**3.1.5. Phase-In Transition**

***Contract transition*** is the most critical phase in the life cycle of a contract, in Team DIFZ’s experience. A transition that goes well sets the stage for smooth contractor/Government relations and efficient performance throughout the term of the contract. A transition that goes badly undermines relationships and confidence in the new contract team when cooperation between the Government and new contractor is most critical. It can take months to recover performance to acceptable levels. Team DIFZ unterstands that continued operations of the critical systems covered by this program are required to fulfill NCI’s mission — and thus cannot be allowed to degrade as a result of contract transition. We also understand that the best contract transitions are cooperative efforts not just between the customer and new contractor, but between the outgoing vendor and Team DIFZ. All parties suffer when this goes badly, but most importantly, the mission suffers — an unacceptable state.

Luckily, Team DIFZ and the incumbent have a history of cooperation. An effective transition begins with sound preparation and planning, followed by government kickoff and coordination meetings, then day-to-day execution of transition activities related to people, information and equipment. Team DIFZ offers a smooth low-risk incoming transition plan with minimal disruption to the on-going operations. The plan will cover the transfer of hardware and software (manuals, training materials, configuration management documents, system admin access, etc.) along with the transition of any historic data.

Team DIFZ has prepared this draft Transition Plan that outlines our overall approach, organization, resources, and schedule that ensures orderly task start up and execution of work by our team. We will customize this plan upon notification of award. Preliminary transition activities have already begun, prior to proposal submission. These include planning, recruiting, staff selection, reinforcement of the Program Management infrastructure to support the effort, and preparation of documentation, including updating this draft Transition Plan our a draft Program Management Plan (PMP) for delivery and discussion upon task order kickoff.

| Exhibit. Team DFIZ Exceeds the Government’s Requirements for a Seamless and Effective Transition | | |
| --- | --- | --- |
| **Criteria** | **Subsection** | **How Team DFIZ Exceeds the Government’s Requirements** |
| An approach to seamless and effective transition to full performance |  | The Team DIFZ Transition team consists of Program Management functional experts leading our transition team, organized to maintain agency continuity with minimal-to-no transition risk throughout the 90-day transition period. A dedicated TM who supports the PM during the 30-day transition period. On-Site, Single POC, available to NCI, with responsibility and authority to make contract related decisions quickly and effectively. |
| Each transition action/event necessary to achieve successful transition to full performance capability |  | A proven an effective transition approach backed by an organization that knows how to streamline communications channels, reduce bureaucracy and time-consuming tasks, and assigned accountability for transition milestones. |
| A schedule of critical milestones (including transfer of relevant hardware and software, migration of data, files, records, and materials) |  | Team DIFZ will implement a Transition Plan based on processes and procedures that have been refined over the last ten years at our NIH and other customer engagements. In addition to finalizing this plan at award, we will institute a communications plan with points of contact between Team DIFZ and NCI — this benefits the customer because there will be no surprises that impact mission — thanks to Team DIFZ’s cost-savings resource optimization and improved efficiency. We are already screening, acquiring, and maintaining personnel with appropriate security clearances which reduces personnel security processing time and mission impact risk. As described in our Staffing Plan, we have a structured process for on-boarding of new personnel and transferring incumbent personnel to our team. |
| Titles of contractor personnel (e.g., LCAT) required to participate in each transition action/event |  | We have identified the personnel responsible for primary activities which will ensure a smooth transition. With over \_\_ successful contract transitions in the last decade, Team DIFZ is the Government’s best choice to minimize risk while moving the Cancer Therapy Evaluation Program Informatics & Computer Support forward. |
| A list of qualified personnel |  | We provide a ready-to-deploy team of experienced personnel who will oversee transition. In addition, we are working towards early job commitments to incumbent personnel also allows maximum schedule time to fill any vacancies; attracting incumbent employees through job fairs and personal contact. |

We recognize that a successful transition relies upon close collaboration with any out-going incumbent, coupled with dedicated resources working towards a well-defined set of milestones. Short transition-in periods pose risks that need to be mitigated through close collaboration with all parties involved. The coordination, collaboration and cooperation from any outgoing contractor and the customer will be critical in ensuring the proper turnover of important project documentation, artifacts and process and procedures contributing to achieving operational readiness. For all transitions, regardless of complexity or duration, we assign a dedicated Transition-In Team consisting of program personnel and organizational resources, and they are specifically tasked to ensure all transition activities are assigned and executed. Our Transition Management Plan addresses all aspects of technical and cultural transition, and places emphasis on service continuity by minimizing the impact to operations.

