1Start: SOW

1. Enter the PR Number if known.

*@User: Explanation Provide the PR number that is assigned in FSMS when the funds are/were committed*

*@LLM: Example Answer*

*@Optional*

1. Is this an IT requirement?

*@User: Explanation If IT related services or supplies are included in the requirement, an ITAR review is required. A yes answer triggers incorporation of the TSA Enterprise Architecture and Cybersecurity language required by CIO.*

*@LLM: Example Answer Yes*

*@ Required*

1. What is the Name of the program?

*@User: Explanation: The name of the program should match the name of the PR. Some examples are Focused Operations Services, Microsoft License Renewal, Personnel, Payroll and Benefits (PPBE)*

*@LLM: Example Answer integration Center of Excellence (iCOE****)***

*@ Required*

1. What is the requiring activity?

*@User: (i.e. Program Office should start with TSA, then Office, Division, Branch if applicable -)*

*@LLM: Example Answer TSA Office of Information Technology*

*@ Required*

1. What is the background information relative to this requirement?

*@User: Provide relevant background information that will be useful to contractors in understanding the need for the services and to assist the contractors in understanding how TSA past practices or current policies could impact future efforts. Address any previous contract activities for similar work.*

*@LLM: Example Answer Transportation Security Administration (TSA) protects the Nation’s transportation system to ensure freedom of movement for people and commerce. To support this mission, the TSA Information Technology (IT) ensures the security, integrity, and productivity of TSA and its employees through IT capabilities. To this end TSA is adopting the Federal Government’s “Cloud First”, “SaaS/PaaS First”, and “Mobile First” strategies while moving to Agile and lean IT delivery approaches. The Contractor shall be part of an ecosystem, participating with Federal employees and other contractors in a team‐based approach.*

*@ Required*

1. Why is this needed?

*@User: Explanation* *Describe the mission or statutory requirement the effort is supporting,*

*@LLM: Example Answer).*

*@Optional*

.

1. What is the problem it is fixing?

*@User: Explanation Address the root issue, what has happened that requires this supply/service. For example, the checkpoint is too far away from the potable water supply, therefore, bottled water is needed for the TSOs at the checkpoint.*

*@LLM: Example Answer*

*@Optional*

1. Who needs the requirement?

*@User: Explanation is it support for TSA HQ operations for overall mission support or direct field support at an airport?*

*@LLM: Example Answer*

*@Optional*

1. What is the purpose of the requirement?

*@User: Provide a concise statement that describes the purpose you are trying to achieve. Provide a short scope to present an idea of the size and range. Provide specific result.*

*@LLM: Example Answer The contractor shall provide the necessary resources to aid TSA in the continuous improvement and operation of an Integration Center of Excellence (iCOE). TSA’s objective is to obtain contractor support that provides experienced (certified in some cases) resources to successfully support the development of capabilities in support of TSA’s mission. TSA requires a range of technical expertise, agile project management, and customer engagement skills to successfully implement these mission critical functions.*

*@ Required*

1. Is there a general scope or required range that would be helpful to

prospective vendors?

*@User -A general scope will provide clarity into the requirement and assist prospective vendors in preparing their proposal to meet the government’s needs. The scope focuses on how the objectives of the action will be accomplished*

*@LLM: Example Answer The following sections describe the activities and corresponding functional areas required to support TSA’s IT development and integration efforts. Services are required across a number of functional areas in order to implement and operate TSA’s “end‐to‐end” process for collaboratively engaging customers and delivering solutions. TSA’s Application Development Division intends to develop a cohesive and high‐performing team. As such, services are not necessarily aligned to specific roles but, rather, are engaged in by multiple members of each team as appropriate.*

*In addition to the requirements in Section III, the contractor shall:*

*• Provide API design, development, strategy, security, and engineering guidance and services.*

*• Provide integration platform management, and API architecture to support*

*development teams in building solutions.*

*• As necessary, collaborate with Enterprise Architecture, Cybersecurity, and Environment Management groups within the Information Technology (IT) to mitigate security vulnerability.*

*• Provide integration platform operations and maintenance support services to effectively and efficiently manage TSA MuleSoft Platform Services (TMPS) and IT Next Generation architecture, such as managed Kafka platform when fully approved and provisioned*

*• Provide agile project management support and iCOE operations using methodology such as SAFe.*

*• Provide API design and implementation services to build integration for TSA‐specific applications*

