

STATEMENT OF WORK

Task Reference No.: T229

Task Name: Worker's Compensation Information System (WCIS) Support

Work Originator: AME-220

Date: 07/06/2010

Task Type: Firm Fixed Price – Performance Task (Level of Effort)

Period of Performance: 03/01/2011 – 02/29/2012

Work is to be accomplished for the Federal Aviation Administration, Mike Monroney Aeronautical Center, Office of Enterprise Systems, AME-1.

1. Introduction

1.1. Organization:

1.1.1. Identification: DOT/FAA Department of Transportation/Federal Aviation Administration, Office of Enterprise Systems, Administrative Systems Branch, AME-220.

1.1.2. Mission: This administration provides for the regulation and promotion of civil aviation to better foster its development and safety and provides for safe and efficient use of airspace.

1.2. Project Background and Objectives:

The office of Enterprise Systems, AME-1, provides data processing support, including system design, programming, implementation and system support for the Aeronautical Center, the Federal Aviation Administration, the Department of Transportation, and other governmental agencies and departments.

The Administrative Systems Branch, AME-220, is responsible for systems development and support of Worker Compensation Information System (WCIS).

2. Technical Services Required

2.1. Scope of Work

All efforts including use of equipment, software, operational support, and related activities, shall be strictly limited to those assigned to or required by the development of the sub-tasks. The operation will provide all support, resources, expertise, and management skills that are required for the complete installation process. The scope of this task shall be limited to development and support of WCIS system.

2.1.1. Documentation and reports describing WCIS system and configuration.

All documentation, designs, notes and software developed for WCIS are to be considered as deliverables to AME-220.

2.1.2. Access to sub-task materials.

Contractor support assigned to these sub-tasks will have access to all documentation, developed software, and plans associated with the sub-tasks.

2.1.3. Inspection/Acceptance .

AME-220 shall have one (1) working day for every twelve (12) working days spent on a deliverable to review, accept, reject, or modify the deliverable and thirty (30) working days for the system level testing unless otherwise specified.

2.1.4. Project Management.

In accordance with CDRL A006, a Technical and Management Work Plan at the task level is required.

2.1.5. Security Levels

The security level for all skill levels is a 5.

2.2 Sub-Tasks

Currently, 2 sub-tasks have been defined. If applicable, additional sub-tasks will be defined as requirements and specifications are identified, via negotiation and modification by the Contracting Officer, to this statement of work.

2.2.1 Sub-Task #1: Application Support/Maintenance

Support the WCIS application suite through the development of enhanced features through programming support. This includes application bug fixes as problems arise, application upgrades as scheduled, system configuration changes, and system enhancements.

Deliverables:

- Modified Application modules (estimated approximately 25 programs per year)
- Database tables/views updates and additions (as needed)

2.2.2 Sub-Task #2: Help Desk Support

Provide on-going user help desk support by ensuring help desk is staffed between 8:00 am (CST) to 5:00 pm (CST).

Deliverables:

- Creating and logging help desk tickets (approximately 15 help desk calls per month)
- Assisting users technical needs (as required)
- Troubleshooting application issues (as problems arise)

2.3 Expertise:

2.3.1 ADP Skills

- Programming experience using PowerBuilding, Active Server Pages (ASP), and HTML
- Oracle experience including SQLnet, Oracle Stored Procedures (PL/SQL), Triggers, Views, etc.

2.3.2 Functional Skills:

Interpersonal skills associated with technical development would expedite the software development. Knowledge of the existing WCIS system would be preferred. Knowledge of the Federal Aviation Administration policies and procedures, its mission, and the organizations who are information Services customers would be helpful.

2.4. Travel:

2.4.1 Travel and Per Diem

Travel may be required for these services. All travel will be coordinated and approved in advance by the Contracting Officer in accordance with the terms and conditions of the contract.

3. Government Furnished Resources

3.1 Facilities, Supplies, and Services

The FAA will give contract personnel access to FAA ADP Facilities during normal duty hours (see 4.2) during the duration of this task. The contractor's use of these facilities must be directly associated with the task accomplishments.

4. Administrative Considerations

4.1 Place of Performance

The tasks shall be performed on site at the following government installation:

DOT/FAA Mike Monroney Aeronautical Center
6500 S MacArthur
Oklahoma City, Oklahoma 73169

4.2 Hours of Work

Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800. If applicable, the contractor will be notified two (2) weeks prior to any shift change. The task leader must insure adequate resource (contractor) coverage each business day.

5. Special Instructions

5.1 General/Miscellaneous

All programs, input, output, and documentation associated with the requested tasks are the sole property of the government.

5.2 Technical Progress Review

Technical progress review meetings will be conducted once a week between the Government Project Manager and the contractor representative. Additional meetings may occur when necessary.

6. Standards and References

Programming and documentation will be accomplished in accordance with the Federal Information Processing Standards (FIPS), the Office of Enterprise Systems (AME) process improvement initiative and guidelines tailored by the Government Project Manager.

Statement of Work
FAA-Office of Enterprise Systems, Enterprise Technical Management Division,
AME-210

Task Reference No.: T259

Task Name: FAA Discoverer Analysis / ESC Delphi Operations Support

Work Originator: AME-210

Date: 09/29/2010

Task Type: Firm Fixed Price - Level Of Effort

Period of Performance: 03/11/2011 – 02/29/2012

A. Work Description Outline:

Contractor must provide dedicated Discoverer resource(s) to work FAA reporting priorities as follows:

- Resource(s) must have Oracle Federal financials knowledge and be capable of building Oracle Discoverer reports
- Resource(s) will focus on FAA report priorities as established by the FAA
- Resource(s) will work in conjunction with established Delphi process and procedures to develop reports/workbooks
- Resource(s) will coordinate additional required objects/folders with the Delphi Discoverer Administrator and work within Delphi migration schedules

B. Administrative Considerations:

Performance Schedule: The contractor shall provide the necessary support with the Oracle Federal Financial applications experience to analyze customers accounting business requirements. General knowledge of federal governmental accounting business processing from Budget Formulation to Financial Statements Results (such as the SF224, SF133, Balance Sheet, etc.) is necessary to meet customer requirements. The following technical skill sets are required by the contractor(s):

- SQL
- Oracle Financials 11.5.9, 11.5.10
- Oracle Reports 6I and/or 6J
- Oracle Financial Analyzer
- Discoverer
- Query Builder

The contractor will accomplish the analysis of customer requirements utilizing applicable tools. Services will include, financial business analysis of existing and converted

financial data, designing, recommending and implementing Discoverer reports to meet the business data needs.

The contractor will, in the fulfillment of this task, provide Discoverer report solutions and detailed financial data analysis for use by the COTR with coordination of the contractor task lead. The contractor will utilize ISO 9000, CMMi and Oracle AIM methodology established standards and/or procedures as defined by the FAA in the performance of this task. The contractor will use the available hardware and software provided by the FAA, as tools in the development/maintenance process.

The contractor will participate in and provide support for the design, build, and implementation of Delphi Discoverer reports as well as participating in the maintenance of all these reports currently performed by the financial systems.

The contractor shall also provide the necessary support to perform system analysis, design, computer programming, testing, prepare system documentation and program specifications.

The contractor will, in the fulfillment of this task, generate system programs and/or program changes from requests by program managers and/or analysts. The contractor will utilize established standards and/or procedures as defined by the FAA in the performance of this task.

Place of Performance: Workstations within the financial services facility located at the Mike Monroney Aeronautical center in Oklahoma City, Oklahoma will be made available to the contractor personnel providing support to existing Delphi Customers and upgrades.

Work Schedule: Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800. If applicable, the contractor will be notified two (2) weeks prior to any shift change. The task leader must insure adequate resource (contractor) coverage each business day.

In an emergency situation or upon execution of the organization's Continuity of Operations Plan (COOP) the COTR will provide guidance on work requirements through the contracting officer. In the event communication with the contracting officer is not available, the COTR will provide the work requirement to the contracting officer as soon as possible.

