

STATEMENT OF OBJECTIVES

1. BACKGROUND

As part of the Integrated Acquisition Environment (IAE) E-Government initiative Business Partner Network (BPN) business area provides web-enabled services for identifying Federal and industry trading partners.

The Online Representations and Certifications Application (ORCA) is a BPN business area web-based service that centralizes the collection and distribution of vendor representations and certifications of business information required for contract award. It supports contractor evaluation and replaces most FAR level provisions found in Section K of a solicitation. ORCA requirements were presented and discussed by the BPN Working Group that consists of representatives from the DoD and Federal Government. Development of the system began in August 2002. The Pilot Program, which included representatives from Department of Interior's National Business Center, Navy Management Logistics Command, and U.S. Coast Guard, commenced in late October 2002. ORCA was in production after the pilot program concluded and the first users of the system were Architect-Engineering (A-E) firms. The Army Corp of Engineers put out a notice stating Firms interested in architect-engineer contracts with the Federal government can voluntarily enter general qualifications required by Standard Form 330, Part II through ORCA. The A-E firms started registering in June 2004.

FAC 01-26, containing the Federal mandate requiring the use of ORCA was published on December 20, 2004. The mandate is located in 52.204-8 of the Federal Acquisition Regulation (FAR). The implementation date of this mandate was January 1, 2005.

2. PURPOSE

The purpose of this acquisition is to provide the ORCA with engineering services and program management services to maintain and improve the application. The efforts include successful integration into DoD and Federal contracting writing systems, finance, and business systems; and creative use of the data to assist additional DoD and Federal missions and business process transformation. The offeror also ensures that requirements are properly allocated to the respective systems, the implementation plans are coordinated, and that the development effort results in appropriate integration among the systems and their supporting infrastructure.

3. SCOPE

The scope of this effort is to provide program management, development, maintenance, integration, testing, training, functional, security, and technical operation support of ORCA. The contractor shall perform activities that include system engineering, integration, software development, system architecture and engineering support, system and database maintenance, system test and evaluation, system and database documentation, and enhancement encapsulation. The contractor shall analyze, plan,

design, document, develop, integrate, test, implement, operate, validate, enhance, support, manage, and maintain a robust system, to include but not limited to all necessary labor, materials, supplies, hardware, and software that will provide comprehensive program management and technical capabilities of ORCA. In addition, the contractor shall support agency or program unique requirements. The offeror shall propose how to accomplish system transition without service interruption in the offeror's System Transition Plan. The offeror shall submit the proposed System Transition Plan with the offeror's Technical Proposal and Performance Work Statement (PWS). The offeror's response shall include proposals with and without hosting services for the ORCA, and different levels of COOP support (real-time, hot, warm, cold).

4. OBJECTIVES

4.1 Program Objectives.

- Provide a proper skill mix, experience, and required number of qualified personnel;
- Provide all necessary supplies, spares, tools, and test equipment, consumables, hardware, software, automatic data processing equipment, documentation, and other applicable properties required to meet the requirements of this SOO;
- Provide all necessary administrative and workspaces required to meet the requirements of this SOO;
- Provide internal controls, management oversight, and supply support.
- Provide program management support;
- Establish a program management process that provides accurate and timely schedule and performance information throughout the life of this task order;
- Establish a risk management system that mitigates program risk and provides special emphasis on software development and maintenance through integration of metrics and other tools to monitors program status;
- Maintain optimal Government visibility into program cost, schedule, performance, warranties, and data;
- Provide and maintain an Earned Value Management (EVM) report for measuring cost and scheduling performance for Development and Enhancement tasks;
- Support the government provided configuration management system.

4.2 Technical Objectives.

The Government requires a seamless transition between the current contractor and the offeror ensuring a complete database transfer and synchronization of data, and uninterrupted services of ORCA for create, update, and search activities. The ORCA system must remain operational with complete functionality and continuity of services during the transition.

