Interior Business Center (IBC)

PERFORMANCE WORK STATEMENT

**Oracle Federal Financials (OFF)
System Support
for the Financial Management Line of Business (FMLoB) – A Federal, Financial, Shared Service
Provider (FFSSP), Interior Business Center (IBC) U.S. Department of the Interior (DOI)**

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1   GENERAL INFORMATION

1.1   Purpose

The Interior Business Center (IBC) has an ongoing need for **industry partners** to assist in providing support to current and potential client agencies of the Oracle Federal Financials (OFF) Release 12 (R12) financial accounting system.

1) The **industry partners** must have proven OFF R12 implementation experience in a Federal environment, or the ability to demonstrate proven OFF R12 implementation in a Federal environment through the use of partnering relationships.

2) The **industry partners** must have proven OFF R12 CLM implementation experience in a Federal environment, or the ability to demonstrate proven OFF R12 CLM implementation in a Federal environment through the use of partnering relationships.

The IBC currently supports small (less than 1,000 employees), medium (1,000 to 5,000 employees), and large (over 5,000 employees) Federal agencies with OFF R12, and/or other Oracle enterprise support systems. The future number of the IBC's OFF R12 client agencies will directly depend on the IBC and its supporting contractor's ability to offer competitive best value solutions as a Shared Service Provider (SSP) of the Federal-wide Financial Management Line of Business (FMLoB) established by the Office of Management and Budget (OMB). The contractor must be able to successfully implement and support OFF R12 and successfully implement and support OFF R12 CLM under this IDIQ.

1.2   Objective

To ensure that it can provide best value to client agencies, the IBC will select multiple vendors as IBC's OFF partners. The selected contractors will assist the IBC in three primary areas:

1. Serve as the integrator where the IBC is selected as the service provider for new customer implementation/integrations and/or enhanced functionality as desired by an existing client agency;

2. Provide support for OFF implementation/integration activities, including training and post-production transition support, for which the Government is specifically responsible; and

3. Provide support for OFF application operations and maintenance.

1.3   Background

1.3.1   Interior Business Center (IBC)

IBC Mission: IBC partners with its customers to deliver acquisition, financial management, and human resources systems and services to support their mission.

IBC Vision: To be the shared services provider of choice for the federal government.

IBC History: The IBC was formed more than 30 years ago, culminating in the 1999 consolidation of three service centers within the Department of the Interior: the Interior Service Center, the U.S. Geological Survey's Washington Administrative Service Center, and the Bureau of Reclamation's Denver Administrative Service Center. This merger realized the Department's vision to create a centralized organization providing shared services, improving operational efficiency and effectiveness and improving economies of scope and scale.

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The intent of this consolidation was:

1) to provide a more unified approach to delivering services,

2) to improve administrative operations,

3) to reduce administrative costs through economies of scale, and

4) to expand the customer base by attracting other Federal customers.

In 2001, the President's Management Agenda (PMA) established cross-servicing as an important and lasting movement in the management of federal agencies. In response to the PMA's initiatives, in 2005, the Office of Management and Budget (OMB) began the establishment of Lines of Business and Centers of Excellence to replace costly redundant individual service provisions within multiple federal agencies. The IBC was selected through OMB's competitive process as a Center of Excellence in both the financial management and human resources Lines of Business.

For over 30 years, the IBC has supported departmental offices, DOI bureaus, and federal agencies by providing a diverse, yet integrated set of business solutions. IBC's government workforce of dedicated professionals with extensive knowledge of federal business practices, along with IBC's ability to leverage government and commercial best practices, allows IBC to serve its customer base of more than 150 government offices and agencies.

IBC's service offerings are organized into the following lines of business:

1) **Acquisition** — Provides lifecycle assisted acquisition from project inception through contract closeout.
2) **Financial Management** — Provides financial management services, including accounting and core financial systems support and indirect cost rate negotiations.
3) **Human Resources** – Delivers a comprehensive set of personnel systems and services, including payroll, drug-free workforce program, and personnel security.

1.3.2   Presidential Initiative / E-Gov Financial Management

Initiative Vision: To improve the cost, quality, and performance of financial management (FM) reducing non-compliant systems by leveraging common standards, shared service solutions, and implementing other Government-wide reforms that foster efficiencies in Federal financial operations.

Initiative Goals: The goals of the Federal FMLOB follow:

1. Provide timely and accurate data available for decision making;

2. Facilitate stronger internal controls that ensure integrity in accounting and other stewardship activities;

3. Increase the number of agency financial management operations without material weaknesses, with clean audit positions and in compliance with Federal Financial Management Improvement Act of 1996 (FFMIA);

4. Reduce costs by providing a competitive alternative for agencies to acquire, develop, implement, and operate financial management systems through shared service solutions;

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5. Standardize systems, business processes, and data elements; and

6. Provide for seamless data exchange from feeder systems and between Federal agencies by implementing a common language and structure for financial information and system interfaces.

In FY 2004, the Administration asked agencies with the skills and capabilities to function as Government-wide service providers in the area of financial management (FM) to submit business cases for doing so as part of the Fiscal Year (FY) 2006 budget process. The business cases were evaluated using a due diligence checklist developed in conjunction with third-party industry groups. This checklist assessed potential service provider abilities in several areas, including but not limited to past performance, current capabilities, and ability to operate a customer-focused organization. On the basis of the review, agencies were designated as eligible to enter into competitions to become cross-agency service providers. The IBC submitted an application and was selected as one of only four Federal agencies designated to be a FM shared service provider (SSP) under OMB's program.

In FY 2006, the Federal-wide FMLOB began developing migration planning guidance to assist Federal agencies as they prepare to migrate to a FMLOB SSP. The guidance includes frequently asked questions, performance measures, change management tools and templates, and other relevant information. The guidance was formally issued in the fall of 2006.

1.3.3   References

a) http://www.whitehouse.gov/omb/financial_fin_mgmt or https://obamawhitehouse.archives.gov/omb/financial_fin_mgmt

b) Update on the Financial Systems Integration Office (March 16, 2010)

c) Update on the Financial Management Line of Business (January 28, 2008)

d) Competition Framework for Financial Management Lines of Business Migrations (May 22, 2006)

e) Core Financial Systems Requirements (January 2006)

f) Update on the Financial Management Line of Business and the Financial Systems Integration Office (December 16, 2005)

g) Financial Management System Architecture

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2   CONTRACTOR QUALIFICATIONS & CONTRACT CRITERIA

2.1   Contractor Qualifications

1) The contractor must be able to successfully implement and support OFF version R12 under this IDIQ.

   a) Staff shall have an in-depth knowledge of OFF version R12, including experience with Oracle upgrades. Personnel will also have a demonstrated working knowledge of finance and procurement as well as financial and procurement systems specific to PRISM and CLM.

   a) The government requires each vendor or its partner(s) to have Oracle Federal Financial R12 implementation / integration experience in the Federal environment. Specifically, the vendor or vendor's partner must have proven and successfully implemented OFF R12 in a Federal environment

   b) The government requires each vendor or its partner(s) to have Oracle R12 Contract Lifecycle Management (CLM) implementation experience in the Federal environment. Specifically, the vendor or vendor's partner must have proven and successfully implemented OFF R12 CLM in a Federal environment.

   c) Demonstrated capabilities to support simultaneous implementation/integrations of various size agencies at any given time.

2) The contractor must have proven experience in the following areas:

   a) Project management experience, including the program manager, project manager(s)/task order leads and all alternates assigned to support the IDIQ and resulting task orders. At a minimum, these resources will be expected to hold and maintain a current Project Management Professional (PMP) certification or equivalent.

   b) As the Prime integrator on at least two (2) R12 OFF implementation / integrations over the last five (5) years.

   c) Integrating other OFF applications (e.g., iProcurement, Procurement Contracts, Supply Chain, Projects, Daily Business Intelligence, Oracle Business Intelligence Enterprise Edition (OBIEE) and/or Oracle Business Intelligence Applications (OBIA)) with the core OFF accounting system.

   d) Integrating other third party software (e.g., property management, logistics, procurement) with the R12 OFF system.

   e) Knowledge of Federal accounting concepts and standards, Federal procurement concepts (including the Federal Acquisition Regulations (FAR)), Chief Financial Officer (CFO) Act, Government Performance and Results Act (GPRA), Government Management Reform Act (GMRA), Federal Information Security Management Act (FISMA), Treasury Financial Manual (TFM), and relevant Office of Management and Budget (OMB) circulars and bulletins on financial accounting and internal and system controls.

   f) In the area of R12 OFF system operations and maintenance.

   g) Full lifecycle R12 OFF implementations/integrations.

3) Key Personnel assigned to this requirement shall be qualified and have proven experience to meet all items above as applicable to their assignment. Key personnel are all individuals who will be supporting a

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specific task order in a primary capacity, to include full and part-time personnel.

2.2   Contract Criteria

a) The contractor may form external relationships with other organizations and private sector companies that have qualified R12 OFF or other Oracle system implementation/integration resources to ensure that there are no instances where the contractor's resources are unable to satisfy discovery, implementation/integration and operations, maintenance and upgrade timeframes.

b) It is important to note that in order for IBC to provide client agencies with competitive proposals as a FSSP, the contractor shall be held to the designated and approved labor categories and rates negotiated and award under the IDIQ.

c) This IDIQ and resulting task orders is not for personal services. The contractor, in support of these tasks, shall provide supervision to all contractor employees, consultants, and subcontractors used to support the IBC in accordance with the resulting task orders or at the technical direction of the Contracting Officer (CO). However, the IBC will conduct status meetings and provide quality assurance surveillance of the work of the contractor staff providing services to the IBC to ensure that IBC requirements are met.

d) This is a commercial, professional IT support services acquisition.

e) All terms and conditions issued under the resulting contract shall flow to all teaming partners and/or subcontractors of the prime vendor – reference terms and conditions, FAR 52.212-4 Addendum section of the solicitation and resulting contract.

3   PRICING AND CLIN STRUCTURE

This PWS provides the basis for awarding an IDIQ for industry partner(s) to assist in providing implementation/integration support to current and potential customers of the R12 OFF accounting system and supporting R12 OFF enterprise applications and other Oracle third party systems.

Individual task orders will be issued from this IDIQ as Firm Fixed Price task orders and/or Labor Hour task orders or a combination of the two (combination) distinguished by CLIN or Sub-CLIN assignment as identified in this PWS. Resulting task orders will identify the pricing structure and CLINs / Sub-CLINs to be proposed.

The turn-around time for submission of quotes in response to the task orders referenced above may have a short response time of twelve (12) days or less.

The contractor shall provide the management, supervision, personnel, facilities, equipment, information security, transportation, and materials and supplies necessary to provide support in the designated contract line item numbers (CLIN)s / Sub-CLINs with regard to R12 OFF system discovery, implementation/integration execution, IBC implementation/integration tasks, and operations, maintenance and upgrade support.

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3.1 Pricing and CLIN Structure Details – Includes Partial Small Business Set-Aside

CLIN #	Sub-CLIN	Full and Open	Small Business Partial Set-Aside	CLIN Description	Firm Fixed Price (FFP)	Reach Back Labor Hour (LH)	Time & Material (T&M)
1				**Discovery Support**	**X***	X	
	1a		100% Small Business Set-Aside	Discovery for <u>Small</u> Implementations / Integrations	**X***	X	
	1b	✓		Discovery for <u>Medium</u> Implementations / Integrations	**X***	X	
	1c	✓		Discovery for <u>Large</u> Implementations / Integrations	**X***	X	
2				**OFF Implementation / Integration Execution Support**	**X***	X	
	2a		100% Small Business Set-Aside	Support for <u>Small</u> OFF Implementation / Integration Execution	**X***	X	
	2b	✓		Support for <u>Medium</u> OFF Implementation / Integration Execution	**X***	X	
	2c	✓		Support for <u>Large</u> OFF Implementation / Integration Execution	**X***	X	
3			100% Small Business Set-Aside	**Support for Applications Operations Maintenance, and Upgrade Support**	**X***	X	
4		Issued in accordance with Task Order Requirement	Issued in accordance with Task Order Requirement	**Travel (Reimbursable / NTE)** In accordance with Federal Travel Regulations, and FAR 31.205-46 Travel Costs			X

Note: An "*****" asterisk indicates the anticipated primary contract type.

3.2 Task Order Pricing Details

1) The contractor's technical and price proposal for resulting task orders shall consist of the negotiated and fully burdened IDIQ labor categories/rates.

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2) In some instances, the IBC will require reach-back, technical capability from various labor categories to support OFF activities within the designated CLIN / Sub-CLIN, therefore, the proposed reach back support will be priced as Labor Hour. Reach back support will be directed at the task order level. Examples may include specific expertise needed for short-term durations, including ad hoc training and technical support.

3) The successful responder who receives a Discovery task order in support of a potential IBC client, through fair opportunity among the IDIQ holders, will also receive the corresponding implementation / integration task order to which the discovery effort was executed.

4) Travel identified on resulting task orders will be issued as a time and material line item, as a Reimbursable / NTE. All travel conducted under resulting task orders shall be in accordance with Federal Travel Regulations, and FAR 31.205-46 Travel Costs. Refer to section 4.0 Travel of this PWS for further information.

4   SCOPE OF WORK

4.1   General Contract Technical Support Information

The IBC has an ongoing need for resources to assist in responding to current and potential Federal agencies desiring the R12 OFF accounting system and/or other Oracle enterprise applications offered by OFF or Oracle third-party vendors.

All work performed under the IDIQ will be specifically identified by the issuance of a Request for Quote (RFQ) resulting in a Task order. The task order level RFQ will include a PWS encompassing similar activities as identified and described in the following CLIN narrative.

