**Social Security Administration**

**Statement of Work**

**Enterprise Small Business IT Support Services**

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**ESBITSS Solicitation: 28321319R00000004**

**Attachment 3**

**August 8, 2018**

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# Purpose

The purpose of this Enterprise-Wide, Small Business, multiple award, Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract is to acquire Information Technology Support Services for the Social Security Administration’s (SSA) mission oriented information technology (IT) business functions and initiatives. The Contractor must provide all services under this contract in accordance with the terms and conditions of their subsequent contract.

# Background

The agency is responsible for administering one of the Nation’s largest entitlement programs – the Old Age, Survivors, and Disability Insurance program. We also administer the Supplemental Security Income program, which provides financial support to aged, blind or disabled adults and children with limited income and resources.

We anticipate that the principal business functions of the agency will increase over the next decade due to the influx of over 70 million baby boomers. Because workloads in most critical areas will increase, we will continue to rely heavily on increased automation to provide high quality secure services to the public’s changing needs, delivered more efficiently, faster and at lower cost. We will continue to modernize our systems, particularly in the internet environment to achieve agency goals and objectives as outlined in the Vision 2025 document.

Vision 2025 has three priorities: a superior customer experience, exceptional employees, and an innovative organization.

* To create a superior customer experience in 2025, we provide customer choice, personalized service, customer-centric technology, accurate information, and secure systems.
* To create an innovative organization, we build and maintain a customer-centric infrastructure, cultivate a data-drive culture, provide continuous improvement, create smart rules, policies, and procedures, use fraud detection and program integrity, integrate health information technology, and enhance inter-organization data-sharing.

The Federal Information Security Management Act (FISMA) and Office of Management and Budget (OMB) federal security policy requires Federal Agencies to manage information security risks throughout the System Development Life Cycle (SDLC). This requires executing appropriate risk management practices and security control testing for a variety of specific circumstances throughout the SDLC.

OMB’s February 2011 Federal Cloud Strategy outlines the benefits of migrating to cloud services, including acceleration of data center consolidation and better utilization of existing infrastructure assets. SSA recognizes that cloud computing has the potential to increase our responsiveness to changing business and service delivery requirements.

The National 800 Number Network employs over 4,000 answering agents at 37 answering locations to receive over 80,000,000 calls from the American public annually.

Using satellite-based transmission, the Interactive Video Training network has over 1700 downlinks at various SSA locations. There are currently 2,900 Video Teleconferencing systems nationwide. These systems are located in the regional offices, OIG, DDS, ODAR, and Headquarters.

In addition, remote LAN access is available to approximately 7,000 users through the Virtual Private Network (VPN). The normal rate of increase is 25% per year based on historical records. However, the number of VPN user requests has significantly increased since the introduction of HSPD-12 Cisco VPN. Therefore, in upcoming years, we anticipate a 30% rate of increase.

A combination of 4,397 smartphone devices, 1,077 cell phones and 758 air cards supported by AT&T Wireless and Verizon Wireless allowing SSA employees access to critical information 24 hours a day, 7 days a week, 365 days a year.

# Scope

The Contractor shall provide highly skilled, systems engineering personnel to support activities in SSA’s mainframe, distributed and telecommunications environments. In addition, the contractor will provide the expertise, technical knowledge, IT support personnel, and other related resources necessary to support the entire spectrum of IT support at SSA including:

1. Infrastructure, Telecommunications Environment, and Help Desk Support,
2. Software Engineering, Systems Security, and Management Support,
3. Database and Data Administration, and
4. Lifecycle activities and DevOps.

**Mainframe Environment**

The SSA mainframe platform consists of eight (8) IBM EC12 mainframes and eight (8) IBM EC12 coupling facilities. These eight (8) machines are divided into 70 logical partitions and are split between two physical data centers.A robotic cartridge system maintains 140,500 cartridges in 19 SL-8500 libraries and 739 encrypted tape drives. Approximately six (6) petabytes of mainframe storage are available on Direct Access Storage Devices (DASD) and Open systems has 19,297 terabytes of usable storage. These systems support SSA programmatic, decision support and software engineering workloads.

The SSA headquarters computer complex processes more than 200 million transactions a day. The Customer Information Control System (CICS) environment consists of over 650 CICS regions supporting several pre-production and production life cycles.  The CICS regions have direct interface to over 400 WebSphere Application Servers running on z/OS. To achieve scalability and performance goals and to reduce administration associated with a large 3270 & web user base, the CICS environment is highly customized using internally developed assembler exits supporting such features as terminal auto install and dynamic load balancing.  Several in-house software solutions have been developed and deployed that support the CICS environment including multi-session management software and print delivery software written in assembler and COBOL programming languages.

SSA uses IBM DB2 software and Computer Associates IDMS software to support its robust database activities. The DB2 environment has 61 subsystems and the IDMS environment has 129 CV’s. The database systems are available 24 hours a day, 7 days a week, and provide support for online and batch processes.

SSA uses IBM WebSphere MQ software to transport message data between the various State Disability Determination Services (DDS) case processing systems and SSA systems that support the disability process.  The WebSphere MQ infrastructure is a heterogeneous mix of platforms, including z/OS, iSeries, Solaris, and Windows, providing guaranteed message delivery of over 500,000 messages per year between the State DDS case processing systems and SSA disability systems.