Inspection and Acceptance: Inspection and acceptance criteria will be based upon guidelines set forth in the Delphi Program charter and the Delphi Configuration Management Policy. Upon completion of each task phase, the COTR will review the final products and COTR will indicate written acceptance of completion of the task phase.

C. Privacy and Security:

Clearance: A Level 5 security clearance is required for all contractor personnel assigned to this task. Contractor shall comply with all applicable DOT, FAA and local security directives while performing work under this contract. If contractors travel to remote locations, they may be required to be under the escort of authorized FAA personnel.

Privacy: All data involved in this task will pertain to the Privacy Act.

D. Government Support Provided:

Facilities and Equipment: The Government will provide desk space, terminals, telephone service, User-ID and passwords, and access to the client server hardware as appropriate through the duration of this task.

E. Contractor Support:

Task Staffing: Contractor support shall have a good working knowledge of Oracle Financial applications, oracle financial application workflow and the ability to analyze customer accounting business requirements and incorporating those requirements into the Oracle financial applications. Contractor support assigned to the task by the project task manager shall have a good working knowledge of SQL, PL/SQL, Oracle Financials 11.5.9, Oracle Reports 6I and/or 6I, Oracle Financial Analyzer and Discoverer.

Travel: Travel may be required of the contractor for this task. All travel shall be coordinated and approved in advance by the Contracting Officer in accordance with the terms and conditions of the contract.

Standards and Reference: The contractor will utilize established standards and /or procedures as defined by the FAA in the performance of this task. All documentation associated with this task must meet the Aeronautical Center guidelines and the established accounting policies and procedures which will be made available to the contractor at all times throughout the duration of this task.

F. Deliverables:

In accordance with CDRL A006, a Technical and Management Work Plan at the task level is required.

Also required are:

- Discoverer Reports/Workbooks System Change Requests (4 per year)
- MD060, MD070s support documentation for System Change Requests (65 per year)
- New Discoverer objects and/or folders System Change Requests (65 per year)

System Change Request completion times are based on the following priorities:

- Emergency - requires 24 X 7 support until they are resolved. Resolution - ASAP
- Critical - Resolution - 2 - 3 days
- High - Resolution - within 30 days
- Normal - Resolution - over 30 days

Statement of Work

Task Reference No.: T269

Task Name: Information System Security Officer Support for MMAC Backbone, IAP and Voice Systems

Work Originator: AMI-400

Date: 09/29/2010

Task Type: Firm Fixed Price - Level of Effort

Period of Performance: 03/01/2011 – 02/29/2012

Work is to be accomplished for the Federal Aviation Administration (FAA), Mike Monroney Aeronautical Center (MMAC), Office of Information Technology (AMI-1).

1.0 Introduction.

1.1 Organization:

1.1.1 Identification: Department of Transportation (DOT)/Federal Aviation Administration (FAA), Office of Information Technology (AMI-1), Telecommunications Division, AMI-400).

1.1.2 Mission: This administration provides for the regulation and promotion of civil aviation to better foster the development and safety and provide for the safe and efficient use of airspace.

1.2 Project Background and Objectives:

The Office of Information Technology (AMI-1) provides data processing support, including system design, programming, implementation and system support for the Mike Monroney Aeronautical Center, the Federal Aviation Administration, the Department of Transportation, and other governmental agencies and departments.

AMI-400 provides information system security services and resources for the user community when information needs and support services materialize. The services include life cycle management of the data Backbone, Internet Access Point (IAP) and Voice communications systems at the Aeronautical Center.

2.0 Information System Security Services Required

2.1 Scope of Work

Support in the development of policies, procedures and test plans is the role of the Information Systems Security Officer (ISSO). The ISSO also makes periodic assessment of compliance to existing policies and procedures. The ISSO also supports external assessments such as the annual SAS70 and IG audits. The ISSO works with other ISSOs in developing Memorandums of Understanding concerning expected security processes.

2.2 Statement of Work

The contractor will provide the level of support required by AMI-400 for ISSO services over the Backbone, IAP and Voice communications services.

The work will consist of supporting the "Continuous Monitoring Phase" as defined in chapter 5 of the U.S. Department of Transportation Federal Aviation Administration Information Security Certification and Accreditation (C&A) Handbook, dated March 9, 2009 (https://intranet.faa.gov/faaemployees/org/staffoffices/aio/programs/iss/accreditation/media/C_A_Handbook_030509.doc).

The milestones will overlap and be running concurrently and must be **reviewed and acted on at a minimum of once per calendar year**. The milestones are not in priority order.

Milestone 1. Review existing Security Policy and Procedures for the IAP/Backbone for completeness and satisfaction with reference to NIST guidance.

Milestone 2. Review existing Security Policy and Procedures for the Voice System for completeness and satisfaction with reference to NIST guidance.

Milestone 3. Propose modifications to the ISSO to update policies in coordination with DOT and FAA Policy as well in coordination with NIST guidance.

Milestone 4. Propose modifications to the ISSO to update procedures in support of policies, existing or updated through Milestone 3.

Milestone 5. Propose modifications to the ISSO to update policies in coordination with DOT and FAA Policy as well in coordination with NIST guidance.

Milestone 6. Prepare documentation reflecting implementation of Policies and Procedures. Provide assessment of adherence to Policies and Procedures.

Milestone 7. Work with others to mitigate deficiencies as found through assessment.

2.3 Deliverables:

1. Work will conform to requirements established and referenced in Paragraph 5.0, Applicable Laws and References. National Institute of Standards guidance will be used as primary references as supplemented by DOT and FAA orders. A quarterly report will be provided by the Contractor with milestone dates to meet the standards. All NIST Standards referenced in the Statement of Work can be accessed at <http://csrc.nist.gov/publications/PubsSPs.html>. Once you access the NIST publications home page, links to all NIST Standards are presented in descending numerical order.
2. Detailed documentation of Information System Security Plans, Policies and Procedures as prescribed in the latest revisions of NIST SP 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems and NIST SP 800-34 - Contingency Planning Guide for Information Technology Systems. Minimally, the Information System Security Plan (ISSP) will be updated once per Calendar year by August 31.
3. Documentation of assessment results and recommendations per NIST SP 800-53A - Guide for Assessing the Security Controls in Federal Information Systems, July 2008. Plans, Actions and Milestone (POA&M) status will be reviewed and reported monthly and updated once per year by August 31.
4. Detailed test plans and results for Cyber Incident response testing per latest revisions of NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment and NIST SP 800-84 - Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities. Disaster Recovery Plan, Training and Testing will be completed annually. The documentation shall be included with the ISSP and updated once per calendar year by August 31.
5. Memorandum of Understandings (MOU/ISA) concerning interconnection of systems, security services levels, per NIST SP 800-47, Security Guide for Interconnection of Security Systems. A quarterly report of outstanding MOU/ISA will be provided. Completed MOU/ISA will be submitted for approval and filed with ISSP by August 31 each calendar year.
6. Continuous reviews will be performed and changes will be performed not less than annually and in accordance with the Department of Transportation Office of Inspector General annual audits. Major reviews will be performed concurrently with independent reviewer as required for Annual Assessment and Re-Certification. Notice of Findings Reports (NFR) status with plans for resolution will be reviewed annually by August 31.

2.4 Qualifications

2.4.1 Information System Security

A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; knowledge of Windows Network Operating Systems; knowledge of LAN/WAN technology; understanding of Internet Protocols such as TCP, SSH, HTTP and SSL.

2.4.2 Functional Skills

Very good human relations skills associated with information system security involvement of the user community are required. They are expected to communicate the information system security requirements to a community of diverse backgrounds and Information Technology expertise.

2.5 Travel

2.5.1 Travel and Per Diem

Travel may be required for this task. All travel will be coordinated and approved in advance by the Contracting Officer in accordance with the terms and conditions of the contract.

3.0 Facilities, Supplies, and Services

The FAA will give contractor personnel access to its ADP Facilities during normal duty hours during the duration of this task. The contractor's use of these facilities must be directly associated with the task accomplishments.

The FAA will provide desk space, microcomputer (as required) and phone service for the contractor's use associated with task accomplishment.

