8a STATEMENT OF WORK
2 Oct 2002

1.0 INTRODUCTION:

1.1 SCOPE: This Statement of Work (SOW) describes the efforts and tasks to be performed under this contract. The contract's focus is on support to the Automated Information Systems (AISs) and Network Systems developed and/or maintained by the Headquarters Standard Systems Group (HQ SSG) Software Factory and other System Program Offices (SPOs) located at MAFB-Gunter Annex. The contract may be used to provide similar support to the Materiel Systems Group (MSG), and other Air Force and Department of Defense (DoD) organizations at the discretion of HQ SSG/PK. This contract will be for non-personal/non-advisory and assistance services.

1.2 OBJECTIVE BACKGROUND: The objective of this SOW is to provide a comprehensive overview of the types and kinds of tasks required to provide contractor support for a broad range of non-personal information technology technical services.

1.3 PROGRAM OVERVIEW: The primary focus of this SOW is to describe software development, maintenance, modification, and integration services required for currently implemented systems and new development efforts. This includes systems engineering, software engineering, and communications engineering needed to support these activities. This SOW will also outline requirements for technical project assistance; implementation; field assistance; system administration; computer operations; systems security; network and database administration, test and evaluation, independent verification and validation (IV&V) and training. For each individual tasking a SOO or SOW will be issued which will describe the specifications, quantities, deliverables, schedule information, delivery points, and other pertinent information. The SOO or SOW will be performance based to the maximum extent practicable. It is expected that this will be a partnership to include the contractor and SSG in order to improve our combined support to our customers and include sharing best industry and contractor practices. HQ SSG strives to continually improve our processes. It is expected that all contractors supporting our organization will embrace the same philosophy.

2.0 APPLICABLE DOCUMENTS AND GUIDANCE:

2.1 The following Government published and issued guidance and constraints will apply to the Contractor processing task orders issued under this contract.

2.1.1 The SSG Systems Engineering Process (SEP) consists of the basic procedures necessary for a common system development process across all projects within SSG regardless of the project type or the current life cycle phase. It organizes all activities and products and illustrates the interdependence among them. It is based on accepted life cycle management methodologies and best practices gleaned from a variety of software development and maintenance projects. In addition, it incorporates the requirements of the Software Engineering Institute <http://www.sei.cmu.edu/sei-home.html> Capability Maturity Model-Software and IEEE/EIA 12207, Software Life Cycle Processes. SSG initially received a Level "3" CMM-SW maturity rating in May 1997 and is currently migrating to the CMM-Integrated with plans for a formal assessment during the first quarter of calendar year 2003. The SEP applies to all system development and maintenance efforts, whether undertaken by SSG personnel only (organic), or by a combination of SSG personnel and on-site contractors.

2.1.2 Commercial Standards: Software and related documentation will be produced using the governing commercial standards to the maximum extent practicable. However, military specification and standards, industry documents, and other guidance may be specified within individual task orders.

2.1.3 Architecture: The contractor shall have an understanding of the joint technical architecture (JTA) for DoD (http://www-JTA.itsi.disa.mil/), Global Command and Control System/Global Combat Support System (GCCS/GCSS) architecture, and adhere to established program standards to define future architectural requirements and migration plans.

2.1.4 Windows NT/2000/XP and JTA: Within the Windows NT/2000/XP domain, the style guide called out in the joint technical architecture shall be followed. (http://www-jta.itsi.disa.mil/)

2.2 SOFTWARE USE/DEVELOPMENT ENVIRONMENT:

2.2.1 Reuse: Software reuse will be emphasized in the execution of this contract, to include production and consumption of reusable software assets (RSA's), asset management, and Domain Analysis. All government developed or government-owned reuse components shall be made available to the contractor without charge. The contractor will be expected to identify and provide COTS with reusable software components, so that the government may consider using those COTS components on other projects.

2.2.2 Applications/Platforms: Systems developed or supported under task orders issued against this contract will be developed, supported and operated on a variety of software applications and/or hardware platforms ranging from large mainframes to personal computers. Software development and maintenance support requirements are subject to change as technology evolves but include maintenance of legacy systems, developing automated information systems that use browser-based technologies (e.g., JAVA, JSP, HTML, ASP) and developing systems for use in a Portal environment (via BroadVision, Websphere, etc.) A listing of current applications/platforms is provided in Attachment 3.

2.2.3 Tools: Applications developed and supported at SSG use a common set of automated management tools including but not limited to DOORS, PVCS, Visual Studio, Visual Age, Test Director, Test Manager. Compatibility with SSG standard tools is desirable.

2.2.4 Joint Development Teams: Task orders may require participation in Joint Contractor-Government Teams.

2.2.5 Preferred Method for Software Development: Government preferred methods for software development requirements, in order of preference: (1) COTS, GOTS and contractor provided software components and (2) Components and applications developed by the contractor to be reused.