*@Optional*

1. What is the desired outcome?

*@User: Explanation The outcome can be expressed as objectives to be met, successful results, or delivery of a product*

*@LLM: Example Answer The primary objective of this procurement is to support, at the direction of Government, the advancement of TSA IT through recommendation of EA compliant solutions, evaluation and optimization of the TSA technology portfolio (i.e., TechSP), implementation and operation of*

*integration projects based on Agile development, compliance with platform governance, execution of quality assurance standards and metrics validation, and management of shared development and delivery services.*

*@ Required*

1. What is the technical requirement?

*@User: The Requirement document should describe clearly the specific requirements and work required of the contractor. Tasks are activities that are required to produce the deliverables, services and/or outcomes. These should be defined and detailed.*

*@LLM: Example Answer The primary objective of this procurement is to support, at the direction of Government, the advancement of TSA IT through recommendation of EA compliant solutions, evaluation and optimization of the TSA technology portfolio (i.e., TechSP), implementation and operation of*

*integration projects based on Agile development, compliance with platform governance, execution of quality assurance standards and metrics validation, and management of shared development and delivery services.*

*@ Required*

1. Is there any pertinent technical information that potential vendors need to be aware of?

*@User: For example: historical data relating to the effort, number of cases, baggage throughput, airport size etc. If all technical information has been provided, answer “no further information is needed.”*

*@LLM: Example Answer no further information is needed*

*@Optional*

1. What are the specific tasks that are required of the Contractor? The specific details regarding the required effort must be provided. If this is a service effort, the hours of availability must be addressed, 8-5, 24/7, etc.

*@User: Explanation The specific details regarding the required effort must be provided. If this is a service effort, the hours of availability must be addressed, 8-5, 24/7, etc*

*@LLM: Example Answer* *Task 1: Agile Project Management Services*

*1. Manage all Contractor resources and supervise all Contractor staff in the performance of work on this contract in alignment with the agile methodology. The Contractor shall ensure each team member has experience and skills according to the proposed LCAT.*

*2. Provide a comprehensive Staffing Plan that clearly defines all resources required to perform the activities and fulfill the responsibilities to provide the full range of IT services.*

*3. Use Agile Application Lifecycle Management (ALM) tool (as necessary) to maintain transparency and ensure the tool(s) have required data to generate reports.*

*4. Ensure timely submission of contract deliverables such as status reports and monthly, cumulative key performance metrics (KPIs) reports.*

*5. Work with Government staff to effectively manage, mitigate, and resolve risks and issues.*

*6. Participate, on an as needed bases, in requirements clarification sessions and process and solution selection discussions. Provide the Government with expert approaches and recommendations. TSA maintains a multi‐contractor application development environment and requires all application developers to participate and operate as good “corporate citizens” in a multi-contractor, multi‐development team environment.*

*Task 2: Integration Center of Excellence (iCOE)*

*TSA has adopted an API‐centric enterprise integration strategy to support digital transformation, application modernization and enable seamless connectivity between integration Center of Excellence (iCOE)*

*platforms, data and applications. TSA has procured MuleSoft Government Cloud, a modern API management and integration platform, to execute this strategy. The Contractor shall support the establishment of TSA’s Integration Center of Excellence. The contractor duties shall include but may not be limited to the following activities:*

*1. Demonstrate that they are a registered Salesforce/MuleSoft System Integrator (SI) Partner.*

*2. Demonstrate experience and deep understanding of API development lifecycle and management using MuleSoft Anypoint platform components and capabilities, such as Design Center, Anypoint Studio, Anypoint Exchange, API Manager, Runtime Manager, Anypoint Monitoring, Anypoint Connectors, Anypoint Security, etc. Support TSA application development and integration with effective API management.*

*3. Advise on API integration technical and business issues related to TSA projects and individual customers and provide recommendation(s) and/or path forward.*

*4. Assist TSA in responding to customer requests to connect data across systems/applications and make recommendation(s).*

*5. Assist TSA in standardizing API development and deployment processes to improve total cost of ownership and information management.*

*6. Provide API design guidance on best practices that take into account lifecycle requirements, security requirements, data requirements, resource requirements, testing requirements and operational requirements.*

*7. Support TSA with implementing and managing release processes for API’s development, stage, and production environments.*

*8. Assist with data integration for higher re‐usability and flexibility. This includes API adoption plans, application design, and data management.*

*9. Provide agile project management for the TSA customer application integration projects and use appropriate agile processes for status reporting.*