Below is a breakout of IBC's R12 OFF existing general technical support information.

a)   There are 19 current customers utilizing the IBC FMLoB specific to R12 OFF.

b)   Modules currently supported:

1) Governance, Risk and Compliance (GRC),

2) Federal Administrator,

3) Purchasing,

4) Contract Lifecycle Management (CLM),

5) iProcurement,

6) Inventory,

7) Accounts Payable,

8) Fixed Assets,

9) Accounts Receivable (including reimbursable agreements),

10) General Ledger, and

11) OBIEE/OBIA reporting tool.

c)   Modules/functionality expected (future):

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    1) Projects,

    2) User Productivity Kit (UPK) and

    3) Service Oriented Architecture (SOA).

d) The hosting environment is currently run by the Office of the Chief Information Officer in the DOI's Denver Data Center. IBC is responsible for hosting and maintaining Production and Non-Production environments up to the "SYS/System" level of the Database.

e) The government is ultimately responsible for application administration; however, the contractor will be supporting the government team in all areas of production and non-production systems administration, patching, cloning, and overall maintenance of the solution. The specific responsibilities, including a Responsible, Accountable, Consulted and Informed (RACI) matrix, of the contract staff to support the operation both of the production "prod" and non-productions "non-prod" environments will be addressed in associated task orders.

f) The Department of the Interior, Office of the Chief Information Officer (OCIO), provides server/storage/OS administration support to IBC. OCIO does all hosting for us from the "SYS" DB schema down to the physical datacenter. This includes all Oracle database patching and maintenance (not including EBS patching), O/S patching / configuration / maintenance, hardware installation / configuration / support, network setup / installation/ configuration, physical installation into the datacenter, and full implementation of the data center **(**Heating, ventilation, and air conditioning **(**HVAC), power, etc.).

g) The current infrastructure is on multiple in-house servers. IBC is currently evaluating options to leverage cloud solutions.

h) Implementation is on the most recent version of R12 Oracle Federal Financials. At the issuance of this PWS, IBC FMLoB is on Oracle R12.1.3 and R 12.2.4. IBC will be upgrading the R 12.1.3 environment to R 12.2.X in FY2018.

i) At the issuance of this PWS, IBC FMLoB supports the following interfaces

Item #	Interface	Interface Description
1)	Credit Card - JP Morgan, Citibank, US Bank	Brings in detail credit card expenses into Accounts Payable (AP) expense feed lines for approval and processing. IBC uses a pay-chase approach and pays the overall credit card bill before processing detail transactions.
2)	Payroll - FPPS, NFC	Translates labor cost data into Oracle Line of Accounting (LOA) and records payroll disbursements in the General Ledger.
3)	Employee	Inserts/Updates/End-dates vendor and banking information for employees as they are created/modified/terminated in FPPS and NFC.
4)	eTravel - Concur, Carlson Wagonlit	Interfaces Purchase Orders (Travel Authorizations) and Invoices (Travel Vouchers) into Purchasing and AP respectively. Maintain real-time funds check to ensure fund availability before approval in e-travel system.

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Item #	Interface	Interface Description
5)	Non-Referencing AP Invoices (2 clients, 2 interfaces)	Create approved/non-referencing invoices in AP for disbursement.
6)	TIB Outbound	AP Payments and Accounts Receivable (AR) Collections data. Information is extracted and interfaced to client accounting system on a daily basis.
7)	Data Extract (Two Clients)	Data extract from Purchasing, AP, AR, Fed Admin (FV) and GL. Information is sent to client data warehouse on a weekly basis for one client and daily for another.
8)	SAM (Vendors)	Daily interface from SAM to update vendor information (i.e. address, bank, etc.).
9)	FPDS-NG	Real-time interface that sends award data to completed FPDS-NG reporting.
10)	FedBizOpps	Federal Business Opportunities (U.S. General Services Administration)
11)	ITS.GOV (2 interfaces)	Interface to and from Oracle for foreign currency payments. (International Treasury Services)
12)	COAST	Interface from State Department into Purchasing (PO information) and AP (invoice information). Invoice are matched to POs.
13)	Central Accounting Reporting System (CARS)	CARS replaced the monthly SF-224 to Treasury cash reporting. CARS interface reconciles Payments, Collections and IPAC transactions with information within Oracle.
14)	Flexfield Value Interface (One client)	Inserts/Modifies flex-field values in bulk to avoid manual data entry for large volumes.
15)	Inventory Interface	
16)	AR Collection (One client)	Interface to bring Misc Receipts into AR for processing.
17)	Collections Information Repository (CIR)	Interface to record and account for cash collection transactions into Oracle. Accounts Receivables.
18)	Secure Payment System (SPS)	Interface to send AP information to Treasury that allows government agencies to create payment schedules
19)	DATA Act	Currently a manual upload completed by individual agencies. Treasury will be modifying to allow an interface to the Treasury DATA Act Broker for required agency files. There are currently 3 files (File A – Appropriations, File B – Object Class/Program Activity and File C – Award information) produced directly out of Oracle.
20)	Invoice Processing Platform (IPP) (4 interfaces)	Standard interfaces to Treasury's IPP system: Purchasing/CLM (outbound from Oracle to send award information), AP vendors (outbound from Oracle), AP invoices (in-bound from IPP for processing and payment within Oracle), AP invoice Status (outbound from Oracle to IPP to record current invoice status within Oracle).
21)	Payment Information Repository (PIR)	Non-Treasury Disbursing Office (NTDO) payments

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Item #	Interface	Interface Description
22)	Treasury Offset Program (TOP)	Inbound interface from TOP to Oracle for AP Invoices, AP Credit Memos, and AR invoices.
23)	FedDebt	Inbound interface from Fed Debt to Oracle for AP Invoices, AP Credit Memos, and AR invoices. [Bureau of the Fiscal Service – Treasury]
24)	IPAC (AR/AP)	Interface to Intra-Governmental Payment and Collection (IPAC) system to transfer funds from one agency to another with standardized descriptive data for Accounts Payable and Accounts Receivable
25)	Do Not Pay (DNP)	Provides validation of IBC Oracle vendors to multiple DNP databases to notify IBC agencies of any possible non-federal and employee Oracle vendors that are currently barred from work within Federal Government.
26)	SAM Excluded Parties List System (EPLS)	Standard Oracle web services validation against SAM to check for any vendors listed as debarred or otherwise ineligible to do business with the Government.
27)	SAM Online Representations and Certifications (ORCA)	Provides an automated vehicle to provide required contractor information to Government Contracting Officers and Buyers, eliminating the need for the contractor to provide the information for individual opportunities.
28)	SAM Wage Determinations On-Line (WDOL)	Interfaces with WDOL to obtain appropriate Service Contract Labor Standards (SCLS), formerly the Service Contract Act, and Davis-Bacon Act (DBA) wage determinations for each official contract action.

❖ The following integration diagram on the next page, includes the touch points for each of the interfaces.

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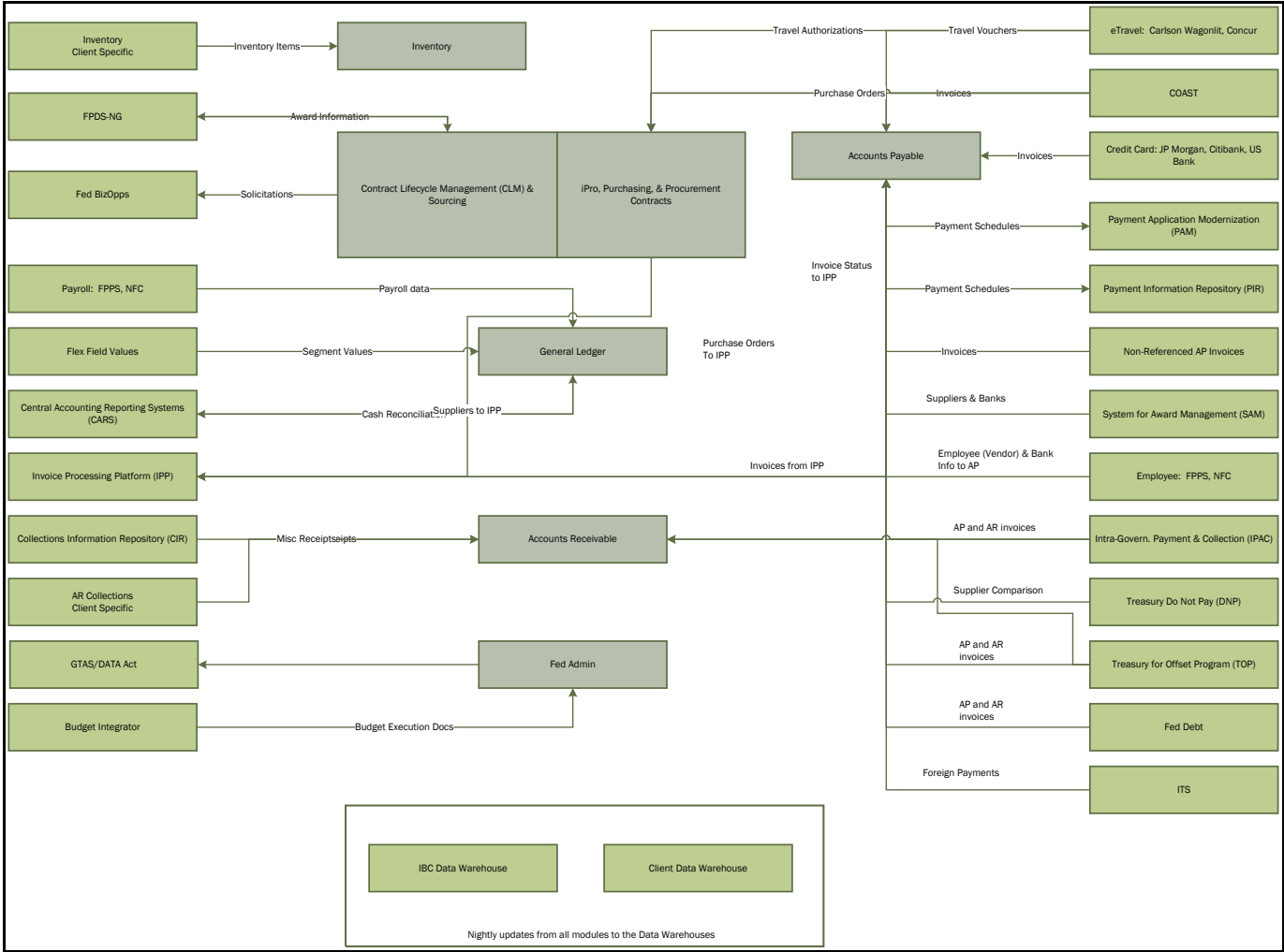
j) Standard Oracle Reports are used and supported by the IBC FMLoB.

k) Discoverer is IBC's current reporting solution at the issuance of this PWS. IBC will be implementing OBIEE/OBIA and have documented approximately 15 standardized reports for migration, along with approximately 50 additional custom reports. Future development and support of custom reports is anticipated. Custom reports will require Oracle Data Integrator (ODI) design and coding work, as well as the requirement to translate custom tables within the production online transaction processing (OLTP) database to facts/dimensions within the data warehouse, or online analytical processing (OLAP) Database.

l) As an approach, IBC FMLoB provides a standardized shared services platform and customizes only where absolutely necessary to meet regulatory requirements or unique customer missions. We currently have a number of customizations currently implemented, but as part of IBC's R12 OFF upgrade from 12.1.3 to 12.2.4, we are trying to migrate these customizations to RICE-W objects.

m) The number of RICE-W extensions supported at the issuance of this PWS is as follows. There is a varying degree of complexity across these items that we are working to standardize.

    1) 388 custom concurrent programs

    2) 1,307 custom database objects

    3) 157 custom forms personalizations

n) There are approximately 2,575 end users (internal and external) supported at the issuance of this PWS for O&M support activities.

o) Total number of level 1, 2 and 3 help desk tickets are approximately 265 per month: Approximate % resolution:

    1) 30% are resolved at level 1;

    2) 65 % are resolved at level 2;

    3) 5% are elevated to level 3.

p) IBC's Oracle landscape consists of Development, Test, Training, and Production instances.

Oracle Instances / Environments:	Size
Production	3 Terabytes (can fluctuate)
Development	Combined environments 22 Terabytes (can fluctuate)
Test	
Patch	
Training	(Please Note: there are multiple Development and Test instances / environments)
UAT	

q) The following software tools are currently being utilized to develop interfaces and extensions to the IBC FMLoB OFF.

SQL Developer/Toad	XSL	Oracle API
J-developer	BI Publisher	Shell Scripting
SQL Loader	Cloud Forge (Codesion)	Subversion

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r) Subversion is currently the configuration management tool used by the IBC FMLoB.

s) Oracle OFF releases and patches are dependent on Oracle.

Release Assumptions:

1) Quarterly release basis – i.e., four times a year for security patches and

2) Quarterly release basis – i.e., four times a year for non-critical system updates.

3) Emergency patches are deployed as needed

4) Critical break fixes are deployed as needed.

t) The IBC FMLoB uses the Remedy Action Request System as its Help Desk Trouble Ticket system. The Government will provide Remedy training to the contractor as required.

u) The IBC has a disaster recovery site with a separate set of servers and database instances. In the event of a disaster, the vendor will be required to bring up the application from a back-up environment. Vendor will also need to support annual emergency business continuity testing.

4.2   Specific Contract Line Item Number (CLIN) Requirements

4.2.1   CLIN 1: Discovery

The contractor shall work with the IBC in demonstrating current IBC offerings, identifying customer needs / gaps, determining scope for enhancements to the current offering and identifying business process and organizational change opportunities associated with bringing client agencies online with the IBC on the R12 OFF system. This may include scoping and determining implementation / integration services for R12 OFF enterprise applications or other Oracle third party products required by the client agency (e.g., unique customer applications).

This task includes the contractor participating in meetings with the IBC and client, conducting general demonstrations and/or scripted demonstrations for R12 OFF and/or Oracle third party products, responding orally and/or in writing to client questions regarding R12 OFF, and supporting R12 OFF enterprise applications and/or other Oracle applications. The contractor may also need to support the execution of a Conference Room Pilot (CRP).

Discovery Deliverables:

1) Requirements Traceability Matrix (RTM),

2) Application Demonstrations,

3) Conference Room Pilot (CRP), and

4) Fit-Gap Analysis.

4.2.2   CLIN 2: OFF Implementation / Integration Execution

If the client agency selects the IBC as its service provider, the contractor shall provide sufficient and qualified resources to implement and/or upgrade the client agency OFF system and any other identified Oracle support systems. As part of the implementation, the contractor is responsible for providing the following

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services:

4.2.2.1   Project Management

The contractor will comply with all applicable IBC plans, policies, and procedures to include the following IBC Plans and Model*: Communications Management Plan; Configuration Management Plan; Governance Model; Requirements Management Plan and Risk Management Plan.* The contractor shall support program planning and management activities that include scope/change control management, time/schedule management, quality management, resource management, communications management, and risk management.

Appendix 1 – IBC Communications Management Plan

Appendix 2 – IBC Configuration Management Plan

Appendix 3 – IBC Governance Model

Appendix 4 – IBC Requirements Management Plan

Appendix 5 – IBC Risk Management Plan

The contractor is responsible for developing a project schedule to address implementation of requirements identified in the Requirements Traceability Matrix (RTM). The schedule shall at a minimum identify in WBS format the tasks to be completed, task duration, percent completed, dependencies, critical path, and milestones. The schedule shall be continuously updated through the program lifecycle.

The contractor shall host progress meetings with IBC Management and IBC Component Contracting Officer Representatives (CORs) to review and discuss the project.

The meeting topics shall include at a minimum:

1) Outstanding issues,

2) Status of outstanding issues,

3) Schedule to resolve issues,

4) New issues, and

5) Implementation status.

The contractor shall draft, revise, and provide final meeting minutes for each meeting.

Project Management Deliverables:
Creation and updating (frequency to be determined based upon Task Order) of the following:

1) Project Schedule,

2) Risk and Issue Logs,

3) Progress Review Briefing Slides and

4) Meeting Minutes.

4.2.2.2   Functional Support
Configuration: The contractor is responsible for application configuration and will provide a detailed design

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configuration to support and satisfy requirements provided in the RTM.

The contractor shall provide IBC with a service design configuration report that includes all configuration and set-up information for all modules of the solution implemented for the client. This report is subject to periodic update throughout the system solution lifecycle. The contractor shall develop and maintain functional specifications for all shared services reports, interfaces, extensions, and workflow development. Configuration must follow the Capability Maturity Model Integration for Development (CMMI-DEV) Level 3 standards.   Any deviation from these norms needs to be approved by the IBC Change Control Board.

