

ATTACHMENT 1 - DEIS II STATEMENT OF WORK (SOW)

Executive Summary

1. The DEIS II contracts will provide integration services for the entire Department of Defense (DoD) in support of the Department's migration to an integrated and interoperable Defense Information Infrastructure (DII). The DEIS II solicitation is a subsequent expansion to DISA's DEIS contracts, awarded in November 1993.

2. There are significant technical and managerial differences between DEIS and DEIS II.

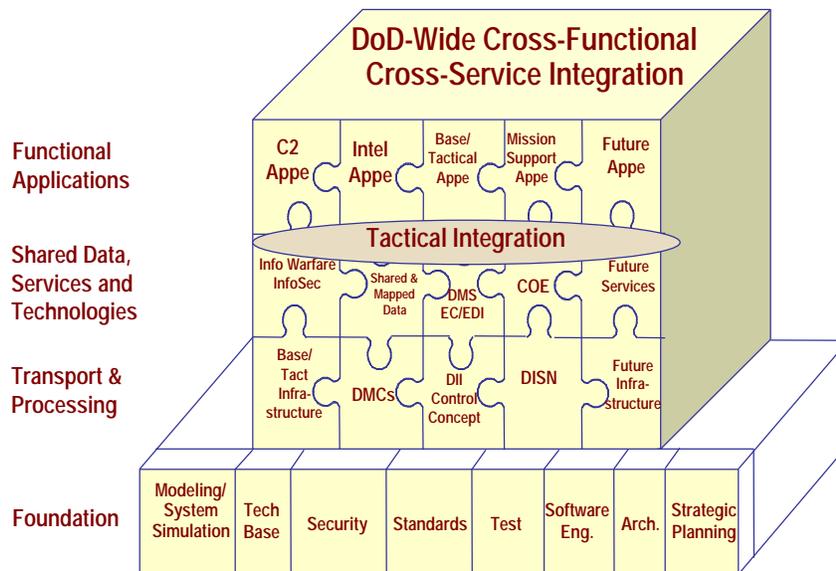
a. Technically, the DEIS II contracts will provide the same services as in the DEIS contracts plus services for the development, deployment, and the operations and maintenance of common/standard/migration applications; services that are outside the scope of the DEIS contracts. DEIS II scope is described throughout Section J, Attachment 1 and the enclosures thereto.

b. DEIS II is structured, and will be managed, in accordance with the rules for Task Order Contracts contained in the Federal Acquisition Streamlining Act of 1994 (FASA). In particular, task order awards will be based on the FASA-specified "fair opportunity to be considered." The DEIS II ordering procedures are defined in Section G.4.

3. In addition, DEIS II incorporates the findings and recommendations of the 4 December 1995 DoD Inspector General audit report on the DEIS contracts. Specifically:

a. DISA has taken action to strengthen contracting pre-award procedures.

b. DISA has issued FASA guidelines detailing the Agency's processes for delivery/task order awards, strengthening controls, and implementing FAR requirements.



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Figure 1 - Target Defense Information Infrastructure

c. DEIS II Task Order Guidelines will be published at the time of contract award for use by DISA officials, customers using the contracts, and the contract awardees. The Guidelines will clearly define the types of work allowable under the contract, enact shared responsibility among customers, integration managers, contracting officers and contracting officers' representatives for ensuring tasks are within contract scope and customer statements of work contain only in-scope tasks, and announce the annual cutoff date for submission of packages citing current year funds.

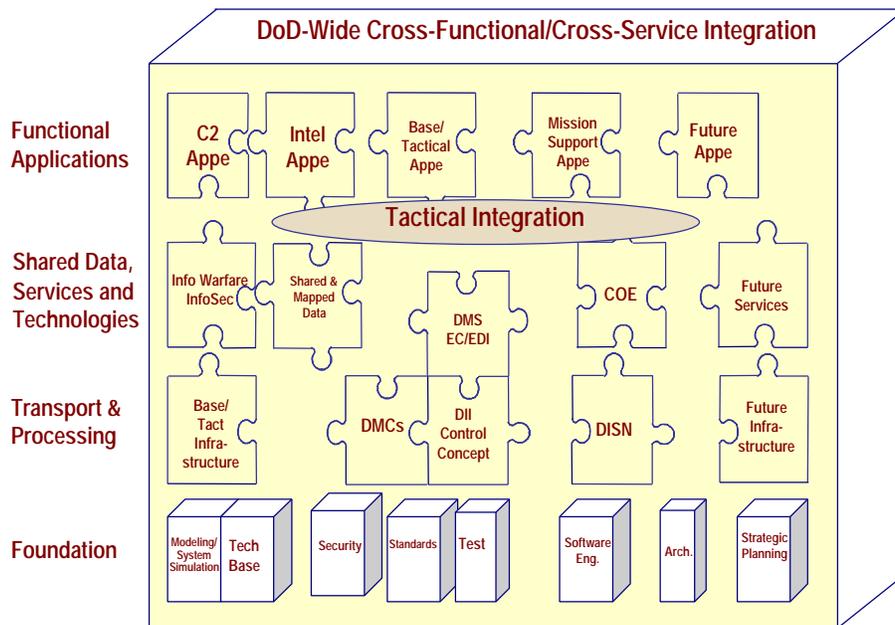
4. DISA will undertake internal reviews and enforcement actions to ensure the contracts are managed in accordance with applicable laws, regulations, and guidelines.

