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ASSIST Order ID No: ID03180056004
GSA/FAS Mid-Atlantic Region

Table of PWS Revisions

PWS Revision	Description	MOD
1	Added two new requirements, 4.13 and 4.14. Updated deliverables.	4 9/21/2020
2	Added one new requirement, 4.15	7 9/13/2021

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Performance Work Statement

Defense Manpower Data Center (DMDC)
Enterprise Information Technology Services (EITS) II
Contract # -

Enterprise Architecture

EITS II Task Order 03
Order ID: 47QFMA18K0030-0006

1.0 Introduction

The Defense Manpower Data Center (DMDC) requires baseline enterprise wide information technology services that can support its full range of Information Technology (IT) services in order to develop, sustain and deliver new products, develop and maintain new IT systems, and design, deploy, and maintain the underlying infrastructure. The support will align IT resource expenditures with business goals and objectives and will enable an IT environment with innovative solutions that are responsive to organizational requirements.

2.0 Background

DMDC operates major programs that include verifying military entitlements and benefits; managing the DoD ID card issuance program; providing identity management for the DoD; helping identify fraud and waste in DoD pay and benefit systems; personnel and property identification, authentication, and access control systems; personnel evacuation support systems; conducting personnel surveys; and assisting military members and their spouses with relocations, quality of life issues and post-service job searches.

The DMDC Enterprise Architecture (EA) provides overarching architecture data and content to drive enterprise capability thread development and traceability. The DMDC EA is developed as a tightly coupled operational extension of the overarching Business Enterprise Architecture. Detailed architecture development efforts provide content to support expansion of both the DMDC Architecture EA and the Integrated Business Framework Data Alignment Portal (IBF-DAP) in specific business focus areas. The detailed architecture provides the information needed to support policy initiatives, investment management and portfolio analysis, and architecture federation with the Services and Components. The DMDC Architecture effort also supports development of architecture for enterprise and/or Component initiatives.

The major components of DMDC's IT environment, test environments, major programs and Commercial off the Shelf (COTS) and Government off the shelf (GOTS) software supported by this PWS are described in the Appendices and attachments.

3.0 Scope

DMDC's portfolio of services includes 58 functional programs with 141 supporting systems varying in size and scope and is consistently evolving. This effort provides the personnel, and

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management necessary to support the strategic management of that portfolio as well as the design and implementation of the supporting architectures for the corresponding customer facing, internally shared, and supporting services. These architectures include business, application, data, and infrastructure models used to create an integrated, enterprise views that accelerate the transformation of business and technical systems as required to meet strategic goals by providing useful and timely information and removing obstacles to current and future transformations.

4.0 Requirements. The contractor shall:

4.1 Provide Enterprise Architecture Sustainment Support

4.1.1 Support the Government Architecture Program Management, working with leadership and subject matter experts, to build DMDC's EA. The EA provides holistic view of the organization's strategy, processes, information, and information technology assets.

4.1.2 Support the development and sustainment of policies, standards and guidelines for the structure, data, and models in the EA repository. The EA repository model structure includes the following layers: 1) business architecture 2) application architecture, 3) data architecture, 4) infrastructure architecture, and the Technical Reference Model that shall integrate security requirements throughout these layers.

4.1.3 Work with all DMDC internal and external stakeholders to complete business and IT architecture planning.

4.1.4 Assess DMDC business drivers and IT capability and perform gap analysis.

4.1.5 Support the development and sustainment of the IT vision and business/IT alignment statements.

4.1.6 Support the establishment and documentation of the alignment of IT, business, and functional goals and objectives.

4.1.7 Support DMDC's strategic analysis of business and technology, to include assessment of requirements and long-term courses of action.

4.1.8 Support the development and sustainment of strategic roadmaps to meet DMDC business, application, data, and infrastructure goals in the EA repository.

4.1.9 Ensure that strategic roadmaps are supported by underlying models and data in the EA repository.

4.1.10 Research new Enterprise Architecture techniques and standards from the government and industry to implement best practices, refine knowledge, and provide guidance through assisting or providing formal and informal knowledge transfer to DMDC staff.

4.1.11 Support Enterprise Architecture maturation efforts by assisting in the identification, recommendation, and documentation for process improvements, new process adoption efforts, and tool adoption. Identification and documentation of issues and recommended resolution support such as, process mapping, point papers, process research, reengineering, and implementation support, micro-services, legacy data sources, and enterprise architecture frameworks to support the alignment of enterprise's business and IT capabilities.

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4.1.12 Support the research of, and provide recommendations for the current and future use of cloud computing environments to include private, public, and hybrid cloud computing environments .

4.1.12.1 Support development of enterprise architecture standards for artifacts, viewpoints, and models to support business decision-making capabilities. Develop and sustain the following enterprise-level Department of Defense Architectural Framework (DoDAF) artifacts: All Viewpoints (AV-1, AV-2), Operational Viewpoint (OV-1), Capability Viewpoints (CV-1 through -4), Project Viewpoints (PV-1 through -3) and Data and Information Viewpoint (DIV-1). Support development of program and product-level DoDAF artifacts.

4.1.12.2 Respond to ad hoc research requests from DMDC management to include: performing special studies, conducting data research and respond to inquiries for DMDC customers.

4.2 Provide Business Architecture Sustainment Support.

4.2.1 Provide business architecture support that provides information for decision making for the Government regarding effective IT investments that support business requirements. The business requirements supported by the contracts are linked to the DMDC and Division level Strategic Plans, and provide maximum business value to customers, both internal and external. The business architecture must comply with the guidelines established in the DoD Enterprise Architecture and Business Enterprise Architecture (BEA).

4.2.2 Support the evaluation of business capabilities, gap analysis of business architecture components, and documenting recommended solutions.

4.2.3 Support the development and sustainment of business architecture models within the EA repository such as program architectures, requirements models, service models, and capability models.

4.2.4 Support the development and sustainment of Business Architecture documentation and DoDAF artifacts such as All Viewpoints (AV-1, AV-2), Operational Viewpoint (OV-1), Capability Viewpoints (CV-1, -2 and -4), Project Viewpoints (PV-2 and -3) and Data and Information Viewpoint (DIV-2).

4.3 Provide Data Architecture Sustainment Support.

4.3.1 Assist in defining, prioritizing, and requirements gathering for assessing the As-Is data management solution and provide recommendations for effective decision-making capabilities.

4.3.2 Support the development of the Data Governance/Stewardship Framework within DMDC for data ownership for associating file service content with projects, departments, organizational and/or business units.

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4.3.3 Support the development and maintenance of comprehensive Data Architecture models in the EA repository.

4.3.4 Assist in defining, recommending, and maintaining Structured Query Language (SQL) and non-Structured Query Language (NOSQL) databases standards, models, processes, and roadmaps.

4.3.5 Work with all DMDC internal and external stakeholders in order to develop data architecture planning and implementation initiatives.

4.3.6 Provide analysis, recommendations, and assistance associated with the Database Architecture Maintenance for both SQL and NOSQL databases.