*10. Provide Best practices for API design with MuleSoft Anypoint and design components, such as API Designer, Flow Designer, Anypoint Studio, etc…*

*11. Provide production support for deployed APIs running on TSA Mulesoft Platform services (TMPS). The team shall provide the triage assessment of the issue(s) in the production environment and fix recommendation to the API system owner for analysis and implementation.*

*12. Collaborate and coordinate vulnerabilities with MuleSoft Security team to get the impacted API fixed based on Information Assurance Timeline (for example, CVE score of 7 or higher shall be mitigated within 45 Days).*

*13. Provide design and implement API supporting streaming event, change data capture, and/or pub/sub integration services for TSA NexGen technology such as managed Kafka.*

***Continuous Integration/Continuous Delivery (CI/CD) Pipeline***

*The Contractor shall use the TSA’s automated pipeline for software development, testing, integration,*

*and delivery (deployment). Note: This pipeline is not applicable for SharePoint work at this time, but may be used in the future. The pipeline provides an automated process to validate candidate code and implement software changes which are high quality, meets organizational needs and security standards,*

*and does not negatively impact existing functionality. The automated process is coordinated via an orchestration tool sufficient to complete discrete steps and evaluate output from each step to determine if candidate code is suitable for promotion into a new version of an application. These steps*

*are outlined below:*

*1. Ensure code merges without conflicts.*

*2. Ensure code utilizes only approved external libraries.*

*3. Ensure code compiles with no errors.*

*4. Ensure code does not break existing functionality.*

*5. Ensure code meets code quality standards.*

*o Limit identifiable introduction of bugs (coding deficiencies).*

*o Limit poor coding practices.*

*o Limit code complexity/entanglement.*

*6. Ensure code contains sufficient testing for newly introduced code.*

*7. Ensure code meets security requirements.*

*8. Ensure code meets 508 compliance requirements.*

*9. Create new release with validated code.*

*10. Deploy to development/integration/production environment.*

*The contractor shall follow the conceptual pipeline process outlined below to develop and deliver application releases into the TSA environments.*

*The pipeline supports the TSA’s Development/Test Environment, Integration Testing Environment, and Production environment. TSA does not have a fully automated pipeline for the entire lifecycle, and as such, the Contractor shall understand and operate in a hybrid environment. TSA will continue to mature*

*the automated pipeline to increase the ability to deliver releases timely and efficiently in support of Agile development. Some tools may change during the life of the task order and the Contractor is expected to adjust and adapt accordingly without major impact to the release schedules. In summary,*

*the Contractor shall utilize the automated pipeline to execute good development practices, reduce time to remediate deficiencies, and decrease the time between code commits and promotion of viable releases into the environment.*

*The major tools currently in use for application development include the following:*

*• Application Lifecycle Management (ALM)*

*o Microsoft Team Foundation Server (TFS)*

*o SharePoint 2013/InfoPath (release assets, documentations, and other release artifacts)*

*• Code Repository – TFS Git (on‐premise)*

*• Orchestration/Build – Jenkins, Cloudbees*

*• Approved External Libraries – Sonatype Lifecycle and Auditor*

*• Binary Repository – Sonatype Nexus*

*• Static Code Analysis (Quality) – SonarQube*

*• Static Code Analysis (Security) – Fortify, Checkmarx*

*• Dynamic security analysis – WebInspect*

*• Automated testing – Selenium and HP Quality Center*

*• Chef Server – Infrastructure as Code*

*• Microsoft SharePoint/InfoPath*

*• Integrated Development Environment – Visual Studio 2015/2017, Eclipse, Visual Studio Code*

*• Integration platform ‐ TIBCO BusinessWorks and Mulesoft CloudHUB*

*@Required*

1. Provide any security requirements

*@User: i.e., information/physical Security, access to buildings/access to network/vetting/clearances. Insert TSA Requirements language as applicable. If there are no security requirements, answer “none”, or “not applicable”)*

*@LLM: Example Answer Insert TSA RQMTS: SECURITY INFORMATION FOR HANDLING PERSONALLY IDENTIFIABLE INFORMATION AND PRIVACY INCIDENT RESPONSE (SEP 2020)*

*Insert TSA RQMTS; REQUIREMENTS FOR HANDLING SENSITIVE SECURITY INFORMATINO (SSI) (JUN 2021)*

*@Required*

1. What are the vendor personnel training requirements?

*@User: Explanation use this section to address any training requirements of the vendor during on boarding and performance. Examples include any OLC training for use of Government computers, security, etc. Do not include training that is already stated elsewhere, i.e. through 52.224-3 Alt-1 or in ITAR language.. Insert TSA Requirements language as applicable. If there are no Vendor personnel training requirements, answer “none” or “not applicable”*

*@LLM:Example Answer: none*

*@Required*

1. Is there any required travel? Describe any limitations related to vendor travel, as well as any reimbursement process, as applicable.