The DII will provide an integrated, global information environment for the Warfighter.

1.0 Introduction.

1.1 Objective. The objective of this SOW is to outline the contractor’s technical support requirements for a multiple award, indefinite delivery/indefinite quantity (ID/IQ) task order type contract to assist the DoD in its DoD-wide integration efforts. The contract will also be available for use by non-DoD Federal agencies. This effort is entitled “DEIS II.”

1.2 Background. The Defense Information Systems Agency (DISA) is actively facilitating the migration of information systems and common, standard data into an integrated and interoperable DII (Figure 1), in support of the National Military Strategy and the Command, Control, Communications, Computer and Intelligence for the Warrior (C⁴I²WTW) concept (Enclosure 1 contains information on Integration in DoD and Enclosure 2 further defines the DII).



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Figure 2 - Current DoD Environment

The DoD is moving from the unintegrated collection of “stovepipe” systems and architectures to a more integrated environment. There are many costly redundancies and duplications of functionality within the current legacy environment (including applications, data, and other infrastructure elements), and experiences such as Desert Storm have proven that they are inadequate to meet the evolving mission needs of the Warfighter. Figure 2 exemplifies this

concern by showing how the many pieces that make up the DoD information management environment are not fully interlocked as an interoperable, integrated structure.

The common global vision of C⁴I/TW is to create a single view of joint C⁴I. This view is of a widely distributed user-driven infrastructure to which the warrior "plugs in" as shown in Figure 3. The vision of an integrated global environment that will meet the C⁴I/TW concept necessitates a distinct set of information system capabilities required in the DII. These include:

- Seamless worldwide coverage and connectivity
- Secure and assured service tailored to the threat
- Operational flexibility to resize and reconfigure
- Same "look and feel" when training and deployed/afloat
- Real-time network control
- Interoperability with joint and combined task forces
- Access to tailored intelligence and support information systems
- Split Base/Reach Back into integrated data assets (intelligence, logistics, etc.)
- "Bandwidth on Demand" - bandwidth where and when it is needed
- More affordable and fewer mission support staff among deployed forces
- Information flows tailored to Warfighter needs: collection, storage and distribution.



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Figure 3 - The Warrior "Plug In"

Enclosure 3 contains information on the Global Combat Support System (GCSS), which will support these required capabilities.

1.3 DISA Integration Support. DISA is helping to meet the requirements of C⁴I/TW by supporting DoD in:

- Identifying and maintaining the legacy baseline of requirements, processes, applications and automated systems;

- Collecting/validating/integrating requirements;
- Performing functional and technical benchmarks of legacy information systems to help functional owners select common/standard/migration applications/systems;
- Managing data standardization;
- Performing cross-functional analysis for data sharing through corporate/shared data structures;
- Developing standards/processes/methodologies for integration;
- Performing cross-functional analysis for applications interfaces, interoperability and integration; developing migration/integration strategies and plans; providing functional and technical integration solutions; developing common shared infrastructure services; prototyping functional applications and required infrastructure support to validate requirements and solutions; and
- Managing migration/integration through the use of program metrics tools and capabilities.

As DoD's lead integrator, DISA supports the various decision making bodies in the Office of the Secretary of Defense (OSD), the Joint Staff, the CINCs, the Services and the Agencies by identifying, recommending, and implementing, when directed, priorities for DoD-wide integration. The decision-making bodies, composed of senior leaders of the Department, are charged with resourcing and enabling high payoff cross-functional initiatives. DISA provides day-to-day management to ensure that the Joint Staff's, the CINC's, the Services', the Agencies' and the Principal Staff Assistants' (PSAs') functional requirements are being structured and executed in an integrated fashion. Figure 4 shows the DII, its components, and their relationships with each other and with major elements outside of the DII. This graphic illustrates the requirements for cross-functional, cross-service, shared, DoD-wide application of the DII architecture and solutions.