The main objective of this draft Transition Plan is to support project cut-over and execution, and address change management and transformation with minimal impact on the client organization and ongoing efforts. For this effort, the Team DIFZ team will first determine if any current employees are interested, qualified and available to transition immediately upon award to support the effort. Additionally, we have identified contingent hires who may be brought aboard after task order award to ensure the task is fully staffed with no delays. Key transition activities include identifying and hiring personnel for core positions, obtaining base passes, identifying personnel for NIH badging, conducting 100% joint inspection and inventory, and handoff of administrative accounts.

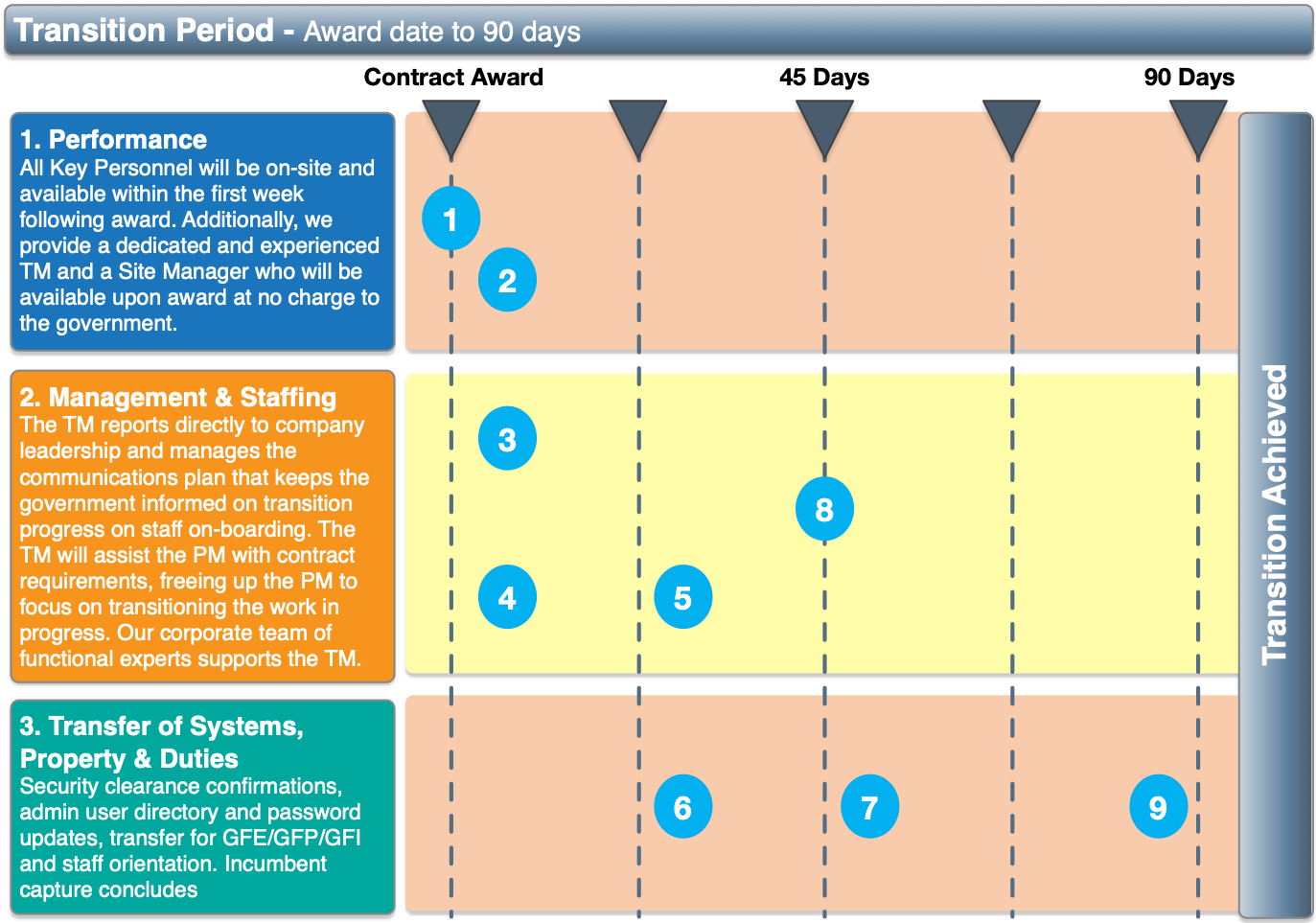
***Phased Approach to Transition***. Beginning with Pre-Transition, through Transition Execution, and into Post-Transition, our phased approach addresses critical transition elements, including risk management, quality and performance management, organizational change management, communication, staffing, resource allocation, knowledge transfer and training. These elements are integrated with our established quality management practices, ensuring our team will operate efficiently and effectively while obtaining the necessary knowledge transfer and appropriate staff conversion. Our phased approach to transition relies on solid leadership by a committed and experienced transition team interfacing with the customer, and our application of proven practices fine-tuned through experience with similar transitions within the NIH environment and elsewhere. This approach will provide NCI with the assurance of full commencement of services upon transition-in.

