

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE U	PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. 34	3. EFFECTIVE DATE 17-Aug-2010	4. REQUISITION/PURCHASE REQ. NO. 1300173054	5. PROJECT NO. (If applicable) N/A	
6. ISSUED BY SPAWAR HQ 4301 Pacific Highway San Diego CA 92110 [REDACTED]	CODE N00039	7. ADMINISTERED BY (If other than Item 6) DCMA Manassas 10500 BATTLEVIEW PARKWAY, SUITE 200 MANASSAS VA 20109-2342	CODE S2404A	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) International Business Machines Corporation 6710 Rockledge Drive Bethesda MD 20817-1826		9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. N00178-05-D-4364-EH01
		10B. DATED (SEE ITEM 13) 20-Jun-2006
CAGE CODE 3BXY7	FACILITY CODE 835130485	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE SECTION G

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

(*)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: cost growth
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
SEE PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print) [REDACTED], Sr. Contracts Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) [REDACTED] Contracting Officer	
15B. CONTRACTOR/OFFEROR /s/ [REDACTED] (Signature of person authorized to sign)	15C. DATE SIGNED 19-Sep-2010	16B. UNITED STATES OF AMERICA BY /s/ [REDACTED] (Signature of Contracting Officer)	16C. DATE SIGNED 20-Sep-2010

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(a) See Section G of the cornformed task order for appropriation data.

SECTION H SPECIAL CONTRACT REQUIREMENTS Allotment of Funds clause is changed to reflect funding through Mod No. 0034.

(11) Total funding is as follows:

From [REDACTED]
 By [REDACTED]
 To [REDACTED]

Except as modified herein, all other terms and conditions of said contract shall remain unchanged and in full force and effect.

The Line of Accounting information is hereby changed as follows:

1001HB:

From: AA SEE ATTACHED FINANCIAL ACCOUNTING DATA SHEET
 To: AA 1781319 15AN 253 SASHP 0 068342 2D 010240 324640000010

3000AA:

From: AA SEE ATTACHED FINANCIAL ACCOUNTING DATA SHEET
 To: AA 1791804 60BA 257 00060 R 068732 2D C3GBAL 231709E1BR4Q

3000FE:

From: AA SEE ATTACHED FINANCIAL ACCOUNTING DATA SHEET
 To: AA 97X4930 000 NH1J 000 77777 0 000164 2F 000000 W2100 DW2V246

3000FF:

From: AA SEE ATTACHED FINANCIAL ACCOUNTING DATA SHEET
 To: AA 97X4930 000 NH1J 000 77777 0 000164 2F 000000 W2100 DW2V246

The total amount of funds obligated to the task is hereby increased by [REDACTED]

CLIN/SLIN	Type Of Fund	From (\$)	By (\$)	To (\$)
1002BB	O&MN,N	[REDACTED]	[REDACTED]	[REDACTED]

The total value of the order is hereby increased by \$327,872.00 from \$163,572,034.74 to \$163,899,906.74.

CLIN/SLIN	From (\$)	By (\$)	To (\$)
1002BB	[REDACTED]	[REDACTED]	[REDACTED]

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For Cost Type Items:

Item	Supplies/Services Qty	Unit	Est.Cost	Base Fee	Award Fee	CPAF
1000	Base Year FY 06					
1000AA	Development and Design Support in accordance with section 2.1.3 of the Statement of Objectives (SOO). (RDT&E)	1.0 Lot				
1000AB	Development and Design Support in accordance with section 2.1.3 of the Statement of Objectives (RDT&E)	1.0 Lot				
1000BA	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot				
1000BB	Deployment Activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (O&MN,N)	1.0 Lot				
1000CA	Helpdesk activities in accordance with section 2.1.7 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot				
1000DA	Information Assurance in accordance with section 2.1.5 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot				
1000DB	Information Assurance in accordance with section 2.1.4 of the Statement of Objectives (O&MN,N)	1.0 Lot				
1000EA	RICE (ABAP) in accordance with paragraphs	1.0 Lot	\$0.00	\$0.00	\$0.00	\$0.00

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2.1.4.2 and
2.1.4.6 of the
Statement of
Objectives (SOO).
(RDT&E)
Option

1000FA	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	██████████	██████████	██████████	██████████
1001	FY 07 Options			██████████		
1001AA	Development and Design Support in accordance with section 2.1.3 of the Statement of Objectives (SOO). (RDT&E)	1.0 Lot	██████████	██████████	██████████	██████████
1001AB	Development and Design Support in accordance with section 2.1.3 of the Statement of Objectives (SOO). (RDT&E)	1.0 Lot	██████████	██████████	██████████	██████████
1001BA	Data and User Management in accordance with section 2.1.3 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	██████████	██████████	██████████	██████████
1001CA	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	██████████	██████████	██████████	██████████
1001CB	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	██████████	██████████	██████████	██████████
1001DA	Helpdesk activities in accordance with section 2.1.7 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	██████████	██████████	██████████	██████████
1001EA	Information Assurance in accordance with	1.0 Lot	\$ ██████████	██████████	██████████	██████████

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section 2.1.5 of
the Statement of
Objectives (SOO).
(O&MN,N)

1001FA	RICE (ABAP) in accordance with paragraphs 2.1.4.2 and 2.1.4.6 of the Statement of Objectives (SOO). (RDT&E)	1.0 Lot				
1001GA	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot	\$			0
1001GB	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (TBD) Option	1.0 Lot				
1001HA	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (WCF)	1.0 Lot				
1001HB	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (WCF)	1.0 Lot				
1001HC	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (WCF)	1.0 Lot				
1001HD	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives	1.0 Lot				

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(SOO). (WCF)

1001HE	Deployment Activities (WCF)	1.0 Lot				
1001JA	OMN Labor (See Note A) (O&MN,N)	1.0 Lot				
1001KA	RDTEN Labor (See Note A) (RDT&E)	1.0 Lot	\$			
1001KC	RDTEN Labor (See Note A) (RDT&E)	1.0 Lot	\$			
1002	FY 08 Options				\$	
1002AA	OMN Labor (See Note A) (O&MN,N)	1.0 Lot				
1002AB	OMN Labor (See Note A) (O&MN,N)	1.0 Lot				
1002AC	OMN Labor (See Note A) (O&MN,N)	1.0 Lot				
1002AD	Change Requests identified by Swarm Team (O&MN,N)	1.0 Lot	\$			

Item	Supplies/Services	Qty	Unit	Est. Cost	Fixed Fee	CPFF
1002BB	Cost growth funding for CLIN 1002 (O&MN,N)	1.0 Lot				

Item	Supplies/Services	Qty	Unit	Est. Cost	Base Fee	Award Fee	CPAF
1002BC	RDTEN Labor (See Note A) (RDT&E)	1.0 Lot		\$			
1002CA	NAWCAD Labor (See Note A) (WCF)	1.0 Lot		\$			
1002CB	NAWCWD Labor (See Note A) (TBD)	1.0 Lot		\$			
1002CC	SPAWAR Labor (See Note A) (TBD)	1.0 Lot		\$			
1002CD	SSC-CH Labor (See Note A) (WCF)	1.0 Lot		\$			
1002CE	NAVSUP WCF Labor (See Note A) (WCF)	1.0 Lot		\$			
1002CF	NAVSEA WCF (See Note A) (WCF) Option	1.0 Lot		\$			
1002DA	Helpdesk activities in accordance with section 2.1.7 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot					
1002EA	Information Assurance in accordance with	1.0 Lot					

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section 2.1.5 of
the Statement of
Objectives (SOO).
(O&MN,N)
Option

1002FA	RICE (ABAP) in accordance with paragraphs 2.1.4.2 and 2.1.4.6 of the Statement of Objectives (SOO). (RDT&E) Option	1.0 Lot				
1002GA	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot				
1003	FY 09 Options					
1003AA	OMN Labor (See Note A) (O&MN,N)	1.0 Lot				
1003BA	RDTEN Labor (See Note A) (RDT&E) Option	1.0 Lot				
1003CA	NAWCAD Labor (See Note A) (TBD)	1.0 Lot	\$			
1003CB	NAWCWD Labor (See Note A) (TBD)	1.0 Lot	\$			
1003CC	SPAWAR SSC-Pacific Labor (See Note A) (WCF)	1.0 Lot	\$			
1003CD	SSC-CH Labor (See Note A) (WCF)	1.0 Lot	\$			
1003CE	NAVSUP ERP Deployment (WCF)	1.0 Lot	\$			
1003CF	Navy ERP Help Desk - NAVSUP (WCF)	1.0 Lot	\$			
1003CG	Navy ERP Deployment - NAVSEA (WCF)	1.0 Lot				
1003DA	Helpdesk activities in accordance with section 2.1.7 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot				
1003EA	Information Assurance in	1.0 Lot				

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accordance with section 2.1.5 of the Statement of Objectives (SOO). (O&MN,N)
Option

1003FA	RICE (ABAP) in accordance with paragraphs 2.1.4.2 and 2.1.4.6 of the Statement of Objectives (SOO). (RDT&E) Option	1.0 Lot	████	████	████	████
1003GA	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot	████	████	████	████
1004	FY 10 Options				████	
1004AA	Development and Design Support in accordance with section 2.1.3 of the Statement of Objectives (SOO). (RDT&E) Option	1.0 Lot	\$████	████	████	████
1004BA	Data and User Management in accordance with section 2.1.3 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot	████	████	████	████
1004CA	Deployment activities in accordance with paragraphs 2.1.1, 2.1.2, and 2.1.6 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot	████	████	████	████
1004DA	Helpdesk activities in accordance with section 2.1.7 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot	████	████	████	████
1004EA	Information Assurance in accordance with section 2.1.5 of the Statement of	1.0 Lot	████	████	████	████

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Objectives (SOO).
(O&MN,N)
Option

1004FA	RICE (ABAP) in accordance with paragraphs 2.1.4.2 and 2.1.4.6 of the Statement of Objectives (SOO). (RDT&E) Option	1.0 Lot	██████████	██████████	██████████	██████████
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1004GA	HW/SW Ops, IM/IT, and Portals in accordance with paragraphs 2.1.4.1, 2.1.4.3, 2.1.4.4, 2.1.4.5, 2.1.4.7, 2.1.4.8, 2.1.4.9, and 2.1.4.10 of the Statement of Objectives (SOO). (O&MN,N) Option	1.0 Lot	██████████	██████████	██████████	██████████
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For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
3000	Other Direct Costs FY06 through FY10			██████████
3000AA	Other ODC charges not included in the Facilities, and including office supplies and non-capitalized equipment. (O&MN,N)	1.0 Lot		\$ ██████████0
3000BA	Travel in accordance with the Statement of Objectives (SOO). (TBD) Option	1.0 Lot		██████████
3000BB	Travel in accordance with the Statement of Objectives (SOO). (O&MN,N)	1.0 Lot		██████████
3000BC	Travel in accordance with the Statement of Objectives (SOO). (RDT&E)	1.0 Lot		██████████
3000BD	Travel in accordance with Statement of Objectives (OMN) (O&MN,N)	1.0 Lot		██████████
3000BE	Travel in accordance with	1.0 Lot		██████████

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Statement of
Objectives
(RDT&E) (RDT&E)

3000CA	Other ODC charges not included in the Facilities, and including office supplies and non-capitalized equipment. (WCF)	1.0 Lot	██████████
3000CB	ODCs (OMN) (O&MN,N)	1.0 Lot	██████████
3000DA	Travel in accordance with the Statement of Objectives (SOO). (TBD) Option	1.0 Lot	██████████
3000DB	Travel in accordance with the Statement of Objectives (O&MN,N)	1.0 Lot	██████████
3000DC	Travel in accordance with the Statement of Objectives (RDT&E)	1.0 Lot	██████████
3000DD	Travel in accordance in Statement of Objectives (WCF)	1.0 Lot	██████████
3000DE	Travel in accordance with Statement of Objectives (WCF)	1.0 Lot	██████████
3000DF	Travel in accordance with the Statment of Objectives (WCF)	1.0 Lot	██████████
3000DG	Travel in accordance with Statement of Objectives (WCF)	1.0 Lot	██████████
3000DH	Travel in accordance with Statement of Objectives (RDT&E)	1.0 Lot	\$ ██████████
3000DJ	ODC associated with 1001HE (WCF)	1.0 Lot	██████████
3000DK	OMN Travel (See Note A) (O&MN,N)	1.0 Lot	██████████
3000DL	RDTEN Travel (See Note A) (RDT&E)	1.0 Lot	██████████
3000DM	ODCs (See Note A) (RDT&E)	1.0 Lot	██████████0
3000EA	ODCs (OMN) (See Note A) (O&MN,N)	1.0 Lot	\$ ██████████

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3000EC ODCs (See Note A) (O&MN,N)	1.0 Lot	██████████
3000FA OMN Travel (See Note A) (O&MN,N)	1.0 Lot	██████████
3000FB RDTEN Travel (See Note A) (RDT&E) Option	1.0 Lot	██████████
3000FC NAWCAD Travel (See Note A) (WCF)	1.0 Lot	██████████
3000FD SSC-CH Travel (See Note A) (WCF)	1.0 Lot	\$ ██████████
3000FE SPAWAR Travel (See Note A) (TBD)	1.0 Lot	██████████
3000FF NAWCWD Travel (See Note A) (TBD)	1.0 Lot	██████████
3000FG NAVSUP WCF ODCs (See Note A) (WCF)	1.0 Lot	██████████
3000FH NAVSEA WCF ODCs (See Note A) (WCF) Option	1.0 Lot	██████████
3000FJ ODCs (See Note A) (RDT&E)	1.0 Lot	██████████
3000FK ODCs (See Note A) (WCF) Option	1.0 Lot	██████████
3000FL ODCs (See Note A) (O&MN,N)	1.0 Lot	██████████
3000FM ODCs in support of 1002AD (O&MN,N)	1.0 Lot	██████████
3000GA ODCs (OMN)(See Note A) (O&MN,N)	1.0 Lot	██████████
3000HA OMN Travel (See Note A) (O&MN,N)	1.0 Lot	██████████
3000HB RDTEN Travel (See Note A) (RDT&E) Option	1.0 Lot	██████████
3000HC NAWCAD Travel (See Note A) (TBD)	1.0 Lot	██████████
3000HD NAWCWD Travel (See Note A) (TBD)	1.0 Lot	\$ ██████████
3000HE SPAWAR SSC-Pacific Travel (See Note A) (WCF)	1.0 Lot	\$ ██████████
3000HF SSC-CH Travel (See Note A)	1.0 Lot	██████████

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(WCF)

3000HG	ODCs in support of CLIN 1003CE (WCF)	1.0 Lot	██████████
3000HH	ODCs in support of CLIN 1003CF (WCF)	1.0 Lot	██████████
3000HJ	ODCs in support of CLIN 1003CG (WCF)	1.0 Lot	██████████
3000IA	Other ODC charges not included in the Facilities, and including office supplies and non-capitalized equipment. (TBD) Option	1.0 Lot	██████████
3000JA	Travel in accordance with the Statement of Objectives (SOO). (TBD) Option	1.0 Lot	██████████

3001

\$0.00

3002

3002AD	ODCs (O&MN,N) Option	1.0 Lot	██████████
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3002CB	tbd (TBD) Option	1.0 Lot	██████████
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3003

\$0.00

NOTE A - Option item to which the option clause in SECTION I-2 applies and which is to be supplied only if and to the extent said option is exercised.

