Description of Need (DoN)

# Defense Finance and Accounting (DFAS)

# IT Operations Center (ITOC) Software Available in Industry

**Bottom Line Up Front (BLUF):** DFAS is establishing an integrated enterprise wide ITOC capability, and is examining the use of Commercial Off the Shelf (COTS) monitoring software to capture and process events that occur in the DFAS enterprise.

The mission of DFAS IT Operations Center (ITOC) is to provide DFAS customers and audit stakeholders with the real time status on critical financial systems used in DFAS. In the past, DFAS ITOC capabilities have not been integrated. Processes are being implemented to increase efficiency in DFAS and lower organizational costs.

**Purpose:** The purpose of this request is for commercial vendors to review the attached DFAS spreadsheet to determine if they possess a product that can meet most of the DFAS requirements. The response should address each individual DFAS requirement. DFAS will identify the best options in terms of software functionality and cost for FY26 and beyond.

Software products, agents, or components must be certified to operate Dod Networks to the IL5 level.

**Scope of Work:** The vendor will provide software that can meet DFAS requirements.

1. **Requirements:** Request that interested vendors review the attached DFAS requirements and respond by providing a response that lists each requirement that can or cannot be met.

The contractor will provide the software and licenses, along with initial training, telephone and electronic help desk support, and software upgrades/updates as they become available. Each vendor should provide their proposed product(s) that does not require development of code and/or customization using proprietary vendor scripts or languages.

Estimated costs for product, including options, should be provided.

1. **Deliverables:** Software and updates will be provided electronically to the Program Manager. Software support will be provided to all staff via telephone or electronic help desk.
2. **Security and Access:** The software provides security of documents against access from unauthorized users outside of DFAS, and offers controlled levels of access for authorized users internal in the form of password/Windows authentication and encryption capabilities.
3. **Installation:** On-premise or government cloud installation will be done at the responsibility of the government, with technical support provided by the contractor for required security settings and technical configurations.
4. **Warranty:** Standard commercial warranty shall be provided in accordance with the existing Global License Agreement.
5. **Period of Performance:** The initial period of performance is estimated as October 1, 2026 through September 30, 2028.