For this effort, our transition team will work with NCI stakeholders to update the detailed timeline with milestones to ensure that we address every aspect of the project and comply with the client’s schedule for final handoff (NLT 90 days after contract award). We will schedule and conduct regular transition status meetings and provide a transition status report that includes updates on clearly identified transition risks, issues, and mitigation strategies. After award, we will flesh out this draft Transition Plan to address in detail the activities associated with the transition of personnel, processes, documentation, tools and technology — to ensure that we have the tools and processes in place to complete necessary actions. Team DIFZ relies on open and regular communication to avoid any surprises during the course of the transition period. The following *Exhibit. High-Level Transition Activities* depicts a high level view of our transition activities.

| Exhibit. High-Level Transition Activities | |
| --- | --- |
| **Activity / Event** | **Description** |
| Kick-Off Meeting | We will participate in a Kick-Off Meeting when scheduled by the Government. We will meet with the COR and other designated client personnel to discuss goals, requirements, schedules, and processes. After aligning and updating the transition activities and schedule with input from the client, and approval of our updated Transition Plan, we will begin phase-in and project execution. |
| Staffing | The staffing element of transition applies resources against requirements as defined in the RFP and SOW. We will staff with fully qualified personnel in accordance with labor category and task requirements. We will set objectives for staffing and will measure achievement against task requirements ensuring that we are fully in accordance with the agreed upon schedule. Particular attention will be paid to personnel security clearances to ensure that there is no interruption in their access to classified or sensitive data. |
| Technical Data and Task Performance Transfer | We will conduct a discovery process using data templates and checklists to understand all tasking including relevant background data, scope, work in progress status, and technical and management issues. We will evaluate the information and raise issues as needed to the COR during initial and recurring management reviews. |
| Contract Financial Management | We will ensure that contract financial management requirements are understood, and procedures put in place to meet them. This step includes monthly status and expenditure reporting and invoicing procedures. Internal cost reporting and invoice procedures will be synchronized with timing and content requirements of the client. |
| Program Management Process & Infrastructure | We identify and implement management reporting processes, with a focus on defining the meeting and review requirements, attendance, and documentation needed to support client management reviews. We implement information systems and reporting processes, personnel security clearance and access card procedures, and other activities necessary to meet contract and site security requirements. |
| Transition Readiness Review | Periodically and at the end of the transition period, we will conduct formal Transition Readiness Reviews with client personnel. This review is to “take the temperature” of our efforts, as well as to make a final check point demonstrating that all activities are complete, and the team is fully staffed and ready to execute. |

Digital Infuzion has devised this draft Transition Plan which outlines the overall approach, organization, resources, and schedule — this plan ensures orderly task start up and execution of work by Team DIFZ. We will customize this plan upon notification of award. Preliminary transition activities have already begun, prior to proposal submission. These include planning, recruiting, staff selection, reinforcement of the Program Management infrastructure to support the effort, and preparation of documentation, including this plan and a draft Program Management Plan (PMP) for delivery and discussion upon notice of award.

***Transition Timeline***. We have drafted a project schedule, depicted in *Exhibit x. Transition Timeline,* that guarantees a smooth and seamless transition. The full transition schedule will be updated in a separate document, upon award, based on this draft, and *Exhibit. Notional Planning Sequence* details the most critical activities with planned dates of execution.