The Agency uses Computer Associates (CA) Top Secret to provide security and control access to the mainframe. Because the off-the-shelf product did not provide enough functionality, SSA developed a custom front-end using COBOL. SSA maintains and enhances it on a tri-annual release schedule.

**Distributed Environment**

SSA’s cooperative processing platform links and integrates its mainframe legacy systems with the distributed processing capabilities inherent in the Local Area Network/Wide Area Network (LAN/WAN) environment. Approximately 131,000 workstations and 2,000 LANs are installed. SSA remotely manages the devices on the network through an integrated network management platform consisting of EMC/Smarts and Crickett/RRDtool on the Solaris platforms and Compuware Application Vantage, NET IQ AppManager, NetQoS Report Analyzer, Cisco Works, Cisco NAM, and Network General Sniffers on the Microsoft Windows platform. These platforms host network management automation that is done via Perl, Unix shell, and Windows batch programming. These platforms also provide the ability to analyze network-related issues with protocol analyzers such as Application Vantage, Network General Sniffers or NAM.

SSA has over 110,000 mail-enabled objects throughout the United States as well as at Foreign Service Posts and in U.S. Possessions and Territories. These objects consist of user mailboxes, special use mailboxes, and distribution lists. E-mail within the Agency among these users is critical to SSA service to the public for processing claims, benefits and Medicare applications.

The Agency Exchange architecture consists of 108 back-end (Dell) servers running Microsoft Windows 2003 and 2008 and Exchange 2003 and 2007. These servers are located at SSA offices and DDS sites in each of the 50 states. These SSA offices include Regional Operations Control Centers (ROCC), TeleService Centers (TSC), Regional Offices (RO), Offices of Disability Adjudication Review (ODAR), Office of the Inspector General (OIG), and System Engineering Facility (SEF) components. Agency e-mail traffic is protected and secured using third-party, anti-virus and anti-spam software applications. The Agency Internet e-mail connects to the Microsoft Exchange Infrastructure providing pickup and delivery of Simple Mail Transfer Protocol (SMTP) e-mail.

SSA relies heavily on Internet e-mail to communicate and collaborate with other Government agencies, contractors, Disability Determination Services (DDS), benefits recipients and applicants, and a host of other sources. In addition, Internet e-mail supports the SSA and Center for Medicare and Medicaid Services (CMS) prescription drug initiative.

The Internet e-mail architecture consists of Fujitsu PrimePower servers running Solaris 9 and 10. The Internet e-mail infrastructure is centrally located at SSA Headquarters and interoperates with its Microsoft Exchange infrastructure to provide delivery and receipt of all of the Agency Internet e-mail via SMTP.

SSA applies multiple layers of security to this environment. OTSO monitors and strictly enforces authorization and access in compliance with Federal law and Government-wide regulation.

**Telecommunications Environment**

OSOHE facilitates telecommunications service to over 1500 locations nationwide. Local voice service is provided through the local serving telecommunications company or the General Services Administration (GSA). Long-distance voice, video and data service is provided via GSA’s NETWorx contract.

Headquarters Telephone System (HTS) is a SSA-owned voice system that services the SSA Headquarters (HQ) campus (Woodlawn, MD), the Wabash Avenue Building (Baltimore, MD), and the National Support Center (NSC) (Urbana, MD) locations. The HTS solution:

1. Utilizes Voice over Internet Protocol (VoIP) and Time Division Multiplexing (TDM) connections.
2. Includes the GENBAND SL100/C20-A2 Hybrid switch.
3. Utilizes two C20/A2 Core SDPs configured as geo-redundant to offer over 99.999% availability.
4. Maintains more than 24,000 Avaya, Polycom, and Nortel phone sets.
5. Processes over 14 million call per year.
6. Provides enterprise software application to support Teletypewriter (TTY) needs to Deaf and Hard of Hearing (DHOH) employees.

SSA field offices are serviced by a VoIP solution provided by Avaya, known as Telephone Switch Replacement Project (TSRP). TSRP supports more than 1,500 Enterprise Offices and 15 Large Enterprise Sites. It services both Contiguous United States (CONUS) and Outside the Contiguous United States (OCONUS) locations, and contains more than 90,000 VoIP telephones, and approximately 60,000 softphones (currently being deployed).

The geographical and hardware redundant configuration of the SDP’s and Large Enterprise Sites offer over 99.999% availability. The TSRP system process over 90 million call per year.

SSA operates several telecommunications networks meeting specific programmatic and/or administrative needs. SSANet is an agency-wide data, video network that connects all SSA related offices to the NSC in Urbana, Maryland through a combination of data circuits up to 10G Ethernet; and for SSC in Durham, North Carolina up to 10G Ethernet. The network is diverse, redundant and utilizes Multi-Protocol Label Switching (MPLS) technology.

SSA’s Internet and intranet infrastructures are used by the internal SSA user community, States, other agencies, commercial business partners and the American public. It is a critical means for SSA to meet increasing service demands through technology.

Internet

* Public Web Servers Environment –responds to web browser requests of [www.socialsecurity.gov](http://www.socialsecurity.gov).