CONTRACT TYPE SUMMARY FOR PAYMENT OFFICE (COST TYPE) (NAVSEA) (FEB 1997)

- Item 1000 is cost type
- Item 1001 is cost type
- Item 1002 is cost type
- Item 1003 is cost type
- Item 1004 is cost type
- Item 3000 is cost only
- Item 3001 is cost only
- Item 3002 is cost only
- Item 3003 is cost only

[Delete the following section if the procurement contains no SLIN of type 1, 4, or 7.]

PAYMENTS OF FEE(S) (LEVEL OF EFFORT) (NAVSEA) (MAY 1993)

(a) For purposes of this delivery order, "fee" means "fixed fee" in cost-plus-fixed-fee level of effort type delivery orders.

(b) The Government shall make payments to the Contractor, subject to and in accordance with the clause in this contract entitled "FIXED FEE" (FAR 52.216-8) or "INCENTIVE FEE", (FAR 52.216-10), as applicable. Such payments shall be equal to TBD% of the allowable cost of each invoice submitted by and payable to the Contractor pursuant to the clause of this contract entitled "ALLOWABLE COST AND PAYMENT" (FAR 52.216-7), subject to the withholding terms and

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conditions of the "FIXED FEE" or "INCENTIVE FEE" clause, as applicable (percentage of fee is based on fee dollars divided by estimated cost dollars, including facilities capital cost of money). Total fee(s) paid to the Contractor shall not exceed the fee amount(s) set forth in this contract.

(c) The fee(s) specified in SECTION B, and payment thereof, is subject to adjustment pursuant to paragraph (g) of the special contract requirement entitled "LEVEL OF EFFORT." If the fee(s) is reduced and the reduced fee(s) is less than the sum of all fee payments made to the Contractor under this contract, the Contractor shall repay the excess amount to the Government. If the final adjusted fee exceeds all fee payments made to the contractor under this contract, the Contractor shall be paid the additional amount, subject to the availability of funds. In no event shall the Government be required to pay the Contractor any amount in excess of the funds obligated under this contract at the time of the discontinuance of work.

(d) Fee(s) withheld pursuant to the terms and conditions of this contract shall not be paid until the contract has been modified to reduce the fee(s) in accordance with the "LEVEL OF EFFORT" special contract requirement, or until the Procuring Contracting Officer has advised the paying office in writing that no fee adjustment is required.

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

Statement of Objectives

Navy Enterprise Resource Planning (ERP)

Laboratory Professional Services

1.0 PURPOSE

Work to be performed under this contract will support the Navy Enterprise Resource Planning (ERP) Program Management Office Laboratory in Annapolis, Maryland. The contractor's efforts will focus on providing technical program support for realization and deployment of a future Navy ERP solution.

1.1 BACKGROUND

In response to becoming more efficient in the light of downsizing and decreasing budgets, the Navy established the Revolution in Business Affairs Commercial Business Practices Executive Steering Group (ESG) in 1998.

The ESG assessed the performance and value of Enterprise Resource Planning (ERP) systems as implemented in the commercial environment. ERP is about re-engineering Navy business processes using the latest commercial technology. It enables end-to-end product management and provides for major improvements in supply chain management. ERP produces financial information that is tied directly to the work, resulting in more complete and accurate information. The ESG concluded that the department should pursue ERP. Based on this conclusion, they directed the formation of four limited production systems to address functionality in Program Management, Working Capitol Fund Management, Regional Maintenance, and Aviation Supply and Maintenance. Each limited production system was directed to use a commercial implementation approach versus the traditional defense software development process. All four ERP limited production systems independently selected the ERP software product SAP as the basis for their system solution. The goals of these limited production systems were to provide improved decision information, improve efficiency and effectiveness through re-engineered business processes and improve cost management.

These limited production systems are enabling financial, maintenance, supply, human resources and program management processes in an integrated environment and will eliminate dozens of incompatible computer databases. As individual ERP limited production systems, they have proven that the embedded commercial best processes are a catalyst for business process reengineering; that these processes can be adopted for Navy operations; that the COTS software can successfully run Navy business; and that the return on investment can be individually achieved.

Given the demonstrated successes of the four limited production systems, on 2 August 2002 ASN(RD&A) directed the convergence of the limited production systems. This was based on the need to develop a true end-to-end capability. The limited production systems, which are already showing benefits, have even greater potential when integrated across the aviation, maritime/C4I, and supply product lines. The potential for supply chain, acquisition, and information technology efficiencies is higher when the limited production systems are converged in a single integrated solution. Navy ERP convergence will reduce overall cost and provide improved benefits, improve responsiveness to the Fleet, improve architectural alignment and interoperability within the Navy, facilitate end-to-end product management and force Navy-wide standard processes. Navy ERP will improve current and future readiness, provide Navy leadership more accurate and timely information for decision making, establish common business practices, reduce legacy applications and systems redundancy, which will substantially reduce overall operating cost.

To accomplish this, the Navy immediately commenced addressing DoD architectures and began coordinating with OSD(C) and DUSD(L) on architectural alignment. The Navy ERP architecture is in alignment with the Future Logistics Enterprise (FLE) and is developing a process to ensure alignment with the OSD(C) Financial Management Enterprise Architecture (FMEA).

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On 17 December 2002, SECNAV and CNO declared support for the convergence effort and on 30 January 2003, ASN (RD&A) directed the standup of a Navy ERP Program Management Office. In accordance with this direction, new limited production system functionality work has stopped. Additionally, all existing limited production system deployment planning has stopped, except for the Regional Maintenance Program. The fleet needs the regional maintenance ERP implementation deployed to meet current requirements and obligations. The PMO will be requesting a deployment decision from OSD(C) to deploy this implementation to three additional maintenance regions.

The current convergence plan is to configure a single solution that encompasses all the functionality of the original limited production systems. In parallel with this, the required functionality not currently addressed by the limited production systems will begin to be assessed.

1.2 SCOPE

The scope of this effort is to provide highly technical professional support services to ensure the successful design, development, test, deployment and sustainment of Navy ERP solutions. Services to be provided include: participation on integrated product teams within the program, Navy and DoD; assisting the Navy in resolving differences between commercial standards and existing Navy business processes by providing functional expertise in Navy business processes, SAP, APS, traditional system operations of UNIX, NT and other system components; business process analysis; technical and functional architectural support; information assurance; training development and execution support; organizational change management; other deployment and sustainment support; and security consulting.

1.3 LOCATION

The work accomplished under this contract will primarily take place at Government-provided facilities in Annapolis, Maryland; some of the IT tasks may have to be performed at Patuxent River, Maryland. The deployment and sustainment activities in this contract will be led from the Annapolis location with site deployment teams co-located with the site they are supporting. Site deployment teams will consist of deployment specialists, trainers, and Organization Change Management team members.

2.0 SPECIFIC TASKS

2.1 LABORATORY TECHNICAL SUPPORT

The contractor shall provide professional staff with the necessary technical expertise to perform the following representative tasks:

2.1.1 Organizational Change Management (OCM) Team

2.1.1.1 Activity: Organizational change management and customer support

Performance Objectives

1. The Government shall provide the methodology framework and execution for the Navy ERP OCM Strategy. The contractor shall support the Government by maintaining and updating training programs, providing technical services and documentation, and identifying change management risks. The Government-developed OCM Strategy and Plan provide a repeatable framework for program and site OCM activities. The contractor shall work within this framework to assist the Navy to:

- a. Maintain training templates and workshop materials for the specific business units being implemented
- b. Provide technical documentation and guidance in support of broader program (e.g., website, white papers, etc.) and site-specific communications.
- c. Support distribution of communications
- d. Provide technical services as required for OCM

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e. Identify and recommend mitigation of obstacles at all applicable organizational levels

2. The contractor shall support the Government in identifying and coordinating activities necessary to align Navy enterprise organizations and structures with the Navy ERP Solution. The contractor shall capture process guidance on enterprise change interventions and strategies necessary to mitigate organizational change. The contractor shall assist the Government in revising and updating the Navy ERP Change Magnitude Assessment.

3. The contractor shall provide information to support Government activities to build executive understanding and agreement on critical requirements for the Navy's successful transition to ERP.

4. The contractor shall provide information to the Government such as:

a. Users' desired knowledge/skills/abilities

b. Level of training required by users to achieve desired knowledge and skills

c. New business processes that will require OCM

d. Monitor change effectiveness and recommend adjustments when needed

5. The contractor shall assess and monitor those risks associated with the organizational impacts of the transition to Navy ERP and monitor Program Level Change Risks through involvement and interaction with the Strategies, Architecture and Standards Group (SASG), PMO, Process Council Working Groups and action officers. Upon advisement by Navy ERP program leadership of concurrent Navy initiatives, the contractor shall identify potential impacts or conflicts with Navy ERP organizational transition strategies. As appropriate, the contractor will conduct a follow-on Change Readiness Assessment and analysis to support an update to the Navy ERP OCM Risk Assessment prior to the end of the Realization Phase.

Performance Deliverables

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

2. Organizational Change Management Strategy and Plan – Update (A011)

3. Organizational Change Management Risk Assessment – Update (A012)

4. Change Magnitude Assessment – Update (A013)

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

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Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.2 Training Team

2.1.2.1 Activity: Training material and course support

Performance Objectives

1. The contractor shall perform the actions required to maintain training material; collect user feedback and incorporate it into training courses; develop training material metadata standards; report training material development metrics; and develop new training material.

a. The Training Materials Standards Guide details the standards used by the Training Material Development Team as they develop training material and training prototypes. This document will establish the look and feel of all training material types.

b. The Training Course Catalog provides a description of each training course to be developed, as well as the prerequisites and the suggested audience.

c. Instructor-led training material contains training course material and instructor guides ready for presentation to end-users. The contractor shall maintain this material for the duration of the project and any metrics provided on the team's progress to completion of the training material.

d. Web-based training material contains training course material and appropriate instructor guides ready for presentation to end-users. The contractor shall maintain this material for the duration of the project and any metrics provided on the team's progress toward completion of the training material.

e. The training metadata content package defines the metadata strategy and implementation used for all training material.

f. Training data sets and training delivery environment. This deliverable includes development and maintenance of the training exercise data sets required for delivery and sustainment of Navy ERP training material in accordance with the Navy ERP Training Plan. This also includes populating the training delivery environment and managing "local" data sets.

g. The Navy Training System Plan will be updated and maintained by the contractor.

2. The contractor shall develop documentation that will be incorporated into the Navy ERP Training Plan.

3. The contractor shall develop and maintain context-sensitive help, including:

a. Strategy and Plan for management and maintenance of context-sensitive help material;

b. Linking of context-sensitive help material to all appropriate Navy ERP instances

4. The contractor shall coordinate training actions with the ERP Systems Integrator, government training team leads and other government contractors, as appropriate.

Performance Deliverables

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include

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quantitative and qualitative (See Performance Standard) measures of performance.

2. Training Course Catalog (A014)
3. Instructor-led training material (A015)
4. Web-based training material (A016)
5. Training Metadata Content Package (A017)
6. Context-sensitive help (A018)
7. Training data sets and training delivery environment (A019)
8. Navy ERP Training Plan (A020)

Performance Standard

1. **Timeliness.** Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. **Accuracy.** Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. **Quality.** Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. **Compatibility.** All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
2. Monthly reports.
 - 2.1.2.2 Activity: Training Delivery

Performance Objectives

The Contractor will train Government personnel in the use of the Navy ERP solution. This may include support of Tester, Train-the-Trainer, Super-user, LS and End-user training courses.

Performance Deliverable

1. **Monthly Status Report (A021):** The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance. For this activity, the attendance lists for all classes taught during the month must be attached to the Monthly Status Report.

Performance Standard

1. **Timeliness.** Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

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2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.3 Business Process Team

2.1.3.1 Activity: Business Process Design Support

Performance Objectives

1. The contractor shall support the creation, completion and/or update of necessary Customer Input Templates (CIT's) and other design documentation, including Functional Design Specifications (FDS's) and ARIS models in concert with Navy ERP efforts. The contractor shall support the Government team in completing and validating realization preparation documentation. This culminates with a comprehensive technical data package review as part of the Functional Configuration Baseline Review. This will include support across all SAP and APS functional modules, technical support and efforts to ensure integration across all planned ERP releases.

2. The contractor shall support the creation or update of FDS's for Navy requirements pertaining to: a) reports, interfaces, conversions, and enhancements (RICE); b) information management, e.g., business warehouse; workflow and document management; and c) portals.