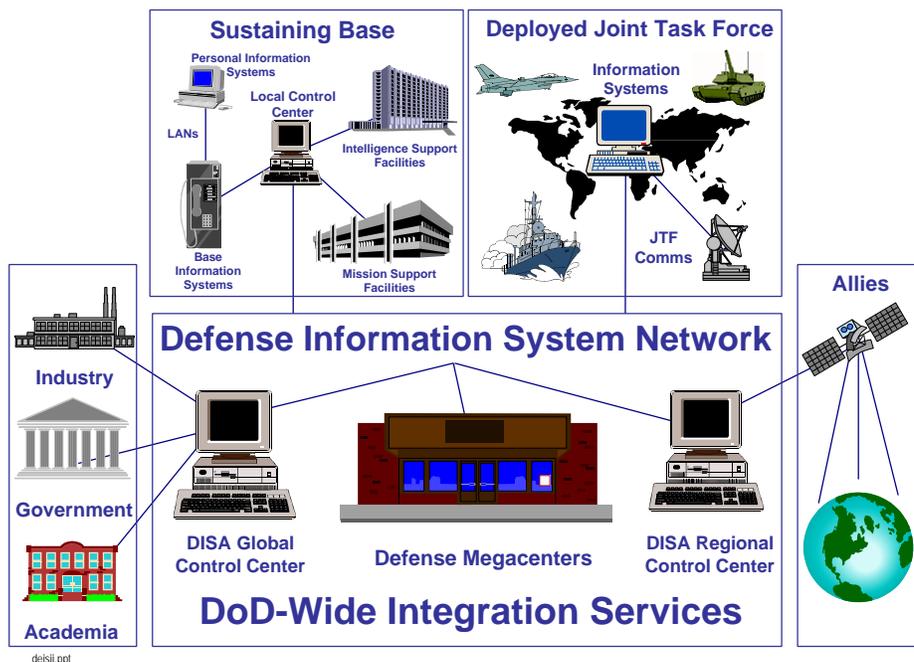


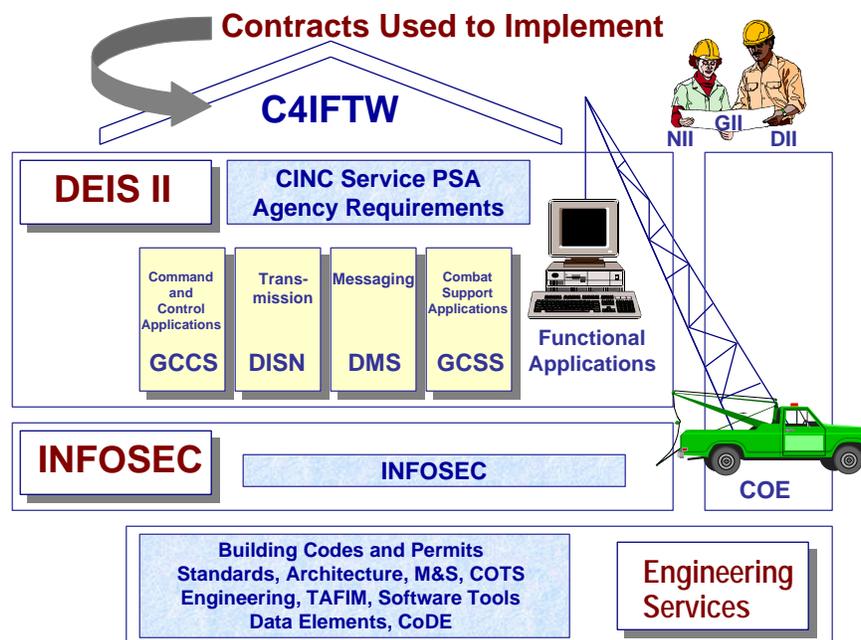
Figure 4 - The Integrated DII Architecture

DISA is responsible for directing the implementation of the DoD-wide cross-functional integration strategy of the Department. In executing this mission, DISA supports integration of all functional requirements across DoD to include Command and Control, Intelligence, and Mission Support domains. DISA also supports the identification and implementation of cross-functional and cross-Service solutions to help ensure accomplishment of a DoD-wide integration strategy throughout all levels of the DoD and those that extend outside to other government agencies, industry and

our allies. DISA is responsible for developing and managing common infrastructure services such as the Defense Information Systems Network (DISN), the Defense Message System (DMS), Information Systems Security (INFOSEC), Electronic Commerce/Electronic Data Interchange (EC/EDI) and the Defense Megacenters. These services are vital for the integration of information systems necessary to satisfy the requirements of the C4IFTW goals and objectives. Enclosure 4 lists the major functional/technical/operational areas, activities, and organizations of DoD.