Intranet

* Unix Flex Environment –supports non-WebSphere applications, such as Public Information Request System, Action and Control Tracking System, Travel Manager, and the Employee Suggestion Program. It supports iPlanet, Apache, and Cold Fusion software based applications, and currently runs on two Sun mid-range web servers.
* Unix Content Environment - serves static content pages for the Employee Information Server (EIS). It also supports the mirroring of the www.socialsecurity.gov static pages. Unlike the other Unix environment, it does not support applications. This environment is currently supported by one Sun mid-range web server.
* Messaging Environment - supports Lotus Domino web based applications, such as PolicyNet & QuickPlace using two Sun mid-range web servers. OTSO is converting Exchange 2003 user mailboxes to Exchange 2007 and preparing for the implementation of Microsoft Front (antivirus). An Agency archiving and email retention project continues through the contract years.
* WebSeal/Access Manager Environment - supports the Tivoli Access Manager (TAM) software. TAM is authentication software that provides application security to the Agency WebSphere Application Server (WAS) environment. Two Sun mid-range web servers currently support this environment. Deploying applications developed with WebSphere security will enable SSA to create a centralized security structure that supports distributed management.
* Windows Shared Hosting Environment (SHE) - centralizes the management and support of web sites and applications. It is developed under Microsoft’s .NET framework,
* Windows Environment - supports national web applications developed for the Internet Information Windows web servers (IIS). The Headquarters, Management Information (MI) and SSA Library and Training servers all reside in the Windows environment.

Web Infrastructure Test Facility (WITF)

* The WITF mimics the Internet/intranet production environments on a smaller scale. The WITF also increases efficiencies and streamlines the process of migrating web applications through the systems life cycle. Currently, this environment is supported by four Sun mid-range web servers.

National Search Solution Environment

* The National Search Solution allows the public to perform search queries on SSA web site (www.socialsecurity.gov) and allows the internal SSA user community to search for content on SSA central and regional office servers.

Data exchange is a major endeavor that the Agency is developing and improving. Electronic data is already exchanged with the medical community, among SSA field representatives and claims reviewers, with all State disabilit*y* agencies, and with various other State, local, and federal agencies. SSA uses select means of securely transferring files between these entities. SSA has extended the file transfer capabilities to web-based solutions as well.

The data exchange environment uses a variety of file transfer software packages on the various platforms in order to effectively transport data. The software packages used to exploit the transmission of data via the Internet are Sterling Commerce Gentran Integration Suite (GIS) and IBM WebSphere along with supporting utilities from the Connect:Direct suite of tools.  These software packages afford SSA the opportunity to implement the components that are needed today, while leaving options open for future integration.

Quality assurance of service to SSA customers is addressed through various real time and scheduled robotic monitoring facilities with aggressive alerting procedures to initiate problem investigation and resolution. Service level assurance is addressed through an outage reporting and management information system that is continually being improved. SSA is also continuing to improve public notification processes for Internet applications.

# Tasks

Note: The Government will define *specific* requirements at the individual task order level.

## Infrastructure, Telecommunications Environment, and Help Desk Support

### Cloud Environments

Provide planning and design strategies for Cloud/Cloud-based solutions, Virtualized systems, Big Data, Analytics, and a Modernized Development Environment (MDE) in accordance with SSA’s Cloud Computing Policy and Cloud Adoption Criteria.

This includes:

* Cloud Infrastructure strategy and adoption support following SSA Cloud Computing Policies, Agency Cybersecurity guidelines, the Agency’s Information Security Policy (ISP) and Federal Risk and Authorization Management Program (FedRAMP).
* Analysis of FedRAMP approved cloud-based solutions.
* Knowledge of and compliance with FedRAMP and FISMA acquisition guidelines procedures
* Developing in several MDEs such as the on-premises Cloud, SSA data centers, and external Clouds.
* Develop and deploy cloud containers using tools such as Docker.
* Experience with the following services; Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS).

Web Services

Provide support in utilizing web services such as Amazon Web Services (AWS) and Microsoft’s Azure to power a wide variety of workloads including web and mobile applications, data processing and warehousing, storage, and archive.

### Management Support

Provide technical server support and maintenance across multiple platforms including, but not limited to: z/OS, WebSphere, UNIX, Red Hat Enterprise Linux (RHEL), VMware, Microsoft Windows, Apple environments, Mobile Technology, Cloud Computing and Virtualization.

Provide systems administrative technical support for Operating Systems including z/OS, WebSphere on z/OS, UNIX, LINUX, and on Windows platforms. Contractor support may include, but not be limited to, the following types of activities:

* Installing, configuring, administering, and troubleshooting z/OS, Windows, Red Hat LINUX, VMware, Solaris/UNIX 10 or 11 (or currently supported versions) operating systems as well as troubleshooting Solaris/UNIX hardware and software and taking corrective action;
* Performing daily network and systems administration tasks;
* Performing user administration for development, validation, and user tools;
* Providing support for application developers; and
* Installing, administering, and troubleshooting WebSphere servers (WAS 7.1 and WAS 8.5 or currently supported versions) on a Solaris/UNIX platform or Red Hat LINUX implementation.
* Provide support for the various virtualization technologies in use to support the Sun Solaris and Red Hat Enterprise Linux operating environments (Solaris Zones and LDOM’s, VMWare, Red Hat Enterprise Virtualization, Red Hat KVM, etc.)

