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## PROCUREMENT WORK STATEMENT (PWS)

### Title: Global Freight Management (GFM) Systems Development and Sustainment

#### 1.0 Scope.

The scope of this effort is to provide the necessary support for migration of the GFM system in the following primary functional areas:

- Project Management and/or Administration
- IT Operations
- Integration Services
- IT Software design/development/maintenance
- World Wide Web based Electronic Commerce
- Software Sustainment Support
- Reports
- Customer Service Liasion

#### 1.1 Background/Environment.

GFM is the capstone automated execution system of the Defense Transportation System (DTS) for the movement of domestic freight. It is also used to a certain degree as a OCONUS shipping tool. GFM consists of a Host computer and database at Military Surface Deployment & distribution command (SDDC), Alexandria, VA. Users access the GFM system through one of two means. In the first, users employ the Field Module (a client software application that resides on the users' computer) to access the host via telephone line using batch file transfers. In the second, users will access the host through the Electronic Transportation Acquisition (ETA) System via an internet connection. GFM also supports the Tailored Transportation Contract by utilizing Standard Transportation Processing System (STPS), which is a system programmed in Foxpro that allows tenders to be entered and then uploaded to the Host database. It remains the government's intent to use Commercial-Off-the-Shelf (COTS) software products as much as practical. These products should be "best of breed" commercial software that meets the government's requirements. Moreover, these products should be widely accepted by industry and government organizations to ensure sustainability over the life span of this program and the supported software products. The current GFM Suite of applications are listed below:

Host System	Freight Acquisition Shipping Tool (FAST)
Spot Bid	Transportation Discrepancy Reports (TDR)
Transportation Facility Guide (TFG)	Customer Added Value Suite (CAVS)
Standard Transportation Processing System (STPS)	Tender Entry on the Web (TEOW)
Rate Quotation	Transportation for the Relief of Mankind

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(TRANSFORM)

Small Package Express (SPE)	Freight Carrier Registration Program (FCRP)
Field Module	Standard Transportation Processing System (STPS)

Using industry standard Internet browsers, their normal Internet connectivity and NIPRNET, users will have real-time, on-line access to the host computer. GFM provides Department of Defense (DOD) traffic managers with an information management system for the procurement of commercial freight transportation services in peace and war, with the emphasis on service, economy, and readiness (best value). Functions provided through GFM include: carrier selection, costing, shipment documentation (to include customs and hazardous material), and management of DOD freight movements. Additionally, GFM supports prepayment audits of carrier freight bills submitted to the Defense Finance and Accounting Service (DFAS) or US Banks' PowerTrack payment system as well as shipment information on Defense assets to include in-transit data between origin and destination in support of readiness. In addition to providing information to installation level transportation office, the GFM host system uses Electronic Data Interchange (EDI) to exchange information with a variety of collateral automated information systems, such as the TRANSCOM Global Transportation Network (GTN). These interchanges assist with the facilitation of Total Asset Visibility (TAV) and In-transit Visibility (ITV) of freight movement assets. Finally, the GFM system may, in the future, expand it's web-based functionalities to include freight history and Asset Management Systems functions and a full OCONUS shipping module.

The GFM system is a complex amalgam of multiple subsystems that perform a wide range of functions and interface with a large number of systems external to SDDC. The operational systems span several platform types, Operating Systems, databases, and integrate custom-written software with several Commercial-Off-The-Shelf (COTS) applications. Moreover The GFM system uses predominantly COTS software and hardware to develop and operate the system.

**Development Software:** Oracle RDBMS/Tools, Oracle Power Browser, Developer 2000, Designer 2000, Oracle Developer Forms 3.0/6.0, JDK1.3.1, HPMOL Coding, Sterling's GENTRAN EDI Server Translation Software, PVCS Tracker 7.0, iPlanet Web Server 4.1, JAVA, Unidata 5.2.35 Unibasic, FoxPro, C, CVS Version Manager, WebLogic 7.1.

