and training.
    ii. Business schedule, specifically when partners will have needs for specific COE services.
    iii. System and service enhancements and how and when they are available to the partner.

    New development needs required in order to make the partner successful
f. Evaluate:
    i. Conduct evaluation and "lessons learned" sessions to hear feedback and identify opportunities to improve service to better align with partners needs.

The Contractor will provide staff of sufficient number and skills to provide PPDs for all COE partners. The base requirement is to provide PPDs for the following partners:

- Administration for Children and Families (ACF)
- Administration on Aging (AoA)
- Center for Medicare & Medicaid Services (CMS) & Office of Consumer Information & Insurance Oversight (OCIIO)
- Health Resources & Services Administration (HRSA)
- Indian Health Services (IHS)
- Assistant Secretary for Preparedness & Response (ASPR)
- Office of Assistant Secretary for Health (OASH)
- Office of the National Coordinator (ONC)
- Department of State (DoS) (20 + bureaus)
- Federal Railways Administration (FRA)
- Federal Motor Carriers Administration (FMCSA)
- Pipelines and Hazardous Materials Safety Administration (PHMSA)
- United States Agency for International Development (USAID)
- Internal Revenue Service
- Social Security Administration (SSA)
- Denali Commission

5.2 COE Budget, Financial and Program Management Office - Base

The COE operates as a cost reimbursable organization that serves numerous partner agencies across the Federal Government. The COE must be able to document all project costs associated with the services it provides, and be able to allocate those costs on a project-by-project basis as required by OMB for all IT projects. The CoE must also be able to plan

future IT/grant service requests and plan for the adjustment of resources necessitated by changes in service requests.

The Contractor will assist the COE with the IT project budgeting and reporting of the activities necessary to operate this partnership. The Contractor will provide the following services as required by OMB for all Federal IT projects:

a. Development of COE O&M and DME project costs by subContractor, and the division of those costs across partners paying for the IT projects and services.
b. Tracking of actual IT project costs against budget and reporting on variances on a monthly basis.
c. Tracking of partner specific costs against budget and reporting on variances on a monthly basis.
d. Determining the cost to provide COE service on a service-by-service basis and tracking that cost for variances.
e. Forecasting discrepancies between costs and income and proposing strategies to address those discrepancies.
f. Preparing summaries of COE income, expenses, and services provided for presentation to the COE partners.
g. Developing partner cost estimates for COE services, including migration, development, logistical, and O&M services.

5.3 COE Support and Helpdesk Services - Base

GrantSolutions (and its associated modules) is currently supported by a two-tier support team. The first tier provides basic support services, explaining functionality, changing passwords, etc. When problems are reported that may be related to problems with the system itself, tickets are escalated to the second tier, which is currently co-located with the development team. Coordinating Tier II and Tier I support activities into a seamless support network including a common ticketing system is critical to the success of this task.

A second key success criterion for the support team is its ability to expand the GrantSolutions knowledge base. A near-term goal is to make help materials available to end users in an online support portal. The support team is responsible for producing support and training materials, as well as release notes for new deployments.

A third key success criterion is to extend the CRM tools and methodology adopted by the COE across the COE product suite and services.

Support and helpdesk difficulties in the past included:

- GrantSolutions is a product suite whose functionality continues to expand and existing functionality including the GUI is refactored regularly based upon user feedback.
- GrantSolutions incorporates complex business logic which requires considerable training to support.

- GrantSolutions is highly configurable by partner and each partner (and at times programs within a partner) have unique configurations.
- Different GrantSolutions user groups access significantly different functionality and thus have significantly different support needs.
- Some partners provide their own internal helpdesk to provide login support and support for the simpler "How do I do this" questions while other partners ask the COE to provide this support.
- GrantSolutions is used on a daily basis across 5 time zones.
- One partner has expressed interest in the possibility of using GrantSolutions worldwide. World-wide consulting and technical support world is not to be included in the cost of this task, but is a future option.
- An uncoordinated user support experience as a problem was passed from one tier to the next.
- A lack of promotion opportunities for Tier I support personnel.

Alternative approaches to the current Tier I, Tier II structure and automated technologies that address these problems in a way that improves the end user experience and reduces costs are encouraged. The full cost of the alternative approaches and technologies must be included in the cost proposal for this task.

The Contractor will provide staff of sufficient number and skills to provide Tier I, Tier II (or an alternate structure proposed by the Contractor) and training for all existing COE partners and to support the CRM tools and methodology. The base requirement is to provide these services for current partners including the following:

- Administration for Children and Families (ACF)
- Administration on Aging (AoA)
- Center for Medicare & Medicaid Services (CMS)
- Office of Consumer Information & Insurance Oversight (OCIIO)
- Health Resources & Services Administration (HRSA)
- Indian Health Services (IHS)
- Assistant Secretary for Preparedness & Response (ASPR)
- Office of Assistant Secretary for Health (OASH)
- Office of the National Coordinator (ONC)
- Department of State (DoS) (20+ bureaus)
- Federal Railways Administration (FRA)
- Federal Motor Carriers Administration (FMCSA)
- Pipelines and Hazardous Materials Safety Administration (PHMSA)
- United States Agency for International Development (USAID)
- Internal Revenue Service
- Social Security Administration (SSA)

- Denali Commission

5.3.1 Tier I

The Tier I support team is the first line of support for all COE partners. Tier I will respond to emails and phone calls in a timely manner. Tier I should know all the basic functionality of all COE offerings and be able to support users with clear concise responses. All correspondence to the Tier I helpdesk are logged in the Salesforce Helpdesk system. Questions that are too complex for Tier I will be forwarded to Tier II but also be tracked by Tier I. The requirement is that Tier I remains in contact with end users until their issue has been resolved to their satisfaction and their ticket is closed. Tier I will be responsible for developing and maintaining Standard Operating Procedures for partner interaction and report metrics to assist in targeting usability issues.

Tier I should also be properly staffed to engage with analysts and developers for the purpose of developing and disseminating release materials. These materials will both be in the form of written release notes and periodic webinars to explain new features; answer questions and solicit feedback.

In addition Tier I will be responsible for partner communication for scheduled releases as well as unplanned down-time; periodic partner outreach and surveys as well as maintaining and making accessible all COE system documentation.

5.3.2 Tier II

The Tier II support team is responsible for investigating and resolving problems escalated from Tier I, PPDs, analysts and others. They are responsible for prioritizing and assigning all support issues. In some cases they troubleshoot and perform minor system enhancements and other urgent changes as required. In other cases, they prioritize issues that may need to be patched and manage the patch release schedule.

Tier II is also responsible for coordinating downtime schedules for planned system maintenance and production releases; perform post-production release smoke testing, and support partner data migration teams by loading and verifying data.

5.3.3 Training

Training is a key component to the support we provide our partners. The COE provides classroom-style training as well as online training to include webinars. The Contractor will provide experienced staff with knowledge of the grants management systems, capable of developing and preparing training materials and coordinating and leading training sessions for new and refresher training. The Contractor shall also be responsible for ad hoc time sensitive training.

Data preparation is another requirement, to allow for exercises to be repeated. Trainers will be responsible for developing on-line training materials, training videos and other self-help materials as needed.

5.3.4 COE Customer Relations Management (CRM) and Collaboration

Salesforce.com SaaS is currently being used to provide the following CRM/collaboration services:

- Helpdesk support tickets service
  - Multi-tier helpdesks information integration
- End user and organization contact management
- Potential partner relations management
- Current partner profile, configuration and relations management
- Customer Portal
  - Knowledge base
  - Interactive online forum
  - Suggestion box
  - Document repository
  - Ticket status tracker
- GrantSolutions support automation
- 3rd Party Helpdesk support integration
- Project, package/user stories collaboration
- Internal communication, reporting and collaboration tool
- Data migration, maintenance and archival
- User account, system instance and security management
  - Plugins and add-on management
  - Custom workflow configuration

The Contractor shall:

- Manage and maintain current COE Salesforce.com instance and system interfaces for the functional area stated
- Provide change management for Salesforce new releases and advise on new Salesforce.com functionality and other 3rd party apps and services
- Provide expertise and work to expand CRM capability in current and new functional areas as needed
- Integrate CRM services with other COE product suite and services
- Train and educate Salesforce.com service users

5.4 COE Systems – Application Operations and Maintenance - Base

The objective is to support the Grants Center of Excellence (COE), the GrantSolutions system and the supporting Grant business processes and systems including legacy GATES software and the Application Review Module (ARM).

The Contractor will provide support and maintenance for COE systems that will entail both partner-facing and internal technical activities:

- Application code changes to address high-priority production application defects.
- Application code changes to address mandated business process changes associated with grant policies and procedures.
- General maintenance releases.
- Contribution to support knowledge base, including help and training materials.
- Data updates in accordance with data-related application defects. All data updates to be performed in accordance with approved SOPs.
- Management of all baselines including software and hardware configuration.
- Monitoring for performance and accessibility of all COE systems.
- Monitoring of functionality and accuracy of interfaces to all integrated systems, including but not limited to Grants.gov and financial system.

Appendix 1 has the list of major COE modules & interfaces.

5.5 COE Security Services - Base

The COE is required to comply with all relevant federal government computing and security standards including:

- Federal Information Security Management Act (FISMA) as part of the E-Government Act of 2002.
- Office of Management and Budget (OMB) Circular A-130, Appendix III, Security of Federal Automated Information Resources.
- (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems.
- FIPS 140-2, Security Requirements for Cryptographic Modules.
- FIPS 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors.

The security categorization of the COE automated grants processing systems is:

- Security Categorization = MODERATE
- (**Confidentiality**, MODERATE), (**Integrity**, MODERATE), (**Availability**, MODERATE)

The security categorization was determined in accordance with Federal Information Processing Standards (FIPS) Publication 199, *Standards for Security Categorization of Federal Information and Information Systems*.

The Contractor will provide all security services necessary to comply with all federal government computing and security standards including the services identified below.

5.5.1 Information Security Policy and Privacy Program

The Contractor will be required to provide resources to manage the security program that protects the applications, including designing appropriate security policies, controls (design, implementation and testing), continual monitoring and documentation. It is imperative that a successful resolution of any findings made by an independent party as a result of an external audit be completed. The Contractor will be required to provide independent resources to conduct Certification and Accreditation activities in addition to other forms of security assurances that include but are not limited to Continuous Monitoring program, SSAE 16, audit support for financial audits performed by COE partners. The basis for all security practices shall be consistent with NIST standards and additional standards that are issued by the HHS Chief Information Security Officer.

The Contractor will be required to provide, on an as-needed basis, technical analysis, assistance, and advice regarding computer security issues.

5.5.2 Information Security Policy and Procedures

The Contractor will be required to provide ongoing technical analyses of emerging security technologies and current security environment and requirements, identify options, and recommend solutions. The Contractor will be required to develop written policies, procedures, audit issue resolution, and testing as appropriate.

The COE requires review, update and maintenance of its formal computer security policies.

5.5.3 Security Incident Response Program

The Contractor will be required to provide assistance in responding to COOP related and/or computer security incidents. In the immediate aftermath of an incident, the assistance will focus on protection of assets, assessment of damage/loss, and restoration of service. This may include but is not limited to assessing network integrity, data security and integrity, application integrity, and user environment integrity. Following the immediate response and restoration of service, activities can focus on forensic analysis, security policy review and security practice updates. The Contractor will be required to provide a draft report on each incident so that the COE can send it to the appropriate Federal and Departmental Agencies as directed by policy, regulations and guidance.

5.5.4 Certification and Accreditation

The Contractor will be required to provide independent resources to conduct security Certifications and Accreditations (C&A) for the COE applications, systems, and other IS components as directed. Based on the results of these C&A audits the Contractor will make recommendations for changes and improvement to assessed systems and support the users in understanding the requirements. If directed, the Contractor may provide assistance to the system owner in remediation of problems found during the C&A.

5.5.5 Annual Security Assessment

The Contractor will be required to provide on-going assistance to the COE in verifying the status of its application security measures. This will involve such tasks as periodically verifying that services and other devices are configured in accordance with the ATSHB.

5.5.6 Continuity of Operations

The Contractor will be required to design, implement and maintain an effective COOP strategy to ensure capability to restore operations within 24 hours following an unrecoverable event associated with the production site. Quarterly tests of the COOP site will be undertaken, documented and all reports will be filed with the application security officer.

5.5.7 Monitoring

The Contractor will be required to ensure that the Enterprise Architecture is protected against attack from external entities by deploying and monitoring solutions for intrusion detection, virus, malware and other malicious attacks. The Contractor's security team shall coordinate with the systems engineers to produce monthly reports on all perimeter security activities.

5.5.8 Testing and Compliance

The Contractor will be required to test and file all test results with the application security officer. Any issues identified during the test are to be included in the application Plan of Action and Milestones (POA&M) tracking component. Within two weeks of any test, an issue mitigation plan must be developed and recorded in the POA&M.

5.5.9 HHS and OIG Requests for Information or Audits

The Contractor will be required to prepare materials and draft responses to external requests for information. Resources will be required to maintain a library of systems security documentation that are routinely required for systems security audits or reviews.

5.6 COE Operations - Base

The Contractor shall ensure the continued functionality of all COE systems including application and web servers, database servers, file servers and storage devices, and auxiliary systems including LDAP authentication and document conversion servers. The Contractor will ensure that all systems remain current with third party software versions, including emergency patch releases. Operations will participate in the system (software) development life cycle (SDLC) promoting new versions of custom components to multiple environments including Production, COOP (continuity of operations), Staging, Integration Testing, Demo, Training, Operation, Development and Maintenance environments.

Additionally, the Contractor must interface with other vendors responsible for network and facilities management, including Contractors responsible for the HHS network, as well as cloud providers and hosting facilities.

The Contractor is responsible for the continuity of operations of all systems, and must meet defined SLAs for system uptime and data retention. System monitoring is a key requirement for COE systems, alerting and reporting on down or underperforming systems or system components. The Contractor will take advantage of existing monitoring systems (AlertSite, OpenNMS) and offer improvements as needed. A key requirement is to ensure the continued operation of interfaces to integrated systems, including Grants.gov and financial system interfaces.

The requirement for operations includes participation in security compliance initiatives, facilitating system security audits by providing evidence and enacting changes to configuration baselines.

5.6.1 Connectivity

The Contractor shall monitor all data lines to and from the facility that COE servers and applications are located to all relevant network domains.

The Contractor shall monitor all data lines, routers, and network components and shall take all actions necessary to correct weaknesses, faults and related problems for data transport.

5.6.2 Server Hosting

The Contractor will host the COE servers at a commercial facility. The Contractor will propose how the servers will be hosted (e.g. hardware or cloud) and will ensure that the hosting approach and facility complies will all relevant Federal requirements including FISMA and supports all necessary network connectivity. The Contractor will provide all necessary hardware, other equipment, operating systems, database licenses and other software necessary.

5.6.3 Server Migration

The Contractor will migrate (as necessary) all servers to the commercial hosting facility, ensuring that there is zero loss of data and 100% operational uptime.

5.6.4 Server Management

The Contractor shall operate and manage servers located currently at a number of sites including:

- The Aerospace Building (Aero)
  - 370 L'Enfant Plaza, Washington DC
- Commercial hosting facilities (Currently)
  - Terremark
  - Amazon

These servers include:

- Virtual servers located in a cloud environment at the commercial facility,
- Virtual servers located on hypervisor physical servers at the Aerospace Building,
- Physical servers located at:
  - Aerospace
  - Commercial hosting facility

The Contractor will be required to:

- Provide server administration, schedule and implement an effective patch management program, provide backup services for all services within the COE application infrastructure.
- Provide a technician who will be on-call after hours and on weekends to resolve emergency situations as determined by the COE. The technician must be reachable via a Contractor-furnished electronic device (e.g. smartphone) 24 x 7.
- Monitor the operations of all components and circuits and equipment related to these services, including, Internet, Intranet, VPN, web application servers, and database servers.
- Manage security on all servers, firewalls and websites within the COE application infrastructure in compliance with standard Federal security standards.
- Provide a configuration management solution to manage change to system baselines ensuring that there is zero loss of data and 100% operational uptime during managed baseline changes.
- Develop and maintain Standard Operating Procedures (SOP) (both on-site and off-site for recovery purposes) for all software and hardware components. This includes servers, repeaters, hubs, switches and routers, and all other network-related equipment.

- Monitor performance of all servers, including tuning.
- Manage all aspects of the COE infrastructure that support availability and reliability, including, but not limited to, failover equipment and load balancers.
- Monitor, install, and maintain authorized hardware and software used for Internet and web services including providing the following: FTP servers, WWW servers, streaming media services, and e-mail LISTSERVs. Contractor must also monitor the ISP connections including analysis of automatic logs and performance monitoring.
- Perform nightly backups of all COE servers and maintain copies of all data in a location other than the site in which it was made. It is anticipated the storage medium for this information will be tape and/or platter backup. COE currently utilizes a third-party data retention service.
- Support compliance initiatives including, at a minimum, annual disaster recovery exercises, COOP data validation exercises every six months, and HHS FISMA compliance. Provide services to automate server log analysis in compliance with HHS FISMA requirements
- Incident response and tracking for problems such as system availability, system performance and security vulnerabilities. Work with the Incident Response Team to determine causes of, and solutions for, any attempts to infiltrate the COE application applications or services.

5.6.5 Database Administration

The Contractor will provide Database Administration for databases supporting all COE applications. This will require expertise in managing the Oracle RDBMS.

- Provide database tuning services to ensure data queried and modified at optimal speeds
- As a part of the larger continuity of operations requirement, ensure point-in-time recovery ability for all data
- Perform upgrades and migrations to newer versions of database software
- Apply patches to database software as prescribed by vendor.
- Provide database import and export services to move data between environments
- Participate in the SDLC by
  - Performing data modeling activities to accommodate application changes
  - Updating data schemas with these changes as a part of the software release process.
- Ensure functionality and accuracy of data interfaces

5.6.6 Facilities and Re-location Services

Increasingly, the COE infrastructure is being migrated to commercial facilities and cloud infrastructure as a service (IaaS) options. A part of this effort will be in the successful

migration of COE application environments to these facilities, ensuring the continued functionality of all integrated components.

5.6.7 Web Services

The Contractor shall implement, operate and maintain all web services. This includes web services to systems including UFMS, GFMS, Delphi, and Grants.gov. It is imperative that the contactor ensure the continued functionality of these interfaces as they are all critical to the COE mission.

5.6.8 Application Management

Provide operations, maintenance and infrastructure design for all COE applications. This includes participating in the System (Software) Development Life Cycle (SDLC) including:

- Promoting new versions of custom software to all required environments.
- Planning and enacting changes to all baselines including database and applications.
- Configure new platforms to support additional COE applications and environments.

Application Management includes the monitoring of application performance. Overall system response time must be monitored, as well as metrics on the performance of key application features. Application log files must be monitored for system-level errors.

COE Applications include the GrantSolutions Grantee and Grantor Modules and a number of tightly integrated systems including the Announcement Module, the On-line Data Collection (OLDC) System, the Application Review Module (ARM), Enterprise Reporting System (ERS), the Reviewer Recruitment Module (RMM), the Audit Module, and the Property Tracking Module.

The SDLC for the GrantSolutions plans 10 to 12 releases per year.

Each GrantSolutions environment is supported by:

- A database server (Linux, Oracle RDBMS).
  - Production grade environments currently run on quad-core servers with 64GB of memory.
  - Non-production grade environments run on quad-core servers with less than 16GB of memory.
- An application server (Linux, Oracle WebLogic)
  - Production grade environments currently run on quad-core servers with 64GB of memory
  - Non-production grade environments run on quad-core servers with less than 16GB of memory
- An authentication server (Linux, Oracle OID)

  - Production grade environments currently run on dual-core servers with 12GB of memory
  - Non-production environments share a single authentication server
- A document converter (Windows, ActivePDF) used for virus scanning and converting Microsoft Office documents to Adobe PDF
  - Production grade environments currently run on dual-core servers with 4GB of memory
  - Non production environments share a single document converter
- A reporting server (Linux, IBM Cognos) used for running the Cognos reporting tool and a reporting database
  - Production grade environments currently run on dual-core servers with 16GB of memory.
  - Non-production environments share reporting server

5.6.8.1 GrantSolutions Environments

- Production - Hosted in a commercial facility in Culpepper, VA.
- COOP - Hosted in Aerospace Building
- Stage - Hosted in a commercial facility in Culpepper, VA.
- Demo - Hosted in a commercial facility in Culpepper, VA.
- Training - Hosted in Aerospace Building.
- Integration - Hosted at Contractor location.
- Development - Hosted at Contractor location.

5.6.8.2 Production Environments at Aerospace

- On-line Data Collection (OLDC) Application Server – runs on Solaris utilizing J2EE
- GATES – a client/server PowerBuilder application utilizing Oracle RDBMS run on Solaris
- Application Review Module (ARM) Application Server – runs on Solaris utilizing J2EE
- Reviewer Recruitment Module (RRM) Application Server – runs on Solaris utilizing J2EE
- Enterprise Reporting System (ERS) – A reporting system for GrantSolutions, utilizing IBM Cognos running against an Oracle RDBMS.
- Oracle OID Authentication Server
- Oracle Grid Controller
- Oracle Repository Database (RMAN)
- File Server

- SFTP Server

5.6.8.3 Non-Production Environments at Aerospace

- OLDC Application Server (Stage)
- ARM Application Server (Stage)
- Oracle Database Server (OLDC and others) (Stage, Demo/Test)
- Oracle OID Authentication Server (Stage)
- Proxy Web Cache (Stage)
- OLDC Application Server (Demo/Test)
- ARM Application Server (Demo/Test)

5.6.9 Planning

Infrastructure support resources shall coordinate activities with the COE PMO and the COE Architect to ensure compliance with the defined Enterprise Architecture. A large amount of planning activities is anticipated to proactively sunset (retire) hardware that has outlived its service time. Increasingly, the Contractor will be expected to enact plans to move infrastructure services to cloud-based or otherwise commercially-hosted facilities.