Provide systems administrative technical support for WebSphere on z/OS, on UNIX, on LINUX, on VMware, and on Windows platforms, and for each of the Operating Systems platforms. Contractor support may include, but not be limited to, the following types of activities in order to assure SSA of robust development, validation, and tools environments.

* Building, installing, configuring, administering, troubleshooting and resolving problems for infrastructure devices (e.g. Windows 2012, or current version servers; HP UNIX systems; Virtual Hosts using Microsoft Hyper-V or VMware hypervisors; SAN equipment in support of Open Systems);
* Developing, building, installing, configuring, administering, and troubleshooting HP/Solaris/UNIX to include but not limited to:
  + Servers;
  + Daily network and systems administration and troubleshooting;
  + Operational collaboration on performance and space;
  + Developer and user administration application support;
  + User tool development and validation;
  + Distributed platforms; and
  + MKS interface;
* Developing, building, installing, configuring, and administering WebSphere (WAS) to include but not limited to:
  + Program and project management oversight and reporting;
  + WebSphere servers (WAS 5.1 and WAS 6.1 or current versions;
  + z/OS, UNIX, and Windows;
  + Servers;
  + Multi-node network;
  + Lightweight Directory Access Protocol (LDAP) security;
  + DB2 connect;
  + Oracle Client; and
  + Setting up the servers and directories.
* Installing, configuring, and using SunOne Web Server.
* Installing, configuring, and using Sun Java System Web Server.
* Maintaining compliance infrastructure security procedures defined by SSA.
* Maintaining data files and monitoring systems configuration.
* Patching, updating, and upgrading hardware, systems software, and application software.
* Architecting, configuring, and maintaining the EMC Storage Area Network (SAN) infrastructure.
* Maintaining the Sunray environment.
* Implementing and administering Backup and Recovery software (Veritas NetBackup) to support disaster recovery for infrastructure as well as developers.
* Testing, configuring, and implementing fail-over software to support critical developer applications.
* Installing, configuring, and using eTrust Access Control.
* Resolving eTrust issues.
* Installing, configuring, and using IBM HTTP server.
* Installing, configuring, and using Webmin.
* Installing, configuring, and using Apache.
* Writing scripts to automate repetitive administration tasks.
* Scripting the deployment of software when applicable.
* Maintaining existing scripts.
* Upgrading and maintaining the Java Development Kits (JDKs) on all appropriate servers.
* Configuring IHS and interpreting IHS logs.
* Working with Java code and J2EE.
* Providing guidance to software developers about systems requirements.
* Presenting project status reports and other information to technical staff, customers and management.
* Coordinating repairs and maintenance with vendors.
* Building new WebSphere cells and performing upgrades and maintenance when needed.
* Maintaining the WASIPM Website.
* Updating WebSphere support documentation.
* Providing z/OS support for MKS interface for WebSphere deployments.
* Working with z/OS operational personnel to identify WebSphere performance issues.
* SAN equipment tape library backup and recovery process for all critical server data.

Design, develop, implement, support, and maintain the following, not all-inclusive, SSA Networking Areas:

* WAN;
* LAN;
* Routers (mainly Cisco);
* Network Switches (mainly Cisco);
* Network Access Control (NAC);
* Video;
* Wireless Technology;
* Virtual Private Network (VPN);
* Firewalls; and
* Application Load Balancing Technology.

### Help Desk Support

The contractor shall provide the personnel, management tools, technical assistance, problem resolution and troubleshooting support necessary to complete and deliver the Information Technology (IT) help desk support services and deliverables required by SSA.

The contractor shall use the Help Desk Expert Automation Tool (HEAT) software solution for tracking Help Desk calls, service requests and inventory, maintaining the knowledgebase and other workloads.

The contractor shall not provide software development services to SSA personnel. Only the services outlined below in Tasks 1, 2, and 3 shall be provided:

**Task 1 - SSA Technology Assistance Center (STAC)**

The contractor shall operate and maintain an on-site government-furnished help desk facility serving all SSA personnel at SSA Headquarters in Woodlawn, MD and is accessible to SSA offices nationwide. The contractor shall provide support by phone, email, chat, or customer walk-in from the hours of 6:00am and 6:00pm Monday through Friday (EST) excluding federal holidays. The contractor shall provide extended hours of support via phone, email, and chat from 6:00pm to 8:00pm EST. The contractor shall answer all calls received during normal hours of operation. Calls received outside of normal business hours shall be recorded on the STAC voicemail system and must be responded to within 30 minutes of the next business day along with any email requests. The contractor shall use and maintain a service request ticketing system (currently HEAT) to record support requests. The contractor shall ensure that the ticketing system is running the latest version and is operational during normal hours of operation. The contractor shall create a ticket for each request for technical assistance and problem resolution related to issues consisting of, but not limited to:

* Software Support

The STAC provides software support for all SSA standard software. The contractor shall troubleshoot the issue and resolve if it in a timely manner.

* Hardware Support

The STAC provides hardware support for all SSA standard hardware. The contractor shall troubleshoot the issue and resolve if it in a timely manner.

* Network Connection Support

The STAC provides network connection support for wired, wireless and VPN connections. The contractor shall troubleshoot the issue and resolve if it in a timely manner.