**Platforms:** The GFM database and application resides on multiple platforms such as: SUNFIRE 4810, SUN Enterprise 6000, SUN Enterprise 4000, and NT servers.

**Relational Databases:** Relational databases used include UniData, Oracle, FoxPro.

**Operating Systems:** MS-DOS, SUN Solaris, UNIX, Windows NT, Windows 2000.

**Other Commercial Off The Shelf (COTS) Software Packages:** In addition to the above, the following software packages are used for development and systems support.

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Sterling Gentran Server 6.0	VsiFax	Hot Metal Dream Weaver	Web Logic 7.1
Netscape Server	Defense Table of Distance (DTOD)	Oracle Application Server	Oracle Web Server
Sun WorkShop Compiler C Version 4.2	Sun Enterprise Volume Manager Version 2.5	GNU Zip (gzip) Version 1.2.4	QUEST Spotlight on Oracle
ckermi Version 6.0	ERWIN	Paint Shop Pro 7.0	Adobe Photo Shop
TCP Wrappers Versions 7.6 top Version 3.5 Beta Release 7	Siebel 99.2	JPROBE	TogetherJ
Authorware	RoboHelp	Wintegrate	Kawa
Expect Version 5.28	Shipapi Version X.0.		

As technologies continue to advance during the period of performance, these products will continue to be upgraded and/or replaced.

## 1.2 Objective.

The objective of this effort is to maintain, improve and support the operations of the current GFM system in a cost effective and efficient method that responds rapidly and effectively to constantly changing requirements. A key goal is to minimize system downtime, and to maximize system performance and data accuracy.

## 2.0 Risk Management and Applicable Requirements Documents:

**2.1** Ultimately the Contractor and its personnel are responsible for performance of the requirements of this PWS in accordance with the requirements of the laws of the United States of America, just as the Government and its personnel would be if they were performing the efforts of this PWS. Notwithstanding any language in this PWS to the contrary, failure of the Government to specifically identify a particular document or part thereof as mandatory does not relieve the Contractor or the Government from compliance with law in performance of this PWS. Risk is to be managed by the Contractor and the Government as each performs their respective responsibilities subject to applicable oversight and approval requirements for their decisions. Where PWS requirements are based on policy, the Contractor and the Government shall each work to achieve an acceptable balance change, compliance, and risk.

**2.2** When reissues, supplements, or amendments to mandatory requirements documents or new mandatory requirements, documents are issued throughout the life of the contract, they shall be considered effective and binding at the same time they are binding on Government operations. The Contractor shall promptly notify the Procurement Contractor Officer (PCO) in writing of each change. Upon identification of any change to or new mandatory requirements documents that results in an increase or a decrease in PWS price, the Contractor shall promptly notify the PCO of the change and submit a proposal to the PCO, within 30 days of receipt of the change.

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The proposal shall contain detailed information that includes, as a minimum, comments on the affect labor, performance, and schedule and a proposed cost growth or reduction estimate. The change will be negotiated under the provisions of the contract clause entitled “Changes”.

## **2.3. List of policies and guidance. Attachment 1**

## **2.4. List of Terms and Abbreviations. Attachment 2**

### **3.0 CONTRACTOR DUTIES**

#### **3.1 General Requirements**

**3.1.1** The Contractor shall, as an independent Contractor, and not as an agent of the Government, furnish all management, labor, tools, supplies, and materials (except as provided by the Government) necessary to perform the requirements contained herein.

**3.1.2** The Contractor shall participate in formal activities and program management reviews and provide to SDDC status reports monthly of all activities in support of this contract effort or as required by the COR. These reports shall include as a minimum, the status of all proposed, approved, in progress, completed activities, problems reports and metrics of Tier II support. The contractor will prepare a Management Plan for government approval within 30 days of award. This document will be a living document and changes will be submitted to the government for approval within 5 days of every change to document.

**3.1.3** The contractor shall apply their detailed experience and knowledge of depot/installation level freight shipping functionality/management and military port operations as related to the transport of cargo destined to be deported from or imported into the United States to work with the Government and their customers in developing software solutions for PRs and ECPs.