5.7 COE Development, Modernization, and Enhancements

The objective of this Task Order is to provide the Grants Center of Excellence (COE), the GrantSolutions system and the supporting Grant business processes and systems including legacy GATES software and the Application Review Module (ARM) with development, modernization and enhancement (DME) services. This shall include specialized training and other outreach materials in the support of the COE systems deployment.

The Contractor shall participate in user groups and other meetings internal and external to ACF, as needed to support and learn about the COE user community and its requirements.

The Contractor shall be familiar with current guidelines and policy documents, and shall have access to necessary documentation, equipment and other resources to support this task

The Contractor shall provide technical support including: programming, analysis, quality assurance, database support, system administration, engineering and network support, documentation, training and security. The Contractor shall support existing system projects and future initiatives, as the need arises. The Contractor shall work with ACF IT staff to define requirements, perform analyses, design, develop, test, document, implement, train and maintain systems. The Contractor shall perform Independent Verification and Validation (IV&V) activities for ACF and HHS systems. The Contractor shall meet with user groups and program staff, including Configuration Control Board (CCB), the GrantSolutions User Group, and Office and Division Directors as needed.

The Contractor shall perform Development, Modernization, and Enhancements (DME) to COE applications. DME includes new software construction including all related SDLC process activities, in accordance with the Enterprise Performance Life Cycle (EPLC). The scope of this work will be defined, in part, by a fit-gap analysis, an important component in the Project life cycle, conducted by ACF and the COE Users Group in coordination with the COE Configuration Control board (CCB) under the guidance of the COE Executive Board (CEB). Development work on these tasks will be tracked using earned value analysis and reported to the OMB.

All development activities shall be made compatible to HHS and GrantSolutions.gov development and security standards including 508 Accessibility. Technology choices diverging from approved standards (Oracle, Java) must be presented to the CCB for approval. In some cases service-oriented architectures, web services and system-to-system import and export capabilities will be required for modular components of GrantSolutions.gov.

The Contractor shall:

- Implement approved quarterly work plans including changes identified in the Users Group and approved by the CCB including;
  - Usability improvements identified in the Users Group and approved by the CCB.
  - Partner-requested features
  - Strategic improvements to applications identified and approved by the CCB.
- Document of requirements for proposed new system features
- Integrate modules and business processes from other yet to be identified agencies beginning with an evaluation of the preplanning module.
- Implement enhancements to the Cognos-based Enterprise Reporting system, including the addition of new reports

Changes to GrantSolutions fall into several categories. New functionality is typically implemented in response to specific requests from partners or prospective partners. Additionally, COE management will elect to implement other changes to keep the application abreast of modern technology, to respond to grants policy directives, or to make the application more user-friendly.

- Program System Integration: There are a number of systems in use on ACF programs as well as the programs of other partners. These systems are typically used for automating technical assistance, managing risks and site visits, as well as any number of other use cases. As there is significant overlap between these systems and GrantSolutions, most partners would benefit by having greater systems integration.
- Strategic Improvements: Throughout the course of this contract, OIS management will call for a number of changes to the GrantSolutions application. Some of these will be refactoring activities aimed at upgrading technologies, while others will be in response to new government mandates for new forms or systems integration.

- Partner Requested Improvements: Other changes to the GrantSolutions application will be made in response to specific requests from COE partners. Typically, these new requirements need to be implemented in such a way that they can be configured on or off on a partner by partner basis.
- Technology Driven Improvements: Changes to the GrantSolutions applications made in response to specific and/or new changes in technology. As above, some of these will be refactoring activities aimed at upgrading technologies, while others will be in response to new government mandates for new forms or systems integration

The approval of improvements to GrantSolutions must be carefully controlled. Significant changes to functionality must follow a phased project approval process to ensure:

- A consensus on requirements and design.
- Technical alternatives have been considered.
- A baseline budget and schedule has been established.
- Partner funding sources have been consulted, etc.

The Contractor will follow the HHS prescribed Enterprise Performance Life Cycle (EPLC) development methodology.

5.7.1 GrantSolutions Grantee and Grantor Modules– DME

GrantSolutions.gov is designed around a Services Oriented Architecture (SOA), and incorporates security mechanisms via OASIS standards (e.g., SAML, WS-Security). It has been built within a J2EE framework using an Oracle 11g RDBMS. The system consists of hundreds of screens and currently supports over 9000 users. It uses JBoss BPM to accommodate flexible workflows, Drools as a rules engine, and Orbeon/Xforms for forms automation.

5.7.1.1 Mandatory Grants Improvements - DME

The GrantSolutions Grantee and Grantor Modules has recently been extended to incorporate the processing of Mandatory grants. It is anticipated that a number of enhancements to this new functionality will be needed to better satisfy the needs of ACF mandatory grant programs, in particular to implement the Formula capability which currently exists in GATES.

5.7.1.2 Workload Dashboard

GrantSolutions users require an improved means to understand their full workload, with an easy way to access and perform these work assignments. Similarly, managers in the grant management domain need a clear, lean six-sigma style view of the workflow state of the workload tasking in their given domains. Multiple approaches have been considered for providing this functionality, including utilizing Cognos technology for providing the dashboard.

5.7.1.3 Program System Integration

There are a number of systems in use on ACF programs as well as the programs of other partners. These systems are typically used for automating technical assistance, managing risks and site visits, as well as any number of other use cases. As there is significant overlap between these systems and GrantSolutions, most partners would benefit by having greater systems integration.

5.7.1.4 Other Strategic Improvements

Throughout the course of this contract, OIS management will call for a number of changes to the GrantSolutions application. Some of these will be refactoring activities aimed at upgrading technologies, while others will be in response to new government mandates for new forms or systems integration.

5.7.1.5 Partner Requested Improvements

Other changes to the GrantSolutions application will be made in response to specific requests from COE partners. Typically, these new requirements need to be implemented in such a way that they can be configured on or off on a partner by partner basis.

5.7.2 Interfaces and Web Services DME

The Contractor will upgrade and develop interfaces and web services as required to support partners and functionality in GrantSolutions and its related modules. These interfaces and services include but are not limited to Federal financial management systems, reporting services, data validation services and other interfaces and services that support grant and program management processing by third party systems. Integration activities are subject to compliance with FISMA security standards and specifications that govern application interfaces and the inter-connection of systems, in addition to the monitoring and security over-seeing the operations of such interfaces.

5.7.3 Application Review Module (ARM) DME

The Contractor will provide ARM Development, Modernization and Enhancements services as needed to expand the functionality of ARM.

5.7.4 Reviewer Recruitment Module (RRM) DME

The Contractor will provide RMM Development, Modernization and Enhancements services as needed to expand the functionality of RMM.

5.7.5 Announcement Module DME

As the user base of the Announcement Module grows, the CoE anticipates that further enhancements to the application will be needed in order to ensure it continues to provide real

value to current and future users. Additionally, the COE envisions that the module will continue to become more tightly integrated with the GrantSolutions Grantee and Grantor Modules in order to deliver even more benefits to users across the full partner spectrum.

In the near future, modernization and enhancement activities may include (but are not limited to):

- Improve foundation for expansion to new and larger end user base (multi-partner)
- Further integration with GrantSolutions Grantee and Grantor Modules to provide seamless user experience and reduce need for legacy GrantSolutions code where not needed
  - Implement Single Sign-On
  - Streamline and unite user interface to ensure common look and feel
  - Add features associated with legacy GrantSolutions code, including directed announcements and application kits
- Grants.gov Integration
  - Leverage Grants.gov system-to-system interface for application kit posting

The Contractor will provide Announcement Module Development, Modernization and Enhancements services as needed.

5.7.6 Forecast Site DME

The HHS Grants Forecast project is an HHS-wide initiative that provides transparency and accountability in the grants process, posting all planned HHS funding initiatives on one central website (www.hhs.gov/grantsforecast/).

The Grants Forecast Project is served by an internal data collection module and an external, public-facing site. The Forecast Module (data collection) now serves 14 different HHS Agencies/Staff Divisions. ACF provides the Grants Forecasting service on behalf of the HHS Office of Grants Policy, Oversight, and Evaluation (OGPOE). ACF is responsible for handling both the data collection and posting of the data on behalf of the Department.

Using the forecast site, potential applicants from the public can view and track all HHS funding opportunities from the point they are forecasted up to the point they are posted on Grants.gov.

The Forecast site is integrated with the Announcement Module, allowing an integrated and seamless process for those agencies using the Announcement Module service. Agencies that opt out of using the Announcement Module can submit data files on a regular basis with the required data. ACF is responsible for reviewing and posting that data.

The site itself is built in ColdFusion and sits atop an Oracle database. It currently is housed on the ACF network with the acf.gov web domain.

It is anticipated that the Forecast site will undergo a minor re-skinning and branding in the coming year in order to better serve those that use the site. It is also envisioned that the site itself will moved to a cloud-hosted service at some point in the near future.

5.7.7 ARTMS DME

The Contractor will support the development activities associated with the Audit Resolution Tracking and Monitoring System (ARTMS). The web based application incorporates a customizable work-flow engine that facilitates the flow of audit resolution information, tasks, and notifications. ARTMS facilitates and simplifies the audit resolution process (OMB Circular A-133) that involves resolution and audit follow up (OMB A-50) on audit findings, performing the following functions;

- Track and report delinquent grantees and debt owed by the grantees.
- Provide audit resolution status in the pre-award process to identify problem grantees.
- Identify and report cross-cutting findings across OPDIVS/Agencies that use the system.
- Identify problem grantees in order to safeguard Federal funds.
- Generate audit clearance documents with corrective actions to be taken by the grantee for the resolved audit findings and recommendations.
- Allow ease of audit assignments to audit officials.
- Track the audit resolution process and accurately report the status of audits.
- Allow monitoring of all audits with monetary findings of fraud, waste and abuse, e.g., those listed on the Office of Inspector General's (OIG) report.

5.7.8 Real Property Module - DME

The Contractor will support the development and maintenance of the GrantSolutions module to manage and track property activities where Federal funding is involved. The legacy GATES system currently provides limited real property tracking within ACF. The new property module is expected to extend capabilities to all COE partners, align common processes, provide improved record keeping, and provide the ability to support reporting across organizations.

Current System requirements include;

- Ability to collect and track property activities (purchase, construction, renovation) for which Federal funds are obligated
- Track property costs over the life of a property that are required to support obligations and disposition of property
- Provide grantees the ability to enter and submit the new OMB approved Real Property Status Report (RPSR)
- Reconcile RPSR submissions with existing property information
- Contain data migrated from existing ACF Operational Division records

- Define property module interfaces that other systems (grants management, enterprise reporting, grantee report submission systems) will need to use to retrieve property information
- Develop web service interfaces with the GrantSolutions Grant Services Module, to retrieve grant/grantee, award and obligation information

5.7.9 Data Collection Module - DME

The Data Collection Module, also known as OLDC, enables grantees to submit OMB required financial, performance and program survey forms over the internet. OLDC currently supports over 6000 users submitting up to 2000 forms a month. OLDC is a multi-tier application written in Java (J2EE) using Oracle RDBMS, Oracle Application Server and XML. External user authentication and access privileges use Oracle OIS and Windows Active Directory. The Contractor will be required to provide support for on-going operations, software maintenance support, and software development services for the OLDC system.

Original development on the OLDC system began in 2002 and was built to integrate with the legacy GATES grants system. The Contractor will be responsible for modernization of the Data collection module to integrate with the GrantSolutions grants system. The new data collection module will leverage web services for integration points to GrantSolutions and other modules. The new system will be built in a modular design employing third party tools wherever possible for functionality that can be leveraged across the enterprise such as a forms engine; a notification engine; a workflow engine; and a report repository.

5.7.10 Enterprise Reporting Module - DME

The Enterprise Reporting Module (ERS) is a reporting database separate from the GrantSolutions transaction system. The reports themselves are developed with IBM's Cognos product, which contains report definitions and the report meta data. Activities in this area includes the further definition of data entities for reporting, support for the data replication, and the production of further reports as requested by partners or COE management, as well as any new ERS functionality needed using the Cognos product.

5.8 COE Partner Migration Services

The COE must regularly migrate new partners and additional offices within existing partners to GrantSolutions. These migration activities at a high level consist of three steps:

- Mapping of Partner Business Requirements
- Partner Setup and Configuration
- Data migration

The Contractor will provide the necessary services to successfully migrate new partners and programs.

5.8.1 Mapping of Partner Business Requirements

The scope of this requirements gathering activity can vary considerably depending upon whether the partner's business processes have previously been mapped to the grants management processes and functionality of the COE services. Usually when a new partner is being migrated, the requirements gathering must include the mapping of the business processes. The migration of programs from existing partners does not require these mapping activities.

The Contractor will provide analytical services, comparing and contrasting existing partner processes to functionality within GrantSolutions. This effort will analyze:

- Overall grants processing workflow
- Partner organizational structure including roles and authorities
- Processes for ensuring funds availability
- Processes for publishing grant funding opportunities
- Workflows for application receipt and screening
- Processes for performing objective reviews of grant applications, including panel review and application scoring
- Processes for funding recommendation and approval
- Award preparation, approval and issuance, including notifications and award document (Notice of Award) format
- Processes for issuing post award actions
- Requirements for post award data collection
- Grant closeout policies and processes

5.8.2 Setup and Configuration

The scope of the Setup and Configuration activity can vary considerably depending upon whether the entire partner system configuration must be setup or if a new program within an existing partner's configuration can be utilized. The Contractor will provide the necessary services to successfully and cost effectively setup and configure the COE system(s).

Specifically, the following aspects of the system must be configured:

- Office Structure – required service offices including grant and program offices, defining service areas and office hierarchies.
- Program Structure – define program and grant programs and program structures.
- User assignment – create new users, associating accounts with offices and authorities.
- Partner codes and Categorizations– define standard and partner specific codes that are utilized throughout the various aspects of the grant processing and reporting life-cycle.

- Notice of Award (NoA) setup – configure an existing Notice of Award template for use by the partner.
- Standard Grant & Program Application Kit Enclosures – configure the standard application kit enclosure documents to be available for the partner including online forms and policy documents
- Announcements – pre-load active announcements at time of migration to ensure Grants.gov interfaces are able to retrieve and process applications.
- Number Generators – configure the partner specific number generator formats to be used including application number, grant number, opportunity number and completion number formats.
- Review Setup and Configurations – load and configure the partner specific questions and components to be used for the intake (eligibility) reviews and business reviews questionnaires.
- Approval Workflow Configurations – configure the application (pre-award and post-award) and award workflow (JBPM) configurations and authorities to be used by the partner
- Post-Award Amendment Types and Kits – configure the post award amendment types and application kits to be available for the partner. This includes use of global system-wide types and kits, as well as partner specific custom types and kits.
- Financial Account and Interface Setup – preload partner financial accounts and configuration settings and verify financial interface setup and confirguration (if applicable).
- Grants.gov Apply Interfaces – Implement and configure the Grants.gov Find and Apply interfaces and web services to be used for posting grant funding opportunities and retrieving applications.

5.8.3 Data Migration

Data migration refers to the migration of historical grant data to the COE grants management systems(s). Not all new partners require data migrations, only those wishing to migrate historical awards to GrantSolutions. It does not refer to the system configuration data that is discussed above. The Contractor will provide the necessary services to successfully and cost effectively migrate historical data to the COE system(s).

The scope of the Data Migration activity is determined by the partner and/or program being migrated and can vary considerably depending upon a number of factors including:

- The quantity of historical data to be migrated (this is often none for new programs or new partners with no prior mechanism for electronically capturing grants management data and grants of relatively limited duration);
- The quality of that data (the accuracy of the data, the completeness of the data and the precision of the format of the data);

- The source of the data (paper, electronic data in common file formats [csv, accdb, mdb, xls, .xlsx, ods et cetera], electronic data in other grants management systems, etc.)
- The COE grant system(s) to which the data is being migrated.

The data migration activities can include some combination of the following tasks:

- Obtaining and converting the data into a format that facilitates migration into the COE system(s)
- Identifying incomplete, inaccurate, or improperly formatted data
- Working with the partner and/or program to develop the correct data
- Correcting the data
- Uploading the data to the COE system(s)
- Testing the data for completeness, accuracy and format once uploaded
- Correcting the uploaded data as necessary
- User acceptance testing of the uploaded data
- Other activities as necessary to successfully migrate the data.

In the past the COE has utilized different approaches to automating the migration of historical data based upon the specifics of the migration task. These approaches include PL/SQL and XML based data migration tools. Existing code will be available to the winning Contractor, but must be heavily customized on a migration by migration basis and kept in-synch with GrantSolutions data structures.

The two fundamental Data migration tools that will need to be supported as part of data migration activities are described below.

- Agmi
  - Agmi is a set of java classes built directly into GrantSolutions. It consists of an XML WSDL so that data can be loaded to GrantSolutions using a web service API. To the greatest extent possible, Agmi utilizes the same classes for creating data as the front end, though not every function in GrantSolutions is currently service oriented. Agmi is updated whenever requirements changes are made to GrantSolutions. The scope of Agmi, however, is so broad that we typically need to test and make enhancements to Agmi whenever a new partner needs to use it.
- G-Agmi
  - G-Agmi is a PL/SQL module used for migrating data from the legacy GATES system to GrantSolutions. G-Agmi has the advantage of being able to work with any system, but its limited exception handling often requires that the results be manually corrected.

5.9 COE Application Review Support Services

While the ARM application is used to more efficiently facilitate a panel review, be it remote, on site, or off site, the reviewers themselves typically have little experience in using ARM, or for that matter with performing panel reviews. Recognizing that this lack of experience will degrade the efficiency of using an automated system, there are services in place to assist with training and support throughout the review process.

5.9.1 ARM USER Support

While the ARM application is used to more efficiently facilitate a panel review, be it remote, on site, or off site, the reviewers themselves typically have little experience in using ARM, or for that matter with performing panel reviews. Recognizing that this lack of experience will degrade the efficiency of using an automated system, there are services in place to assist with training and support throughout the review process. These services extend from things such as a dedicated support resource that supports the agency review manager throughout the initial setup process, available technical resources to assist the reviewers with user related problems such as password resets and system navigation to more advanced resolutions of issues such as conflict of interest and removal from a panel.

Additionally, there are various options for training reviewers and review managers, dependent on the type of review being held. In the case of on-site reviews within the NCR, a trainer will be dispatched to the review site. For an Off Site review, a training resource will be made available via webcast or conference call. All of these services, while part of the ARM functionalities, are optional services provided at additional costs.

5.9.2 Objective Review Logistics Support

A lack of experience with this entire process is not limited to just the ARM system. There are occasionally circumstances that call for procurement support to assist throughout the review process. The Contractor will provide the following services as requested:

- Applicant/Application Support
  - Project Administration
  - Applicant Technical Assistance
  - Application Receipt (GG/GS Model)
  - Applicant Eligibility Screening
  - Applicant Status Notification
  - Duplication and Distribution of Hard-Copy Applications
  - Other Requested Applicant/Application Support
- Reviewer Support
  - Peer Reviewer Confirmation Process
  - Reviewer Reference Material and Content Management

  - Reviewer - Panel Support
  - Reviewer Certification Management
  - Reviewer Training Management
  - Other Requested Reviewer Support
- Panel Support
  - Video/Audio Paneling Administration
  - Site Selection and Venue Management
  - Travel Coordination
  - Equipment Rental
  - Panel Note Taker Support
  - Score Sheet Collection and Processing
  - Reviewer Honorarium Payment
  - Reviewer Reimbursement for Per Diem and Travel
  - Honorarium and travel Administration
  - Other Requested Panel Support
- Post Review Support
  - Panel Summary Processing (Compilation)
  - Funded Folders
  - Program Information Files
  - Program Compendium (Funded Application Abstracts)
  - Review Survey Analysis
  - Paper Document Federal Archiving
  - Other Requested Post Review Support

5.10 COE Grant Processing Services

The COE offers partners the ability to utilize grants management processing services, as opposed to using only the software services as their grants management solution. In this scenario, partners are provided resources that are able to perform the all of the tasks associated with the processing of grant applications and preparation of award packages. These activities would be performed in conjunction with and managed by the Federal Grants Management Officer or Program Office official. All activities would be performed by the COE resources in preparation for the official action to be approved and performed by the Federal official.

As part of this service, the Contractor shall provide resources that are knowledgeable and skilled in all areas of grants management processing including the processing of grant applications and preparation of grant award packages.

Resources shall be skilled in the specific partner's grants business process and understand the rules, regulations and policies that govern the processing of applications and awards within that partner's agency, Resources shall also be skilled in the partner's specific design and implementation within the GrantSolutions services to ensure that processing is performed according to such requirements, processes and configurations. The Contractor shall be able to provide services that offer a natural extension of the partner's existing Federal grants management and program office staff.