**Exhibit. Transition Timeline**

***Key Events****: (1) Post-Award Kick-off and finalize this Transition Plan. (2) Assessment of People, Processes and Technologies and start of incumbent capture process. (3) Work assignments, update to communications plan. (4) Transition Team Boots on the Ground. (5) All-Hands Transition Conference (Town Hall). (6) Joint Systems and Asset Inventory initiated. (7) IT Interfaces Achieved. (8) Full Staffing Levels Achieved. (9) Final Transition Readiness Review and all GFE/GFP/GFI transferred.*

|  |
| --- |
| Exhibit. Team DIFZ’s Transition Staff |
| 1. Program Manager (PM), \_\_\_\_\_\_\_\_. |
| 2. Transition Manager (TM), \_\_\_\_\_\_\_\_. |
| 3. Security/Safety/Quality Control (QC) Manager (SM), \_\_\_\_\_\_\_\_. |
| 4. Corporate HR Specialists |
| 5. Environmental Compliance Manager (Team DIFZ Environmental Control Officer) |
| 6. Supply Services Section Supervisor |
| 7. CIT Liaison |

We have devised a customized approach and plan for scheduling transition of key personnel. Team DIFZ’s transition approach complies with paragraphs \_\_\_ and \_\_\_ of the RFP, and conforms to the standards set forth in FAR Part 52.237-3, Continuity of Services. This approach ensures a rapid mission ownership, authority, and full contractual responsibility within the specified transition period without degradation of support. Our transition approach is based on extensive lessons learned by Digital Fuzion and our teammates. This is another example of how the government benefits from Digital Fuzion’s relationship with our long term partners.

Supporting and completing a thorough, seamless phase-in is fundamental to the core of our technical methodology. This approach ensures effective and efficient accomplishment of Transitional Phase-in Parts 1 and 2, as well as rapid mission ownership, authority, and full contractual responsibility within the 90-day transition period without degradation of support.

A significant Team DIFZ strength is our consistent and seamless contract transition/phase-in process proven by ## years and ## successful contract transitions (e.g., \_\_\_\_\_, \_\_\_\_\_\_, and \_\_\_\_\_). The following exhibit identifies our team’s transition staff, as well as other corporate resources who will support them.

Team DIFZ’s Transition Manager (TM), \_\_\_\_\_\_, leads our team’s transition staff, depicted in the following exhibit. All Team DIFZ Key Personnel will be on-site if required, and available within the first week following award, to initiate immediate transition operations. The TM and PM will meet during the first week with the current contractor to establish both a sense of rapport and a cooperative agreement for continued support throughout the phase-in period. During this meeting we will coordinate for an effective and orderly transition of all work in progress, pursuant to the provisions specified in FAR 52.237-3. Upon completion of this joint meeting, our PM will provide the CO and COR an updated version of this transition plan that incorporates the appropriate number and skill level of personnel to include key personnel, supplies, equipment, and USG furnished property. A joint inspection of all facilities covered under this task will facilitate the establishment of a mutual agreement between Team DIFZ and the outgoing contractor.

***Transition In.*** The success of this effort will be impacted on the transition from incumbent to Team DIFZ. To facilitate this, within ten days of notice of award, we will draft a transition plan, which shows how we will shadow incumbent staff to gain a full working knowledge of the application environment, the source code, and the stakeholders involved. Team DIFZ understands and recognizes the importance of a smooth transition and uninterrupted support as a new contractor takes over from the incumbent.

Team DIFZ brings a proven transition approach that is built on careful planning, committed resources, and open communications to ensure the most successful, low-risk transition and full continuity of operations (COOP). Team DIFZ’s main focus during start-up will be on continuity of work in progress by using the processes and procedures currently in place — many of which we are familiar with, through our teammates and from our past work architecting many of the systems. Team DIFZ will work along with the government and the incumbent contractor to continue the systematic transfer of knowledge and other artifacts associated with this effort.

***Staffing/RampUp.*** Our staffing ramp-up plan has already begun and is a two-part plan. Part 1 focuses on aligning our own qualified personnel to this contract, and Part 2 focuses on the incumbent capture of personnel. Part 1, identifying and aligning qualified personnel has already begun, implementing our recruiting process. Our ramp-up goal is to have qualified personnel identified for each position in our staffing model.

Our incumbent capture is the core of Part 2 of our ramp-up, and begins upon notification of award. Our goal for incumbent capture is to recruit and hire those incumbents who are performing to NCI’s satisfaction and meet the position qualifications based on their respective requirements within the SOW. Upon award, Team DIFZ will work to identify and contact incumbents to let them know about our company, our culture, and gauge their interest in continuing to work on the contract. Our recruiters will interview and provide offer letters to those who are identified as qualified incumbent candidates using our recruiting process.