#### **3.2 Program Management Support**

Program Management Support involves providing assistance to SDDC program managers in conducting oversight and management of GFM programs. Program Management is comprised of Program Support, Life Cycle support and Planning Support. Program Support includes but is not limited to: Work Breakdown Structure (WBS) Analysis, Project Schedule and Control, Project Management (Scope Management). Life Cycle support includes but is not limited to: IT Asset Management, Life Cycle Management to include percentages of ECPs/PRs completed and allows for timely delivery of products. Planning Support includes but is not limited to: Program Management planning (including risk management).

**Performance Objective No. 1:** The Contractor shall, at the request of the COR, develop plans.

**Performance Measure:** Provide plans (hardcopy and electronic) within five (5) working days of the conclusion of the planning effort.

**Performance Standard:** 98% of the deliverables are timely, complete, professionally sound and accurate.



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**Performance Objective No. 2:** The Contractor shall assist the Government Program Manager in tracking projects costs, schedule, risk, resource utilization, and scope.

**Performance Objective No. 3:** The Contractor shall track the status and resolve issues related to the assignment of IT assets and maintenance contracts for a program.

**Performance Objective No. 4:** The Contractor shall support the Government in developing documentation to support life cycle management.

### **3.3 GFM Software Development & Maintenance**

The contractor shall provide technical assistance to the GFM PMO in the resolution of open Problem Reports (PRs) and in adding new functionality identified as Engineering Change Proposals (ECPs). The PR/ECP resolutions will be incorporated into the baseline using Incremental Development Package (IDP) methodology. The contractor shall prepare a document containing resolutions and test results for the PRs/ECPs contained in each IDP. The PRs/ECPs will be prioritized by the GFM PMO and the contractor shall provide a complete status of all PRs/ECPs. The contractor shall design system applications and integration efforts to enhance/improve the performance and efficiencies of that application intended within the scope of the work. All system development efforts must comply with and support government software and hardware standards.

**Performance Objective 5:** The contractor shall prepare a document containing resolutions and test results for the PRs/ECPs contained in each IDP and associated methodology.

**Performance Standard:** 98% of tasks and activities assigned to contractor (and within control of contract) are completed per the Management Plan.

**Performance Measure:** Government acceptance of resolutions and test results.

#### **3.3.1 Bills of Lading (BLs).**

The contractor shall provide for electronic transfer of BLs among all GFM trading partners. Additionally, the contractor shall develop/maintain the capability to cost and select for traffic currently moving under BLs in order to assure that the government acquires the best value.

**Performance Objective 6:** System shall produce electronic and hardcopy BLs, costing data shall be displayed on the user's computer. Electronic files shall be sent to GFM TPs.

**Performance Standard:** 98% of BLs submitted to GFM shall be costed, sent out electronically, and stored for audit purposes.

**Performance Measure:** Based on percentage of customer complaints and Government approval of system performance.

#### **3.3.2 Tailored Transportation Contract (TTC) Interface.**

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The contractor shall maintain the GFM Host database for the TTC system. The contractor will continue to maintain the interface between the GFM Host and the STPS LAN server for the processing of FAR.

**Performance Objective 7:** The contractor shall automate/maintain the process of uploading TTC Rates receive via electronic spreadsheet.

**Performance Standard:** Timely uploading of TTC rates based on Government requirements with a 98% input accuracy rate.

**Performance Measure:** Government acceptance as detailed by review of rates uploaded to the Host System.

### **3.3.3 Standard Transportation Processing System (STPS – FAR)**

The contractor shall support the existing STPS application, which executes on a LAN server. The contractor shall be responsible for managing, designing, coding, documenting, testing, and implementing Engineering Change Proposals (ECP) or Problem Report (PR) resolutions for the STPS application.

**Performance Objective 8:** The contractor shall automate/maintain the process of uploading TTC Rates receive via electronic spreadsheet.