*@User: Explanation If travel is a requirement for accomplishment of the services describe any limitations related to vendor travel, as well as any reimbursement process, as applicable. Cite the Federal Travel Regulation (FTR) as applicable*

*@LLM: Example Answer Local commuting expenses within a fifty (50) mile radius of the TSA Headquarters (currently in or near 6595 Springfield Center, Springfield, VA) and other direct costs (cell phone, etc.) will not be charged to the Government.*

*@ Required*

1. What is the base period of performance?

(express in mm/dd/yyyy – mm/dd/yyyy format)

*@User: Explanation This is the initial period of performance that is funded. If the action is to be incrementally funded due to a Continuing Resolution, include the full period that would be funded otherwise. Transition In needs to be included in the calculation.*

*@LLM: Example Answer The period of performance is one base year (12 months) from contract award.*

*@ Required*

1. Are there anticipated option periods?

*@User: Explanation provide the number of option periods and length for each. If there are no option periods anticipated, answer “none” or “not applicable”.*

*@LLM: Example Answer There are 4 one year option periods.*

*@Required*

1. What are the deliverables and schedule?

*@User: Service type deliverables (reports) should be clearly defined with submittal dates, format requirements and periodicity. Specify electronic or physical delivery of reports and recipients. Electronic delivery must address limitations on size. Supplies/Hardware should include quantity delivered, time and place.*

*@LLM: Example Answer*

*1. Deliverable Submittal.*

*a. The Contractor shall submit electronic copies of document deliverables shown in the table below to the CO and COR (and other cc’s as may be specified by the CO and/or COR) to the defined collaborative space in the format specified. The link to all document deliverables shall be provided via e‐mail by close of business (COB) 4:30pm EST Monday through Friday, unless stated otherwise.*

*b. All deliverables submitted (uploaded) in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus.*

*c. The initial format for most deliverables will be a standard Microsoft Office format. However, ADD is continuing to evolve its application development process and practices including the adoption of new technologies to enhance the management of applications development efforts. The contractor shall use these new technologies in the submission of deliverables. The deliverables applicable to this task order are outlined below:*

|  |  |  |
| --- | --- | --- |
| ***Deliverable Name*** | ***Frequency of Delivery*** | ***Acceptable Formats*** |
| ***Task Order‐Level Deliverables (PM and Technical SMEs Deliverables)*** | | |
| *Kick‐Off Meeting* | *Within 10 business days of award* | *In person or virtual meeting* |
| *Staffing Plan* | *Draft within 10 business days of award; Final within 30 calendar days of award* | *MS Word* |
| *Front Office Report (FOR)* | *Weekly* | *MS Teams* |
| *Assist Transition (In/Out) Plans (Knowledge Transfer)* | *Within 10 business days of award and as needed* | *MS Word* |
| *Status Briefings, such as presentations, and meeting reports* | *As directed, no less than monthly* | *MS Word, Excel, Visio,*  *PowerPoint, or accepted ALM output* |
| *Product Roadmap & Schedule* | *Updated as needed* | *MS Office or through defined*  *and approved Agile lifecycle*  *management tool* |
| *Platform Governance Document* | *Updated as needed* | *MS Office* |
| *Technology Stack and Data Guidance* | *Updated as needed* | *MS Office* |
| *COE – API Technical Standards* | *Update Monthly* | *MS Office* |
| *COE – Governance and Process documents* | *Update Monthly* | *MS Office* |
| *COE – Collaborative Workshop* | *As needed* | *Session* |
| *COE – Platform usage & KPIs reporting* | *Update Monthly* | *MS Office* |

***Task Order Management Artifacts.*** *The Contractor shall provide standard and ad hoc reports that support task order management, as described below:*

*•* ***Status Briefings.*** *As required by the COR, the Contractor shall attend meetings with the COR and/or other TSA stakeholders in order to review work*