3. The contractor shall support the review of training materials to ensure business processes and associated SAP functionality/configuration are accurately reflected.

4. The contractor shall prepare white papers and associated supporting documentation, e.g., briefing materials, as required to support business process reengineering opportunities identified by the Business Process Team for various Global Templates.

5. The contractor shall support the issues resolution process by conducting analysis to resolve the issues, providing issues resolution alternatives and recommendations, and preparing white papers and associated supporting documentation, e.g., briefing materials, as required.

6. The contractor shall support the design efforts taking into account previous lessons-learned from end user deficiencies and associated fixes . .

Performance Deliverable

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

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1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
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3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
2. Monthly reports.

2.1.3.2 Activity: Business Process Development Support

Performance Objectives

1. The contractor shall support the creation of Technical Functional Scripts (TFS's) to meet the requirements stipulated within the Navy's Business Process Master List (BPML).
2. The contractor shall support the creation of Business Process Procedures (BPP's) to meet the requirements within the Navy's BPML .
3. The contractor shall support creation of the SAP IMG Configuration Settings and Enterprise Structure List to meet the requirements within the Navy's BPML. .
4. The contractor shall support creation of Functional Prototype Unit Test Cases to meet the requirements within the Navy's GFI BPML.
5. The contractor shall support the creation of Functional Baseline Configuration (FBC) in preparation for the Design Readiness Review milestone to meet the requirements within the Navy's BPML and, where applicable, with the Navy's FDS requirements.
6. The contractor shall support the creation of Functional Unit Test plans of BPP's developed during the Realization Phase to meet the requirements within the Navy's BPML.and, when applicable, with the Navy's GFI FDS requirements. The contractor shall support the witnessing of functional unit testing and shall document results and any deficiencies along with an associated corrective action plan .
7. The contractor shall support creation of demonstration plans of the Functional Prototype Unit Test Cases to meet the requirements within the Navy's BPML , and where applicable, with the Navy's FDS requirements. The contractor shall support the witnessing of Functional Prototype Unit Testing and shall document results and any deficiencies along with an associated corrective action plan.
8. The contractor shall support the creation of FDS Functional Testplans for end-to-end high-level designs to meet the requirements within the Navy'sFDS requirements. The contractor shall support the observation of FDS functional testing for end-to-end high-level designs and shall document results and any deficiencies along with an associated corrective action plan..
9. The contractor shall prepare documentation required in preparation of various program milestone reviews, i.e.,

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critical design review, design readiness review, etc.

10. The contractor shall support the creation of System Integration test scripts pertaining to the nine end-to-end master business scenarios and associated SAP functionality in preparation for Systems Integration testing. The contractor shall support the observation of systems integration testing and shall document results and any deficiencies along with an associated corrective action plan .

11. The contractor shall generate Requests for Changes (see GFI list for format) in preparation for presenting functional scope changes to the Configuration Change Board (CCB) /Configuration Management Board (CMB) for approval.

12. The contractor shall document SAP software deficiencies in SAP Deficiency Request forms.

13. The contractor shall witness and comment on various program milestone reviews, i.e., critical design review, design readiness review, test readiness review, production readiness review, etc. The contractor shall also witness and comment on Navy ERP Process Council meetings. This shall be accomplished in accordance with applicable guidelines and schedules determined by the Navy ERP Business Process Team.

14. The contractor shall substantiate that the SAP solution configured/developed by the System Integrator adheres to applicable Navy and DoD policies, regulations, and guidelines regarding financials, acquisition and procurement, workforce management, program management, maintenance, and supply chain management. Deficiencies shall be noted in the Monthly Status Report.

Performance Deliverable

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.3.3 Activity: Data Management Development Support

Performance Objectives

1. The contractor shall support data mapping requirements between legacy, SAP and other DRPM tools (such as APS).

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2. The contractor shall support the creation of data migration tools (load utilities/programs) for data migration. The following areas will be considered as part of their support efforts:

- a. Creating the data migration and loading plan that documents which systems and data structures will be migrated to the Navy ERP environment and the mechanisms for migrating the data
- b. Configuring and building the Navy ERP system for loading the required legacy data
- c. Configuring or building the tools required for the data migration process
- d. Testing the data extraction, transformation and load process for each legacy system
- e. Performing tests for quality assurance
- f. Performing data validation to ensure no loss of data occurred during the data load
- g. Establishing data archival and historical data retention plan data, including retention timeframes for archived data
- h. Documenting the data migration and loading steps and sequence required to extract and load data from all legacy systems.

3. The contractor shall support the creation of a maintenance plan for the Navy ERP metadata environment for to include that information pertaining to migrated data structures.

4. The contractor shall support the creation of the data load plan for converting and loading data from the Navy's limited production systems into the Navy ERP production environment. Once the load plan is approved by the Navy, the contractor shall support the execution of the data load plan.

5. The contractor shall support the creation of Data Management Plan.

6. The contractor shall support the creation of Data Loading and Migration Specifications (to include the data loading Application Programming Interfaces (APIs) required for loading legacy data into the Navy ERP system as the Navy brings additional sites on-board.

7. The contractor shall support the development and update of extract FDS's to articulate the data transformation requirements to the legacy system data owners.

8. The contractor shall support development of:

a. Communication and face-to-face interaction with legacy data owners

- (1) Legacy to SAP data mapping
- (2) Legacy data preparation support
- (3) Legacy data transformation guidance
- (4) Sample legacy data preparation for RICE Unit test
- (5) Integrated systems test data oversight
- (6) Management of production legacy data awaiting conversion

b. Data sanitization for test

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9. The contractor shall support the creation of a data mapping plan of legacy data to the Navy ERP system.

10. The contractor shall assist Master and Transactional Data/Data Migration Team with acquiring ready-to-load test data for interfaces and conversions from the various legacy system owners in preparation for Systems Integration testing, specifically test cycles 2 and 3.

11. During Final Preparation and Go-Live Phases, the contractor shall assist Master and Transactional Data/Data Migration Team by providing and maintaining master and transactional data files for data load and providing assistance to resolve load issues when requested.

12. Support the management and handling of sensitive data.

Performance Deliverable

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

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Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.3.4 Activity: User Management Working Group support

Performance Objectives

1. The contractor shall support the User Management Working Group (UMWG) by updating the User Management Plan to reflect functional end user role requirement changes and technical architecture requirement changes for Pre-Go Live activities and/or Post Go-Live sustainment efforts.

2. The contractor shall support the UMWG by preparing the necessary documentation required for end user role decision sessions. The contractor shall witness and document minutes from various UMWG decision sessions.

3. The contractor shall support the creation and execution of the following user management working group efforts: (a) Role Matrix and definitions, (b) role mapping strategy and (c) user management process automation options.

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4. The contractor shall support role-mapping activities at various Navy ERP deployment sites. The contractor shall coordinate inputs and present findings and issues to the UMWG.

5. The contractor shall support end user role sustainment activities such as providing supervisors of end users the necessary procedures and forms so their new personnel may be granted access to applicable end user roles that are necessary to execute business transactions within the Navy ERP production environment.

6. The contractor shall make recommendations for improvements to UMWG processes and procedures.

Performance Deliverable

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.4 Information Technology Team

2.1.4.1 Activity: Technical expertise for information technology and data center operations: Support application administration and operational security of the application

Performance Objectives

1. Application Administration: The contractor shall perform the following tasks:

a. Support installs, upgrades, and configuration, and provide guidance on application software to operate within the Navy ERP architecture. This includes operation with NMCI printers and associated peripherals (barcode readers and wireless devices).

b. Provide advice and guidance to management on software configurations.

2. Security: The contractor shall perform the following tasks:

a. Support logon-id and password requests for access to appropriate domains, applications and servers.

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- b. Support delivery of the logon-id and password to the intended recipient.
- c. Support record maintenance of all logon-ids, input of new data and removal of inactive data.
- d. Support periodic access audits and suspend and restore logon-ids as needed to control access.
- e. Support performance of security functions for application servers within the PMO environment.
- f. Support efforts to ensure that all servers have the appropriate level of access controls in accordance with directives.
- g. Support reviews of the threats and vulnerabilities.

3. BASIS: The contractor shall perform the following tasks:

a. Provide systems/application administration support to SAP, also referred to as SAP Basis support. This will include instances of SAP that are in the NAVY ERP environments.

b. Provide SAP Roles and Authorizations support to the project team.

4. Information Management: The contractor shall provide systems/application administration support for Information Management Tools. This will include, but is not limited to, current releases of SAP Business Warehouse (BW), Document Management System (DMS) and Workflow.

5. Integration Middleware: The contractor shall provide systems/application administration support for Integration Middleware. This will include, but is not limited to, current releases of webMethods Integration Suite, IBM's webSphere MQ, SAP's Exchange Infrastructure (XI) and Automated Identification Technologies (AIT).

Performance Deliverable

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Monthly reports.

2.1.4.2 Activity: RICE and Integration Middleware support, development and testing

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Performance Objectives

1. Support: The contractor shall perform the following tasks:

- a. Analyze Navy ERP design and development products.
- b. Develop and execute functional validation test plans.
- c. Analyze Navy ERP IMS interdependencies; review and report on tasks and dependencies under RICE cognizance.
- d. Prepare for and attend development walkthroughs and provide comments.
- e. Coordinate with other Navy ERP teams to support functional testing, as well as Program Reviews and other Navy ERP program testing.
- f. Support development of cutover plans.
- g. Support cutover activities during final preparation for production.
- h. Attend internal and external meetings as assigned.
- i. Assist with MOA development.
- j. Prepare papers, presentations and reports as directed.
- k. Provide weekly progress reporting.

2. Development: The contractor shall perform the following tasks:

- a. Provide maintenance for Reports, Interfaces (both batch and online), Conversions, Extensions and Enhancements, AIT, XML, and associated areas.
- b. Support development of TDS for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all development.
- c. Support activities required to develop the technical objects.

3. Testing: The contractor shall perform the following tasks:

- a. Execute unit test plans.
- b. Execute system integration test plans.
- c. Support migration of objects to the Quality Assurance (QA) environment.
- d. Support operational testing and assessment.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.

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2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
2. Weekly and monthly reports.
- 2.1.4.3 Activity: Information management support, development and testing

Performance Objectives

1. Support: The contractor shall perform the following tasks:
 - a. Support design requirements determination, documentation and integration across all releases.
 - b. Analyze Navy ERP design and development products.
 - c. Develop and execute functional validation test plans.
 - d. Analyze Navy ERP IMS interdependencies; review and report on tasks and dependencies under RICE cognizance.
 - e. Prepare for and attend development walkthroughs and provide comments.
 - f. Coordinate with other Navy ERP teams to support functional testing, as well as Program Reviews and other Navy ERP program testing.
 - g. Support development of cutover plans.
 - h. Support cutover activities during final preparation for production.
 - i. Attend internal and external meetings as required.
 - j. Assist with MOA development.
 - k. Prepare papers, presentations and reports as directed.

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1. Provide weekly progress reporting.

2. Development: The contractor shall perform the following tasks:

a. Provide development for Business Warehouse (BW), Forms, ABAP and BW reports, DMS, Workflow, Web Enablement, and associated areas.

b. Support development of TDS for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all development.

c. Support activities required to develop the technical objects.

3. Testing: The contractor shall perform the following tasks:

a. Execute unit test plans.

b. Execute system integration test plans.

c. Migrate objects to the QA environment.

d. Support operational testing and assessment.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.

2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.4.4 Activity: Portal/Web Service/XML support, development and testing

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Performance Objectives

1. Portal/Web Service/ XML General Support: The contractor shall perform the following tasks:

- a. Support design requirements determination, documentation and integration efforts across all releases.
- b. Analyze Navy ERP design and development products.
- c. Develop and execute functional validation test plans.
- d. Analyze Navy ERP IMS interdependencies; review and report on tasks and dependencies under RICE cognizance.
- e. Prepare for and attend development walkthroughs and provide comments.
- f. Coordinate with other Navy ERP teams to support functional testing, as well as Program Reviews and other Navy ERP program testing.
- g. Support development of cutover plans.
- h. Support cutover activities during final preparation for production.
- i. Attend internal and external meetings as assigned.
- j. Assist with MOA development.
- k. Prepare papers, presentations and reports as directed.
- l. Provide weekly progress reporting.

2. Portal Development: The contractor shall perform the following tasks:

- a. Support SAP Enterprise Portal development using SAP EP6.
- b. Support development of Web Dynpro applications.
- c. Support development of PDK applications using the SAP JDI environment.
- d. Support development using Portal Developer Kit.
- e. Support development of ABAP modules.

3. Portal Testing: The contractor shall perform the following tasks:

- a. Execute unit test plans.
- b. Execute system integration test plans.
- c. Support migration of objects to the QA environment.
- d. Support operational testing and assessment.

4. Web Service Development: The contractor shall perform the following tasks:

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- a. Support development of web services using Java and J2EE-related technologies.
 - b. Support development of core Java components EJB's, JMS, Web Services, SOAP/XML, J2EE patterns and design.
 - c. Support development of web services using SAML.
 - d. Support development of ABAP modules.
5. Web Service Testing: The contractor shall perform the following tasks:
- a. Execute unit test plans.
 - b. Execute system integration test plans.
 - c. Support migration of objects to the QA environment.
 - d. Support operational testing and assessment.
2. XML Development and Testing: The contractor shall support development of UML models, XML schemas/DTDs and testing.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
 2. Weekly and monthly reports.
- 2.1.4.5 Activity: Technical expertise for information technology data center operations: Application administration and operational security of the application (release sustainment)

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Performance Objectives

1. Application Administration: The contractor shall perform the following tasks:

a. Install, upgrade, configure, and provide guidance on application software to operate within the Navy ERP architecture. This includes operation with NMCI printers and associated peripherals (bar code readers and wireless devices).

b. Provide advice and guidance to management on software configurations.