**Performance Standard:** Timely uploading of TTC rates based on Government requirements with a 98% input accuracy rate.

**Performance Measure:** Government acceptance as detailed by review of rate matrix compared to rates uploaded to the Host System.

### **3.3.4 Remote Carrier Access.**

Provide the capability for commercial carriers to access the GFM Host computer from remote locations and obtain shipment Requests and Responses, Standard Tender of Freight Services and Bills of Lading information.

**Performance Objective 9:** The contractor shall support/enhance the automated process of carriers accessing CAVS and TEOW via the Internet.

**Performance Standard:** Carriers are able to access 100% of BL data submitted for rating to the GFM Host System via CAVS. Carriers are able to input tender data without delay due to system errors.

**Performance Measure:** Government acceptance of system performance reports based on system downtime and user complaints.

### **3.3.5 Tender Management.**

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GFM currently provides a central database of DoD transportation tenders. Additional modes are added to this database as additional Standard Rules and Tender Formats are developed. The contractor shall continue to develop and implement software for these additional modes of transportation.

**Performance Objective 10:** All tender formats approved and submitted by Government agencies shall be supported by an automated process.

**Performance Standard:** Tender formats shall be accepted in an automated fashion within 30 days of Government approval.

**Performance Measure:** Government acceptance based on 100% systems acceptance rate for automated tenders without user input errors.

### **3.3.6 Software Application Optimization Enhancement.**

The contractor shall enhance the existing GFM application software and/or its applications for the purpose of insuring maximum optimization of the system. The contractor shall sustain the software development system and assist in urgent analysis for the production system when required, daily activities include configuration and operation. The contractor shall optimize system operation and resource utilization.

**Performance Objective 11:** Contractor shall maximize optimization of the system at all times. System maintenance/development shall not cause a digression of current system performance.

**Performance Standard:** Software shall perform at a level that produces 98% systems optimization at all times.

**Performance Measure:** Government acceptance of system software maintenance/enhancement efforts. Contractor efforts shall not degrade current functionality.

### **3.3.7 System NT Server Administration.**

The contractor will provide system administration for the Surface Cargo System (SCS) NT servers. The support will include configuration of the servers, installing and upgrading software, troubleshooting problems and advising the SCS PMO of the resolutions, performing backups and recovery of data, as required, and informing the property manager when servers are relocated.

**Performance Objective 12:** Sytem administrator shall monitor system and performance preventative mainteance in order to ensure maximum system performance.

**Performance Standard:** System will be monitored on a daily bases. Ensures that system is up and running 98% of the time.

**Performance Measure:** Government acceptance of system usage reports and availability of system for access.

### **3.3.8 Electronic Commerce/Electronic Data Interchange (EC/EDI) Support.**

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The contractor shall provide highly qualified and trained personnel to build and/or support the technical infrastructure needed to support EC/EDI. This support shall include, as a minimum, an integrated software system that includes EC/EDI translation software, communication software and application software. Personnel shall possess detailed technical knowledge of EDI ASC X.12 Transportation Standards, DoD Implementation Conventions, data requirements, mapping, and software associated with the system. The contractor shall work with GFM PMO, government, and industry personnel to develop and enhance the ASC X.12 Transportation Standards and DoD Implementation Conventions as required. Contractor personnel shall be technically proficient in the use of GENTRAN Server Software, UNIX, and C Programming.

**Performance Objective 13:** Assist with loadind/testing/running GENTRAN Server Software. Setup interfaces for outbound and inbound system traffic.

**Performance Standard:** Ensures that GENTRAN Server runs at 100% performance level 98% of the time. Setup requested interfaces within a 1 – 2 week timeframe.

**Performance Measure:** Government acceptance is based on system performance and timelines met by contractor.

### **3.3.9 Database Management Systems (DBMS) Administration.**

The Contractor shall provide database administration remotely or on site and shall provide assistance and consultant technical expertise in the identification, design, and development of the GFM database and existing database elements.