5.11 COE Growth Support Services - Option

It is anticipated that the COE will expand its service offerings and the partners to which is provides those services. When this occurs the Contractor will provide the necessary support for these additional services and partners. The specific mix of additional services required will vary based upon the specifics of the services and/or partners added but they will encompass one or more of the services described above in the following sections:

- 5.1 - COE Partnership Development and Management - Base
- 5.2 - COE Budget, Financial and Program Management Office - Base
- 5.3 - COE Support and Helpdesk Services – Base
- 5.4 - COE Systems – Application Operations and Maintenance - Base
- 5.5 - COE Security Services - Base
- 5.6 - COE Operations - Base

Additional services may also be requested as described below:

5.11.1 Procurement Services for COE Infrastructure

5.11.1.1 Hardware

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT hardware and components based on OIS specifications. Any ODC's purchases in excess of $3,000 require prior written approval of the COR and the CO, and much be purchased against the GSA Schedule.

5.11.1.2 Software

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT software and utilities based on OIS specifications. Any ODC's purchases in excess of $3,000 require prior written approval of the COR and the CO, and much be purchased against the GSA Schedule.

5.11.1.3 Consulting Services

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT consulting services to address emerging technical issues and will be based on OIS specifications.

6 OIS IT Support

6.1 Congressional, OMB and HHS Policy Support - Base

The Contractor will ensure staff has a comprehensive understanding of our HHS needs. The Contractor must understand the various challenges that ACF faces, propose plans to resolve them and effectively implement approved plans.

The Contractor shall ensure staff has significant experience in various areas of grants management, including a comprehensive understanding of the various compliance issues that have resulted from the Federal Financial Assistance Management Improvement Act of 1999 (Public Law 106-107).

The Contractor shall ensure staff is familiar with many of the legislative, technical, and political issues surrounding grants management consolidation efforts, and stays informed of grants management developments in both the government and private sector.

The Contractor shall use the above skill and knowledge to ensure ACF provides leadership in the areas of PL 106-107 and OMB initiatives by doing the following:

- Engaging in GMLOB stakeholder activities, including attending stakeholder meetings when requested
- Conduct business process and system function analysis (FIT-GAP analysis) of other OPDIVs
- Follow industry best practices, focusing on business processing requirements, not just technical implementations.

6.2 IT Support for Information Resources Planning - Base

6.2.1 General

The Contractor shall provide resources to assist OIS management with the general, promulgation and compliance oversight for IT policy, IT business processes and procedures and policy adherence to HHS Policy.

6.2.2 Policy

The Contractor shall research and become familiar with current policy specific to ACF and other government organizations as they relate to regulatory and Information Technology practices. The Contractor shall provide support and assistance in policy development by

linking theory and advanced methods and applying them to issues of policy importance. The Contractor shall provide an IT policy assessment and the functional areas covered in this IT policy assessment shall include federal mandates concerning IT capital planning, security, architecture, workforce, privacy, strategic planning, and program management. The Contractor shall participate in discussions and meetings, develop draft and final documentation, provide recommendations, and implement policy decisions.

The Contractor shall research and recommend policy in support of business processes that formalize various services for OIS operations.

6.2.3 OIS Processes and Procedures

The Contractor will be required to assist in the development, testing and documentation of any new business processes that need to be implemented to support OIS IT Services. Resources are required to evaluate current business practices and make recommendations on improvements for services to OIS customers.

6.2.4 Standards Development

The Contractor will be required to develop and manage standards for various IT disciplines, including, but not limited to:

- Application platforms
- Reporting tools
- Programming languages and tools
- Database management
- Deployment methodology
- Data transport

6.2.5 Capital Planning and Investment Control Program

The Contractor will be required to supply resources to assist ACF in the management and production of reports to HHS and other federal agencies. The contract will assist with the management of Capital Planning and Investment Control (CPIC), OMB 53 and 300 requirements for selected ACF systems, enterprise architecture and strategic planning. These all occur in differing reporting cycles.

The Contractor will be required to supply resources to assist with the generation and promulgation of OIS policy, strategic planning and related department wide initiatives. Further, the resources will coordinate with ACF program level investments to ensure that program managed investments are in compliance with the HHS requirements.

6.2.5.1 <u>ACF Investment Portfolio</u>

The Contractor shall prepare and manage the ACF Investment Portfolio as directed by the HHS Investment Control Board. The Contractor will recommend operating procedures for

an ACF ITRB that functions according to the standards required by the Cling-Cohen Act. The Contractor will be responsible for organizing meetings, preparing meeting agendas, and providing meeting content that is consistent with the investment oversight responsibilities of an agency ITRB.

6.2.5.2 Earned Value Management

The Contractor will be required to provide expert guidance to ACF investment owners on both normal and ANSI level Earned Value Management reporting for ACF investments

6.2.5.3 Manage ACF data in the HHS Prosight FISMA System

The Contractor will be required to manage all data entry into the departmental Prosight FISMA system. Resources will be required to evaluate and enter data on all ACF systems and to ensure that all data is current prior to departmental quarterly data reviews.

6.3 IT Support for the ACF Enterprise Architecture - Base

The ACF Enterprise Architecture is composed of the IT and business strategic planning, asset management, SOA component management, application operations, maintenance and hosting through the oversight of the ACF enterprise Architect and implemented by the ACF Project Management Office.

6.3.1 Task – Manage ACF Enterprise Architecture

The Contractor shall provide resources to design, maintain and manage the ACF Enterprise Architecture and to act as the ACF IT Architect. This task requires participation in the HHS Enterprise Architecture workgroup. The ACF IT Architect shall ensure that all planned IT implementation is aligned with the HHS and ACF Enterprise Architecture.

6.3.2 Secure Sign-In (SSI)

SSI is a single sign-in system developed in accordance with FISMA and FIPS 199 compliance and used primarily for JAVA and PowerBuilder Systems. SSI utilizes the Oracle Infrastructure and Oracle Advanced Security Options.

The Contractor will be required to provide support for on-going operations, software maintenance support, user support (Tier I and Tier II) and software development services for SSI.

6.4 Operations and Maintenance of Program Office Systems - Base

6.4.1 Temporary Assistance to Needy Families (TANF)

TANF-related support is provided to a number of ACF OIS clients, including the Office of Family Assistance (OFA), Office of Planning, Research, and Evaluation (OPRE) and the HHS Assistant Secretary for Planning and Evaluation (ASPE).

Under TANF, States and territories may use their block grant funding to assist needy families with children; reduce dependency on government benefits; reduce and prevent out-of-wedlock pregnancies; and encourage the formation and maintenance of two-parent families. The primary system supported by OIS for the TANF program is the Final TANF Data Reporting System (FTDRS). FTDRS is a data collection system used to obtain and validate information from states, tribes and territories that are participating in the TANF program. The Office of Family Assistance (OFA) is then responsible for compiling, and analyzing the data collected with the FTDRS. Each quarter they produce several reports that show TANF Work Participation Rates, Characteristics and Financial Circumstances of TANF Recipients. These reports are important for determining the success of the TANF program.

Other sub-systems supported by OIS for the TANF program include;

- High Performance Bonus (HPB) system – used to determine the highest performing States in managing their TANF programs;
- TANF Data Reporting System (TDRS)- web system for grantees to submit aggregate data and run various aggregate reports and submission status reports;
- TANF Administrative Data Archive (TADA) web based reporting system for non-aggregate TANF data

The TANF systems are multiplatform applications with components that reside at the NIH computer center and the ACF servers. Oracle is the product used for both database and web application servers with a small client server component developed in PowerBuilder used by some grantees. Other support services require knowledge of IBM mainframe, JCL, UNIX, C language, Secure FTP and NDM Connect:Direct.

6.5 OIS Security Services - Base

The OIS is required to comply with all relevant Federal Government computing and security standards including:

- Federal Information Security Management Act (FISMA) as part of the E-Government Act of 2002
- Office of Management and Budget (OMB) Circular A-130, Appendix III, Security of Federal Automated Information Resources
- (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems
- FIPS 140-2, Security Requirements for Cryptographic Modules
- FIPS 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors

The security categorization of the OIS systems is no higher than:

- Security Categorization = MODERATE

- (**Confidentiality**, MODERATE), (**Integrity**, MODERATE), (**Availability**, MODERATE)

The security categorization was determined in accordance with Federal Information Processing Standards (FIPS) Publication 199, *Standards for Security Categorization of Federal Information and Information Systems*.

The Contractor will provide all security services necessary to comply with all federal government computing and security standards including the services identified below.

6.5.1 Information Security Policy and Privacy Program

The Contractor will be required to provide resources to manage the security program that protects the applications, including designing appropriate security policies, controls (design, implementation and testing), continual monitoring and documentation. It is imperative that successful resolution of any findings made by an independent party as a result of an external audit. The Contractor will be required to provide independent resources to conduct Certification and Accreditation activities in addition to other forms of security assurances that include but are not limited to Continuous Monitoring program and audit support for financial audits. The basis for all security practices shall be consistent with NIST standards and additional standards that are issued by the HHS Chief Information Security Officer. The Contractor will be required to provide, on an as-needed basis, technical analysis, assistance, and advice to regarding computer security issues.

6.5.2 Information Security Policy and Procedures

The Contractor will be required to provide ongoing technical analyses of emerging security technologies and current security environment and requirements, identify options, recommend solutions and if decided, assist in the implementation of the proposed solutions. The Contractor will be required to develop written policies, procedures, audit issue resolution, and testing as appropriate.
OIS requires review, update and maintenance of its formal computer security policies.

6.5.3 Security Incident Response Program

The Contractor will be required to provide assistance in responding to computer security incidents. In the immediate aftermath of an incident, the assistance will focus on protection of assets, assessment of damage/loss, and restoration of service. This may include but is not limited to assessing network integrity, data security and integrity, application integrity, and user environment integrity. Following the immediate response and restoration of service activities can focus on forensic analysis, security policy review and security practice updates. The Contractor will be required to provide a draft report on each incident so that OIS can send it to the appropriate Federal and Departmental Agencies as directed by policy, regulations and guidance.

6.5.4 Certification and Accreditation

The Contractor will be required to provide independent resources to conduct security Certifications and Accreditations (C&A) for the OIS applications, systems, and other OIS components as directed. Based on the results of these C&A audits the Contractor will make recommendations for changes and improvement to assessed systems and support the users in understanding the requirements. If directed, the Contractor may provide assistance to the system owner in remediation of problems found during the C&A.

6.5.5 Annual Security Assessment

The Contractor will be required to provide on-going assistance to OIS in verifying the status of its application security measures. This will involve such tasks as periodically verifying that services and other devices are configured in accordance with the ATSHB.

6.5.6 Continuity of Operations

The Contractor will be required to design, implement and maintain an effective COOP strategy to ensure capability to restore operations within 24 hours following an unrecoverable event associated with the production site. Quarterly tests of the COOP site will be undertaken, documented and all reports will be filed with the application security officer.

6.5.7 Monitoring

The Contractor will be required to ensure that the Enterprise Architecture is protected against attack from external entities by deploying and monitoring solutions for intrusion detection, virus, malware and other malicious attacks. The Contractor's security team shall coordinate with the systems engineers to produce monthly reports on all perimeter security activities.

6.5.8 Testing and Compliance

The Contractor will be required to test and file all test results with the application security officer. Any issues identified during the test are to be included in the application Plan of Action and Milestones (POA&M) tracking component. Within two weeks of any test, an issue mitigation plan must be developed and recorded in the POA&M.

6.5.9 HHS and OIG Requests for Information or Audits

The Contractor will be required to prepare materials and draft responses to external requests for information. Resources will be required to maintain a library of systems security documentation that are routinely required for systems security audits or reviews.

6.6 OIS Enterprise Operations Support - Base

The Contractor shall ensure the continued functionality of all OIS systems. A separate section discusses infrastructure management for systems supporting the Grants CoE.

The OIS infrastructure supports approximately 80 applications running on about 200 servers. It includes application and web servers, database servers, file servers and storage devices, and auxiliary systems including LDAP authentication. The Contractor will ensure that all systems remain current with third party software versions, including emergency patch releases. Operations will participate in the software development life cycle (SDLC) promoting new versions of custom components to multiple environments including Production, COOP (continuity of operations), Staging, Integration Testing, Demo, Training, and Development environments.

The Contractor must interface with other vendors responsible for network and facilities management, including Contractors responsible for the HHS network, as well as cloud providers and hosting facilities.

The Contractor is responsible for the continuity of operations of all systems, and must meet defined SLAs for system uptime and data retention. System monitoring is a key requirement for OIS systems, alerting and reporting on down or underperforming systems or system components. The Contractor will take advantage of an existing custom monitoring system (BESMonitor) and propose new solutions as needed.

The requirement for operations includes participating in security compliance initiatives and facilitating system security audits by providing evidence and enacting changes to configuration baselines.

6.6.1 Connectivity

The Contractor shall monitor all data lines to and from the ACF connection to the HHS network domain.

The Contractor shall monitor all data lines, routers, and network components within the ACF Enterprise Architecture and shall take all actions necessary to correct weaknesses, faults and related problems for data transport.

The Contractor shall provide a resource to assist OIS with telecom and telephone services including phone relocation, telecom line ordering, and telecom closet hookups.

6.6.2 Server Hosting

The Contractor will host the ACF servers at a commercial facility. The Contractor will propose how the servers will be hosted (e.g. hardware or cloud) and will ensure that the hosting approach and facility complies will all relevant Federal requirements including FISMA and supports all necessary network connectivity. The Contractor will provide all

necessary hardware, other equipment, operating systems, database licenses and other software necessary.

6.6.3 Server Migration

The Contractor will migrate (as necessary) all servers to the commercial hosting facility with zero loss of data and down time

6.6.4 Server Management

ACF operates and manages ACF web sites (the ACF WWW server and the ACF Intranet Server), ACF web application servers, ACF monitoring services, Oracle SOA Suite components and ACF Oracle database servers and servers supporting remote access software such as Citrix (WinFrame) and Terminal Services. ACF also manages a firewall supporting a multi-zoned security structure. Finally, ACF, together with the HHS network management office, provides an infrastructure for offsite Contractor staff and offsite Contractor servers to interact with servers managed by ACF and with the server at NIH that hosts some of ACF's databases. The Contractor will be required to provide operations, maintenance and implementation services for this infrastructure. It is anticipated that an additional task will be added to the contract to support the Office of Child Support Enforcement Web services and server administration.

The Contractor shall operate and manage servers located currently at a number of sites including:

- The Aerospace Building (Aero)
  - 370 L'Enfant Plaza, Washington DC
- Tower Oaks (Tower)
  - Tower Oaks Building
    1101 Wootton Parkway
    Rockville, MD 20852

These servers include:

- Virtual servers located on hypervisor physical servers at the Aerospace Building,
- Physical servers located at:
  - Aerospace
  - Tower Oaks

The Contractor will be required to:

- Provide server administration, schedule and implement an effective patch management program, provide backup services for all services within the OIS application infrastructure.

- Provide a technician who will be on-call after hours and on weekends to resolve emergency situations as determined by OIS. The technician must be reachable via a Contractor-furnished electronic device (e.g. smartphone) 24 x 7.
- Monitor the operations of all components and circuits and equipment related to these services, including, Internet, Intranet, VPN, web application servers, and database servers.
- Manage security on all servers, firewalls and websites within the OIS application infrastructure in compliance with standard Federal security standards.
- Provide a configuration management solution to manage change to system baselines.
- Develop and maintain Standard Operating Procedures (SOP) for all software and hardware components. This includes servers, repeaters, hubs, switches and routers, and all other network-related equipment.
- Monitor performance of all servers, including tuning.
- Manage all aspects of the OIS infrastructure that support availability and reliability, including, but not limited to, failover equipment and load balancers.
- Monitor, install, and maintain authorized hardware and software used for Internet and web services including providing the following: FTP servers, WWW servers, streaming media services, and e-mail LISTSERVs. Contractor must also monitor the ISP connections including analysis of automatic logs and performance monitoring.
- Perform nightly backups of all OIS servers and maintain copies of all data in a location other than the site in which it was made.
- Support compliance initiatives including, at a minimum, annual disaster recovery exercises, COOP data validation exercises every six months, and HHS FISMA compliance. Provide services to automate server log analysis in compliance with HHS FISMA requirements
- Incident response and tracking for problems such as system availability, system performance and security vulnerabilities.

NOTE: ACF is in the midst of an initiative to reexamine its server strategy with the intent to move most or all of its servers to a commercial facility to either be collocated or placed in a cloud environment. Objectives of this initiative include reducing the operational costs of managing its servers. The Contractor will support ACF in this initiative and will continue to manage all ACF servers during and upon the completion of this initiative.

6.6.5 Database Administration

The Contractor will provide Database Administration for databases supporting OIS applications. This will require expertise in managing both Oracle RDBMS and Microsoft SQL Server.

- Provide database tuning services to ensure data queried and modified at optimal speeds.
- As a part of the larger continuity of operations requirement, ensure point-in-time recoverability ability for all data.

- Perform upgrades and migrations to newer versions of database software
- Apply patches to database software as prescribed by vendor.
- Provide database import and export services for moving data between environments
- Participate in the SDLC by
  - Participating in data modeling activities to accommodate application changes
  - Updating data schemas with these changes as a part of the software release process.
- Ensure functionality and accuracy of data interfaces

6.6.6 Facilities Management

ACF manages a firewall supporting a multi-zoned security structure. Together with the HHS network management office, OIS provides an infrastructure for onsite and offsite Contractor staff and offsite Contractor servers to interact with servers managed by ACF. This includes a server at NIH that hosts some of ACF's databases. The Contractor will be required to provide operations, maintenance and implementation services for this infrastructure. Increasingly, OIS will be looking to professional hosting facilities and cloud IaaS vendors for hosting its application platforms. A part of this effort will be migrating existing applications to new operating platforms.

6.6.7 Applications Management

Provide operations, maintenance and infrastructure design for all OIS applications. This includes participating in the Software Development Life Cycle (SDLC) including:

- Promoting new versions of custom software to all required environments.
- Planning and enacting changes to all baselines including database and applications.
- Create new custom environments to support the SDLC.

Application Management includes the monitoring of application performance. Overall system response time must be monitored, as well as metrics on the performance of key application features. Application log files must be monitored for system-level errors.

OIS hosts a number of applications that directly support the ACF mission. These applications are deployed on virtual and physical servers hosted primarily at the Aerospace Building. These are all production applications that require periodic deployments of new software versions, monitoring, and troubleshooting. Third party technologies supporting these applications must be kept up to date with current versions, including the application of patch releases to address security or other issues.

- ACF Intranet – runs on Windows utilizing IIS and .NET
- ACF Security Audit (Security training) - runs on Windows utilizing ColdFusion
- Paperwork Reduction ACT (PRA) System – runs on Windows utilizing SharePoint and .NET

- Approve IT – runs on Windows utilizing SharePoint and .NET
- ACF-700 Data Submission Center – runs on Solaris utilizing J2EE
- ACF-800 Data Submission Center – runs on Solaris utilizing J2EE
- ACF-801 Data Submission Center – runs on Solaris utilizing J2EE
- ACF-118 Data Submission Center– runs on Solaris utilizing J2EE
- Adoption and Fostercare Admin & Reporting System– runs on Solaris utilizing J2EE
- ANA - Peer Reviewer Profile System– runs on Solaris utilizing J2EE
- Integrated Grant Management System– runs on Solaris utilizing J2EE
- ANA Program Grantee Monitoring Administration System(new) – runs on Solaris utilizing J2EE
- ANA Peer Review Panel Manager– runs on Solaris utilizing J2EE
- ANA Training and Technical Assistance Online Reporting – runs on Solaris utilizing J2EE
- CB Calendar– runs on Solaris utilizing J2EE
- Child Care Bureau Data Portal– runs on Solaris utilizing J2EE
- Child Welfare Policy Manual– runs on Solaris utilizing J2EE
- National Youth in Transition DB (new project) – runs on Solaris utilizing J2EE
- Citrix (host GATES, XenApp) - third party tool running on Windows
- HHS Grant Forecast Module - runs on Windows utilizing ColdFusion
- JSpell HTML Pro Spell Checker v0706a for RMM and ARM – runs on Solaris utilizing J2EE
- Enterprise Authentication and Verification System– runs on Solaris utilizing J2EE
- TAGGS – runs on Solaris utilizing J2EE
- FYSB Abstain MIS
- RQI/RQS for MCP (RQI/RQS for MCP) Version
- Neo - RHYMIS – runs on Solaris utilizing J2EE
- FYSB Transitional Living Program
- Blackberry Monitoring Service - runs on Windows utilizing ColdFusion
- ACF Intranet Online Awards System- runs on Windows utilizing ColdFusion
- LYRIS (ListManager Email Marketing Software) – third party tool (LyrisManager) running on Windows
- PROMIS Lite– runs on Solaris utilizing J2EE
- PSC59 Electronic Signature- runs on Windows utilizing ColdFusion
- Computer Security Awareness- runs on Windows utilizing ColdFusion
- Attachmates Mainframe 3270 terminal server
- OCSE Contact Management - runs on Windows utilizing ColdFusion

- OCSE Federal Parent Locator Services – runs on Windows utilizing SQL RS
- IRG– runs on Solaris utilizing J2EE
- OCSE Directory- runs on Windows utilizing ColdFusion
- OCSE Data Standard Registry– runs on Solaris utilizing J2EE
- MICRS (SQL Server Reporting Service) - runs on Windows utilizing SQL RS
- OCSE PI_CALL- runs on Windows utilizing ColdFusion
- Policy Issuance System (PIS) - runs on Windows utilizing ColdFusion
- OCSE Query Interstate Cases for Kids (QUICK)
- OCSE Self Assessment- runs on Windows utilizing ColdFusion
- WorkPlan– runs on Solaris utilizing J2EE
- OCSE Workplace – runs on Windows utilizing Wordpress
- OCSE Commissioners Voice - runs on Windows utilizing Wordpress
- OCSE Workplace runs on Windows utilizing Wordpress
- OCSE state plan- runs on Windows utilizing ColdFusion
- TANF Reauthorization – runs on Solaris utilizing J2EE
- TANF Administrative Data Archive– runs on Solaris utilizing J2EE
- TANF Data monitor (Temporary Assistance for Needy Families) – runs on Solaris utilizing J2EE
- TANF Data Reporting System– runs on Solaris utilizing J2EE
- Head Start EARR– runs on Solaris utilizing J2EE
- Head Start Bureau HS Grantee Profile– runs on Solaris utilizing J2EE
- Head Start HSES_EXT – runs on Solaris utilizing J2EE
- HEAD Start OHS Data Mart– runs on Solaris utilizing J2EE
- Head Start Enterprise System – runs on Solaris utilizing J2EE
- Head Start Funds Planning– runs on Solaris utilizing J2EE
- Head Start Funds Planning System– runs on Solaris utilizing J2EE
- Asset Verification- runs on Windows utilizing ColdFusion
- Building Administration and security System- runs on Windows utilizing ColdFusion
- ACF Contact List- runs on Windows utilizing ColdFusion
- Documentum – third party software running on Solaris
- Internet web service - www.acf.hhs.gov – runs on Solaris utilizing the Apache web server
- Webstats Webtrends Analytics – third party software running on Windows
- Office of Planning, Research, and Evaluation– runs on Solaris utilizing J2EE
- ORR Trafficking DB/DADS Trafficking DB– runs on Solaris utilizing J2EE
- ORR Form Page (alias orrformpage) – runs on Solaris utilizing J2EE

- ORR RADS– runs on Solaris utilizing J2EE
- ORR/DUCS Tracking Management System– runs on Solaris utilizing J2EE
- Early Childhood Learning and Knowledge Center (Hispanic Toolking) – runs on Windows utilizing HTML
- eOffice – runs on Windows utilizing Sharepoint and .NET
- PTS- runs on Windows utilizing ColdFusion

6.6.8 Web Services

The Contractor shall design, implement, operate and maintain all web services within the ACF Enterprise Architecture and provide services for ACF program Contractors for systems that have not been migrated into the ACF Enterprise. The Government will be responsible for creating any content on the website(s).