*accomplished, work in progress, plans for future work, transition plans and*

*status, and issues pertinent to the performance of work tasks that require TSA*

*attention. Selected meetings will be scheduled on a regular basis; other*

*meetings will be held on an ad hoc basis. In the event the Government requires additional information related to Contract technical, cost, or schedule performance, risks, resources, or any contract related data, the Contractor shall provide this report information in the format requested by the Government. Requests for ad‐hoc reporting may vary in scope and complexity and may require the Contractor to attend IT meetings to obtain required information, review and research applicable documentation, and extract applicable database information required to assemble the ad‐hoc report.*

*On a monthly basis, Contractor shall provide a monthly cost report to the GPM and COR for all non‐fixed price contracts / work orders. The report will be designed to provide the Government an accurate report for monthly contract expenses. This monthly report shall be within 5% of the actual monthly total*

*cost. The report must address the following: (1) projected monthly cost vs actual monthly cost; (2) projected hours burned per labor category per CLIN vs actual hours burned per labor category per CLIN; (3) projected level of effort per task vs actual level of effort per task (as requested by GPM); (4) overall CLIN burn percentage; (5) overall contractual burn percentage. The report format shall include resource name, tasking, labor category, hourly labor cost, hours, and total cost matching the following format:*

*The Monthly Burn Report is required on the 15th of each month for the previous month’s burn rate. (If the 15th falls on a weekend/holiday, then the first business day prior to the 15th).*

*Inspection and Acceptance*

*Various Government stakeholders will inspect Contractor services and deliverables.*

*The CO will provide official notification of rejection of deliverables. Inspection and acceptance of deliverables will use the following procedures:*

*• The Government will provide written acceptance, comments, and/or change*

*requests, if any, within ten (10) business days of receipt of task order‐level*

*deliverables.*

*• If Government acceptance, comments, and/or change requests are not provided*

*to the Contractor within five (5) business days after delivery of a task order‐level deliverable, the Contractor shall assume Government acceptance.*

*Upon receipt of the Government comments, the Contractor shall, within five (5)*

*business days, rectify the situation and re‐submit the Contract deliverable(s).*

*• For project‐level deliverables resulting from Agile practices (e.g., shippable*

*application code, product/release/sprint backlogs, test scripts), the Government*

*will provide continuous acceptance, comments, and/or change requests, if any,*

*as part of the Government’s participation in the Agile development process.*

*@Required*

1. Are there any packaging/marking/shipping instructions for the

deliverables? Provide the instructions.

*@User: Provide Shipping address, email addresses, etc. Insert TSA Requirements language as applicable. If there are no packaging/marking/shipping instructions, answer “none” or “not applicable”. etc.*

*@LLM: Example Answer not applicable*

*@ Required*

1. Where is the work to be performed?

*@User:* *List all locations. Identify if work is to be performed remotely.*

*@LLM: Example Answer* *The Contractor location must be within 50 miles’ radius of TSA HQ Springfield, VA (primary location). Work may be performed on‐site at TSA, Contractor site, or virtual location. Specified work (e.g. meetings, presentations etc) on this procurement shall be detailed on each*

*individual task order. Select members/key personnel may be required to be on‐site.*

*@ Required*

1. Is there a specific number of hours, level of effort or manhours stipulated by the Government? What are they?

*@User: Explanation Providing the estimated number of hours/LOE/FTEs provides clarity into the general scope of the effort. If they are not known, or do not apply, answer “No” or “not applicable”.*

*@LLM: Example Answer The Contractor shall identify key personnel and provide statements of qualifications for these individuals. Key personnel shall be current full-time employees. Contingent hires are acceptable as key personnel submissions.*

*@Optional or Required*

1. Are there specific Labor Categories (LCATs) required by the Government

to perform the effort?

*@User: Explanation -if the Government has stipulated specific labor categories for the services to be provided, the categories need to be listed. This information may also be listed under Key Personnel qualifications and requirements. If they are not known, or do not apply, answer “No” or “not applicable*

*@LLM: Example Answer*

*@Optional*

1. Is there any Key Personnel that must be identified in the resulting contract? What are the qualifications and requirements for all key personnel?