**Performance Objective 14:** Provide 24-7 database administration system monitoring and assistance.

**Performance Standard:** Database shall be current and accessible 98% of the time.

**Performance Measure:** Government acceptance of system usage reports and availability of system for access.

### **Subtasks 3.3.1 through 3.3.9:**

**Performance Objective 15:** Sustain the deployed CFM system/ETA suite of applications as identified in this Task that have been deployed to CFM users, providing technical and functional expertise on a daily basis.

**Performance Standard:** Within one working day, resolve trouble calls, provide written response to requests for information (RFI), or standard customer reports (that are within the control of the contractor) 98% of the time.

**Performance Measure:** Government review and/or acceptance of trouble call log, response to RFI or required report.

### **3.3.10 Design Reviews.**

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The contractor shall over the period of performance conduct design reviews, and participate in briefings, walkthroughs, and/or prototype demonstrations. Design reviews will be conducted for the purpose of receiving PMO approval for continuance. The contractor shall accurately record the proceedings and develop the Design Review meeting minutes that shall be provided to the GFM PMO in accordance with the schedule identified in the paragraph 7, Deliverable Delivery Schedule, within this SOW.

### **3.3.11 Documentation Archive Library.**

The contractor shall establish a single, centralized library that contains appropriate sub-folders for individual activities. This library will be made available for all GFM staff review at their discretion. The electronic file structure for this library is at the contractor's discretion, subject to government approval, and will be organized to ensure logical presentation of documentation for system t activities and reports. The contractor will propose a structure for the library.

**Performance Objective 16:** Establish a centralized library that contains appropriate sub-folders for individual activities.

**Performance Standard:** Library shall house the latest documentation pertaining to all associated systems 98% of the time.

**Performance Measure:** Government acceptance of documents delivered and online spot checks of data sources by Government staff.

### **3.3.12 Software Development Test (SDT).**

The GFM software developer will conduct the appropriate number of successful Software Development Tests (SDT) before releasing software to the GFM PMO. The contractor shall develop a Software Development Test Plan, conduct a SDT, and a SDT Test Report for each software PR and ECP incorporated. The contractor shall ensure that regression testing is conducted on all software development and software improvements. The contractor shall also conduct quality control testing for all software development and improvements prior to forwarding to the government for IV&V testing. The developer will assure the software is abort free and will verify stress testing, interoperability and integration with interfacing systems.

**Performance Objective 17:** Performance system test to include but not limited to stress test and STD.

**Performance Standard:** Software is abort free and integrates successfully with interfacing systems 100% of the time.

**Performance Measure:** Government acceptance of test reports/plans for each PR and ECP incorporated.

### **3.3.13 Documentation Support.**

The Contractor shall ensure all documentation is updated and kept current to reflect all software changes. This documentation shall be prepared and/or updated in accordance with IEEE

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standards. In addition, in conjunction with the resolution of PRs and implementation of ECPs the contractor may be required to develop and/or update the documents such as.

**Performance Objective 18:** Document all processes pertaining to production, test, and training systems, provide hardcopy and online documentation.

**Performance Standard:** Maintain current documentation of all system functions 100% of the time. Provide hardcopy, online, and CD based media.

**Performance Measure:** Government acceptance of documentation to include checking online media for accuracy and soliciting customer input.

### **3.3.14 Software Version Description.**

The contractor will prepare Software Version Descriptions (SVD) for each software release and present the SVD to the government no later than five (5) days after deployment of the application. The SVD will identify and describe an inventory of materials to be released, software/applications contents, changes to be installed, adaptation of data, related documents, installation instructions and possible problems and known errors.

**Performance Objective 19:** Prepare Software Version Descriptions (SVD) for each software release.

**Performance Standard:** Contractor shall present the SVD to the government no later than five (5) days after deployment of the application 100% of the time.

