STATEMENT OF WORK

IT Support Services

**Warning:**

The Statement of Work (SOW) paragraphs, Contract Data Requirements List (CDRL) items, and Data Item Descriptions (DIDs) identified for your type of acquisition are recommendations only. You are expected to modify or add SOW paragraphs, CDRLs, or DIDs to address the specific requirements of your program.

**Table of Contents**

[1.0 Background 1](#_Toc393108177)

[1.1 Technical Point of Contact/COTR 1](#_Toc393108178)

[2.0 Scope of Work 1](#_Toc393108179)

[3.0 Requirements 3](#_Toc393108180)

[3.1 Labor Categories and Skill Sets 3](#_Toc393108181)

[3.2 Documentation 3](#_Toc393108182)

[3.3 Software Applications Development and Maintenance Support 3](#_Toc393108183)

[3.4 Software Applications Support Services 5](#_Toc393108184)

[3.5 Asset Management and Procurement Support 7](#_Toc393108185)

[4.0 Security Clearances 7](#_Toc393108186)

[5.0 Travel 8](#_Toc393108187)

[6.0 Government Furnished Equipment (GFE) 8](#_Toc393108188)

[7.0 Transitional Implementation Plan 8](#_Toc393108189)

[8.0 Deliverables/Delivery Schedule 8](#_Toc393108190)

[8.1 Work Plan 8](#_Toc393108191)

[8.2 Weekly/Monthly Status Reports 8](#_Toc393108192)

[8.3 Monthly Financial Report 9](#_Toc393108193)

[8.4 Monthly Financial Projection Report 9](#_Toc393108194)

[8.5 Oral Reports 9](#_Toc393108195)

[8.6 Automated Reports 9](#_Toc393108196)

[8.7 Program Reviews 9](#_Toc393108197)

# Background

The Federal Aviation Administration [*insert organization name*] requires technical support services for the implementation and continuing support of enterprise-wide software development related activities. This statement of work (SOW) identifies services the Contractor will provide to the [*insert organization name*] organization.

[*insert organization name*] information systems are national in scope and support the administrative, regulatory, disciplinary and investigative security and security risk management programs that are designed to provide personnel, operational, facility, and asset management capabilities. These programs include [*insert organization’s programs*] Security Risk Management, Database management, Software Applications Support Services and other software applications.

The [*insert organization name*] has made a major investment in information technology hardware and software systems for managing programs and information regarding FAA facilities inspections, internal and external investigations, *[insert organization name*]/IT resources, and policies and plans. This statement of work describes the services required to support the [*insert organization name*]/IT information management systems and hardware/software platform.

## 1.1 Technical Point of Contact/COTR

The TPOC will serve as the Contracting Officer Technical Representative (COTR) and Government Program Manager and will provide technical direction to the contractor supporting this effort. He/She will coordinate with the contractor to establish the level of effort required to support this task during the performance period.

The Task Order TOR has been delegated the right by the Contracting Officer to allow re-delegation of TOR functions pertaining to identified portion(s) of the SOW. In situations where the Task Order TOR re-delegates responsibility, the Contractor must be notified in writing.

# Scope of Work

The scope of this contract is to provide a variety of current and future IT operational support services to the [*insert organization name*] organization. In addition to the specific support areas previously identified, the contractor must support any future technologies that are adopted by the government to improve enterprise-wide business systems.

The contractor must provide services in the areas of software applications development and maintenance support, database development and management, application helpdesk support, information delivery solutions and support, desktop support for software development activities, security certification support, configuration management and documentation support. The contractor may also be required to provide as needed program and/or operational system support.

The contractor must provide the appropriate resources to perform the following major services:

* Provide Software Applications development using the latest technologies as appropriate and in accordance with the rational unified process (RUP).
* Provide software engineering testing, and documentation support.
* Provide Configuration Management and software process Improvement services in accordance with an Integrated Capability Maturity Model (ICMM) process.
* Maintain and upgrade existing software application systems.
* Configure, install and maintain the database systems.
* Recommend and implement new reporting solutions with enterprise-wide scalability.
* Recommend and implement new software and hardware solutions with enterprise-wide scalability.
* Configure and install hardware and software products, updates and upgrades on application and database servers.
* Respond to the Technical Service Group’s requests to correct hardware and software problems on applications infrastructure.
* Provide daily operation, monitoring, and maintenance of the infrastructure required for the 24x7 Software Applications. Perform network-based detection of viruses and unauthorized software and facilities to counter/eliminate/control.
* Operate a 24 x 7 help desk to provide assistance to end-users of [*insert organization name*] national level applications.
* Provide engineering planning and design services for improvement of the application systems.
* Provide data telecommunications support for internal and external connectivity.
* Provide operational support for Internet/Intranet/Extranet and World Wide Web services as required by *[insert organization name*]/IT.
* Design, prototype, develop, operate, and maintain web servers to host websites and web-based applications (production, development and test mode).
* Develop and maintain technical Standard Operating Procedures (SOPs) for operating the *[insert organization name*]/IT help desk operations, Software Deployment and Implementation and Enterprise Architecture environment.
* Design, prototype, develop/code, test, implement, document, and maintain websites and applications developed to support local, national, and specialized [*insert organization name*]/IT programs.
* Support activities associated with the assessment, certification, and accreditation (SCAP) of [*insert organization name*]/IT information systems and networks. Document system vulnerabilities and utilize computer security incident response tools, and maintain a clearinghouse of relevant security information.
* Develop training materials and user manuals and conduct training and demonstration sessions for existing/new/upgraded software applications.
* Provide operational, planning and program support as requested by Government customer.

# Requirements

The Contractor must provide [*insert organization name*]/IT Software Application support services in the following functional areas: application development/maintenance support, servers administration and support, database development and maintenance support, web systems operations and telecommunications administration support, hardware and software evaluation analysis, Network services support and maintenance, Information Security services, and Program Management support.

The contractor must shift contractor resources, staff, and expertise as required for optimal efficiency and output. The contractor must also provide staff and resources supporting more than one functional area as required by program office.

3.1 Labor Categories and Skill Sets

The contractor must provide and maintain support personnel with appropriate and relevant skills, including ongoing requisite training, to successfully complete all required tasks. Personnel may be located remotely and labor categories must be flexible enough to support a variety of ranges from junior to senior level personnel.

3.2 Documentation

The contractor must update and maintain all pertinent documentation for each IT functional area and facility as described herein, including but not limited to the following: vendor COTS documentation, product specifications, site plans/topologies, system manuals, desktop application manuals, standard operating procedures, vendor application documentation, testing, quality assurance, contingency operations, backup, recovery, and restart procedures, configuration management related documentation; and all other documentation required by FAA government personnel. Documentation should be made available in hard copy or electronic format, when required.

3.3 Software Applications Development and Maintenance Support

The contractor must provide planning, requirements analysis and design, troubleshooting, integration, installation, operations, maintenance, training, documentation, and administrative services for the [*insert organization name*]/IT application development efforts, servers, Internet/intranet/Extranet deployments, internal and external connectivity access, and enterprise scale Internet technology deployments.

[*Insert organization name*]/IT may require the contractor to undertake additional applications to be deployed on the [*insert organization name*] consolidated infrastructure. The requirements for those applications will be provided to the contractor during the execution of the contract.

All current applications require complete software development lifecycle support. Applications and websites development services required by [*insert organization name*]/IT include, but are not limited to, the capability to perform system analysis, requirements collection, design, development, training, data conversion, testing, implementation, documentation, maintenance, operations, administration, enhancements, modifications, and end-user support of all websites, web-enabled data-entry systems, standalone and client-server applications, and collaborative computing products. The contractor must provide support in the following defined areas of information technology.

1. ***Requirements Analysis and System Design*:** Assist Government personnel in conducting requirements analysis and/or system design for websites and applications (standalone, client-server, network based and web-enabled). The contractor must develop a project plan with milestones, define a conceptual and detailed system design, and document system requirements.

2. ***Development Support*:** Develop websites and applications (standalone, client-server, network based, and web-enabled) required by [*insert organization name*]/IT. Development services must include development and adherence to development standards, and web page and code development. Applications and websites must be developed using the industry standard software and/or the standard adopted by [*insert organization name*]/IT.

3. ***System Testing*:** Develop test plans and conduct structured testing in the following areas: functional, unit, system, interface, alpha, beta, and integration tests. The contractor will prepare and submit a test analysis report and correct all discrepancies found during the testing period prior to system acceptance/accreditation or as agreed with the Government.

4. ***Database Development and Management*:** The contractor must provide the database development and maintenance support for all the software development related activities. The database development activities should include, but not limited to, database requirements collection, database requirements analysis, database design and modeling, database scripting, creating data marts and data warehouses, database backup and recovery, database performance and tuning, database upgrades and updates, database consolidations etc.

5. ***System Implementation*:** Perform implementation, operations and life cycle maintenance of all aspects of web-based systems and technology implementations including web page development, database development, and coordination with agency groups, and COTS vendors.