The offeror shall maintain the existing government provided system, ORCA, in a manner that is at least equal to or better than the current ORCA functionality and shall provide:

-Interface with the Integrated Acquisition Environment (IAE), eAuthentication Architecture, and the IAE portal when operational (TBD); alternatively, the offeror shall provide a standalone integration service until the interface can be directly integrated into the IAE Portal. Either solution shall adhere to the IAE Standard Transactions and IAE XML Guidance. Offerors can provide alternatives to improve the methods by which ORCA will interface with the IAE Portal and other IAE systems.

- Adhere to the IAE Standard Transactions and IAE XML Guidance;
- Incorporate FAR, Executive Order and Common Rule updates and changes that affect ORCA within 30 days of publication date;
- Integrate with the Central Contractor Registration (CCR) via XML to validate and provide data to ORCA real time seamlessly;
- Provide data via XML Outbound to Contract Writing System real time seamlessly;
- Ensure all posted data to include file formats are compliant with Section 508 of Rehabilitation Act of 1973, as amended, and Usability Testing;
- Conform to security requirements in accordance with GSA IT Security Policy CIO HB 2100.1A, National Information Assurance C&A process (NIACAP) and OMB Circular A-130;
- Provide software, documentation and specifications to conduct Independent Validation & Verification (IV&V) efforts;
- Respond to defects and questions that arise out of IV&V testing;
- Provide and maintain sufficient hosting environment (hardware, networks, software license, testing...);
- Provide a server that will not interfere with the integrity of the production server to allow users testing of ORCA enhancements and user training;
- Operate and maintain the system;
- Provide system administration and maintenance;
- Make maximum use of commercial off-the-shelf (COTS) products;
- Perform work on the ORCA system with minimum impact to other and follow the overall IAE CM process;

- Evaluate change requests for potential cross-system impact in accordance with the IAE Configuration Management Plan;
- Apply identified technology updates;
- Provide user technical support to cover all needs;
- Provide Help Desk support and necessary training;
- Identify future operational needs and potential enhancements in term of scope, cost, schedule, and performance;
- Accomplish all requirements and submit all required documents and data to achieve Certification and Accreditation Authority to Operate (ATO);
- Add or update Reps and Certs to conform to new/updated statutory requirements;
- Provide the operation and support of the Continuity of Operations Plan (COOP) site or Disaster Recovery (DR) services in the event the current ORCA network is inoperable and will be for an undeterminable amount of time;
- Provide system security and data integrity to ensure that data is not destroyed, lost, compromised, or altered;
- Ensure appropriate documentation such as resource-loaded project schedule;
- Maintain and deliver all documents to the government owner;
- Provide project management support to the program office;
- Plan for and accomplish seamless system transition of the current ORCA system to ensure uninterrupted service of the ORCA for the representations and certifications of business information required for contract award;
- Plan for incorporating FAR, Executive Order and OMB Policy Letters requirements for updates and changes that affect CCR/FedReg within 30 days of publication date; and
- Plan for incorporating as-many-as four major releases annually for ORCA.

4. PERFORMANCE OBJECTIVES/GOALS/OUTCOMES (APPENDIX A)

Appendix A provides the Government measures and standards. In addition, the offeror shall also propose a Quality Assurance Plan (QAP) that addresses metrics associated with the following categories (at a minimum):

- Quality of product/service
- Technical Approach
- Schedule adherence/timeliness
- Customer satisfaction (IAE, OSD, ORCA PM, and ORCA customers)
- Business relations

5. INCENTIVES

The offeror shall propose an incentive plan including minimum and maximum percentage performance incentive fees and performance-measuring metrics. The incentive plan shall include the action taken for the work that exceeds the standards (positive incentives) and for the work that does not meet standards (negative incentives). The definitions of maximum positive and negative performance incentives, and the units of measurement shall be strongly defined. The incentive plan will be readdressed annually to ensure that the set incentives are actually encouraging good performance and discouraging unsatisfactory performance.

6. PLACE OF PERFORMANCE

This task shall be performed primarily at the contractor's site. Local travel will be required from the contractor's site to Business Transformation Agency (BTA)/DISA locations and IAE offices in Crystal City and Washington, DC. The contractor shall request for COR's approval prior to all long distance travel.