4.3.7 Support the development of processes to validate and verify consistency and compliance to DMDC architectural standards, processes and report findings and recommendations.

4.3.8 Support logical database design and modeling. Collaborate with the data architects and the enterprise data modeler team to review and publish application logical data models.

4.3.9 Support the evaluation of database structures based on information provided by application owners for DMDC data modeling naming standards, entities, relationships, attributes, and data structure compliance.

4.3.10 Document data reference architectures in DMDC's Technical Reference Model (TRM) in the EA repository.

4.3.11 Support Data Architecture documentation and corresponding DoDAF viewpoints and models artifacts to support conceptual data modeling logical and physical views for current and future business systems, and data exchange interfaces.

4.4 Provide Application Architecture Sustainment Support.

4.4.1 Support the documentation and maintenance of current-state application inventory, deployment details, and DoDAF viewpoints and models artifacts. Documentation maintenance must occur in the EA repository. The documentation must include full system and asset inventory and provide reporting capabilities at the request of the Government.

4.4.2 Support application architecture initiatives, such as, identifying and classifying application components according to the specific business and performance objectives they support and the technologies they employ.

4.4.3 Support documentation and analyses of the current application inventory and provide detailed application architecture guidelines to improve both business and technology processes and applications in the interest of integration and cost containment.

4.4.4 Document infrastructure reference architectures in DMDC's Technical Reference Model (TRM) in the EA repository.

4.4.5 Support analysis of core application activities and application components.

4.4.6 Assess and document the alignment of applications/services to programs.

4.4.7 Work with key stakeholders to support application architecture planning, implementation, and maintenance.

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4.4.8 Support the development and recommendation of performance metrics for assessing performance of applications and provide a report for return on investments analysis and evaluation of information business systems.

4.4.9 Support development of Application Architecture documentation and create DoDAF artifacts to support business requests, such as audits requests. Artifacts deliverable, such as All Viewpoints (AV-1, AV-2), Operational Viewpoint (OV-1), Capability Viewpoints (CV-1, -2 and -4), Project Viewpoints (PV-2 and -3) and Data and Information Viewpoint (DIV-2) would need to be created for compliance reporting activities.

4.5 Provide IT Infrastructure & Technology Sustainment Support.

4.5.1 Support the development and sustainment of the technology standards.

4.5.2 Support the development and sustainment of the technology portfolio.

4.5.3 Support the development and sustainment of the as-is and to-be technology architectures.

4.5.4 Support the development of analyses reports, such as 1) Impact Analysis, 2) Gap Analysis, and 3) Performance Metrics.

4.5.5 Support the coordination of requirements gathering with internal and external stakeholders to resolve conflict for Architecture standards, business processes, and policies.

4.5.6 Support the maintenance of the current state infrastructure inventory at the Enterprise baseline configurations level, deployment details, and information to enable configuration management. Provide reporting capabilities.

4.5.7 Support the documentation of enterprise infrastructure requirements gathering and analysis that supports function and capability traceability matrices between infrastructure and applications.

4.5.8 Support DMDC and Divisional groups in IT architecture/infrastructure planning, implementation, and maintenance.

4.5.9 Support technology assessment evaluations.

4.5.10 Support the development of modernization recommendations as requested based on industry best practices, to design, develop, and implement architecture to meet strategic goals.

4.5.11 Support the identification of, and roadmaps for, the common capabilities required by DMDC services.

4.5.12 Support the maintenance of the Deployable Technology List (DTL) within the TRM.

4.5.13 Provide support for analysis and management of big data and high-fidelity data (data that preserves the identity, context, detail and relationships of business topics)

4.5.14 Support the gap analysis, documentation, and recommendation of methodologies to consolidate infrastructure to reduce variety, version.

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Technology rationalization is the review and reduction, virtualization, or redistribution of technology, software, or infrastructure to ensure maximum operational capability and flexibility for the lowest cost.

4.5.15 Document infrastructure reference architectures in DMDC's Technical Reference Model (TRM) in the EA repository.

4.6 Provide DMDC Enterprise Architecture Repository Support

4.6.1 Conduct administration for the DMDC EA repository, currently implemented in the COTS Sparx Enterprise Architect (Sparx EA) product, to include system installation, troubleshooting, product patching and upgrades. The contractor must be able to gain privileged access to provide administrative support of the EA platform.

4.6.2 Provide training, application support, project design consulting, and documentation based on migration activities, product updates, and other software administration changes.

4.6.3 Provide a monthly report of the DMDC toolset floating license utilization including volume usage as an input to the annual product licensing analysis.

4.6.4 Develop, document, and implement the Standard Operating Procedure (SOP) for the maintenance of the Sparx EA Toolset, to include backup and restore procedures.

4.6.5 Process daily user support requests to manage views, activities, and access control.

4.6.6 Monitor user activities on a daily basis and make process improvement recommendations the Enterprise Architecture Repository as problems areas are discovered.

4.6.7 Respond to daily user requests for assistance related to minor recovery tasks such as reinstituting deleted versions, resolving failed deliveries, failed rebases and baseline tasks

4.6.8 Support DMDC software development project teams with the creation of new projects, streams, and merges when necessary in accordance to new Enterprise Architecture Processes.

4.6.9 Archive and/or remove outdated projects, streams, activities with application team's approval on a quarterly basis.

4.6.10 Identify, develop, document, and support implementation of process to address promotion of changes of various repository levels through production. Develop a schedule of activities for Government approval.

4.6.11 Validate and reinforce modeling standards and guidelines through a quarterly audit of existing projects. Provide report to Government lead on a quarterly basis to determine actions to be taken.

4.6.12 Prepare and present formal and informal presentations and training content to various levels of the organization and provide formal and informal training to end-users. Formal training shall be scheduled based on the approved Government schedule. Informal training shall occur on an as-needed basis based on interactions with end-users.

4.6.13 Develop and document standard and ad hoc reports and other processes to automate repository functionality as needed.

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4.7 Provide Architectural Engagement Support.

The Architecture Division engagement support has varying support requirements. Individuals assigned to engagement tasks may be embedded within project teams for an extended period of time while in other situations they may be available to provide assistance to development teams on an as-needed basis for short durations, for example to assist with specific technical or design issues. In all cases, engagement activities are intended to assist the Architecture Division in the promotion of DMDC's EA System Development Lifecycle.

4.7.1 Assist the government in clarifying the requirements, deliverables, and milestones of the MOU for the engagements.

4.7.2 Providing senior level Java Enterprise Edition (JEE) development and architectural expertise for the project engagements.

4.7.3 Supporting alignment with DMDC standards and processes (e.g. Enterprise Architecture and Capital Planning and Investment Control (CPIC)).

4.7.4 Support and maintain the EA team's collaborative environment to build trust and confidence both within the team itself and associated stakeholders.

4.7.5 Supporting compliance with DMDC Software Development Lifecycle (SDLC) processes and standards by mentoring project teams and providing feedback to the government for process improvements.