6. ***Performance Monitoring, Optimization and System Maintenance*:** Conduct periodic performance measurement and evaluation activities that may lead to re-engineering and/or optimization of existing websites and applications to improve productivity, system performance, network throughput, changing functional and technical requirements or any other constraints identified by the Government personnel.

7. ***Configuration Management:*** Review and develop CM artifacts and ensures that all documents meet iCMM specifications. Develop and refine testing procedures within the rational environment. Maintain updates as changes occur within application code, database and operating environment. Maintain the systems required for the configuration management and documentation support.

8. ***User Support:***Maintain a help desk to provide end-user support for all national, local and specialized *[insert organization name*]/IT applications. Areas of support will include telephone assistance, problem tracking, initial triage and problem resolution, call escalation, and limited training.

9. ***Knowledge Base:*** Establish and maintain knowledge base for all software and support activities using established tools such as HEAT and the FAA Knowledge Services Network (KSN).

10. ***Special Requirements:*** Specific tasks, which may occur less regularly, include: provide assistance in planning and performing data conversions to internet technologies; develop data conversion and/or validation routines; develop special applications as needed or required; develop and maintain a continuous quality improvement and assurance program; document requirements of existing or legacy applications currently in-use; develop and manage a configuration management program for all supported applications; and collect statistics to size applications and improve performance.

3.4 Software Applications Support Services

The contractor must provide planning, analysis, troubleshooting, integration, installation, operations, maintenance, training, documentation, and administrative services for the *[insert organization name*]/IT applications including, but not limited to, Internet/intranet/Extranet deployments, internal and external applications connectivity access, and enterprise scale Internet technology deployments.

1. ***Applications Support:*** The contractor must provide applications installation, deployment, configuration management, troubleshooting support to the end user of the applications. The service must include Level I, Level II and Level III support. Software application support services center must provide Level, Level II and Level III support for the applications.

2. ***Telecommunications Administration, Support and Maintenance:*** Provide support for telecommunications requirements to include cable installations, testing of fault isolation circuits perform problem diagnostics and analysis. Work with the FAA building operations and telecom organizations to address backbone, WAN, hardware, protocol issues. Manage IP addresses for the organization.

3. ***Communications and Connectivity Maintenance and Support:*** Perform network communications and connectivity maintenance, including coordination with agency groups, telephone companies, internet service providers (ISP), and maintenance vendors to acquire, install, integrate, coordinate, and resolve data communication and connectivity issues and problems.

4. ***Network Room Operations:*** Maintain and support the Computer Network Room operations including system backups, environmental monitoring, connectivity, UPS, communications equipment, racks, hubs, routers, switches and all other equipment, software and hardware located within the Network Room.

5. ***ID Administration and Management:*** Define, develop, manage and administer User ID, passwords and security keys (public/private, unique) in compliance with FAA standards, policies and procedures.

6. ***Address Administration:*** Administer and maintain network and server addresses in compliance with FAA addressing standards, policies and procedures, utilizing COTS applications if necessary. Maintain the Domain Naming Services (DNS) for both Internet and intranet usage.

7. ***Authentication Server Administration:***Analyze, develop, install, integrate, configure, implement, operate, administer and maintain firewall and proxy server tables, registrations, SSL, certificate servers, Siteminder authentication server, remote access server as directed by the Government personnel.

8. ***Inventory and Configuration Management:*** Maintain inventory for hardware and software according to [*insert organization name*]/IT policy. Maintain Configuration Management Standards, as established by [*insert organization name*]/IT.

9. ***Applications Support and Maintenance:*** Provide testing, installation, maintenance, management of configuration control, and administration services for applications software.

10. ***Performance Monitoring:*** Analyze and assess equipment and performance degradation, including determination of hardware, software, networking, and/or technical changes to meet operating requirements.

11. ***Applications Backup Administration:*** Provide support services to maintain and ensure backup and restore capabilities on software applications and databases on diverse computer platforms, such as networks and client-server environments. This is to include the archiving of critical data sets to media, such as tape, optical disc and/or disk cartridges.

12. ***Documentation:*** Maintain documentation on how software/hardware is installed. Documents standard operating procedures and backup procedures. Maintain updates as changes occur within operating network environment. Maintain an Information Clearinghouse - Maintain a clearinghouse of relevant security information that includes virus descriptions, removal/recovery instructions, and vendor sites for assistance. Initiate proactive actions and efforts to include developing guidelines on virus detection, elimination, and prevention; and identifying tools and information for responding to incidents/events.