**Performance Measure:** Government acceptance of SVD.

### **3.3.15 Configuration Management.**

The contractor shall prepare and revise CM related documentation, keep current and participate in activities that control changes to the multiple GFM subsystems that are developed or modified. The contractor shall also develop and maintain a software library that contains source and object code for the GFM software. The media shall be electronic file with a listing of content of the deliverable, including LAN server based files and those databases and files associated with COTS products. The contractor shall provide electronic notice of software release.

**Performance Objective 20:** Prepare and revise CM related documentation and maintain associated library.

**Performance Standard:** CM documentation and library must be current 98% of the time.

**Performance Measure:** Government acceptance of CM items.

## **3.4 Deployed System Sustainment.**

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The contractor shall assign an Tier II to be a liaison between the SDDC Systems Response Center (MSRC) and the GFM PMO. Problems that cannot be resolved by the MSRC will be elevated to the Tier II for resolution. The following GFM systems will be supported:

- Transportation Discrepancy Report (TDR)
- Transportation Facilities Guide (TFG)
- Standard Transportation Processing System (STPS)
- Freight Acquisition Shipping Tool (FAST)
- Customer Added Value Service (CAVS)
- Bills of Lading History ( BL History)
- Transportation for the Relief of Mankind (TRANSFORM)
- Host System
- Small Package Express (SPE)
- Spot Bid
- Rate Quotation
- Tender Entry (TEOW)
- Field Module

The contractor shall provide support to the MSRC to include technical and functional expertise on a daily basis. The Contractor shall provide monthly metrics that include number of service requests elevated to the Tier II and percentage of time spent on training and problem resolution validations.

**Performance Objective 21:** Tier II functional and technical expertise provided to customers. Contractor shall prepare monthley metrics report.

**Performance Standard:** Response to request, as established by the COR..

**Performance Measure:** 98% of responses are resolved within time period as requested by the government.

### **3.5 Distance Learning.**

The contractor shall develop, implement, and sustain a Distance Learning Program (DLP) for the GFM suite of applications. This DLP will be developed using commercially available, proven technologies and techniques and will be tailored to match multiple learning styles. It will be designed to reduce and minimize government investment and sustainment costs. The DLP will also include promotional notices to the user community upon notification prior to software release. The DLP program will be developed consistent with the compressed developmental strategy and must be executed efficiently and effectively. The contractor shall ensure integration of these products with the existing developmental strategies of GFM and current training. The contractor shall ensure that all training and learning tools are updated consistent with and are synchronized with software upgrades and version releases. On a limited case-by-case basis, the contractor shall be required to conduct demonstrations at conferences

### **Performance Objective 22:**

The contractor shall develop, sustain and maintain Distance Learning Program.

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**Performance Standard:** All DLP software tools are of a quality that meets or exceeds industry standard commercial Distance Learning products, as judged by PMO, and are delivered IAW the schedules established in the WBS (based upon bilateral agreement) and synchronized with the software releases they support 98% of the time.

**Performance Measure:** Government review, judging and acceptance of the DLP releases.

## **4.0 Place of Performance/Hours of Operations. HQ, SDDC location Alexandria. Command is tentatively scheduled to relocate.**

Note: Exceptions to performing all work at the government site shall be submitted to the COR for review. Generally this would apply when specialty work would best be accomplished at another location (including contractors site) where appropriate special skills or facilities are present. Changes in performance location will not affect price or contract performance.

The contractor shall be expected to have personnel available at the government site during a period of 0500 and 2000 hours Eastern Time, Monday-Friday. Additionally, selected personnel must be available, on-call, 24 hours a day, 7 days a week for emergency response. Method of access to on-call personnel (e.g., pager, cell phone) shall be reliable and responsive. The government will furnish calling cards and pagers for communications purposes (note that phone-call bills will be reviewed and any inappropriate calls will be chargeable to the contractor).

## **5.0 Cooperation with other Contractors and Government Personnel**

The contractor shall cooperate with other contractors and Government personnel performing work for SDDC. The contractor shall be willing to adjust scheduling and performance to accommodate additional support when incorporated by modification. The Contractor shall avoid interfering with the performance of work by other Contractors or Government employees while not compromising health, safety or security. Any disagreement or cause of delay shall be brought to the attention of the COR.