Functional Support Deliverables:

1) Detailed Configuration Design Documentation,

2) Service Design Configuration Report,

3) Functional Specifications, and

4) Updated RTM.

4.2.2.2.1   Testing

The contractor shall adhere to the IBC Development, Test and Evaluation Plan. The contractor is responsible for providing data to support all test events.

Appendix 6 - IBC Development, Test and Evaluation Plan

1) **Unit:** The contractor shall test to verify the modules or custom development objects work appropriately as they are developed or updated.

2) **Regression:** The contractor shall test to verify that software/processes which were previously developed/tested/utilized still perform correctly after it was changed or interfaced with other software.

3) **Integration:** Integration Testing demonstrates that the contractor configured solution satisfies all defined requirements to complete the integration of configuration items. IBC requires the contractor to conduct test and evaluation procedures from start to finish and provide the IBC with result reports.

4) **User Acceptance Testing (UAT):** The contractor shall support the client UAT test cycle. A representative group of the client agency users will be identified to test the system in order to ensure that the functionality delivered meets defined mission needs. The UAT shall be supported by the contractor utilizing the developed test scenarios and/or scripts, allowing for scripted and unscripted tests. The testing shall also demonstrate the capability to run reports and perform ad-hoc queries to ensure that all required data elements are captured.

5) **Performance Testing**: Individual task orders will address this testing, if needed.

6) **Section 508 Testing**: The contractor shall be responsible for conducting accessibility testing under section 508.

Testing Deliverables:

1) Development of test scenarios (including positive/negative tests) as required,

2) Development of test scripts (including positive/negative tests) as required,

3) Update of test scenarios (including positive/negative tests) as required,

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4) Update of test scripts (including positive/negative tests) as required,

5) Updated Requirements Traceability Matrix (RTM),

6) Test Report Results.

4.2.2.2.2 Training

The contractor shall develop a Training Plan that outlines the objectives, needs, strategy, and curriculum for training users on the shared services solution. All submissions shall adhere to standard IBC training requirements in accordance with the IBC Training Plan .

Appendix 7 – IBC Training Plan

The contractor shall coordinate training development and delivery prior to implementation and deployment.

At a minimum, the training plan shall address the following items:

1) Target audience

2) Training outline

3) Training curriculum

4) Proposed training delivery methods

5) Materials, time, space requirements

6) Training environment requirements

7) Proposed schedules

8) Training locations

The contractor shall develop new or update existing training materials and documentation to support end-user learning and deliver training that reflects common user interaction scenarios. Training delivery will address the unique implementation requirements of the client.

1) The contractor shall develop training materials to prepare system users to understand and accept the solution.

2) Training materials shall be pertinent to shared service solution and shall consist of combination of tutorials and computer based training (CBT).

3) The contractor shall be prepared to provide training in the following learning formats:

a) Train-the-trainer (TTT),

b) Instructor led classroom training (end-user),

c) Computer-based training (CBT), and

d) Live webinars.

Training Deliverables:

1) Training Plan,

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2) Training Materials (including exercises), and

3) Training Delivery as required by the Task Order:

    a) Classroom,

    b) Computer Based Training,

    c) Live Webinar

4.2.2.3 Technical Support

The contractor shall develop and maintain technical specifications for all shared services reports, interfaces, extensions, and workflow development. The contractor may be responsible for providing patch analysis. Development must follow the Capability Maturity Model Integration for Development (CMMI-DEV) Level 3 standards. Any deviation from these norms shall be approved by the IBC Change Control Board (CCB).

1) **Reports**: Requirements for custom reports provided by the client shall be defined in the design phase. The contractor is responsible for the development and documentation of each unique agency report. The contractor shall deliver the configuration design document that includes configuration of any required custom reports as part of the implementation.

2) **Interfaces:** Requirements for externally interfaced systems provided by the client shall be defined in the design phase. The contractor shall ensure the compatibility and interoperability among the Oracle modules and between interfaces specified in the RTM and configuration documentation. The contractor shall deliver the configuration design document that includes configuration of any required custom interfaces as part of the implementation.

3) **Extensions:** Requirements for system enhancements provided by the client shall be defined in the design phase. The contractor is responsible for the configuration/development, design, and maintenance of system enhancements during the implementation phase. The contractor shall deliver the requisite design documentation that includes configuration/development of any required system enhancements as part of the implementation.

4) **Workflows:** Requirements for custom workflows shall be defined and documented in the design phase. The contractor is responsible for the development, design, and maintenance of custom workflows during the implementation phase. The contractor will all be responsible for troubleshooting and maintaining all workflows, standard and custom in the operations and maintenance phase.

5) **Patch Analysis:** The contractor will be responsible for conducting and documenting the results of any patch analysis across the all components of the OFF system.

    Technical Support Deliverables:

      1) Configuration design documentation,

      2) Technical specifications

      3) Development and design of custom workflows

      4) Technical Release Notes,

      5) Patch Analysis Report

4.2.2.4 Data Conversion

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IBC has an inventory of data conversion programs which will be used to migrate external client data into IBC's OFF environment. The contractor is responsible for updating these programs for the implementation if required and/or developing new data conversion programs if programs do not currently exist. IBC currently has the following data conversion programs:

1) Employees

2) AR Customers

3) Fed Admin Budget (Using Budget Integrator)

4) Banks/Bank Accounts

5) Suppliers (SAM and non-SAM)

6) CLM - Open Awards (Custom Programs only)

7) Indefinite Delivery Vehicle (IDV)

8) Purchasing - Open Obligations

9) Assets (Cap and Non-Cap)

10) GL Balances

11) AR Invoices

12) Inventory (Items, Subinventory Items, Serial Numbers, Item Locators)

The contractor is responsible for performing multiple mock conversion cycles to identify any data integrity or data processing issues, and to simulate data transfer and conversion that reflects all functional and system requirements. The final mock conversion cycle shall demonstrate production-like conversion simulation. Converted data will be used during User Acceptance Testing (UAT) to demonstrate production-like conversion simulation and shall also demonstrate the capability to run reports and perform ad-hoc queries to ensure all required data elements for internal reporting are captured.

In addition, the contractor is responsible for performing the conversion to the Production environment. The Contractor is responsible for ensuring conversion from the legacy system to OFF reconciles at the General Ledger (GL) level and the proper attributes in the subsidiary ledgers (modules) are accurate (Dates, Suppliers, etc.). Open Items in the subledger modules (i.e. PO , AP, AR, FA) need to balance and tie to the GL.

The contractor may be asked to provide data transformation expertise as executed under individual task orders.

Data Conversion Deliverables:

1) Updated Conversion Plan,

2) Conversion Specifications,

3) Updated Conversion Programs,

4) New Conversion Programs,

5) Mock Conversion Execution Reports

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4.2.2.5   Cutover

The contractor shall provide a plan that describes the transition from the development/test environment to the operational production environment, including transition of support activities – specifically, the transfer support from the implementation team to the O&M support team.

Cutover Deliverables:

1) Cutover Plan,

2) Transition Plan

4.2.2.6   Post-Production

The contractor will be responsible for providing post production support and knowledge transfer sessions to the O&M support team to ensure a seamless transition from implementation to production support. The contractor may also be required to provide on-site end user desk side support that includes; issue troubleshooting, incident management, and brown bag sessions.

Post-Production Deliverables:

1) Knowledge Transfer Sessions,

2) Post-Production Support,

3) Desk Side Support

4.2.3   CLIN 3: Support for Applications Operations Maintenance, and Upgrade Support

Below are O&M support activities to include Government –assigned activities.

OFF application operations and maintenance support, will be issued as separate task order.

Government –assigned activities - If required, the IBC will determine on an order by order basis which Government-assigned OFF application operations and maintenance activities the IBC will require contractor support and issue under a separate task order as applicable.

4.2.3.1   Help Desk Support

The primary driver of work is responding to incidents. Incidents are logged by agency users or other Oracle team members in the IBC's incident management system, Remedy. Remedy is managed by the Office of the Chief Information Officer (OCIO) Customer Support Center (CSC). Below is a breakout of IBC's R12 OFF help desk tiers:

Tier 0: Provided by client and includes self-help.

Tier 1: Provided by DOI Customer Support Center (CSC). Includes issue capture in Remedy and first level support.

Tier 2: Contractor support.

Tier 3: Contractor provides support implementing and resolving issues that require vendor (Oracle) assistance.

The CSC serves as the Tier 1 Help Desk for OFF. The Tier 1 help desk is supported by the OCIO CSC and provides first level support on all Oracle related system tickets. The contractor is not responsible for Tier 1

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help desk support. If Tier 1 is unable to resolve the ticket, it is escalated to Tier 2.

The contractor is responsible for supplemental Tier 2 support that includes providing guidance, training and support to the federal staff regarding production functionality. This is a shared responsibility with the government and contractor. The government will work collaboratively with the contractor to prioritize incidents for resolution

As part of this Tier 2 support, the contractor is responsible for:

1) Issue identification,

2) Analysis and

3) Resolution.

All steps must be documented and loaded to the Remedy ticket upon resolution.

Tier 2 is divided into 5 functional areas of modular support and 4 technical areas of support:

1. **Functional:**

   1) FMD FM Oracle Procure to Pay (iPro, Purchasing, AP)

   2) FMD FM Oracle Budget to Report (Federal Administrator, General Ledger, Subledger Accounting (SLA))

   3) FMD FM Acquire and Receivables (Assets, Inventory, AR)

   4) FMD FM OFF Contract Lifecycle Management (iPro, CLM)

   5) FMD FM Reporting (OBIEE/OBIA)

2. **Technical**

   1) System Administration/Production Control

   2) Application Database Administration

   3) OBIEE/OBIA Reporting

   4) Development

In addition, the contractor will provide Tier 2 functional support for Oracle's Governance, Risk and Compliance (GRC) application which is utilized by IBC Security in defining and monitoring segregation of duty rules as it relates to defined roles and responsibilities.

This requirement is for functional and technical experts that can research and resolve issues and provide solutions that meet the IBC Service Level Agreement (SLA). The issues to be explored and resolved by the contractor are complex, significant, and constantly fluctuate.

The following describes activities that shall be supported and completed by the contractor:

1) Partner with Federal Level 2 Support to research and resolve client issues

2) Capture and manage problem information in the Remedy ticketing system

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3) Communicate with Oracle agency end users to obtain additional information if the information supplied via Help Desk is not sufficient

4) Assist in the development, implementation and update of Oracle Service Support processes to include Service Desk, Incident Management and Problem Management procedures

5) Communicate problem resolution with end users as part of knowledge transfer

6) Conduct requirements analysis and gap analysis between federal requirements and COTS capabilities, making recommendations on modification to COTS and testing subsequent development. This will require knowledge of the Federal business practices being supported by Oracle, including all aspects of Federal finance, acquisition, property and travel.

7) Work with Tier 3 (software providers) for those issues that are elevated for correction or enhancement.

4.2.3.2   Training & Knowledge Transfer Support
The contractor shall provide ongoing training support for both internal (IBC) and external (IBC FMD client agencies) resources, including desk side support.

1) Develop and deliver instructor-led training (ILT) and brown bag sessions

2) Deliver online training and refresher training for new and existing (DOI) system employees, external (IBC FMD client agencies) agencies, IBC FMD Accounting Operations

3) Manage attendance and administer training course assessments

4) Create new and update existing training materials

5) During software releases/upgrades, determine the necessary revisions to existing materials and the content of new materials

6) Provide training manual material and any applicable reference guides Conduct knowledge transfer sessions for IBC and other external agencies Provide system demonstrations for new or changing system functionality

7) Document Format: Documents are generally developed/edited in MS Word, MS PowerPoint, and MS Excel. Actual Training is in person, and/or remote (web-based).

4.2.3.3   Functional Support
A. Federally Mandated System Changes:
Support updates to Oracle Federal Financials application, interfaces, reports and other processes to accommodate new and/or existing federally mandated requirements.

A few examples of Federal Mandates include:

1) DATA Act - Digital Accountability and Transparency Act of 2014

2) GTAS - Government wide Treasury Account Symbol Adjusted Trial Balance System

3) TAS / BETC - Treasury Account Symbol / Business Event Type Code

4) G-invoicing - Treasury's Government Invoicing

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5) CARS - Treasury's Central Accounting Reporting System

B. Configuration Updates: The contractor is responsible for updating and documenting any configuration changes made by the O&M support contract staff.

C. Functional Design Documentation: The contractor is responsible for creating/updating functional design documentation if changes are made to reports, interfaces, extensions and workflow objects by the O&M support contract staff.

D. Upgrades: Contractor shall provide support for minor upgrades. Below is a breakout of the patch/upgrade levels:

> **3rd Level Patches (12.2.X)**: considered routine (minor) and included in O&M.

> **2nd Level Patches (12.X.X)**: considered medium complexity and analysis/impact considered in O&M. Afterwards, if impact minimal, considered O&M; if impact moderate to complex, priced under separate work order.

> **1st Level Upgrades (X.X.X)**: these are major upgrades and will be priced under a separate task order.

E. Desk Side Support: The contractor may be required to provide on-site end user desk side support that includes issue troubleshooting, incident management, and brown bag sessions.

4.2.3.4 Testing

The contractor supports all test phases as applicable:

1) Unit, Integration,

2) User Acceptance,

3) Regression, and

4) Performance testing

Contractor Support Activities:

1) Perform comprehensive system testing to support new releases of software or incremental releases of individual modules, reports, or interfaces; or break fixes made as a result of a reported Remedy incident

2) Develop and execute system test plans, checklists and guidelines for the successful implementation, correction, or enhancement of Oracle software;

3) Analyze and investigate data integrity issues;

4) Create detailed test cases and test data in support of test plans;

5) Develop and perform validations on testing results.

6) Provide test readiness review recommendations;

7) Monitor progress against the schedules and provide unit, integration, user acceptance testing (UAT), infrastructure readiness, and regression progress and results reports.

8) Provide a development test status report including defect status reporting.

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9) The contractor will test system response times and provide results reports, including pass/fail results.

10) The contractor shall be responsible for conducting accessibility testing under section 508.

11) Vendors can research and recommend automated testing tools as part of the solution.

4.2.3.5   Technical Support

A.   Application Database Administration

a) Perform Oracle family pack upgrades and one-off patches to ensure applications are patched current throughout all Oracle environments

b) Perform clones of development and test instances as needed

c) Perform system health checks on a daily and weekly basis

d) Monitor system performance; identify, troubleshoot and resolve performance issues

e) Coordinate and support resolution of the issues

f) Maintain appropriate system documentation

B.   Developers

1)   Report Development

a) Perform analysis and work with functional team to develop or modify report designs and layouts using OBIEE, OBIA, RPD, ODI, and SQL.

b) Support data warehouse modeling, configurations and transformations using ODI.

c) Develop or modify technical specifications

d) Conduct testing to support custom report development.

2)   Enhancements

a) Perform analysis of requirements to determine need for custom enhancement

b) Develop or modify technical specification as needed to meet client requirements.

c) Perform system testing to support the development or modification and/or implementation of custom enhancements.

d) Support federally mandated enhancements as provided by Oracle.