* Credentials Support

The STAC provides security credentials support for all SSA standard credentials. The contractor shall troubleshoot the issue and resolve if it in a timely manner.

* Web/Application Development Support

The STAC provides web/application development support for all SSA standard software and programming languages between the hours of 8:30am and 5:00pm EST. The contractor shall troubleshoot the issue and provide problem resolution assistance. The contractor is to provide web/application development support only, and is not to develop applications for the user or SSA.

* Laptop Loans

The STAC provides laptops for loan by SSA personnel for training, off-site meetings, work from home, and other purposes. The contractor shall provide laptops to SSA personnel only when a formal loan request is submitted by the user.

* STAC Lab

The STAC provides government-furnished workstations (currently 8) for use by SSA personnel. The contractor shall provide technical support for these workstations. The contractor shall assist users with technical questions while using the workstations. The contractor shall ensure that personal files left on workstations are removed at the end of the day.

Some of the requests for support received may not be able to be resolved by the STAC and would need to be transferred to other SSA help desks.

**Task 2 - OC and Other Executive Level Support (OCELS)**

The contractor shall provide technical assistance, problem resolution, and troubleshooting support to the Office of the Commissioner (OC) staff at SSA Headquarters in Baltimore, MD between the hours of 6:00a.m and 6:00p.m. EST Monday through Friday, and to the OC and Executive Level staffs in Washington, DC including the Office Deputy Legislative and Congressional Affairs (OLCA), the Office of Retirement and Disability Policy (ORDP), and the SSA Advisory Board between the hours of 7:00a.m and 6:00p.m. EST Monday through Friday. Technical support coverage for OC personnel in Baltimore is available between the hours of 6:00p.m and 8:00p.m. through the SSA Technology Assistance Center (STAC). The contractor shall provide technical assistance, problem resolution, and troubleshooting support to staff in the Analytics Center of Excellence (ACE) within the Office of Analytics, Review and Oversight (OARO). In addition, the contractor shall provide supplemental technical assistance, problem resolution, and troubleshooting support to the Office of the Deputy Commissioner for Hearings Operations (OHO) staff in Baltimore between the hours of 6:00a.m and 6:00p.m. EST Monday through Friday.

This unique SSA user community consists of Senior Executives and associated personnel who must respond accurately and promptly to requests for information made by the Federal Executive and Legislative Branches of Government. The contractor shall provide “one-on-one” desktop software assistance and network administration support to this user group.

The contractor shall be flexible with moving contractor staff between the several Washington, D.C. locations and SSA Headquarters in Baltimore, Maryland. SSA Shuttle services between Baltimore and Washington, DC may be used by contractor management staff to monitor the performance of employees that provide onsite support for the Office of the Commissioner in the ITC building, as well as for new contractor employees stationed in Washington, DC to come to Baltimore for building access and network security credentials.

**Task 3 - Enterprise Software Engineering Facility (ESEF) Help Desk Support**

The contractor shall operate and maintain the Enterprise Software Engineering Facility (ESEF) Help Desk facility located at the SSA headquarters campus in Woodlawn, Maryland. The ESEF Help Desk provides technical support to approximately 3,500 users within SSA’s environment dedicated to developing, testing, validating, and maintaining SSA’s programmatic and administrative application software systems. Systems include mainframe processors, web (Internet/Intranet) platforms, SharePoint, electronic mail, servers, workstations and mobile computing configurations down to the desktop, and transaction processing software configurations (e.g. CICS). Telephone support hours are 6:00 a.m. to 6:00 p.m. EST Monday – Friday. The contractor will also receive requests for assistance and questions via electronic means such as, HEAT Self-Service or e-mail.

## Software Engineering and Systems Security

Assist the agency in all aspects of software engineering management. The Contractor must assist SSA in planning for the integration of systems into the cooperative processing architecture and establishing a baseline and controlling changes within each system.

SSA works to employ a dynamic enterprise-wide cybersecurity program, leveraging a defense-in-depth strategy to help protect the SSA systems. Systems security detects attacks, identifies suspicious activities, and systematically responds to software and hardware vulnerabilities and takes appropriate corrective actions to prevent misuse and unauthorized access to assets and sensitive data, including personally identifiable information.

SSA’s management support directs the Enterprise Architecture program to reduce IT technical debt with modernization and identifies the strategic information technology resources needed to support SSA business processes and operations. Support also includes and the following:

* Maintenance of application software and services,
* design, develop, implement, and maintain automated test methods, test data systems and test utilities for systems-level functional and user acceptance testing of information systems, and
* provide technical resources and support for SSA's standard desktop and laptop software.

### Software Engineering

Provide support to the agency’s software engineering community, users of the Enterprise Software Engineering Facility (ESEF) and the production infrastructures, which include the Management Information Services Facility (MISF), Document Management Facilities (DMF), and Programmatic Processing Facility (PPF). The ESEF is a general-purpose multi-platform computer facility dedicated to the interactive development, testing, validation and maintenance of SSA’s programmatic and Admin/BI software systems.