## **6.0 Quality Control and Quality Assurance**

The Contractor shall be in compliance with FAR Clause 52.246-4, "Inspection of Services, Fixed Price," their QCP in the performance of services required under this contract. The Government and Contractor will meet quarterly to discuss the Contractor's adherence to the above-cited reference unless a contract discrepancy report is issued which would dictate scheduling a meeting sooner.

## **7.0 Deliverable Schedule Summary:**

<b>Title</b>	<b>Applicable PWS Task</b>	<b>Delivery Schedule</b>
Monthly status Report	3.1.2	Required monthly
Work Breakdown Structure	3.2	NLT 5 <sup>th</sup> Work Day of Following Month

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Management Plan	3.1.2	Initial Plan 30 Days After Task Award; updated Quarterly
Program Mgt Planning Report	3.2	NLT 5 <sup>th</sup> Work Day of the conclusion of planning effort
Bills of Lading	3.3.1	Appropriate software code and documentation changes
Tailored Transportation Contract (TTC) Interface	3.3.2	Appropriate software code and documentation changes
Standard Transportation Processing System (STPS)	3.3.3	Appropriate software code and documentation changes
Remote Carrier Access	3.3.4	Appropriate software code and documentation changes
Tender Management	3.3.5	Appropriate software code and documentation changes
Software Application Optimization Enhancement	3.3.6	Appropriate software code and documentation changes
EC/EDI Support	3.3.8	Included as part of Subtask 1.4 deliverable
DBMS Administration	3.3.9	Updated Database Design Specification NLT 10 work days after software release)
Design Reviews Minutes	3.3.10	NLT 10 work days after meeting
Documentation Archive Library	3.3.11	Documentation of SVD, Test Plans, and TARs delivered 10 days after Implementation.
Software Development Test Plan	3.3.12	NLT 5 work days prior to scheduled SDT start
Software Development Test Report	3.3.12	NLT 10 work days after test completion
Software Version Description	3.3.14	NLT 5 work days after release to production
Software Baseline Document/Code	3.3.14	NLT 5 work days after release to production
GFM Tier II Metrics for number of MSRC Service Requests and training hours.	3.4	Presented at Monthly Contractor In-Progress Review.
Web-based Training Deployment (Placeware Sessions On-Line)	3.5	Established by government IAW with mutually agreed schedules
Web-based Tutorials for deployed software	3.5	Updated after each software release

## 7.2. Document Deliverable Criteria.

Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

For the initial (draft) deliverables required by this PWS, the following procedures will apply:

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The Government will provide written acceptance, comments and/or change requests, if any, within 15 working days from receipt by the Government of the initial deliverable. Upon receipt of the Government comments, the contractor shall have 15 working days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

If written acceptance, comments and/or change requests are not issued by the Government within 15 calendar days of submission of draft, the draft deliverable shall be deemed acceptable as written and the contractor may proceed with the submission of the final deliverable product.

## **8.0 Government Furnished Equipment (GFE)/Government Furnished Information (GFI).**

The contractor shall provide ordinary PC office automation computers, software, and peripherals in a Local Area Network (LAN) in the event personnel work at the contractor's site. Coordination with COR shall be at least 30 days prior to desired change in performance location.

At HQ SDDC contractor personnel shall be provided: Workstations, LAN access, Fax, Telephonic support, supplies, and access to other routine office support equipment such as copiers, and printers. All GFE/GFI must be returned to the COR or transitioned to a follow-on contract no later than the last day of the PWS. The Government shall provide as GFI all necessary software required to perform this SOW. GFE/GFI must be maintained in the same condition throughout contract performance.

**9.0 Security.** The contractor will ensure personnel assigned to work classified issues or classified interfaces possess a SECRET security clearance. The contractor will provide verification of clearance for each individual to SDDC's Information Security Office and the GFM PMO. The contractor will comply with U.S. Army and SDDC security regulations while handling classified material, reports, and other products. The contractor will perform all work involving classified data at designated SDDC facilities.

