ATTACHMENT NO. 1
SEAPORT ENHANCED
PERFORMANCE WORK STATEMENT

DRPM, NMCI
ENTERPRISE IT SERVICE MANAGEMENT SYYSTEM (EITSMS)/
NMCI ENTERPRISE TOOL (NET)
Rev. 2, dated 30 Jan 2007

1.0 INTRODUCTION

The Direct Reporting Program Manager (DRPM) for the Navy Marine Corps Intranet (NMCI) is acquiring systems engineering services to maintain and sustain the NET Application and to participate in the redesign of the NMCI Enterprise IT Service Management System (EITSMS). The DRPM is responsible for fielding and oversight of the Navy/Marine Corps Intranet.

2.0 BACKGROUND

Navy Marine Corps Intranet is a comprehensive, enterprise-wide initiative that will make the full range of network-based information services available to Sailors and Marines for day-to-day activities and in time of war. NMCI will give the Navy and Marine Corps secure, universal access to integrated voice, video and data communications. It will afford pier-side connectivity to Navy vessels in port, and it will link more than 360,000 desktops across the United States as well as sites in Puerto Rico, Iceland and Cuba.

The mission of the DRPM for NMCI is the acquisition of IT systems that enhance the capability of Navy and Marine Corps war fighters resulting in the revolutionary acquisition of the Navy Marine Corps Intranet (NMCI). The breadth and complexity of this program continues to require the expertise and experience of government and industry organizations that have demonstrated successes in similar projects.

During FY05, DRPM, NMCI changed the way NMCI manages the systems that manage the ordering, payment and sustainment of NMCI services. NMCI Service Management is performed utilizing a number of systems: NMCI Enterprise Tool (NET), Central Data Repository (CDR), ISF Tools, and eMarketplace. Over the past 4 years of the NMCI Contract, these tools evolved independently. In January 2005, the Enterprise IT Service Management System (EITSMS) Team began an initiative to begin managing these four independent systems as one system. The team applied the systems engineering concepts of requirements management, configuration management, interface control, interoperability testing and release management.

1. The team performed an Executability Review of EITSMS and identified the processes required to manage the five components of EITSMS as one system.
2. The team established a Change Management process by which all system changes are evaluated prior to release. This evaluation ensures the changes have been tested and are ready for release to the EITSMS Users.

By managing these various components as one system, the EITSMS users will now have a more stable tool for ordering and managing their NMCI services.

In June 2005, DRPM, NMCI directed that the EITSMS be redesigned. The redesigned EITSMS is to address the major customer dissatisfactions with the existing EITSMS component systems.

3.0 SCOPE

The objective of this task order is to obtain the full range of systems engineering, software engineering, program management and project management services to assist and support the Direct Reporting Program Manager, Navy Marine Corps Intranet Program to carry out its duties and responsibilities to manage and oversee the NET Application and the NMCI EITSMS.

The contractor shall provide software development, software integration and test, system administration and full life cycle support for the NET Application and the redesign of the EITSMS.

4.0 APPLICABLE DIRECTIVES

Document Type	No./Version	Title	Date
CNETINST	4650.4	Government Travel Charge Card Program	
Code of Federal Regulation	Title 48 Vol 1,2	Federal Acquisition Regulations	Current year
Code of Federal Regulation	Title 48, Vol 3	Defense Federal Acquisition Regulations	01 Oct 04
Contract #	N00024-00-D-6000	Navy Marine Corps Intranet (NMCI)	01-Nov-00
Director, NMCI	Version 1.0 Under revision	Navy Marine Corps Intranet Execution Discipline Policy	8-Jun-04
Director, NMCI	Version 1.03	Navy Marine Corps Intranet Execution Seat transition Process and Associated Business Rules	2-Mar-05
Director, NMCI	Version 1.3 (under revision)	Navy Marine Corps Intranet Site Deployment Guide	9-Jun-04
Director, NMCI	Version 6.17 (under revision)	Navy Marine Corps Intranet Joint Transition Checklist	
DoD	7000.14-R	DoD Financial Management Regulation	Current Version
DOD Directive	5000.1	The Defense Acquisition System	12-May-03
DOD Manual	5000.4-M	Cost Analysis Guidance and Procedures	Dec 1992
DoD Regulation		Defense Federal Acquisition Regulation	
United States Code	Title 10	Armed Forces	
United States Code	Title 31	Money and Finance	
United States Code	Title 31 Chapter 13 Section 1301(a)	Application	
United States Code	Title 31 Chapter 15 Section 1502(a)	Balances Available	
United States Code	Title 31 Chapter 15 Section 1517	Prohibited Obligations and Expenditures	