C.   Interface Support

a) Support IBC customer and Oracle standard interfaces. During releases/upgrades, identify any changes to ensure interfaces continue to function efficiently and effectively.

b) Create/update technical specifications for interfaces.

c) Support federally mandated interfaces.

D.   Upgrade Support

Contractor shall provide support for minor upgrades. Below is a breakout of the patch/upgrade levels:

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a) **3rd Level Patches (12.2.X)**: considered routine (minor) and included in O&M.

b) **2nd Level Patches (12.X.X)**: considered medium complexity and analysis/impact considered in O&M. Afterwards, if impact minimal, considered O&M; if impact moderate to complex, priced under separate work order.

c) **1st Level Upgrades (X.X.X)**: these are major upgrades and will be priced under separate task order.

Government Assigned O&M Activities Requiring Contractor Support

Providing resources with the requisite skill sets, the contractor shall support the IBC by conducting the Government-assigned OFF application operations and maintenance activities in accordance with the client agency's order requirements.

For example, the activities and deliverables identified in the task order PWS may include one or more of the following:

Activity Requiring Contractor Support	Deliverable	Description
1) Perform Change Management/Configuration Control	Change Management/Configuration Control Reports	Create/Update Configuration documents
2) Provide Help Desk Tier 2 Support	Monthly Help Desk Reports	Analysis of Remedy incidents to include # of tickets resolved and time to resolution
3) Conduct Post Implementation/integration Review	Post Implementation/integration Report	Lessons Learned document to provide insight areas of improvement during transition between implementation and O&M.
4) Provide Functional Subject Matter Experts for all Financial, Procurement and Security Applications, including application configuration and testing	Functional Subject matter experts activity reports, Test Plans, Configuration Documentation	Monthly reports describing support provided to include major accomplishments, upcoming activities, issues, etc.
5) Provide Technical Subject Matter Experts	Technical Subject matter experts activity report	Monthly reports describing support provided to include major accomplishments, upcoming activities, issues, etc.

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Activity Requiring Contractor Support	Deliverable	Description
6) Provide Application Database Administrators, Core and Applications – Operating Systems, including comprehensive patch management and upgrades, cloning, and assistance with disaster recovery	Database Administrators activity reports.	Monthly reports describing support provided to include major accomplishments, upcoming activities, issues, etc.
7) Perform Development – application, forms, reports, and extensions	Development Documentation: Application, forms, reports and extension	

4.3 R12 OFF Support Activities Responsibility Matrix

	Oracle Federal Financial System Support for FMLoB IBC **Contractor and Government Responsibilities** **R12 OFF Support Execution Activities Responsibility Matrix**				
	ACTIVITY	**ASSIGNMENT G=Government C=Contractor**	**CLIN 1 Discovery**	**CLIN 2 OFF Implementation / Integration Execution**	**CLIN 3 Support for Applications Operations Maintenance, and Upgrade Support**
	A. Project Management				
A1	Develop Initial Project Plan	**G, C**	**XX**	**XX**	**XX** **Upgrades may require Proj Plan**
A2	Form Project Team	**G**	**X**	**X**	**X**
A3	Establish Executive Review Committee	**G**	**X**	**X**	**X**
A4	Establish Configuration Control Board	**G**		**X**	**X**
A5	Establish Change Review Board	**G**		**X**	**X**
	B. Justification Phase				
B1	Prepare Project Justification Statement/Charter	**G**	**X**	**X**	
B2	Prepare Project Plan	**G, C**	**XX**	**XX**	**XX** **Upgrades may require Proj Plan**

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		Oracle Federal Financial System Support for FMLoB IBC Contractor and Government Responsibilities R12 OFF Support Execution Activities Responsibility Matrix			
	ACTIVITY	**ASSIGNMENT** **G=Government** **C=Contractor**	**CLIN 1** **Discovery**	**CLIN 2** **OFF** **Implementation** **/ Integration** **Execution**	**CLIN 3** **Support for** **Applications** **Operations** **Maintenance,** **and Upgrade** **Support**
B3	Develop Resource Plan	**G**	**X**	**X**	**X**
	C. Requirements Definition				
C1	Define Current State	**C**	**X**		
C2	Define Future State	**C**	**X**		
C3	Define Requirements (Technical)	**C**	**X**		
C4	Define Requirements Traceability Matrix	**C**	**X**		
	D. Develop Statement of Requirements Document				
D1	Develop Draft Requirements	**C**	**X**		
D2	Collect Feedback from Users	**C**	**X**		
D3	Analyze Feedback and Finalize Requirements	**C**	**X**		
	E. Develop Configuration Management Plan (change management)	**G**		**X**	**X**
	F. Develop Configuration Management Plan (hardware, software)	**C**		**X**	
	G. Requirements Analysis				
G1	Analyze Requirements	**C**	**X**		
G2	Perform Gap Analysis	**C**	**X**		
G3	Approve Requirements	**G, C**	**XX**		
G4	Baseline Requirements	**G, C**	**XX**		
G5	Conduct Application Demonstrations/CRP	**G, C**	**XX**		
	H. Design Phase				
H1	Design/Modify Interfaces	**G, C**		**XX**	

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	Oracle Federal Financial System Support for FMLoB IBC Contractor and Government Responsibilities R12 OFF Support Execution Activities Responsibility Matrix				
	ACTIVITY	**ASSIGNMENT** G=Government C=Contractor	**CLIN 1 Discovery**	**CLIN 2 OFF Implementation / Integration Execution**	**CLIN 3 Support for Applications Operations Maintenance, and Upgrade Support**
H2	Design External Interfaces (e.g., OFF enterprise applications, unique agency interfaces)	C		X	
H3	Design Data Conversion Program	C		X	
H4	Develop Data Conversion Strategy	C		X	
	I. Perform Application Configuration and Setup	C		X	
	J. Develop Security Plan	G		X	
	K. Implementation/integration Execution Activities	G, C		XX	
	L. Develop Support & Maintenance Plan	G			X
	M. Develop User Training Plan	G, C		XX	
	N. Testing				
N1	Develop and Execute Unit Test Plan	G, C		XX	XX
N2	Develop and Execute Unit Testing for Interfaces and Conversion	G, C		XX	XX
N3	Prepare for Data Conversion	C		X	
N4	Establish Test Environment	G, C		XX	
N5	Integration Testing	C		X	
N6	Develop and Execute User Acceptance and IV&V Testing	G, C		XX	
	O. Implementation/integration				
O1	Conduct User Training	G, C		XX	XX
O2	Prepare Financial Data for Conversion	G, C		XX	
O3	Prepare for Cutover	C		X	
O4	Convert Transactions	C		X	

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	Oracle Federal Financial System Support for FMLoB IBC **Contractor and Government Responsibilities** **R12 OFF Support Execution Activities Responsibility Matrix**				
	ACTIVITY	**ASSIGNMENT** **G=Government** **C=Contractor**	**CLIN 1 Discovery**	**CLIN 2 OFF Implementation / Integration Execution**	**CLIN 3 Support for Applications Operations Maintenance, and Upgrade Support**
O5	Reconcile Data Conversion	**G, C**		**XX**	
	P. Post Implementation/integration Support				
P1	Perform Change Management/Configuration Control	**G, C**		**XX**	**XX**
P2	Provide Help Desk (Tier 1 – IBC; Tier 2 – Contractor)	**G, C**		**XX**	**XX**
P3	Conduct Post Implementation/integration Review	**G, C**		**XX**	**X**
P4	Provide Functional Subject Matter Experts for all Financial Module Applications, including application configuration and testing	**G, C**			**XX**
P5	Provide Technical Subject Matter Experts	**G, C**			**XX**
P6	Perform Offline Processing, including scheduling and verifying various offline/concurrent processes and reports generation	**G**			**X**
P7	Provide Database Administrators, Core and Applications – Operating Systems Out, including comprehensive patch management and upgrades, cloning, and assistance with disaster recovery	**G, C**			**XX**
P8	Perform Development – application, forms, reports, and extensions	**G, C**			**XX**

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4.4   CLIN 4: Travel

Travel will be directed on the individual task orders. Guidelines for travel on individual task orders are as follows:

a)   Travel that is required for a customer implementation/integration shall be included as part of the cost proposal development process.

b)   Travel will be issued as an NTE.

c)   Local Travel for the Denver metropolitan area to include parking and tolls is not reimbursable.

d)   Local Travel for the DC metropolitan area to include parking and tolls is not reimbursable.

Travel reimbursement between the Contractor site and the IBC FMLoB work site will NOT be authorized. It is assumed the contractor has a local labor pools in the Denver, Colorado and Washington, DC Metropolitan areas, therefore, the Government WILL NOT reimburse the contractor for resources who travel to the IBC FMLoB work site that are not located in the local Metropolitan areas.

The contractor will be reimbursed for travel to provide support at a Government site or other site as may be specified and approved by the COR under this effort. All travel shall be approved by the COR PRIOR TO commencement of travel. The contractor shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance of this effort in accordance with the Federal Travel Regulations (FTR) currently in effect on date of travel (FAR 31.205-46), however, receipts are required for all travel reimbursement under this IDIQ and all task orders issued from the IDIQ. Travel other than economy class will not be reimbursed.

All travel shall be scheduled and approved sufficiently in advance to take advantage of offered discount rates, unless authorized by the COR.

Invoices submitted for reimbursement of travel that do not include 1) All Receipts - example: airline tickets; parking receipts, hotel, rental car, taxi, etc. 2) the approved Travel Pre-authorization Request Form Template (Attachment 1) signed by the COR will NOT be reimbursed under this IDIQ. Receipts shall be submitted with a Travel Reconciliation Template (Attachment 2) for the travel with the monthly invoice for the COR review and CO approval. Charges that exceed the FTR will not be reimbursed.

1)   Rental cars are limited to economy – unless more than 2 travelers. If more than 2 travelers, a mid-size car is authorized – rental of larger cars will not be reimbursed.

2)   Global Positioning System (GPS) will not be reimbursed.

3)   Short term parking will not be reimbursed for travel that is more than one business day.

A Travel Reconciliation Template has been provided to assist in providing a summary of travel expenses at Attachment 5.

The contractor shall submit travel expenditures in a timely manner. Therefore, travel expenses invoiced later than 60 days after the actual travel end date will not be reimbursed and considered untimely.

Government Travel References Include:

1)   41 Code of Federal Regulations (CFR), Chapters 300 through 304
2)   FAR 31.205-46 - Travel Costs

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3) Federal Travel Regulations (FTR) & Per Diem Information – Travel Resources: www.gsa.gov

5   PERFORMANCE MEASURES

5.1   Quality Assurance Surveillance Plan (QASP)

The IBC FMLoB is accountable to the client agency through an interagency agreement which contains client agency specific performance metrics. As the FMLoB Industry Partner, the contractor is accountable to the IBC FMLoB through the IDIQ and resulting task order(s). The following performance measures have been established to guide the expected levels of service for the required support tasks to be performed under the resulting task orders in support of the IBC FMLoB.

The COR will maintain the method of surveillance. The COR will inform the contracting officer in writing of contractor performance issues.

The contracting officer will ensure adequate documentation and corrective action is taken to ensure acceptable performance standards are maintained by the contractor.

Non-delivery on any deliverable under any task order may result in a termination for cause of the task order and may result in the termination of the IDIQ, and 100% reimbursement of deliverable payments on the terminated task order and reimbursement of all re-procurement costs.

Title	CLIN	PWS WBS	Performance Standard	Method of Surveillance	Impact on Contractor Payments if metric not met (late Deliverable) (Invoice Deduction)
Discovery	1	4.2.1	Discovery completed on schedule and within cost 100% of the time.	**100% Inspection**	**-15% Reduction on total invoice**
OFF Implementation / Integration Execution	2	4.2.2	Customers brought online on schedule and within cost 100% of the time	**100% Inspection**	**-15% Reduction on total invoice**
Support for OFF Applications Operations, Maintenance and Upgrades	3	4.2.3	Support operations and maintenance provided within established tolerances for Tier 2 support as identified below: A) Emergency services are completed within 2 hours of notification 95% of the time. B) Non-Emergency Services are	**100% Inspection**	**-15% Reduction on total invoice**

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Title	CLIN	PWS WBS	Performance Standard	Method of Surveillance	Impact on Contractor Payments if metric not met (late Deliverable) (Invoice Deduction)
			completed within Service Level Agreement (SLA) time timeframe 100% of the time. [1]		
Contractor Qualifications	1, 2, 3	2.1	The contractor must be able to deliver and maintain sufficient personnel with the requisite expertise (as defined in the contractor proposal) to successfully implement and/or support OFF R12 as detailed in the PWS and Task Order. **Personnel must be available to support prescribed contract activities starting from the mutually agreed upon contractor onboarding date until the end of the period of performance.**	**100% Inspection:** COR evaluation of support for required contract activities -- i.e. help desk support, functional support, and technical support.	**10% reduction in invoice for the applicable period where there is a gap in support.**
Contractor Qualifications (Key Personnel)	1, 2, 3	2.1	If key personnel are required they must be available to support prescribed contract activities starting from the mutually agreed upon contractor onboarding date until the end of the period of performance.	**100% Inspection:** COR evaluation of support for required contract activities -- i.e. help desk support, functional support, and	**10% reduction in invoice for the applicable period where there is a gap in support.**

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[1] This metric is negotiated at the task order level. This metric is based on the FMLoB proposal (jointly developed by FMLoB and its industry partner) submitted, negotiated and accepted between the FMLoB IBC and the Client Agency.

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Title	CLIN	PWS WBS	Performance Standard	Method of Surveillance	Impact on Contractor Payments if metric not met (late Deliverable) (Invoice Deduction)
				technical support.	
Project Management	1, 2, 3	4.2.1 4.2.2 4.2.3	The contractor will establish and maintain a comprehensive project schedule that indicates all contract activities detailed in the applicable WBS. The schedule will be updated to reflect accurate status of project activities to within 5 work days.	**Periodic inspection; schedule reviews; review of monthly status report.**	**Payment shall be withheld until the project schedule has been updated to reflect accurate status.**
Training Delivery	2, 3	4.2.2 4.2.3	Timely and complete delivery of training content in the format (Instructor Led Training (ILT), Computer-based Training (CBT)) prescribed in the PWS and/or Task Order.	**Student Evaluations; Periodic Inspection**	**Payment shall be withheld until all training has been provided.**
Training Content	2, 3	4.2.2 4.2.3	The contractor will provide complete, accurate and timely training content in accordance with the project schedule and training guidelines provided in the PWS and/or Task Order.	**100% Inspection of training materials.**	**Payment for training deliverables shall be withheld until content deficiencies are remediated.**

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Title	CLIN	PWS WBS	Performance Standard	Method of Surveillance	Impact on Contractor Payments if metric not met (late Deliverable) (Invoice Deduction)
Technical Specifications	2, 3	**4.2.2** **4.2.3**	The contractor will provide complete, accurate and timely technical specifications for all shared services reports, interfaces, extensions, and workflow development in accordance with the project schedule and technical specification guidelines provided in the PWS and/or Task Order.	**100% Inspection of technical specifications.**	**Payment shall be withheld until technical specifications are approved.**

6 DELIVERABLES

6.1 Quality Assurance Plan

The contractor shall develop and provide a quality assurance plan.
- ➢ **IDIQ Deliverable**
- ➢ **Task Order Deliverable as applicable to the requirement**

6.2 Risk Mitigation Plan

The contractor must provide, as part of the contractor's proposal for the IDIQ, a plan describing how a requirement will be completed in the event a contractor, subcontractor and/or his/her staff become incapacitated or otherwise unavailable to complete the assigned task.

a) The risk mitigation plan must address options to assure the Government that its requirement will be completed on time, within scope, and within the quality requirements.

b) The contractor shall also identify other types of risks which may occur; any anticipated major difficulties and problem areas, along with recommended approaches for their resolution.

c) The risk mitigation plan shall include a discussion and mitigation plan on the management of its relationship with subcontractors/team partners in the event the relationship causes an impact to signing an agreement or agreements between the parties to perform an imminent task order or a current task order; and/or how the relationship will be managed in the event of disagreements – i.e., one example that shall be discussed is how the prime will resolve work share issues that prevent the prime from providing the skill set based on the workshare of the subcontractor or team partner in support of on ongoing or imminent task order.