4.8 Provide Enterprise Security Architecture Sustainment Support

4.8.1 Support the development of standards for EA repository models to address security requirements.

4.8.2 Support the assessment of EA repository models to ensure systems security principals, Information Assurance controls, and risk management concepts and best practices are incorporated.

4.8.3 Provide monthly security compliance reports to demonstrate that all models in Sparx meet security standards.

4.8.4 Provide security support for organization-wide strategic planning considerations, core missions and business processes.

4.9 Provide Enterprise Architecture Governance Support

4.9.1 Provide administrative support for the management of the architecture governance. Architecture Governance is currently chartered at the Architecture Review Board (ARB). This support includes any future refinements to governance processes to include creation of working groups or other architecture governance related procedures.

4.9.1.1 Coordinate meeting logistics including rooms, communications, and schedules.

4.9.1.2 Ensure required information is provided before topics are added to the schedule to include conducting pre-brief meetings as required.

4.9.1.3 Maintain meetings minutes and action items coming out of architecture governance meetings.

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4.9.2 Provide administrative support for DTL management. The DTL process, a sub function of the ARB, provides information that is recorded in the DTL component of the TRM.

4.9.2.1 Maintain notes and action items for technology requests as part of the ARB DTL review process

4.9.2.2 Document final results of the ARB technology review in the DTL.

4.9.3 Support and maintain the Enterprise Architecture Change Management Process ensuring all architecture artifacts are covered by the process. Report on gaps, recommend solutions, and develop and implement approved solutions.

4.9.3.1 As dictated by the Change Management Process, review change requests for EA impact. Where required, ensure that appropriate architecture governance procedures are initiated to maintain the accuracy and completeness of the models in the EA repository.

4.10 Enterprise Architecture Development Support (OPTIONAL TASK)

The Contractor Shall:

4.10.1 **Enterprise Architecture Support**

4.10.1.1 Develop artifacts in support of the development and sustainment of policies, standards and guidelines for the structure, data, and models in the EA repository. The EA repository model structure includes the following layers: 1) business architecture 2) application architecture, 3) data architecture, 4) infrastructure architecture, and the Technical Reference Model that shall integrate security requirements throughout these layers.

4.10.1.2 Develop artifacts in support of the development and sustainment of strategic roadmaps to meet DMDC business, application, data, and infrastructure goals in the EA repository.

4.10.2 **Business Enterprise Architecture Support**

4.10.2.1 Develop artifacts in support of the development and sustainment of business architecture models within the EA repository such as program architectures, requirements models, service models, and capability models.

4.10.2.2 Develop artifacts providing business architecture support that provides information for decision making for the Government regarding effective IT investments that support business requirements. The business requirements supported by the contracts are linked to the DMDC and Division level Strategic Plans, and provide maximum business value to customers, both internal and external. The business architecture must comply with the guidelines established in the DoD Enterprise Architecture and BEA.

4.10.3 **Data Enterprise Architecture Support**

4.10.3.1 Develop artifacts in support of the development of the Data Governance/Stewardship Framework within DMDC for data ownership for associating file service content with projects, departments, organizational and/or business units.

4.10.3.2 Develop artifacts in support of the development and maintenance of comprehensive Data Architecture models in the EA repository.

4.10.4 **Application Enterprise Architecture Support**

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4.10.4.1 Develop artifacts in support of the documentation and maintenance of current-state application inventory, deployment details, and DoDAF viewpoints and models artifacts. Documentation maintenance must occur in the EA repository. The documentation must include full system and asset inventory and provide reporting capabilities at the request of the Government.

4.10.5 **Infrastructure Enterprise Architecture Support**

4.10.5.1 Develop artifacts in support of the development and sustainment of the technology standards.

4.10.5.2 Develop artifacts in support of the development and sustainment of the technology portfolio.

4.10.5.3 Develop artifacts in support of the development and sustainment of the as-is and to-be technology architectures.

4.10.5.4 Develop artifacts in support of the development of analyses reports, such as 1) Impact Analysis, 2) Gap Analysis, and 3) Performance Metrics.

4.10.5.5 Develop artifacts in support of the documentation of enterprise infrastructure requirements gathering and analysis that supports function and capability traceability matrices between infrastructure and applications.

4.10.5.6 Develop artifacts in support of the identification of, and roadmaps for, the common capabilities required by DMDC services.

4.11 Enterprise Data Modeling Support (OPTIONAL TASK)

4.11.1 Determine project schema requirements and establish guidance on enterprise modeling standards as they apply to the production and test databases.

4.11.2 Participate in logical database design and modeling. Collaborate with the data architects and the enterprise data modeler team to review and publish application logical data models.

4.11.3 Evaluate and recommend database structures based on information provided by application owners (e.g. application upgrades or releases).

4.11.4 Analyze the database maintenance dashboard or reports, which monitor resources, record application transaction volumes and track database volume and make recommendations to improve performance.

4.12 REPORTS AND MEETINGS

4.12.1 Senior Management Review (SMR)

Provide a monthly Senior Management Review to the Contracting Officer Representative (COR) and designated Government representatives. This review should include data of sufficient detail to monitor the completion of specific work packages against the planned progress as documented in the PWS. The following items shall be included in each review:

- Task Order Summary
- Performance Metrics
- Task Order Schedule
- Hot Items for Government Review
- Accomplishments

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- Significant Open Issues, Risk and Mitigation Action
- Summary of Issues Closed
- Meetings Completed
- Projected Meetings
- Subcontractor Performance – discuss 1st Tier subcontractors and vendor performance
- Projected Activities for Next Reporting Period
- Explanation if the Reporting Period is Over One Month
- Milestone Payment Schedule

The contractor shall deliver the SMR slides by the 15th of each month, reporting on the previous month. The contractor shall schedule the SMR no later than 5 calendar days from delivery of the presentation.

4.12.1.1 Prior to the delivery of the monthly SMR, the contractor shall also hold monthly pre-SMR meetings with designated Government representatives for each awarded task order. The purpose of the pre-SMR meeting shall be to present the same documentation that will be presented at the official SMR while also reviewing each task order's specific task order data (listed above). Each contractor task order manager shall coordinate the pre-meeting, distribute the pre-meeting materials and facilitate any changes to the task order's data through the DMDC COR and contractor Program Manager.

4.12.2 **Problem Notification Reports**

4.12.2.1 Provide subsequent to verbal notification, a written Problem Notification Report (PNR) submitted within three days after identification of the problem to the COR.

4.12.3 **Participate in a Kick off meeting.**

This meeting shall provide an introduction between the Contractor personnel and Government personnel who will be involved with the contract. The meeting shall provide the opportunity to discuss technical, management and security issues. The Kick off meeting will aid both the Government and Contractor in achieving a clear and mutual understanding of all requirements, and identify and resolve any potential issues. The Contractor shall be prepared to discuss any items requiring clarification and gather information as necessary to support each deliverable. The Contractor shall provide a written summary of the Kick off Meeting.