Cloud technologies and development frameworks for development, deployment, and evolution of business operation;

There are eleven general areas of support:

* CICS Internals and Generations
* Mainframe, Unix, Open Source/z-Linux, Cloud, LAN Applications Engineering and Management Support
* Networking on Multiple Platforms
* Performance Analysis, System Monitoring, and Tuning
* Quality Control
* Software Release, Testing/Evaluation, and Problem Resolution
* Systems Security and Access
* IWS/LAN, Unix, Linux, Intranet/Internet, Cloud and Mobile Security
* Tool Market Research, Evaluation, Integration, and Support
* Help Desk
* Version Management

Areas of support as it relates to technologies affecting current and future SSA initiatives:

* Software engineering methodology including Virtualized Infrastructures or Platform as a Service (PaaS), Software as a Service (SaaS), and Infrastructure as a Service (IaaS) as appropriate for SSA;
* Software engineering technologies that support SSA Strategic IT and Enterprise Architecture Roadmaps: Mobility, video, customer service delivery infrastructure, test methodology, architecture and automation to include virtualized environments, Linux environments, etc.;
* Software engineering approaches that leverage open source code to speed development timeframes and ease code maintenance;
* Publication of OSS/FOSS and use of Git and GitHub;
* Implementation and utilization of Business Intelligence (BI) analytics tools and systems to provide decision analytics capabilities;
* Software engineering services to pilot or prototype new technologies for customer service;
* Software System Profiling and Performance Tuning support;
* Automated testing and test driven development, continuous integration, and deployment on demand;
* Development of code using modern and open source code languages (e.g. Java or Linux vs COBOL) that provide ease of maintenance; and
* Utilization and development of automated testing for repeatable, reliable, efficient testing for the ability to work effectively using continuous integration and deployment tools.
* Experience with ALM and other testing tools such as Cucumber and Selenium.
* Experience with Web 2.0 technologies (blogs, Wikis, video sharing sites, etc...).
* Experience with change management tools (SourceSafe, CVS, etc.).
* Expereince with Macromedia Studio MX Suite (Dreamweaver, Flash Professional, Fireworks, FreeHand, ColdFusion).
* Expereince with Adobe Creative Suite (Photoshop, ImageReady, Illustrator, InDesign, Acrobat).
* Experience with file transfer protocol (FTP).
* Experience with audio editing software.
* Expereince with Macromedia Authorware, Hypertext Markup Language (HTML) editors, ColdFusion Markup Language (CFML), Extensible Markup Language (XML), JSP, and Ruby on Rails.
* Development expereince with WebFocus, WebFocus Developer Studio (Release 7 and above), Dashboard Development, MRE Administrator, Report Caster/Report Library, Focus programming
* Experience with HP ALM test suite.

The contractor must perform the following activities:

* Research and Analysis
* Engineering Activities
* Deployments of New Hardware/Software or Upgrades or Enhancements
* Troubleshooting
* Develop Code
* Project Planning
* Knowledge Transfer

The contractor must have development experience with:

* Common Business-Oriented Language (COBOL)
* Assembler Language Code (ALC).
* SAS
* FORTRAN
* VSAM
* CICS
* JAVA

The contractor must have development experience with scripting languages:

* Python
* Jython
* Bash
* PHP
* Perl
* JavaScript
* NodeJS
* Ansible
* Mocha
* Enzyme
* React
* ColdFusion
* JCL
* Rexx
* Ruby
* Unix/Linux Shell scripts
* VBScript
* Windows PowerShell
* Groovy
* SoapUI

Provide software improvement and web/interface design activities including, but not limited to: planning, business process/application analysis, requirements definition, design alternatives, user-centered design, development, testing/validation, user-centered testing, accessibility compliance testing, integration, implementation, deployment, and training for waterfall, hybrid and Agile methodologies.

Provide expertise in the following:

* Emerging technologies in software improvement and web and interface design and development, as well as security best practices for new and emerging technologies;
* Web and interface integration with backend or partner systems for efficient transactions;
* Customer facing technologies: chat, video, audio integration with web development and online collaborative tools;

Experience performing systems analysis for systems that cross multiple components and impact multiple systems including the use of Context Diagrams and System Flow diagrams

Experience using Adobe Captivate, Articulate 360, COTS tools, and storyboards to develop “Help” systems for large scale systems.

### Systems Security

Provide cyber security support for OMB, DHS, and Agency initiatives, such as Information Security Continuous Monitoring Mitigation (ISCM), Identity, Credential, and Access Management (ICAM), Anti-Phishing & malware defense (APMD), Continuous Diagnostics and Mitigation (CDM), and Federal Cyber Strategy.

Provide expertise in industry-leading cybersecurity practices and tools.

Provide support in monitoring agency systems for specific network vulnerabilities, threats, and larger-scale events in the digital environment as part of the agency’s cybersecurity strategy in order to quickly address weaknesses and prevent cyber intrusions.

Conduct risk assessments, vulnerability and compliance scans, penetration testing, and other Security Assessment and Authorization (SA&A) activities in compliance with FISMA and FedRAMP, and applicable laws, directives, instructions, standards, and guidance, as well as the Agency Information Security Policy (ISP).