Document Type	No./Version	Title	Date
Joint Regulation	JFTR Vol 1	DoD Uniformed Service Travel	
Joint Regulation	JTR	DoD Civilian Personnel Travel	1-Apr-04
Navy Manual		DoN Budget Guidance Manual	
Navy Regulation	NAVSO P-1000	DoN Financial Management Policy Manual	
OMB		Office of Management and Budget Circular 11	
OMB Circular	A-11	Preparation, Submission and Execution of the Budget	16-Jul-04
OPNAV N81	PR-05-05 Ser 814/3U637112	Accreditation and Use of Performance/Pricing Models in POM-06	15-Sep-03
OPNAV N81	PR-07 Ser N81/2004 U797204	Accreditation and Use of Performance/Pricing Models in PR-07	9-Mar-04
SECNAVINST	5720.44A	Department of the Navy Public Affairs Policy and Regulations	3-Jun-87
SECNAVINST	5720.47A	DoN Policy for Content of Publicly Accessible World Wide Web Sites	24-Oct-03
SECNAVINST	5216.5D	Department of the Navy Correspondence Manual	28-May-98
SECNAVINST	5420	(Draft) DoN Cost Analysis Improvement Group (DoN CAIG)	08 Apr 2004
SPAWAR		SPAWAR Business Financial Manager's Manual	
SPAWAR		SPAWAR Global Work Breakdown Structure	
SPAWAR		SPAWAR Standard Reports Policy	7-Jul-04
SPAWARINST	5000.19C	Earned Value Management Requirements for SPAWAR Contracts and Task Statement	20 Jul 2001
SPAWARINST	5721.1	SPAWAR Section 508 Implementation Policy	18-Jan-02
SPAWARINST	7301.1A	Tri-Annual Review of Commitments and Obligations	9-Oct-02
SPAWARINST	7720.4C	Policy and Responsibilities for SPAWAR Cost Estimating & Analysis	2-Aug-04
VCNO Message	252230Z Jul 03	Enterprise Strategy for Managing NMCI Applications and Database	25-Jul-03

5.0 PERFORMANCE REQUIREMENTS (All O&M,N Tasks)

5.1 TO Schedule and Progress Control and Reporting

The Contractor shall provide status reports on specified tasks under this Task Order. Contractor prepared status reports shall be tailored to meet the requirements of individual projects and shall include the status of planned versus actual progress, milestone accomplishments, actual expended versus planned expended resources, known issues, risks and proposed mitigation plans. The Contractor shall provide a monthly status report summarizing all DRPM NMCI technical tasks as well as financial performance and expenditures.

5.2 NET Component

5.2.1 NET Program Management

The Contractor shall provide functional activities in the management and control of the tasks under this Performance Work Statement (PWS). The Contractor shall prepare technical and management plans for specific sub-tasks under this Task Order (TO)

tailored to fit specific sub-tasks and shall include objectives and requirements, schedules, change control processes, and status reporting. The Contractor shall provide the necessary timely assistance to meet emergent requirements as requested by Program Manager.

The contractor shall work with the government Program Manager and the EITSMS System Engineering Integration Team (SEIT) to develop a software development plan (SDP) that is consistent with the Software Engineering Institute's Capability Maturity Model (for software) Level III requirements. The contractor shall assist in developing the project work breakdown structure (WBS); associated cost, schedule and performance requirements; interrelationships among activities within the project; and develop a compliant SDP and supporting system documentation. The contractor shall also assist in the monitoring of implementation efforts by assessing project performance problems and offering recommendations for keeping the effort on track. In order to support this effort, the contractor assigned project and/or program manager is required to have a Project Management Professional Certification as defined by the Project Management Institute. The technical lead must have a Rational Unified Process Certification and must have led a software development effort that has been independently rated at CMM Level III.