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d) The risk mitigation plan shall include the company names, the point of contact in each company and all contact information (address, phone, email) for all teaming partners and subcontractors the prime is proposing on this requirement.

> **IDIQ Deliverable - Risk Mitigation Plan**

6.3 Program Management and Project Plan

The contractor shall adhere to the IBC Program Management Plan.

> Appendix 8 – IBC Program Management Plan

The contractor shall provide a draft and final Project Plan in accordance with the IBC Program Management Plan as required and identified on resulting task orders. The draft plan will be received with the task order quote, and the final plan will be provided two days after the kick-off meeting of the awarded task order. The Project Plan shall detail the products to be implemented, allocation of staff and other resources necessary to produce the products, and a timeline for producing the products.

Based on the final Project Plan, the COR will provide approval to move forward on activities planned. The contractor shall request prior approval on all activities not included in the plan or any modifications to the plan after approval has been given.

> **Task Order Deliverable:**
> **Draft Project Plan due with task order level quote.**
> **Final Project Plan due 2 working days after kick off meeting for task order.**

6.4 Kick Off Meeting

Within two (2) working days after issuance of each task order, the contractor shall conduct a kick off meeting with the Government. The Government does not want an elaborate kick-off meeting nor does it expect the contractor to expend significant resources in preparation for this briefing. The intent of the briefing is to initiate the communication process between the Government and contractor by introducing key task participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives.

The kick off meeting will be held at the Government's facility (or via conference call if determined by the IBC to be an appropriate substitute for a face-to-face meeting) and the date and time will be mutually agreed upon by both parties.

The completion of this briefing will result in the following:

1. Introduction of both contractor and Government personnel performing work under the task order.

2. The contractor will demonstrate confirmation of his/her understanding of the work to be accomplished under the task order.

> **Task order Deliverable:** Kick Off Meeting

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6.5 Reports

6.5.1 Weekly Status Report:

The contractor shall document the efforts performed in the completion of each task, in a detailed weekly Status Report due on the last day of each work week.

The weekly status report shall include, at a minimum:

1) Program status to include objectives met, work completed, and work outstanding

2) Notable achievements

3) Issues or obstacles impeding progress and recommended solutions or resolution activities

4) Status of deliverables/milestones

5) Resource planning/status

6) Topics or issues identified by the COR

7) Description of work plans for next week

8) Due: Last day of the work week – 3pm EST

6.5.2 Monthly Status Report

The contractor shall document the efforts performed in the completion of each task, per Task order in a detailed Monthly Status Report due on or before the 10th calendar day of each month. The timeframe can be changed to accommodate effort/requirements. More frequent reporting may be required under individual task orders. Reporting requirements for the monthly status reports will be outlined at the initial kick-off meeting.

The monthly status report (required per awarded Task order) shall include, at a minimum:

a) Program status to include objectives met, work completed, and work outstanding

b) Notable achievements

c) Issues or obstacles impeding progress and recommended solutions or resolution activities

d) Status of deliverables/milestones

e) Resource planning/status

f) Topics or issues identified by the COR

g) Description of work plans for next month

> ➤ **Task order Deliverable:** Monthly Status Report

6.5.3 Monthly Financial Report [For task orders with LH CLINs]

The contractor shall submit a monthly financial report *for task orders that include labor hour CLINS*. The report will be due the 10th calendar day of each month. It is expected that the report will include, but not be limited to:

a) Budgeted total and budgeted monthly hours

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b) Actual hours expended for the reporting period by unit including breakdown by labor category and name

c) Actual hours expended to date by task including breakdown by labor category and name including task totals and task order total

d) Actual costs to date and for the reporting period (based on actual hours)

e) Estimated cost to completion

f) Task/cost variance (for >10% variance include explanation/analysis)

➢ **Task order Deliverable:** Monthly Financial Report

7 DELIVERABLE TABLES

Anticipated deliverables are listed below. Deliverables are required for the IDIQ and at the task order level. Additional deliverables may be required and will be identified for each task order with the required deliverable date.

Any and all deliverables developed and prepared by the contractor under this contract, to include software code, software applications, data, information, templates, is the property of the US Government and must be made available to the government in an exportable format which is mutually agreeable to both the government and contractor within one work day of the government request.

7.1 IDIQ Deliverable Table

The following table includes all IDIQ deliverables. The contractor is responsible for all of these deliverables.

Deliv. #	WBS	CLIN #	Milestone / Deliverable	Draft	Final
1		**N/A**	AQD Limitation on Subcontracting Compliance Report	N/A	Semi Annual
2		**N/A**	Quality Assurance Plan	N/A	
3		**N/A**	Risk Mitigation Plan	N/A	

7.2 Task Order Deliverable Table

The task order level deliverables are as follows:

Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
1		N/A	Kick off meeting	Government /Contractor	N/A	2 working days after each task order award
2		N/A	1) OPM Standard Form 85 or 85P	Contractor	N/A	5 working days after each task order award –

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Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
			2) OF 306 3) Fingerprint card 4) Release to Obtain Credit Information 5) Personal Identity Verification (PIV) card application			for new contractor employees added to contract
3		N/A	Project Plan	Contractor	With each task order proposal	2 working days after kick off meeting
4		N/A	1) Federal Information System Security Awareness, Rules of Behavior for Network Access 2) Privacy Awareness Training 3) Records Management Training 4) Insider Threat Awareness Training – (required for individuals with security clearance) 5) Telework Training for Employees – (required if telework is authorized)	Contractor	N/A	Prior to accessing DOI IT systems and Annually Within 10 calendar days after issuance of each task order – for new contractor employees added to contract
5		N/A	Signed/Dated Non-Disclosure Forms (each employee)	Contractor -send to CO to include in File and provide a copy to COR	N/A	2 working days after issuance of each task order – for new employees added to contract
6		N/A	Signed/Dated Conflict of Interest Certification (each employee)	Contractor -send to CO to include in File and provide a copy to COR	N/A	2 working days after issuance of each task order – for new employees added to contract

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Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
7		1	**CLIN 1: Discovery** **Deliverables at a minimum may include:** 1) Requirements Traceability Matrix (RTM) 2) Application Demonstrations 3) Conference Room Pilot (CRP) 4) Fit-Gap Analysis	Contractor / Government	TBD per task order	TBD per task order
8		2	**CLIN 2: OFF Implementation / Integration Execution** **Deliverables at a minimum may include:** **Project Management** 1) Project Schedule 2) Risk and Issue Logs 3) Progress Review Briefing Slides 4) Meeting Minutes **Functional Support** 1) Detailed Configuration Design Documentation 2) Service Design Configuration Report 3) Functional Specifications 4) Updated RTM **Testing** 1) Development of test scenarios (including positive/negative tests) as	Contractor / Government	TBD per task order	TBD per task order

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Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
			required, 2) Development of test scripts (including positive/negative tests) as required, 3) Update of test scenarios (including positive/negative tests) as required, 4) Update of test scripts (including positive/negative tests) as required, 5) Updated Requirements Traceability Matrix (RTM), 6) Test Report Results. **Training** 1) Training Plan, 2) Training Materials (including exercises), and 3) Training Delivery as required by the Task Order **Technical** 1) Configuration design documentation, 2) Technical specifications 3) Development and design of custom workflows 4) Technical Release Notes, 5) Patch Analysis Report **Data Conversion** 1) Updated Conversion Plan, 2) Conversion			

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Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
			Specifications, 3) Updated Conversion Programs, 4) New Conversion Programs, 5) Mock Conversion Execution Reports **Cutover** 1) Cutover Plan, 2) Transition Plan **Post-Production** 1) Knowledge Transfer Sessions, 2) Post-Production Support, 3) Desk Side Support			
9		3	**CLIN 3: Support for Applications Operations Maintenance, and Upgrade Support** **Deliverables at a minimum may include:** 1) Support & Maintenance Plan 2) Change Management/Configuration Control Reports 3) Help Desk Reports 4) Post Implementation/integration Report 5) Functional Subject matter experts activity	Contractor	TBD per task order	TBD per task order

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Deliv. #	Ref	CLIN #	Milestone/Deliverable	Responsibility	Draft	Final
			reports 6) Technical Subject matter experts activity report 7) Offline Processing Reports 8) Database Administrators activity reports 9) Development Documentation: Application, forms, reports and extension			
10		N/A	Quality Assurance Plan	Contractor	With each task order proposal	2 working days after kick off meeting
11		N/A	Travel Request Approval Form & Travel Expense Summary	Contractor	N/A	As Required for pre-approval and Invoicing
12		N/A	Weekly Status Report	Contractor	N/A	Last day of the work week – 3pm EST
13		N/A	Monthly Status Report	Contractor	N/A	10th calendar day of each month
14		N/A	Financial Report (for task orders with LH CLINS)	Contractor	N/A	10th calendar day of each month

8   INSPECTION AND ACCEPTANCE

All work performed and end products provided under this contract shall be subject to inspection and acceptance by the COR or a duly authorized representative at any time during performance.

The deliverables required hereunder will be inspected for conformance with the terms, conditions, and specifications contained herein and as identified at the task order level.

Unless otherwise specifically indicated in the PWS, one iteration of each deliverable (draft and final will include one iteration each), shall be delivered unless as mutually agreed to by the vendor and Government that

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additional iterations are required due to quality or the deliverable is unacceptable to the PWS requirement. If there is not a meeting of the minds between the contractor and Government, the contracting officer shall make the final decision. The maximum review in working days may be increased/decreased as mutually agreed to between the government and contractor in writing at the task order level and on a case by case basis.

<u>DRAFT DELIVERABLE REVIEW:</u>

Unless otherwise specified**, the Government will have** a maximum of **ten (10)** working days from the day the draft deliverable is received to review the document, provide comments back to the contractor, approve or disapprove the deliverable(s).

Deliverables not rejected within **ten (10) working days** (or as mutually agreed to and in writing) may be presumed accepted unless mitigating circumstances prevent the review and acceptance of the deliverable and the contractor is notified and the circumstances will not affect the contract cost, or schedule.

The contractor will have **five (5) working days** to remediate the comments and submit the final deliverable.

<u>FINAL DELIVERABLE REVIEW:</u>

Unless otherwise specified**, the Government will have** a maximum of **seven (7)** working days from the day the draft deliverable is received to review the document, approve or disapprove the deliverable(s). If the deliverable is disapproved, the document will be returned to the vendor for adjudication, with the final document submitted for approval **within 3 working days.**

Deliverables not rejected within **seven (7) working days** (or as mutually agreed to and in writing) may be presumed accepted unless mitigating circumstances prevent the review and acceptance of the deliverable and the contractor is notified and the circumstances will not affect the contract cost, or schedule.

If Government approval of a deliverable is required in order for the vendors' performance to progress to another phase or deliverable, any delays in approval may require an increase in price, an extension in the delivery schedule, or both.

Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by COR.

8.1   Deliverable Inspection and Acceptance Criteria

Final inspection and acceptance of all work performed, reports, and other deliverables will be performed at the place of delivery by the COR.

General quality measures, as set forth below, will be applied to each work product received from the contractor under this PWS and all Task orders issued under this IDIQ.

a) Accuracy - Work products shall be accurate in presentation, technical content, and adherence to accepted elements of style.

b) Clarity - Work products shall be clear and concise. Any/all diagrams shall be easy to understand and be relevant to the supporting narrative.

c) Consistency to Requirements - All work products must satisfy the requirements of this PWS.

d) File Editing - All text and diagrammatic files shall be editable by the Government.

e) Format - Work products shall be submitted in hard copy (where applicable) and in media mutually agreed

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upon prior to submission. Hard copy formats shall follow any specified directives or manuals.

f) Timeliness - Work products shall be submitted on or before the due date specified in this PWS or submitted in accordance with a later scheduled date determined by the Government.

8.2   Deliverable Quality Assurance

The COR will review for completeness preliminary or draft documentation that the contractor submits and may return it to the contractor for correction. Absence of any comments by the COR will not relieve the contractor of the responsibility for complying with the requirements of the task order. The contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review or as an acknowledgment that the material is in conformance with this PWS or the task order level PWS. Any approval given during preparation of the documentation or approval for shipment shall not guarantee the final acceptance of the completed documentation. Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by COR.

9   SPECIAL CONTRACT REQUIREMENTS

9.1   Hours of Operation

Contractor personnel are expected to conform to normal operating hours. **The normal duty hours may range from 6:30 AM to 6:30 PM (local time), Monday through Friday,** with the exception of Federal Government holidays, with an allowance for a 30 minute to one-hour unpaid lunch period each day. All contractors working more than six hours in a duty day are required to take a minimum 30 minute unpaid lunch daily and this lunch period cannot be moved to the end of the duty day or the beginning of the duty day. The CO and/or the COR will coordinate with the vendor to determine the appropriate duty hours for each position. Some positions on the East Coast may need to have later workdays to support Western location. While some positions may offer flexibility in the work schedule, some positions may not have flexibility or may only offer limited flexibility in the work schedule.

9.2   Place of Performance

The IBC Financial Management Directorate (FMD) which is responsible for the management and direction of the Financial Management Line of Business (FMLoB) is located in Lakewood, Colorado and Washington DC Metropolitan Area – Herndon, Virginia. Contractor personnel are required to maintain 100% on-site presence for the first year to establish and build a working knowledge of IBC processes and procedures as well as a working relationship with on-site personnel. After the one year period is completed, and if requested by the contractor, the Government will provide concurrence/non-concurrence if telecommuting is appropriate. It is imperative and most important for all team members - Government and contractor - to have a solid, trusting, working relationship. Limited exceptions may be granted by the CO as determined by the COR, on a case by case bases to the first year on-site presence. Reference section 52.212-4 AQD Custom Clause – IBC FMD Resource Clause for additional information.