4.12.4 **Quality Control Plan (QCP)**

The contractor's Quality Control Plan (QCP) shall be submitted no later than (NLT) 10 calendar days after task order award. A copy of the comprehensive written QCP shall be submitted to the Contracting Officer (CO) and Contracting Officer's Representative (COR) within 5 working days when changes are made thereafter. After acceptance of the quality control plan the contractor shall receive the Contracting Officer's acceptance in writing of any proposed change to his QC system.

4.12.5 **Risk Management Plan (RMP)**

The Contractor shall assess, evaluate, document, and manage risks associated with the performance of this task order. The Contractor shall create, modify, maintain, and implement a task order-wide Risk Management Plan.

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4.13 Expanded DHRA Enterprise Architecture

4.13.1 The Contractor Shall:

- Strategy:
  - Develop and implement DHRA Enterprise Architecture Strategy, including:
    - develop EA Implementation Plan
    - The contractor shall perform the following EA Roles and Responsibilities:
    - Codification of the DHRA EA Meta-model
    - Develop the DHRA Architecture Development Guide in accordance with sample provided at attachment 1
    - Develop the DHRA Methods and Conventions for architecture in the usage of Sparx per attachment 2
    - The contractor shall work with the training vendor and develop a DHRA specific sparx training and assist the vendor during training activities per attachment 3

4.13.2 DMDC Data Architecture: Consists of the practices, techniques, and tools for achieving consistent access to and delivery of data across the enterprise. The contractor shall aid in the establishment of an Enterprise Data Management and Governance Framework and perform:

- Governance:
  - Support the establishment of, and participate in, a Data Governance Board to develop DHRA/DMDC policies and practices in order to ensure data becomes a strategic asset for the organization. The contractor will be in support of the ES EA GS employees who are serving in a billet under the DMDC Data Architecture board. The contractor should take tasking from the appropriate GS employees.
  - Support defining processes for the execution and enforcement of data standards across all Enterprise data and data assets for EGC approval.
- Road Mapping & To-be:
  - DHRA Business Operation Plan
  - Develop multi-year road map starting with the current as-is state and establishes milestones to achieve end goals and meet success criteria for EGC approval.
  - Support defining end goals and success criteria; draft a charter for the to-be state for EGC approval.
  - Perform a Data Governance Readiness Analysis, based on established end goals and industry and DoD best practices.
    - Participate in an enterprise-wide “as is” analysis which identifies the areas where roles and responsibilities associated with Data Governance currently exist, which areas need to be better defined, which areas are not up to industry standards.
    - Develop gap analysis of functions and skill sets missing, document industry standard certifications as applicable to each role

4.13.3 DHRA Application architecture, the contractor shall provide principles that influence design decisions and patterns that provide proven application design solutions through the following activities:

- Standards
  - Develop high level standards to provide general guidance to govern the Application domain in the EA. Many standards may be asserted as models in the Technology Reference Model (TRM) (ref Build, Platform, etc.) Other standards may take the form of written guidance, policy etc.
- EA Business Visualization Application
  - The contractor shall build, buy and/or leverage existing business focused visualization application that is cloud-based and Personal Identity Verification (PIV) card-enabled and ensure access for not just architects but all DHRA users.
- EA Community Of Practice
  - The contractor shall consolidate all architecture documentation in a single location. The contractor shall propose the location for collection of artifacts for DHRA personnel.
- Application Rationalization
  - The contractor shall perform application rationalization activities by leveraging Application rationalization to uncover issues such as application duplication, siloed business units, and unnecessary IT costs.

4.13.4 Cloud Road mapping: Migrations will take place in accordance to DMDC migration plans approved by the cloud working group.

4.13.5 Infrastructure Architecture:

- Standards:
  - Develop high level standards to provide general guidance to govern the Infrastructure domain in the EA. Many standards may be asserted as models in the TRM (ref Build, Platform, etc). Other standards may take the form of written guidance, policy etc.
- Develop the Road Map & To-be state for infrastructure architecture to include:
  - The Target Infrastructure Architecture provides the forward-looking architecture for enterprise infrastructure. This includes technical aspects of key infrastructure components.
  - IT tool rationalization
  - Insure that the security and cloud concerns are “baked in” with the infrastructure strategy as the DHRA enterprise migrates to the clouds and shuts down data centers.

4.13.6 Develop Security Architecture: Consists of developing, designing, and analyzing security solutions that support risk-based guidance to senior leaders in order to meet business goals. In addition the contractor shall:

- Standards:
  - Develop high level standards to provide general guidance to govern the Infrastructure domain in the EA. Many standards may be asserted as models in the TRM (ref Build, Platform, etc). Other standards may take the form of written guidance, policy etc.

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- Road Mapping & To-be:
  - Security Architecture shall provide the forward looking architecture for security services. This includes technical aspects of key security services (incident monitoring, vulnerability detection, and services to support development of secure applications). Additionally, The security architecture should fundamentally support RMF processes.
  - Support the cybersecurity Division in the completion of the cyber tools placemat
  - Develop Zero Trust Way Forward & Roadmapping

4.13.7 Business Enterprise Architecture (BEA): The contractor shall develop multidimensional business views of capabilities, end-to-end value delivery, information, and organizational structure; and the relationships among these business views and strategies, products, policies, initiatives, and stakeholders. The contractor shall perform the following tasks:

4.13.8 Portfolio Management:

4.13.8.1 Law/Regulation/Policy (LRP) Decomposition

4.13.8.2 DHRA Investment/investments (MFE) Review

4.13.8.3 BEA/HRM/DHRA Capability Mapping

4.13.8.4 DHRA Org Chart (OV-4) mapped to LRP

4.13.9 Road Mapping & To-be, perform the following tasks:

4.13.9.1 Cooperate with Cloud Roadmapping

4.13.9.2 HRM Functional Strategy

4.13.9.3 Updating EA DHRA business Operations Plan (BOP)

4.14 NEXT GENERATION DATA DELIVERY

4.14.1 The contractor shall deliver one or more viable proposals for data delivery architecture to address requirements to be gathered and analyzed by the team. The proposals will include system, data, application and technical architecture proposals along with refined and detailed system, data, application and technical designs and technical specifications. The proposals will be vetted and approved by the relevant government bodies according to DMDC BPR and service delivery framework. The Contractor shall Perform Requirements, Design and Architecture to create data API's like RBS for wide range of data sources including PDR & Personnel Data by providing support for the tasks described below:

4.14.1.1 DEVELOP DATA DELIVERY

4.14.1.1.1 Provide a Project Management Plan (PMP) that describes milestones, tasks, and subtasks required in this call. The PMP shall identify and assign tasks, major milestones, dates, dependencies and indications of critical path. The PMP shall include the status; statistics; risk management review; critical path; and other milestone progress checks and updates; as well as a project schedule. Tasks from the final and Government approved PMP shall be selected as milestones against which Contractor's progress will be monitored. Any updates to the PMP will be incorporated to the Call Order upon Government approval and updated no less often than weekly in project server.