Provide systems security and engineering support including, but not limited to, the following activities:

* Performance analysis/system monitoring, and tuning;
* Quality control support to the software engineering community;
* Participate in the testing/validation of software changes;
* Participate in the evaluation and implementation of metrics tools to access software quality control adherence;
* Update quality control procedure documentation;
* Participate in ongoing software security projects;
* Participate in testing of new versions of security and access control software;
* Review and revise security and access control reports pertaining to users, their access privileges and the use of resources;
* Provide assistance to application developers with IWS/LAN and intranet/Internet security procedures and resource/data access problems;
* Provide assistance to application developers with integrating security into SSA’s applications for the IWS/LAN and the intranet/Internet;
* Design and development of IWS/LAN and intranet/Internet to mainframe security systems; and
* Provide continuous and responsive Help Desk support, problem resolution, and software consultation to the user of the various engineering and production facilities.

Provide support for:

* business development, technical design and implementation of anti-fraud related tools, software, and techniques,
* advanced fraud detection technologies and techniques to identify fraudulent behavior, including identifying best practices in cybersecurity and fraud prevention,
* security and privacy governance and compliance with Federal laws, Directives, OMB and DHS instructions, NIST standards and guidance, and all Federal cyber security policy and initiatives, and
* establish and maintain systems in the cloud on Linux, as well as installing/administering open source tools and platforms in the MDE.

Maintain compliance with security policies defined by the Chief Information Security Officer, Office of Information Security (OIS) and the Agency Information Security Policy (ISP).

Experience with providing support for an Agency enterprise encryption key management (EEKM) support and services.

Experience with security infrastructure such as Access Control and Argent.

Experience with federal government security audits.

## Database and Data Administration

Technology and data analytics give the agency faster access to more and better data. The agency has streamlined processes and procedures to minimize errors while continuously monitoring transactions for potential program abuse and responding quickly to the possibility of incorrect payments. The agency designs the entire customer experience by relying on data and analytics tools to improve processes, policies, and service delivery.

**Technical Background:**

Substantial mainframe code is written in Common Business-Oriented Language (COBOL), Assembler Language Code (ALC), FORTRAN, and uses VSAM, DB2 (via SQL or stored procedures), CA-IDMS/DB databases, and/or a proprietary file management and control system called the Master Data Access Method (MADAM). Mainframe systems include batch as well as online CICS applications.

Current front-end code is primarily written in JAVA language and uses IBM Rational Application Developer for WebSphere Software V7.0 as the full function Eclipse 3.2 based development platform for developing Java 2 Platform Standard Edition (J2SE) and Java 2 Platform Enterprise Edition (J2EE) applications.

IBM iSeries application development that runs in each State Disability Determination Service (DDS) office. These are part of the Agency’s Disability programmatic processing. This code is developed both in-house and by vendors.

IBM’s WebSphere MQ is a message-oriented middleware used for asynchronous, guaranteed data transfer between locations, platforms, and applications; for example, State DDSs and SSA’s Central Office.

Distributed production applications run on UNIX (presently Sun Solaris) using WebSphere or ColdFusion with DB2 on mainframe or Oracle (presently on HP-UX UNIX) as the distributed relational database management system (DBMS). These are transitioning toward Red Hat LINUX.

End-user computing uses Windows Server and Microsoft SQL Server databases for applications not requiring high-end reliability, availability, and scalability or tight integration with programmatic SDLC processes.

There is some use of Web 2.0 technologies (blogs, Wikis, video sharing sites, etc.), change management tools (SourceSafe, CVS, etc.) and tools such as Macromedia Studio MX Suite (Dreamweaver, Flash Professional, Fireworks, FreeHand, ColdFusion), Adobe Creative Suite (Photoshop, ImageReady, Illustrator, InDesign, Acrobat), file transfer protocol (FTP), and audio editing software, understanding of Macromedia Authorware, Hypertext Markup Language (HTML) editors, JavaScript, JAVA, JSP, ER Diagrams, RDBMS, ColdFusion Markup Language (CFML), Extensible Markup Language (XML), and Ruby on Rails.

There is some WebFocus development, WebFocus Developer Studio (Release 7 and above), Dashboard Development, MRE Administrator, using Report Caster/Report Library, Focus programming (SQL, DB2, VSAM, and Hyperion).

### Database Design and Development

**The Contractor shall perform the following activities:**

Provide database design and development support using database technologies such as, but not limited to, the following: Structured Query Language (SQL), PostgreSQL, Oracle PL/SQL, CA-IDMS, DB2, DB2 UDB for Multi-platforms (UNIX hosted DB2), PostgreSQL, MongoDB, and Redit.

Provide database design and development support across multiple platforms. This includes, but are not limited to, platforms such as z/OS, WebSphere, UNIX, LINUX, AWS, and Microsoft Windows.

Provide design and development expertise support in the technologies and tools specified in the Technical Background section above under section 4.3 Database and Data Administration.

Provide expertise support in the following database design and development tasks:

* Use various methods and technologies in capturing and evaluating historical data and using predictive analytics to identify and model future needs of customer.
* Perform data management, business intelligence, and analytics tools that enhance quality and performance.
* Design web and high transaction volume portals and exchanges for utilization of Big Data technologies to drive analytics for predictive modeling and strategic decision-making.
* Perform architectural design and analysis, data analysis and design, logical and physical data design, relational databases, and data quality issue identification and resolution.
* Collect and analyze user requirements to derive conceptual and logical data models.
* Utilize data extraction, transform and load (ETL) languages/tools.