2. Security: The contractor shall perform the following tasks:

a. Process all logon-id and password requests for access to appropriate domains, applications and servers.

b. Deliver the logon-id and password to the intended recipient.

c. Maintain records of all logon-ids, input new data and remove inactive data.

d. Perform periodic access audits and suspend and restore logon-ids as needed to control access.

e. Perform security functions for application servers within the Navy ERP environment.

f. Support efforts to ensure that all servers have the appropriate level of access controls in accordance with directives.

g. Conduct reviews of the threats and vulnerabilities.

3. BASIS: The contractor shall perform the following tasks:

a. Provide systems/application administration support to SAP, also referred to as SAP Basis support. This will include instances of SAP that are in the NAVY ERP sustainment environments.

b. Provide SAP Roles and Authorizations support to the project team.

4. Information Management: The contractor shall provide systems/application administration support for Information Management Tools. This will include, but is not limited to, current releases of SAP Business Warehouse, DMS and Workflow.

5. Integration Middleware: The contractor shall provide systems/application administration support for Integration Middleware. This will include, but is not limited to, current releases of webMethods Integration Suite, IBM's webSphere MQ, SAP's XI and AIT.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.

2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of

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all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.4.6 Activity: RICE and Integration Middleware support, maintenance and testing (release sustainment)

Performance Objectives

1. Support: The contractor shall perform the following tasks:

a. Analyze Navy ERP Functional Design Specifications and annotate on FDS any deficiencies and recommendations improvements to be reviewed by government team lead or designee. The contractor will develop High Level Design (HLD's) documents to describe the technical solution for the requested functionality. The contractor will develop detailed Technical Design Specifications (TDS's) to describe in detail each logical unit of work (LUW).

b. Include in each TDS a component unit test that effectively demonstrates the LUW functions as designed. The contractor will assist the functional teams in developing end- to-end tests, integrations tests and regression test plans as required. The contractor will coordinate with and support testing efforts by other Navy ERP teams in accordance with the project plan.

c. Analyze the interdependencies of the NAVY ERP IMS and maintain those dependencies for development tasks in the RICE WBS. The contractor will report status of RICE development tasks and maintain the status of these tasks within the schedule.

d. Attend sustainment walkthroughs and provide comments to program management.

e. Assist in creating the cutover plan. The contractor will provide assistance in scheduling and sequence of data load. During cutover the contractor will support cutover activities and preparation for production.

f. Prepare for and attend internal and external meetings as assigned.

g. Assist in development of MOA's as needed.

h. Prepare papers, presentations and reports as directed.

i. Provide weekly progress reporting.

2. Maintenance: The contractor shall perform the following tasks in order to provide maintenance for Reports, Interfaces (both batch and online), Conversions, Extensions and Enhancements, AIT, XML, and all other sustainment-related activities:

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a. Maintain HLD's and TDS's for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all sustainment-related activities. The HLD's will include a general description of the technical solution for the FDS and will identify all LUW's and the TDS that will describe them. The HLD's will contain the functional end-to-end test supplied with the FDS.

b. Perform all tasks required to maintain the SAP and Middleware objects within the RICE WBS. This includes, but is not limited to, applying upgrades, developing new functionality, testing for and repairing defects, and providing support to other Navy ERP teams involved in sustainment activities.

3. Testing: The contractor shall perform the following tasks:

- a. Execute the component unit test plans in the TDS to the satisfaction of the program.
- b. Support the development and execution of the functional end-to-end test plans for each FDS.
- c. Support migration of objects to the QA and production environments.
- d. Support and participate in regression testing whenever necessary for the program.
- e. Support operational testing and assessment as required.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
 2. Weekly and monthly reports.
- 2.1.4.7 Activity: Information management support, maintenance and testing (release sustainment)

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Performance Objectives

1. Support: The contractor shall perform the following tasks:

- a. Analyze Navy ERP Functional Design Specifications (FDS's). The contractor will develop High Level Design (HLD's) documents to describe the technical solution for the requested functionality. The contractor will develop detailed Technical Design Specifications (TDS's) to describe in detail each logical unit of work (LUW).
- b. Include in each TDS a component unit test that effectively demonstrates the LUW functions as designed. The contractor will assist the functional teams in developing end- to-end tests, integrations tests and regression test plans as required. The contractor will coordinate with and support testing efforts by other Navy ERP teams in accordance with the project plan.
- c. Analyze the interdependencies of the NAVY ERP IMS and maintain those dependencies for development tasks in the RICE WBS. The contractor will report status of RICE development tasks and maintain the status of these tasks within the schedule.
- d. Attend sustainment walkthroughs and provide comments to program management.
- e. Assist in creating the cutover plan. The contractor shall provide assistance in scheduling and sequence of data load. During cutover the contractor shall support cutover activities and preparation for production.
- f. Create cutover plans.
- g. Prepare for and attend internal and external meetings as assigned.
- h. Assist in development of MOA's as needed.
- i. Prepare papers, presentations and reports as directed.
- j. Provide weekly progress reporting.

2. Maintenance: The contractor shall perform the following tasks:

- a. Maintain HLD's and TDS's for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all sustainment-related activities. The HLD's will include a general description of the technical solution for the FDS and will identify all LUW's and the TDS that will describe them. The HLD's will contain the functional end-to-end test supplied with the FDS.
- b. Perform all tasks required to maintain the SAP BW, Forms, DMS, Workflow and Web Enablement within the WBS. This includes, but is not limited to, applying upgrades, developing new functionality, testing for and repairing defects, and providing support to other Navy ERP teams involved in sustainment activities.

3. Testing: The contractor shall perform the following tasks:

- a. Execute the component unit test plans in the TDS to the satisfaction of the program.
- b. Support the development and execution of the functional end-to-end test plans for each FDS.
- c. Support migration of objects to the QA and production environments.
- d. Support and participate in regression testing whenever necessary for the program.
- e. Support operational testing and assessment as required.

Performance Deliverables

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1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.

2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.4.8 Activity: Portal, Web Service and XML support, maintenance and testing (release sustainment)

Performance Objectives

1. Support: The contractor shall perform the following tasks:

a. Analyze Navy ERP FDS's. The contractor will develop HLD's documents to describe the technical solution for the requested functionality. The contractor will develop detailed TDS's to describe in detail each LUW.

b. Include in each TDS a component unit test that effectively demonstrates the LUW functions as designed. The contractor will assist the functional teams in developing end- to-end tests, integration tests and regression test plans as required. The contractor will coordinate with and support testing efforts by other Navy ERP teams in accordance with the project plan.

c. Analyze the interdependencies of the NAVY ERP IMS and maintain those dependencies for development tasks in the RICE WBS. The contractor will report status of RICE development tasks and maintain the status of these tasks within the schedule.

d. Attend sustainment walkthroughs and provide comments to program management.

e. Assist in creating the cutover plan. The contractor will provide assistance in scheduling and sequence of data load. During cutover the contractor will support cutover activities and preparation for production.

f. Prepare for and attend internal and external meetings as assigned.

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g. Assist in development of MOA's as needed.

h. Prepare papers, presentations and reports as directed.

i. Provide weekly progress reporting.

2. Portal Maintenance: The contractor shall perform the following tasks:

a. Maintain HLD's and TDS's for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all sustainment-related activities. The HLD's will include a general description of the technical solution for the FDS and will identify all LUW's and the TDS that will describe them. The HLD's will contain the functional end-to-end test supplied with the FDS.

b. Perform all tasks required to maintain the SAP and portal objects within the WBS. This includes, but is not limited to, applying upgrades, developing new functionality, testing for and repairing defects, and providing support to other Navy ERP teams involved in sustainment activities.

c. Support SAP Enterprise Portal maintenance using SAP EP6.

d. Support maintenance of Web Dynpro applications.

e. Support maintenance of PDK applications using the SAP JDI environment.

f. Support maintenance using Portal Developer Kit.

g. Support maintenance of ABAP modules.

3. Web Service Maintenance: The contractor shall perform the following tasks:

a. Maintain HLD's and TDS's for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all sustainment-related activities. The HLD's will include a general description of the technical solution for the FDS and will identify all LUW's and the TDS that will describe them. The HLD's will contain the functional end-to-end test supplied with the FDS.

b. Perform all tasks required to maintain the SAP and web services within the WBS. This includes, but is not limited, to applying upgrades, developing new functionality, testing for and repairing defects, and providing support to other Navy ERP teams involved in sustainment activities.

c. Support maintenance of web services using Java and J2EE-related technologies.

d. Support maintenance of core Java components EJB's, JMS, Web Services, SOAP/XML, J2EE patterns and design.

e. Support maintenance of web services using SAML.

f. Support maintenance of ABAP modules.

4. XML Maintenance and Testing: The contractor shall perform the following tasks:

a. Maintain HLD's and TDS's for all FDS's. The TDS's will include coding specifications, unit test plans, a code optimization plan, the finalized data mapping, and technical requirements for all sustainment-related activities. The HLD's will include a general description of the technical solution for the FDS and will identify all LUW's and the TDS that will describe them. The HLD's will contain the functional end-to-end test supplied with the FDS.

b. Perform all tasks required to maintain the SAP and XML objects within the WBS. This includes, but is not limited to, applying upgrades, developing new functionality, testing for and repairing defects, and providing support to other Navy ERP teams involved in sustainment activities.

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c. Support maintenance of UML models, XML schemas/DTDs.

5. Testing for Portal, Web Services and XML: The contractor shall perform the following tasks:

- a. Execute the component unit test plans in the TDS to the satisfaction of the program.
- b. Support the development and execution of the functional end-to-end test plans for each FDS.
- c. Support migration of objects to the QA and production environments.
- d. Support and participate in regression testing whenever necessary for the program.
- e. Support operational testing and assessment as required.

Performance Deliverables

- 1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
- 2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

- 1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
- 2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
- 3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
- 4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

- 1. Government review and assessment of deliverables and products.
- 2. Weekly and monthly reports.
- 2.1.4.9 Activity: NMCI coordinator

Performance Objectives

The contractor shall be responsible for coordinating, planning, and implementing Navy NMCI policies and architecture guidance as follows:

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1. Develop processes/procedures, manage inventory control, maintain S&T User Agreement Forms, enforce legacy application management policies, provide liaison support with NMCI coordinator, provide software standardization, ensure policy compliance with information assurance and ensure compliance with physical location Community of Interest (COI).

2. Establish technical support procedures. Maintain Gold Disk/NMCI S&T seat initial build and re-image procedure, maintain developer software license, perform desktop re-imaging, maintain and control administrative and BIOS passwords.

3. Provide solutions in the operation, support and services for S&T users to minimize risk and maximize results of NMCI S&T seat services. Assure S&T IT support and services are available and adequate fault tolerances are provided. Provide methods and management policies that best address S&T seat IT support issues that arise during the design, development and implementation.

4. Provide software configuration management of all seats.

5. Monitor total cost of ownership of NMCI-related items.

6. Disseminate information of NMCI related information.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.

2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

1. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

2. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.4.10 Activity: Enterprise integration specialist

Performance Objectives

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The contractor shall perform the following tasks:

1. Manage IT input to the Integrated Master Schedule.
2. Provide direct support to the IT Lead.
3. Assist IT Lead on special projects/data calls.
4. Identify, track and resolve outstanding issues. Coordinate with primary contractor and subcontractor personnel for escalation and resolution of problems.
5. Responsible for accumulation and construction of weekly status reports to the IT Lead for dissemination to leadership.
6. Analyze and prioritize reported issues affecting the IT team.
7. Coordinate meetings (teleconference/VTC) as required.
8. Interact with IT Lead in informal daily updates.
9. Redirect queries for review, analysis and/or resolution to appropriate staff/department.
10. Attend Change Control Board and Change Management Meetings as the Technical Team Representative.
11. Manage IT documentation library. Manage Risk and Issue databases for IT Lead.
12. Assist in the preparation of white papers and briefs.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

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Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.5 Information Assurance (IA) Team

2.1.5.1 Activity: Information assurance support

Performance Objectives

1. IA Test Preparation and Review: The contractor shall assist the Government in determining the appropriate scope of the IA test preparation and review activities necessary for an ACAT I program. This will include assisting the Government in determining the appropriate level of IA testing, assisting in the Security Test and Evaluation (STE) requirements definition, assisting in the development and/or review of IA test plans and procedures, preparing test schedules, and supporting the subsequent Government-witnessed testing to ensure the system meets its IA goals. Participation with the functional development teams and the Quality Assurance team will be necessary to ensure appropriate IA mechanisms are properly included in the test scenarios of transactions and their associated roles.

2. Sensitive Data Testing: Thorough analysis and test preparation will be necessary to properly prepare for the testing of sensitive data. The contractor shall participate in activities to identify sensitive program data (including For Official Use Only, Privacy Act, Business Sensitive, not for foreign release (NOFORN), and Unclassified – Navy Nuclear Propulsion Information (U-NNPI)), and prepare for the necessary testing to ensure adequate protection of these data. In addition, the contractor shall assist the Government in choosing the appropriate system security mechanisms and procedures for protecting these data. This task will include the testing of over 135 roles, a substantial number of sub-roles, and potentially hundreds of derived roles. In addition, the testing will cover over 2,400 unique transactions in which the contractor must be able to identify (through the system configuration and the use of GFI), verify and correct instances of unacceptable data compilation issues that can unintentionally reveal sensitive data to unauthorized individuals. The contractor shall be responsible for assisting the Government in performing role-to-transaction comparisons and aiding the Government in identifying and mitigating potential role compilation issues and subsequent data compilation issues.

3. Role Mapping Activities: The contractor shall support the Government in the security aspects of role mapping, user management and setting of authorizations that are necessary to enable system users to perform their job functions efficiently and effectively. The contractor shall support the Government in the planning, preparation, scheduling, and execution of testing to ensure the systems security mechanisms, features and configurations are adequate to appropriately separate users from objects and data in accordance with the defined roles and the systems security policy. The contractor shall organize and schedule support from other IA Team members to fully support positive and negative role testing.