Also, with the notification of award, our Transition Team, consisting of our PM, Transition Manager (TM), senior team members, and our PMO Support Staff will schedule a “Town Hall” meeting. We use Town Hall meetings to communicate with the incumbent workforce, providing a convenient location for personnel to come and meet with our team in a more relaxed setting. Meetings will be held outside of business hours to ensure continuity of contract operations for the transitioning out contractor. These meetings allow the incumbent team to meet our program team, learn about the companies, our values and benefits, operations, and how to apply for their position within our Applicant Tracking System (ATS). We find that having all the right company representatives on-site provides an opportunity for all questions and concerns to be addressed. Company representatives include Team DIFZ’s Operations Team, subcontractor company representatives, and HR to include our Benefits Coordinators and Recruiters.

A Transition Management Team that is led by a Transition Manager (ideally, the PM), to ensure that all critical roles are assumed immediately upon contract award will implement the start-up transition plan, and there is minimum impact to the government. We will accomplish the start-up approach in three phases: (1) Prepare and plan, (2) Hold client kickoff and coordination meetings, and (3) Resource acquisition, organization establishment, and knowledge transfer.

| Exhibit. Transition Team Staffing Responsibilities and Basis of Estimate (BOE) | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Position/LCAT** | **RFP ¶** | **FT/PT** | **Hours** | **FTE** | **Rationale** |
| Program Manager - Primary Point of Contact | # | FT | 540 | 1 | Oversees all aspects of transition management and supervise assigned staff. Provides planning, preparation, execution and documentation in support of the transition-in effort, including management activities in support of shading the incumbent. |
| Transition Manager | # | FT | 540 | 1 | TM |
| Security/Safety/Quality Control (QC) Manager (SM) | # | FT | 1080 | 2 | SM and QC |
| Transition Specialist |  | PT |  |  |  |
| Project Team |  |  |  |  |  |
| Database Administrator |  |  |  |  |  |
| Systems and Networking |  |  |  |  |  |
| Production Support |  |  |  |  |  |
| Desktop Support |  |  |  |  |  |
| Help Desk |  |  |  |  |  |
| OPS |  |  |  |  |  |
| Platform Support |  |  |  |  |  |
| Project Management |  |  |  |  |  |

The following presents the list of qualified personnel who will helm the transition effort.

| Exhibit. Personnel Qualified to Manage the Transition Phase | | |
| --- | --- | --- |
| **Name** | **Position/LCAT** | **Summary of Qualifications** |
| **fN LastN** | Program Manager | Short biographic sketch |
| **fN LastN** | Transition Manager | Short biographic sketch |
| **fN LastN** | Security/Safety/Quality Control (QC) Manager (SM) | Short biographic sketch |
| **fN LastN** |  |  |
| **fN LastN** |  |  |

***Transition Risk Management and Mitigation****.* Team DIFZ understands that Risk Management Plan is one of the key factors to a successful transition. We will use a formal risk management methodology that identifies risk, access probability of occurrence, and develop a risk mitigation plan. *Exhibit. Transition-related Risks and Mitigations* lists transition-related risks and their mitigation strategy that Team DIFZ anticipates as part of the phase-in.

|  |  |  |  |
| --- | --- | --- | --- |
| Exhibit. Transition-related Risks and Mitigations | | | |
| **Transition Risk** | **Impact Areas** | **Initial Risk/Final Risk** | **Mitigation Strategy** |
| Transition to a new contractor may result in the loss of key personnel skills/knowledge; uncooperative incumbent. | Schedule, Quality, Cost, and Execution | Medium  Low | Work with the government to identify and on-board key incumbent personnel; debriefing key personnel to obtain important information. |
| Ability to rapidly assemble a highly skilled staff in a timely manner to satisfy requirements. | Schedule, Quality, Cost, and Execution | High  Low | Proactive approach to capturing qualified incumbent staff; already have qualified staff in place to start work at the performance start date; maintain a large queue of pre-qualified personnel to back-fill vacancy. |
| Ability to manage on-site staff (contractors/sub-contractors). | Inability to address technical problems and achieve milestones or produce deliverables. | Low  Low | Single point of management where Team DIFZ operates as a seamless team. |
| Staffing/delays in filling vacancies; under-qualified personnel | Increased burden on existing employees. Lack of continuity/ coverage. | Low  Low | Determine technical performance/ personnel qualifications to fill the position. Reach back to team and other sources; identify temporary fill if necessary, including reassignment of current employees. Efficient recruiting programs; constant recruiting for qualified personnel to fill positions in many skilled areas. |
| Loss of personnel | Loss of continuity; schedule, quality, cost, and execution | Medium  Low | Incentivize employees with competitive benefits, recognition of superior performance, open communication and engagement with management. Provide resources and support for employees to meet professional and personal goals. Provide training and certification allowances. Cross-train backup personnel to minimize loss of corporate knowledge and/or skill sets. Robust recruiting efforts to identify qualified replacements |