*@User: Explanation Identifying the Key Personnel provides clarity into the critical aspects of the requirement., Provide those labor categories that are to be identified as Key, as well as any applicable skill level, such as journeyman, entry level. . If they are not known, or do not apply, answer “No” or “not applicable..*

*@LLM: Example Answer*

|  |  |  |
| --- | --- | --- |
| *Key Personnel* | *Required Experience* | *Certifications* |
| *Agile Scrum Master/Business Analyst* | *Five (5) or more years’ experience managing agile projects on applications development. The experience shall demonstrate:*  *‐ Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in*  *project progress*  *‐ Determine and document user requirements for business processes and abide by those requirements for future projects*  *‐ Reviews and analyzes*  *information, forecasts, methods, schedules, systems, processes and procedures*  *‐ Provides expertise in, but not limited to, Configuration*  *Management, Strategic Planning, Knowledge*  *Management, Business Analysis and Technical Analysis*  *‐ Excellent internal (corporate) and external (customer) communications.*  *‐ Coordinating projects and their interdependencies with sound integrated planning*  *methodologies.*  *‐ Managing and utilizing*  *resources across all projects via an effective staffing plan.*  *‐ Managing large groups of*  *stakeholders’ communications at enterprise level or above.*  *‐ Define program governance*  *controls. Develop and report*  *measurements aligned with*  *outcomes, detect issues early*  *for corrections.*  *‐ Effective Management of risks, issues. Develop mitigations and take corrective actions.*  *‐ Full understanding of Agile*  *Project Management and*  *provide necessary Agile*  *coaching and mentoring for*  *team members.* | *PMI Agile Certified*  *Practitioner (ACP)*  *(Desired)*  *SAFe Practice*  *Consultant (SPC)*  *(Desired)*  *Bachelor’s Degree or*  *higher in Business*  *Administration or*  *Information*  *Technology*  *Management*  *(Desired)* |
| *Technology Lead* | *Ten (10) or more years’ proven experience with architecting, designing,*  *development and integration of software applications using major development*  *frameworks and tools.*  *The experience shall demonstrate:*  *‐ Technical Lead through all*  *development cycles: plan, analysis, design, build, test, deploy, and maintain using Mulesoft tools.*  *‐ Analysis of requirements and select appropriate technologies, frameworks, tools, database for solution development.*  *Develop governance, standardize development process, tools, frameworks for cost effective development and O&M support.*  *‐ Integration of major COTS, SaaS, such as SharePoint, CRM, Salesforce, etc.*  *‐ Familiar with major database, such as MS SQL, Oracle, etc.*  *‐ Implementation of CI/CD.*  *‐ Use of automated software build tools, testing tools, deployment tools and production monitor tools.*  *‐ Minimum 3‐year experience in REST, SOAP API design and*  *development. Expertise in Web API design, best practices, protocol, data format (XML, JSON), standards (RAML, OpenAPI).*  *‐ Experience with MuleSoft.* | *Bachelor’s Degree or*  *higher in Engineering*  *Computer Science or*  *Information Technology*  *(Desired)*  *MuleSoft Certified*  *Developer and Architect (Desired)* |

*@Optional*

1. Is there any Government Furnished Equipment (GFE) or Information (GFI) to be provided? Describe what is to be provided, when it is to be provided and by whom.

*@User: Explanation Describe what is to be provided, when it is to be provided and by whom. If no GFE or GFI is to be provided, answer “none” or “not applicable”.*

*@LLM: Example Answer* ***A. Office Space & Equipment***

*The Government shall provide on‐site office space for selected Contractor personnel to work at the Government location.*

*For Contractor personnel performing work on Government premises, the Government will provide furniture, telephone service, workstations, software tools, access to servers and other network components, and any other necessary equipment. For Contractor personnel performing work offsite, the Government will provide workstations, software tools, access to servers and other network components, and any other necessary equipment.*

***B. Government Furnished Property***

*Work performance shall be performed on‐site at the TSA NCR. The initial location of work will be the Springfield Annex, but the Contractor can recommend that some services are completed at the Contractor’s office location(s). It is the Government’s decision to accept the Contractor’s proposal to complete any portion of this work offsite.*

***C. Expiration of Contract/Data Disposition***

*At the expiration of the contract, the Contractor shall return all TSA information and IT resources provided to the Contractor during the contract, and provide a certification that all assets containing or used to process TSA information have been sanitized in accordance with TSA MD 1400.3, related Information Assurance Handbook and Technical Standards. Proof of sanitation shall be delivered via electronic transmission (soft copy) to the COR. In addition, the*

*Contractor shall provide a master asset inventory list that reflects all assets, Government furnished equipment (GFE) or non‐GFE that were used to process TSA information.*