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4.14.1.1.2 Coordinating with all DMDC governance bodies for approvals is mandatory and will be in accordance with DMDC prescribed Business Process and subsequent updates. These groups include, but not limited to, the Requirements Review Board (RRB), Architecture Review Board (ARB), Change Advisory Board (CAB), Executive Governance Council (EGC), Enterprise Quality Assurance (QA), DMDC Management Advisory Group (DMAG), Cyber Hardening Working Group (CHWG) and all impacted divisions for project requirements, dependencies and execution for approval authority. The Contractor shall comply with the security checklist as part of the DMDC governance bodies. Adhere to all DMDC Business Process Re-Engineering (BPR) workflows, requirements, and tool usage.

4.14.1.1.3 Perform requirements management to include gathering requirements and creating and maintaining requirements traceability (RTM). Document functional and technical requirements, create analysis and design documentation, program specifications and unit test criteria. Provide the following documents:

- Software Requirements Specification (SRS)
- Concept of Operations (CONOPS)
- Interface Control Document (ICD)
- Requirements Traceability Matrix (RTM)

4.4.1.1.3.1 Develop enterprise architecture to include business architecture, application architecture, security and infrastructure architecture, and data architecture. All architectures must be documented in the designated DMDC enterprise architecture tools

4.14.1.1.4 Define at least 1 proposed to-be architecture, conduct a design review and document the architecture design in SPARX. Undertake the necessary coordination, discussions and meetings to gain approval of applicable government reps from the groups listed in 4.14.1.1.2

4.14.1.1.5 The initial capability requirements can be outlined as provide configurable data API's that shall:

4.14.1.1.5.1 Provide a single enterprise connection (or minimum) number of separate interfaces for a given customer to be able to connect to DMDC to obtain a wide set of data attributes
4.14.1.1.5.2 Contain a HTTPS enabled interface
4.14.1.1.5.3 Accessible externally

4.14.1.1.5.4.1 Address the following use cases:
4.14.1.1.5.5 Single Record
4.14.1.1.5.6 Batch Capabilities
4.14.1.1.5.7 Cohort Management
4.14.1.1.5.8 Mass Reconciliation
4.14.1.1.5.9 Delivering current, historical (point in time) historical data range

4.14.1.1.6 Accessibility Through Cuff and other approved data/access abstraction layers, as well as accessibility to raw data for non-CUF assets.
4.14.1.1.6.1 Support the following consumption patterns:

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- Query/response
- Triggered based on data change/event
- Asynchronous batch (e.g. subscription
- Bulk data transfer/sync

4.14.1.1.7 Scalable and secured solution
4.14.1.1.8 Capable of providing 99.9%data availability per year
4.14.1.1.8 Ingested automatically without human intervention (Fully automated)
4.14.1.1.9 Support high volume
4.14.1.1.10 Deliver sub second response time for single record queries and less than 3 minutes per batch of 1 million records.

4.14.2 Submit Reports & Documentation

The contractor shall provide initial draft(s) of and update Government recommendations, for Government approval, as changes in processes and procedures occur.

4.14.3 Conduct Weekly In-Progress Reviews (IPR) and monthly MSR

Conduct a weekly IPR to discuss program, project and service status, existing or potential problems, and projected tasks and milestones. In addition, the contractor shall provide updates to the PMP at the IPR. The contractor shall participate, document, and distribute minutes of regularly scheduled weekly status report meetings. The contractor shall meet with the Government Program Manager to discuss technical matters, share ideas, review milestones, activities accomplished, new and current issues and work progress. In addition, discuss and work out any outstanding administrative or managerial issues.

4.14.4 DELIVERABLES/PERIOD OF PERFORMANCE

The project shall end no later than 24 July 2021 (7/24/2021), as per the following deliverables:

PWS #	PWS Section	Date Due/Frequency
4.14.1.1.1	Project Management Plan & Schedule	Draft submitted twenty (20) days of modification 4; Final submitted within ten (10) days after receipt of Government comments. Updates as needed, and no less frequently than 5 days after exercise of an Option Period.
4.14.1.1.1	Coordinate Documentation for Approval and Document DMDC Governance Outcome and Decision	Per Government approved project plan

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4.14.1.1.3	(1) Software Requirement Specification (SRS) (2)CONOPS (3) Interface Control Document (ICD)	Per Government approved project plan
4.14.1.1.4	Architecture documents including Sparx diagrams and other artifacts supporting the proposed architecture	Per Government approved project plan
4.14.1.1.3	Design Documents including diagrams, data models, technical specifications sample interfaces and other artifacts supporting the proposed design	Per Government approved project plan
4.14.1.1.3	Requirements Traceability Matrix (RTM)	Per Government approved project plan
4.14.3	Monthly Status Report (MSR)	MSR shall be conducted on the 15th working day of each month; electronic copy of brief shall be delivered 3 days prior to the brief.
4.14.3	Problem Notification Report	3 days after identification of problem
4.14.3	Weekly IPR	Weekly - Written report is due 1 day prior to meeting

4.15 DATA ARCHITECTURE MODERNIZATION

4.15.1.1 The contractor shall deliver one or more viable architectural descriptions to address, guide, and standardize the modernization of DHRA's enterprise data architecture. This effort aligns, links, and standardizes the architecture across organizations, projects, and products with an enterprise view of data. The scope shall include:

- Establish standards and architectural descriptions that govern the connection to and distribution of Data to other warehouses/downstream systems, including NIEM and metadata structures
- Establish standards and architectural descriptions that govern the integration with external DoD and Other government entities:
    - DMDC Production of Compliant Data Products
    - DMDC Consumption of Data Products

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- Provide capability alignment, architectural analysis, and modeling SMEs to the DMDC's transformation/modernization effort

4.15.1.2 The architectural descriptions will include appropriate artifacts for visualizing, understanding, and assimilating the broad scope and complexities of data modernization. These architectural artifacts will guide and standardize the detailed system, data, application and technical designs and technical specifications. The architectural descriptions and artifacts will be vetted and approved by the relevant government bodies according to service delivery framework. The Contractor shall Perform Architecture and modeling support or the tasks described below:

4.15.1.3 Coordinate with all DMDC governance bodies for approvals is mandatory and in accordance with DMDC Business Processes as appropriate. These groups include, but are not limited to, the Requirements Review Board (RRB), Architecture Review Board (ARB), Change Advisory Board (CAB), Executive Governance Council (EGC), Enterprise Quality Assurance (QA), DMDC Management Advisory Group (DMAG), Cyber Hardening Working Group (CHWG) and all impacted divisions for project requirements, dependencies and execution for approval authority. The Contractor shall satisfy Information Assurance (IA) requirements to include developing artifacts IAW DoD Instruction 8510.01 (RMF for DoD IT) and supporting the Government in obtaining an Authorization to Operate (ATO). Adhere to all DMDC Business Process Re-Engineering (BPR) workflows, requirements, and tool usage.

4.15.1.4 Develop enterprise architecture to include business architecture, application architecture, security and infrastructure architecture, and data architecture. All architectures must be documented in the designated DMDC enterprise architecture tools.

4.15.1.5 Support development of, and provide subject matter expertise for, the Enterprise Data Architecture.

4.15.2 Submit Reports & Documentation

The contractor shall provide initial draft(s) of and update Government recommendations, for Government approval, as changes in processes and procedures occur.