Team DIFZ will pro-actively communicate with the government in an effective, continuous, clear, and accurate manner and seek to identify, recognize, react, report, escalate, if needed and resolve the issues. Team DIFZ is intimately familiar with the NCI vocabulary, speaks the same language, and is completely immersed in the culture of the organization. This will enable us to communicate effectively with government personnel. Our PM will be the sole point of contact for communicating with the CO, COTR and other stakeholders. The PM will communicate with the agency’s representatives on a day to day basis and will also be available to meet at regular intervals at the agency’s request.

***Transition Communication***. The objective of the communications plan is to identify points of contact and contact information for each relevant stakeholder on the government’s side, as well as our team, and the outgoing contractor. Normal communications will be conducted by email, telephone, and video conference. A group email list, which includes the appropriate representatives from each of the major stakeholders, will be established and will be used for notifications to ensure all staff receives any relevant transition information.

We will manage all communication via our dedicated virtual Program Management Office (vPMO), a SharePoint portal where a log will be maintained to track of contacts from each of the system owners, as well as the CO and COTR. Any contact additions or deletions will be managed in the vPMO so the list of contacts can be kept up-to-date. Our vPMO will be an important tool to ensure all individuals are aware of ongoing communications. The communications plan will be finalized within the first week of contract award. [MORE ABOUT THE vPMO]

***Transition*** ***Performance Management.*** Team DIFZ’s PM will prepare and submit status reports to the (COR. The Monthly Status Report will cover hoe we participate in department meetings to discuss trouble tickets, outstanding problems and unresolved difficulties encountered and needing resolution as well as proposed resolutions.

* *Meetings and Reports*. Communication, regular check-in, and audit-able record keeping are key components of the Team DIFZ approach to managing the transition of this vital effort.
* *Post-Award Kickoff Meeting*. Upon award and prior to the beginning of any services, Team DIFZ will attend a Kickoff Meeting with the Contracting Officer, and NCI personnel. The purpose of this meeting is to review schedule, transition planning, and any other necessary items related to database administration services.
* *Weekly Status Meetings*. Team DIFZ will convene regular performance reviews. The purpose of these reviews is to analyze our performance, receive quality improvement suggestions from Team DIFZ or other stakeholders, and identify opportunities for continuous improvement. These status meetings may be held in person at the job site, via teleconference or as otherwise directed by the CO and/or COR.
* *Contractor Personnel*. Attendance by Team DIFZ’s Primary POC will be mandatory at all meetings.
* *Reports*. All reports will be archived in our vPMO for access by the CO and COR, as well as any other authorized stakeholders. Reports will be circulated via email on or before the due date.

Team DIFZ will provide these status reports to the COR via electronic mail. The status report will include a summary of all contractor work performed, including a resource management report, financials, and any contractor concerns or recommendations from the previous period.

We will provide a visual summary (“stoplight report”) on the previous period’s activities, and the status of current and upcoming tasking. Team DIFZ understands service performance expected will be monitored by government and that performance failing to meet requirements for a one-month period will require us to provide a written plan for improvement to the COR.

***Corporate Reach Back / Bench Support and Additional Technical Expertise.*** Our PM will have access to, and will collaborate with, our corporate resources to facilitate administrative, logistical, and management support for this effort. The full resources of Team DIFZ are at the PM’s disposal, and we can make available those resources on an as-needed basis. This reach-back capability, which includes Digital Fusion’s Director of Operations and its President/CEO, ensures rapid corporate support to the program. Our support can range from a simple telephone call answering a question, to dispatching subject matter experts (SMEs) to aid in problem resolution.