The task shall be performed on site at the following government installation:

DOT/FAA Mike Monroney Aeronautical Center
6500 S MacArthur Blvd.
Oklahoma City, Oklahoma 73169

3.1 Hours of Work

Normal Duty Hours:

Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800.

Shift Duty Hours:

There are three anticipated shift changes per contract year for out of hours testing of some DR processes. When applicable, services are to be performed on-site either Sunday through Thursday or Tuesday through Saturday (applicable schedules to be coordinated between the COTR and Contractor Task Lead) between the operating hours of 0600 to 1800. The contractor will be notified two (2) weeks prior to any shift change.

The task leader must insure adequate resource (contractor) coverage each normal business day or each day affected by a shift change.

3.2 Security Clearance

Contractor personnel assigned to this task will be required to have a level (6) six security clearance.

4.0 Special Instructions

4.1 Inventory, Management, and Control

All information system security support and documentation are to be considered as deliverables to the represented MMAC organization

4.2 Documentation

The contractor will provide and maintain documentation which can be utilized to outline trends, problems, maintenance requirements, software or module changes for current or future support of MMAC microcomputers, LAN's and WAN's, and enhancements. The contractor will also provide daily updating for reference and information system security evaluation material used in support of MMAC microcomputers, LAN's, WAN's, and local data support projects.

4.3 Quality Control and Information System Security Issues

The contractor will provide support for all reported problems, software changes/modifications, and hardware changes/modifications. Quality control procedures will be approved by AMI-400.

4.4 Access to Project Material

Contractor support assigned to this task will have access to all documentation, software, and information system security material required in the performance of this task.

5.0 Applicable Laws and References

- Federal Information Security Management Act (FISMA) of 2002 (<http://csrc.nist.gov/groups/SMA/fisma/index.html>)
- Computer Fraud and Abuse Act of 1986, as amended (http://www.usdoj.gov/criminal/cybercrime/1030_new.html).
- Privacy Act of 1974 (http://www.defenselink.mil/privacy/documents/PrivacyAct1974_Am0702.pdf)
- OMB Circular No. A-130, Appendix III (<http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html>)
- Federal Information Processing Standards (FIPS) Publication 199, Standards for Security Categorization of Federal Information and Information Systems, February 2004 (<http://csrc.nist.gov/publications/fips/fips199/FIPS-PUB-199-final.pdf>)
- Federal Information Processing Standards (FIPS) Publication 200, Minimum Security Requirements for Federal Information and Information Systems, March 2006 (<http://csrc.nist.gov/publications/PubsFIPS.html>)
- NIST Special Publication (SP) 800-18 - Guide for Developing Security Plans for Federal Information Systems, February 2006 (<http://csrc.nist.gov/publications/PubsFIPS.html>)
- NIST SP 800-30 - Risk Management Guide for Information Technology Systems, January 2002
- NIST SP 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems, May 2004 (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-34 - Contingency Planning Guide for Information Technology Systems, June 2002 (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-53 Rev 2 - Recommended Security Controls for Federal Information Systems, December 2007 (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-53A - Guide for Assessing the Security Controls in Federal Information Systems, July 2008 (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-60 Rev1 Volume I - Guide for Mapping Types of Information and Information Systems to Security Categories, June August 2008 (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-60 Rev1 Volume II – Appendixes to Volume I (<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-63 v1.0.2 - Electronic Authentication Guideline, April 2006 (<http://csrc.nist.gov/publications/PubsSPs.html>)

- NIST SP 800-64 - Security Consideration in the Information System Development Life Cycle, June 2004
(<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-84 – Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities, September 2006
(<http://csrc.nist.gov/publications/PubsSPs.html>)
- NIST SP 800-115 – Technical Guide to Information Security Testing and Assessment, September 2008 (<http://csrc.nist.gov/publications/PubsSPs.html>)

FAA orders below can be accessed by going to https://employees.faa.gov/tools_resources/orders_notices/ and searching for the specific number identified below.

- FAA Order 1280.1B, Protecting Personally Identifiable Information (PII), December 17, 2008
- FAA Order 1350.15C Records Organization, Transfer, and Destruction Standards, August 29, 2001
- FAA Order 1370.79A FAA Internet Use Policy, October 12, 1999
- FAA Order 1370.82A Information Systems Security Program, September 2006
- FAA Order 1370.84, Internet Services March 4, 2002
- FAA Order 1370.90, Internet Access Point Configuration Management August 1, 2003
- FAA Order 1370.91, Information Systems Security Patch Management, May 19, 2004
- FAA Order 1370.92, Password and PIN Management, June 28, 2004
- FAA Order 1370.94A, Wireless Technologies Policy, September 10, 2008
- FAA Order 1370.95, Wide Area Network Connectivity Security, September 12, 2006
- FAA Order 1370.100, Media Sanitization and Destruction Policy, October 1, 2007
- FAA Order 1370.102, System Use Notification and Disclaimer Statement Policy, July 21, 2008
- FAA Order 1370.103, Encryption Policy, November 12, 2008
- FAA Order 1370.104, Digital Signature Policy, October 31, 2008
- FAA Order 1600.1E, Personnel Security Program, July 25, 2005
- FAA Order 1600.2E, Safeguarding Controls and Procedures for Classified National Security Information and Sensitive Unclassified Information, March 13, 2006

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- FAA Order 1600.6E, Facility Security Policy, March 11, 2004
 - FAA Order 1600.66, Telecommunications and Information System Security Policy, July 27, 1994
 - FAA Order 1600.68, FAA Information Systems Security Program, March 5, 1999
 - FAA Order 1600.69B, FAA Facility Security Management Program, October 1, 2003
 - FAA Order 1600.6C, Physical Security Management Order, April 16, 1993
 - FAA Order 1600.6E, Facility Security Policy, March 3, 2004
 - FAA Order 1600.72A, Contractor and Industrial Security Program, December 28, 2005
 - FAA Order 1600.75, Protecting Sensitive Unclassified Information (SUI), February 1, 2005
 - FAA Order 1800.66, Configuration Management Policy, September 19, 2007
 - FAA Order 1900.1G, FAA Emergency Operations Plan, September 11, 2006

STATEMENT OF WORK

Task Reference No.: T271

Task Name: Logistics and Database Support

Work Originator: AML-20

Date: 31 August 2010

Task Type: Firm Fixed Price

Period of Performance: 01 March 2011 ending 29 Feb 2012

1. Introduction

The Federal Aviation Administration Logistics Center seeks to improve the effectiveness and the efficiency of its financial and materiel management systems, databases and procedures. In support of that goal, the Logistics Center requires contractor assistance in a variety of financial, information technologies, and logistics engineering endeavors.

2. Scope

The contractor shall provide quality technical, IT, computer software support, engineering, analytical, planning, financial, and administrative support to the FAA Logistics Center Business System Group. The contractor may also be required to interface with other contractors, equipment manufacturers, and various FAA and U.S. Government organizations. The objective of this task is to continue development, implementation and operation of systems to provide enhanced support planning for future NAS subsystems, to provide for development, analysis, and reporting of logistics process cost data necessary for financial management of the logistics system, and to assist in developing information systems functions supporting accounting and financial management processes.

3. Acceptable Quality Level

The Government will accomplish required quality control and assurance through periodic examination of work accomplished.

4. Technical Support Tasks

The Contractor shall provide a continuing level of support and services necessary to perform the work as defined in this Statement of Work (SOW). Tasks will include the following: develop and maintain software systems to automate specified analysis tools such as life cycle cost models and level of repair analysis; develop, analyze, and report

logistics support process costs and related financial data; and apply professional accounting, information systems and financial management practices, methods, and techniques to the design, development, and operation of FAALC information systems functions.

The contractor shall design, develop, test, and modify and maintain the MIPR Database, Contract Catalog Database, Clearing House Database, Health Indicator Database, and web application for Health Indicator. The individual provides consulting services to AML-20, AML-40, and AML-7000 on database applications, queries, and reports. They will perform design and development of technical solutions using Visual Basic Access, C/C++, FORTRAN, and Front Page with relational database Microsoft Access. They will develop database applications that are compatible with the agency (AML) and will integrate, interface with other organizations databases such UTBS, DCRS, etc. The contractor provides technical documentation, and user support.