6.6.9 Firewall Management

ACF also manages a firewall supporting a multi-zoned security structure. Finally, ACF, together with the HHS network management office, provides an infrastructure for onsite and offsite Contractor staff and offsite Contractor servers to interact with servers managed by ACF and with the server at NIH that hosts some of ACF's databases. The Contractor will be required to provide operations, maintenance and implementation services for this infrastructure.

6.6.10 Office of Child Support (OCSE)

OCSE manages a number of on-line information exchange applications with States and internal users. OCSE uses their own servers on a Windows 2000 platform using Macromedia Cold Fusion and IBM Notes Domino applications some of which are being supported under separate contract that may be migrated to enterprise architecture when feasible. In addition, one of the applications, State Plans, is currently in pilot stage to help demonstrate the Department's PKI architecture and is a strong candidate to be selected to help meet the Department's requirements as a public facing system using E-Authentication services.

These functions may require separate add-on tasks as well as coordination and integration efforts with separate vendors in addition to supporting enterprise requirements, standards and architecture. In addition, depending on the direction of E-authentication demonstration efforts as well as other decisions for migrating architecture, coordination of resources could affect multiple areas of performance listed in the SOW.

The Contractor will be required to provide support for ongoing operations and software maintenance for OCSE systems.

6.6.11 Documentum

ACF uses Documentum for web content management, web content workflow and management of web postings. The Contractor will be required to provide support for ongoing operations, software maintenance support and software development services for Documentum.

In FY13 OIS intends to replace Documentum with Drupal. The Contractor will be required to provide support for ongoing operations, software maintenance support, software development services for Drupal as well as and the transition from Documentum when this change is made.

6.6.12 eOffice

The Contractor will support the eOffice SharePoint application which provides an electronic office capability for ACF. eOffice enables ACF to provide continuous operations to programs and communities it serves by providing the infrastructure that enables employees to perform work in flexi-place environments, pandemic situations, and during inclement weather.

6.6.13 Administration for Native Americans (ANA)

The Contractor will provide hosting services for the ANA desktop suite of modules that support ANA program tasks for Grant oversight.

6.6.14 FOIA Request Management System

The Contractor will support the FOIA Request Management System (FOIA-RMS) which is designed to electronically store, retrieve and manage FOIA requests and appeals; to store, retrieve, manage and print FOIA related documents; to compute and manage FOIA related costs and fees, including invoice generation and transmission; to provide email and conventional mail notification to requesters; to compile statistics and mine the compiled statistics through a suite of internal reports; to provide electronic transfer of fiscal year roll-up data to the Automated Reporting System (FOIA-ARS) for use in reporting to the Department of Justice; and to electronically make and track assignments, as well as, in some instances, to provide documents to and receive documents from responsible operating components. FOIA-RMS is a relational database written in MS Access. FOIA-RMS manages requests and appeals from receipt through completion, and provides FOIA-ARS output for any period requested.

6.7 OIS Development, Modernization, and Enhancements

The objective of this Task Order is to provide OIS with development, modernization and enhancement (DME) services. This shall include specialized training and other outreach materials in the support of OIS systems deployment.

The Contractor shall participate in user groups and other meetings internal and external to ACF, as needed to support and learn about the OIS user community and its requirements.

The Contractor shall be familiar with current guidelines and policy documents, and shall have access to necessary documentation, equipment and other resources to support this task

The Contractor shall provide technical support including: programming, analysis, quality assurance, database support, system administration, engineering and network support, documentation, training and security. The Contractor shall support existing system projects and future initiatives, as the need arises. The Contractor shall work with ACF IT staff to define requirements, perform analyses, design, develop, test, document, implement, train and maintain systems. The Contractor shall perform Independent Verification and Validation activities for ACF and HHS systems. The Contractor shall meet with user groups and program staff, including Configuration Control Board (CCB), the GrantSolutions User Group, and Office and Division Directors as needed.

The Contractor shall perform Development, Modernization, and Enhancements (DME) to OIS applications. DME includes new software construction including all related SDLC process activities, in accordance with the Enterprise Performance Life Cycle (EPLC) The scope of this work will be defined, in part, by a fit-gap analysis conducted by ACF and any OIS Users Group(s) in coordination with the OIS Configuration Control board (CCB) under the guidance of the OIS Director. Development work on these tasks will be tracked using earned value analysis and reported to the OMB.

All development activities shall be made compatible to HHS and security standards including 508 Accessibility. Technology choices diverging from approved standards (Oracle, Java) must be presented to the CCB for approval. In some cases service-oriented architectures, web services and system-to-system import and export capabilities will be required.

The Contractor shall:

- Implement approved quarterly work plans including changes identified in the Users Group and approved by the CCB including;
- Document of requirements for proposed new system features

The Contractor will follow the HHS prescribed Enterprise Performance Life Cycle (EPLC) development methodology.

6.8 OIS IT Support - Option

It is possible that OIS support needs will expand over the current support needs . If this occurs the Contractor will provide the additional necessary support. The specific mix of additional support required will vary based upon the specifics of the situation but they will encompass one or more of the services described above in the following sections:

- 6.1 - Congressional, OMB and HHS Policy Support - Base

- 6.2 - IT Support for Information Resources Planning - Base
- 6.4 - IT Support for the ACF Enterprise Architecture - Base
- 6.5 - Operations and Maintenance of Program Office Systems - Base
- 6.5.9 - OIS Security Services - Base

Additional services may also be requested as described below:

6.8.1 Procurement Services for OIS Infrastructure

6.8.1.1 Hardware

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT hardware and components based on OIS specifications. Any ODC's purchases in excess of $3,000 require prior written approval of the COR and the CO, and much be purchased against the GSA Schedule.

6.8.1.2 Software

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT software and utilities based on OIS specifications. Any ODC's purchases in excess of $3,000 require prior written approval of the COR and the CO, and much be purchased against the GSA Schedule.

6.8.1.3 Consulting Services

OIS will exercise this order based on available funding and in accordance with the ODC clauses in this statement of work. This task would entail procurement of IT consulting services to address emerging technical issues and will be based on OIS specifications.

7 DELIVERABLES

7.1 Contract Kick-Off Briefing and Project Plans

The Contractor shall prepare a kick-off briefing setting forth their technical approach. This shall include a process for developing a schedule for accomplishing the project objectives, including the delivery of a detailed Project Management Plan for the management of the aggregate of tasks that are exercised in the award.

The Contractor shall prepare a plan for each task for approval prior to commencing work on the task. The Plans must describe the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements for this effort. The Project Management Plans must also detail the products,

methods for developing the products, allocation of staff and other resources necessary to produce the products and a revised timeline for producing the products, if necessary.

The Contracting Officers Representative (COTR) shall receive the revised Project Management Plans in both hard copy and electronic form (Microsoft Word). Based on the Project Management Plan, the COTR will provide approval to move forward on activities planned. The Contractor shall request prior approval on all activities not included in the plan or any modifications to the plan after approval has been given. (draft due with proposal / final due 10 days after each subtask provided.)

7.2 Monthly Status / Financial Report

A monthly status report will be provided to the government with the following information:

Project status monthly reporting requirements will be described during the initial kick-off meeting. It is expected that these requirements will include, but are not confined or constrained to:

- Hours expended during the reporting period by individual
- Cumulative hours expended throughout the reporting period by job category
- Contract funds expended during the reporting period
- Cumulative funds expended throughout the reporting period by job category
- The capacity to describe activities of the past month (Summary of work accomplished during the reporting period and percent complete)
- The description of milestones and deliverables
- Any issues or problems impacting project progress along with their ultimate resolution (Plan of Action and Milestones POA&M)
- Schedule of activities planned and estimated hours for the next reporting period and number of remaining hours to complete activities
- Meeting Minutes
- Presentation Materials

This report is due no later than the 10th day of each month. Additionally, the Contractor will be responsible for submitting scheduled periodic reports regarding the status of work initiatives and documentation updates.

7.3 Task Management Plans

All tasks that are awarded by the government will require a task plan that indicates the following:

- Project Management Plan with activity details and project schedule
- Resources assigned
- Task Milestones (requirements, concept, prototype, pilot, production – if the task is a development effort other milestones if not)

- Status reporting schedule

Each plan is due no later than 10 working days from the time of the task assignment to the Contractor.

7.4 Schedule

Unless otherwise specified, the Government will have a maximum of ten (10) working days from the day the draft deliverable is received to review the document, provide comments back to the Contractor, approve or disapprove the deliverable(s). The Contractor will also have a maximum of ten (10) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government. The Contractor may assume a deliverable is acceptable if it receives no feedback within this time. All days identified above are intended to be work days unless otherwise specified.

7.5 Inspection and Acceptance Criteria

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery by the COTR.

7.6 General Acceptance Criteria

General quality measures as set forth below will be applied to each work product received from the Contractor under this statement of work.

- Accuracy - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements - All work products must satisfy the requirements of this statement of work.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Work Products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- Timeliness - Work Products shall be submitted on or before the due date specified in this statement of work or submitted in accordance with a later scheduled date determined by the Government.

7.7 Deliverable Table

Item	Description	Due
1.	Overall Project Management Plan	2 weeks after award
2.	Task Management Plans	1 week after assignment of task
3.	Monthly Status report	10th day of each month

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Year 1 Funded	Tasks	Partnership Development and Management		COE Budget, Financial and Program Management Office		COE Support and Helpdesk Services		Application Operations and Maintenance		COE Security Services		COE Operations		COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		Total	
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Data Entry Operator II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	65	$ -	51	$ -	116	$ -
DataBase Specialist I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
DataBase Specialist II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	282	$ -	214	$ -	496	$ -
DataBase Specialist III		-	$ -	-	$ -	-	$ -	663	$ -	-	$ -	2,929	$ -	34	$ -	2,048	$ -	-	$ -	-	$ -	5,674	$ -
DataBase Specialist IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
HelpDesk Analyst I		-	$ -	2,182	$ -	2,841	$ -	96	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	5,120	$ -
HelpDesk Analyst II		744	$ -	-	$ -	-	$ -	333	$ -	-	$ -	-	$ -	48	$ -	642	$ -	796	$ -	611	$ -	3,174	$ -
HelpDesk Analyst III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal Engineer I		744	$ -	-	$ -	6,638	$ -	5,393	$ -	-	$ -	2,777	$ -	3,789	$ -	642	$ -	1,039	$ -	797	$ -	21,819	$ -
Principal Engineer II		2,231	$ -	-	$ -	2,949	$ -	5,727	$ -	-	$ -	-	$ -	3,833	$ -	1,922	$ -	-	$ -	-	$ -	16,662	$ -
Principal Engineer III		2,985	$ -	-	$ -	2,395	$ -	5,152	$ -	-	$ -	-	$ -	3,311	$ -	2,716	$ -	-	$ -	-	$ -	16,558	$ -
Principal Engineer IV		-	$ -	-	$ -	108	$ -	2,313	$ -	-	$ -	-	$ -	1,802	$ -	-	$ -	-	$ -	-	$ -	4,223	$ -
Project Director		-	$ -	2,182	$ -	-	$ -	96	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	2,279	$ -
Project Manager		-	$ -	2,300	$ -	-	$ -	100	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	2,401	$ -
Security Specialist II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Security Specialist III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Software Engineer I		-	$ -	-	$ -	998	$ -	80	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,078	$ -
Software Engineer II		1,408	$ -	-	$ -	-	$ -	630	$ -	-	$ -	-	$ -	91	$ -	1,212	$ -	-	$ -	-	$ -	3,341	$ -
Software Engineer III		-	$ -	-	$ -	1,265	$ -	2,494	$ -	-	$ -	-	$ -	1,870	$ -	-	$ -	-	$ -	-	$ -	5,628	$ -
Software Engineer IV		-	$ -	-	$ -	-	$ -	1,486	$ -	-	$ -	-	$ -	953	$ -	1,052	$ -	-	$ -	-	$ -	3,490	$ -
Subject Matter Expert I		-	$ -	-	$ -	3,392	$ -	1,912	$ -	-	$ -	1,236	$ -	972	$ -	1,216	$ -	-	$ -	-	$ -	8,728	$ -
Subject Matter Expert II		1,291	$ -	-	$ -	-	$ -	1,068	$ -	-	$ -	-	$ -	837	$ -	-	$ -	-	$ -	-	$ -	3,197	$ -
System Administrator I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
System Administrator II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	393	$ -	303	$ -	696	$ -
System Administrator III		-	$ -	-	$ -	-	$ -	-	$ -	1,900	$ -	-	$ -	-	$ -	-	$ -	1,054	$ -	811	$ -	3,765	$ -
System Administrator IV		-	$ -	-	$ -	-	$ -	100	$ -	-	$ -	2,929	$ -	-	$ -	-	$ -	-	$ -	-	$ -	3,030	$ -
Technical Information Specialist		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal SME III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal SME IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Total Labor		**9,402**	**$ -**	**6,665**	**$ -**	**20,586**	**$ -**	**27,645**	**$ -**	**1,900**	**$ -**	**9,871**	**$ -**	**17,539**	**$ -**	**11,450**	**$ -**	**3,629**	**$ -**	**2,788**	**$ -**	**111,474**	**$ -**
Hosting													$ 321,535									-	$ 321,535
Hardware and Software													$ 438,725									-	$ 438,725
ODC's													$ 35,479									-	$ 35,479
Total Task			**$ -**		**$ -**		**$ -**		**$ -**		**$ -**		**$ 795,739**		**$ -**		**$ -**		**$ -**		**$ -**		**$ 795,739.12**

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Year 1 Optional	Tasks	COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		COE Growth Support Services		Total	
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I		-		-		-		-		-		-	$ -
Data Entry Operator II		-		-		910		86		-		996	$ -
DataBase Specialist I		-		-		-		-		-		-	$ -
DataBase Specialist II		-		-		3,948		361		-		4,309	$ -
DataBase Specialist III		61		983		-		-		3,084		4,128	$ -
DataBase Specialist IV		-		-		-		-		-		-	$ -
HelpDesk Analyst I		-		-		-		-		4,578		4,578	$ -
HelpDesk Analyst II		87		308		11,144		1,027		921		13,487	$ -
HelpDesk Analyst III		-		-		-		-		-		-	$ -
Network Engineer I		-		-		-		-		-		-	$ -
Network Engineer II		-		-		-		-		-		-	$ -
Network Engineer III		-		-		-		-		-		-	$ -
Principal Engineer I		6,871		308		14,546		1,340		13,800		36,865	$ -
Principal Engineer II		6,952		922		-		-		9,246		17,120	$ -
Principal Engineer III		6,004		1,303		-		-		8,943		16,250	$ -
Principal Engineer IV		3,268		-		-		-		1,836		5,104	$ -
Project Director		-		-		-		-		1,734		1,734	$ -
Project Manager		-		-		-		-		1,827		1,827	$ -
Security Specialist II		-		-		-		-		-		-	$ -
Security Specialist III		-		-		-		-		-		-	$ -
Software Engineer I		-		-		-		-		1,059		1,059	$ -
Software Engineer II		164		582		-		-		1,743		2,489	$ -
Software Engineer III		3,390		-		-		-		3,129		6,519	$ -
Software Engineer IV		1,727		505		-		-		1,110		3,342	$ -
Subject Matter Expert I		1,763		584		-		-		5,916		8,263	$ -
Subject Matter Expert II		1,518		-		-		-		1,965		3,483	$ -
System Administrator I		-		-		-		-		-		-	$ -
System Administrator II		-		-		5,502		509		-		6,011	$ -
System Administrator III		-		-		14,756		1,364		1,140		17,260	$ -
System Administrator IV		-		-		-		-		2,664		2,664	$ -
Technical Information Specialist		-		-		-		-		-		-	$ -
Principal SME III		-		-		-		-		-		-	$ -
Principal SME IV		-		-		-		-		-		-	$ -
Total Labor		**31,806**		**5,494**		**50,806**		**4,687**		**64,695**		**157,488**	**$ -**
Hosting												-	$ -
Hardware and Software												-	$ -
ODC's												-	$ -
Total Task			**$ -**										**$ -**

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Year 2	Tasks	Partnership Development and Management		COE Budget, Financial and Program Management Office		COE Support and Helpdesk Services		Application Operations and Maintenance		COE Security Services		COE Operations		COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		COE Growth Su
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours
Data Entry Operator I		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Data Entry Operator II		-		-		-		-		-		-	$ -	-	$ -	-	$ -	975	$ -	138	$ -	-
DataBase Specialist I		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
DataBase Specialist II		-		-		-		-		-		-	$ -	-	$ -	-	$ -	4,230	$ -	575	$ -	-
DataBase Specialist III		-		-		-		825		-		4,315	$ -	95	$ -	3,031	$ -	-	$ -	-	$ -	3,084
DataBase Specialist IV		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
HelpDesk Analyst I		-		2,770		4,740		120		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	4,578
HelpDesk Analyst II		1,120		-		-		415		-		-	$ -	135	$ -	950	$ -	11,940	$ -	1,638	$ -	921
HelpDesk Analyst III		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer I		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer II		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer III		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Principal Engineer I		1,120		-		11,075		6,715		-		4,090	$ -	10,660	$ -	950	$ -	15,585	$ -	2,138	$ -	13,800
Principal Engineer II		3,360		-		4,920		7,130		-		-	$ -	10,785	$ -	2,844	$ -	-	$ -	-	$ -	9,246
Principal Engineer III		4,495		-		3,995		6,415		-		-	$ -	9,315	$ -	4,019	$ -	-	$ -	-	$ -	8,943
Principal Engineer IV		-		-		180		2,880		-		-	$ -	5,070	$ -	-	$ -	-	$ -	-	$ -	1,836
Project Director		-		2,770		-		120		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,734
Project Manager		-		2,920		-		125		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,827
Security Specialist II		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Security Specialist III		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Software Engineer I		-		-		1,665		100		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,059
Software Engineer II		2,120		-		-		785		-		-	$ -	255	$ -	1,794	$ -	-	$ -	-	$ -	1,743
Software Engineer III		-		-		2,110		3,105		-		-	$ -	5,260	$ -	-	$ -	-	$ -	-	$ -	3,129
Software Engineer IV		-		-		-		1,850		-		-	$ -	2,680	$ -	1,556	$ -	-	$ -	-	$ -	1,110
Subject Matter Expert I		-		-		5,660		2,380		-		1,820	$ -	2,735	$ -	1,800	$ -	-	$ -	-	$ -	5,916
Subject Matter Expert II		1,945		-		-		1,330		-		-	$ -	2,355	$ -	-	$ -	-	$ -	-	$ -	1,965
System Administrator I		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
System Administrator II		-		-		-		-		-		-	$ -	-	$ -	-	$ -	5,895	$ -	813	$ -	-
System Administrator III		-		-		-		-		1,900		-	$ -	-	$ -	-	$ -	15,810	$ -	2,175	$ -	1,140
System Administrator IV		-		-		-		125		-		4,315	$ -	-	$ -	-	$ -	-	$ -	-	$ -	2,664
Technical Information Specialist		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Principal SME III		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Principal SME IV		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-
Total Labor		**14,160**		**8,460**		**34,345**		**34,420**		**1,900**		**14,540**	**$ -**	**49,345**	**$ -**	**16,944**	**$ -**	**54,435**	**$ -**	**7,475**	**$ -**	**64,695**
Hosting													**$ 473,616**									
Hardware and Software													**$ 646,235**									
ODC's													**$ 52,260**									
Total Task			**$ -**		**$ -**								**$ 1,172,110**		**$ -**		**$ -**		**$ -**		**$ -**	