The majority of current and potential FMLoB client agencies are located in the Washington DC metropolitan area; however the majority of actual work in support of CLIN 1, 2, 3 is expected to be performed at the government facilities located in Denver, Colorado and Herndon, Virginia. CLIN 1 Discovery activities may involve support activities at the government offices and travel to client sites to support client demonstrations.

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Specific performance and travel requirements will be indicated in the resulting task orders.

The Government will NOT reimburse the contractor for employee travel to/from the IBC FMD Government site or to/from IBC FMD Client sites to which the contractor is assigned that do not live in the Washington DC metropolitan area or Denver, Colorado metropolitan area in support of this contract. The contractor is expected to have a local resource pools in both areas.

1) Example, employee lives in California, and the DOI IBC Client site is in Washington, DC – the travel by the employee in California will not be reimbursed.

2) Example, employee lives in California, and the DOI IBC Government work site is in Washington, DC or Denver, Colorado – the travel by the employee in California will not be reimbursed.

There have been occasions where the client Agency is located outside the Washington DC area and the vendor will be required to travel. Travel will be indicated and negotiated at the task order level in accordance with Federal Travel regulations for this type of travel.

9.3   Emergency or Special Event Services

Occasionally, the contractor may be required to perform or provide services outside the normal hours of duty. These occasions will be infrequent and will require that services be performed after normal working hours in the evening and/or weekends. The COR and the contractor will mutually agree upon all deviations to the schedule as it applies at the task order level.

9.4   Telework

9.4.1   Telework Based on COR & Contracting Officer Approval

Contractor employees assigned to task orders issued under this IDIQ should plan to be physically present during their duty day. In some instances, Contractors may be authorized to telework depending on their duties and the needs of the Government. When telework is authorized, the contractor shall adhere to its internal company telework policy and utilize Government furnished equipment when teleworking. Telework requests must be submitted and approved in advance by the COR. Some labor categories may be able to telework extensively but not all labor categories will be eligible for telework as some duties can only be performed at the duty location. The decision to authorize telework will be based on the needs of the Government as they relate to the duties of the labor categories. Contractor telework hours will be paid at the standard Government site labor rate.

9.4.2   Automatic Telework Contingent on Office of Personnel Management (OPM) Status

The goal of telework contingent on OPM status (http://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/current-status/) is to ensure that contractor personnel are able to remain productive AND that they are not exposed to travel hazards created by weather or other threats. Contractors that are designated as telework capable may telework on any day that the OPM status website indicates a Government delay or closure for their duty location. Contractor personnel may telework on days when the Government is closed and no Federal Officials are available for collaboration if they are able to make suitable independent progress on their workloads.

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Government Holidays are NOT included in this approval. Contractors generally shall not work on Government Holidays, unless the Government holiday is not observed by the contractor. Contractors that are NOT telework capable must adhere to OPM status instructions. When there is a delay, they must arrive to the Government site in accordance with delay instructions. Where there is a closure, they may not report for work at the Government site.

Teleworking contractors must adhere to the following telework procedures:

1) There is a maximum of 8 hours that may be teleworked per day.

2) Telework hours may not fall outside of a window from **6:30 AM to 6:30 PM** (local time).

3) <u>If teleworking, personnel must have their desk phones forwarded to a phone at the telework site.</u>

9.5   Permits and Licenses

In performance of work under this requirement, and all task orders issued under the IDIQ, the contractor must, without additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any Federal, State, and municipal laws, codes, and regulations applicable to the performance of the work.

9.6   Other Direct Costs (ODCs)

No ODC's are anticipated on this requirement for the IDIQ or Task orders.

9.7   Section 508 Requirements

Any/all electronic and information technology (EIT) procured or developed through this effort must meet the applicable accessibility standards at 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at http://www.section508.gov.

The Standards apply to the following:
1) Software Applications and Operating Systems
2) Web-based Information or Applications
3) Telecommunication Products
4) Video and Multimedia Products
5) Self-Contained, Closed Products (e.g., Information Kiosks, Calculators, and Fax Machines)
6) Desktop and Portable Computers

10   SECURITY REQUIREMENTS

The following security requirement are in accordance with OCIO directive, 'Information Technology Security Requirements for Acquisition", dated August 18, 220014 and apply to this requirement.

➢ **NIST Special Pubs Website:**
https://csrc.nist.gov/Publications/Search?requestSeriesList=1&requestStatusList=1,3&requestDisplayOption=brief&requestSortOrder=5&itemsPerPage=All

➢ **NIST FIPS website:**
https://csrc.nist.gov/publications/search?requestserieslist=3,&requeststatuslist=1,3,&requestdisplayop

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tion=brief&itemsperpage=100&requestsortorder=5

10.1 Background Investigation - Contractor Personnel Security and Suitability Requirement

a) Performance of this contract requires contractor personnel to have a Federal Government-issued personal identification card before being allowed unsupervised access to a DOI facility and/or information systems. The Contracting Officer's Representative (COR) will be the sponsoring official and will make the arrangements for personal identity verification and card issuance.

b) At the kick off meeting, the contractor will identify all contractor and subcontractor personnel who will require physical and/or logical access for performance of work under this IDIQ. The contractor must make their personnel available at the place and time specified by the COR in order to initiate screening and background investigations. The following forms will be used to initiate the credentialing process and must be presented to the COR no later than 5 business days after task order award:

1) OPM Standard Form 85 or 85P

2) OF 306

3) Fingerprint card (local procedures may require that the fingerprinting be done at a police station; in this case, any charges are to be borne by the contractor.)

4) Release to Obtain Credit Information

5) Personal Identity Verification (PIV) card application (web-based)

c) Contractor employees are required to give and authorize others to give full, frank, and truthful answers to relevant and material questions needed to reach a suitability determination. Refusal or failure to furnish or authorize provision of information may constitute ground for denial or revocation of credentials. Government personnel may contact the contractor personnel being screened or investigated in person, by telephone, or in writing, and the contractor agrees to make them available for such contact.

d) Alternatively, if an individual has already been credentialed by another agency through OPM and that credential has not yet expired, further investigation may not be necessary. The contractor shall provide the COR with documentation that supports the individual's status.

e) During performance of the contract, the contractor will keep the COR apprised of changes in personnel to ensure that performance is not delayed by compliance with credentialing processes.

f) Cards that have been lost, damaged, or stolen must be reported to the COR and Issuing Office within 1 business day. Replacement will be at the contractor's expense. If re-issuance of expired credentials is needed, it will be coordinated through the COR.

g) At the end of contract performance or when a contractor employee is no longer working under this contract, the contractor will ensure that all identification cards are returned to the COR.

h) Before starting work under this contract, a National Agency Check (NAC) will be conducted to verify the identity of the individual applying for clearance. Upon successful completion of the NAC process, an identification card will be issued and access granted.

i) Simultaneously, a NAC with Inquiries (NACI) will be initiated to determine the individual's suitability for the position. If the NACI adjudication is favorable, nothing more needs to be done. If the adjudication is unfavorable, the credentials will be revoked. In the event of a disagreement between the contractor and the

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Government concerning the suitability of an individual to perform work under this contract, the Government shall have the right of final determination.

j) These requirements must be incorporated into any subcontracts that require subcontractor personnel to have routine and regular unsupervised access to a federally controlled facility for more than 180 calendar days or unsupervised access to a federally controlled Level 3 or 4 information systems.

> ➢ **Task order Deliverable:** Personal Identity Verification Forms – consisting of

1) OPM Standard Form 85 or 85P

2) OF 306

3) Fingerprint card (local procedures may require that the fingerprinting be done at a police station; in this case, any charges are to be borne by the contractor.)

4) Release to Obtain Credit Information

5) PIV card application (web-based)

10.2 Non-Disclosure Agreement (NDA) / Organizational Conflict of Interest (OCI) Agreement

Contractor employees who will have access to DOI information or will develop custom applications must sign an NDA/OCI prior to gaining access to any information or the DOI system. Copies of the signed NDA/OCI will be maintained in the contract file.

All information regarding the work products developed and made available to the contractor under the contract and resulting task orders must be regarded as sensitive information by the contractor and not be disclosed or used in any other way than on the performance of this contract to anyone outside the contractor's organization or outside the DOI without the written permission of the Government. This includes, conference calls, in person meetings, and other various means of communications. Further, IBC FMD clients are not DOI personnel, therefore, the contractor shall not divulge or discuss any contractual matters, or future contractual matters with anyone outside of DOI without written permission. The contractor shall immediately notify the CO of any contact by a non-DOI employee that requests a meeting to discuss this contract or resulting task orders under this contract.

All contractor personnel shall sign a non-disclosure agreement and organizational conflict of interest (OCI) certification. The contractor shall take all reasonable precautions not to divulge information about the requirement and/or use this information for the contractor's gain and shall not divulge any information to any other organization (outside the IBC) without written permission from the Government. Non-Disclosure Agreements and Organizational Conflict of Interest (OCI) Certifications will be issued at the IDIQ level and will be effective for all resulting task orders issued under the IDIQ.

> ➢ **Task order Deliverable:**

Signed / Dated Non-Disclosure Statement (Attachment 2 at section 52.212-4) and Organizational Conflict of Interest (OCI) Certification (Attachment 3 at section 52.212-4)

10.3 DOI Mandatory Training

Contractor employees must take DOI's end-user computer security awareness training prior to being granted access to DOI data or being issued a user account. Training must be renewed annually. The DOI training

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requirements are found on the following DOI website: https://www.doi.gov/doilearn/mandatory_training.

> **Task Order Deliverables**:

1) Federal Information System Security Awareness, Rules of Behavior for Network Access

2) Privacy Awareness Training

3) Records Management Training

4) Insider Threat Awareness Training – (required for individuals with security clearance)

5) Telework Training for Employees – (required if telework is authorized)

10.4 Personnel Changes

The contractor must notify the COR immediately when an employee working on a DOI system is reassigned or leaves the contractor's employ, and prior to an unfriendly termination.

10.5 Contractor Location

Custom software development and outsource operations must be located in the United States to the maximum extent practical. If such services are proposed to be performed abroad, the contractor must provide an acceptable security plan specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth.

10.6 Applicable Standards

FMD follows an IBC-specific systems development life cycle (SDLC). Contractors will be required to follow NIST SP 800-64 and the IBC FMD SDLC. Currently the IBC FMD SDLC is in draft. The contractor shall comply to the most current IBC FMD SDLC available during the period of the contract, entitled; DRAFT SDLC entitled: IBCM-FM-6600-017 FPSD Change Control Policy and Procedure for the Oracle Federal Financials (OFF) System.

> Appendix 9 - DRAFT IBCM-FM-6600-017 FPSD Change Control Policy and Procedure for the Oracle Federal Financials (OFF) System

10.7 Property Rights

DOI will own the intellectual property rights to any software and data developed on its behalf to the maximum extent practical. FAR 52.227-14, Rights in Data-General and its alternates applies as indicated in the 52.212-4 Terms and Conditions and Addendum of this contract.

10.8 Independent verification and validation (IV&V)

Software updates must be independently verified and validated prior to being moved into production. IBC FMD is responsible for performing, or contracting with a third party to perform, the independent verification and validation.

10.9 Certification and Accreditation (C&A)

C&A is managed by the DOI OCIO office, and is the responsibility of the Government.
The contractor must follow the following National Institute of Standards and Technology (NIST) **Special**

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Publications (SP):

1. NIST SP - 800-37,

2. NIST SP - 800-18,

3. NIST SP - 800-30,

4. NIST SP - 800-60,

5. NIST SP - 800-53,

6. NIST SP - 800-53A,

7. Federal Information Processing Standard (FIPS) 199 and

8. Federal Information Processing Standard (FIPS) 200,

9. DOI guides/templates, (to be provided upon award as required)

10. DOI Security Test & Evaluation (ST & E) Guide, and the

11. DOI Privacy Impact Assessment. This document can be found at https://www.doi.gov/sites/doi.gov/files/uploads/DOI-PIA-Guide-09-30-2014.pdf.

10.10 Security Test & Evaluation

The government reserves the right to conduct the (ST& E), using either Government personnel or an independent contractor.

Appendix 10 - IBC Security Assessment Report (To be provided upon award given sensitivity of information)

The contractor will take appropriate action - high, medium, low criticality, with assigned time frame - to correct or mitigate any weaknesses discovered during such testing and documented in the Security Assessment Report (SAR), at no additional cost to the Government. Weaknesses must be resolved based on the determined criticality and prioritization by the government. Below are the criticalities and required resolution times:

- High or Critical: 10 Days
- Medium: 30 Days
- Low: 60 Days

The Designated Approving Authority for the system will be the official identified in DOI Secretarial Order No. 3255.

10.11 Incident Reporting

Contractor employees must report to the COR immediately from the time of the occurrence, any computer security incidents (viruses, intrusion attempts, system compromises, offensive e-mail, etc.) which may affect Government data or systems. The contractor must report computer security incidents affecting DOI data or systems in accordance with the Department of Interior Computer Incident Response Guide. The DOI Computer Incident Response Guide website link will be provided after award.

Appendix 11 - Computer Incident Response Guide

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10.12 Quality Control - Malicious Code

All software and hardware shall be free of malicious code. All software products purchased from or developed for the IBC by a vendor or contractor must be certified by the provider to be free of malicious code. The provider will be held liable for any damage or loss of business as a direct result of malware or malicious code embedded within software licensed to or developed for the IBC under the authority of the IDIQ contract and resulting task orders.

10.13 Security Controls

Contractors will be required to ensure compliance with the security control requirements of the current version of NIST SP 800-53 (even if it is in draft) or Federal Information Processing Standard (FIPS) 200 that are appropriate to the sensitivity and criticality of the data or system. FIPS 199 and the DOI Asset Valuation Guide was used to determine sensitivity and criticality. Based on this guidance, Oracle Federal Financials is a NIST Moderate.

> Appendix 12 - DOI Asset Valuation Guide

10.14 Contingency Plan

The contractor must assist with annual testing of the existing IBC OFF Contingency Plan and provide test results to the COR. This contractor may need to be available on the weekend or after-normal business hours to perform the contingency testing. The contractor will also be required to support the execution of the Contingency Plan if the need ever arises.

> Appendix 13 - IBC OFF Contingency Plan (To be provided upon award given sensitivity of information)

10.15 Security Configuration

The configured system as applicable to client configuration and custom coding must be in accordance with appropriate IT security policies and requirements, including use of common security configurations available from the NIST's website at http://checklists.nist.gov."

10.16 Security Policies and Procedures

a) All contractor personnel shall be subject to DOI and IBC security policies and procedures for access to facilities and parking.

b) All contractor personnel requiring access to the Internet from IBC facilities shall comply with the IBC security process, policies, and procedures.

c) All contractor personnel shall comply with all IBC and DOI IT security policies, procedures, and requirements. If required, contract personnel will make contractor owned equipment (hardware, software, etc.) used on this PWS and resulting task orders, available for Government inspection.

f) IT security requirements for unclassified information technology resources are applicable to all or any part of the contract that includes information technology resources or services in which the contractor must have physical or electronic access to DOI's sensitive information contained in unclassified systems that directly support the mission of the Agency. This includes information technology, hardware, software, and the management, operation, maintenance, programming, and system administration of computer systems,

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networks, and telecommunications systems.

g) Contractor employees may be subject to additional security evaluation and requirements when working on an implementation/integration at the customer site.