Deliverable - The contractor shall deliver a draft integrated Gantt chart (Project Schedule), which will be used to develop and track schedule, performance, and risk for the NET project. This chart will be updated as necessary to reflect project tasks and delivery schedules in accordance with the EITSMS Integrated Release Plan (IRP). (Delivery Date: 10 working days after contract award)

Deliverable – The contractor shall develop drafts of the Projects Defined Software Processes and other supporting documentation associated with a CMM Level III organization. This documentation will be used to manage the day-to-day efforts on the NET project. (Delivery Date: IAW the approved project schedule)

Deliverable - The contractor shall deliver weekly progress reports which include an analysis of the schedule and performance of the project, an identification of performance problems, and recommendations for keeping the project on track. (Delivery Dates: IAW approved project schedule)

5.2.2 NET Application Development/Integration Support

It is the Government's requirement to control releases through the EITSMS Change Management process. The Government will require that the most current version of NET remain fully operational at its current location until any new version updates are on line and functioning properly. The contractor shall maintain a requirements specification for the upcoming enhancements to the NET system based on the current system, feedback from the NET lead (IPT) meetings, input from Government program manager(s), and beta test results.

As the upcoming enhancements are implemented, the contractor shall continue to design, develop, test, and deploy the further agreed upon functionality. Deployment shall include data migration from the current system to the re-architected system; NET users should experience minimal negative impacts associated with the transition.

Deliverable – The contractor shall deliver updated draft use cases and use case diagrams for the system. (Delivery Date: In accordance with approved project schedule)

Deliverable – The contractor shall deliver updated draft sequence diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

Deliverable – The contractor shall deliver updated draft class/object diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

Deliverable – The contractor shall deliver updated draft database/relational diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

5.2.2.1 Capability Maturity Model Integration (CMMI)

The contractor shall utilize the Projects Defined Software Process and all other supporting documentation, plans and matrices associated with a Capability Maturity Model (CMM) Level III Organization. The CMM identifies best practices for software process improvement and includes practices for planning, engineering and managing software development. This documentation will be used to manage both the day- to-day development efforts and the overall software development processes implemented on the NET program.

5.2.2.2 Rational Unified Process (RUP)

The contractor shall utilize the Rational Unified Process collect and document new system requirements. The RUP allows for rapid development of iterative requirements and focuses on testing throughout the software lifecycle instead of a lengthy bug fix cycle. All requirements for a particular enhancement shall be documented and fully and agreed upon by NET team and stakeholders before implementation of that enhancement can begin.

5.2.2.3 Approvals

5.2.2.3.1 The contractor will obtain approval from the Government assigned EITSMS/NET Project Manager prior to all NET software releases or system configuration changes as defined in the EITSMS Change Management process.

5.2.2.3.2 Any software releases or configuration changes to NET are to be made as part of an EITSMS release as scheduled by the SEIT.

5.2.2.3.3 All releases must demonstrate compliance with requirements definition, development, testing, and fleet support functions of the CMMI process.

5.2.3 NET Program/Application Sustainment – The contractor shall assist DRPM NMCI with sustainment of the NET Application and supporting environments and representation of the System to Government Program Managers, System Stakeholders, and Configuration Control Board participating members. This includes the specific tasks outlined below associated with NET Administrative Support, NET End User Support, NET System Administration and NET Network Administration. In order to support this effort, the contractor assigned network administration lead is required to have the following certifications; Microsoft Certified System Engineer for Windows NT and Windows 2000, Cisco Certified Network Professional, and Cisco Certified Design Associate.

5.2.4 NET Administrative Support – The contractor shall assist the DRPM NMCI Office with Program Communications and Program Representation, completed specifically by the activities outlined below:

Deliverable – The contractor shall provide detailed Weekly Status Updates regarding key information including User Support Statistics, System Usage Statistics, Application Server Statistics, and other current issues, which impact the Program.

Deliverable – The contractor shall develop and provide briefing materials for the NET Integrated Product Team (IPT) Meetings, as scheduled by the DRPM NMCI office. The briefing materials will consist of recent enhancements, System Change Requests and their associated levels of effort, outstanding issues, recent issues since the previous IPT, and projected timeframes as related to any ongoing development or enhancement efforts.

Deliverable – The contractor shall provide Application Status related communications regarding instances of NET inaccessibility and/or problem resolution on an as needed basis for all system stakeholders.