*@ Required*

1. Describe any Transition in and Transition out requirements required for the effort.

*@User: Explanation Address the activities that will be required of the vendor while onboarding/transitioning from the previous contractor. At the end of the contract period, address what transition out activities are required. If transition is not included in the effort, answer “none” or “not applicable”.*

*@LLM: Example Answer The Contractor shall develop Transition‐In and Transition‐Out plans to address the following*

*scenarios: (1) Transfer of existing projects (e.g., OASIS II and EAGLE II) and (2) Introduction of new projects (e.g., approved PADs). Depending on the complexity of the project, thirty to ninety (30‐90) days prior to the end of the period of performance, the Contractor shall be prepared to perform knowledge transfer and transition activities in conjunction with another Contractor. The Contractor shall obtain or provide documentation described in this PWS; to include but*

*not limited to standard operating procedures, build guides, design documentation, drawing and diagrams, data flow charts, database and other system related schema documentation, draft and approved Change Request documentation, implementation plans, test plans, back out plans, verification and validation documentation, trouble tickets, project status reports, requirements documentation, requirements traceability matrices and other configuration management documentation.*

*The Contractor shall deliver a draft Knowledge Transfer and Transition Plan within 10 calendar days of award of this task order that addresses the following:*

*• How services will be transitioned to/from the current service provider in the established transition period of 90 calendar days, addressing the general issues, risks, timetables and levels of resource commitments required for a successful transition.*

*• The technical, administrative, and financial aspects for assuring a smooth, seamless, and transparent continuity of operations.*

*• The priorities and timelines for the transitioning of specific services based on a logical sequence of service implementation.*

*• Identify transition risks, describe mitigation strategies, and describe how these risks as well as new risks identified during transition will be managed.*

*• Staffing approach and ramp up, as well as staffing retention, to include key personnel.*

*• Describe transition communication plan identifying methods and types of*

*communication to key stakeholders.*

*The Contractor shall deliver a Final Knowledge Transfer and Transition Plan within 180 calendar days of award of this task order, which includes a detailed Transition “Out” Plan (see Transition “Out” Plan subsection below).*

***TRANSITION “IN” PLAN***

*The Contractor shall implement their Transition “In” Plan that was proposed in the solicitation phase and has been accepted by the Government as part of this contract. The Transition “In” Plan identifies, demonstrates and delivers the requirements set forth in this section of this document. The Contractor shall develop and implement detailed transition strategies and processes needed to maintain continuity of operations and quality of service during the Transition “In” period. The Contractor shall implement and manage the activities*

*necessary to transition service from the existing service provider(s) with no breaks in current service levels and no delays in support for new and ongoing projects. The transition plan shall address how the Contractor will ensure that resources are on‐boarded within 60 days, to extent possible TSA has broken the Transition “In” technical process into four distinct and sequential phases:*

***Phase 1: Initiation****: Initial introductions of all players; detailed planning and schedule; identification and development of artifacts.*

***Phase 2: Operations Concept Implementation:*** *The formal knowledge transfers of how the ADD operates.*

***Phase 3: Technology Implementation:*** *The formal knowledge transfers and transition of applications technologies per each functional discipline.*

***Phase 4: Verification:*** *A structured timeframe during which TSA verifies that the knowledge associated with each technology, along with the associated processes was successful.*

***TRANSITION “OUT” PLAN***

*At the completion of performance of this task order, the Contractor shall fully support the transition of the work identified to be transitioned to another entity, either Government or a successor offeror(s).*

*The Contractor shall assist with transition planning and shall comply with established milestones and schedules of events.*

*The Contractor shall be responsible for the transition of all technical activities identified in this task order. As part of the transition, the Contractor shall be responsible for:*

*• Inventory and orderly transfer of all GFP, to include hardware, software, and licenses,*

*Contractor Acquired Government Property, and Government Furnished Information (GFI)*

*• Transfer of documentation currently in process*

*• Transfer of all software analysis & design in process*

*• Certification that all non‐public DHS information has been purged from any Contractor owned system*

*• Exchange of accounts to access software and hosted infrastructure components*

*• Participate in knowledge transfer activities in accordance with the transition plan*

*• Provide members to and participate in transition management team*

*If the Government provides a Transition Plan template, the Contractor shall complete this template as assigned, otherwise the Contractor shall submit a Transition Plan at the direction of the Government. The Transition Plan shall:*

*• Document the strategic approach*

*• Identify equipment, hardware, software, documents and other artifacts that are included in the transition*