13. ***Recommend Emerging Technologies:*** As directed, evaluate hardware, firmware, peripherals, software packages for potential use by [*insert organization name*]/IT, and provide recommendations for their integration into the environment.

14. ***Desktop, Servers and Network Services Support Maintenance:*** Until such a time completion of IT consolidation activities occur the Contractor must assist Government personnel in providing support for the planning, analysis, design, acquisition, installation, integration, operations, maintenance, monitoring, troubleshooting, documentation, and administrative services of data networks, including, but not limited to, ATO enterprise applications. Additional tasks may also include, Desktop Administration and Maintenance, Network Administration, Virus Detection and Removal, Installation and, Maintenance of Hardware and Software, Application User Support, Network Backup Administration, Network Monitoring, Telecommunications Administration, Inventory and Configuration Management, Security Compliance, User Training, Documentation, Emerging Technology Recommendations, ID Administration and Management, Intrusion Detection, Incident Response, Network Maintenance, Planning and Cost Estimating.

15. ***Specific/Special Tasking:*** Specific tasking support for [*insert organization name*]/IT includes, but is not limited to, configuring and deploying new hardware and software throughout the organization; development of plans for future IT services, and physical relocation of equipment.

## 3.5 Asset Management and Procurement Support

The Contractor must provide asset management support services using FAA guidelines including logistics and property management support. These services must include but not be limited to:

* Tagging of equipment
* Coordination with administrative divisions
* Procurement
* Property receipt, control and accountability
* Inventory documentation
* Additional program management as requested or needed by [*insert organization name*]/IT.

# **Security Clearances**

All contractor personnel are required to submit to a FAA Background Investigation (BI).

Contractor personnel are required to complete the security forms and forward them to the Investigations Division, prior to assignment to work location and performing work.

Contractor employees may not perform work under this task, or any subsequent sub-tasks, until they submit the security forms and FAA gives preliminary approval for assignment.

Should the FAA determine that a contractor employee is unsuitable for a position, the contractor employee will be denied access to FAA facilities, sensitive information, and will not be eligible for assignment to this task.

# **Travel**

Travel may be required within United States to the FAA’s Aeronautical Center in Oklahoma City, OK, FAA’s Technical Center in Atlantic City, NJ, regional and field FAA sites, and meetings and seminars hosted by the FAA to address information technology issues. Travel will be approved by the COTR prior to departure.

6.0 Government Furnished Equipment (GFE)

The government will provide the following equipment to all contractor personnel based ON-SITE at customer locations - desk space, computers, telephone service, access to the computer network, and access to the internet/intranet. The government will provide all software required for application development ON-SITE at customer location and OFF-SITE at contractor location. The government will provide development environment hardware at offsite contractor location.

7.0 Transitional Implementation Plan

The Contractor must produce a transitional implementation plan, which provides an approach to a seamless and effective transition to full performance. This plan should be submitted no later than 45 days after contract award. The plan must contain each transition action/event necessary to achieve successful transition to full performance capability, a schedule of critical milestones, and titles of contractor personnel required to participate in each transition action/event. This plan should include a list of qualified personnel.

8.0 Deliverables/Delivery Schedule

## 8.1 Work Plan

The contractor must produce a work plan for each major initiative being supported. The plan will include a project management sheet identifying related tasks, critical path and proposed start and completion timeframes. The contractor must get the approval from COTR before starting the work on the work plan. The work plan should also include an estimated cost of the project.

## 8.2 Weekly/Monthly Status Reports

The contractor must submit weekly progress reports. The status report will be submitted to the COTR, or the appointed FAA Project Manager no later than close of business each Monday. The reports highlight the work performance and related activities accomplished during the week and the planned/expected activities for the following week. The report should also include any exceptions or deviations from the planned activities.

## 8.3 Monthly Financial Report

A monthly financial report will be submitted no later than the 15th of each month. This report must include financial report of the status of the current funding levels and must include current labor hours and dollars. The report should consist of a comparison between actual and planned expenses.

## 8.4 Monthly Financial Projection Report

The contractor must submit a monthly financial projection sheet no later than 15th of each month. Specific details for each project should be provided in the projection report.

## 8.5 Oral Reports

The contractor must deliver oral progress reports as requested by the COTR or the assigned FAA project managers. These reports must include, but not limited to, all of the elements listed under the weekly status report.

## 8.6 Automated Reports

The contractor must provide, as and when requested, a series of automated reports that have been generated via the tracking systems. These reports include help desk reports, defect reports, and other project reports which can be extracted from the implemented tracking systems.

## 8.7 Program Reviews

The contractor will conduct program reviews on a quarterly basis.