4. System Security Architecture and Configuration Verification and Testing: The contractor shall ensure that the testing of server configurations includes verification and testing in accordance with recommended Government Security Technical Implementation Guidelines (STIGs) and secure configuration guidelines, provided by product vendors, and also that they were appropriately applied by Data Center personnel. Subsequent to testing, the contractor shall be prepared to assist the Government in recommending risk mitigation strategies and participating in their implementation. The contractor shall assist the Government in developing a system security architecture plan that makes the best use of existing system, network and application security mechanisms and works closely with the System Integrator, Data Center and Technical Team personnel to ensure these mechanisms are tuned to provide maximum security to Navy ERP systems and data. The contractor will test STIGs using Security Readiness Review scripts to ensure and properly document STIG compliance. The contractor shall assist the Government in combining this information into an organized set of documented results. Deliverables will include test plans, procedures and documented results that will satisfy IA requirements of the DoD Information Technology Security Certification and Accreditation Process (DITSCAP) and will posture the Navy ERP system for meeting the more dynamic requirements of the DoD Information Assurance Certification and Accreditation Process (DIACAP).

5. IA Mechanism and System Application Testing: The contractor shall support the Government to ensure IA issues are considered and properly tested in the current system and when applying system application and functionality upgrades. The contractor shall map existing system applications, bolt-on applications and their security mechanisms,

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and review and test these applications to ensure they are implemented and configured in a secure manner. In preparation for significant version upgrades of SAP, document management tools, data warehouse applications and other system applications, as well as the addition of new system functionality, such as portals and single-sign-on capability, the contractor shall research IA functionality that may be affected and prepare appropriate configuration and test plans and procedures for verifying secure system operation following application of the upgrades. The contractor shall make recommendations to the Government to ensure a secure configuration and implementation of the new or upgraded capability. The contractor shall assist the Government in performing Government-witnessed testing of these applications and provide documentation that satisfies the requirements of DITSCAP and DIACAP.

6. DITSCAP Accreditation Support: The contractor shall assist the Government in all certification and accreditation activities necessary for achieving Authority to Operate (ATO), in accordance with existing DITSCAP requirements in DoD 8510.1M. This may require the development and/or review of security documentation, such as the DITSCAP Plan, the System Security Authorization Agreement, Life Cycle Management Plans and updates, and other DITSCAP documentation. Support to the Government may include the development and/or review of disaster recovery plans and continuity of operations (COOP) plans. The contractor may be required to support Government personnel by performing IA-related analyses, assisting in the development of briefing materials, attending meetings, and preparing white papers and other technical documentation.

7. Physical and Facility Security: The contractor shall assist the Government in the development and preparation of physical and facility security policies, techniques and procedures for three Navy ERP facilities. The contractor shall work closely with other organizations to ensure these procedures are closely followed to ensure a safe environment for Government personnel, equipment and information. These policies, techniques and procedures will include, but may not be limited to, building security and access, visitor control, system access and new employee indoctrination. The contractor shall assist the government in developing IA guidelines for the secure configuration and operation of a wireless local area network and user access according to Government requirements.

Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
2. Weekly and monthly reports.

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2.1.6 Deployment Team

2.1.6.1 Activity: Deployment support

Performance Objectives

1. Prepare, review and provide recommendations on systems deployment, data conversion, loading, and sequencing strategies.
2. Prepare, modify and maintain deployment integrated schedules, documentation, procedures, processes, and other artifacts associated with system implementation
3. Provide rollout management, including coordination of all activities associated with implementation of Navy ERP to designated and scheduled Navy activities. Responsibilities include, but are not limited to, the following:
 - a. Prepare and manage integrated implementation schedule and resource requirements as part of the site-specific project plan, including schedule files that will be used jointly with the government to track progress and assess earned value.
 - b. Facilitate coordination of the activities supporting the implementation.
 - c. Prepare and deliver status reports on implementation as required.
 - d. Provide “on-site” support to the activities with tasks associated with implementation within that activity by staffing necessary positions on a Deployment Project Team. The contractor will provide site project management support for each site working in concert with the lead government project manager. The contractor will participate in and support deployment phase reviews for each site to determine readiness to proceed to the subsequent phase. A typical deployment project will include the following phases of effort:
 - i. Site Planning Phase: The contractor shall support activities in the Site Planning Phase of a site implementation, including preparing materials and conducting kick-off meetings, conducting a site survey and analysis, assigning and training team members, initiating the change management process, finalizing plans and schedules, and conducting end-of-phase reviews.
 - ii. Site Analysis Phase: The contractor shall perform and support activities of this phase for organizational change management, communications, training planning, functional walk-through of solution, site survey result analyses, resultant actions and activities, business process validation and execution, technical environment analysis, and end-of-phase reviews.
 - iii. Site Readiness and Transition Phase: The contractor shall perform and support activities of this phase for site organizational change management transition, communications, business process change using the Navy ERP solution, SAP role assignment activities, supporting analysis of legacy data and preparation requirements, and end-of-phase reviews.
 - iv. Site Final Preparation Phase: The contractor shall perform and support activities of this phase for final data collection and data migration (on-site and off-site), change transition, communications, functional and business process implementation support, finalizing and executing cutover plans, training, and end-of-phase reviews.
 - v. Site Go-Live Phase: The contractor shall perform and support activities of this phase for off-site and on-site activities that are focused on providing guidance, assistance and support for the Go-Live event and a post Go-Live transition period. This support may include but is not limited to functional business process solution support and guidance (e.g., over-the-shoulder support), data and process validation, workflow support, and pre- and post go-live assistance to overcome initial cutover problems.
 - vi. Production Support: The contractor shall perform and support activities consisting of help desk ramp up support, production turnover support and walkthroughs, definition of support processes, procedures and documentation.

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Performance Deliverables

1. Weekly Reports: These reports will be in contractor format. They will show items produced during the previous week and manpower expended, in relation to the Performance Objectives above and the program office Integrated Master Schedule. These reports will highlight problem areas and recommended remedies for possible presentation at the weekly scheduling meeting. This report is due to the government team lead every Monday morning.
2. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.
3. Global Deployment Plan – Update (A001)
4. Site-Specific Project Plan (A002)
5. Site-Specific Project Handbook (A003)
6. Deployment Project Team Training Plan – Update (A004)
7. Site Survey Questionnaire (A005)
8. Site-Specific Cutover Plan and Checklist (A006)
9. Site Technical Solution Analysis Document (A007)
10. Site-Specific Data Load and Validation Plan (A008)
11. Site-Specific Go-Live Checklist (A009)
12. Site-Specific Go-Live and Support Review Report (A010)

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.
2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.
3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.
4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.
2. Weekly and monthly reports.
- 2.1.7 Activity: Business Process Subject Matter Experts and Tier 2 and Tier 3 Help Desk

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2.1.7.1 Activity: Business Process Subject Matter Experts and Tier 2 Help Desk

This support is comprised of Navy Business Process Subject Matter Experts (SMEs). If Tier 1 staff is unable to solve a problem, the problem will be forwarded to the Tier 2 support specialist knowledgeable in the context of the problem. Specialists at this level are expected to provide responses to business process issues and problems. Tier 2 specialists do not take initial calls directly from ERP users, unless directed to do so as a result of abnormal ERP system or business conditions.

Performance Objectives

Support: The contractor shall perform the following tasks:

1. Respond to incidents forwarded from Tier 1.
2. Monitor email messages and directly submitted incidents at least every thirty (30) minutes.
3. Adhere to the maximum timeframes specified in the table below. These times are cumulative, not inclusive.
4. Question ERP system users, as necessary, regarding specifics of the incident in a professional manner.
5. Provide summarized, complete and accurate details of any problem analysis and steps taken to resolve the incident.
6. Resolve incident, transfer caller, or assign the incident to a support individual or organization for resolution as appropriate.
7. Maintain responsibility for direct contact with the incident submitter until closed or forwarded to Tier 3.
8. Monitor and track incidents to ensure they are resolved and closed according to policy.
9. Handle workload in order of incident priority.
10. Monitor trends in problems and questions and seek opportunities to improve support and training processes.
11. Tier 2 vendor shall provide the personnel to staff the Tier 2 ERP Help Desk during the core hours of 0600 through 2000 EST 5 days a week 14 hours a day beginning 01 October 2008, unless an interim operational schedule is agreed upon.
12. Tier 2 vendor shall implement and maintain management functions for Tier 2 ERP Help Desk operations.
13. Tier 2 vendor shall use the same Automated Incident Tracking System (AITS) used by the Tier 1 support vendor and Tier 3 support staff. The AITS shall be used to maintain on-line access to incident information for a period of 14 months and archives incident information for a period of 36 months. Tier 2 vendor shall have access to archived information with 24 hours notice.
14. Be responsible for SAP functional areas, to include but not limited to:
 - a. Asset Management
 - b. Controlling
 - c. Environment, Health, Safety
 - d. Financials
 - e. Funds Management

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f. Inventory Management

g. Procurement

h. Plant Maintenance

i. Quality Management

j. Project Systems

k. Sales and Delivery

l. Workforce Management

15. Tier 2 vendor shall access all support systems via the NMCI-supported network.

16. Tier 2 vendor shall utilize email, web-based incident submission and telephone as the communications methods for ERP system users to contact the ERP Help Desk.

17. Tier 2 vendor staff shall receive AITS training.

18. Tier 2 vendor is responsible for providing ERP training to its staff and shall maintain knowledge of Navy ERP business processes.

19. Tier 2 vendor shall adhere to specified service levels as identified in the appendix.

20. Tier 2 vendor shall forward incidents to Navy ERP Tier 3 if not resolved within the time guidelines specified by service levels based on incident priority.

21. Tier 2 vendor shall ensure continuous quality improvement in service and technology by suggesting process/procedure enhancements and technology upgrades and implementing them when appropriate.

22. Tier 2 vendor is required to maintain non-disclosure agreements with Tier 2 staff members.

Performance Deliverables

1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

2. Weekly Reports: These reports will be in contractor format. This report is due to the government team lead every Monday morning. This report will cover the following helpdesk metrics, which are captured by the Tier 1 service provider for activity within Tier 2 areas of responsibility.

a. Number of calls/incidents by:

i. Date

ii. Shift

iii. Incident Category by day, by shift (categories TBD)

1. Functional

2. Technical/Basis

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3. Training

4. Development Request

b. Number of calls/incidents closed by:

i. Date

ii. Shift

iii. Agent

c. Total call/incident processing time (date/time opened through date/time closed).

Performance Standard

1. **Timeliness.** Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. **Accuracy.** Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. **Quality.** Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. **Compatibility.** All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

2.1.7.2 Activity: Business Process Functional Experts and Tier 3 Help Desk

This support is comprised of technical experts; functional developers are also associated with Tier 3 support. These latter individuals are expected to know the intricacies of the subject matter and business processes they support, and be highly knowledgeable of the software product used to support these functional areas. Internal to the support organization, this is the highest level to which an incident can be escalated.

Tier 3 specialists do not take incidents directly from ERP users. Tier 2 and Tier 3 staff are expected to use knowledge-based tools to search for answers to ERP-related questions and resolutions to known problems. If Tier 3 is unable to resolve the problem internally, it may be forwarded to a third-party or vendor support organization for resolution. When that becomes necessary, Tier 3 support is responsible for coordinating activities with those organizations until the issue is resolved. Issues that require system configuration changes will be submitted to the Navy ERP Program Office for consideration (fix, deferral, disapproval) and scheduled for implementation if approved.

Performance Objectives

Support: The contractor shall perform the following tasks:

1. Respond to incidents forwarded from Tier 2.

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2. Monitor incoming email messages and incidents at least every thirty (30) minutes.
3. Adhere to the maximum timeframes specified in the table below. These times are cumulative, not inclusive.
4. Question ERP system users, as necessary, regarding specifics of the incident in a professional manner.
5. Provide summarized, complete and accurate details of any problem analysis and steps taken to resolve the incident.
6. Analyze problem using software tools, system documentation, test systems, and consultation with incident submitter and/or other support team members.
7. Be responsible for SAP functional areas, to include but not limited to:
 - a. Asset Management
 - b. Controlling
 - c. Environment, Health, Safety
 - d. Financials
 - e. Funds Management
 - f. Inventory Management
 - g. Procurement
 - h. Plant Maintenance
 - i. Quality Management
 - j. Project Systems
 - k. Sales and Delivery
 - l. Workforce Management
 - m. Advanced Planning and Scheduling (Manugistics)
 - n. Training System (Info-Pak)
8. Tier 3 vendor shall access all support systems via the NMCI-supported network.
9. Tier 3 vendor shall utilize email, web-based incident submission and telephone as the communications methods for ERP system users to contact the ERP Help Desk.
10. Prepare process changes and data modifications as necessary.
11. Resolve incident, transfer caller, or assign the incident to a support individual or organization for resolution as appropriate.
12. Maintain responsibility for direct contact with the incident submitter until closed.
13. Monitor and track incidents to ensure they are resolved and closed according to policy.