5. Deliverables

Deliverables for this Statement of Work include:

- Run the Monthly MIPR Database Billing report on the 2nd working day of the month and send in electronic (Excel spreadsheet) to the Interagency Coordinator and to designated personnel.
- Interfacing DCRS job related data with the MIPR database to pull all AML time worked on MIPR jobs and bill these hours against the appropriate MIPR in MIPR Database monthly.
- Interface MIPR database to pull material ordered against International SSC's and bill this material automatically against appropriate funding for each SSC.
- Correct and or modify any programming issues found in the MIPR Database, and the IMM Database so they run smoothly with out errors. This includes approximately 3 major improvements and 5 minor improvements needed to run new functions and or changes to existing business rules and guidelines.
- Document all programming and programming changes in hard copy in Microsoft Word format annually and provide this quarterly in softcopy (Microsoft Access format) to the Interagency Coordinator or designated personnel. A copy of the code shall be maintained in Microsoft Word at the contractors work station and clearly marked with appropriate database name. Pages should be dated to reflect date of changes to the database.
- Update COOP laptops with MIPR database and IMM database data monthly. This Microsoft Access data changes monthly and needs to be transferred to the Interagency Coordinators COOP laptop for continued support in the event of a national disaster.
- Reports Database Assessment/Development/Modification Report in Microsoft Word format annually.

- Database System Specification/Documentation in Microsoft Word format annually.
- Database Administration Documentation of all databases listed above; document all changes to the MIPR database programming monthly in Microsoft Word format with pages dated.

6. Travel

The Contractor shall travel, as tasked by the FAA, to support the program. The Contractor may be required to travel to provide on-site support as needed at work locations. Work locations will primarily be the FAA Logistics Center in Oklahoma City, Oklahoma but may also include other locations throughout the United States. All travel must be coordinated and receive the appropriate approvals as set forth in the terms and conditions of the contract.

7. Education

The contractor shall be fluent in programming in Visual Basic Access, C/C++, FORTRAN, Access, Excel and Front Page. Must be able to interface multiple databases and build front ends to display data per requester's information. The individual must have at least 10 years of past programming experience or a Computer Programming Degree with at least 8 years of experience.

**Statement of Work
Systems Support Services
Office of Application Services, AME-210**

Task Reference No.: T272

Task Name: Systems Support Service, AME-210

Work Originator: AME-210

Date: 09/28/2010

Task Type: Firm Fixed Price - Level of Effort

Period of Performance: 03/10/2011 – 02/29/2012

A. WORK DESCRIPTION:

1. Contractor shall provide support necessary to accomplish documentation requirements.

B. ADMINISTRATIVE CONSIDERATIONS:

Performance Schedule:

Contractor will participate in the Enterprise and Departmental Systems Division for the Enterprise Services Center (ESC) in relation to AME-210 projects.

Contractor provides technical writing skills necessary to maintain required documentation standards as set forth by CMMI and ISO processes currently utilized in AME. Documents weekly, bi-weekly, and monthly meetings for the Emerging Technology Team, the Delphi datawarehouse team and Rack Linux Upgrade team by providing minutes and action items from the meeting and distributes to attendees for approximately 80 meetings per month. Technical writing is required to take meeting minutes, assist with the formatting of documentation for the teams' daily meetings and white papers. Approximately 20-30 white papers are produced per month with daily meetings of requirements for the white paper development. All documentation provided includes writing skills in the area of finalizing documents in the prescribed format as shown on the AME Project Management Office (PMO) Knowledge Sharing Network (KSN) for all CMMi documentation provided at this link

<https://ksn.faa.gov/km/arc/amc/esc/ame/ame10/amepmo/default.aspx>, and utilizing the documentation requirements listed at the Aeronautical Center KSN provided at this link <https://ksn.faa.gov/km/arc/amc/qms/default.aspx> for all non-system processes.

Place of Performance: Workstations within the financial services facility located at the Mike Monroney Aeronautical center in Oklahoma City, Oklahoma will be made available to the contractor personnel providing support to existing Delphi Customers and upgrades.

Work Schedule: Services are to be performed on-site Monday through Friday (excluding federal holidays and facility closures) between the operating hours of 0600 to 1800. If applicable, the contractor will be notified two (2) weeks prior to any shift change. The task leader must insure adequate resource (contractor) coverage each business day.

In an emergency situation or upon execution of the organization's Continuity of Operations Plan (COOP) the COTR will provide guidance on work requirements through the contracting officer. In the event communication with the contracting officer is not available, the COTR will provide the work requirement to the contracting officer as soon as possible.

Inspection and Acceptance: Inspection and acceptance criteria will be based upon guidelines set forth in the Delphi Program charter. Upon completion of each task phase, COTR will review the final products and COTR will indicate written acceptance of completion of the task phase.

C. PRIVACY AND SECURITY

Clearance: A Level 5 security clearance is required for all contractors on this task.

Privacy: All data involved in this task will pertain to the Privacy Act.

D. GOVERNMENT SUPPORT PROVIDED:

Facilities and Equipment: The Government will provide desk space, telephone service, User-ID and Passwords, and access to the client server hardware as appropriate through the duration of this task.

Programming manuals and supplies: If services are provided at Government facilities, the Government shall make all necessary manuals/documents available for all software/hardware tools required for the contractor support to perform their duties in relationship to executing this task. Also, the Government will provide administrative supplies such as pens, pencils, notepads, etc. All items as identified and furnished by the Government will be returned at the completion of the task.

E. PERSONNEL:

Task Leadership: The task leader shall be required to work closely with the AME210 project but is not required to be on-site at all times. The task leader will designate alternate support and notification of this change will be provided to the FAA.

Qualifications:

Contractor personnel shall have extensive detail oriented skills to meet the documentation standards required.

Standards and Reference: The contractor will utilize established standards and/or procedures as defined by the FAA in the performance of this task. All documentation associated with this task must meet the Aeronautical Center guidelines and the established project management and documentation policies and procedures that will be made available to the contractor at all times throughout the duration of this task.

F. DELIVERABLES:

Monthly status reports are required. This report must provide a current assessment of all tasks.

Documentation requirements are outlined by utilizing the templates provided. All contractor personnel are required to attend meetings for capturing of minutes, document action items and return final product within one business day. Support also ensures all documents meet the standards set forth by CMMI and ISO.

STATEMENT OF WORK

Task Reference No.: T285

Task Name: Information Security Operations Branch (AMI-510) Support

Work Originator: AMI-510

Date: 09/29/2010

Task Type: Firm Fixed Price - Level of Effort

Period of Performance: 03/01/2011 – 02/29/2012

SECTION 1

BACKGROUND

In November 2008, AMI-500 formed 2 new branches, AMI-510 and AMI-520. Previously Task Identification 227 supported AMI-500. The roles of the organizations are independent and require distinct separation of duties. As such, each has its own designated COTR. AMI-510 provides a variety of information security services as a franchise operation. The branch formed in November 2008 provides life-cycle information security management support for a variety of systems and customers. AMI-510 expects the first year of its operation to be a learning year with adjustments in roles, and responsibilities.

SECTION 2

SCOPE OF WORK

- 2.1. The contractor shall administer, manage, and perform the tasks defined in this Statement of Work (SOW). The task is to be performed using the facilities and materials provided by the Government
- 2.2. The contractor shall provide contract services of qualified personnel to perform a variety of information system security activities to ensure the performance of the tasks identified in Section 3.
- 2.3. Under no condition will a foreign national be forwarded to fill a position on this task. Contract personnel referred to this task shall have a minimum Level V security clearance.
- 2.4. Contract personnel providing core Life Cycle Management support related to application development as described in Section 3.1. "Specific Tasks" shall have interpersonal skills, oral/written communication skills, and depending on the specific task assignment, associate degree in a computer related field or equivalent experience in the information security related field, proficiency in MS Office, and typing proficiency as described in the contract.