4.15.3 Conduct Bi-Weekly In-Progress Reviews (IPR) and monthly MSR

Conduct a bi-weekly IPR to discuss program, project and service status, existing or potential problems, and projected tasks and milestones. In addition, the contractor shall provide updates to the PMP at the IPR. The contractor shall participate, document, and distribute minutes of regularly scheduled weekly status report meetings. The contractor shall meet with the Government Program Manager to discuss technical matters, share ideas, review milestones, activities accomplished, new and current issues and work progress. In addition, discuss and work out any outstanding administrative or managerial issues.

4.15.4 Project Management Plan (PMP)

Provide a Project Management Plan (PMP) that describes milestones, tasks, and subtasks required in this call. The PMP shall identify and assign tasks, major milestones, dates, dependencies and development of a critical path. The PMP shall include the status; statistics; risk

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management review; critical path; and other milestone progress checks and updates; as well as a project schedule. Tasks from the final and Government-approved PMP shall be selected as milestones against which Contractor's progress will be monitored. Any updates to the PMP will be incorporated to the Call Order upon Government approval and updated no less often than weekly in project server.

4.15.6 PDR Audit To-Be Architecture
The contractor shall define, and update based on Government recommendations, a To-Be Architecture of an audit repository capable of eventually replacing the PDR Audit.

4.15.7 The contractor shall nominate an Enterprise Architect to be a Key essential person for section 4.15 and shall not be dual hatted.

4.15.8 DELIVERABLES/PERIOD OF PERFORMANCE
The duration of the project is five (5) months from the date of award, as per the following deliverables:

PWS #	PWS Section	Date Due/Frequency
4.15.4	Project Management Plan	Within 25 days of award
4.15.3	Post Award Conference	Within 15 days of award
4.15.1.1.1	Documented DMDC Governance approvals	Per Government approved project plan
4.15.1.1.4	Architecture artifacts including Sparx diagrams and other artifacts supporting the proposed data modernization activities.	Final products delivered NLT five (5) months from the date of award; drafts delivered at least every 30 days
4.15.1.1.3	Standards, diagrams, data models, and other artifacts supporting data modernization activities appropriate for each governance board as needed	In accordance with governance board meeting schedules
4.15.3	Monthly Status Report (MSR)	MSR shall be conducted on the 15th working day of each month; electronic copy of brief shall be delivered 3 days prior to the brief.

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4.15.3	Problem Notification Report	3 days after identification of problem
4.15.3	Bi-Weekly IPR	Bi-Weekly - Written report is due 1 day prior to meeting
4.15.6	PDR Audit To-Be Architecture	Final products delivered NLT five (5) months from the date of award; drafts delivered at least every 30 days

5 Deliverables

All deliverables and work products shall be submitted to the COR in electronic format for acceptance and approval. The acceptance of deliverables and satisfactory work performance shall be based on the timeliness, accuracy and standards as specified in the requirements of the PWS.

Deliverable	PWS Reference	Delivery Date
DoDAF Viewpoints	4.1.13	10 days after each request
Data Reference Architectures	4.3.10	90 days after award
Application Reference Architectures	4.4.4	90 days after award
Infrastructure Reference Architectures	4.5.15	180 days after award
EA Repository product upgrade	4.6.1	180 days after award
Sparx Maintenance SOP	4.6.4	90 days after award
Monthly Sparx modeling Standards compliance report	4.6.11	15th of each month
Sparx Security Compliance Reports	4.8.3	15th of each month
ARB Meetings minutes	4.9.1.3	Within 24 hours of each ARB meeting
Senior Management Review (SMR)	4.12.1	15th of each month with read ahead materials to the COR 3 days prior to SMR.
Problem Notification Report	4.12.2	3 days after identification of problem.
Kick Off Meeting Minutes	4.12.3	Within 3 days of Kick Off Meeting.
Quality Control Plan	4.12.4	Updated upon request by Government.
Risk Management Plan	4.12.5	Updated upon request by Government.
EA Repository Standards	4.10.1.1	(Optional) 30 days after CLIN start
Strategic Roadmaps	4.10.1.2	(Optional) 90 days after CLIN start
Business Architecture Programs	4.10.2.1	(Optional) 120 days after CLIN start
Business Architecture External Service Models	4.10.2.2	(Optional) 60 days after CLIN start
Business Architecture Internal Service Models	4.10.2.2	(Optional) IAW DMDC's Service Catalog Management (SCM) BPR schedule

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Business Architecture Capability Model	4.10.2.2	(Optional) 90 days after CLIN start
Data Stewardship Framework	4.10.3.1	(Optional) 90 days after CLIN start
Data Architecture Models	4.10.3.2	(Optional) 60 days after CLIN start
Application Architecture Models	4.10.4.1	(Optional) 60 days after CLIN start
Technology Standard Catalog	4.10.5.1	(Optional) 30 days after CLIN start
Technology Portfolio Catalog	4.10.5.2	(Optional) 30 days after CLIN start
As-is and To-be Technology Architecture	4.10.5.3	(Optional) 120 days after CLIN start
Analyses Reports	4.10.5.4	(Optional) within 15 days of request
Infrastructure Requirements Matrices	4.10.5.5	(Optional) 90 days after CLIN start
Capability Modernization Roadmaps	4.10.5.6	(Optional) 60 days after CLIN start
Government Furnished Equipment (GFE) Inventory List	7.0	30 days after award

6 QUALITY SURVEILLANCE

6.13 The Government reserves the right to perform inspections and surveillance to evaluate the Contractor's compliance to the contract terms and performance of the requirements in the PWS. The Government will make every effort to ensure that the surveillance methods described below are conducted in an objective, fair, and consistent manner.

6.14 Periodic Surveillance. This action occurs when the COR or other Government official observes a deficiency. Examples include evidence from accidents, incidents, or delays. Regardless of where in the line-of-duty the COR observes contractual procedures not being followed, he/she has an obligation to document and report the deficiency to the Contracting Officer.

6.15 Customer Complaint Surveillance. This action is instituted when the COR receives a complaint from a stakeholder (stakeholder organizations include P&R IM, DPRIS User Agencies, Military Service Repository Owners, and the Defense Information Systems Agency) regarding contractor service. The COR will obtain the complaint in writing and then conduct an investigation to determine its validity. If the complaint is deemed valid, the COR will immediately notify the contracting Officer for action. The COR will notify both the Contract Manager and the complainant of the Government's response to their complaint.

6.16 Contract Discrepancy Report (CDR). In the event of unsatisfactory contractor performance, the COR or CO will issue a CDR that will explain the circumstances and findings concerning the incomplete or unsatisfactory service. The contractor shall acknowledge receipt of the CDR and respond in writing as to how he/she shall correct the unacceptable performance and avoid a recurrence. The Government will review the contractor's corrective action response to determine

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acceptability and will use any completed CDR as part of an overall evaluation of Contractor performance when determining present or future contractual actions.