ACF Procurement

Year 2	pport Services	OIS Policy Congressional, OMB, and HHS Policy Support		IT Support for Information Resource Planning		OIS IT Support for ACF Enterprise Architecture		Operations and Maintenance of Program Office Systems		OIS Security Services		OIS Enterprise Operations Support		OIS Development, Modernization and Enhancements		OIS IT Support - Option		Total	
Labor Category		Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Data Entry Operator II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		1,113	
DataBase Specialist I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
DataBase Specialist II		-	$ -	-	$ -	-	$ -	1,200	$ -	-	$ -	10,000		-	$ -	6,720		22,725	
DataBase Specialist III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		19	$ -	-		11,369	
DataBase Specialist IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
HelpDesk Analyst I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		12,208	
HelpDesk Analyst II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		27	$ -	-		17,146	
HelpDesk Analyst III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Network Engineer I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Network Engineer II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Network Engineer III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Principal Engineer I		930	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		2,132	$ -	558		69,753	
Principal Engineer II		-	$ -	100	$ -	295	$ -	180	$ -	95	$ -	-		2,157	$ -	345		41,457	
Principal Engineer III		1,160	$ -	595	$ -	1,780	$ -	770	$ -	1,205	$ -	7,925		1,863	$ -	7,338		59,818	
Principal Engineer IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		1,014	$ -	-		10,980	
Project Director		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		4,624	
Project Manager		115	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	69		5,056	
Security Specialist II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Security Specialist III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Software Engineer I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		2,824	
Software Engineer II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		51	$ -	-		6,748	
Software Engineer III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		1,052	$ -	-		14,656	
Software Engineer IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		536	$ -	-		7,732	
Subject Matter Expert I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		547	$ -	-		20,858	
Subject Matter Expert II		-	$ -	100	$ -	295	$ -	-	$ -	-	$ -	-		471	$ -	237		8,698	
System Administrator I		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
System Administrator II		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		6,708	
System Administrator III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		21,025	
System Administrator IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		7,104	
Technical Information Specialis		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Principal SME III		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Principal SME IV		-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-		-	
Total Labor		**2,205**	**$ -**	**795**	**$ -**	**2,370**	**$ -**	**2,150**	**$ -**	**1,300**	**$ -**	**17,925**		**9,869**	**$ -**	**15,267**		**352,600**	
Hosting																		-	
Hardware and Software																		-	
ODC's																		-	
Total Task			**$ -**		**$ -**		**$ -**		**$ -**		**$ -**				**$ -**				

ACF Procurement

Year 3	Tasks	Partnership Development and Management		COE Budget, Financial and Program Management Office		COE Support and Helpdesk Services		Application Operations and Maintenance		COE Security Services		COE Operations		COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		COE Growth Su
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours
Data Entry Operator I		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Data Entry Operator II		-		-		-		-		-		-		-	$ -	-	$ -	1,300	$ -	220	$ -	-
DataBase Specialist I		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
DataBase Specialist II		-		-		-		-		-		-		-	$ -	-	$ -	5,640	$ -	920	$ -	-
DataBase Specialist III		-		-		-		825		-		4,315		119	$ -	4,850	$ -	-	$ -	-	$ -	7,710
DataBase Specialist IV		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
HelpDesk Analyst I		-		2,770		4,740		120		-		-		-	$ -	-	$ -	-	$ -	-	$ -	11,445
HelpDesk Analyst II		1,120		-		-		415		-		-		169	$ -	1,520	$ -	15,920	$ -	2,620	$ -	2,303
HelpDesk Analyst III		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer I		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer II		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Network Engineer III		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Principal Engineer I		1,120		-		11,075		6,715		-		4,090		13,325	$ -	1,520	$ -	20,780	$ -	3,420	$ -	34,500
Principal Engineer II		3,360		-		4,920		7,130		-		-		13,481	$ -	4,550	$ -	-	$ -	-	$ -	23,115
Principal Engineer III		4,495		-		3,995		6,415		-		-		11,644	$ -	6,430	$ -	-	$ -	-	$ -	22,358
Principal Engineer IV		-		-		180		2,880		-		-		6,338	$ -	-	$ -	-	$ -	-	$ -	4,590
Project Director		-		2,770		-		120		-		-		-	$ -	-	$ -	-	$ -	-	$ -	4,335
Project Manager		-		2,920		-		125		-		-		-	$ -	-	$ -	-	$ -	-	$ -	4,568
Security Specialist II		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Security Specialist III		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Software Engineer I		-		-		1,665		100		-		-		-	$ -	-	$ -	-	$ -	-	$ -	2,648
Software Engineer II		2,120		-		-		785		-		-		319	$ -	2,870	$ -	-	$ -	-	$ -	4,358
Software Engineer III		-		-		2,110		3,105		-		-		6,575	$ -	-	$ -	-	$ -	-	$ -	7,823
Software Engineer IV		-		-		-		1,850		-		-		3,350	$ -	2,490	$ -	-	$ -	-	$ -	2,775
Subject Matter Expert I		-		-		5,660		2,380		-		1,820		3,419	$ -	2,880	$ -	-	$ -	-	$ -	14,790
Subject Matter Expert II		1,945		-		-		1,330		-		-		2,944	$ -	-	$ -	-	$ -	-	$ -	4,913
System Administrator I		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
System Administrator II		-		-		-		-		-		-		-	$ -	-	$ -	7,860	$ -	1,300	$ -	-
System Administrator III		-		-		-		-		1,900		-		-	$ -	-	$ -	21,080	$ -	3,480	$ -	2,850
System Administrator IV		-		-		-		125		-		4,315		-	$ -	-	$ -	-	$ -	-	$ -	6,660
Technical Information Specialist		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Principal SME III		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Principal SME IV		-		-		-		-		-		-		-	$ -	-	$ -	-	$ -	-	$ -	-
Total Labor		**14,160**		**8,460**		**34,345**		**34,420**		**1,900**		**14,540**		**61,681**	**$ -**	**27,110**	**$ -**	**72,580**	**$ -**	**11,960**	**$ -**	**161,738**
Hosting																						
Hardware and Software																						
ODC's																						
Total Task															$ -		$ -		$ -		$ -	

ACF Procurement

Year 3	pport Services	OIS Policy Congressional, OMB, and HHS Policy Support		IT Support for Information Resource Planning		OIS IT Support for ACF Enterprise Architecture		Operations and Maintenance of Program Office Systems		OIS Security Services		OIS Enterprise Operations Support		OIS Development, Modernization and Enhancements		OIS IT Support - Option		Total	
Labor Category	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Data Entry Operator II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,520	$ -
DataBase Specialist I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
DataBase Specialist II	$ -	-	$ -	-	$ -	-	$ -	1,200	$ -	-	$ -	10,000	$ -	-	$ -	16,800	$ -	34,560	$ -
DataBase Specialist III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	19	$ -	-	$ -	17,838	$ -
DataBase Specialist IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
HelpDesk Analyst I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	19,075	$ -
HelpDesk Analyst II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	27	$ -	-	$ -	24,093	$ -
HelpDesk Analyst III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Network Engineer III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal Engineer I	$ -	930	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	2,132	$ -	1,395	$ -	101,002	$ -
Principal Engineer II	$ -	-	$ -	100	$ -	295	$ -	180	$ -	95	$ -	-	$ -	2,157	$ -	863	$ -	60,246	$ -
Principal Engineer III	$ -	1,160	$ -	595	$ -	1,780	$ -	770	$ -	1,205	$ -	7,925	$ -	1,863	$ -	18,345	$ -	88,979	$ -
Principal Engineer IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,014	$ -	-	$ -	15,002	$ -
Project Director	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	7,225	$ -
Project Manager	$ -	115	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	173	$ -	7,900	$ -
Security Specialist II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Security Specialist III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Software Engineer I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	4,413	$ -
Software Engineer II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	51	$ -	-	$ -	10,502	$ -
Software Engineer III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	1,052	$ -	-	$ -	20,665	$ -
Software Engineer IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	536	$ -	-	$ -	11,001	$ -
Subject Matter Expert I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	547	$ -	-	$ -	31,496	$ -
Subject Matter Expert II	$ -	-	$ -	100	$ -	295	$ -	-	$ -	-	$ -	-	$ -	471	$ -	593	$ -	12,590	$ -
System Administrator I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
System Administrator II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	9,160	$ -
System Administrator III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	29,310	$ -
System Administrator IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	11,100	$ -
Technical Information Specialis	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal SME III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Principal SME IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -
Total Labor	$ -	2,205	$ -	795	$ -	2,370	$ -	2,150	$ -	1,300	$ -	17,925	$ -	9,869	$ -	38,168	$ -	517,675	$ -
Hosting	$ -																	-	$ -
Hardware and Software	$ -																	-	$ -
ODC's	$ -																	-	$ -
Total Task	$ -		$ -		$ -		$ -		$ -		$ -				$ -				$ -

ACF Procurement

Year 4	Tasks	Partnership Development and Management		COE Budget, Financial and Program Management Office		COE Support and Helpdesk Services		Application Operations and Maintenance		COE Security Services		COE Operations		COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		COE Growth Su
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours
Data Entry Operator I		-		-		-		-		-	$ -	-		-		-		-		-		-
Data Entry Operator II		-		-		-		-		-	$ -	-		-		-		1,463		275		-
DataBase Specialist I		-		-		-		-		-	$ -	-		-		-		-		-		-
DataBase Specialist II		-		-		-		-		-	$ -	-		-		-		6,345		1,150		-
DataBase Specialist III		-		-		-		825		-	$ -	4,315		143		7,275		-		-		11,565
DataBase Specialist IV		-		-		-		-		-	$ -	-		-		-		-		-		-
HelpDesk Analyst I		-		2,770		4,740		120		-	$ -	-		-		-		-		-		17,168
HelpDesk Analyst II		1,120		-		-		415		-	$ -	-		203		2,280		17,910		3,275		3,454
HelpDesk Analyst III		-		-		-		-		-	$ -	-		-		-		-		-		-
Network Engineer I		-		-		-		-		-	$ -	-		-		-		-		-		-
Network Engineer II		-		-		-		-		-	$ -	-		-		-		-		-		-
Network Engineer III		-		-		-		-		-	$ -	-		-		-		-		-		-
Principal Engineer I		1,120		-		11,075		6,715		-	$ -	4,090		15,990		2,280		23,378		4,275		51,750
Principal Engineer II		3,360		-		4,920		7,130		-	$ -	-		16,178		6,825		-		-		34,673
Principal Engineer III		4,495		-		3,995		6,415		-	$ -	-		13,973		9,645		-		-		33,536
Principal Engineer IV		-		-		180		2,880		-	$ -	-		7,605		-		-		-		6,885
Project Director		-		2,770		-		120		-	$ -	-		-		-		-		-		6,503
Project Manager		-		2,920		-		125		-	$ -	-		-		-		-		-		6,851
Security Specialist II		-		-		-		-		-	$ -	-		-		-		-		-		-
Security Specialist III		-		-		-		-		-	$ -	-		-		-		-		-		-
Software Engineer I		-		-		1,665		100		-	$ -	-		-		-		-		-		3,971
Software Engineer II		2,120		-		-		785		-	$ -	-		383		4,305		-		-		6,536
Software Engineer III		-		-		2,110		3,105		-	$ -	-		7,890		-		-		-		11,734
Software Engineer IV		-		-		-		1,850		-	$ -	-		4,020		3,735		-		-		4,163
Subject Matter Expert I		-		-		5,660		2,380		-	$ -	1,820		4,103		4,320		-		-		22,185
Subject Matter Expert II		1,945		-		-		1,330		-	$ -	-		3,533		-		-		-		7,369
System Administrator I		-		-		-		-		-	$ -	-		-		-		-		-		-
System Administrator II		-		-		-		-		-	$ -	-		-		-		8,843		1,625		-
System Administrator III		-		-		-		-		1,900	$ -	-		-		-		23,715		4,350		4,275
System Administrator IV		-		-		-		125		-	$ -	4,315		-		-		-		-		9,990
Technical Information Specialist		-		-		-		-		-	$ -	-		-		-		-		-		-
Principal SME III		-		-		-		-		-	$ -	-		-		-		-		-		-
Principal SME IV		-		-		-		-		-	$ -	-		-		-		-		-		-
Total Labor		**14,160**		**8,460**		**34,345**		**34,420**		**1,900**	**$ -**	**14,540**		**74,018**		**40,665**		**81,653**		**14,950**		**242,606**
Hosting																						
Hardware and Software																						
ODC's																						
Total Task											$ -											

ACF Procurement

Year 4	pport Services	OIS Policy Congressional, OMB, and HHS Policy Support		IT Support for Information Resource Planning		OIS IT Support for ACF Enterprise Architecture		Operations and Maintenance of Program Office Systems		OIS Security Services		OIS Enterprise Operations Support		OIS Development, Modernization and Enhancements		OIS IT Support - Option		Total	
Labor Category	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I		-		-		-		-		-		-		-		-		-	$ -
Data Entry Operator II		-		-		-		-		-		-		-		-		1,738	$ -
DataBase Specialist I		-		-		-		-		-		-		-		-		-	$ -
DataBase Specialist II		-		-		-		1,200		-		10,000		-		25,200		43,895	$ -
DataBase Specialist III		-		-		-		-		-		-		19		-		24,142	$ -
DataBase Specialist IV		-		-		-		-		-		-		-		-		-	$ -
HelpDesk Analyst I		-		-		-		-		-		-		-		-		24,798	$ -
HelpDesk Analyst II		-		-		-		-		-		-		27		-		28,683	$ -
HelpDesk Analyst III		-		-		-		-		-		-		-		-		-	$ -
Network Engineer I		-		-		-		-		-		-		-		-		-	$ -
Network Engineer II		-		-		-		-		-		-		-		-		-	$ -
Network Engineer III		-		-		-		-		-		-		-		-		-	$ -
Principal Engineer I		930		-		-		-		-		-		2,132		2,093		125,827	$ -
Principal Engineer II		-		100		295		180		95		-		2,157		1,294		77,206	$ -
Principal Engineer III		1,160		595		1,780		770		1,205		7,925		1,863		27,518		114,874	$ -
Principal Engineer IV		-		-		-		-		-		-		1,014		-		18,564	$ -
Project Director		-		-		-		-		-		-		-		-		9,393	$ -
Project Manager		115		-		-		-		-		-		-		259		10,270	$ -
Security Specialist II		-		-		-		-		-		-		-		-		-	$ -
Security Specialist III		-		-		-		-		-		-		-		-		-	$ -
Software Engineer I		-		-		-		-		-		-		-		-		5,736	$ -
Software Engineer II		-		-		-		-		-		-		51		-		14,180	$ -
Software Engineer III		-		-		-		-		-		-		1,052		-		25,891	$ -
Software Engineer IV		-		-		-		-		-		-		536		-		14,304	$ -
Subject Matter Expert I		-		-		-		-		-		-		547		-		41,015	$ -
Subject Matter Expert II		-		100		295		-		-		-		471		889		15,931	$ -
System Administrator I		-		-		-		-		-		-		-		-		-	$ -
System Administrator II		-		-		-		-		-		-		-		-		10,468	$ -
System Administrator III		-		-		-		-		-		-		-		-		34,240	$ -
System Administrator IV		-		-		-		-		-		-		-		-		14,430	$ -
Technical Information Specialis		-		-		-		-		-		-		-		-		-	$ -
Principal SME III		-		-		-		-		-		-		-		-		-	$ -
Principal SME IV		-		-		-		-		-		-		-		-		-	$ -
Total Labor		**2,205**		**795**		**2,370**		**2,150**		**1,300**		**17,925**		**9,869**		**57,251**		**655,582**	**$ -**
Hosting																		-	$ -
Hardware and Software																		-	$ -
ODC's																		-	$ -
Total Task																			**$ -**

ACF Procurement

Year 5	Tasks	Partnership Development and Management		COE Budget, Financial and Program Management Office		COE Support and Helpdesk Services		Application Operations and Maintenance		COE Security Services		COE Operations		COE DME		Partner Migration Services		COE Application Review Services		COE Grant Processing Services		COE Growth Su
Labor Category	$/Hour	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours
Data Entry Operator I		-		-		-		-		-		-		-		-		-		-	$ -	-
Data Entry Operator II		-		-		-		-		-		-		-		-		1,625		330	$ -	-
DataBase Specialist I		-		-		-		-		-		-		-		-		-		-	$ -	-
DataBase Specialist II		-		-		-		-		-		-		-		-		7,050		1,380	$ -	-
DataBase Specialist III		-		-		-		825		-		4,315		190		9,700		-		-	$ -	15,420
DataBase Specialist IV		-		-		-		-		-		-		-		-		-		-	$ -	-
HelpDesk Analyst I		-		2,770		4,740		120		-		-		-		-		-		-	$ -	22,890
HelpDesk Analyst II		1,120		-		-		415		-		-		270		3,040		19,900		3,930	$ -	4,605
HelpDesk Analyst III		-		-		-		-		-		-		-		-		-		-	$ -	-
Network Engineer I		-		-		-		-		-		-		-		-		-		-	$ -	-
Network Engineer II		-		-		-		-		-		-		-		-		-		-	$ -	-
Network Engineer III		-		-		-		-		-		-		-		-		-		-	$ -	-
Principal Engineer I		1,120		-		11,075		6,715		-		4,090		21,320		3,040		25,975		5,130	$ -	69,000
Principal Engineer II		3,360		-		4,920		7,130		-		-		21,570		9,100		-		-	$ -	46,230
Principal Engineer III		4,495		-		3,995		6,415		-		-		18,630		12,860		-		-	$ -	44,715
Principal Engineer IV		-		-		180		2,880		-		-		10,140		-		-		-	$ -	9,180
Project Director		-		2,770		-		120		-		-		-		-		-		-	$ -	8,670
Project Manager		-		2,920		-		125		-		-		-		-		-		-	$ -	9,135
Security Specialist II		-		-		-		-		-		-		-		-		-		-	$ -	-
Security Specialist III		-		-		-		-		-		-		-		-		-		-	$ -	-
Software Engineer I		-		-		1,665		100		-		-		-		-		-		-	$ -	5,295
Software Engineer II		2,120		-		-		785		-		-		510		5,740		-		-	$ -	8,715
Software Engineer III		-		-		2,110		3,105		-		-		10,520		-		-		-	$ -	15,645
Software Engineer IV		-		-		-		1,850		-		-		5,360		4,980		-		-	$ -	5,550
Subject Matter Expert I		-		-		5,660		2,380		-		1,820		5,470		5,760		-		-	$ -	29,580
Subject Matter Expert II		1,945		-		-		1,330		-		-		4,710		-		-		-	$ -	9,825
System Administrator I		-		-		-		-		-		-		-		-		-		-	$ -	-
System Administrator II		-		-		-		-		-		-		-		-		9,825		1,950	$ -	-
System Administrator III		-		-		-		-		1,900		-		-		-		26,350		5,220	$ -	5,700
System Administrator IV		-		-		-		125		-		4,315		-		-		-		-	$ -	13,320
Technical Information Specialist		-		-		-		-		-		-		-		-		-		-	$ -	-
Principal SME III		-		-		-		-		-		-		-		-		-		-	$ -	-
Principal SME IV		-		-		-		-		-		-		-		-		-		-	$ -	-
Total Labor		**14,160**		**8,460**		**34,345**		**34,420**		**1,900**		**14,540**		**98,690**		**54,220**		**90,725**		**17,940**	**$ -**	**323,475**
Hosting																						
Hardware and Software																						
ODC's																						
Total Task			**$ -**																		**$ -**	

ACF Procurement

Year 5	pport Services	OIS Policy Congressional, OMB, and HHS Policy Support		IT Support for Information Resource Planning		OIS IT Support for ACF Enterprise Architecture		Operations and Maintenance of Program Office Systems		OIS Security Services		OIS Enterprise Operations Support		OIS Development, Modernization and Enhancements		OIS IT Support - Option		Total	
Labor Category	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost
Data Entry Operator I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Data Entry Operator II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	1,955	$ -
DataBase Specialist I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
DataBase Specialist II	$ -	-	$ -	-	$ -	-	$ -	1,200	$ -	-	$ -	10,000		-	$ -	33,600	$ -	53,230	$ -
DataBase Specialist III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		19	$ -	-	$ -	30,469	$ -
DataBase Specialist IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
HelpDesk Analyst I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	30,520	$ -
HelpDesk Analyst II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		27	$ -	-	$ -	33,307	$ -
HelpDesk Analyst III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Network Engineer I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Network Engineer II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Network Engineer III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Principal Engineer I	$ -	930	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		2,132	$ -	2,790	$ -	153,317	$ -
Principal Engineer II	$ -	-	$ -	100	$ -	295	$ -	180	$ -	95	$ -	-		2,157	$ -	1,725	$ -	96,862	$ -
Principal Engineer III	$ -	1,160	$ -	595	$ -	1,780	$ -	770	$ -	1,205	$ -	7,925		1,863	$ -	36,690	$ -	143,098	$ -
Principal Engineer IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		1,014	$ -	-	$ -	23,394	$ -
Project Director	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	11,560	$ -
Project Manager	$ -	115	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	345	$ -	12,640	$ -
Security Specialist II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Security Specialist III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Software Engineer I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	7,060	$ -
Software Engineer II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		51	$ -	-	$ -	17,921	$ -
Software Engineer III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		1,052	$ -	-	$ -	32,432	$ -
Software Engineer IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		536	$ -	-	$ -	18,276	$ -
Subject Matter Expert I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		547	$ -	-	$ -	51,217	$ -
Subject Matter Expert II	$ -	-	$ -	100	$ -	295	$ -	-	$ -	-	$ -	-		471	$ -	1,185	$ -	19,861	$ -
System Administrator I	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
System Administrator II	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	11,775	$ -
System Administrator III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	39,170	$ -
System Administrator IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	17,760	$ -
Technical Information Specialis	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Principal SME III	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Principal SME IV	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-		-	$ -	-	$ -	-	$ -
Total Labor	$ -	2,205	$ -	795	$ -	2,370	$ -	2,150	$ -	1,300	$ -	17,925		9,869	$ -	76,335	$ -	805,824	$ -
Hosting	$ -																	-	$ -
Hardware and Software	$ -																	-	$ -
ODC's	$ -																$ -	-	$ -
Total Task	$ -		$ -		$ -		$ -		$ -		$ -				$ -		$ -		$ -