- 2.5. Contractor Quality Control. The contractor shall provide sufficient services of supervisory personnel to monitor the work assignments and the hours of performance of all contract personnel. The contractor shall conduct evaluations of contract personnel performance to assure that task deliverables are met and to evaluate contract compliance.
- 2.6. Contract support supporting this Task shall have the appropriate interpersonal skills and English (oral/written/typing) communication skills necessary to interact with Federal employees within the FAA and other Federal agencies. Contract support shall be proficient in the use of Microsoft Office's Word and Excel along with past experience utilizing an electronic mail (e-mail) program for correspondence. Contractors not providing Application Development support are not bound by academic degrees or IT, information security and information assurance work experience requirements; however, they shall possess the interpersonal, communication and computer proficiencies outlined previously.

SECTION 3 SPECIFIC TASKS

- 3.1. In support of AMI-510 branch,
 - a. Schedule meetings/conferences and document 'minutes' of meetings using organizational supplied/supported applications.
 - b. Maintain office files/documentation (hard copy and electronic). File structure, system, and destruction will be in accordance with procedures and policies.
 - c. Receive and distribute correspondence (mail/e-mail/FAX/overnight shipments/etc.) in support of AMI-510 branch operations.
 - d. Submit and track to completion work requests (e.g. telephone and data jack add/moves/changes, workspace changes, etc.) for the branch.
 - e. Review documents for appropriate grammar, punctuation, formatting, spelling, and make corrections/recommendations for correction of same.
 - f. Convert draft documents into standardized/final formats.
 - g. Enter information provided by branch personnel into existing templates, on-line forms, databases, etc.
 - h. Answer phones, forward calls, and take messages.
 - i. Submit and track documents 'in routing' (e.g. POA&M, Risk Acceptance, Deadline Extension, ISO, etc.).
- 3.2. Track office Asset inventory and produce reports and ad hoc reports when data calls are received. Inventory will be maintained using the Asset Tracking Inventory System (ATIS).

SECTION 4
DELIVERABLES

4.1. Branch operations support

- a. Schedule 10-15 meetings per month.
 - i. On a routine basis, scheduling will be completed within 1 work day of assignment.
 - ii. Utilize the Government-provided e-mail and calendaring system, to include ensuring invitees are available, proposed meeting location is unoccupied and that meeting Agenda (if provided by the Government) are disseminated in advance to invitees. AMI-510 Federal employees will provide invitee information and the proposed meeting location.
- b. Office files and document destruction will be current within the week or time frame specified in office procedures.
- c. Distribute outgoing correspondence within time frames appropriate for priority (e.g. routine -- same day, critical/overnight -- as identified by requestor).
- d. Submit 10-15 work requests per month within 1 day of assignment.
- e. Record, document, and distribute minutes of meetings producing a summary report using organizational procedures/templates within 1 work day of the meeting. 4-6 meetings per month.
- f. Scan hardcopy documentation using government-provided scanners and associated software. 10-20 documents per week.
- g. Review documents for appropriate grammar, punctuation, formatting, spelling, and make corrections/recommendations for correction of same. Size and quantity vary -- COTR will ensure appropriate scheduling.
- h. Convert draft documents into standardized/final formats -- 1-4 per month COTR will ensure appropriate scheduling.
- i. Enter information provided by branch personnel into existing templates, on-line forms, databases, etc. -- as needed COTR will ensure appropriate scheduling.
- j. Submit and track documents 'in routing'. -- 10-20 per week.

4.2. Inventory support

- a. Update office inventory in ATIS within 3 work days of notification of change.
- b. Meet deadlines for response to ad hoc data calls and reports.

4.3. Application support

a. Perform userid adds/changes/deletes –

- i. Approximately 100 routine per month within 4 business hours of receipt.
- ii. Approximately 20 urgent (typically password resets) per month within 1 business hour of receipt.

SECTION 5

FACILITIES

The government will provide for contractor use, necessary training space and user workstations adequate to perform assigned tasks. The cost of all utilities including telephones for on-site training will be borne by the Government.

SECTION 6

WORK SITE

Contract services shall be primarily performed at the Mike Monroney Aeronautical center. Other sites of work performance may include those supported through franchise agreements for AMI-500 and/or AMI-510 required by other government entities and may include travel.

6.1. HOURS OF WORK

Contract personnel will be available during core hours 08:30-11:00 and 1:00-3:30 government work days.

- a. A federal employee of AMI-500 or its branches is required to be on-site while contractors are working.
- b. Some task requirements are variable and unpredictable and may require other than normal periods of work.
- c. Alternative work schedule or travel may be required in support of organizational functions and will be coordinated/approved in advance per established policies.

6.2. SECURITY

Appropriate background investigations are applicable for task performance which include supporting access to MMAC backbone and its associated systems.

SECTION 7

TRAVEL

Travel may be required on assigned projects. All travel shall be coordinated and approved in advance in accordance with the terms and conditions of the contract.

STATEMENT OF WORK

Task Reference No.: T287
Task Name: Information Security Assessment Branch (AMI-520) Support
Work Originator: AMI-520
Date: 09/29/2010
Task Type: Firm Fixed Price - Level of Effort
Period of Performance: 03/01/2011 – 02/29/2012

SECTION 1: BACKGROUND

The Federal Aviation Administration's (FAA) Enterprise Services Center (ESC) Information Security Assessment Branch (AMI-520) provides franchise Information System Certifications, periodic Security Assessments and independent audit consultation services to a multitude of Federal agencies. AMI-520 has provided these services for a number of years, with franchise business growing annually. With ESC's January 2009 designation by the Office of Management and Budget (OMB) as a Shared Services Center for Information Security Services, franchise business is predicted to grow dramatically, beginning in FY10. AMI-520 provides security compliance reviews to assist organizations in meeting their Federal Information Security Management Act (FISMA) obligations. Work performed within AMI-520 is documented leveraging International Organization for Standardization (ISO 9001:2000) formats, with major processes having been optimized utilizing Lean Six Sigma principles.

SECTION 2: SCOPE OF WORK

- 2.1. The contractor shall administer, manage and perform the tasks defined in this Statement of Work (SOW). The Task is to be performed using the facilities and materials provided by the Government.
- 2.2. Under no condition will Foreign Nationals be forwarded to provide services in support of this Task. Contract support referred to this Task shall be capable of successfully completing, at a minimum, an FAA Level 5 Background Investigation, or equivalent, as acceptable to the FAA Personnel Security office (AMC-700). There are no present requirements for support supporting this Task to hold Security Clearances (Secret, Top Secret or equivalent).
- 2.3. Contract support supporting this Task shall have the appropriate interpersonal skills and English (oral/written/typing) communication skills necessary to interact with Federal employees within the FAA and other Federal agencies. Contract support shall be proficient in the use of Microsoft Office's Word and Excel along with past experience utilizing an electronic mail (e-mail) program for correspondence. For contractor supporting Security Assessment activities, an Associates degree in a computer related

field, or equivalent prior employment experience in an information technology (IT), information security, information assurance or related field shall be a minimum requirement. Contractors providing Administrative support are not bound by academic degrees or IT, information security and information assurance work experience requirements; however, they shall possess the interpersonal, communication and computer proficiencies outlined previously.

- 2.4. Contractor Quality Control: The contractor shall provide sufficient supervisory oversight to monitor work assignments and the hours of performance of their contract personnel. The contractor shall conduct evaluations of contract personnel performance to assure that task outcomes are met, helping achieve compliance to the Contract.
- 2.5. Monthly High-Level Report: If not already provided under the Basic Contract, the AMI-520 COTR would appreciate continued receipt of the Project Tracking Executive Summary report.