In addition, as part of our quality oversight role, our management team periodically reviews and inspects contract operations to ensure conformity with requirements and company policy. This is reflected in our ISO 9001:20xxx Quality Management Systems (QMS) and allows us to better meet our performance standards as well as customer requirements. Our off-site staff is available for consultation on all functional areas, including contract administration, environmental, testing, etc. This also includes training support for new/updated industry standards in policy, program management, functional areas, leadership, or financial management. Team DIFZ also enjoys an ongoing strategic relationship with Learning Tree that provides high quality technical training via either distance learning or classroom attendance.

A specific area of corporate reach-back support is in response to increases and decreases in labor allocation, particularly when they happen across multiple systems simultaneously. Our experience managing contracts at \_\_\_\_ has taught our management team to appropriately respond to increases and decreases in workload. We proactively communicate with our customers concerning forecasted events to identify operational issues affecting the workforce. Our team monitors schedules and responds to workload fluctuations to support the mission. We use Microsoft (MS) Project and other management tools to conduct resource leveling and adjust to fluctuating work requirements.

Consequently, support to increased requirements can be provided in a number of ways. Given the extent of our support to similar programs and requirements, we would triage prioritization of needs across programs and most likely be able to divert some resources from other programs to meet urgent needs. In turn, this provides time for us to pursue other solutions. In addition, Team DIFZ maintains a reserve pool of part-time or temporary personnel we can activate to increase support requirements as needed. We are also able to divert skilled personnel and other corporate assets when necessary to fill urgent needs or in a surge situation until a more permanent solution is developed.

***Transition Tasks***. The exhibit following describes the activities Team DIFZ will conduct to ensure a successful and non-disruptive transition-in for this effort, who is responsible for the tasks, and a preliminary schedule. Immediately following notification of award, Team DIFZ will prepare to participate in a kickoff meeting with customer personnel. Attendees from Team DIFZ will include XXXXXXXXX; and our PM Site Lead. Our Quality Manager or one of our Assistant QM specialists will also be in attendance and will continue to support the efforts of the team for the duration of the contract. At kickoff, Team DIFZ will present an overview approach to project execution, identification of key points of contact and a summary of transition activities for discussion. Among the action items expected as the outcome of this meeting will be agreement on the schedule for the commencement of the effort by the Team DIFZ team, and information specifying Government and Team DIFZ points of contact for continued coordination.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Exhibit. Notional Planning Sequence** | | | | |
| **Task / Activity / Assignment** | **Assigned To** | **Key Contacts with Project Knowledge** | **Start Date** | **End Date** |
| The Government awards contract to Team DIFZ; Team DIFZ validates all contract requirements, formats and suspense dates. Team DIFZ provides all partners with subcontracts. | n/a | n/a |  |  |
| Transition-In period starts |  |  |  |  |
| Team DIFZ transition team initiates contact with the Government; Transition Team assembles and establishes virtual Program Management Office (vPMO) |  |  |  |  |
| Coordinate transition planning meetings - daily then weekly. Team DIFZ meets with NCI and outgoing contractor and coordinates an effective orderly transition of all work that is in progress and that is planned. |  |  |  |  |
| Team DIFZ requests Non-displaced Qualified Workers; initiates Government and outgoing contractor coordination; receives permission to engage current staff; conducts off-site job fair; gains commitments from incumbent staff; determines vacancies; initiates recruiting actions as appropriate to fill projected vacancies. |  |  |  |  |
| Distribute project initiation plan or project plan |  |  |  |  |
| Attend transition planning |  |  |  |  |
| Conduct skill gap analysis |  |  |  |  |
| Team DIFZ notifies the CO/COR and other appropriate stakeholders of any security requirements specified by NIST SP 800-171 not implemented immediately following contract award. |  |  |  |  |
| Identify project activities to be completed before transition can start |  |  |  |  |
| **Knowledge Transfer** | **Assigned To** | **Key Contacts with Project Knowledge** | **Start Date** | **End Date** |
| Shadowing Coordination |  |  |  |  |
| Workflow processes/SOPs |  |  |  |  |
| Subject Matter Expert (SME) Confirmation Discussions |  |  |  |  |
| **Training** | **Assigned To** | **Key Contacts with Project Knowledge** | **Start Date** | **End Date** |
| Network and Systems Administration |  |  |  |  |
| Team DIFZ employees complete NIH Cyber Awareness Training and sign/provide COR with copy of agreement prior to receiving network accounts. |  |  |  |  |
| Team DIFZ employees complete required OPSEC training and deliver certificates within 30 days after contract award. |  |  |  |  |
| **Key Milestone** | **Assigned To** | **Key Contacts with Project Knowledge** | **Start Date** | **End Date** |
| Kickoff - meet the stakeholders; revise this Transition Plan to “final” status. |  |  |  |  |
| Submit draft final Transition Plan within seven (7) days of award. Team DIFZ provides NCI with our QCP and PMP within 30 days of contract award. |  |  |  |  |
| Staffing - employee on-boarding complete. Fill identified staff vacancies for openings not filled by incumbents or our ready-to-deploy team members. |  |  |  |  |
| Program and Project Plans updated, to include Process and Procedure Manual (PPM); complete requirements gathering; complete organization and personnel matrix and customer contacts. |  |  |  |  |
| Due Diligence - completion of Data Gathering, Process Mapping, and creation of Gap analysis from original SOW to include data from TM. All interim milestone and acceptance criteria completed. |  |  |  |  |
| Operational Readiness - knowledge transfer complete; Team DFIZ will have license for access to help desk ticketing system; physical and logical sys admin support operational. |  |  |  |  |
| Systems handover - secured letters of agency/update AoAs. Team DIFZ validates program GFP, GFE, GFI and initiates planning for joint inventory. |  |  |  |  |
| Finalize Incident Management and Change Management processes; joint team meeting to finalize process. |  |  |  |  |