		Year 1 - Funded		Year 1 Optional (Incremental)		Year 1 Total									
Cost Category	**Fixed or Variable**	**Hours**	**Dollars**	**Hours**	**Dollars**	**Hours**	**Dollars**								
Partnership Development and Management	Fixed	**9,402**		**-**		**9,402**	**$ -**								
COE Budget, Financial and Program Management Office	Fixed	**6,665**		**-**		**6,665**	**$ -**								
COE Support and Helpdesk Services	Fixed	**20,586**		**-**		**20,586**	**$ -**								
Application Operations and Maintenance	Fixed	**27,645**		**-**		**27,645**	**$ -**								
COE Security Services	Fixed	**1,900**		**-**		**1,900**	**$ -**								
COE System Operations	Fixed	**9,871**		**-**		**9,871**	**$ -**								
COE DME	T&M	**17,539**		**31,806**		**49,345**	**$ -**								
Partner Migration Services	T&M	**11,450**		**5,494**		**16,944**	**$ -**								
COE Application Review Services	T&M	**3,629**		**50,806**		**54,435**	**$ -**								
COE Grant Processing Services	T&M	**2,788**		**4,687**		**7,475**	**$ -**								
COE Growth Support Services	T&M	**-**		**64,695**		**64,695**	**$ -**								
OIS Policy Congressional, OMB, and HHS Policy Support	Fixed	**-**													
IT Support for Information Resour	Fixed	**-**													
OIS IT Support for ACF Enterprise Architecture	Fixed	**-**													
Operations and Maintenance of Program Office Systems	Fixed	**-**													
OIS Security Services	Fixed	**-**													
OIS Enterprise Operations Support	Fixed	**-**													
OIS Development, Modernization,	T&M	**-**													
OIS IT Support - Option	T&M	**-**													
Total		**111,474**		**157,488**		**268,962**	**$ -**								

		Year 1 (Funded and Optional)		Year 2		Year 3		Year 4		Year 5		Contract Total	
Cost Category	**Fixed or Variable**	**Hours**	**Dollars**	**Hours**	**Dollars**	**Hours**	**Dollars**	**Hours**	**Dollars**	**Hours**	**Dollars**	**Hours**	**Dollars**
Partnership Development and Management	Fixed	**9,402**	**$ -**	**14,160**		**14,160**	**$ -**	**14,160**		**14,160**	**$ -**	**66,042**	**$ -**
COE Budget, Financial and Program Management Office	Fixed	**6,665**	**$ -**	**8,460**		**8,460**	**$ -**	**8,460**		**8,460**	**$ -**	**40,505**	**$ -**
COE Support and Helpdesk Services	Fixed	**20,586**	**$ -**	**34,345**		**34,345**	**$ -**	**34,345**		**34,345**	**$ -**	**157,966**	**$ -**
Application Operations and Maintenance	Fixed	**27,645**	**$ -**	**34,420**		**34,420**	**-**	**34,420**		**34,420**	**-**	**165,325**	**$ -**
COE Security Services	Fixed	**1,900**	**$ -**	**1,900**		**1,900**	**-**	**1,900**		**1,900**	**-**	**9,500**	**$ -**
COE System Operations	Fixed	**9,871**	**$ -**	**14,540**		**14,540**	**-**	**14,540**		**14,540**	**-**	**68,031**	**$ -**
COE DME	T&M	**49,345**	**$ -**	**49,345**		**61,681**	**-**	**74,018**		**98,690**	**-**	**333,079**	**$ -**
Partner Migration Services	T&M	**16,944**	**$ -**	**16,944**		**27,110**	**-**	**40,665**		**54,220**	**-**	**155,883**	**$ -**
COE Application Review Services	T&M	**54,435**	**$ -**	**54,435**		**72,580**	**-**	**81,653**		**90,725**	**-**	**353,828**	**$ -**
COE Grant Processing Services	T&M	**7,475**	**$ -**	**7,475**		**11,960**	**-**	**14,950**		**17,940**	**-**	**59,800**	**$ -**
COE Growth Support Services	T&M	**64,695**	**$ -**	**64,695**		**161,738**	**-**	**242,606**		**323,475**	**-**	**857,209**	**$ -**
OIS Policy Congressional, OMB, and HHS Policy Support	Fixed	**-**	**$ -**	**2,205**		**2,205**	**-**	**2,205**		**2,205**	**-**	**8,820**	**$ -**
IT Support for Information Resour	Fixed	**-**	**$ -**	**795**		**795**	**-**	**795**		**795**	**-**	**3,180**	**$ -**
OIS IT Support for ACF Enterprise Architecture	Fixed	**-**	**$ -**	**2,370**		**2,370**	**-**	**2,370**		**2,370**	**-**	**9,480**	**$ -**
Operations and Maintenance of Program Office Systems	Fixed	**-**	**$ -**	**2,150**		**2,150**	**-**	**2,150**		**2,150**	**-**	**8,600**	**$ -**
OIS Security Services	Fixed	**-**	**$ -**	**1,300**		**1,300**	**-**	**1,300**		**1,300**	**-**	**5,200**	**$ -**
OIS Enterprise Operations Support	Fixed	**-**	**$ -**	**17,925**		**17,925**	**-**	**17,925**		**17,925**	**-**	**71,700**	**$ -**
OIS Development, Modernization,	T&M	**-**	**$ -**	**9,869**		**9,869**	**-**	**9,869**		**9,869**	**-**	**39,476**	**$ -**
OIS IT Support - Option	T&M	**-**	**$ -**	**15,267**		**38,168**	**-**	**57,251**		**76,335**	**-**	**187,021**	**$ -**
Total		**268,962**	**$ -**	**352,600**		**517,675**	**$ -**	**655,582**		**805,824**	**$ -**	**2,600,643**	**$ -**

Amendment 3

Date: July 25, 2012

To: All Prospective Offerors

From: Acquisition Services Directorate (AQD), National Business Center, Department of the Interior (DOI)

Subject: AQD Request for Quote (RFQ) #D12PS00433,Grants Center of Excellence and Information Technology Support.

AQD is issuing this competitive RFQ to solicit General Services Administration (GSA), Small Business Federal Supply Schedule contract holders for the purpose of entering into a Task Order under an existing GSA schedule contract. AQD will conduct this acquisition using Subpart 8.4 under the Federal Acquisition Regulation (FAR), and it anticipates awarding one Task Order after receipt and evaluation of all vendor quotations. This requirement is for the Health and Human Services (HHS) – Administration for Children and Families (ACF). **This requirement is set-aside for Small Businesses. To qualify for award, interested parties intending to be the primary awardee must be identified as a Small Business on their current GSA Schedule. The primary Small Business must perform at least 51% of the work on this requirement.**

AQD Procurement will handle the solicitation, award, contract administration, and the payment of invoices. AQD is a Federal Franchise Fund Contracting Office under the authority of the Government Management Reform Act, and provides contracting support to all Federal and DoD Agencies.

Offerors are required to **submit one technical quote and a separate price quote** to Government officials for the purposes of assuring that the prospective contractor has a complete understanding of the scope of this effort and has the capability to complete all required tasks of the Statement of Work (SOW) (Attachment #002).

The Government anticipates that the majority of this effort may be performed under the GSA Federal Supply Schedule (FSS) General Purpose Commercial Information Technology Equipment, Software, and Services, Schedule # 70, SIN # 132-51 Information Technology Professional Services, and Grant 520-22 Grants Management Support Services. However, in order to provide a total solution using GSA schedules and labor categories, other GSA schedules may be appropriate. When selecting SIN codes, one factor to be aware of is this Center of Excellence contract will not select the grants to be funded or transfer any funding to grantees. Grant reviews are conducted by partner agency approved reviewers with technical support from the COE and all financial transfers are conducted by the partner agencies. Rather than being grant processing, this is a technical and consulting support contract to agencies that

are processing the grants. Offerors may propose appropriate labor categories from their other GSA Federal Supply Schedule contracts or contractors may team with another GSA Schedule holder to offer a blended solution. When proposing multiple schedules, please identify and group labor categories by their respective schedule contracts.

If you are interested in this acquisition, you may participate by submitting your response in accordance with the following instructions.

RFQ INSTRUCTIONS:

- All offerors shall verify in writing that their proposed solution falls within the scope of the referenced GSA Schedule contract(s) using Attachment #001 in the RFQ. Complete the RFQ attachment 1 document entitled "Vendor Verification of appropriate use of the GSA FSS Schedule."

1. SERVICES REQUIRED:
AQD requests quotations for certain services to be provided on a Hybrid – Firm Fixed Price and Time and Materials basis. The services for the effort shall be provided at the Government facility and at the contractor's.

2. PERIOD OF PERFORMANCE:
The period of performance for base period shall be date of award for a period of 12 months, and shall include 4 optional periods with each being 12 months in duration.

3. SPECIFIC REQUIREMENTS:
Statement of Work (SOW) is Attachment #002.

3a. ADDITIONAL REQUIREMENTS:

- No non-compete agreements for this contract are enforceable, to include staff, subcontractors and all forms of non-compete agreements.
- All documents, reports software and other materials produced under this contract shall be deemed property of the United States Government and delivered with no usage restrictions and no restrictive or proprietary markings. (Pursuant to FAR 52.227-17 and FAR 52.227-19 as identified in the clauses section)

4. LEVEL OF EFFORT:
Contractors shall analyze the technical requirements of the SOW and propose a level of effort and labor mix that it believes will provide the necessary capabilities for each effort. The CLIN Structure, including the Government's estimated level of effort for the requirement is included in Attachment #003.

5. QUESTIONS:
If you have questions regarding this requirement, please submit your inquiries immediately via email but no later than **10:00 AM Eastern Time, July 16, 2012** to the Contract Specialist, Dean Dastvar at Dean_Dastvar@nbc.gov and to Contract Officer, Mr. Alan Rumney at Alan_Rumney@ nbc.gov. Questions submitted by a method other than electronic mail will not be accepted or answered.

Any questions received after the previously specified cut-off date and time will not be accepted or answered. Questions with the Government's responses will be posted on GSA E-Buy. Please be advised that the Government reserves the right to transmit those questions and

answers of a common interest to all prospective offerors. All e-mail inquiries shall have "Question – RFQ # D12PS00433" included in the subject line.

6. RFQ RESPONSE DUE DATE & SUBMISSION REQUIREMENT:

RFQ DUE DATE: Written responses to this RFQ shall be submitted **NLT 4:00 PM Eastern Time on August 6, 2012**. All correspondence shall reference "Request for Quotation #D12PS00433" in the subject line.

NOTE: It is the offerors responsibility to read the RFQ and all related documents carefully and completely and to monitor the GSA E-Buy website for any updates to the RFQ on a regular basis. Additionally, it is the offerors responsibility to ensure/verify the Government receives its submission on or before the date/time specified.

SUBMISSION OF RFQ:
All submissions shall be submitted directly to **E-Buy.** Any "no-bid reply" shall be submitted via **E-Buy** and should include a brief statement as to why your company chose not to quote on the subject requirement.

7. ANTICIPATED CONTRACT TYPE:
Hybrid – Firm Fixed Price and Time and Materials for Severable Services

8. SUBMISSION REQUIREMENTS: All vendors wishing to reply to this request shall respond in the following format.

Volume # & Contents / Section #	**VOLUME 1 – TECHNICAL***	**VOLUME 2 - PRICE**
Section 1	**General**	**Price Assumptions**
Section 2	**Technical Assumptions**	**Price**
Section 3	**Technical** (a) Management Capabilities and Approach (b) Technical Expertise of Organization and Personnel Qualifications	**GSA Schedule** – includes labor category descriptions and labor rates
Section 4	**Resumes**	**DCAA Forward Pricing Rates (if available to verify G&A rates)**

Page Limitation: The technical submission have no page limitation. Resumes are limited to no more than 3 pages each. Pages in excess will not be evaluated. Paper size should be 8.5" x 11". A double-sided page will count as 2 pages.

***Note - Offerors shall not include any pricing related information in their technical quotes**.

8a. REQUIRED COMPONENTS OF EACH VOLUME & SECTION

(VOLUME 1)

Section 1 - General

This section shall include a cover sheet. This cover sheet shall only include the information listed below in letters a-o:

- **a)** Name of Vendor
- **b)** Address
- **c)** City, State, Zip
- **d)** Data Universal Numbering System (DUNS) Number
- **e)** Taxpayer Identification Number (TIN)
- **f)** Point of Contact (Primary and Alternate)
- **g)** Telephone Number
- **h)** Facsimile Number
- **i)** Electronic Mail Address
- **j)** Quotation Number
- **k)** Date of Quotation
- **l)** Federal Supply Schedule Contract Number
- **m)** Current Performance Period of the FSS Contract and List future FSS Option Periods separately
- **n)** Small Business Representations made by vendor at the FSS contract level
- **o)** Prompt Payment Discount Terms

Volume 1 shall also include evidence of current CCR database registration (http://www.ccr.gov). Effective October 01, 2003 all vendors must be registered in CCR to received Government contracts.

Any introductory language which describes the nature of the vendor, its history, its achievements, or its areas of specialization may be included in this section.

Section 2 - Technical Assumptions

Assumptions - Offerors shall indicate, in this section only, if any *technical* related assumptions have been made, conditions have been stipulated or exceptions have been taken with the statement of work as written. If technical assumptions are not noted in this volume and this section of the quote, it will be assumed that the offerors quote reflects no technical assumptions for award and agrees to comply with all of the terms and conditions set forth herein. It is not the responsibility of the Government to seek out and identify assumptions, conditions, or exceptions buried within the Offerors quote. Accordingly, any technical related assumptions listed in any other volume or section shall be null and void.

Any exceptions taken to the terms and conditions of the RFQ shall be stated in this section. The Offeror is advised that any exception taken to the terms and conditions of the RFQ may adversely impact its evaluation rating. Any assumptions that are

considered unacceptable by the government and cannot be resolved may result in the Offeror being removed from consideration.

Section 3 - Technical Quote

The following areas in the offeror's technical quote must be addressed to sufficiently demonstrate the offeror's ability, unique capabilities, and demonstrated experience to successfully support this requirement.

(a) Management Capabilities and Approach

1) Discuss the background, objectives, and work requirements of the SOW as analyzed by the Offeror.

2) Discuss the National Grants Center of Excellence (COE) national grants services implementation challenges and the systems, data, compliance and reporting requirements involved in carrying out the COE and partner mission objectives.

3) Discuss proposed methods and techniques for completing each discrete task, including proven tools and processes that the Offeror can apply in carrying out the project. Demonstrate flexibility, and capacity to be successful in performance of this requirement.

4) Discuss how each task will be evaluated for full performance and acceptability of work from the offeror's viewpoint.

5) Discuss any anticipated major difficulties and problem areas, along with creative and feasible solutions and approaches to the identified potential problem areas.

6) The quote must demonstrate an understanding of logistics, schedule and other miscellaneous issues in which the Government should be aware.

7) Provide a Project Management Plan - that clearly describes project responsibilities and personnel, any proposed subcontracting arrangements, communication and coordination, scheduling of all tasks and subtasks, meetings, and deliverables. All staff needed to conduct the work and produce any required training and deliverables must be identified. The Offeror must define its management and technical approach that satisfies the requirements defined in this document.

8) Provide a Project Quality Assurance Plan.

(b) Technical Expertise of Organization, and Personnel Qualifications

The quote must indicate for each of the proposed key personnel, the currency, quality and depth of experience and capabilities of working on similar projects. Similar projects must convey similarity in topic, dollar value, workload, duration and complexity. Key personnel are those individuals who are major contributors to this project, regardless of their full time or part time status. Your response must demonstrate that both your organization and proposed key personnel can successfully complete this project.

Staffing Plan - This plan shall include the following information:

1) Current Personnel Resources & Key Personnel - a description of your current personnel resources for this requirement, which addresses their capabilities and experience relating to the SOW.
2) Quotes must indicate the mix and balance of education and training of team members.
3) Organizational chart and anticipated resource headcount required to support the requirement.
4) Identification of roles and specify responsibilities for each role
5) Definition of the primary skill set required for each role.
6) **Resumes are required for all proposed key personnel.** Resumes will include a description of the experience and capability for all key personnel proposed for your project team. Descriptions shall address such items as the individual's background, education, work experience, and accomplishments. Show the knowledge that key personnel have gained through completed and ongoing efforts that are similar in nature to this effort. Resumes are limited to three pages and MUST include the proposed labor category for the individual.

Section 4 - Resumes

Resumes for current key personnel as identified in Section 3 (paragraph b – Technical Expertise of Organization, and Personnel Qualifications).

(VOLUME 2)

Section 1 – Price Assumptions

Offerors shall indicate, in this section only, if any price related assumptions have been made, conditions have been stipulated or exceptions have been taken with the statement of work as written. If not noted in this volume of the quote, it will be assumed that the offeror's quote reflects no price assumptions for award and agrees to comply with all of the terms and conditions set forth herein. It is not the responsibility of the Government to seek out and identify assumptions, conditions, or exceptions buried within the Offeror's quote. Accordingly, any price related assumptions listed in any other volume or section shall be null and void.

Section 2 - Price Quote

Your price quote shall be a **separate volume** from your technical quote. The pricing shall include totals and subtotals for all columns and rows of data to include; labor hours, dollars, ODC and travel, etc. There is no page limit on the price quote.

As a result of this acquisition, the Government anticipates awarding one **Hybrid – Firm Fixed Price and Time and Materials** task order under an FSS GSA Schedule. Your price quotation shall be based on your current GSA Schedule contract labor rates. The Government anticipates a competitive response from industry in response to this RFQ.

The government requests a discount from your GSA schedule labor rates for the base period and all options. If a discount is provided each vendor shall indicate the non-discounted GSA rate, the proposed percentage of discount and the discounted rate.

In the spirit of cost transparency, cost savings to the taxpayer, and to the Federal Government, please consider voluntarily waiving labor rate escalation within your price submission for this project. We ask all firms to highly consider joining the President, Congress, and the Federal Government Workforce in removing automatic labor rate increases from current proposed rates. Also, please summarize the savings you are providing to the government through this additional discounting effort.

Vendors should submit their quotes as indicated on the CLIN structure attachment. Offeror's not proposing on the same structure provided must justify why they chose to use a different format. The Offeror must identify the labor category(s) to be utilized for this effort, a description of the skills and experience per category, and the hourly rate(s) proposed, and any other proposed associated costs, for calculating the quoted price for this effort. Subcontractor rate information shall also be included, if applicable.

As indicated in the Statement of Work (Attachment 002) the following pricing structure will apply to quotes:

The following task areas will be firm fixed price:

- 5.1 - COE Partnership Development and Management - Base
- 5.2 - COE Budget, Financial and Program Management Office - Base
- 5.3 - COE Support and Helpdesk Services - Base
- 5.4 - COE Systems – Application Operations and Maintenance - Base
- 5.5 - COE Security Services - Base
- 5.6 - COE Operations - Base
- 6.1 - Congressional, OMB and HHS Policy Support - Base
- 6.2 - IT Support for Information Resources Planning - Base
- 6.3 - IT Support for the ACF Enterprise Architecture - Base
- 6.4- Operations and Maintenance of Program Office Systems - Base
- 6.5 - OIS Security Services - Base
- 6.6 - OIS Enterprise Operations Support - Base

The following task areas will be Time & Materials support:

- 5.7 - COE Development, Modernization, and Enhancements
- 5.8 - COE Partner Migration Services
- 5.9 - COE Application Review Support Services
- 5.10 - COE Grant Processing Services
- 5.11 - COE Growth Support Services - Option
- 6.7 - OIS Development, Modernization, and Enhancements
- 6.8 - OIS IT Support - Option

The vendor shall also provide a listing of all anticipated other direct costs (ODC's), travel costs and G&A rates on travel. Note G&A may only be applied to travel and shall not be applied to ODC's. The G&A will be set and **fixed at the rate proposed at time of award**. **This G&A will not be subject to change.**

Other Direct Costs (ODCs). When submitting quotes under GSA Schedules, the offer should not include open market items with a total value exceeding $3,000.00 (travel excluded) per item. Offerors should utilize teaming arrangements with other schedule holder(s) to provide a total solution where appropriate. If the quote includes subcontractor costs, the quote must include confirmation that the subcontractor effort is within the scope of the prime contractor's schedule and is proposed under the prime contractor's schedule labor categories and applicable rates. Any offer containing total open market costs exceeding $3,000.00 per item without appropriate proof that they are fair and reasonable prices will not be considered.

ODC's and Travel should be priced as indicated in Attachment #003 for the base period and each option period. ODC's are identified at ACF's current levels but ACF anticipates that ODC's will be reduced in the future.