1.4 Integration Services Contracts. The Defense Enterprise Integration Services (DEIS) contracts, awarded by DISA in November 1993, were an important step assisting DoD in moving from the existing stovepiped legacy information system environment towards meeting the challenge of an accelerated implementation of migration systems, data standards, and process improvements, as directed by Deputy Secretary of Defense memorandum of 13 October 1993. However, the DEIS contracts do not allow for the full development, deployment, or operations and maintenance of DoD systems encompassed in the various integration and migration strategies. DEIS II incorporates support for these requirements.

DEIS II must support DISA in its Department-wide integration responsibilities, as well as DISA's partners across the DoD in their responsibilities. As shown in Figure 5, DEIS II will provide services to DoD which support the building of the integrated infrastructure necessary to meet the requirements of the Warfighter embodied in the C4IFTW concept. The DEIS II services will be complemented by the DISA INFOSEC technical services contract and other engineering services contracts provided by DISA. Functional applications will be developed, deployed, and sustained in a DoD-approved DII Common Operating Environment (COE) using shared data, where feasible, and utilizing common communications, messaging, security and processing solutions. As the Department develops integration strategies and guidance, other DoD activities and agencies will implement these strategies and guidance, using DoD-approved standards and elements, to facilitate the move from legacy systems to common or migration systems that best meet requirements in a given functional area while also meeting cross-functional operational needs.



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Figure 5 - DISA Support for C4IFTW

DEIS II will provide services at all levels of integration to all DoD and component organizations. In some initiatives which will be supported by this contract, horizontal integration will involve non-DoD government agencies, U.S. allies,

the manufacturing sector, and other elements of the private sector. In these situations the contractor may be called upon to work with any organization which has business with the DoD. The contract will also be available to other Federal agencies for integration support services.

DoD-wide integration must occur both from an infrastructure and an operational perspective. From the infrastructure perspective, it includes integration of DoD approved standard technology (hardware, software, communications, security) and data. From an operational perspective, it includes integration of programs, people and organizations (internal and external), processes, planning and direction, and financial resources. The objectives are to manage information as a strategic resource; bridge functional/technical boundaries; forge closer ties with other Federal agencies, industry, allies, and coalition partners; and increase interoperability, flexibility and agility.

These concepts are further outlined in the following Enclosures: Enclosure 1, "Integration in the Department of Defense;" Enclosure 2, "Defense Information Infrastructure;" Enclosure 3, "GCSS Implementation Plan;" and Enclosure 4, "DoD Functional Areas and Functional Activities."

2.0 Scope.

The scope of this effort shall span the breadth of integration activities within and beyond the boundaries of the DoD. The contractor may be called upon to provide integration services for activities throughout all operating levels within the Department in support of all DoD's functional requirements to include Command and Control, Intelligence, and Mission Support areas and to all elements of the DII (these are described in more detail in Enclosures 3 and 4). DoD-wide integration services include functional requirements definition, identification, validation, migration system selection extending through the entire Automated Information System (AIS) life cycle as shown in Figure 6, from baselining, through benchmarking and business process reengineering and the prototyping, development, deployment and the operations and maintenance of standard/common/migration systems.