***Post-Award Update to this draft Transition Plan***. Upon award, Team DIFZ will backfill this plan with additional details, so we may submit it for review to the Government:

* + Description of the new planned culture of appropriate NCI business unit(s).
  + Description of the physical environment. This may include location (e.g., suburb), centralized/de-centralized localities, furniture, floor plan layout, new desktop aids, etc.
  + Job design for positions and their responsibilities; a crosswalk of current position descriptions to Team DFIZ LCATs.
  + Inventory of skill / knowledge requirements, answering the following questions: What new skills and knowledge will be required (e.g., in-house technical expertise to administer new technology), cross-referenced to our corporate Training Plan to ensure are these new skills addressed? Are there any skills / knowledge that will no longer be required? This will be cross-referenced to the Staffing Plan. Is there a need to transfer skills?
  + Catalog of appropriate policies and procedures, starting with the COR-provided documentation and listed on page 5 of *Attachment 1 - Instructions to Offerors*. Are current policies and procedures documented? Up to date? Then which policies and procedures will become redundant, require revision or new ones created? Identify resources and responsibilities to prepare (e.g., working groups). Are new standards and best practices to be introduced?
  + Regarding human resource management, what changes and management strategies are planned, and how they are to be achieved. Areas of potential include: industrial / union issues; occupational health and safety; personnel recruitment, redeployment and redundancy; and staff counseling, performance review and development.
  + Descriptions of planned workflows and processes. Diagrams of proposed processes and workflows will be included as an appendix to the final Transition Plan.

In the final Transition Plan, we will include a section on Operations & Maintenance, used to describe the maintenance requirements for project outputs once they have been accepted by the system owners, and how they will be achieved. This includes expanded scope definition: Computer systems and applications; Hardware and other peripherals; Technical / business manuals or documents; Communications equipment; Externally produced manuals, methodologies; Security arrangements; Warranty periods (what warranty periods are required together with on-going maintenance requirements?); Contracts and / or service level agreements for internal / external suppliers; Processes and responsibilities; System Support (for systems / applications, describe how modifications, enhancements, effects and deficiencies will be recorded (e.g., problem reports, change requests, etc.), actioned and managed.); Maintenance Costs

We will cross-reference scope to the contract to ensure the 'hand-over' process and accompanying support roles from the Project Team meets all NCI’s requirements. We will catalog all outstanding change requests help desk issues (open trouble tickets). Finally, we will update our final Transition Plan will reference NCI’s Business Continuity of Operations (COOP) and Disaster Recovery (DR) plans.

***Transition Out.*** We will provide Transition Out support at the completion of the effort to include unencumbered access to program knowledge and processes, customers, and stakeholders. The transition-out activities will include a briefing and all documentation provided by our team to describe the status of all activities and deliverables required by the government. Transition Out support will start no later than three months prior to the completion of the contract.