Section 3 - GSA FSS Schedule
Volume 2 shall also include a complete copy of the GSA FSS schedule contract terms and conditions, labor categories/descriptions, labor rates and priced items, against which the price quotation has been issued.

Section 4 – DCAA approved rates and approved Forward Pricing Rates
Please provide a copy of your approved rates and forward rates, if available. This is requested to validate proposed G&A rates as appropriate.

9. BASIS FOR AWARD:

The Government will place an order against a schedule contract using the procedures in FAR 8.405, after concluding that the order represents the best value (as defined in FAR 2.101) to meet the Government's needs. Award will be made to the responsible GSA FSS vendor whose quotation, conforming to this solicitation, is judged to provide the "Best Value" to the Government, all factors considered.

The Government's objective is to obtain the highest technical quality considered necessary to achieve the project objectives, with a realistic and reasonable price. Technical evaluation factors are more important than price; however, between quotes that are evaluated as

technically equal in quality, price will become a major consideration in selecting the successful Offeror.

The Government reserves the right to make an award to other than the low priced offeror if the superior technical submission, or the submission indicating a reduced performance risk, warrants paying a premium. Additionally the Government reserves the right to revise the evaluated technical rating if review of the price does not agree with the technical approach provided. The Government may reject any quote that is evaluated to be significantly not compliant with the solicitation requirements, unrealistically high or low in price, or reflects a failure to comprehend the complexity and risks of the work to be performed.

Each offeror should recognize that its initial price and technical quote may be used as the sole and final basis for award and should quote accordingly. Furthermore, the Government reserves the right to award no task order at all, depending on the quality of the quotes, the availability of funding and the continued existence of the requirement.

10. EVALUATION FACTORS:

Each offeror's submission is evaluated in accordance with the following evaluation criteria. Factors A. Management Capabilities and Approach, and B. Technical Expertise of Organization and Personnel Qualifications, are of equal importance. Factor C. Price, is less important. Sub-factors listed under each factor are of equal importance to each other.

TECHNICAL QUOTE

A. Management Capabilities and Approach

1. Degree to which the offeror's proposal demonstrates an understanding of Federal Grants and Grants Management.

2. Evidence of methods and techniques for completing each discrete task, to include such items as quality assurance and customer service, IT development/operations, and security to include FISMA & FISCAM.

3. Understanding of delivering Information as a Service (IaaS) on a national scale funded by many partners who must all be satisfied that they are receiving superior service.

4. Summary of how sub-contractors on the quote provide maximum practicable opportunity of other small business concerns.

B. Technical Expertise of Organization and Personnel Qualifications

1. Organization's experience that contributed to the development of expertise and capabilities related to national grant service. Other projects which may be similar enough to provide the required organizational experience may be considered.

2. Demonstration of the currency, quality and depth of experience and effectiveness of the project manager, key and individual personnel working on projects similar

in topic, dollar value, workload, duration, and complexity.

3. Appropriate mix and balance of education and training of team members identified in the Staffing Plan.

C. PRICE QUOTE

The price quote will be evaluated based on the level and the mix of labor proposed to perform the requirement in relationship to the offeror's quoted solution and for price reasonableness. [FAR 8.405-2(d)].

11. ANTICIPATED RFQ TIMELINE

Activity	Date
Receive questions from industry	7/16/2012
Post answers to vendor questions on GSA E-Buy	7/19/2012
Receive vendor Quote submissions	8/03/2012
Tentative Award Date	8/30/2012

12. TASK ORDER PROVISIONS

Provisions Incorporated by Full Text

52.209-5 -- Certification Regarding Responsibility Matters (APR 2010)

(a)

(1) The Offeror certifies, to the best of its knowledge and belief, that --

(i) The Offeror and/or any of its Principals --

(A) Are [ ] are not [ ] presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;

(B) Have [ ] have not [ ], within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) contract or subcontract; violation of Federal or State antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property (if Offeror checks "have", the Offeror shall also see 52.209-7, if included in this solicitation); and

(C) Are [ ] are not [ ] presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision; and

(D) Have [ ], have not [ ], within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds $3,000 for which the liability remains unsatisfied.

(1) Federal taxes are considered delinquent if both of the following criteria apply:

(i) The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

(ii) The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.

(2) Examples.

(i) The taxpayer has received a statutory notice of deficiency, under I.R.C. §6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(ii) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. §6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(iii) The taxpayer has entered into an installment agreement pursuant to I.R.C. §6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.

(iv) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. 362 (the Bankruptcy Code).

(ii) The Offeror has [ ] has not [ ], within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) “Principal,” for the purposes of this certification, means an officer; director; owner; partner; or a person having primary management or supervisory responsibilities within a business entity (*e.g.*, general manager; plant manager; head of a division or business segment; and similar positions).

This Certification Concerns a Matter Within the Jurisdiction of an Agency of the United States and the Making of a False, Fictitious, or Fraudulent Certification May Render the Maker Subject to Prosecution Under Section 1001, Title 18, United States Code.

(b) The Offeror shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror's responsibility. Failure of the Offeror to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Offeror nonresponsive.

(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

(End of Provision)

52.209-7 Information Regarding Responsibility Matter (JAN 2011)

(a) Definitions. As used in this provision—

"Administrative proceeding" means a non-judicial process that is adjudicatory in nature in order to make a determination of fault or liability (e.g., Securities and Exchange Commission Administrative Proceedings, Civilian Board of Contract Appeals Proceedings, and Armed Services Board of Contract Appeals Proceedings). This includes administrative proceedings at the Federal and State level but only in connection with performance of a Federal contract or grant. It does not include agency actions such as contract audits, site visits, corrective plans, or inspection of deliverables.

"Federal contracts and grants with total value greater than $10,000,000" means—

(1) The total value of all current, active contracts and grants, including all priced options; and

(2) The total value of all current, active orders including all priced options under indefinite-delivery, indefinite-quantity, 8(a), or requirements contracts (including task and delivery and multiple-award Schedules).

(b) The Offeror [ ] has [ ] does not have current active Federal contracts and grants with total value greater than $10,000,000.

(c) If the Offeror checked “has” in paragraph (b) of this provision, the Offeror represents, by submission of this offer, that the information it has entered in the Federal Awardee Performance and Integrity Information System (FAPIIS) is current, accurate, and complete as of the date of submission of this offer with regard to the following information:

(1) Whether the Offeror, and/or any of its principals, has or has not, within the last five years, in connection with the award to or performance by the Offeror of a Federal contract or grant, been the subject of a proceeding, at the Federal or State level that resulted in any of the following dispositions:

(i) In a criminal proceeding, a conviction.

(ii) In a civil proceeding, a finding of fault and liability that results in the payment of a monetary fine, penalty, reimbursement, restitution, or damages of $5,000 or more.

(iii) In an administrative proceeding, a finding of fault and liability that results in—

(A) The payment of a monetary fine or penalty of $5,000 or more; or

(B) The payment of a reimbursement, restitution, or damages in excess of $100,000.

(iv) In a criminal, civil, or administrative proceeding, a disposition of the matter by consent or compromise with an acknowledgment of fault by the Contractor if the proceeding could have led to any of the outcomes specified in paragraphs (c)(1)(i), (c)(1)(ii), or (c)(1)(iii) of this provision.

(2) If the Offeror has been involved in the last five years in any of the occurrences listed in (c)(1) of this provision, whether the Offeror has provided the requested information with regard to each occurrence.

(d) The Offeror shall enter the information in paragraphs (c)(1)(i) through (c)(1)(iv) of this provision in FAPIIS as required through maintaining an active registration in the Central Contractor Registration database at http://www.ccr.gov (see 52.204-7).

“Principal” means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

(End of provision)

52.216-1 -- Type of Contract (Apr 1984)

The Government contemplates award of a Hybrid - Firm Fixed Price and Time and Materials task order resulting from this solicitation.

(End of Provision)

52.233-2 -- Service of Protest (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from

Alan Rumney
Contracting Officer
Acquisition Services Directorate
703-964-3560 P
703-964-8440 F
alan_rumney@ nbc.gov

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of Provision)

52.252-1 -- Solicitation Provisions Incorporated by Reference (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The Offeror is cautioned that the listed provisions may include blocks that must be completed by the Offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the Offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

http://farsite.hill.af.mil/vffara.htm
https://www.acquisition.gov/far/current/html/52_301Matrix.html

(End of Provision)

FAR Provisions Incorporated by Reference

52.203-11 -- Certification And Disclosure Regarding Payments To Influence Certain Federal Transactions (SEP 2007)

52.216-31 – Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition (FEB 2007)

52.237-1 – Site Visit (APR 1984)

13. TASK ORDER CLAUSES:

The resulting task order will include the following clauses:

52.252-2 -- CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://www.arnet.gov.

a.	FAR 52.202-1	DEFINITIONS (JAN 2012)
b.	FAR 52.203-3	GRATUITIES (APR 1984)
c.	FAR 52.204-7	CENTRAL CONTRACTOR REGISTRATION (APR 2008)
d.	FAR 52.204-9	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
e.	FAR 52.212-4	CONTRACT TERMS AND CONDITIONS -- COMMERCIAL ITEMS (FEB 2012)
f.	FAR 52.227-16	ADDITIONAL DATA REQUIREMENTS (JUN 1987)
g.	FAR 52.227-17	RIGHTS IN DATA – SPECIAL WORKS (DEC 2007)
h.	FAR 52.227-19	COMMERCIAL COMPUTER SOFTWARE LICENSE (DEC 2007)
i.	FAR 52.232-18	AVAILABILITY OF FUNDS (APR 1984)
j.	FAR 52.233-3	PROTEST AFTER AWARD (AUG 1996)
k.	FAR 52.233-4	APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)
l.	FAR 52.245-9	USE AND CHARGES (APR 2012)
m.	FAR 52.246-4	INSPECTION OF SERVICES – FIXED PRICE (AUG 1996)
n.	FAR 52.246-6	INSPECTION OF SERVICES – TIME-AND-MATERIALS AND LABOR-HOUR (MAY 2001)

52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government;

(1) When no longer needed for contract performance.

(2) Upon completion of the Contractor employee's employment.

(3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

(End of Clause)

52.217-8 -- Option to Extend Services (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within **7 days.**

(End of Clause)

52.217-9 -- Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 7 days *;* provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years (months)(years).

(End of Clause)

DIAR (Department of the Interior) CLAUSES:

1452.204-70 Release of Claims - Department of the Interior (JUL 1996)

After completion of work and prior to final payment, the Contractor shall furnish the Contracting Officer with a release of claims against the United States relating to this task order. The Release of Claims form (DI-137) shall be used for this purpose. The form provides for exception of specified claims from operation of the release. The form may be found at:

http://www.doi.gov/nbc/formsmgt/forms/di137.pdf

(End of clause)

1452.224-1 Privacy Act Notification (JUL 1996) (DEVIATION)

Applicable Department of the Interior regulations concerning the Privacy Act are set forth in 43 CFR 2, Subpart D. The CFR is available for public inspection at the Departmental Library, Main Interior Bldg., 1849 C St. NW, Washington D.C., at each of the regional offices of bureaus of the Department and at many public libraries.

(End of clause)

1452.233-2 Service of Protest -- Department of the Interior (JUL 1996) (DEVIATION)

A copy of the protest served on the Contracting Officer shall be simultaneously furnished by the protester to the Department of the Interior Assistant Solicitor for Acquisition and Intellectual Property, 1849 C Street, NW, Room 6456, Washington, D.C. 20240.

(End of clause)

1452.201-70 Authorities and delegations (SEP 2011)

(a) The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

(b) The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment.

(c) The COR is not authorized to perform, formally or informally, any of the following actions:

(1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;

(2) Waive or agree to modification of the delivery schedule;

(3) Make any final decision on any contract matter subject to the Disputes Clause;

(4) Terminate, for any reason, the Contractor's right to proceed;

(5) Obligate in any way, the payment of money by the Government.

(d) The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph (c) prior to receipt of the Contracting Officer's response issued under paragraph (e) of this clause.

(e) The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph (d) of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

(f) The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

(g) Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

(End of clause)

14. CUSTOM TASK ORDER CLAUSES:
The resultant task order will include the following custom clauses:

Custom Clause #1 - Electronic Invoicing and Payment Requirements – Internet Payment Platform (IPP) (September 2011)

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Internet Payment Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions – Commercial Items included in commercial item contracts. The IPP website address is: https://www.ipp.gov.

Under this contract, the following documents are required to be submitted as an attachment to the IPP invoice:

Labor Hours breakout / Milestone Payment
Supporting Documentation (travel receipts – ie plane tickets, rental cars, taxis)

The Contractor must use the IPP website to register, access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in CCR) will receive enrollment instructions via email from the Federal Reserve Bank of Boston (FRBB) within 3 – 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email ippgroup@bos.frb.org or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer with its proposal or quotation.

(End of Custom Clause #1)

Clause # 2 - Personnel Requirements

Key Personnel Definition
Certain skilled experienced professional and/or technical personnel are essential for accomplishing the work to be performed. These individuals are defined as “Key Personnel” and are those persons whose resumes were submitted and marked by the vendor as “Key Personnel”. No substitutions shall be made of accepted key personnel except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with “Substitution of Key Personnel” provision identified below.

Key Personnel Designation
For the purpose of the overall performance of this effort, the Contractor’s Project Manager shall be designated as a key person.

The Project Manager shall be the Contractor’s authorized point of contact with the Government CO and the COR. The Project Manager shall be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates.

Key Personnel Substitution
All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the COR and the Contracting Officer at least twenty-five (25) calendar days in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview may also be requested. The COR and the Contracting

Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing.

Personnel Performance/Replacement

a. The contractor shall provide a resume for each individual assigned to work on this effort, however only resumes for key personnel are required with technical submissions.

b. Personnel assigned to this contract will not be removed without Government Approval.

c. The Government reserves the right to judge the technical skill and competence of the individual and to require the individual's replacement if the individual's qualifications or performance are judged deficient at any time with written notification.

d. The Government reserves the right to judge the qualifications and acceptability of any individual proposed by the contractor for any position, and may require the contractor to replace an individual whose qualifications and suitability are judged deficient with written notification.

e. The Government requires from the contractor to identify key personnel for the total period of the project. The execution of project tasks will be subject to the precise assignment of specific individuals identified as key personnel. The contractor must ensure the continued assignment of personnel from project start to project finish. In the event an individual become incapacitated or leaves the company, it is the responsibility of the contractor to have qualified and/or cleared (if required) individuals on staff to accomplish the task with a minimal learning curve.

f. For temporary and/or permanent replacement personnel, the contractor shall provide a resume for each individual prior to that individual's reporting for work on this effort.

(End of Custom Clause #2)

Clause # 3 – Confidentiality and Disclosure of Information

Confidentiality: All information regarding the procedures developed under this task order will be regarded as sensitive information by the Contractor and not be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer. All contractor employees supporting the Government on this project will be required to sign a statement of non-disclosure applicable to this task order.

Release of Data: The contractor and/or contractor personnel shall not divulge or release any data or information developed or obtained in performance of this effort written approval of the Contracting Officer (CO). The contractor shall not use, disclose, or reproduce proprietary data that may or may not carry a restrictive legend, other than as required in the performance of this effort.

Disclosure of Sensitive Information: Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer. The contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

Limited Use of Data: Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

(End of Custom Clause #3)

Clause # 4 - Cooperation with Other On-Site Contractors

a) When the Government undertakes or awards other task orders or contracts for additional work at the facilities, the Contractor must: (1) fully cooperate with the other Contractors and Government employees, and (2) carefully fit its own work to such other additional contracted work as may be directed by the COR. The Contractor must not commit or permit any act that will interfere with the performance of work awarded to another Contractor or with the performance of other Government employees.

b) In any case where, in the course of fulfilling the task order requirements, the Contractor disturbs any work guaranteed under another separate contract, the Contractor must restore such disturbed work to a condition satisfactory to the COR and guarantee such restored work to the same extent as it was guaranteed under the other contract.

(End of Custom Clause #4)

Clause # 5 - Identification/ Building Pass

a) The Contractor must make their personnel available for photo identification badges on a schedule to be determined by the Contracting Officer's Representative (COR). The badges will be made by the Government utilizing supplies, materials and equipment provided by the Government. Each Contractor employee must sign the appropriate badge at the time of photographing.

b) The Contractor is responsible for ensuring that each of his/her employees performing work under this task order display their photo-identification badges at all times they are present on-duty in the building. Refusal or repeated neglect to display the photo-identification may result in an unsuitability determination.

c) Upon termination, resignation or other event leading to a task order employee leaving duty under this task order, the Contractor is responsible for returning all Government identification, building passes, keys, and other Government property issued to that employee. Failure on the part of the Contractor may result in the Contractor's liability for all costs associated with correcting the resultant breech in building security. The Contractor must notify the COR when the employee badges are lost. It will be the responsibility of the Contractor to pay for replacement badges at the current replacement cost per badge.

d) If applicable, the requirements of this clause are applicable to and must be flowed down to all subcontractors who will work at the Government (or name of client specific facility) facilities.
e)

(End of Custom Clause #5)

Clause # 6 - Post Award Evaluation of Contractor Performance

Contractor Performance Evaluations
Interim and final evaluations of contractor performance will be prepared on this effort in accordance with FAR Subpart 42.1500. A final performance evaluation will be prepared, by the COR, at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by the COR, annually to coincide with the anniversary date of this effort.

Interim and final evaluations will be provided to the Contractor as soon as practicable after completion of the evaluation. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the CO, whose decision will be final.

Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

Electronic Access to Contractor Performance Evaluations

Contractors that have Internet capability may access evaluations through a secure Web site for review and comment by completing the registration form that can be obtained at the following address: http://cpscontractor.nih.gov.

The registration process requires the contractor to identify an individual that will serve as a primary contact and who will be authorized access to the evaluation for review and comment. In addition, the Contractor will be required to identify an alternate contact who will be responsible for notifying the contracting official in the event the primary contact is unavailable to process the evaluation within the required thirty (30) calendar day time frame.

(End of Custom Clause #6)

Custom Clause # 7 – Burn Rate Management & Reporting

The vendor is required to manage this requirement to the proposed solution labor category ceilings. Therefore, the labor category ceilings shall be maintained for each period of performance. This requirement is not issued with the assumption that the vendor will only manage to the period of performance ceilings – this assumption shall be rejected by the government.

The awardee of this task order will be required to submit labor category expenditure / burn rate management reports with each electronic invoice to ensure labor category ceilings are managed.

(End of Custom Clause #7)

Clause # 8 - Organizational Conflict of Interest

The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which would give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.

The Contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the Contractor will make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict.

Remedies - The Contracting Officer may terminate this contract action for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for cause or default, debar the Contractor for Government contracting, or pursue such other remedies as may be permitted by law or this contract.
The Contractor further agrees to insert provisions which shall conform substantially to the language of this clause in any subcontract of consultant agreement hereunder.

(End of Custom Clause #8)

CONTRACT AWARD

Contract award shall be made to the responsible Offeror whose quote, in conforming to this RFQ, provides the overall best value to the Government, technical evaluation factors, and cost considered. The Government's objective is to obtain the highest technical quality considered necessary to achieve the project objectives, with a realistic and reasonable price. Technical evaluation factors are more important than price. As quotes become technically closer, price will become a major consideration in selecting the successful Offeror.

Sincerely,

_____
Alan Rumney
Contracting Office

Attachments:
#001 – Vendor verification of appropriate use of the GSA FSS Schedule
#002 – Statement of Work
#003 – Vendor Estimated LOE/CLIN Structure

Attachment # 001

RFQ #: D12PS00433

RFQ Title: Grants Center of Excellence and Agency IT Support

Subject: Vendor verification of appropriate use of the GSA FSS Schedule.

I hereby verify that the price quote is submitted in accordance with our GSA FSS schedule contract number: _____ and is within the scope of the referenced GSA schedule contract.

Signature: _____ Date:_____

Print Full Name_____

Position Title: _____

Contact Information:

Phone: _____

Fax: _____

Email: _____

ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 09/17/2012

2. CONTRACT NO. (If any): GS35F0239K

3. ORDER NO.: D12PD01821

4. REQUISITION/REFERENCE NO.: See Schedule

5. ISSUING OFFICE (Address correspondence to):
DOI, National Business Center, AQD
Division 1 /Branch 2
381 Elden St
Suite 4000
Herndon VA 20170

6. SHIP TO:
a. NAME OF CONSIGNEE: See Attached Schedule
b. STREET ADDRESS: See Attached Schedule
c. CITY: See Attached Schedule
d. STATE: CO
e. ZIP CODE: 80235
f. SHIP VIA

7. TO: ATTN GOVERNMENT POC
a. NAME OF CONTRACTOR: RNSOLUTIONS, INC.
b. COMPANY NAME
c. STREET ADDRESS: 1700 ROCKVILLE PIKE STE 600
d. CITY: ROCKVILLE
e. STATE: MD
f. ZIP CODE: 20852-4255

8. TYPE OF ORDER
☐ a. PURCHASE
REFERENCE YOUR:
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.
☒ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA: See Schedule

10. REQUISITIONING OFFICE

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☒ a. SMALL ☐ b. OTHER THAN SMALL ☒ c. DISADVANTAGED ☐ d. WOMEN-OWNED ☐ e. HUBZone
☐ f. SERVICE-DISABLED VETERAN-OWNED ☐ g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM ☐ h. EDWOSB

12. F.O.B. POINT: Destination

13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination

14. GOVERNMENT B/L NO.

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date): 09/16/2013

16. DISCOUNT TERMS

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The vendor will provide IT Support and Grants Management Support. (See Continuation Pages) Continued ...					