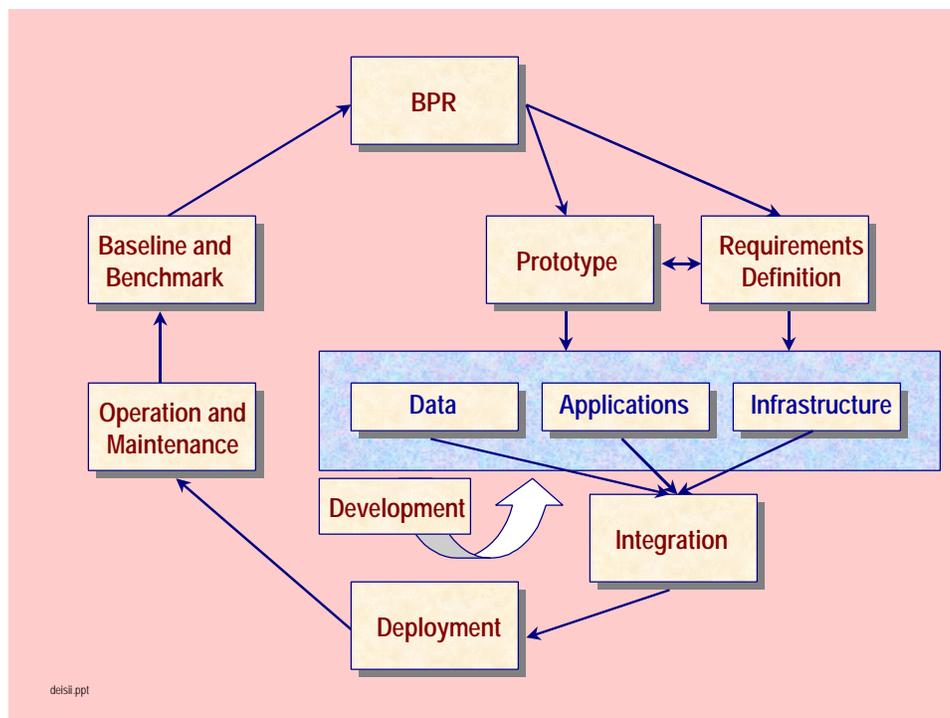


Figure 6 - AIS Life Cycle

Other Federal agencies may utilize this contract to satisfy their requirements for integration support services. The total other agency requirements satisfied under the contract shall not exceed 20 percent of the contract as determined at the time of contract award.

3.0 Personnel Considerations.

The qualifications of any personnel provided by the contractor for these services shall meet the minimum qualifications as stated in Enclosure 5, Personnel Qualifications to the SOW.

4.0 Tasks/Technical Requirements.

The contractor shall furnish the necessary personnel, materials, facilities, travel and other services required to provide DoD-wide integration support, systems engineering and related administrative services to DoD world-wide. Technical support services shall be provided by the contractor in each of the following 10 task areas:

1. Contract and Task Order Management
2. Integration Program Development and Management
3. Benchmarking and Baseline Support
4. Business Process Reengineering (BPR)/Functional Process Improvement (FPI)
5. Integration Requirements Validation and Prototyping
6. Logical Data Modeling and Shared Databases
7. Standard/Common/Migration Application Development
8. Integration Strategies
9. Standard/Common/Migration Application Deployment
10. Standard/Common/Migration Application Operations and Maintenance Management

All services provided through this contract will be in accordance with approved DoD architectures, standards, and guidelines and will use and be integrated with approved DoD technical solutions and infrastructure elements.

The contractor's technical services shall be available on an as needed basis (i.e., through the issuance of task orders) to respond to DoD-wide integration requirements. The contractor shall be prepared to perform the required effort for the below listed task areas both within and outside of the continental United States during the entire term of this contract. All services to be provided under this contract will be provided, as required, and will be set forth in individual task orders. A single task order may relate to a single task area or may involve functions from multiple task areas. Task orders will be issued to activate the tasks and provide the specific details of the technical requirements, any applicable Government Furnished Equipment and/or Government Furnished Information (see H.14) and deliverable schedule.

4.1 Task Area 1 - Contract and Task Order Management. This task area provides the contractor's contract and task order management functions. Individual task responsibilities include, but are not limited to, the functions defined below.

4.1.1 Contract Management. This task area entails the preparation and maintenance of the contract management plan to describe the technical approach, organizational resources, and management controls the contractor shall employ to meet the cost, performance and schedule requirements throughout the contract life. It also includes the delivery of monthly contract status reports to monitor the execution of the contract plan and the performance of periodic in-progress performance reviews at the program level. It includes productivity and management methods such as quality assurance, configuration management, and work breakdown structuring at the contract level. Provide centralized administrative, clerical, documentation and related functions in support of contract of work.

4.1.2 Task Order Management. This task area entails the preparation of management plans at the initiation of each task order. These plans shall describe the technical approach, organizational resources and management controls that the contractor shall employ to meet the cost, performance and schedule requirements throughout the task order period of performance. This task area also includes the delivery of a monthly status report to monitor the execution of the task order management plan. Task order management also entails the daily activities required for successful task order completion such as quality assurance monitoring, configuration management and security management.

4.2 Task Area 2 - Integration Program Development and Management. The requirements of this task area involve management and technical support for the research, analysis, recommendation, and documentation of integration issues and approaches. The issues and approaches considered under this requirement evolve from a variety of sources such as external audits, technical reports, Federal standards, operational policies and doctrines, technical guidelines, and benchmarking and best practices. The following describes representative activities for this task area.

4.2.1 Integration Management Support. This entails support to the government's integration program. This includes management reviews to identify integration issues and problems such as requirements definition, architecture and policy compliance and engineering guideline compliance.

4.2.2 Cross-Functional Integration Support. This entails identifying cross-functional applications and technical issues from selected symbiotic functional areas and documenting the opportunities for resolving the issues. This includes recommending opportunities for resolving issues in requirements, data, applications, and infrastructure elements. Also included are planning, analyzing and reporting programmatic impacts on the issues such as costs, return on investment, schedule dependencies, and recommending functional and technical solutions.