*• Establish milestones and schedules*

*• Establish activities*

*• Identify transition risks and risk mitigation*

*• Define roles and responsibilities*

*Define transition approval authorities and lines of communication*

*• Define a knowledge transfer approach*

*• Define a property inventory and transition approach*

*• Create bi‐party or tri‐party agreements*

*• Provide checklists*

*A Transition Plan shall be delivered 45 calendar days prior to the task order expiration date or, if directed by the Government, 45 calendar days prior to the end of each option period. The Transition Plan shall include support activities for all transition efforts for follow‐on requirements to minimize disruption of services. The Contractor shall account for a 10‐business day Government review process prior to transition execution. The 10‐day review and approval process is not included in the 45‐day transition activities. Transition support shall commence 30 calendar days prior to expiration of the Task Order. Upon*

*award of a follow‐on contract, the incumbent Contractor will work with the new Contractor to provide knowledge transfer and transition support, as required by the COR and PM.*

*The Contractor shall develop a Transition “Out” Plan that describes a transition out strategy, and identifies transition data and information, systems, components, documentation, functionality, services, service dependencies, services interfaces, risks, transition work activities, schedule, staffing down approach, knowledge transfer, and any other information that needs to be considered to ensure a smooth transition. The Contractor shall deliver the Transition “Out” Plan within ten business days of award of this task order or as needed and shall be included as a key component of the overall Knowledge Transfer and Transition Plan noted in section****.*** *above. The Contractor shall provide an inventory of all operational, engineering, procedural, educational, and any other documentation and presentations produced as part of delivering*

*IT services upon the TSA IT CO/COR request. The Contractor shall continue to fulfill the current contractual requirement(s) and continue all current work in progress until the successor contractor assumes full operational responsibility. The Contractor shall not destroy, delete, or otherwise dispose of any files or*

*data upon expiration or termination of the Contract without prior permission from the COR. The Contractor shall permit the successor Contractor (and the successor Contractor’s employees) to observe and become familiar with any and all operations specified in this SOW for a minimum of 60 calendar days, or for a COR specified timeframe, prior to the expiration or termination of this existing Contract. The Contractor shall fully cooperate with the successor Contractor and the Government during transition out so as not to interfere with systems operations. The Contractor shall fully support all Government requests for information and data required to ensure a seamless transition of services to a new Contractor. The Contractor shall deliver to the TSA IT CO and COR electronic copies of all TSA data and information stored in Contractor’s systems in the format requested by TSA within 15 calendar days from the TSA IT request. The Contractor shall deliver to the TSA IT CO and COR a Locational Data Matrix that provides the location of all network infrastructure and information system data that includes all pertinent and related supporting documentation. The Locational Data Matrix shall function as a Document Reference Library for all documentation that has been created, developed, modified and stored on TSA information systems during the duration of*

*this Contract. Locations such as but not limited to TSA Microsoft SharePoint, File Server Network Shares, Storage Area Network Shares, Databases, Configuration Management library, Trouble Ticketing System, Program Office and General Support System applications and tools, Backup and Archival Systems shall be included in the Matrix.*

*Upon contract award, the incumbent (outgoing) Contractor shall identify and submit a list of legacy trouble tickets and status to the TSA IT Help Desk POC and the TSA COR that remain open. The Contractor shall track and coordinate resolution of all legacy tickets. As part of any transitional services at the end of the performance period of this contract, the Contractor shall submit a list identifying any legacy tickets and status for any remaining open to promote a smooth transition.*

*@ Required*

1. What are the Government Specifications, Standards and Executive

Orders, etc. that must be adhered to in accomplishing this effort?

*@User: Explanation Provide a listing of required policies, standards, guidelines and statutory requirements that must be followed. As applicable, the ITAR language, as well as 508 Compliance terms will be inserted here also.*

*@LLM: Example Answer TSA Information Assurance Handbook Version 9.1 or latest version*

*DHS 4300A Sensitive Systems Policy Version 12.01 or Latest Version*

*RCCM Process Guide Version 2.4 or Latest Version*

*DHS System Engineering Life Cycle Latest Version*

*DHS Agile Development and Delivery For Information Technology Guidebook, MD 102‐01‐004‐01 Latest Version*

*Apple iOS Human Interface Guidelines*

*DEPARTMENT OF HOMELAND SECURITY ISO COMPLIANCE*

*OCIO CISO CYBER-SUPPLY CHAIN RISK MANAGEMENT (C-SCRM) SOW LANGUAGE (JUNE 2023)*

*@ Required*