6.17 **Problem Notification Reports (PNR).** As required by paragraph 5.8.7 of the base contract PWS, the contractor shall submit a Problem Notification Report (PNR) to the DMDC PM, GSA COR, and GSA CO within three days of the contractor encountering a problem or risk event that significantly impacts the cost, schedule, or performance of the Task Order (or any deliverable or project under the Task order). See below for a PNR template. All PNRs must be tracked in the senior management review (SMR) and through in-progress reviews (IPRs) until the Government agrees they are resolved.

Problem Notification Report (PNR)

1. Nature and sources of problem:
2. COR was verbally notified on: (date) _____
3. Is action required by the Government? Yes_____ No_____
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes_____ No_____
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes_____ No_____
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Is increased cost to the Government anticipated? Yes_____ No_____
11. Is increased risk to Government users or customers anticipated? Yes_____ No____
12. Did an information assurance violation or system security breach occur? Yes___ No_____

6.18 The table below identifies the Critical Performance Elements and the respective Performance Standards and Acceptable Quality Levels (AQLs) which the Government will use to determine contractor performance.

6.19 Performance Objective and Thresholds:

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Architecture Specific Performance Objectives	Architecture Specific Performance Threshold	METHOD OF SURVEILLANCE
Quality of Service: deliverables are complete and accurate	No more than one (1) set of corrections required for any product provided for a given deliverable. All corrections submitted within one (1) working day of the negotiated suspense.	100% inspection
Schedule: Deliverables are submitted on time.	No more than one (1) late deliverable per month. No deliverable late more than five (5) working days.	100% inspection
Business Relations: Proactive in identifying problems and recommending implementable solutions	Clear and consistent written or verbal responses and/or acknowledgement within one (1) working day of initial government notification.	100% inspection

6.20 Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. The general quality measures, set forth below, will be applied to each deliverable received from the Contractor under this order:

- Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. All acronyms shall be clearly and fully specified upon first use.
- Specifications Validity – All Deliverables must satisfy the requirements of the Government.
- File Editing – Where directed, all text and diagrammatic files shall be editable by the Government.
- Format – Deliverables shall follow DMDC guidance. Where none exists, the Contractor shall coordinate approval of format with the COTR.
- Timeliness – Deliverables shall be submitted on or before the due date specified

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7 GOVERNMENT FURNISHED PROPERTY/EQUIPMENT/INFORMATION (GFP/GFE/GFI)

Government Furnished Equipment (GFE) and Government Furnished Information (GFI) will be provided as necessary for the Contractors located on site. Provided equipment will cover a broad spectrum to include office space, office equipment (desk, chairs, tables, cabinets, copiers, furniture, etc.), and IT/telecommunications equipment (computers, servers, peripherals, telephone systems, etc.)

The Government will provide all software code, in all forms and formats for the supported systems; system documentation, including architecture and design documents; complete database schemas and dictionaries; architecture and design documentation on services and APIs; training materials; current manuals; system and operational scripts; hardware; commercial off-the-shelf software; hosting facilities; and all other relevant materials and equipment. The Government will facilitate and coordinate efforts with related Government entities required for system performance, operations, and support.

8 PLACE OF PERFORMANCE / HOURS OF OPERATION

At least 50% of the work under this task will be performed on site at DMDC facilities in Seaside, CA. The remaining percentage of work may be performed at a contractor provided facility. Any work performed at other locations must be identified in the formal submission and approved by the Government. Occasional travel may also be required, as noted in PWS Section 10.0- Travel.

The contractor is responsible for conducting business between the hours of 8 a.m. to 5 p.m. ET (8 a.m. to 5 p.m. PT for contractors located on the West Coast), Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. The work under this task may require off hours support during evening and weekend hours particularly for Tier 3 support and production implementations.

9 PERIOD OF PERFORMANCE

The period of performance for this Task Order will be 12-months from date of award (July 24, 2019 through July 23, 2020 with two (2) 12 month option periods)

10 CONTRACTOR TRAVEL

The cost reimbursable not-to-exceed travel limit is estimated at $5,000.00 per year. It is noted that the travel costs set forth are estimates and the Government reserves the right to increase or decrease this estimate during performance as necessary to meet requirements. Any travel requirements that arise in excess of the limitations set forth above shall be incorporated through a modification to this task order.

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Local or long-distance travel may be required to various locations CONUS and OCONUS, as directed by the Government on a cost-reimbursable basis in accordance with the Joint Travel Regulations (JTR) Standardized Regulations per FAR 31.205-46, Travel Costs.

Before contractor travel is executed, authorization must be given by the COR.

All non-local travel must be pre-approved by the Government and must be in accordance with the applicable Government Travel Regulation.

Note: Specific travel destinations cannot be determined at this time. Travel will be performed at the direction of the Government on a not to exceed basis. Any unused travel amount for the current period of performance will NOT be carried over to the next period of performance. If travel costs are expected to exceed this amount, the contractor shall notify the Contracting Officer's Representative (COR) and obtain written authorization from the GSA Contracting Officer prior to travel.

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

11 SECURITY

The contractor shall comply with all security requirements detailed in contract.

In addition, certain contractor personnel under this task order shall hold fully-adjudicated and active Secret security clearances, as directed by the Government. Contractor personnel shall possess these security clearances at Task Order award.

12 INSPECTION, ACCEPTANCE AND PAYMENT

The Government will designate officials who have been delegated specific technical, functional and oversight responsibilities for this contract. The designated officials are responsible for inspection and acceptance of all services, incoming shipments, documents and services.

Delivery Address. All deliverables shall be submitted to the designated DMDC POC's. Additionally, if directed, the Contractor shall upload the deliverables into the GSA ITSS Portal.

Method of Delivery. The Contractor shall provide all deliverables and reports in the format of which to be defined or approved by the Government and subject to change over the course of the task order.

Acceptance Criteria. Acceptance by the Government of satisfactory services provided in contingent upon the Contractor performing in accordance with the performance standards

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contained in EITS II Contract and all terms and conditions of this Task Order, including all modifications.

Acceptance of Deliverables. The Government has 15 calendar days to review any draft documents and notify the contractor of approval or recommended changes to be made in the final version. If the Government does not provide an approval within the 15 days, the Contractor shall not assume that the deliverable is accepted by the Government. The contractor shall request a status update from the GSA COR. Final deliverables are then due within 10 working days after receipt of any Government comments on the draft. The Government COR has the final determination as to the format and the method that deliverables are submitted.

Invoicing

The Contractor shall submit Requests for Payments in accordance with requirements below. The Contractor shall provide invoice backup data in accordance with the contract-types established on each Task Order, including detail such as labor categories, rates and quantities of labor hours, and itemized travel, maintenance rates, etc.

The Government reserves the right to audit, thus; the Contractor shall keep on file all backup support documentation for labor, travel, and quarterly maintenance rate adjustments, etc.

The Contractor shall submit a draft or advance copy of an invoice to the DMDC client POC for review prior to submitting such invoice to GSA for payment. The Government reserves the right to require certification by a GSA COR before payment is processed.