3.0 REQUIREMENTS:

3.1 PRIME MISSION: The contractor shall perform and deliver as specified in individual task orders. Tasks may include a full range of software development, maintenance, modification and integration services for currently implemented systems and new development efforts and associated engineering services. In addition tasks may include, at a minimum, requirements to provide technical project assistance, implementation; field assistance; system administration; computer operations; network and database administration, test and evaluation IV&V, system security, and training. This includes systems engineering, software engineering, and communications engineering needed to support these activities. A synopsis of products and services the contractor shall perform and deliver is listed below.

3.1.1 Software Development, Maintenance, Modification, and Integration: The contractor shall provide a full range of software development, maintenance, modification, and integration services. This includes systems engineering, software engineering, and communication engineering needed to support these activities. Tasks may include, but are not limited to, technical studies, technical project assistance, field assistance, implementation, requirements analysis and recommendations, design/system specifications, software-end-items, documentation, database

analysis/engineering/performance tuning, operations, database administration, business process analysis and other deliverables as specified in individual task orders.

3.1.2 Field Assistance: The contractor shall provide a full range of field assistance support services. This includes systems engineering, software engineering, and communications engineering needed to support these activities. Tasks may include, but are not limited to, telephone support, computer operations capabilities, network, system and database administration to assist Air Force Network Communication Centers (AFNCCs) or government offices responsible for Life Cycle Management of Automated Information Systems (AIS) experiencing problems with released software. The contractor shall also provide support to answer trouble calls in the areas of computer equipment/software interface and computer operations. Guidance provided by the contractor shall be based on existing operating instructions, to the maximum extent practicable, and include recommended corrective action.

3.1.3 Network and Systems Administration Support: The contractor shall provide a full range of network and systems administration support. This includes systems engineering, software engineering, and communications engineering needed to support these activities. Tasks may include, but are not limited to, requirements to operate, administer, support, and provide engineering services for local area network and service delivery points including firewalls, proxy servers, routers, hubs, and application servers. Tasks may include a requirement to comply with AF security or policy directives.

3.1.4 Engineering Services: The contractor shall provide a full range of systems engineering, software engineering, and communications engineering needed to support individual tasks. The contractor shall maintain controls for total system engineering processing tasks to include coordination and integration of program requirements, development efforts, engineering disciplines, environmental concerns and logistic support disciplines. The contractor shall have an understanding of the joint technical architecture (JTA) for DoD (http://www-JTA/itsi.disa.mil/), GCCS/GCSS architecture, and to adhere to established program standards to define future architectural requirements and migration plans.

3.1.5 Test and Evaluation and Independent Verification and Validation (IV&V): The contractor shall provide a full range of T&E and IV&V services as identified in individual task orders. Tasks could include, but are not limited to, test plans/procedures and report preparation, and Government testing assistance. Assistance may include final Test and Evaluation Master Plans (TEMPs), IV&V plans and reports, Quality, Test, and Evaluations (QT&E I and II) plans and reports, software test plans, test scripts, test results, software test reports, and reviews/comments on programs/project documents, as specified in individual task orders. Products will support the transition of migrating systems and legacy systems to the GCSS Integration Framework, use of CASE tools, and streamlining the test process for DoD and Air Force standard automated information systems. The Government reserves the right to participate in and /or witness contractor testing. All required documentation in support of Test and Evaluation efforts will be identified in individual task orders.

3.1.6 Systems Security: The contractor shall provide a full range of technical knowledge and analysis of information assurance of systems such as operating systems, Internet and Intranet, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training, to support individual task orders. Tasks may include, but are not limited to, providing analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources, providing technical support and analysis to document organizational information protection framework, and supporting policy and procedures preparation and implementation.

3.1.7 Training: The contractor shall provide training for information technology requirements to Government personnel when specified within individual task orders. This training will assist Government personnel responsible for software maintenance and modification following completion of the contractor effort. Network related training may be required at the end user, workgroup

manager, or system administrator level. This training may include information on the application system and any design tool used in the contractor activity.

3.1.8 Miscellaneous Support: Contractor personnel shall provide miscellaneous support services (e.g., computer operations, production control services, magnetic tape library/maintenance services, files management, data entry services) which are incidental to the task, as required by each task order. The contractor shall also provide services in support of video teleconferencing to include, integration, installation, maintenance, upgrades and modifications, communications services, operations, training, site relocation, and documentation for video teleconferencing and associated audio/visual equipment and peripherals.

3.1.9 Hours of Operation Support: Contractor personnel may be required to perform duties up to 24 hours per day, 7 days a week as specified in individual task orders.

3.2 OTHER REQUIREMENTS

3.2.1 GFE/CFE/ODC: Individual task orders may contain requirements for either government or contractor supplied equipment, information, documentation, etc.

3.2.2 Travel: Contractor personnel shall be required to accomplish tasks at designated locations within CONUS and OCONUS. Provisions for alternate site/temporary duty locations will be outlined in individual task orders.

3.2.3 Documentation/Data: The Government reserves the right to inspect data and/or documentation generated by the contractor or subcontractor in the performance of individual task orders, or to witness associated tests. The Government may inspect contractor and subcontractor information and documentation at the contractor or subcontractor's facilities.