10.17 Security Clearance Level Requirements

At this time, IBC FMD does not have clients that require a secret or higher clearance level. However, should the IBC accept a client that requires a secret or above clearance, the contractor must have available key personnel that can attain the required clearance.

10.18 Security of Government Property

The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of normal duty hours and/or after normal duty hours, all government facilities, equipment and materials must be secured.

In performance of work under this award, the contractor must, without additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any federal, state, and municipal laws, codes, and regulations applicable to the performance of the work.

11   CONTRACTOR PERSONNEL

11.1   Contractor Personnel & Management of Contractor Personnel

The contractor shall be responsible for managing and overseeing the activities of all contractor personnel, as well as subcontractors used in performance of this effort. The contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the statement of work.

Contractor personnel shall be professional in demeanor, responsiveness, appearance and deportment. The contractor personnel may be required to interface with senior Government and Industry officials in a supporting role to the IBC FMD personnel. Contractor personnel shall have excellent written and oral communications skills sufficient to provide clear and concise communication and documentation.

An integral part of successful performance under this contract is not only the production of quality work products, but also the responsiveness of contractor personnel to the day-to-day performance and administration of assigned workload. While an end product or deliverable is vital to successful performance, day-to-day activities also include client interaction and responsiveness. Accordingly, the contractor shall be proactive in accomplishing assigned tasks and be responsive to all entities with business dealings related to the assigned tasks.   For any work that was determined by the Government to be late, incomplete, or unsatisfactory, the contractor shall take necessary action to ensure that future performance conforms to contract requirements.

Prior to placement, replacement, or addition of any new employee providing services under this contract, the Contractor shall submit to the COR the employee's security application and current resume and identify the proposed labor category. Resumes submitted for employees assigned to perform under any task order shall contain documented experience directly applicable to the functions to be performed. Further, these prior work experiences shall be specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

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The COR will notify the Contractor with comments on the proposed employee in terms of skills necessary to complete the tasks compared to those in the SOW for the proposed labor category. When the personal identity verification process results in a favorable determination of a new employee's security application, the COR will notify the Contractor. Contractor personnel shall not begin any work on the contract until they have received a favorable determination of the employee's security application.

The contractor shall provide a Program or Project Manager (PM). The PM shall be the primary technical and managerial interface between the contractor, the contracting officer (CO), and the contracting officers representative (COR). The PM will have full authority to act for the contractor on all contract matters relating to daily operations.

11.2   Project Management Professional (PMP)

The Program Manager, Task Order Leads and all other assigned leads and alternates shall be required to possess and maintain certification as Project Management Professional (PMP) in accordance with ANSI Standard ANSI/PMI 99-001-2000.

11.3   Project Manager

The contractor shall provide a Project Manager to facilitate Government-contractor communications. The Project Manager shall be the primary technical and managerial interface between the contractor, Contracting Officer (CO), and the CO's Technical Representative (COR). The name of this person and an alternate or alternates who shall act for the contractor when the Manager is absent, shall be designated in writing to the CO. The Project Manager or alternate will have full authority to act for the contractor on all contract matters relating to daily operations. The Project Manager or alternate must be available during normal duty hours, as specified herein and to meet with Government personnel **within 2 work days** to discuss problems.

The contractor's Project Manager shall meet with the CO/COR as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/contractor procedures. At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the contractor, signed by the contractor's designated representative, and furnished to the Government within **two (2) workdays** of the subject meeting.

The Project Manager and alternate or alternates must be able to read, write, speak, and understand English.

11.4   Contractor Right of First Refusal

The Contractor and its Subcontractors shall in good faith offer those employees, employed under the predecessor contract, whose employment may be terminated as a result of the award of this contract, a right of first refusal of employment under this contract in positions for which the employees are qualified. The contractor and its subcontractors shall determine the number of employees necessary for efficient performance of this contract and may elect to employ fewer employees than the predecessor contractor employed in connection with performance of the work.

11.5   Contractor Training Requirements

Contractor personnel are expected to possess the described and required knowledge, skills, and expertise to fulfill the requirements of this contract. Training of Contractor staff to maintain current knowledge, skills and expertise is the responsibility of the Contractor and at their expense.

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11.6   Contractor Knowledge Transfer

In the event a Contractor employee leaves the contract, the Contractor shall ensure knowledge transfer to the new Contractor employee to ensure proficiency to successfully perform the required duties.

11.7   Removal of Contractor Personnel

The Government may withdraw a previously issued approval or assignment of Contractor personnel to this contract and request that the individual be removed from the contract based upon the individual not meeting Government expectations or requirements for personal, professional, or performance standards. Requests for removal will be initiated by the COR, reviewed for validity/approved by the contracting officer and negotiated with the PM unless removal is due to a security violation that requires immediate removal from the Government facility.

12   CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

12.1   Clearances for Contractor Personnel

Before starting work under this contract, a Personal Identity Verification (PIV) will be conducted to verify the identity of the individual applying for access to government facilities and information systems in support of the contract. Upon successful completion of the PIV process, an identification card will be issued and access granted. If the PIV adjudication is favorable, no further action is required. If the adjudication is unfavorable, the credentials with be revoked. In the event of a disagreement between the Contractor and the Government concerning the suitability of an individual to perform work under this contract, the Government will have the right of final determination.

Performance of this contract requires contractor personnel to have a Federal Government-issued personal identification card, HSPD-12 badge before being allowed unsupervised access to a DOI facility and/or information system(s). The Contracting Officer's Representative (COR) will work with the HR/Security Officer to initiate the process to arrange for personal identity verification and card issuance.

The Contractor shall identify all Contractor and Subcontractor personnel who will require access for performance of work under this contract within 5 days of issuance of the contract. The Contractor must make their personnel available at the place and time specified by the COR in order to initiate screening and background investigations. These personnel must complete an electronic application through the OPM's Electronic Questionnaires for Investigation Processing (eQIP) system.

Contractor employees are required to give, and to authorize others to give, full, frank, and truthful answers to relevant and material questions needed to reach a suitability determination. Refusal or failure to furnish or authorize provision of information may constitute grounds for denial or revocation of credentials. Designated DOI personnel may contact the contractor personnel being screened or investigated in person, by telephone or in writing, and the contractor agrees to make them available for such contact.

Hours spent by any individual, Contractor employee or otherwise, to complete the forms and any other paperwork required by the Government to process background clearances, or for the purpose of obtaining required fingerprints, are not billable to the Government. Time spent by any individual to participate in interviews conducted by OPM, or its designees, for the purpose of completing background investigations is not billable to the Government. The Government considers these costs to be overhead and estimates that

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between three and ten hours may be required on the part of an individual to complete background clearance processing.

During performance of this contract, the Contractor shall keep the COR and HR/Security Officer apprised of any changes in personnel to ensure that performance is not delayed by compliance with the credentialing process. PIV cards that have been lost, damaged, or stolen shall be reported to the COR and Issuing Office within 24 hours. Replacement shall be at the Contractor's expense. If re-issuance of expired credentials is needed, it will be coordinated through the sponsoring official.

The Contractor shall ensure that all PIV cards are returned to the COR or HR/Security Officer at the time of expiration of the contract or employment. Failure on the part of the contractor may result in the contractor's liability for all costs associated with correcting the resultant breech in building security.

12.2 Access to Government Property or Facilities

The contractor will be allowed limited access to the Government's facilities, as specified below:

a) The contractor will be allowed access to the Government's facilities during normal duty. The contractor will also be allowed to access the Government's facilities after normal duty hours when a federal employee is present and written approval is obtained from the COR.

b) In order to maintain a healthy and safe working environment for all employees and to assist in preventing a pandemic, for contractor employees working at a government facility, the Government reserves the right to refuse a contractor employee access to the government facility if the individual is displaying symptoms of a contagious illness, such as the flu. If such a situation arises, the COR shall communicate the Government's decision regarding the employee to the Project Manager.

12.3 Identification of Contractor Employees

Contractor personnel shall be easily recognized as contractor employees by wearing a PIV card at all times while on government premises. Refusal or repeated neglect to display the PIV card may result in an unsuitability determination.

When contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties, they must identify themselves as such to avoid creating the impression that they are government employees.

13 GOVERNMENT FURNISHED PROPERTY AND INFORMATION

13.1 Government-Furnished Property / Information

Government-furnished property (material, equipment, and/or information) is to be provided under this effort. At the request of the Government, or at completion of this effort, the contractor shall immediately return any Government-provided property, material, equipment, or information provided by the Government for the contractor to use to complete this effort.

Upon commencement of this effort, unless otherwise indicated, the Government will provide the following property to the contractor:

a) Access to DOI equipment, internet or systems shall only be provided contingent upon individuals completing the full background investigation process and completing all DOI IT security training

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requirements.

b) When at IBC facilities, the contractor may be provided with phone service and computer connections for contractor staff to access email from his/her company. However, internet access is on an 'if available" basis and is not guaranteed.

c) The Government shall furnish the computer hardware, software, and supporting GFE materials and facilities, as required, in support of the tasks requested in this contract.

d) The contractor shall be furnished current task working papers, project descriptions, program briefing material and other pertinent information, and other documentation or material required to carry out the tasks described hereunder.

13.2 Government Furnished Equipment Inventory

An inventory of government-furnished equipment must be completed no later than five calendar days after start of this effort and not later than five calendar days before completion of this effort. The contractor and the COR or other government representative must jointly determine the working order and condition of all equipment and document their findings on the inventory.

13.3 Government Furnished Equipment Replacement

The contractor must submit requests for replacement of government-furnished equipment to the COR for processing. Such requests must specify the reason for the replacement request.

14   CONTRACT ADMINISTRATION

14.1 IDIQ Contract and Task Order Administration

The Contracting Officer (CO) of record for this contract(s) and all resulting task orders is identified in the table below. The CO may authorize an alternate contracting officer as necessary, in writing. Modifications to the IDIQ contract(s) or task orders issued from the IDIQs, will be made by the CO or alternate, and shall be placed unilaterally or bilaterally by the contracting officer.

Warranted Contracting Officers employed by other Federal Agencies are not authorized and will not be delegated to issue task orders under this contract.

This IDIQ contracts and resulting task orders are in support of the the IBC's , Financial Management Line of Business (FMLoB), a certified, Federal Shared Service provider of Oracle Federal Financials The addition or change of the assigned contracting officer or alternate contracting officer or changes to the assigned COR and alternate COR will be executed by a formal contract modification. Correspondence concerning this contract must be provided to the Contracting officer and alternate contracting officer at the address and/or email identified below.

14.1.1 IDIQ Terms and Conditions

All Terms and Conditions under this IDIQ will be applicable to all resulting task orders. All terms and conditions included in this IDIQ shall flow down to the prime contractors' subcontractor(s). The terms and conditions included in this IDIQ shall apply to all Task Orders made pursuant to the IDIQ.

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14.1.2 Procedures for Issuance of Task Orders

1. All work performed under the ID/IQs will be specifically identified by the issuance of an RFQ which may or may not result in a task order. The RFQ will include a Government SOO/PWS encompassing similar activities as identified by the CLIN structure described in this contract. The RFQ will also include specific performance requirements as it relates to the requirement identified in the RFQ. The RFQ will identify the CLIN number which corresponds to this IDIQ. The contractor will be requested to provide a price and technical solution in response to the government request for quote.

2. Fair Opportunity to all IDIQ holders will be given based on the assigned CLIN and whether the CLIN limits fair opportunity to the partial small business set-aside IDIQ holders or the full and open IDIQ holders. The successful responder who receives a Discovery task order in support of a potential IBC client, through fair opportunity among the IDIQ holders, will also receive the corresponding implementation / integration task order to which the discovery effort was executed.

3. The response time to receive a quote from the IDIQ holders may be less than twelve (**12) work days.**

4. The CO, using the appropriate form, may issue a firm-fixed price, labor hour, or combined task order specifying the work to be performed, including required deliverables, period of performance, total amount (either fixed or estimated) and funding provided at the issuance of the task order.

5. All task orders are subject to the terms and conditions of the IDIQ contract. In the event of a conflict between any task order and this IDIQ contract, the IDIQ contract shall govern.

14.2 Pricing

Prices paid for services rendered under each task order will be based on the fixed price labor rates and labor categories established at the IDIQ level.

14.3 Contracting Officer

All contract questions and concerns will be directed to the Government Contracting Officer. The Government Contracting Officer is the only individual with the authority to financially obligate the government and to make changes to original terms and conditions of this contract.

The contractor is responsible for notifying the contracting officer of any potential issues or concerns – technical, scope or financial, concerning this contract. If in the opinion of the contractor, any instruction or direction issued by the COR is outside of his/her specific authority, the contractor shall not proceed but shall notify the CO in writing within **5 working days** after receipt of any instruction or direction.

14.4 Correspondence

To promote timely and effective administration, correspondence shall be subject to the following procedures:

a) Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the COR with an information copy to the CO.

b) All other correspondence (that which proposes or otherwise involves waivers, deviations or modifications

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to the requirements, terms or conditions of this PWS and task order level PWS), including invoices shall be addressed to the CO with an information copy to the COR.

Contracting Officer	Alternate Contracting Officer
TBD at Award	TBD at Award

Contracting Officers Representatives	
Primary	**Alternate**
TBD at Award	TBD at Award

CONTRACTOR POINTS OF CONTACT – CONTRACTOR	
Primary	**Alternate**
TBD at Award	TBD at Award

14.5   Period of Performance

The period of performance of the anticipated ID/IQ is **7 years** from the date of award or until the aggregate total of all task orders issued equals the maximum dollar threshold of the IDIQ whichever shall come first. The contractor shall complete the work associated with each task order in accordance with the completion time specified on the task order. Task orders will be issued in accordance with the terms and conditions established at the IDIQ level.

14.6   Minimum and Maximum Thresholds

14.6.1   Partial Small Business Set-Aside shared Ceiling:

CLIN 1 /Sub-CLIN 1a - Discovery for Small Implementations / Integrations

CLIN 2 /Sub-CLIN 2a - Support for Small OFF Implementation / Integration Execution

CLIN 3 - Support for Applications Operations Maintenance, and Upgrade Support

CLIN 4 – Travel - Issued in accordance with Task Order Requirement

Total orders placed against the resulting contracts, will not exceed a **$135,000,000.00** shared ceiling over seven (7) years. The established partial small business set-aside shared ceiling will be maintained within its designated track. Should the partial small business set-aside shared ceiling be met during the performance of the contract(s), the ceiling will not be added to the established full and open shared ceiling.

The total guaranteed minimum for this contract is **$10,000.00 per IDIQ holder.**

14.6.2   Full and Open shared Ceiling:

CLIN 1 /Sub-CLIN 1b - Discovery Support Discovery for Medium Implementations / Integrations

CLIN 1 /Sub-CLIN 1c - Discovery Support Discovery for Large Implementations / Integrations

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CLIN 2 /Sub-CLIN 2b - Support for <u>Medium</u> OFF Implementation / Integration Execution

CLIN 2 /Sub-CLIN 2c - Support for <u>Large</u> OFF Implementation / Integration Execution

Total orders placed against the resulting contracts, will not exceed a **$120,000,000.00** shared ceiling over seven (7) years. The established full and open shared ceiling will be maintained within its designated track. Should the full and open shared ceiling be met during the performance of the contract(s), the ceiling will not be added to the established partial small business set-aside ceiling.