Invoice Requirements

The Period of Performance (POP) for each invoice shall be for one calendar month. The Contractor shall submit only one (1) invoice per month. The Contractor shall submit the invoice to the appropriate GSA office by the twenty-fifth (25th) calendar day of the month after the end of the invoiced month for services rendered.

Content of Invoice: The Contractor's invoice shall reflect billings for the services, travel, etc., ordered by GSA and used to support of DMDC.. To be considered proper, the invoice shall include the following information at a minimum:

a. GSA Task Order Number (from GSA Form 300, Block 2)
b. Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)
c. ITSS Order ID No.
d. Project Title
e. Remittance Address
f. Period of Performance for Billing Period
g. Point of Contact and Phone Number
h. Itemized invoice data for labor, travel, billed to appropriate CLINs/subCLINs/Task Items consistent with the details outlined below with current billed and cumulative billed to date subtotals.
i. Total Invoice Amount, Current Billed, Cumulative Billed to Date

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All cost presentations provided by the Contractor shall include general and administrative charges, material handling, fees, and overhead applied consistent with the Contractor's approved price proposal and consistent with DCAA recommendations.

All invoice data shall be reported by CLIN and shall be further subdivided to lower level elements (subCLINs and ITSS Task Items) as directed by the Government to permit tracking and reporting of fund expenditures and appropriation data consistent with the requirements of DMDC and DMDC client agencies receiving support under this Task Order. The Contractor shall provide the invoice data in an editable Microsoft Excel spreadsheet using a format reviewed and approved by the Government. The Government reserves the right to modify invoicing requirements at its discretion. The Contractor shall comply with any revised invoicing requirements at no additional cost to the Government.

Final Invoice/Close-out Procedures: Invoices for final payment must be so identified and the Contractor shall submit a final invoice within ninety (90) calendar days after the end of the final Task Order Performance Period. After this submission, no further charges are to be billed. After the final invoice has been paid the Contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

Firm Fixed Price CLINs

On the monthly invoice, Firm Fixed Price (FFP) CLINs shall be billed on the basis of 1/12th of the overall Firm Fixed Price (FFP) established for the CLIN. The monthly FFP shall be prorated equitably if a partial month or performance period of less 12-months in duration is encountered.

Travel

The Contractor shall adhere to FAR part 31.205-46 for travel associated with this contract. This shall include all travel requirements associated with temporary duty (TDY) or deployments as required under this task order, Contractor personnel are authorized to invoice travel related costs at the allowance referenced in FAR part 31.205-46.

Cost incurred for Travel shall be shown on the monthly invoice with travel itemized by individual and trip. The Contractor shall provide travel invoice data on separate worksheets in Microsoft Excel spreadsheet format with the following details. Identify all cumulative travel costs billed by CLIN. The current invoice period's travel detail shall include separate columns and totals and include the following:

a. Travel Authorization Number/Identifier
b. Current invoice period
c. Names of persons traveling
d. Number of travel days
e. Dates of travel
f. Location of travel
g. Number of days per diem charged
h. Per diem rate used

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i. Total per diem charged
j. Transportation costs
k. Total charges

ODCs and Incidentals
This Task Order does NOT include any non-travel ODCs..

Material Handling Rate
Travel incurred may be burdened with the Contractor's indirect/material handling rate consistent with the Contractor's proposal. Any proposed indirect or material handling rates proposed and invoiced shall be consistent with the Contractor's most recent Defense Contract Audit Agency (DCAA) rate approval or provisional rate letter. Offerors are advised that they will not be permitted to apply a burden rate of any kind to travel after award except to the extent that application of such burden is consistent with their proposal.

Credits
If the credit invoice is for the same year of a particular ACT#, the Contractor shall include that credit on a subsequent invoice submission against that same ACT#. If the Contractor is unwilling to offset a subsequent invoice then they must submit a refund check.

When the credit invoice is for a different year, the Contractor shall submit a refund check for that credit invoice.

Invoices that net to a credit balance SHALL NOT be accepted. Instead a refund check must be submitted by the Contractor to GSA accordingly. The refund check shall cite the ACT Number and the period to which the credit pertains. The Contractor shall provide the credit invoice as backup documentation. Do not attach credit invoice in ITSS or on the Finance website. It must be attached to the refund check. The refund check shall be mailed to:

General Services Administration
Finance Division
P.O. Box 70965
Charlotte, NC 28272-0965

Invoice Submission Process
Posting Acceptance Documents: Invoices shall be submitted monthly through GSA's electronic Web-Based Order Processing System, currently ITSS, to allow the client and GSA COR to electronically accept and certify services received by the designated DMDC Client Representative (CR). Included with the invoice will be all required backup documentation.
Receiving Agency's Acceptance: The receiving agency has the following options in accepting and certifying services:

a. Electronically: The client agency may accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is

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considered concurrence and acceptance of services. NOTE: The Government's preference is that receiving agency's acceptance is conducted electronically.

b. On Paper Copy: The client agency may accept and certify services by providing written acceptance with the signature of the authorized client representative and the date of acceptance. Electronic and/or written acceptance of the invoice by the CR is considered concurrence and acceptance of services

Note: The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoiced submitted. Although this acceptance will occur electronically, acceptance shall be obtained prior to the approval of payment. In order to expedite payment, it is strongly recommended that the contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation. Note: If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

To submit an invoice to ITSS for Client Acceptance, follow these steps:
Log onto the Internet URL http://web1.itss.gsa.gov using your assigned username and password
Once logged in, click on "Create Support Documents".
Once in the Create Support Documents field, you will see a list of awarded task order numbers and a pull down menu that reads <<Select Support Document>>. Select the appropriate task order number by highlighting it, then click on the pull down menu; select "Acceptance Information" and click on the "Create" icon.

You are now on the page where you will enter the delivery date and invoice number—do not use special characters in the invoice number and be sure to use exactly the same invoice number and value for GSA Finance. You have the opportunity to send comments to the client (receiving activity) in the detailed comments block. You must attach an electronic copy of your invoice. Click on the thumbtack "Attach" icon to bring up the attachments page. When you are done attaching the invoice, click on the "Submit" button at the bottom of the page to complete the process.

When the acceptance document is submitted, emails requesting acceptance are automatically sent to both the Client and the GSA Project Manager (PM). They will accept, partially accept, or reject the invoice, normally with explanatory comments. The Client will also indicate the amount approved for payment. The system will automatically notify you, the Contractor, of acceptance or rejection of the invoice.

If you need assistance or have any questions regarding the acceptance and approval process, please contact the ITSS Help Desk at the toll free number 1-877-243-2889. Be sure to have the order number or ACT number available.

13 APPENDICES

from the Basic EITS II IDIQ Contract

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14 Attachments

Attachment 1 – DMDC ARB Charter Enclosure 1 References
Attachment 2 – DMDC ARB Charter Enclosure 2 Required Artifacts
Attachment 3 – DMDC ARB Charter Enclosure 3 Process Map and Description
Attachment 4 – DMDC ARB Charter
Attachment 5 - Change Management - Process Handbook v1.0