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14. Handle workload in order of incident priority.
15. Monitor trends in problems and questions and seek opportunities to improve support and training processes.
16. Test and validate staged problem resolution content in preparation for knowledge base entry.
17. Coordinate activation of new knowledge content with knowledge base specialist.
18. Tier 3 vendor shall inform Navy ERP of the lead-time required to meet service levels within one month of notification from Navy ERP.
19. Tier 3 vendor shall, through a service contract or agreement, provide the personnel to staff the Tier 3 ERP Help Desk during the core hours of 0800 and 1700 EST beginning 1 October 2006, unless an interim operational schedule is agreed upon.
20. Tier 3 vendor shall implement and maintain management functions for Tier 3 ERP Help Desk staff.
21. Tier 3 vendor shall use the same AITS used by the Tier 1 and Tier 2 support staff. The AITS shall be used to maintain on-line access to incident information for a period of 14 months and archives incident information for a period of 36 months. Tier 3 vendor shall have access to archived information with 24 hours notice.
22. Tier 3 vendor shall access all support systems via the NMCI-supported network.
23. Tier 3 vendor shall utilize email, web-based incident submission and telephone as the communications methods for ERP system users when contacting the ERP Help Desk.
24. Tier 3 vendor shall utilize a knowledge base to assist with problem resolution. The knowledge base will be searchable by keyword, phrase and functional area, and is used to find solutions to documented problems. Tier 3 staff will be responsible for contributing content to the knowledge base as new problems are documented and resolved, as well as verifying that content is accurate and usable.
25. Tier 3 vendor staff shall receive training for AITS and knowledge base software tools.
26. Tier 3 vendor is responsible for providing ERP training to its staff and shall maintain knowledge of Navy ERP business processes.
27. Tier 3 vendor shall adhere to standards specified by service levels.
28. Tier 3 vendor shall coordinate resolution of incidents with software, hardware and services vendors when it has been determined that these support organizations are required to assist or provide support to Navy ERP.
29. Tier 2 vendor shall notify Tier 3 vendor when escalating critical incidents. Contact information for Tier 3 will be supplied to Tier 2 service provider prior to the first site deployment. Tier 1 agent will assign incident priority based on criteria specified by service levels.
30. Tier 3 vendor shall ensure continuous quality improvement in service and technology by suggesting process/procedure enhancements and technology upgrades and implementing them when appropriate.
31. Tier 3 vendor is required to maintain Non-Disclosure agreements with Tier 3 staff members.
32. Maintain a working relationship with the Operations Sustainment personnel who will provide support for Hardware and Software Operations, SAP Basis, Security, Information Management, Business Warehouse, Portals, Reports, Interfaces, Conversions, and Extensions (RICE), and ABAP.

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1. Monthly Status Report (A021): The Monthly Status Report must address support of the Performance Objectives described above, particularly in relation to the program office Integrated Master Schedule. The report should include quantitative and qualitative (See Performance Standard) measures of performance.

2. Weekly Reports: These reports will be in contractor format. This report is due to the government team lead every Monday morning. This report will cover the following helpdesk metrics, which are captured by the Tier 1 service provider for activity within Tier 2 areas of responsibility.

d. Number of calls/incidents by:

iv. Date

v. Shift

vi. Incident Category by day, by shift (categories TBD)

1. Functional

2. Technical/Basis

3. Training

4. Development Request

e. Number of calls/incidents closed by:

i. Date

ii. Shift

iii. Agent

f. Total call/incident processing time (date/time opened through date/time closed).

Performance Standard

1. Timeliness. Contractor shall deliver products within deadlines identified by the task manager. No more than 2% of all reports and products may be delivered to the appropriate Government contact later than the specified time period.

2. Accuracy. Products shall be factually accurate, complete, and in accordance with Navy standards and policies, as well as other standards and deliverables as mutually agreed to by both the Government and contractor. No more than 2% of products will require rework to correct inaccuracies.

3. Quality. Products shall be free of spelling and grammatical errors, formatted appropriately, and fully coordinated with any stakeholders. No more than 2% of products will have quality deficiencies.

4. Compatibility. All products must be fully compatible with the Navy Marine Corps Intranet (NMCI) format for Microsoft Word, Excel, PowerPoint, Access, Program Manager and other application programs used by the Program. No product will be incompatible with the program's standard applications.

Monitoring Method

1. Government review and assessment of deliverables and products.

2. Weekly and monthly reports.

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3.0 DELIVERABLES

For a detailed description of deliverables, refer to Attachment A – CDRL Package attached to this Statement of Objectives.

4.0 GOVERNMENT-FURNISHED INFORMATION

The most current documents will be provided at contract award. The contractor will document the date and/or revision number in the first weekly status report provided to the Government. All subsequent receipts of government-furnished information will be documented as received in the appropriate weekly status report.

Document Number Document Title

ANSI/ISO/ASQC Q9000-3-1997 Quality Management and Quality Assurance Standards for the Application of ANSI/ISO/ASQC Q9001 to the Development, Supply, and Maintenance of Software

Best Practices Software Program Managers Network (www.spmn.com)

IEEE/EIA Std 12207.0 IEEE Standard for Information Technology

Navy ERP Operational Requirements Document (ORD for Template 1.0 (OPNAV4) Navy ERP Operational Requirements Document

Test Evaluation and Implementation Plan for Template 1.0 (OPTEVFOR) Navy ERP Test and Evaluation Master Plan (TEMP)

Testing Strategy Navy ERP Testing Strategy

Unit Test Instructions Navy ERP Unit Test Instructions

Integrated Systems Test Plan Navy ERP Integrated Systems Test Plan

Requirements Traceability Process and Tools Navy ERP Requirements Traceability Process and Tools

Quality Management Plan Navy ERP Quality Management Plan

Configuration Management Plan Navy ERP Configuration Management Plan

Configuration Control Board Process Navy ERP Configuration Control Board Process

Requirements Management and Configuration Management Strategy Navy ERP Requirements Management and Configuration Management Strategy

Systems Engineering Plan Navy ERP Systems Engineering Plan

Realization and Development SOW for Template 1.0/1.1 Navy ERP Realization and Development SOW for Template 1.0/1.1

Program Schedule Navy ERP Program Schedule

Global Deployment Plan

Deployment Project Team Training Plan

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Organizational Change Management Strategy and Plan

Navy ERP Help Desk Plan

Organizational Change Management Risk Assessment

Change Magnitude Assessment Navy ERP Change Magnitude Assessment

Program Work Breakdown Structure

Training templates and workshop materials (as produced by system integrator)

Training Materials Standards Guide

Training Course Catalog

Training Metadata Content Package

User Management Plan

Master Scenarios and Descriptions

Request for Change Format

5.0 KEY PERSONNEL

The Contractor shall provide a list of the key personnel resources assigned to this task order, along with résumés for key personnel. Other experts may be utilized to augment key personnel. However, substitute or additional personnel must be approved in advance by the Navy Contracting Officer's Representative (COR) and must conform to the mandatory security requirements. Before replacing any individual identified as key personnel, the Contractor shall notify the COR no less than forty-five (45) calendar days in advance, submit written justification for replacement and provide the name and qualifications of any proposed substitute(s). Any proposed substitute shall possess qualifications equal to or superior to those of the key person being replaced. The contractor shall not replace key personnel without written consent from the COR. The Navy reserves the right to accept or reject any of the substitute personnel.

The Contractor shall designate the following key personnel with the described experience:

1. Project Manager.

- The Project Manager will have the responsibility to manage and coordinate all contractor efforts. The Project Manager will have a thorough understanding of and be skilled in the ASAP implementation methodology, a proven track record for managing large-scale (10,000+ users) successful SAP development and deployment projects, extensive experience with the SAP modules being implemented, and excellent communication and interpersonal skills. The Project Manager must have experience in DoD/Federal acquisition and preferably experience working with the Navy on its limited production systems.

2. Business Process Functional Senior Analyst.

- Education: The candidate should have at a minimum a four-year bachelors degree in one (1) of the following disciplines: financial accounting/funds management, business administration, procurement, material management, engineering, logistics, maintenance management, program/project management, or human resource management. A minimum of sixteen (16) years of experience in a specific functional area is required if the minimum four-year college degree is not met.

- Experience: The candidate should have a minimum of ten (10) years experience working with functional business

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operations or processes in one or more of the above mentioned disciplines. The candidate must have at least five years experience with business process reengineering activities to improve business operation efficiency and reduce operations and support costs. The candidate must have at least six years of combined experience with functional solution development and/or test of commercial and/or Federal government information management systems. At least two years experience working with ACAT I_AM or ACAT I_MAIS acquisitions utilizing DoD 5000 acquisition policies, principles, regulations, and procedures is desirable. The candidate must have at least four years experience working with ERP software similar to SAP. Having SAP aerospace, defense and public sector experience, to include MySAP ERP 2004 (formerly Enterprise Control Component (ECC) 5.0) and APS software, is desirable. Experience in one end-to-end SAP implementation using ASAP methodology (Project Preparation–Business Blueprint–Realization–Final Preparation–Go-Live–Post Go-Live) is desirable. Prior commercial or Federal government ERP experience, e.g., one of the four Navy ERP limited production systems is desirable.

3. Information Assurance DITSCAP and Physical/Facility Security Lead.

- Minimum requirements for this position include a four-year college degree in a technical computer-related subject, and IA certification in accordance with DoDD 8570.1. An advanced technical degree is desired, but may be waived in lieu of commensurate DoD system accreditation experience using DITSCAP requirements. The candidate shall have a working knowledge of DoD and Navy information assurance and general security policy and guidance, including DITSCAP requirements. Experience must indicate the ability to plan, develop and oversee activities related to certification and accreditation of DoD systems according to DITSCAP requirements. The candidate must have extensive knowledge of the DITSCAP process and at least seven years experience in the successful application of DITSCAP, DoD 8510.1M and the development of documentation and evidence required for system accreditation. Broad knowledge of general security principles and practices, to include physical, facility, information, and personnel security disciplines, is critical. The ability to interact with senior leadership in meeting or briefing scenarios is important. Understanding of system acquisition, the SAP application and IT system life cycle documentation desired.

4. Information Assurance Independent Verification Testing Lead.

- Minimum requirements for this position include a four-year college degree in a technical computer-related subject, and IA certification in accordance with DoDD 8570.1. An advanced technical degree in a technical computer-related field is desirable. The candidate must have at least seven years experience in IV&V testing of the IA mechanisms of computer systems and applications. The candidate must also have a working knowledge of DoD and Navy information assurance and general security policy and guidance, including DITSCAP requirements. Experience must indicate the ability to plan, develop and oversee activities related to certification and accreditation of DoD systems according to DITSCAP requirements and the use of automated test tools. The candidate must have extensive knowledge of the DITSCAP process and at least five years experience in the application of DITSCAP, DoD 8510.1M. The ability to interact with senior leadership in meeting or briefing scenarios is desired. Understanding of system acquisition, the SAP application and IT system life cycle documentation is desired.

5. System Security Architecture and Configuration Lead.

- Minimum requirements for this position include a four-year college degree in a technical computer-related subject and IA certification in accordance with DoDD 8570.1. An advanced technical degree in a technical computer-related field is desirable. The candidate must have at least seven years experience in the application and tuning of IA mechanisms for computer systems and applications. An in-depth understanding of the underlying system mechanisms that enable security functionality from the operating system, network and applications levels is desired. The ability to ensure these mechanisms are tuned to maximize their security value is a critical skill for this position. The candidate shall have a working knowledge of DoD and Navy information assurance and general security policy and guidance, including DITSCAP requirements. Experience must indicate the ability to plan, develop and oversee activities related to certification and accreditation of DoD systems according to DITSCAP requirements and the use of automated test tools. The candidate must have extensive knowledge of the DITSCAP process and at least five years experience in the application of DITSCAP, DoD 8510.1M. The ability to interact with senior leadership in meeting or briefing scenarios is desired. Understanding of system acquisition, the SAP application and IT system life cycle documentation is desired.

6. Training Lead.

- The candidate must have a minimum of a bachelor's degree with five years experience with ERP-related training delivery. It is very desirable that the candidate have experience with several ERP implementations and at least one

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large ERP implementation (over 10,000 users). It is desired that the candidate have experience using Learning Management Systems and Learning Content Management Systems.

7. Deployment Project Managers.

- The Deployment Project Managers will have responsibility for one or more specific site deployment efforts. The Deployment Project Managers must have thorough understanding of the ASAP methodology, be experienced in managing successful SAP deployment projects, be experienced and knowledgeable of the SAP modules being implemented, and have excellent communication and interpersonal skills.

8. Portals/Web Services/XML Analyst.

- The candidate should have at least two years experience in area of expertise, as well as two years of experience in SAP. Provide insight and IV&V support of developed objects in the area of Portal /Web Services/XML development tasks including working with Business Process Teams to determine if business requirements have been met.

9. IM Analyst.

- The candidate should have at least two years experience in area of expertise, as well as two years of experience in SAP. Also:

- Business warehouse: Provide insight and IV&V review of developed objects in the area of business warehouse development tasks, including working with Business Process Teams to determine if business requirements have been met.

- Workflow: Provide insight and IV&V review of developed objects in the area of workflow development tasks, including working with Business Process Teams to determine if business requirements have been met.

- Document Management: Provide insight and IV&V review of developed objects in the area of document management development tasks, including working with Business Process Teams to determine if business requirements have been met.

10. RICE (ABAP) Analyst.

- Provide insight and IV&V review of developed objects in the area of RICE (ABAP) development tasks, including working with Business Process Teams to determine if business requirements have been met.

11. User Management Senior Analyst.

- Education: At a minimum, a four-year college degree in financial accounting, funds management, business administration, procurement, material management, engineering, logistics, maintenance management, program/project management, or human resource management. A minimum of sixteen years of experience in a specific functional area is required if the minimum four-year college degree is not met.

- Experience: A minimum of ten years experience dealing with functional business operations/processes of the aforementioned disciplines is required. At least six years of combined experience with functional solution development and/or test of commercial and/or federal government information management systems is required. At least six years experience involved in developing end user role strategies to include the following is also needed: (1) defining end user roles by mapping various business processes and the associated business transactions to specific roles, (2) role mapping of end users at deployment sites, (3) planning security requirements for establishment of user accounts and assignment of duties, and (4) setting up a process for maintenance of end user role configurations. At least four years experience working with ERP software like SAP is required. Having SAP Aerospace and Defense Industry and Public Sector experience to include MySAP_ERP 2004 (formerly Enterprise Control Component (ECC) 5.0) software version is desirable. Prior Commercial or Federal Government Enterprise Resource Planning (ERP) experience, e.g., one of the four (4) Navy ERP limited production systems, i.e., Sigma, Cabrillo, Nemais, Smart, is desirable.

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6.0 SECURITY

All contractor personnel shall be U.S. citizens.

The contractor shall ensure that all personnel requiring access to any DoD information system meet the minimum criteria specified in DoD 5200.2-R, DoD Personnel Security Program. As an example, Information Assurance personnel and system administrators shall be designated as ADP-II (IT-II). Current requirements are that other contractor personnel assigned to the Navy ERP Program shall be designated as ADP-III (IT-III). ADP-II requires a DNACI/NACI; ADPIII requires a NAC/ENTNAC.