4.2.3 Analysis and Review. Examine functional, management, and technical requirements and/or issues to provide effective solutions for integration efforts. These studies may include, but are not limited to, the following considerations:

- Requirements Analysis
- Compliance with Legal and Regulatory Guidance
- Interoperability
- Architectures
- Common Infrastructure Services
- Open Systems Environment
- Security
- Standards
- Data and Data Sharing
- Functional and Technical Integration
- Benchmarking/Baselining

4.2.4 Documentation. Develop documentation for items such as studies, analyses, assessments, system implementations and architectures, engineering designs and information brochures. This documentation may involve items originated by the contractor as well as Government provided topics. The data items will be identified by task order. See H.18(e) for limitations on printing.

4.2.5 Information Dissemination. Participate in or support information dissemination activities relating to the technical requirements and functional areas supported by the DEIS II contract(s). These efforts may involve activities such as professional development seminars, demonstrations, trade shows, conferences and briefings relating to DoD-wide integration issues or programs.

4.3 Task Area 3 - Benchmarking and Baseline Support. This task area includes program, functional, technical and data benchmarking efforts and the development of related benchmarking tools and methods for integration. These efforts must take into consideration current and emerging technologies, the DoD information infrastructure, and ongoing and future information system support. This task area also provides for the baselining of existing legacy systems, the first step in the selection of migration systems supporting functional activities. The contractor may be tasked to develop a baseline inventory to show the "as-is" process and underlying information systems and technology.

4.3.1 Program Benchmark. This area involves the examination and evaluation of functional and technical programs for integration implications. It includes the review of factors such as operational scope, functional and process relationships, business practices, resource requirements and cost impact.

4.3.2 Functional Benchmark. This activity includes the review and analysis of defined work processes and the information needs of users within and across the functional area being examined. It includes functional and cross-functional requirements definition, functional descriptions, functional architectures and requirements validation.

4.3.3 Technical Benchmark. This entails the examination of current and emerging technologies for their effectiveness and/or potential to support customer needs. The technologies/systems/services to be examined may include legacy, migration, DII, non-DoD Government and/or commercial, both domestic and international.

4.3.4 Data Benchmark. This activity includes review and analysis of data, databases and cross-functional data sharing relating to the effectiveness of the information support provided to functional elements of DoD.

4.3.5 Benchmark Tools and Methods. This entails development of new or modification of existing tools and methods to enable a disciplined process of benchmarking. Examples include templates, checklists, models and guidelines.

4.3.6 Baseline Definition. This entails the identification of the baseline of support for the functional area or activity either being supported or for which support is contemplated. These efforts may range from business systems analysis of functions to the inventory of support tools and their use. This also includes support to configuration management of the DII from the DoD perspective. The contractor may be called upon to perform the initial steps of establishing or reviewing the operations, process, data, and information baseline for the functional activity. Since integration is an iterative process between various elements of the organization and its processes or operations, the contractor may be called upon to conduct the recurring steps to define, evaluate, and implement the incremental improvements needed to achieve simplified and streamlined operation of the functional activity. The contractor may also be called upon to perform tasks in two (2) areas to establish the functional, technical, data, and/or programmatic baselines.

a. Evaluating Existing Operations or Processes and Data. This involves documenting and analyzing the differences in the way common functional operations or processes are executed or interfaced, benchmarking these processes against the best public and private sector achievements, identifying the existing "as is" processes and data, documenting known problems in existing processes and data that must be corrected to provide a functionally adequate DoD standard, and recommending data processes, interfaces and data baselines that together meet the process and associated information needs of the functional activity.

b. Establishing Operations/Process and Data Baselines. This entails recommending the proposed operations/processes, data baselines and interfaces based upon peacetime operations and anticipated wartime or mobilization operations.

4.4 Task Area 4 - Business Process Reengineering (BPR)/Functional Process Improvement (FPI). This task area involves the use of BPR and FPI as approaches for improving organization performance and covers the range

of BPR/FPI activities including services needed to implement new or revised business or functional processes arising from BPR or FPI undertakings.

4.4.1 Business Process Reengineering. BPR includes the examination of organization goals, objectives, structures/hierarchies, culture, systems, and roles for the purpose of executing a ground-up redesign for achieving long term, full-scale integration required for the DII.

4.4.2 Functional Process Improvement. FPI includes the review of current processes, data, and systems and the identification of non-value added activities as well as ways to streamline and integrate value-added activities (as described in DoD 8020.1-M) in order to achieve short term integration of legacy systems. This task area includes the development of Functional Economic Analyses (FEAs) to document potential savings and the development of performance measures. The FEA documents the proposed migration strategy, presents a business case for the migration plan, and identifies and evaluates anticipated risks. It is used to evaluate competing legacy systems against the baseline in order to choose the most technically superior and cost effective migration system.