18. SHIPPING POINT

19. GROSS SHIPPING WEIGHT

20. INVOICE NO.

17(h) TOTAL (Cont. pages): $19,300,554.29

21. MAIL INVOICE TO:
a. NAME: Invoice Processing Platform System
b. STREET ADDRESS (or P.O. Box): US Department of Treasury
http://www.ipp.gov
c. CITY
d. STATE
e. ZIP CODE

SEE BILLING INSTRUCTIONS ON REVERSE

17(i) GRAND TOTAL: $19,300,554.29

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed): Alan Rumney
TITLE: CONTRACTING/ORDERING OFFICER

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER	CONTRACT NO.	ORDER NO.
09/17/2012	GS35F0239K	D12PD01821

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Admin Office: DOI, National Business Center, AQD Suite 4000 Division 1 /Branch 2 381 Elden St Herndon VA 20170 Accounting Info: Period of Performance: 09/17/2012 to 09/16/2013					
00010	Base Period - ACF Requisition No: 0040061244				(b) (4) [redacted]	
00020	Base Period - ACF Requisition No: 0040061244					
00030	Base Period - ACF Requisition No: 0040061049					
00040	Base Period - ACF Requisition No: 0040061047					
00050	Base Period - ACF Requisition No: 0040061988					
	The total amount of award: $19,300,554.29. The obligation for this award is shown in box 17(i).					
	TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))				$19,300,554.29	

This award was solicited as RFQ #D12PS00433 and is being awarded as Task Order #D12PD01821. All future correspondence shall reference #D12PD01821.

The vendor will provide support services to the Department of Health and Human Services (HHS) – Administration for Children and Families (ITA) for the project entitled "Information Technology Support for Administration for Children and Families, Grants Center of Excellence (COE) and Program Offices."

The maximum value of this **Hybrid Firm Fixed Price / Time and Materials Task Order is $180,296,853** if all options are exercised. The Base Period (Funded and Optional Support) has a value of $28,884,993 and has been incrementally funded in the amount of $19,300,554.29.

The services have been determined to be **Severable Services.**
DUNS # 090378303 TIN # 522176243 PSC/UPC # R499
Contract # GS-35F-0239K

The Government Requirements Document entitled "Information Technology Support for Administration for Children and Families, Grants Center of Excellence (COE) and Program Offices." dated 7/10/2012 and the terms and conditions of GSA Schedules GS-35F-0239K are hereby incorporated by reference.

The vendor's technical quote dated 8/6/12 and revised price quote dated 8/31/2012 is hereby accepted.

PRICE QUOTE:
Summary

RNSolutions	**NTE Price (FFP & T&M)**
Base Period (Funded and Optional)	**$ 28,884,993**
Option Period 1	$ 35,112,888
Option Period 2	$ 38,157,745
Option Period 3	$ (b) (4) [redacted]
Option Period 4	$ [redacted]
Total Price	**$ 180,296,853**

TRAVEL AND ODC'S HAVE BEEN AUTHORIZED FOR THIS TASK ORDER.

The contractor IS NOT authorized to exceed the performance period ceiling (estimated Not-to-Exceed [NTE] amount). Negotiated NTE Labor Category Ceilings and the allocated funding for the current period are to be maintained, and are not authorized to be adjusted within the Labor Category Ceilings without COTR approval. Should Labor Category realignments be required, proposed realignments shall be sent to the COTR for approval with a courtesy copy sent to the CO. By mutual agreement of the parties, any funds remaining at the end of each performance period SHALL be de-obligated, and if required, a re-alignment completed. The Government shall not be obligated to reimburse the Contractor for costs in excess of the current allotment, nor will the Contractor be obligated to continue performance and incur costs in excess of the amount allotted.

All invoices must be submitted to the IPP online system (www.IPP.gov) as indicated on the cover sheet Box 21.

PERIOD OF PERFORMANCE:

Base Period (Funded) – September 17, 2012 – September 16, 2013 (Base Award)
Base Period (Optional) – September 17, 2012 – September 16, 2013 (Exercised at Base Award)
Option Period 1 - September 17, 2013 – September 16, 2014
Option Period 2 - September 17, 2014 – September 16, 2015
Option Period 3 - September 17, 2015 – September 16, 2016
Option Period 4 - September 17, 2016 – September 16, 2017

CONTRACTING OFFICER:
Alan Rumney
DOI - NBC - Acquisition Services Directorate
381 Elden St., Suite 4000, Herndon, VA 20170
Phone: 703-964-3560 Fax: 703-964-8440
Email: alan_rumney@nbc.gov

ACF COR:
Ms. Ann Taylor
IT Specialist, Project Manager
Phone: 202-401-4593
Fax: 202-401-4582
Email: Ann.Taylor@acf.hhs.gov
Administration for Children and Families, Office of Administration, Office of Information Services
901 D Street, SW, 3rd Floor, West
Washington D.C. 20447

ACF Alternate POC:
Mr. Paul Hasz
Phone: 202 690-7037
Email: Paul.Hasz@acf.hhs.gov

PRIMARY RNS POC:
RNSolutions
1700 Rockville Pike, Suite 600
Rockville, MD 20852
Attention: Lee Rosenthal, Controller
Phone: 301-998-7266
Email: lrosenthal@rnsolutions.com

CONTRACT HISTORY:

Contract Info	Begin Performance	End Performance	Total Price	Funding	Notes
Base Award	**September 17, 2012**	**September 16, 2013**	**$28,884,993**	**$19,300,554.29**	**Base Period (including optional support) is incrementally funded**
Maximum Hybrid FFP/T&M amount of the Task Order is $180,296,853 if all Optional Periods are exercised. The Task Order Base Period is incrementally funded in the amount of $19,300,554.29 at time of award.					

FUNDING HISTORY:

Description	Funding Doc	Fiscal Year	Funding Amount	Cumulative Funding	Notes
Base Award	**IPIAA12ACF91787** **IPIAA12ACF96784** **IPIAA12ACF96987** **IPIAA12ACF97015** **IPIAA12ACF97068**	**FY 12**	(b) (4) [redacted]	**$19,300,554.29**	**Base Period Incrementally Funded**
		Grand Total	**$19,300,554.29**	**$19,300,554.29**	

IPP CLIN CROSSWALK:

IPP CLIN	Award Description	Amount
10	Base Period - ODC's - Hosting - ODC's - Hardware and Software - M&H – (b) (4)% fixed for life - Travel - G&A – (b) (4)% fixed for life	(b) (4) [redacted]
20	Base Period	
30	Base Period	
40	Base Period	
50	Base Period	

CLAUSES:

The clauses from GSA Schedule # GS-35F-0239K are incorporated by reference.

52.252-2 -- CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: http://www.arnet.gov.

a. FAR 52.202-1 DEFINITIONS (JAN 2012)
b. FAR 52.203-3 GRATUITIES (APR 1984)
c. FAR 52.204-7 CENTRAL CONTRACTOR REGISTRATION (APR 2008)
d. FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
e. FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -- COMMERCIAL ITEMS (FEB 2012)
f. FAR 52.227-16 ADDITIONAL DATA REQUIREMENTS (JUN 1987)
g. FAR 52.227-17 RIGHTS IN DATA – SPECIAL WORKS (DEC 2007)
h. FAR 52.227-19 COMMERCIAL COMPUTER SOFTWARE LICENSE (DEC 2007)
i. FAR 52.232-18 AVAILABILITY OF FUNDS (APR 1984)
j. FAR 52.233-3 PROTEST AFTER AWARD (AUG 1996)
k. FAR 52.233-4 APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)

l. FAR 52.245-9 USE AND CHARGES (APR 2012)
m. FAR 52.246-4 INSPECTION OF SERVICES – FIXED PRICE (AUG 1996)
n. FAR 52.246-6 INSPECTION OF SERVICES – TIME-AND-MATERIALS AND LABOR-HOUR (MAY 2001)

52.217-8 -- Option to Extend Services (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within **7 days.**

(End of Clause)

52.217-9 -- Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 7 days *;* provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years .

(End of Clause)

52.252-6 -- Authorized Deviations in Clauses (Apr 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(End of Clause)

DIAR (Department of the Interior) CLAUSES:

1452.204-70 Release of Claims - Department of the Interior (JUL 1996)

After completion of work and prior to final payment, the Contractor shall furnish the Contracting Officer with a release of claims against the United States relating to this task order. The Release of Claims form (DI-137) shall be used for this purpose. The form provides for exception of specified claims from operation of the release. The form may be found at:

http://www.doi.gov/nbc/formsmgt/forms/di137.pdf

(End of clause)

1452.224-1 Privacy Act Notification (JUL 1996) (DEVIATION)

Applicable Department of the Interior regulations concerning the Privacy Act are set forth in 43 CFR 2, Subpart D. The CFR is available for public inspection at the Departmental Library, Main Interior Bldg., 1849 C St. NW, Washington D.C., at each of the regional offices of bureaus of the Department and at many public libraries.

(End of clause)

1452.233-2 Service of Protest -- Department of the Interior (JUL 1996) (DEVIATION)

A copy of the protest served on the Contracting Officer shall be simultaneously furnished by the protester to the Department of the Interior Assistant Solicitor for Acquisition and Intellectual Property, 1849 C Street, NW, Room 6456, Washington, D.C. 20240.

(End of clause)

1452.201-70 Authorities and delegations (SEP 2011)

(a) The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

(b) The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment.

(c) The COR is not authorized to perform, formally or informally, any of the following actions:

(1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;

(2) Waive or agree to modification of the delivery schedule;

(3) Make any final decision on any contract matter subject to the Disputes Clause;

(4) Terminate, for any reason, the Contractor's right to proceed;

(5) Obligate in any way, the payment of money by the Government.

(d) The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph (c) prior to receipt of the Contracting Officer's response issued under paragraph (e) of this clause.

(e) The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph (d) of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

(f) The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

(g) Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

(End of clause)

CUSTOM TASK ORDER CLAUSES:

The resultant task order will include the following custom clauses:

Custom Clause #1 - Electronic Invoicing and Payment Requirements – Invoice Processing Platform (IPP) (September 2011)

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Invoice Processing Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions – Commercial Items included in commercial item contracts. The IPP website address is: https://www.ipp.gov.

Under this contract, the following documents are required to be submitted as an attachment to the IPP invoice:

Labor Hours breakout / Milestone Payment
Supporting Documentation (travel receipts – ie plane tickets, rental cars, taxis)

The Contractor must use the IPP website to register, access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in SAM) will receive enrollment instructions via email from the Federal Reserve Bank of Boston (FRBB) within 3 – 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email ippgroup@bos.frb.org or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer with its proposal or quotation.

(End of Custom Clause #1)

Clause # 2 - Personnel Requirements

Key Personnel Definition

Certain skilled experienced professional and/or technical personnel are essential for accomplishing the work to be performed. These individuals are defined as "Key Personnel" and are those persons whose resumes were submitted and marked by the vendor as "Key Personnel". No substitutions shall be made of accepted key personnel except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with "Substitution of Key Personnel" provision identified below.

Key Personnel Designation

For the purpose of the overall performance of this effort, the Contractor's Project Manager shall be designated as a key person.

The Project Manager shall be the Contractor's authorized point of contact with the Government CO and the COR. The Project Manager shall be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates.

Key Personnel Substitution

All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the COR and the Contracting Officer at least twenty-five (25) calendar days in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview may also be requested. The COR and the Contracting Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing.

Personnel Performance/Replacement

a. The contractor shall provide a resume for each individual assigned to work on this effort, however only resumes for key personnel are required with technical submissions.

b. Personnel assigned to this contract will not be removed without Government Approval.

c. The Government reserves the right to judge the technical skill and competence of the individual and to require the individual's replacement if the individual's qualifications or performance are judged deficient at any time with written notification.

d. The Government reserves the right to judge the qualifications and acceptability of any individual proposed by the contractor for any position, and may require the contractor to replace an individual whose qualifications and suitability are judged deficient with written notification.

e. The Government requires from the contractor to identify key personnel for the total period of the project. The execution of project tasks will be subject to the precise assignment of specific

individuals identified as key personnel. The contractor must ensure the continued assignment of personnel from project start to project finish. In the event an individual become incapacitated or leaves the company, it is the responsibility of the contractor to have qualified and/or cleared (if required) individuals on staff to accomplish the task with a minimal learning curve.

f. For temporary and/or permanent replacement personnel, the contractor shall provide a resume for each individual prior to that individual's reporting for work on this effort.

(End of Custom Clause #2)

Clause # 3 – Confidentiality and Disclosure of Information

Confidentiality: All information regarding the procedures developed under this task order will be regarded as sensitive information by the Contractor and not be disclosed to anyone outside the Contractor's organization without the written permission of the Contracting Officer. All contractor employees supporting the Government on this project will be required to sign a statement of non-disclosure applicable to this task order.

Release of Data: The contractor and/or contractor personnel shall not divulge or release any data or information developed or obtained in performance of this effort written approval of the Contracting Officer (CO). The contractor shall not use, disclose, or reproduce proprietary data that may or may not carry a restrictive legend, other than as required in the performance of this effort.

Disclosure of Sensitive Information: Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer. The contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

Limited Use of Data: Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

(End of Custom Clause #3)

Clause # 4 - Cooperation with Other On-Site Contractors

a) When the Government undertakes or awards other task orders or contracts for additional work at the facilities, the Contractor must: (1) fully cooperate with the other Contractors and Government employees, and (2) carefully fit its own work to such other additional contracted work as may be directed by the COR. The Contractor must not commit or permit any act that will interfere with the

performance of work awarded to another Contractor or with the performance of other Government employees.

b) In any case where, in the course of fulfilling the task order requirements, the Contractor disturbs any work guaranteed under another separate contract, the Contractor must restore such disturbed work to a condition satisfactory to the COR and guarantee such restored work to the same extent as it was guaranteed under the other contract.

(End of Custom Clause #4)

Clause # 5 - Identification/ Building Pass

a) The Contractor must make their personnel available for photo identification badges on a schedule to be determined by the Contracting Officer's Representative (COR). The badges will be made by the Government utilizing supplies, materials and equipment provided by the Government. Each Contractor employee must sign the appropriate badge at the time of photographing.

b) The Contractor is responsible for ensuring that each of his/her employees performing work under this task order display their photo-identification badges at all times they are present on-duty in the building. Refusal or repeated neglect to display the photo-identification may result in an unsuitability determination.

c) Upon termination, resignation or other event leading to a task order employee leaving duty under this task order, the Contractor is responsible for returning all Government identification, building passes, keys, and other Government property issued to that employee. Failure on the part of the Contractor may result in the Contractor's liability for all costs associated with correcting the resultant breech in building security. The Contractor must notify the COR when the employee badges are lost. It will be the responsibility of the Contractor to pay for replacement badges at the current replacement cost per badge.

d) If applicable, the requirements of this clause are applicable to and must be flowed down to all subcontractors who will work at the Government (or name of client specific facility) facilities.

(End of Custom Clause #5)

Clause # 6 - Post Award Evaluation of Contractor Performance

Contractor Performance Evaluations
Interim and final evaluations of contractor performance will be prepared on this effort in accordance with FAR Subpart 42.1500. A final performance evaluation will be prepared, by the COR, at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by the COR, annually to coincide with the anniversary date of this effort.

Interim and final evaluations will be provided to the Contractor as soon as practicable after

completion of the evaluation. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the CO, whose decision will be final.

Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

Electronic Access to Contractor Performance Evaluations

Contractors that have Internet capability may access evaluations through a secure Web site for review and comment by completing the registration form that can be obtained at the following address: http://cpscontractor.nih.gov.

The registration process requires the contractor to identify an individual that will serve as a primary contact and who will be authorized access to the evaluation for review and comment. In addition, the Contractor will be required to identify an alternate contact who will be responsible for notifying the contracting official in the event the primary contact is unavailable to process the evaluation within the required thirty (30) calendar day time frame.

(End of Custom Clause #6)

Custom Clause # 7 – Burn Rate Management & Reporting

The vendor is required to manage this requirement to the proposed solution labor category ceilings. Therefore, the labor category ceilings shall be maintained for each period of performance. This requirement is not issued with the assumption that the vendor will only manage to the period of performance ceilings – this assumption shall be rejected by the government.

The awardee of this task order will be required to submit labor category expenditure / burn rate management reports with each electronic invoice to ensure labor category ceilings are managed.

(End of Custom Clause #7)

Clause # 8 - Organizational Conflict of Interest

The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which would give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.
The Contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the Contractor will make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict.

Remedies - The Contracting Officer may terminate this contract action for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for cause or default, debar the Contractor for Government contracting, or pursue such other remedies as may be permitted by law or this contract.
The Contractor further agrees to insert provisions which shall conform substantially to the language of this clause in any subcontract of consultant agreement hereunder.

(End of Custom Clause #8)

CONTRACTOR RESPONSIBILITY:

If in the opinion of the Contractor, any instruction or direction issued by the COR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO/CA in writing within 3 working days after receipt of any instruction or direction.

INVOICING INSTRUCTIONS:

1. **SUBMISSION INSTRUCTIONS:**

ELECTRONIC INVOICE SUBMISSION: The IPP website address is: https://www.ipp.gov. Payment requests must be submitted electronically through the U. S. Department of the Treasury's Internet Payment Platform System (IPP). Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email ippgroup@bos.frb.org or phone (866) 973-3131.

The vendor must submit an invoice for payment no later than 30 calendar days after the end of the month of performance of services for each month services are performed. The vendor must notify the contracting officer in writing if the invoice will not be submitted within the specified time frame. **Invoices MUST be submitted ELECTRONICALLY. HARD COPIES OF INVOICES WILL NOT BE PROCESSED.**

The contractor is responsible for ensuring invoices submitted are accurate and complete, and all labor, travel and other direct costs are in accordance with federal guidelines, the Federal Travel Regulations and other Government mandates and directives.

Additional supporting documentation MAY BE REQUESTED at the discretion of the COR.

2. **INVOICE CONTENTS:**

Invoices will be paid upon approval and acceptance by the Government COR. Invoices must include, as a minimum, the following information **for each individual:**

1. Name
2. Time Period Covered for services performed
3. Milestone Payment
4. Cumulative to date payments

- The contractor is responsible for ensuring invoices submitted are accurate and complete, and all labor, travel and other direct costs are in accordance with federal guidelines, the FTR and other Government mandates and directives.
- Additional supporting documentation MAY BE REQUESTED at the discretion of the COR.

3. PAYMENT:

a. Payments under this order will be due 30 calendar days after the date of actual receipt of proper invoice in the office designated to receive the original invoice or final acceptance of the goods or services, whichever is later.

b. The date of the check issued in payment or the date of payment by wire transfer through the Treasury Financial Communications System shall be considered to be the day payment is made.

4. FINAL INVOICE:

Within sixty calendar days of product acceptance and/or completion of services:

a. The contractor shall submit a final invoice, designated as such by a clear statement of "FINAL INVOICE" on the face of the invoice document.

b. The contractor shall provide a certificate of completion which certifies all goods and service have been provided as required by this task order.

c. The contractor shall provide a release of claims against the government for any further payment under this task order.

The sixty calendar day submission timeframe shall not be extended without written authorization from the contracting officer. In the event items a, b, or c above are not submitted within the authorized timeframe, the contracting officer will make final cost determinations in order to make final payment and close out the contract unilaterally.

Attachment:

Price Quote Summary

End of Order

RNSolutions, Inc.

Revised Pricing - Due 8/31/12 - 12:00 PM

		Year 1 (Funded and Optional)		Year 2		Year 3		Year 4		Year 5		Contract Total	
Cost Category	Fixed or Variable	Hours	Dollars	Hours	Dollars	Hours	Dollars	Hours	Dollars	Hours	Dollars	Hours	Dollars
Partnership Development and Management	Fixed	(b) (4)	b) (4)	(b) (4)	b) (4)	(b) (4)	b) (4)	(b) (4)	b) (4)	(b) (4)	b) (4)	(b) (4)	b) (4)
COE Budget, Financial and Program Management Office	Fixed												
COE Support and Helpdesk Services	Fixed												
Application Operations and Maintenance	Fixed												
COE Security Services	Fixed												
COE System Operations	Fixed												
COE DME	T&M	87,634		99,014		106,244		107,780		109,892		510,564	
Partner Migration Services	T&M	41,047		43,437		56,066		56,066		56,066		252,682	
COE Application Review Services	T&M	33,831		37,591		33,831		33,831		33,831		172,915	
COE Grant Processing Services	T&M	4,690		4,690		6,034		6,418		6,802		28,635	
COE Growth Support Services	T&M	8,128		8,128		37,598		41,894		45,270		141,018	
OIS Policy Congressional, OMB, and HHS Policy Support	Fixed	(b) (4)		(b) (4)		(b) (4)		(b) (4)		(b) (4)		(b) (4)	
IT Support for Information Resources Planning	Fixed												
OIS IT Support for ACF Enterprise Architecture	Fixed												
Operations and Maintenance of Program Office Systems	Fixed												
OIS Security Services	Fixed												
OIS Enterprise Operations Support	Fixed												
OIS Development, Modernization, and Enhancements	T&M	4,291		6,995		5,643		5,643		5,643		28,215	
OIS IT Support - Option	T&M	6,638		6,638		6,638		6,638		6,638		33,190	
Total		(b) (4)	$ 28,884,993	(b) (4)	$ 35,112,888	(b) (4)	$ 38,157,745	(b) (4)		(b) (4)		(b) (4)	$ 180,296,853