3.2.4 Reviews and Audits: The contractor shall conduct or participate in meetings, formal reviews, and provide support to Government audits as specified within each order.

3.2.5 Meeting Support: The contractor shall support government meetings and conduct programmatic meetings as required by individual task orders. Support may include, at a minimum, scheduling, preparing minutes, preparing/providing briefings.

3.2.6 Security: The contractor shall comply with the DD Form 254, Contract Security Classification Specification, included in Section J of the Contract. The contractor shall have or obtain facility and personnel clearances as specified within task orders. The contractor shall conform to security policy documents listed in individual task orders (i.e., Certification/Accreditation packages, Risk Analysis and Security Test and Evaluations). The contractor shall ensure security requirements are addressed and defined.

3.2.7 Configuration Management: The contractor shall perform configuration management in accordance with MIL-STD-973, Configuration Management, Change 5, 13 Jan 95, as tasked in individual task orders. Secretary of Defense memorandums and streamlining initiatives will be considered prior to including this requirement in a task order. Compatibility with the PVCS Configuration Management tool is desirable.

3.2.8 Subject Matter Expert Services: The contractor may be required to provide scientific subject matter specialist not readily available through the labor categories identified in the contract. As Information Technology is rapidly evolving, contractor support requirements are subject to change as technology and environment changes. A scientific subject matter specialist is to provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems which require graduate level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with

emphasis on the planning, analysis, testing, integration, documentation and presentation phases. Applies priniciples, methods and knowledge of the functional area of expertise to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Technical support includes technical advice on security requirements for highly specialized IT applications, technical report preparation or other services as required by the task order. Attachment 3 identifies the current list of applications/platforms/hardware for which subject matter experts may be required.

3.3 PROGRAM MANAGEMENT

3.3.1 Program Schedule: The contractor shall establish and maintain a schedule in accordance with MIL-STD-881B, Work Breakdown Structure (WBS) for Defense Materiel Items, 25 March 1993, which is traceable to the contractor's WBS and/or Project 98 (or higher) as tasked in individual task orders.

3.3.2 Contractor Work Breakdown Structure (CWBS): The contractor shall maintain a CWBS and dictionary in accordance with the HQ SSG SEP. The contractor shall use the CWBS as the primary framework for contract planning, budgeting, and reporting the cost, schedule and technical performance status to the Government. The contractor shall update the CWBS during the execution of task orders and report the changes to the Contracting Officer or designated representative.

3.3.3 Cost Management: The contractor shall establish, maintain, and use, in the performance of task orders, a cost/schedule control system in accordance with DODI 5000.2R, Defense Acquisition Management Policy and Procedures, 15 Mar 96. Individual reports will be specified in the task order.

3.3.4 SSG Labor Tracking Database: The contractor may be required to enter labor hours into an SSG labor tracking database to allow for earned value tracking and reporting. The government considers earned value critical to successful software development efforts.

3.3.5 Quality Assurance: The contractor shall have a program and approach for continuous internal quality assurance and improvement. The contractor shall ensure that all products, services, and processes that are designed, reviewed, and/or verified are quality controlled.

3.3.6 Personnel/Labor Categories: The contractor shall submit sanitized resumes for all labor categories required to fulfill tasks outlined in individual task orders.

3.3.6.1 Waivers: The Contractor must obtain a Personnel Qualifications Waiver from the task order Contracting Officer prior to the contractor assigning personnel to a labor category for which they do not meet the personnel qualifications (as specified in Attachment 2). A Personnel Qualifications Waiver Request, resume and rationale for selection, and any other information the Contracting Officer requests, shall be submitted to the Contracting Officer 15 days after receipt of the task order, or 15 days prior to substitution of personnel (30 days prior if a security clearance is required).

3.3.7 Data Management: The contractor shall plan for, maintain data, and develop documentation as specified within each task order in accordance with Contract Data Requirement List/Data Item Description (CDRL/DID) requirements. CDRLs provided under each individual task order will be in accordance with industry standards and applicable to the tasking of the SOW. All task orders shall require a monthly program management CDRL to detail cost, schedule, and budget items for the specific requirement.

3.3.8 Program Reviews: The contractor shall conduct and attend program/process reviews with SSG management. As directed by the Contracting Officer, the contractor may determine the exact form and content of these contract level reviews so as to provide maximum productivity. Metrics shall be employed to monitor program control functions. During the first year of the contract, reviews shall be

conducted quarterly, unless the Contracting Officer requires more frequent reviews. For the remaining period of the contract, reviews shall be conducted three times per year unless the Contracting Officer requests more frequent reviews.

3.3.9 The contractor shall provide the Contracting Officer with the name of the point of contract for processing invoices, maintaining inventory listings of Government Furnished Equipment (GFE)/Contractor Furnished Equipment (CFE), and administrative matters pertaining to the contract.

3.3.10 Inconsistencies in the task order shall be brought to the attention of the Contracting Officer before work is commenced.