SECTION 3: SPECIFIC TASKS

3.1. In support of Security Assessment activities, the contractor shall:

- a. Support Government personnel on Security Assessment activities, to include Initial Certifications, Recertifications and Annual Assessments. Assessment support shall utilize their *general* understanding of information technology (IT), information security and/or information assurance to assist Government Security Assessors in evaluating compliance to well-documented *minimum* security controls for information systems. These evaluations shall be done utilizing a comprehensive set of tools, templates, procedures and ISO work instructions established by the Government for this express purpose. Evaluations are based on the Federal Government's National Institute of Standards and Technology (NIST) Special Publications, Security Baseline Configuration Checklists (SBCC) and Department/Agency-specific policies. Assessment support shall utilize MS-Word and MS-Excel to record results of their evaluations. Under certain circumstances, Assessment activities may necessitate travel.
 - i. Frequency: As required, during normal business hours. Approximately two hundred (200) Assessments of varying scope/complexity are being performed throughout FY11.
 - ii. Timeline(s): Security Assessment support typically mirrors the timelines of Assessment activities. Assessment activities run from, on average, two (2) to ten (10) weeks, depending on the size, complexity and physical location of the system.
 - iii. Deliverables: Completed Assessment documentation, utilizing Government-provided templates.
- b. Conduct Peer Reviews of Assessment documentation to support the Government's internal quality review program. Peer Reviews help ensure that issues are addressed internally before documentation is provided to the customer.

Reviews shall be conducted by support who was not involved with the Assessment being reviewed; in some instances, this may mean that contract Security Assessment support may not be required to conduct a Peer Review.

- i. Frequency: As required, during normal business hours. Approximately two hundred (200) Assessments of varying scope/complexity are being performed throughout FY11.
 - ii. Timeline(s): Security Assessment support typically mirrors the timelines of Assessment activities. Peer reviews typically require one (1) to four (4) hours to conduct. These reviews are 'content reviews' done in advance of the package being turned over to Administrative support for final editing to fix spelling, grammatical and formatting issues.
 - iii. Deliverables: Informal written or oral feedback provided to the Assessment Team from whence the Assessment package originated.
- c. Conduct Plan of Action & Milestone (POA&M) Closure Validations of mitigation activities. If assigned, contract Assessment Support shall evaluate documentation submitted by organizations to determine if the recommended mitigation activities have been sufficiently completed. Assignment of Closure Validations is often related to an Assessor's knowledge of the original finding.
- i. Frequency: As required, during normal business hours. The government cannot predict when organizations will submit mitigation activities for closure; however, experience has shown that one (1) or two (2) items are submitted each day.
 - ii. Timeline(s): Internal metrics require that customer's submitting Closure Validations receive closure confirmation, or feedback on additional mitigation recommendations, within 48 hours (over consecutive business days) of submission. Closure validations may require anywhere from five (5) to thirty (30) minutes to conduct, depending on the scope/complexity of the item.
 - iii. Deliverables: Closure confirmation, or feedback detailing additional mitigation recommendations, sent via e-mail to the submitter and/or Information Systems Security Officer (ISSO). A log entry in the POA&M tracker shall be made to document the turn-around time.

3.2. In support of **Administrative** activities, the contractor shall:

- a. At the Government's request, schedule meetings (to include Security Assessment interviews, facility walkthroughs, etc.) utilizing the Government-provided e-mail and calendaring system, to include ensuring invitees are available, proposed meeting location is unoccupied and that meeting Agenda (if provided by the Government) are disseminated in advance to invitees. AMI-520 Federal employees or Security Assessment contractors will provide invitee information and the proposed meeting location.
 - i. Frequency: As required, during normal business hours. Two (2) or three (3) meeting sessions may need to be issued on any given day.

- ii. **Timeframe(s):** Meeting invites shall be issued within 4 business hours of a request being made by an AMI-520 Federal employee or Security Assessment contractor, as coordinated through the COTR and contractor Task Lead, barring invitee/location scheduling conflicts. Scheduling meetings normally requires 3-5 minutes of time.
 - iii. **Deliverables:** Electronic Calendar Invites for each meeting scheduled.
 - b. **Record meeting Minutes, coordinate edits with the meeting's chair and disseminate copies of approved meeting Minutes to attendees via e-mail. Electronic copies of the final Minutes shall be stored in network folders associated with the meeting's topic. Final Minutes shall utilize templates provided by the government, to ensure standardization and to facilitate rapid completion.**
 - i. **Frequency:** As required, during normal business hours. Only one (1) or two (2) instances per week are estimated.
 - ii. **Timeframe(s):** Draft Minutes shall be provided within one (1) business day following the conclusion of the meeting. Final Minutes shall be disseminated within one (1) business day following the receipt of feedback from the meeting's chair. Meetings are typically one (1) hour in duration. Composing Minutes would typically one (1) hour.
 - iii. **Deliverables:** Meeting Minutes in PDF format (for distribution). Meeting Minutes in MS-Word format (for archival storage).
 - c. **Scan hardcopy documentation using government-provided scanners and associated software. Resultant electronic files shall be e-mailed to the submitter or stored in the network folder of the submitter's choosing.**
 - i. **Frequency:** As required, during normal business hours. A half dozen scans (with small page counts) per week are estimated. Scans with large page counts are infrequent.
 - ii. **Timeframe(s):** Scan requests with small page counts shall be processed within two (2) business hours, or by mutual agreement between the submitter, contract Administrative support and contract Task Lead, if priorities necessitate a faster turnaround time.
 - iii. **Deliverables:** Electronic version of hardcopy document, in the file format requested by the submitter (e.g., JPG, PDF, TIFF, etc.).
 - d. **Review and record feedback on draft System Interface Memoranda of Understanding (MOU) documents for grammatical, spelling and formatting errors, identify unpopulated data fields in the MOU templates and validate names, contact information and system Certification & Accreditation (C&A) information by referencing government-provided websites. Receipt of draft Interface MOU's shall be logged (time & date) and feedback forwarded to the designated Federal MOU security reviewer. The Administrative reviews of draft MOU's shall not require any editing of the document.**

- i. Frequency: As required, during normal business hours. An average of one (1) draft Interface MOU will pass through each week; however, it is not uncommon for multiple MOU's to arrive in one week, followed by a month with no new submissions.
 - ii. Timeframe(s): Internal AMI-520 metrics necessitate a turn-around time of two (2) business days; however, this metric also includes time the Federal MOU security reviewer will require for his/her review. The Administrative and Federal security reviewer will need to coordinate their reviews to ensure the metric is achieved. Administrative reviews typically require 15 to 30 minutes to perform.
 - iii. Deliverables: Log entries recording the date and time when draft Interface MOU's are received. E-mail based feedback of noted MOU discrepancies.
- e. Log receipt of Plan of Action & Milestones (POA&M) Closure Validation request e-mails and forward to the AMI-520 Federal or contract Security Assessor who was the originator of the finding.
 - i. Frequency: As required, during normal business hours. Approximately ten (10) Closure Validations requests may be received during any given week.
 - ii. Timeframe(s): Internal AMI-520 metrics necessitate a turn-around time of two (2) business days; however, this metric also includes time the Federal of contract Security Assessor will need to conduct the Closure Validation. Administrative support receiving requests shall complete the required actions within one (1) hour of receipt to allow sufficient time for the Security Assessors to perform their duties. Logging receipt of the Closure Validations e-mails, and determining the appropriate individual to forward the e-mail to, requires approximately five (5) minutes per Closure request.
 - iii. Deliverables: Log entry, recording the date and time when the POA&M Closure Validation was received, and who it was forwarded to for action.
- f. Prepare and distribute high-level Plan of Action & Milestones (POA&M) status reports in MS-Excel, to include simple graphical status charts, for e-mail dissemination. Information for the report shall be retrieved from an automated tracking and reporting system managed by AMI-510.
 - i. Frequency: One (1) report each Month.
 - ii. Timeframe(s): Preparation and dissemination of high-level POA&M reports requires approximately two (2) hours.
 - iii. Deliverables: E-mail message containing High-level POA&M status report with graphical charts.
- g. Revise Security Assessment packages to correct formatting, spelling and grammatical errors. Packages are in electronic format, utilizing a combination of MS-Word and MS-Excel documents.