4.5 Task Area 5 - Integration Requirements Validation and Prototyping. Design, develop, install, test and validate, operate and maintain prototype applications and databases to determine optimal cross-functional solutions for integration concepts and problems integral to the DII integration process. The contractor may also be called upon to develop schedules and implementation plans with definable deliverables, to include parallel operations where required, identification of technical approach and a description of anticipated prototype results.

4.6 Task Area 6 - Logical Data Modeling and Shared Databases. This task area includes development of information flow models across functional domains; functional data models; standardization and implementation of common data elements; prototyping, development, and implementation of shared databases in standard/common/migration system or systems; and development of data migration strategies to identify the plans and processes for the transition of legacy data to shared data through the utilization of data standards. As DoD implements the DoD Enterprise Data Model and moves toward the target DII, an open systems environment (OSE) will evolve. In this OSE, target systems/applications will have standardized data elements with data architectures, compliant with the Common Data Environment (CoDE), that facilitate data sharing, data reuse, single point entry, and distributed, integrated databases that are centrally-managed apart from their associated applications. Where and when elements of the DII CoDE exist, they will be used as GFI in tasks issued under this contract. The following describes typical functions associated with this task area:

4.6.1 Interim and Target Functional and Data Architecture Development. This involves identifying interim and target functional and data architectures including:

- Identification of applicable open systems standards (data standards) to be implemented.
- Identification of standard modeling and software engineering tools to be used in functional and data model development.
- Evaluation of process models within a functional area to facilitate data model development and data integration.
- Identification of logical, functional and physical data models required for architecture development.
- Identification of data elements targeted for standardization.

4.6.2 Data Management Strategy Development. This involves identification of methodologies for centralized management of distributed database environments, identification of functional processes to identify single data entry points, and identification of opportunities for data reuse by other standard/common/migration systems and applications.

4.6.3 Cross-Functional Integration Strategy Development. This involves the evaluation of other functional areas and their associated standard/common/migration systems to identify opportunities for cross-functional data integration and data sharing.

4.6.4 Implementation Planning. This involves the development of transition plans for the implementation of data migration strategies developed under this task area.

4.7 Task Area 7 - Standard/Common/Migration Application Development. This task area includes all aspects of the design, development, documentation and testing of common/standard/migration applications and their infra-structures including but not limited to the items listed below. Standard/common/migration application development will generally occur through the modification of one or several legacy applications and/or will be built primarily by use of commercial off-the-shelf (COTS) or mainline commercial products (MLCP) and services. All development shall be in accordance with the Technical Architecture Framework for Information Management (TAFIM), the DII COE, the DII COE Integration and Runtime Specification (I&RTS), DoD initiatives such as GCCS and GCSS, and other approved DoD technical architectures, standards and guidelines such as the evolving CoDE.

4.7.1 Standard/Common/Migration Application Development. Provide services for standard/common/migration application development and enhancements and the preparation of detailed systems designs. Detailed systems design shall include, but not be limited to, detailed data and process models, program specifications, interface specifications/documentation, screen and report designs, prototypes, testing, program control specifications, structure charts, module definitions, compile or build units, data usage definitions, networking or teleprocessing considerations, and hardware and network architecture. Tasks may include:

- Define and use an integrated Computer Assisted Software Engineering (CASE) technology environment
- Establish detailed system architecture
- Design database and file structures
- Finalize input and output designs
- Define special design considerations
- Define program design specifications
- Finalize test, conversion and implementation plans

4.7.2 Technical Support. Provide technical support in areas that supplement the design stage activities. This may include, but not be limited to, information and design reports on specialized software (i.e., languages, database management software (DBMS), client server applications, etc.); analysis and evaluation of existing Government and COTS packages; review and evaluation of management, planning, security, audit and other products; attendance at design sessions and evaluation and modification of previously prepared design stage documents.

4.7.3 Documentation Preparation and Control. Provide services to ensure that all systems are properly documented in accordance with approved DoD standards and the provisions of MIL-STD-498, "Software Development and Documentation" as stated in the TAFIM. The contractor shall be responsible for ensuring that the inventory of system documentation and use is correct and up-to-date, including identification of missing, outdated, or invalid documentation. The contractor shall conduct/attend walkthroughs and/or meetings where contractor developed documentation is discussed. The contractor shall provide, at a minimum, responses to issues and questions, modifications to all or part of the documentation, responses to management concerns and any additional or supporting information where required.