Deliverable – The contractor shall provide NET representation during meetings, such as NET Lead meetings, that require NET knowledge and/or expertise, as agreed upon between the Government and the contractor. The contractor shall assist the Government by providing agenda, attendance and meeting minutes support.

5.2.5 NET End User Support – The contractor shall assist the Director's office in NET End User Support, to include the areas of 1st, 2nd and 3rd Tier Application Issue Resolution, and Management of NET Trouble Ticket Resolution, completed specifically by the activities outlined below.

Deliverable – The contractor shall staff the User Support Help Desk with hours of

operation of 0700 – 1700 EST, Monday-Friday.

Deliverable – The contractor shall provide a trouble ticket tracking system that will be used to document user issues requiring resolution and provide the user with a Trouble Ticket number. The tracking system shall also identify tickets that become deficiency reports (DR) for input into SEIT requirements management.

Deliverable – The contractor shall facilitate the resolution of 1st and 2nd Tier User Support Issues received via the Help Desk, through phone, e-mail, and/or voice mail. Users reporting Issues resulting in a need for Tier 2 Analysis and Resolution will be assigned a NET Trouble Ticket number, and escalated to Tier 2 Support. Issues requiring Technical Support shall be escalated and resolved by Tier 3 Support.

Deliverable – Issues that reflect a desire for functionality not currently within the application will be documented as system change requests (CR) within the Tracking System for review and potential submission to the SEIT.

5.2.6 NET System Administration – The contractor shall identify and define design and configuration requirements for the NET production, QA and storage environments in the NMCI Application Hosting Facility (AHF). The system architecture must support three separate environments to include: Production, QA and storage hosted by the AHF and development to be maintained by the contractor. The contractor shall assist the DRPM NMCI with NET System Administration, to include daily operational validation System HW and SW, weekly tracking of key system statistics, Security Administration, System HW and SW maintenance on application servers and system backups, completed specifically by the activities outlined below:

Deliverable – The contractor shall purchase and configure application hardware and software to support the use and maintenance of a development environment.

Deliverable – The contractor shall ensure operational validation of all system hardware and software is performed in accordance with the AHF service agreement, for each server within the Production, QA and storage environments , to ensure that all are operating normally and take corrective action where necessary.

Deliverable – The contractor shall utilize system monitoring, to proactively notify the system administrator of potential issues that may cause production access problems.

Deliverable – The contractor shall ensure security administration, to include monitoring the Internet Assurance Vulnerability Analysis (IAVA) reports, and recommended patches and fixes are performed as needed in accordance with the AHF service agreement and perform the same as needed for the development environment.

Deliverable – The contractor shall perform System HW and SW maintenance on servers in the NET development environment, to include the installation of replacement parts, implementation of system SW patches/hot fixes which are included with previously purchased system SW, and the rebuilding and reconfiguration of existing Application Servers resulting from previously stated HW

and SW maintenance. The contractor shall ensure the same is performed by the AHF in accordance with the AHF service agreement for the NET production, QA and storage environments.

Deliverable – The contractor shall ensure daily and incremental backups, including all system files and application data, of the NET System are performed in accordance with the AHF service agreement.. The contractor shall also perform daily and incremental backup of the development environment and near-real-time data replication of production data to the reporting server in the production environment based on user needs and system operating parameters.

5.2.7 NET Network Administration –The contractor shall assist the DRPM NMCI office in NET Network Administration, to include daily operational validation of the NET Production Network Infrastructure, administration activities associated with NET Network Devices within the NET Production, QA and storage Network Infrastructure, and troubleshooting network related trouble calls, completed specifically by the activities outlined below:

Deliverable – The contractor shall ensure operational validation of all NET Network Devices within the Network Infrastructure, including Firewall, Switches, BigIPs, and DNS Server, is performed in accordance with the AHF service agreement to ensure that all are operating normally and take corrective action where necessary.

Deliverable – The contractor shall perform network troubleshooting resulting from trouble calls involving system accessibility or decreased response time, to include pinpointing and resolving NET network bottlenecks or problems that would impact users.