- i. Frequency: As required, during normal business hours. An average of one (1) Assessment package per week shall require revisions. Due to the cyclical nature of Assessment work, it is possible for multiple packages to require revisions during any given week, with no packages passing through during other weeks.
 - ii. Timeframe(s): Assessment package revisions typically require four (4) to eight (8) hours for editing.
 - iii. Deliverables: Revised Assessment packages, free of formatting, spelling and grammatical errors.
- h. Prepare hardcopy documentation for shipment via commercial carriers (e.g., FedEx) and deposit package at drop-off location. Drop-off locations reside on the FAA campus. The government assumes full responsibility for shipment costs.
 - i. Frequency: As required, during normal business hours. Physical shipment of documentation is becoming a less frequent occurrence, due to an emphasis being placed on conducting business electronically where feasible. Nonetheless, occasions due periodically arise when hardcopy documentation needs to be shipped to other Federal facilities via commercial carriers.
 - ii. Timeframe(s): The hardcopy documentation itself may have been prepared as part of one of the other contract services. Preparing the package for shipment necessitates filling out limited paperwork, then bringing the package/envelope to a drop-off location. Outbound shipments shall be performed the same business day they are identified, prior to the early afternoon pick-up deadline. Documentation identified for shipment too late in the day shall be shipped the following business day.
 - iii. Deliverables: Carbon copies of any shipment forms, provided to the AMI-500 Business Operations lead, if provided by the carrier.
- i. Using an Intranet-based web application, create "Provided by Client" (PBC) requests and notify the recipients when completed. Creating requests entails cutting-and-pasting 'canned' verbiage (provided by the Government) into the PBC system upon the request of Assessment Leads, to coincide with the established Assessment schedule. Smaller PBC requests may also be issued during the course of an Assessment to facilitate the secure transmission of system documentation not identified during the original batch of PBC requests.
 - i. Frequency: As required, during normal business hours. One (1) batch of PBC requests are issued in the weeks leading up to each Assessment activity. An average of one (1) batch of PBC requests are issued each week.
 - ii. Timeframe(s): Entering PBC requests is typically done two (2) weeks prior to an Assessment activity beginning to ensure all system documentation is on-hand prior to the Assessment beginning.

Approximately thirty (30) minutes is required to issue a standard batch of PBC requests.

- iii. Deliverables: PBC requests issued using the PBC Tracker.
- j. Print, collate and assemble hardcopy Assessment packages into binders for shipment or local archival.
 - i. Frequency: As required, during normal business hours. Requests for hardcopy Assessment packages have been on the decline, due to the preferred electronic distribution of Assessment documentation.
 - ii. Timeframe(s): There is usually several days' notice before hardcopy Assessment packages are needed. Approximately four (4) hours, from start to finish, are necessary to complete the assembly of a hardcopy Assessment package. Much of this time is spent waiting for the printer to complete the print jobs, so other services may be performed by contractors, in the interim, to maximize the efficiency of services being provided to the government.
 - iii. Deliverables: Hardcopy Assessment packages, prepared for shipment or local archival.
- k. Entry of data or posting of electronic documentation into an Intranet-based web application. Contractors providing Administrative support shall ensure the data/documentation is entered/uploaded in accordance with established protocols. Data/Documentation will be provided by Federal employees or contract Assessment support. Administrative support do not need to create information from scratch.
 - i. Frequency: As required, during normal business hours.
 - ii. Timeframe(s): To support other office activities, data entry and/or posting of electronic documentation shall occur as soon as is practical, in coordination with other work priorities established by the contract Task Lead. Length of time required to complete the task is dependent upon the size/complexity of the data.
 - iii. Deliverables: Electronic data or documentation entered and/or posted to predefined locations within the web application.
- l. Coordinate the circulation of approval documentation for signatures. Such documentation may include, but is not limited to, Security Assessment certificates, Plan of Action & Milestone (POA&M) Deadline Extension requests, Risk Acceptance memoranda, Interface Memoranda of Understanding, etc. This service may be used in conjunction with the shipment of documentation service addressed in item 'h' above. Depending on the type of documentation being approved, minimal internal logging of receipt/distribution of the paperwork may be required.
 - i. Frequency: As required, during normal business hours.

- ii. **Timeframe(s):** Approval documentation is often time-sensitive; Administrative support shall make every effort to facilitate the expeditious and efficient circulation of documentation to obtain the required signatures. Unavailability of key personnel may delay the signature routing process – Administrative support shall keep their Task Lead informed of any such delays.
 - iii. **Deliverables:** Approval paperwork containing all of the required signatures.
- m. Document processes and procedures utilized by contract Administrative support. The intended audience of these processes/procedures shall be other contract Administrative support. Established processes/procedures help ensure that the government will receive predictable, quality services.
- i. **Frequency:** As required, to document the efficient, repeatable execution of Administrative support services provided by the contractor.
 - ii. **Timeframe(s):** Within three (3) months of an Administrative support service first having been provided under this Task, documentation shall be created to facilitate efficient, repeatable delivery of the services, by contract support, as the need arises.
 - iii. **Deliverables:** Documentation of processes and procedures utilized by contract Administrative support.

SECTION 4: OTHER REQUIREMENTS

4.1. FACILITIES & EQUIPMENT

The government will provide for contractor use, without cost, sufficient space for training, office cubicles and computer workstations adequate to perform the duties required by this Task. The cost of all utilities, including telephones for on-site training, will be borne by the Government. Time spent in contractor-provided training shall not be billed to the Government.

4.2. WORK SITE

Contract services shall be primarily performed at the FAA's Mike Monroney Aeronautical Center in Oklahoma City, OK. Franchise agreements with AMI-520 customers may require work performance at customer locations in the CONUS/OCONUS. While occasional travel may be required for contractors supporting Assessment activities, travel for Administrative support is not anticipated.

4.3. HOURS OF WORK

Work hours shall be between 0600 and 1800, U.S. Central time, Monday through Friday, five (5) days a week, with exceptions for Federal holidays and weather-related facility closures. Contractors providing services in support of this Task are expected to be present during the core business hours between 0900 and 1500, with exceptions being made by the Task Lead, upon coordination with the Task's COTR. Service delivery by contractors during non-core hours (0600-0900 and 1500-1800) is permissible, contingent upon the presence of a Federal employee

in the AMI-520 office. The Task requirements are reasonably predictable and therefore may only require deviations from these hours for purposes of official travel or other infrequent, unforeseen events. If alternative work schedules are required to meet performance objectives, the contract Task Lead may coordinate these with the Task's COTR.

4.4. SECURITY

Successful completion of an appropriate Background Investigation (Level 5 minimum) is mandatory for contract employee performance delivery under this Task to facilitate access to FAA IT systems and exposure to Security Sensitive Information (SSI).

SECTION 5: TRAVEL

- 3.1. Occasional travel may be required to provide services in support of franchise agreements. All travel shall be coordinated and approved in advance in accordance with the terms and conditions of the contract.

Enterprise Services Center



Statement of Work

**Data Center Services Division
for
Mike Monroney Aeronautical Center**

**Period of Performance March 01, 2011, through
February 29, 2012**

Version Number: 2.0
Date: September 29, 2010
Prepared By: Data Center Services Division
For the Office of Information
Technology

1.0 Introduction.

The Federal Aviation Administration's Systems Management Facility (SMF) is the ESC's Data Center and is FAA-authorized. The SMF is currently undergoing initiatives to improve efficiencies and increase the potential for new growth. These initiatives include possible options to optimize the existing facility and/or lease data center capacity. Currently the SMF provides financial systems hosting for ESC, general hosting services for AMC, ESC, and other government agencies. Hosting services are paramount to the future growth of the ESC data center.

Work is to be accomplished for the Federal Aviation Administration (FAA), Mike Monroney Aeronautical Center (MMAC), Office of Information Technology (AMI-1).

1.1 Organization:

1.1.1 Identification: Department of Transportation (DOT)/Federal Aviation Administration (FAA), Office of Information Technology (AMI-1), Data Center Services Division, (AMI-300).