7. PERIOD OF PERFORMANCE

The contract will be awarded for base period of one year. Based on contractor performance, four one-year options may be granted. The total term of the contract will not exceed 5 years. The period of performance begins on task order award for one year. All days referenced in this SOO are calendar days.

8. CONTRACT ADMINISTRATION

The COTR will assist in monitoring the Contractor's performance in accordance with the designation memorandum. A detailed description of their duties and limitations will be defined in their designation memorandum. A copy of the designation letter will be kept with the official contract file. Performance will be evaluated and recorded on an annual basis unless otherwise required.

The ORCA Program Manager/COTR monitors contractor performance both formally and informally. Formal monitoring includes bi-weekly meetings of an Information Review Board that reviews major aspects of system operations over the past two weeks. Informal monitoring includes an almost constant exchange of messages, questions, and answers about system development, testing, operations, and maintenance. The ORCA PM maintains and reports metrics to the system functional owners.

9. CONTRACT DELIVERABLES

The following contract deliverables are a minimum requirement. The offeror is not limited to providing only those documents, and is encouraged to propose additional operational documentation as part of their proposed solution.

Note: Additional deliverables may be negotiated and specified in the contract award.

9.1. System Transition and Implementation Documentation

The contractor shall deliver the initial System Transition Plan with the offeror's Technical Proposal and Performance Work Statement (PWS). The revised System Transition Plan and the initial System Installation, Implementation & Deployment Plan shall be delivered to the government 15 days after contract award. After government review and comment, the contractor shall deliver the final System Transition Plan and System Installation, Implementation & Deployment Plan to the government 45 days after award. The contractor will also deliver the initial and final versions of the System Interface Specification (i.e., Interface Control Document) and Data Dictionary 20 and 45 days respectfully after contract award.

- System Transition Plan - With the offeror's Technical Proposal.
- System Transition Plan (Revised) - 15 days after contract award.
- Project Management Plan (Initial) – With the offeror's Technical Proposal
- System Installation, Implementation & Deployment Plan (Initial) - 15 days after contract award.
- Concept of Operations and Maintenance (Initial) – 20 days after contract award
- System Transition Plan (Final) - 45 days after contract award
- System Installation, Implementation & Deployment Plan (Final) - 45 days after contract award.
- System Interface Specification (Initial) - 20 days after contract award.
- Data Dictionary (Initial) - 20 days after contract award.
- Project Management Plan (Final) – 30 days after contract award
- System Interface Specification (Final) - 45 days after contract award.
- Data Dictionary (Final) - 45 days after contract award.
- Concept of Operations and Maintenance (Final) – 45 days after contract award

9.2 System Test and Acceptance Documentation

The contractor shall deliver System Test and Acceptance Documentation at the time of delivery of the offeror's ORCA System in accordance with the contractor's approved Performance Work Statement (PWS) and associated milestone schedule. The documentation, including all source code and data, shall include the following:

- ORCA Source Code
- ORCA Data
- Software and Version Description
- Communication/Outreach Plan
- System Test and Acceptance Plan
- Software Test Description

- System Installation, Implementation & Deployment Plan
- System Transition Plan
- System User Manuals (on-line web version, electronic version and printed version)
- System Interface Specification
- Data Dictionary
- System Design Document and Architecture
- Software Requirements Specification
- Requirements Traceability Matrix
- System Test Report
- Help Desk Implementation Plan

9.3. Certification and Accreditation Documentation (C&A)

The contractor shall deliver Certification & Accreditation Documentation (C&A) in accordance with the contractor's approved Performance Work Statement (PWS) and associated milestone schedule. The documentation shall include but not be limited to, the following:

- Certification & Accreditation Plan
- System Security Plan
- Risk Analysis
- Security Test & Evaluation (ST&E) Plan and Results Report
- IT Contingency Plan
- Continuity of Operations Plan
- Post Accreditation Action Plan