4.8 Task Area 8 - Integration Strategies. Integration strategies are the structured processes to reduce the large number of legacy systems to a more manageable, cost effective, standard number of standard/common/migration applications as the DoD transitions to its target information architecture supporting interoperability and cross-functional data sharing. Integration strategies encompass those functional and operational activities required to de-

velop plans and methodologies for the successful migration of legacy information systems, databases and infrastructure to an integrated environment. Integration strategies attempt to examine all aspects of change to the organization resulting from functional process improvements and the selection of standard/ common/migration applications. The integration strategy considers all integration management components in order to recommend a standard/ common/migration system, provide cost and economic analyses supporting the migration strategy, identify and evaluate risks inherent with the proposed strategy and provide a tentative implementation plan. The following describes typical functions associated with this task area.

4.8.1 Define Objectives. This entails defining the objectives and establishing priorities for the Migration Strategy.

4.8.2 Interim and Target Architecture. This involves identifying the interim and target architectures, both functional and technical. Additionally, the contractor may be called upon to identify the standards for compliance to include a description of services for managing, formatting and exchanging data.

4.8.3 Integration and Migration Strategy Development. In this area, the contractor will analyze the current support requirements and capabilities in relation to existing functions, operations, technology and technical trends. Using the resultant information, the contractor may be called upon to develop strategies for the migration of support from its current base to an integrated functional and technical structure that meets guidelines. Integration strategy development encompasses considerations of:

- Number of applications/systems
- Number of installations
- Current technical architecture
- Connectivity
- Degree of integration
- Degree of compliance with existing DoD standards/guidelines
- Performance requirements
- Contract vehicles
- Functional requirements
- Current functional process improvements
- Current system development projects
- Consequences of lost functionality

4.9 Task Area 9 - Standard/Common/Migration Application Deployment. Provide support services for all aspects of deploying approved standard/common/migration applications/systems. All services provided in this task shall use and be integrated with approved DoD standard communications, security, data, and other defined technical solutions (i.e. GCCS, GCSS, DISN, DII Control Concept, Defense Message System (DMS), EC/EDI, CoDE, Multi-level Information Systems Security Initiative (MISSI)). Applications shall be integrated with existing infrastructure or built with new infrastructure in compliance with DoD approved standards (i.e., DII COE, TAFIM, DII COE I&RTS) and architectures. Tasks in this area include but are not limited to the planning, controlling, overseeing, and conducting the successful installation, developing and/or conducting initial training, conversion and acceptance testing of migration application(s). This task area includes site surveys, site planning, site installation, initial system file and table builds, data acquisition/conversion, and installation tests. Tasks may include the support services necessary to convert from one or more legacy systems to the migration application(s) to include steps such as parallel operations.

4.10 Task Area 10 - Standard/Common/Migration Application Operations and Maintenance Management. All services provided in this task must be in compliance with DoD-approved standards and technical solutions including the DII Control Concept.

4.10.1 Standard/Common/Migration Application Operations Support. Provide systems operation support services to include technical and administrative support for standard/common/migration applications or systems. Activities include application/system and network administration services, maintenance of documentation related to system and network operations, routine system problem identification and correction, and local area network (LAN) administration. Also included are application/system modification, testing, installation, and ongoing quality assurance activities. Normal COTS software and hardware maintenance will be acquired/provided through the hardware/software acquisition vehicle. All GFE supplied to the contractor will be provided with maintenance support.

4.10.2 Customer Support. Provide support services to operate a customer support function to include, but not limited to, a help-desk facility; dial-up access to provide information, tools, techniques and procedures to assist application users at all levels; automated support for management of the customer service function; problem reporting and resolution of customer problems; and support to new and existing customer information and support centers.

4.10.3 Training. Provide training support services for all levels of information system managers, operators, maintainers, and users to include development of alternative training scenarios, development of recommendations for appropriate training approaches to include, but not limited to, centralized, regional, on-site, train-the-trainer, train-the-end-user; preparation of training plans; development of training curricula and materials for information systems managers and users; preparation of materials and schedules; and administration and conduct of training sessions on Government and contractor sites.

4.10.4 Application Maintenance and Sustainment Support. Provide support services for the maintenance of standard/common/migration applications to include, but not be limited to, analysis of problem or change requests, preparation of resource estimates and schedules to effect necessary changes, design and code changes, conduct testing of all changes, complete and/or update all documentation affected by the required changes, and coordination of change implementation through appropriate approvals and user notifications. Provide support services to convert and test software to run on new hardware platforms. Maintain application software to run on upgraded system software or upgraded MLCP/COTS applications. Provide both forward and backward compatibility.

4.10.5 Configuration Control. Provide configuration control support to include, but not limited to, analyzing, tracking and reporting. Provide support services for the identification and documentation of the characteristics of a configuration item, to control changes to a configuration item and to record and report change processing and implementation status.