1.1.2 Mission: To provide the safest, most efficient aerospace system in the world.

1.2 Project Background and Objectives:

The Office of Information Technology (AMI-1) provides data processing support, including system design, programming, implementation and system support for the Mike Monroney Aeronautical Center, the Federal Aviation Administration, the Department of Transportation, and other governmental agencies and departments.

AMI-300 provides technical services and resources for the user community when information needs and support services materialize. The services include project management and contract administration for technical services.

2.0 Technical Services Required

2.1 Scope of Work

Conduct an analysis of existing and new systems to provide long range goals for the SMF.

- Provide System Architecture Analysis and Assessment for all systems within the SMF
- Provide System Architecture Modernization Analysis and implementation

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- Provide System performance Tuning and capacity planning for Linux and Windows Servers and NetApp and HP San Storage system.
- This deliverable will be application to the following systems Delphi, FAA PRISM, ESC PRISM, SWIFT, CASTLE, ECM,
- Provide operations Support and troubleshooting.
- Provide datacenter planning and support

2.2 Objectives

In general terms, the Contractor must provide valid information pertaining to the options described in the Scope of Work 1.2 in order that ESC Board will be able to determine which option best supports the strategic initiatives of the ESC organization.

3.0 Skills

Skills require 10+ years IT experience of which 2 years must be previous system architecture experience. Knowledge of Storage Area Networks (NetApp and HP EVA) , Linux, Unix, Data Center Layout and configurations, and troubleshooting skills.

4.0 Deliverables

Task No.	Task Name	Deliverables	Completion Date
1	Analysis of Existing and new Systems	Deliverable 1: Validate System Architecture Analysis and Assessment	On-going
		Deliverable 2: Validate System Architecture Modernization and Analysis and high level implementation strategy	On-going
		Deliverable 3: Validate Performance Tuning and capacity planning for Linux and Windows Servers, NetApp and HP SAN Storage	On-going
		Deliverable 4. Operational support and troubleshooting	On-going
		Deliverable 5 Datacenter planning and support	On-going
		Deliverable 6 Bi-weekly Project Status Report	

3.1 Other Considerations

Unplanned project considerations shall be addressed in the Bi-weekly Project Status Report. Deliverable documents and associated activities must be supplemented with others when deemed necessary by the SMF to handle any unplanned project considerations that may arise. Any changes to this task order will be identified on the Statement of Work and will be negotiated accordingly by the contracting office.

4.0 Place of Performance

The SMF will provide , the contractor with facilities/space with telecommunications, PC, local area network access including printer and other office equipment, and Internet access for use in performance of this contract. Contractor will perform work on site at the following government facility:

Mike Monroney Aeronautical Center
Data Center Services Center Division
Facility and Systems Branch
6500 S. MacArthur Blvd.
MPB Room 136
P.O. Box 25082
Oklahoma City, OK 73125

4.1 Period of Performance

Period of performance will be from March 01, 2011 – February 29, 2012.

4.2 Work Hours

The contract personnel while at the FAA site, must routinely work within the hours of 0600 through 1800 Monday through Friday, or as otherwise agreed upon. Occasional weekend work may be required.

4.3 Estimated Travel

Travel may be required for this task. All contractor travel must be coordinated in accordance with the terms and conditions of the contract.

5.0 General/Miscellaneous

All programs, input, output, and documentation associated with this task are the sole property of the U. S. Government. FAA recognizes that ownership restrictions associated with software licenses may apply.

6.0 Unique Reporting Requirements

Technical progress reporting/review meetings/teleconferences must be conducted once a week between the COTR and the contractor representatives. Included in the reporting must be a weekly update of hours completed by each contractor resource in the previous week and in the entire project to date. Also, each update (both weekly and to date) must categorize the resource

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(employee) hours according to the module, business function, or milestone supported.
Additional meetings may occur when necessary and will be coordinated via the COTR and the

LOCALITY PAY PERCENTAGES FOR 2010 Page 1 of 2

Locality Pay Area	Locality Pay Percentage	OKC Rate	Locality Adjustment Factor
Atlanta	19.29%	14.16%	5.13%
Boston	24.80%	14.16%	10.64%
Buffalo	16.98%	14.16%	2.82%
Chicago	25.10%	14.16%	10.94%
Cincinnati	18.55%	14.16%	4.39%
Cleveland	18.68%	14.16%	4.52%
Columbus	17.16%	14.16%	3.00%
Dallas	20.67%	14.16%	6.51%
Dayton	16.24%	14.16%	2.08%
Denver	22.52%	14.16%	8.36%
Detroit	24.09%	14.16%	9.93%
Hartford	25.82%	14.16%	11.66%
Houston	28.71%	14.16%	14.55%
Huntsville	16.02%	14.16%	1.86%
Indianapolis	14.68%	14.16%	0.52%
Los Angeles	27.16%	14.16%	13.00%
Miami	20.79%	14.16%	6.63%
Milwaukee	18.10%	14.16%	3.94%
Minneapolis	20.96%	14.16%	6.80%
New York	28.72%	14.16%	14.56%
Philadelphia	21.79%	14.16%	7.63%
Phoenix	16.76%	14.16%	2.60%
Pittsburgh	16.37%	14.16%	2.21%
Portland	20.35%	14.16%	6.19%
Raleigh	17.64%	14.16%	3.48%
Richmond	16.47%	14.16%	2.31%
Sacramento	22.20%	14.16%	8.04%
San Diego	24.19%	14.16%	10.03%
San Francisco	35.15%	14.16%	20.99%
Seattle	21.81%	14.16%	7.65%
Washington	24.22%	14.16%	10.06%
Rest of U.S.	14.16%	14.16%	0.00%
Alaska	4.72%	14.16%	-9.44%
Hawaii	4.72%	14.16%	-9.44%
Other Nonforeign Area *	4.72%	14.16%	-9.44%

* Other Nonforeign Areas listed in 5 CFR 591.205

Locality pay areas definitions are available at <http://www.opm.gov/oca/10tables/locdef.asp>

Data source: 2010 Locality Pay Percentages

http://www.opm.gov/oca/compmemo/2009/2010PAY_Attach2.pdf

<http://www.opm.gov/oca/10tables/index.asp>

**LOCALITY ADJUSTMENT EXAMPLE FOR WORK
PERFORMED OUTSIDE THE OKLAHOMA CITY, OK AREA**

The Oklahoma City, OK locality rate will be the base rate and will be adjusted by the difference between the Office of Personnel Management (OPM) locality factor for the Oklahoma City, OK area and the locality area where the skill category and level are established. (See Attachment 10)

The locality adjustment factor for Alaska will be established by the difference between the OPM locality factor for the Oklahoma City, OK area and the OPM Cost of Living Allowances (COLA) rate for Alaska. (See Attachment 10)

This adjustment factor will be applicable to Exempt (Non-Service Contract Act (SCA) skill categories. The SCA skill categories shall be paid the higher rate of either the U.S. Department of Labor Wage Determination for that locality or the Oklahoma City, OK area Negotiated Direct Labor Rates adjusted by the Locality Adjustment Factor.

**LOCALITY ADJUSTMENT EXAMPLE
NEGOTIATED HOURLY COMPOSITE RATE:**

Washington, DC locality rate	15.98%
Oklahoma City, OK locality rate	11.72%
Locality Adjustment Factor (Difference)	4.26%

Contract Negotiated Rate for OKC Programmer, Level III	\$39.47
Apply Locality Adjustment Factor (\$39.47 x 4.26%)	<u>\$ 1.68</u>
Adjusted Bill Rate for Washington, DC Area	\$41.15

**LOCALITY ADJUSTMENT EXAMPLE
NEGOTIATED DIRECT LABOR RATES:**

Washington, DC locality rate	15.98%
Oklahoma City, OK locality rate	11.72%
Locality Adjustment Factor (Difference)	4.26%

Contract Negotiated Direct Labor Rate for OKC Programmer, Level III	\$21.76
Apply Locality Adjustment Factor (\$21.76 x 4.26%)	<u>\$.93</u>
Adjusted Negotiated Direct Labor Rate For Washington, DC Area	\$22.69