9.4. Risk Assessment/Mitigation Plan

The contractor shall deliver Risk Assessment/Mitigation Plan in accordance with the contractor's approved Performance Work Statement (PWS) and associated milestone schedule. The documentation shall include the following:

- Configuration Management and Quality Assurance Plan
- Risk Management and Mitigation Plan

9.5. Operational ORCA System and Services Documentation

The contractor at the direction of the Government shall deliver System and Services Documentation with each software version, system/software release, and system modification. The documentation, including all system source code and data, will include the following:

- ORCA Source Code
- ORCA Data
- Software and Version Description

- System Training Plan
- System Test and Acceptance Plan
- Software Test Description
- System Installation, Implementation & Deployment Plan
- System Transition Plan
- System Interface Specification
- Data Dictionary
- System Design Document and Architecture
- Software Requirements Specification
- Requirements Traceability Matrix
- System Test Report
- Concept of Operations and Maintenance

9.6. Monthly Reports

The contractor shall provide on the 5th working day of each month, the following monthly reports with exceptions as noted:

- Status Report
- System Statistics
- Updated weekly report including EVMS for DM&E efforts
- Project Schedule

10. SECURITY – UNCLASSIFIED

The offeror shall adhere to all information staff and facility security requirements in accordance with GSA Order 2100.1A, IT Security ADMP 9732.1C, and GSA IT General Rules of Behavior C102104.1.

All works in the tasking identified in this SOO is unclassified or carries Privacy Act classification. The data that the contractor will have access to may have relatively high sensitivity. As a result, the contractor shall be required to sign a non-disclosure agreement relating to sensitive data.

All individuals assigned to ORCA should have undergone a National Agency Check with Inquiries and Credit (NACIC) and follow the Homeland Security Presidential Directive/HSPD-12. This includes the application developers, database developers, network and security personnel, and the functional team members including the project manager.

The ORCA PM retains the right to request removal of contractor personnel, regardless of prior clearance or adjudication status, whose actions, while assigned to this contract, clearly conflict with the interest of the Government.

11. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI)

The Government will provide the following documents.

- Functional Requirements Document
- Contingency Plan
- Communication Plan
- Concept of Operations
- Operations and Maintenance
- Deployment Plan

12. SECTION 508 COMPLIANCE SPECIFICATION

(1) Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) requires Federal agencies acquiring Electronic and Information Technology (EIT) to ensure that Federal employees and members of the public with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities.

(2) All EIT procured under this contract/order must meet the following 36 CFR 1194 accessibility standards and associated provisions at the time of delivery to the Government. The full text of the accessibility standards is available at:

<http://www.section508.gov/index.cfm?FuseAction=content&ID=12>

- Section 1194.21 – Software Applications and Operating Systems.
- Section 1194.22 – Web Based Intranet and Internet Information and Applications.
- Section 1194.23 – Telecommunications Products.
- Section 1194.24 – Video and Multimedia Products.
- Section 1194.25 – Self-Contained, Closed Products.
- Section 1194.26 – Desktop and Portable Computers.
- Section 1194.31 – Functional Performance Criteria.
- Section 1194.41 – Information, Documentation and Support.

(3) The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device(s), but merely require that the EIT be compatible with such software and device(s) so that it can be made accessible if so required in the future.

(4) Contractors may propose products or services that use designs or technologies that do not meet the applicable necessary standards but provide substantially equivalent or greater access to use of a product by individuals with disabilities; this is known as equivalent facilitation (see 36 CFR Section 1194.5). Such offers/quotes will be considered to have met the provisions of the accessibility standards for the feature or component providing equivalent facilitation.

(e) Contractors offering less than fully Section 508 compliant EIT must clearly identify in their proposal/quote any EIT that is not fully compliant and identify the Section 508 accessibility standard(s), or specific provisions of the standard(s), set forth in the solicitation that will not be met in time to meet the Government's stated delivery/performance schedule. Unless otherwise stated in the proposal/quote, the contractor represents that the EIT supplies and/services offered fully comply with the accessibility standard(s) set forth in the solicitation."