The total guaranteed minimum for this contract is **$10,000.00 per IDIQ holder.**

14.7 Type of Contract

Task orders will be issued as **Firm Fixed Price (FFP), Labor Hour (LH)** or a **mix of FFP and LH** or combination, based on the identified CLIN. If Travel is required, it will be issued as a reimbursable / not-to-exceed, time and material **(T&M)** line item.

14.8 Productive Direct Labor Hours – Applies to Labor Hour Task Hours

The contractor shall only charge the Government for "Productive Direct Labor Hours" on labor hour contract line items as may be issued under resulting task orders executed under the IDIQ contract. Productive direct labor hours are defined as those hours expended by contractor personnel in performing work under this effort. This does not include sick leave, vacation, government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc.) Presidential funerals or any other unexpected government closures.

14.9 Government Holidays

The following government holidays are normally observed by government personnel:

1) New Year's Day,

2) Martin Luther King, Jr.'s Birthday,

3) Presidential Inauguration Day (metropolitan DC area only),

4) President's Day (Washington's Birthday per 5 U.S.C. 6103(a)),

5) Memorial Day,

6) Independence Day,

7) Labor Day,

8) Columbus Day,

9) Veterans Day,

10) Thanksgiving Day,

11) Christmas Day, and

12) Any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms,

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tornadoes, etc.) Presidential funerals or any other unexpected government closures.

A full list of Federal Holidays by specific year and date is available at: https://www.opm.gov. It is not anticipated that contractor employees will be required to work on holidays. If an exception arises, and work is required on a Federal Holiday, it will be mutually agreed to in advance by both parties.

In some instances, contractors will work a Federal Holiday in accordance with the contractors corporate operating policy (COR approval not required), however, the Government facility may be closed, and the contractor shall make alternate work space arrangements as applicable.

14.10 Payment for Unauthorized Work

No payments will be made for any unauthorized supplies or services or for any unauthorized changes to the work specified in this document. This includes any services performed by the contractor of their own volition or at the request of an individual other than a duly appointed contracting officer. Only a duly appointed contracting officer is authorized to change the specifications, terms, and conditions under this effort.

In no event shall any change to the specifications, terms, and conditions under this effort or understanding or agreement between the Contractor and any Government employee other than the contracting Officer be effective or binding upon the government. All such actions must be formalized by a proper contractual document executed by an appointed Contracting Officer. The contractor is hereby put on notice that in the event a Government employee other than the Contracting Officer directs a change in the work to be performed or increases the scope of the work to be performed, it is the Contractor's responsibility to make inquiry of the Contracting Officer before making the deviation. Payments will not be made without being authorized by an appointed Contracting Officer with the legal authority to bind the Government.

15   ACRONYMS

item #	Acronym	Detail
		Acronyms Table
1.	ANSI	American National Standards Institute
2.	ANSI/PMI	American National Standards Institute / Project Management Institute
3.	AOSD	Accounting Operations Services Division (IBC)
4.	AP	Accounts Payable
5.	API	Application Programming Interface
6.	APP	Application
7.	APP DBA	Application Data Base Administrator
8.	AQD	Acquisition Services Directorate (IBC)
9.	AR	Accounts Receivable
10.	BCRS	Business Continuity and Recovery Services
11.	BI	Business Intelligence
12.	BP	Business Process
13.	CARS	Central Accounting Reporting System (Treasury)
14.	CBT	Computer Based Training
15.	CCB	Change Control Board
16.	CFO	Chief Financial Officer

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item #	Acronym	Detail
		Acronyms Table
17.	CFR	Code of Federal Regulations
18.	CIR	Collections Information Repository
19.	CLIN	Contract Line Item Number
20.	CLM	Contract Life Cycle Management (Oracle)
21.	CMMI	Capability Maturity Model Integration
22.	CMMI-DEV	Capability Maturity Model Integration for Development
23.	CO	Contracting Officer
24.	COAST	Consolidated Overseas Accountability Support Toolbox (U.S. State Department)
25.	COR	Contracting Officer Representative
26.	COTS	Commercial off the shelf
27.	CRP	Conference Room Pilot
28.	CSC	Customer Support Center (DOI)
29.	DATA Act	Digital Accountability and Transparency Act
30.	DB	Database
31.	DBA	Data Base Administrator
32.	DNP	Do Not Pay
33.	DOI	U.S. Department of the Interior
34.	DT&E	Developmental Test & Evaluation
35.	EBS	E-Business Suite (Oracle)
36.	EIT	Electronic and Information Technology
37.	EPLS	Excluded Parties List System
38.	eQIP	Electronic Questionnaires For Investigations Processing System (OPM)
39.	EST	Eastern Standard Time
40.	FA	Fixed Assets
41.	FAR	Federal Acquisition Regulation
42.	FFMIA	Federal Financial Management Improvement Act
43.	FFP	Firm Fixed Price
44.	FFSSP	Federal Financial Shared Service Provider
45.	FISMA	Federal Information Security Management Act
46.	FISSA	Federal Information Security Systems Awareness Privacy Act
47.	FM	Financial Management
48.	FMD	Financial Management Directorate (DOI / IBC)
49.	FMLoB	Financial Management Line of Business (DOI / IBC)
50.	FPDS-NG	Federal Procurement Data System - Next Generation
51.	FPPS	Federal Personnel/Payroll System (IBC)
52.	FSSP	Federal Shared Service Provider
53.	FTR	Federal Travel Regulation
54.	FV	Federal Administration

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	Acronyms Table	
item #	**Acronym**	**Detail**
55.	FY	Fiscal Year
56.	GFE	Government Furnished Equipment
57.	GL	General Ledger
58.	GMRA	Government Management Reform Act
59.	GPRA	Government Performance and Results Act
60.	GPS	Global Positioning System
61.	GRC	Governance, Risk Management, and Compliance (Oracle)
62.	GTAS	Government-wide Treasury Account Symbol Adjusted Trial Balance System
63.	HR	Human Resources
64.	HSPD	Homeland Security Presidential Directive
65.	HVAC	Heating, Ventilation, and Air Conditioning
66.	IBC	Interior Business Center (DOI)
67.	IBCM-ACQ	Interior Business Center Memorandum - Acquisition
68.	IDIQ	Indefinite Delivery Indefinite Quantity
69.	ILT	Instructor-Led Training
70.	IPAC	Intra-Government Payment and Collection
71.	IPP	Invoice Processing Platform
72.	IT	Information Technology
73.	ITS	International Treasury Services
74.	IV&V	Independent verification and validation
75.	LH	Labor Hour
76.	NAC	National Agency Check
77.	NACI	National Agency Check with Inquiries
78.	NFC	National Finance Center (U.S. Department of Agriculture)
79.	NIST	National Institute of Standards and Technology
80.	NTDO	Non-Treasury Disbursing Office
81.	NTE	Not-to-Exceed
82.	O&M	Operations and Maintenance
83.	OBIA	Oracle Business Intelligence Application
84.	OBIEE	Oracle Business Intelligence Enterprise Edition
85.	OCIO	Office of the Chief Information Officer
86.	ODC	Other direct Cost
87.	ODI	Oracle Data Integrator
88.	OF	Optional Form
89.	OFF	Oracle Federal Financial
90.	OLAP	Online Analytical Processing
91.	OLTP	Online Transaction Processing
92.	OMB	Office of Management and Budget
93.	OPM	U.S. Office of Personnel Management

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item #	Acronym	Detail
		Acronyms Table
94.	ORCA	Online Representations and Certifications
95.	OS	Operating System
96.	PAM	Payment Application Modernization
97.	PIR	Payment Information Repository
98.	PIV	Personal Identity Verification
99.	PM	Program or Project Manager
100.	PMA	President's Management Agenda
101.	PMP	Project Management Professional
102.	PO	Purchase Order
103.	PWS	Performance Work Statement
104.	QASP	Quality Assurance Surveillance Plan
105.	RACI	Responsible, Accountable, Consulted and Informed (Matrix)
106.	RFQ	Request for Quote
107.	RICE-W	Reports, Interfaces, Conversions, Enhancements / Extensions - Workflow
108.	RPD	OBIEE Repository
109.	RTM	Requirements Traceability Matrix
110.	SAM	System for Award Management
111.	SCA	Service Contract Act
112.	SF	Standard Form
113.	SLA	Service Level Agreement
114.	SLA	Subledger Accounting (Oracle)
115.	SME	Subject Matter Expert
116.	SOA	Service-Oriented Architecture
117.	SOD	Separation of Duties
118.	SOO	Statement of Objectives
119.	SOW	Statement of Work
120.	SPS	Secure Payment System
121.	SQL	Structured Query Language
122.	SSO	Single Sign-On
123.	SSP	Shared Service Provider
124.	SYS	System
125.	TAS/BETC	Treasury Account Symbol/Business Event Type Code
126.	TFM	Treasury Financial Manual
127.	TIB	Thrift Investment Board
128.	TO	Task Order
129.	TOP	Treasury Offset Program
130.	TTT	Train-The-Trainer
131.	UAT	User Acceptable Testing
132.	UPK	User Productivity Kit (Oracle)

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Acronyms Table		
item #	Acronym	Detail
133.	WBS	Work Breakdown Structure
134.	WDOL	Wage Determinations Online
135.	XSL	eXtensible Stylesheet Language

16 ATTACHMENT LISTING

16.1 Attachment 1: Travel Pre-Authorization Request Form Template

16.2 Attachment 2: Travel Reconciliation Template

17 APPENDIX LISTING

17.1 Appendix 1: IBC Communications Management Plan

17.2 Appendix 2: IBC Configuration Management Plan

17.3 Appendix 3: IBC Governance Model

17.4 Appendix 4: IBC Requirements Management Plan

17.5 Appendix 5: IBC Risk Management Plan

17.6 Appendix 6: IBC Development Test & Evaluation (ST&E) Plan

17.7 Appendix 7: IBC Training Management Plan

17.8 Appendix 8 - IBC Project Management Plan (PMP)

17.9 Appendix 9: IBCM-FM-6600-017 FPSD Change Control Policy and Procedure for the Oracle Federal Financials (OFF) System)

17.10 Appendix 10: IBC Security Assessment Report (SAR) To be provided upon award given sensitivity of information

17.11 Appendix 11: DOI Computer Incident Guide

17.12 Appendix 12: DOI Asset Valuation Guide

17.13 Appendix 13: IBC OFF Contingency Plan To be provided upon award given sensitivity of information

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IDIQ PWS Attachment 1: Travel Pre-Authorization Request Form Template

Travel Authorization Request Form

Approved travel will be reimbursed in accordance with Chapters 300-304 Federal Travel and FAR 31.20-46.

Completion of this form is mandatory for all travel under this program. Failure to provide the required information may result in delay of a response or disapproval of the request.

All travel costs and per diem costs must conform to Federal Travel Regulations (FTR) in effect at the time of travel authorization, including but not limited to daily per diem and lodging rates in effect for the area at the time of the travel. Expenses not in conformity with the FTR will not be reimbursed and should not be submitted. Receipts and other written evidence to support submitted travel expenses will be retained by the contractor for the duration of the contract plus one year, and made available to the CO or COR on request.

Travel not supported by receipts or other evidence will not be reimbursed and should not be submitted. The contractor will state on all invoices that include claims for travel reimbursement that these claims are fully supported by proper documentation, that the documentation is available for audit, and that the claims conform to the FTR and FAR 31.205-46.

TAB to each grey field (   ) and type in the information pertinent to the trip. Send as an e-mail attachment to the Contracting Officer's Representative for approval prior to making any travel arrangements. No travel shall occur without prior written approval from the COR.

Travel Pre-Authorization Request Form		
Master Contract #:		
Task Order Number:		
Title of Task Order:		
Company Name:		
Reason for Travel (what will be accomplished and what will be supported):		
Location Traveler is traveling From:		
Location Traveler is traveling to:		
Total Days Required for travel:		
Indicate # of Travel Days:		
Indicate # of Working Days:		
Indicate Number of overnight stays required:		

1. Traveler Information			
Traveler Name (Last, First, MI)		**Office Phone**	
Position / Title		**E-mail**	

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Travel Pre-Authorization Request Form					
2. Trip Information					
Travel Departure (BEGIN) Date (mm/dd/yy)		**Travel Return (END) Date (mm/dd/yy)**			
Trip Leg	Location (City, State)	Arrival Date (mm/dd/yy)	Arrival Time	Departure Date (mm/dd/yy)	Departure Time
1					
2					
3					
4					
5					

3. Expense Breakdown				
Estimated Expenses/Cost Breakdown	**Airfare:**	$	$	**Additional:** $
	Lodging:	$	$	
	Rental Car*:	$	$	
	Ground Transportation to / from airport	$	$	
	Per Diem:	$	$	
	Total	$	$	
	*Anything other than compact requires justification in Remarks/Additions/Justifications			

4. Remarks/Additions/Justifications
Explanation for other anticipated expenses (e.g. taxis, parking, telephone and other allowable miscellaneous expenses):

5. Traveler Certification

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Travel Pre-Authorization Request Form

I certify that the information given above is accurate. I agree to the terms and conditions set forth in this document as well as the policies governing official travel under the FTR.

Traveler Signature _____ **Date**_____

6. Authorizing Official's Signature

I, _____ recommend this Travel. ☐Yes ☐No
(PRINT full name of Government official requesting travel)

_____   _____
[COR Print Name Here]
Contracting Officers Representative (COR)   **Date**
Authorizing Signature

Comments:

All travel costs and per diem costs must conform to Federal Travel Regulations (FTR) in effect at the time of travel authorization, including but not limited to daily per diem and lodging rates in effect for the area at the time of the travel. Expenses not in conformity with the FTR will not be reimbursed and should not be submitted. Receipts and other written evidence to support submitted travel expenses will be retained by the contractor for the duration of the contract plus one year, and made available to the CO or COR on request.

Travel not supported by receipts or other evidence will not be reimbursed and should not be submitted. The contractor will state on all invoices that include claims for travel reimbursement that these claims are fully supported by proper documentation, that the documentation is available for audit, and that the claims conform to the FTR and FAR 31.205-46.

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IDIQ PWS Attachment 2: Travel Reconciliation Template

Master Contract #:
Task order #:

Task order Title:

Company Name:

Name of Traveler   **Place of Travel**

Begin Travel Date   **End Travel Date**

Travel Charge Category	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Total $
Airfare							
Luggage Fee							
Hotel Room Only							
Hotel Room Tax 1							
Hotel Tax 2							
Hotel Tax 3							
Hotel Total							
PerDiem							
Rental Car							
Gas for Rental Car							
Parking							
Mileage to Airport							
Mileage from Airport							
Taxi							
Subway							
Total							

Travel is in accordance with Federal Travel Regulations
* First and Last Day of travel is 75% of Meals and Incidental Expenses (M&IE)
Receipts must be provided

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