To initiate a NAC or NACI, go to the Defense Security Service website at the following address:

<http://www.dss.mil/epsq/patch.htm>

The contractor shall provide the Government IA and Security Team the names and pertinent information of each individual working the program, at least 2 weeks prior to their arrival or 2 weeks prior to their departure such that all security relevant program activities can occur.

The contractor shall adhere to Government and program regulations, policies and procedures controlling the access of program facilities, information and systems by visitors.

All contractor personnel requiring access to the Government workspaces will complete a National Agency Check (NAC). If an emergency situation exists, and the contractor requires access to the Government workspace in advance of completing the NAC, the contractor employee may begin work with a waiver from the COTR. Completion of submission requirement for the NAC is required for waiver approval.

Depending on the specific tasks performed, personnel may require a confidential security clearance or higher. These personnel must be able to acquire and maintain the appropriate level security clearance.

Contractor personnel should be aware at all times of any unusual persons or packages in their work area and immediately report those to the building security staff. If contractor personnel become aware of any person seeking unauthorized access to Controlled Unclassified Information materials, they should immediately report this to the COTR.

6.1 Contract Clause for Protection of Unclassified Naval Nuclear Propulsion Information

During the performance of this contract, Unclassified Naval Nuclear Propulsion Information (U-NNPI) may be developed or used. Appropriate safeguards must be proposed by the contractor and provided to the Contracting Officer for Security for the safeguarding from actual, potential or inadvertent release of U-NNPI in any form by the contractor or any subcontractor. These safeguards shall ensure that access to U-NNPI is limited to those governmental and contractor parties, including subcontractors, that have an established need to know, and then only under conditions that assure that the information is properly protected. Access by foreign nationals or representatives of foreign interests is not permitted. In addition, any and all issuances or releases of such information beyond such necessary parties, whether or not ordered through an administrative or judicial tribunal, shall be brought to the attention of the Contracting Officer for Security.

The Contracting Officer for Security shall be immediately notified of any litigation, subpoenas or requests that either

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seek or may result in the release of U-NNPI. In the event that a court or administrative order makes immediate review by the Contracting Officer for Security impracticable, the contractor agrees to take all necessary steps to notify the court or administrative body of the Navy's interest in controlling the release of such information through review and concurrence in any release.

The Contracting Agency reserves the right to audit contractor facilities for compliance with the above restrictions. Exceptions to these requirements may only be obtained with prior approval from the Commander, Naval Sea Systems Command (SEA 09T).

6.2 Security Agreement for Protection of Unclassified Naval Nuclear Propulsion Information

The undersigned hereby agrees that when provided documents (specifications, drawings, etc.) that are marked as containing sensitive information that must be controlled pursuant to federal law, the information contained therein and generated as part of the inquiry shall be used only for the purpose of preparing the proposal and shall in no case be transmitted outside of the company (unless such transmittals comply with the detailed guidance provided as part of the proposal instructions) or to any foreign national within the company. While in use, the documents shall be protected from unauthorized observation and shall be kept secure so as to preclude access by any persons who do not have a legitimate need to view them. The documents shall not be copied unless done in conformance with the detailed guidance provided as part of the proposal instructions. All the documents shall be promptly returned in their entirety, unless authorized for proper disposal or retention, following preparation of the response to the bid solicitation.

7.0 TRAVEL

In addition to local travel, the contractor will be required to travel throughout the Continental United States (CONUS) and to foreign countries to support deployment of the system.

The contractor shall provide advance notification for travel to locations requiring additional Government coordination. All travel requires advance authorization by the COTR. All travel shall be conducted in accordance with the Joint Travel Regulation. Travel authorization requests shall include the following:

- Title, purpose/objective, expected outcome
- Date, time (window) and location
- Proposed itinerary
- Proposed meeting/activities agenda
- Number of contractor participants
- Desired Government participants
- Requested Government support
- Estimated costs

The contractor shall prepare a trip report no later than five (5) days following the conclusion of the trip, providing actual costs, attendees, and a description of activities conducted on the trip.

8.0 CONFLICT OF INTEREST

The Organizational Conflict of Interest clause (HQ C-2-0037 Organizational Conflict of Interest (NAVSEA) (JUL 2000)) in Section C of the SEAPORT Multiple Award Indefinite Delivery/Indefinite Quantity (IDIQ) contract is invoked with respect to this task order, pertaining to the Navy Enterprise Resource Planning Program.

ATTACHMENT A

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PROJECT DELIVERABLES

CDRL Data Item No. Name

CDRL A001 Global Deployment Plan - Update

CDRL A002 Site-Specific Project Plan

CDRL A003 Site-Specific Project Handbook

CDRL A004 Deployment Project Team Training Plan - Update

CDRL A005 Site Survey Questionnaire

CDRL A006 Site-Specific Cutover Plan and Checklist

CDRL A007 Site Technical Solution Analysis Document

CDRL A008 Site-Specific Data Load and Validation Plan

CDRL A009 Site-Specific Go-Live Checklist

CDRL A010 Site-Specific Go-Live and Support Review Report

CDRL A011 OCM Strategy and Plan-Update

CDRL A012 OCM Risk Assessment-Update

CDRL A013 Change Magnitude Assessment

CDRL A014 Training Course Catalogue

CDRL A015 Instructor-led Training Material

CDRL A016 Web-based Training Material

CDRL A017 Training Metadata Content Package

CDRL A018 Context Sensitive Help

CDRL A019 Training Data Sets & Training Data Environment

CDRL A020 Navy ERP Training Plan

CDRL A021 Monthly Status Report – to include a summary of work planned (prior and current month), completed, delayed; hours utilized; major issues or risk factors; and other issues as appropriate.

APPENDIX

The table below defines incident response and target resolution times proposed for each support tier based on the priority assigned to the incident at time of submission from the ERP system user. These parameters may require periodic adjustment through mutual agreement between business partners as a result of ineffective or inadequate Navy ERP support efforts.

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Incident Priority Maximum Timeframes: Response Time Target Resolution Time

1. Critical – Immediate action required to determine resolution. One or more ERP software functions are inoperable. Verbal/written validation of incident details with customer is required. Response Time Phone Queue Time: Email/Web: Tier 1 90 Second Average 15 minutes Tier 2 N/A 30 minutes Tier 3 N/A 60 minutes Target Resolution Time Tier 1 – 10 minutes Tier 2 – 1 hour Tier 3 – 2 business days

2. High - High risk, work stoppage, testing halts, potential large negative impact to Program schedule, life cycle cost, and/or customers. Response Time Phone Queue Time: Email/Web: Tier 1 90 second Average 1 hour Tier 2 N/A 4 hours Tier 3 N/A 1 business day Target Resolution Time Tier 1 – 10 minutes Tier 2 – 1 business day Tier 3 – 5 business days

3. Medium – Medium to high risk, testing degraded, negatively impacts current phase schedule, life cycle costs and/or customers. Response Time Phone Queue Time: Email/Web: Tier 1 90 Second Average 2 hours Tier 2 N/A 2 business days Tier 3 N/A 5 business days Target Resolution Time Tier 1 – 10 minutes Tier 2 – 5 business days Tier 3 – 10 business days

4. Low – Low risk, testing delayed, little or no impact to cost, schedule or customers. Response Time Phone Queue Time: Email/Web: Tier 1 90 Second Average 4 hours Tier 2 N/A 5 business days Tier 3 N/A 10 business days Target Resolution Time Tier 1 – 10 minutes Tier 2 – 10 business days Tier 3 – 20 business days

NOTE:

Response Time is defined as follows:

- Telephone Call – The time consumed starts the instant the caller is placed into a telephone hold queue and ends when a Tier 1 agent responds to the caller from the hold queue. If a call is answered immediately, the caller will not be placed into a hold queue. Callers must be answered or be placed into a hold queue within 4 rings. Telephone response time does NOT include ring time prior to being placed into the hold queue.

- Email/Web Submission – Time begins to accumulate upon the receipt of an assigned incident tracking number as a result of an ERP system user or Tier 1 agent initially entering incident information. For Tier 1 support, response time ends when the issue is closed or is forwarded to a subsequent support tier. Response time continues to accumulate when a Tier 2 or Tier 3 agent continues to work on the incident and indicates that activity with an entry in the tracking system. Response time ends for that support tier when a solution has been documented in the incident, or when the incident is passed to a subsequent support tier for resolution and this activity is posted in the incident. All times listed above include the amount of time consumed by previous support tiers in the resolution process.

A response to the submitter regarding the status of the reported incident should occur each time the incident is transferred to another support tier. This communication is to include specific actions that will be taken toward incident resolution and a time estimate for those actions if possible. The incident caller/submitter will also be contacted upon resolution. Standard Operating Procedures, contained in another document, will provide details for this support process.

Target Resolution Time is the amount of time that agents may consume attempting to resolve an incident at a specific support tier. If not resolved, the submitter will be notified of the incident status and specific actions planned for analysis or resolution in addition to a time estimate for completion. All times listed above include time consumed by previous support tiers.

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SECTION D PACKAGING AND MARKING

Packaging and marking shall be in accordance with Section D of the Multiple Award SeaPort E Delivery Order.

All Deliverables shall be submitted in accordance with the DD Form 1423.

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SECTION E INSPECTION AND ACCEPTANCE

Inspection and Acceptance shall be in accordance with Section E of the Multiple Award SeaPort E Delivery Order.

Inspection and Acceptance of the services to be furnished hereunder shall be made at the destination by the Task Order Manager (TOM) or his/her duly authorized representative.

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SECTION F DELIVERABLES OR PERFORMANCE

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

1000AA	5/1/2006 - 9/30/2006
1000AB	9/29/2006 - 11/30/2006
1000BA	5/1/2006 - 9/30/2006
1000BB	9/29/2006 - 11/3/2006
1000DA	5/1/2006 - 9/30/2006
1000DB	9/29/2006 - 11/17/2006
1000FA	5/1/2006 - 9/30/2006
1001AA	10/1/2006 - 9/30/2007
1001AB	10/1/2006 - 9/30/2007
1001BA	2/1/2007 - 9/30/2007
1001CA	11/4/2006 - 9/30/2007
1001CB	10/1/2006 - 9/30/2007
1001DA	2/1/2007 - 9/30/2007
1001EA	11/18/2006 - 9/30/2007
1001FA	2/1/2007 - 9/30/2007
1001GA	10/1/2006 - 9/30/2007
1001HA	10/1/2006 - 9/30/2008
1001HB	10/1/2006 - 9/30/2007
1001HC	10/1/2006 - 9/30/2007
1001HD	10/1/2006 - 9/30/2008
1001HE	4/1/2007 - 9/30/2007
1001JA	9/24/2007 - 10/10/2007
1001KA	9/24/2007 - 2/29/2008
1001KC	1/12/2008 - 9/30/2008
1002AA	10/9/2007 - 9/30/2008
1002AB	12/10/2007 - 9/30/2008
1002AC	10/11/2007 - 9/30/2008
1002AD	9/15/2008 - 11/30/2008
1002BB	10/12/2007 - 10/11/2008
1002BC	2/20/2008 - 9/30/2008
1002CA	10/1/2007 - 12/10/2008
1002CB	10/1/2007 - 9/30/2008
1002CC	10/1/2007 - 9/30/2008
1002CD	10/1/2007 - 9/30/2008
1002CE	12/10/2007 - 12/9/2008
1003AA	10/1/2008 - 9/30/2009
1003CA	10/1/2008 - 9/30/2009
1003CB	10/1/2008 - 9/30/2009

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1003CC	10/1/2008 - 9/30/2009
1003CD	10/1/2008 - 9/30/2009
1003CE	10/1/2008 - 9/30/2009
1003CF	10/1/2008 - 9/30/2009
1003CG	10/1/2008 - 9/30/2009
3000AA	9/1/2006 - 11/30/2006
3000BB	5/1/2006 - 9/30/2006
3000BC	5/1/2006 - 9/30/2006
3000BD	9/29/2006 - 12/31/2006
3000BE	9/29/2006 - 11/30/2006
3000CA	2/1/2007 - 9/30/2007
3000CB	9/24/2007 - 10/31/2007
3000DB	12/1/2006 - 9/30/2007
3000DC	10/1/2006 - 9/30/2007
3000DD	10/1/2006 - 9/30/2008
3000DE	10/1/2006 - 9/30/2007
3000DF	10/1/2006 - 9/30/2007
3000DG	10/1/2006 - 9/30/2008
3000DH	10/1/2006 - 9/30/2007
3000DJ	4/1/2007 - 9/30/2007
3000DK	9/24/2007 - 10/10/2007
3000DL	9/24/2007 - 2/29/2008
3000DM	2/2/2008 - 9/30/2008
3000EA	10/29/2007 - 9/30/2008
3000EC	1/19/2008 - 9/30/2008
3000FA	10/9/2007 - 9/30/2008
3000FC	10/1/2007 - 11/15/2008
3000FD	10/1/2007 - 9/30/2008
3000FE	10/1/2007 - 9/30/2008
3000FF	10/1/2007 - 9/30/2008
3000FG	12/10/2007 - 12/9/2008
3000FJ	1/5/2008 - 9/30/2008
3000FL	10/11/2007 - 9/30/2008
3000FM	9/15/2008 - 11/30/2008
3000GA	10/1/2008 - 9/30/2009
3000HA	10/1/2008 - 9/30/2009
3000HC	10/1/2008 - 9/30/2009
3000HD	10/1/2008 - 9/30/2009
3000HE	10/1/2008 - 9/30/2009
3000HF	10/1/2008 - 9/30/2009
3000HG	10/1/2008 - 9/30/2009
3000HH	10/1/2008 - 9/30/2009
3000HJ	10/1/2008 - 9/30/2009

The periods of performance for the following Option Items are as follows:

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1000CA	5/1/2006 - 9/30/2006
1000EA	5/1/2006 - 9/30/2006
1001GB	4/2/2007 - 9/30/2007
1002CF	12/10/2007 - 9/30/2008
1002DA	10/1/2007 - 9/30/2008
1002EA	10/1/2007 - 9/30/2008
1002FA	10/1/2007 - 9/30/2008
1002GA	10/1/2007 - 9/30/2008
1003BA	10/1/2008 - 9/30/2009
1003DA	10/1/2008 - 9/30/2009
1003EA	10/1/2008 - 9/30/2009
1003FA	10/1/2008 - 9/30/2009
1003GA	10/1/2008 - 9/30/2009
1004AA	10/1/2009 - 9/30/2010
1004BA	10/1/2009 - 9/30/2010
1004CA	10/1/2009 - 9/30/2010
1004DA	10/1/2009 - 9/30/2010
1004EA	10/1/2009 - 9/30/2010
1004FA	10/1/2009 - 9/30/2010
1004GA	10/1/2009 - 9/30/2010
3000BA	5/1/2006 - 9/30/2006
3000DA	10/1/2006 - 9/30/2007
3000FB	3/1/2008 - 9/30/2008
3000FH	12/10/2007 - 9/30/2008
3000FK	4/1/2008 - 9/30/2008
3000HB	10/1/2008 - 9/30/2009
3000IA	10/1/2009 - 9/30/2010
3000JA	10/1/2009 - 9/30/2010
3002AD	9/15/2008 - 12/31/2008
3002CB	10/1/2007 - 9/30/2008

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SECTION G CONTRACT ADMINISTRATION DATA

[REDACTED], Task Order Manager
 130 Admiral Cochrane Drive
 Annapolis, MD 21054
 Phone- [REDACTED]

INVOICE INSTRUCTIONS (NAVSEA) (JUN 2007)

(a) In accordance with the clause of this contract entitled “ELECTRONIC SUBMISSION OF PAYMENT REQUESTS” (DFARS 252.232-7003), the Naval Sea Systems Command (NAVSEA) will utilize the DoD Wide Area Workflow Receipt and Acceptance (WAWF) system to accept supplies/services delivered under this contract. This web-based system located at <https://wawf.eb.mil> provides the technology for government contractors and authorized Department of Defense (DoD) personnel to generate, capture and process receipt and payment-related documentation in a paperless environment. Invoices for supplies/services rendered under this contract shall be submitted electronically through WAWF. Submission of hard copy DD250/invoices may no longer be accepted for payment.

(b) It is recommended that the person in your company designated as the Central Contractor Registration (CCR) Electronic Business (EB) Point of Contact and anyone responsible for the submission of invoices, use the online training system for WAWF at <http://wawftraining.com>. The Vendor, Group Administrator (GAM), and sections marked with an asterisk in the training system should be reviewed. Vendor Quick Reference Guides also are available at <http://acquisition.navy.mil/navyaos/content/view/full/3521/>. The most useful guides are “Getting Started for Vendors” and “WAWF Vendor Guide”.

(c) The designated CCR EB point of contact is responsible for activating the company’s CAGE code on WAWF by calling 1-866-618-5988. Once the company is activated, the CCR EB point of contact will self-register under the company’s CAGE code on WAWF and follow the instructions for a group administrator. After the company is set-up on WAWF, any additional persons responsible for submitting invoices must self-register under the company’s CAGE code at <https://wawf.eb.mil>.

(d) The contractor shall use the following document types, DODAAC codes and inspection and acceptance locations when submitting invoices in WAWF:

Type of Document (*contracting officer check all that apply*)

<input type="checkbox"/>	Invoice (FFP Supply & Service)
<input type="checkbox"/>	Invoice and Receiving Report Combo (FFP Supply)
<input type="checkbox"/>	Invoice as 2-in-1 (FFP Service Only)

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<input checked="" type="checkbox"/>	Cost Voucher (Cost Reimbursable, T&M , LH, or FPI)
<input type="checkbox"/>	Receiving Report (FFP, DD250 Only)

DODAAC Codes and Inspection and Acceptance Locations (*contracting officer complete appropriate information as applicable*)

Issue DODAAC	<u>N00039</u>
Admin DODAAC	<u>S2404A</u>
Pay Office DODAAC	<u>HQ0338</u>
Inspector DODAAC	<u></u>
Service Acceptor DODAAC	<u>N40270 (Navy ERP PMO)</u>
Service Approver DODAAC	<u>N40270 (Navy ERP PMO)</u>
Ship To DODAAC	<u>See Section F</u>
DCAA Auditor DODAAC	<u>HAA47F</u>
LPO DODAAC	<u></u>
Inspection Location	<u>See Section E</u>
Acceptance Location	<u>See Section E</u>

Attachments created in any Microsoft Office product may be attached to the WAWF invoice, e.g., backup documentation, timesheets, etc. Maximum limit for size of each file is 2 megabytes. Maximum limit for size of files per invoice is 5 megabytes.

(e) Before closing out of an invoice session in WAWF, but after submitting the document(s), you will be prompted to send additional email notifications. Click on “Send More Email Notification” and add the acceptor/receiver email addresses noted below in the first email address block, and add any other additional email addresses desired in the following blocks. This additional notification to the government is important to ensure that the acceptor/receiver is aware that the invoice documents have been submitted into WAWF.

Send Additional Email Notification To:



(f) The contractor shall submit invoices/cost vouchers for payment per contract terms and the government shall process invoices/cost vouchers for payment per contract terms. Contractors approved by DCAA for direct billing will submit cost vouchers directly to DFAS via WAWF. Final voucher submission will be approved by the ACO.

(g) The WAWF system has not yet been implemented on some Navy programs; therefore, upon written concurrence from the cognizant Procuring Contracting Officer, the Contractor is authorized to use DFAS’s WInS for electronic end

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CONTRACT NO. N00178-05-D-4364	DELIVERY ORDER NO. EH01	AMENDMENT/MODIFICATION NO. 34	PAGE 68 of 82	FINAL
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CONTRACT NO. N00178-05-D-4364	DELIVERY ORDER NO. EH01	AMENDMENT/MODIFICATION NO. 34	PAGE 76 of 82	FINAL
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SECTION H SPECIAL CONTRACT REQUIREMENTS

NAVSEA 5252.232-9104 -- ALLOTMENT OF FUNDS (MAY 1993)

(a) This task order is incrementally funded with respect to both cost and fee. The amount(s) presently available and allotted to this task order for payment of fee for incrementally funded contract line item number/contract subline item number (CLIN/SLIN), subject to the clause entitled "FIXED FEE" (FAR 52.216-8) or "INCENTIVE FEE" (FAR 52.216-10), as appropriate, is specified below. The amount(s) presently available and allotted to this task order for payment of cost for incrementally funded CLINs/SLINs is set forth below. As provided in the clause of this contract entitled "LIMITATION OF FUNDS" (FAR 52.232-22), the CLINs/SLINs covered thereby, and the period of performance for which it is estimated the allotted amount(s) will cover are as follows:

(See information in Section B)

(b) The parties contemplate that the Government will allot additional amounts to this contract from time to time for the incrementally funded CLINs/SLINs by unilateral task order modification, and any such modification shall state separately the amount(s) allotted for cost, the amount(s) allotted for fee, the CLINs/SLINs covered thereby, and the period of performance which the amount(s) are expected to cover.

(c)

(See information in Section B)

(d) The Contractor shall segregate costs for the performance of incrementally funded CLINs/SLINs from the costs of performance of fully funded CLINs/SLINs.

5252.227-9100 PROTECTION OF NAVAL NUCLEAR PROPULSION INFORMATION (JAN 1986)

(a) During the performance of this contract Naval Nuclear Propulsion Information (NNPI) may be developed or used. Naval Nuclear Propulsion Information is defined as that information and/or hardware concerning the design, arrangement, development, manufacturing, testing, operation, administration, training, maintenance, and repair of the propulsion plans of Naval Nuclear Powered Ships including the associated shipboard and shore-based nuclear support facilities. Appropriate safeguards must be proposed by the Contractor and approved by the Contracting Officer for Security for the safeguarding from actual, potential or inadvertent release by the Contractor, or any subcontractor, of any Naval Nuclear Propulsion Information in any form, classified or unclassified. Such safeguards shall ensure that only Governmental and Contractor parties, including subcontractors, that have an established need-to-know, have access in order to perform work under this contract, and then only under conditions which assure that the information is properly protected. Access by foreign nationals or immigrant aliens is not permitted. A foreign national or immigrant alien is defined as a person not a United States citizen or a United States National. United States citizens representing a foreign government, foreign private interest or other foreign nationals, are considered to be foreign nationals for industrial security purposes and the purpose of this restriction. In addition, any and all issue or release of such information beyond such necessary parties, whether or not ordered through an administrative or judicial tribunal, shall be brought to the attention of the Contracting Officer for Security.

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(b) The Contracting Officer for Security shall be immediately notified of any litigation, subpoenas, or requests which either seek or may result in the release of Naval Nuclear Propulsion Information.

(c) In the event that a court or administrative order makes immediate review by the Contracting Officer for security impractical, the Contractor agrees to take all necessary steps to notify the court or administrative body of the Navy's interest in controlling the release of such information through review and concurrence in any release.

(d) The Contracting Agency reserves the right to audit Contractor facilities for compliance with the above restrictions.

(e) Exceptions to these requirements may only be obtained with prior approval from the Commander, Naval Sea Systems Command (Contact SEA 09T1).

(End of Text)

5252.237-9106 SUBSTITUTION OF PERSONNEL (SEP 1990)

(a) The Contractor agrees that a partial basis for award of this contract is the list of key personnel proposed. Accordingly, the Contractor agrees to assign to this contract those key persons whose resumes were submitted with the proposal necessary to fulfill the requirements of the contract. No substitution shall be made without prior notification to and concurrence of the Contracting Officer in accordance with this requirement.

(b) All proposed substitutes shall have qualifications equal to or higher than the qualifications of the person to be replaced. The Contracting Officer shall be notified in writing of any proposed substitution at least forty five (45) days, or ninety (90) days if a security clearance is to be obtained, in advance of the proposed substitution. Such notification shall include: (1) an explanation of the circumstances necessitating the substitution; (2) a complete resume of the proposed substitute; and (3) any other information requested by the Contracting Officer to enable him/her to judge whether or not the Contractor is maintaining the same high quality of personnel that provided the partial basis for award.

DFARS 252.239-7001 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including—

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of Text)

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SECTION I CONTRACT CLAUSES

52.222-41 Service Contract Act (1965)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000) (NAVSEA VARIATION) (MAR 2000)

(a) The Government may extend the term of this contract by written notice(s) to the Contractor within the periods specified below. If more than one option exists, each option is independent of any other option, and the Government has the right to unilaterally exercise any such option whether or not it has exercised other options.

SLIN	Last Option Exercise Date
1002AA	10/31/2008
1002BA	3/15/2008
1002CA	11/1/2007
1002CB	11/1/2007
1002CC	11/1/2007
1002CD	11/1/2007
1002DA	11/1/2007
1002EA	11/1/2007
1002FA	11/1/2007
1002GA	11/1/2007
3000EA	11/15/2007
3000FA	10/31/2008
3000FB	3/15/2008
3000FC	11/1/2008
3000FD	11/1/2008
3000FE	11/1/2008
1003AA	11/1/2008
1003BA	11/1/2008
1003CA	11/1/2008
1003CB	11/1/2008
1003CC	11/1/2008
1003CD	11/1/2008
1003DA	11/1/2008
1003EA	11/1/2008
1003FA	11/1/2008
1003GA	11/1/2008
3000GA	11/1/2008
3000HA	11/1/2008
3000HB	11/1/2008
3000HC	11/1/2008
3000HD	11/1/2008

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3000HE 11/1/2008
3000HF 11/1/2008

(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 option(s) under this clause, shall not exceed five (5) years, however, in accordance with paragraph (g) of the requirement of this contract entitled "LEVEL OF EFFORT" (NAVSEA 5252.216-9122), if the total manhours delineated in paragraph (a) of the LEVEL OF EFFORT requirement, have not been expended within the period specified above, the Government may require the Contractor to continue to perform the work until the total number of manhours specified in paragraph (a) of the aforementioned requirement have been expended.

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SECTION J LIST OF ATTACHMENTS

N-ERP Organizational Chart FY 06

Staffing Plan

CDRLs

GFI- LAB 1 Amendment 002

Cost Summary Format- Amendment 002

Supporting Cost Data- Amendment 002

Labor Category Breakdown- Amendment 002

Award Fee Plan- Amendment 002

DD 254

FTE Count-Amendment 002

Financial Accounting Data Sheets- (FADs)

Contract Distribution List

FAD EH0101

Award Fee Plan-Revised EH0102

FAD EH0102

Attachment (17)-DD Form 254

Attachment (18)--Financial Accounting Data Sheet EH0103

Attachment (19)--Contract Distribution List (1 page)

Attachment (20)--Financial Accounting Data Sheet EH0104 (2 pages)

Attachment (21)--Financial Accounting Data Sheet EH0106 (1 page)

Attachment (22)--Contract Funding Summary by CLIN/SLIN and ACRN as of EH0106 (4 pages)

Attachment (23)--Financial Accounting Data Sheet EH0107

Attachment (24)--Contract Funding Summary by CLIN/SLIN and ACRN as of EH0107 (4 pages)

Attachment (25)—Award Fee Plan EH0108

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Attachment (26)—Financial Accounting Data Sheet EH0108

Attachment (27)—Contract Cumulative Funding Spreadsheet

Attachment (28) - Financial Accounting Data Sheet EH0109

Attachment (29) - Contract Cumulative Funding Spreadsheet

Attachment (30) – Award Fee Plan, Final

Attachment (31)—Financial Accounting Data Sheet EH0110

Attachment (32)—Contract Cumulative Funding Spreadsheet

Attachment (33)--Guidance on Navy ERP Wireless Network Upgrade

Attachment (34)--DD254 dated 23 April 08