**10.0 Other Pertinent Information or Special Considerations.** Packaging, Packing and Shipping Instructions are as follows: the contractor will provide all deliverables and other project related products, reports, etc., as an electronic file e-mail attachment whenever possible. The contractor will generate all document deliverables in standard SDDC office automation software products. If the contractor determines that it would be more beneficial to GFM to use non-standard SDDC office automation software to generate any of the required deliverables, the contractor must notify and receive approval from the TO monitor, one (1) hardcopy with 2 soft copies on medium approved by PMO of the product will either be hand delivered or mailed by certified mail to PMO. All software, documentation, training literature, and any other deliverables described in this TO will be wholly owned by SDDC.

## **11.0 Contractor Travel.**

Travel will be required for data gathering, meetings, and conferences. Estimated travel for purpose of proposal:

# Trips	Location	# People	# Days
3	Ft Eustis, VA	2	5

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1	Denver, CO	2	5
3	Jacksonville, FL	2	5

Note: All non-local travel shall be approved by government prior to travel. All travel will be in accordance with DOD Joint Travel Regulation.

## 12.0. Contract Transition

**12.1 Transition Of Operations.** The contractor shall ensure the continuity of service while implementing its transition plan for all affected activities to preclude any adverse impact on the mission.

**12.2** The incumbent contractor and the successful contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

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## Attachement 1

### Government Policies and Guidance

Listed below are web sites and policies that provide guidance and standards for Information Technology software, hardware architecture, but are not inclusive and limited to:

IEEE/EIA 12207

Economic Analysis Manual, U.S. Army Cost and Economic Analysis Center, Jul 95.

#### **Joint Technical Architecture - Army (JTA-A) Requirements**

<http://arch-odisc4.army.mil/>

<http://arch-odisc4.army.mil/aes/aea/jta-a/hPMOI/homepage.hPMO>

#### **DISA DII COE Requirements**

<http://diicoe.disa.mil/coe>

<http://diides.ncr.disa.mil/shade/documents/segdevguide/index.hPMO>

<http://coeeng.ncr.disa.mil/Proposed4.2/proposed.hPMOI>

<http://www.disa.mil/gcss/certseg.hPMO>

#### **DISC4 Requirements**

<http://arch-odisc4.army.mil/I3A/i3a.hPMO>

#### **USTRANSCOM DTS Requirements**

[https://214.3.17.154/dts\\_ea/2B.cfm](https://214.3.17.154/dts_ea/2B.cfm)

#### **CONFIGURATION MANAGEMENT**

<http://dod.mont.disa.mil/cm/general.hPMOI>

#### **Web Page**

<http://coeeng.ncr.disa.mil/REFERENCE-PAGES/RefMaterial.hPMO>

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## Attachment 2

Terms and abbreviations:

AIS – automated information system  
BL – bill of lading  
CBL – commercial BL  
CMOS – Cargo Movement Operations System  
DFAS – Defense Finance and Accounting Service  
DLA – Defense Logistics Agency  
DoD – Department of Defense  
ECP – engineering change proposal  
EDI – electronic data interchange  
FAK – freight-all-kinds  
FAST – Freight Acquisition Shipping Tool  
GBL – Government BL  
GFM – Global Freight Management  
IV&V – independent verification and validation  
OD – overdimensional  
OW – overweight  
PMO – Project Management Office  
QA – quality assurance  
SDDC – Surface Deployment and Distribution Command  
SDT – Software Development Test  
SPLC – standard point location code  
SQT – Software Qualification Test  
Sun – Sun Microsystems Corp., the manufacturer of the Sun 4000, 4800, and 6000 computers  
SUT – software under test  
TAR – test analysis report  
TO – Transportation Officer  
TTC – tailored transportation contract  
UDF – user-defined format  
XML – extensible markup language