5.3 EITSMS Redesign

5.3.1 Planning/System Engineering/Architecture

The Government requires that the EITSMS be redesigned and re-architected to better integrate the numerous components, including NET, CDR, eMP and ISF Tools. The government will maintain the current NET system at its current location until the newly developed system is on line. The contractor will assist in developing the requirements specification for the next version of the EITSMS based on the current system, feedback from Integrated Product Team (IPT) meetings, input from Government program manager(s), and beta test results. The contractor will also assist in the systems engineering and architecture design of the next version of EITSMS. The Contractor shall also identify technology enhancements to improve the scalability, survivability and interoperability of the system. The Contractor shall document these requirements in an EITSMS Requirements Specification and shall submit such for approval by the Government.

Deliverable – The contractor shall deliver updated draft use cases and use case diagrams for the system. (Delivery Date: In accordance with approved project schedule)

Deliverable – The contractor shall deliver updated draft sequence diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

Deliverable – The contractor shall deliver updated draft class/object diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

Deliverable – The contractor shall deliver updated draft database/relational diagrams for the system. (Delivery Date: In accordance with approved delivery schedule)

5.3.2 Development/Integration/Test/Implementation

After government receipt of the Requirements Document the Contractor and the government shall agree on functionality and enhancements that shall be implemented in the initial and subsequent versions of the EITSMS system. The contractor shall then design, develop, test, and deploy the agreed upon functionality/enhancements. Deployment shall include a data migration from the current system to the re-architected system; NET users should experience minimal negative impacts associated with the transition.

6.0 DELIVERABLES

Unless otherwise specified, the Government will have a maximum of five (5) 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 shall also have a maximum of five (5) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government. All days identified below are intended to be workdays unless otherwise specified.

6.1 Project Plan

The contractor shall prepare a Project Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, schedule, and performance requirements for this effort. The Project Plan shall detail the key activities and milestones, allocation of staff, and other resources necessary to the successful completion of this effort. The Program POC shall receive the revised Project Plan in both hard copy and electronic form. Based on the Project Plan, the Program POC will provide approval to move forward on activities planned. The contractor shall require prior approval on all activities not included in the plan or any modifications to the plan after approval has been given.

6.2 Monthly Status Report

Monthly Status Reports must be submitted to the Program POC and Technical POC no later than the 5th workday of the month. The status report shall include, at a minimum:

- A narrative review of work accomplished during the reporting period and/or significant events.
- Activities planned for the next reporting period: planned activities, as well as the status of any/all deliverables, including planned delivery date(s) and actual and/or anticipated delivery date(s).
- Identification of any problems encounters, issues or delays and recommendations as to their resolution, and any corrective action that was taken to correct identified problems.

7.0 GOVERNMENT FURNISHED PROPERTY

The Government shall provide the hosting facility for the NET Application. The hosting facility is the NMCI Application Hosting Facility located in Tulsa, OK. This facility is a contractor owned (EDS) contractor operated (EDS) facility.

8.0 SECURITY

The nature of this task requires remote access to the NMCI Application Hosting Facility in order to maintain NET and its related components. Contractor personnel assigned to tasks requiring remote access will require either a SECRET clearance or IT security clearance. Work performed under this SOW will be conducted up to the SECRET level. All contractor personnel engaged in tasks requiring a clearance shall have a Defense Security Service SECRET clearance.

9.0 NAVY MARINE CORPS INTRANET (NMCI)

The nature of this task requires the contractor to procure NMCI seats for personnel working at the Contractor site. The contractor is authorized to recover the cost of the NMCI seats as an ODC.

10.0 BEST PRACTICES

Not applicable.

10.0 TECHNICAL POINT OF CONTACT

Task Order Manager: Sandra Layton, sandra.layton@navy.mil, 858-537-0539

Financial Point of Contact: CDR Jim Boss, jimmy.boss@navy.mil, 703-699-3209.

12.0 WORKLOAD ESTIMATE

The following workload data is provided for informational purposes only to assist you in estimating the price of this Task Order. It, in no way, suggests that this is the effort required by this Task Order, or what you should propose to perform this work as defined. It represents an estimated range of the annual effort required for this task order. For estimation purposes, the government uses 2,080 hours per work-year.

Paragraphs 5.1, 5.2 and 5.3.1
Work-years: 16-18 FTEs (33,280-37,440 hrs)
Estimated ODCs: $8K
Estimated Travel: $114K

Paragraph 5.3.2
Work-years: 4-5 FTEs (8,320-10,400 hrs)
Estimated ODCs: $10K
Estimated Travel: $50K