### Database Administration

Provide expertise support in the following database administration tasks:

* Software installation, configuration and maintenance
* Metadata management and repository usage. Provide experience with the collection, storage, management, and querying of metadata.
* Data modeling using normalization techniques.
* Follow Agency DBA naming stands and conventions.
* Capacity planning and be able to predict consumption growth based on usage patterns and implement appropriate changes.
* Program optimization (BIND/REBIND)

Provide database administration support in the areas of:

* data warehousing,
* data farms,
* cloud databases,
* data on virtual environments,
* content management,
* data analytics,
* stored-procedure programming,
* data replication,
* scalable databases,
* database migration,
* Web/Internet-based database access and modern Big-Data Hadoop-related storage and computer platforms.

Experience with providing data administration support on the following platforms:

* z/OS
* WebSphere
* UNIX
* Microsoft Windows
* LINUX
* Cloud platforms

Experience with providing data administration support on the following technologies:

* SQL
* MySQL
* MongoDB
* Oracle
* DB2
* PostgreSQL

## Lifecycle Activities and DevOps

The Contractor must provide the following:

### Lifecycle Activities

Provide lifecycle activities for application and business planning, analysis, requirements, application design, development, testing, maintenance, and validation support for the Agency’s programmatic, administrative, business intelligence, and strategic analysis software applications.

Incremental Development Techniques

Provide staff that possesses expertise to coach and train SSA project teams in Agile best practices, principles, and methodologies for adopting Agile lifecycle activities. (i.e., SAFe and Kanban). This includes test-driven development, metrics reporting and evaluation of Agile software tools and installation.

Experience with Agile tools such as Version One.

Experience performing user analysis for systems which impact a large numbers of users that includes the following skills: interviewing skills, analytical skills, observational skills, and interpersonal communications skills

### DevOps

Provide best practices for DevOps to support collaboration and communication of software developers and IT professionals while automating the process of software delivery and infrastructure changes in an Agile environment.

Provide configuration management support to include:

* Creates Program Integration Strategy.
* Integrates Automated Tests from teams.
* Maintain Dev, Test, and Staging Environment.
* Deploy Staging Environment.
* Creates an Automated Deployment Process.

Provide support for DevOps tools such as Jenkins and Docker.

# Establishing Task Orders

The agency will allocate contractor efforts through the issuance of individual task orders in support of the areas discussed above. Task orders will typically be of varying duration throughout any given contract year. The task orders will define the scope, deliverables, and schedule for each requirement at the time each task order is issued. The agency will issue individual task orders throughout the life of the contracts as the need arises.

Task Orders will be competed among contract holders providing fair opportunity unless circumstances exist that would allow for restricted competition in accordance with FAR 16.505[b][2][i] applies. SSA will specify the basis of award for each Task Order and will make awards using Tradeoffs or Lowest Price Technically Acceptable source selection processes. SSA will specify technical evaluation factors for each task order competition at the time SSA releases an RFQ for a Task Order to the contract holders. Typically, technical evaluation factors will include experience, past performance, and key personnel at a minimum.

# Contractor Competencies/Experience Requirements

The Government will identify specific skill sets at the task order level. The future marketplace will dictate any additional skills, knowledge, and experience the agency may require.

In addition to the technical skills required in the contract, the Contractor’s management team and employees must provide administrative and management skills to plan, organize, lead and provide quality deliverables in a timely manner. Due to the anticipated volume of task orders placed under the contract, it is crucial the Contractor’s personnel be able to keep up with the number of projects under the task orders without sacrificing the quality of the deliverables.

Labor Categories and Qualifications

Omitted at this time by SSA – Information will be made available during the RFP.

Contractor Orientation

Upon assigning resources to task orders, the Contractor is required to provide a 1 to 2-day orientation to all contractor personnel prior to beginning work on a task order. The 1 to 2-day orientation must include, at a minimum:

* Introduction to the Agency
  + Organization structure
  + SSA mission
  + SSA Strategic Plan including major challenges
  + Introduction to Title II and Title XVI Systems
  + SSA current technologies
  + SSA methodologies including agile, waterfall, etc.
* Information regarding fraud, security, and PII including the consequences of violations
* Security/privacy procedures, rules, and regulations, including security clearances, building access, parking permits, systems access
* Rules and regulations on how to handle GFI and GFP, including laptops and VPN access
* Information Security Policy (ISP)
* SSA codes of conduct

The Contractor’s orientation material must be reviewed and approved by the COTR in advance of administering the orientation sessions to personnel. This will ensure all applicable areas are thoroughly covered.

# Place of Performance

Individual task orders will define the place of performance for each requirement awarded under this contract. The vast majority of the work will be performed at SSA headquarters in Woodlawn, MD.

However, some task order may require Contractor personnel to perform services at the following agency locations:

* Headquarters buildings (e.g. Main Complex buildings, National Computer Center (Woodlawn, Maryland), National Support Center (Urbana, Maryland), and Second Support Center (Durham, North Carolina));
* Regional Offices (Atlanta, Boston, Chicago, Dallas, Denver, Kansas City, New York, Philadelphia, San Francisco, and Seattle); and
* Other surrounding satellite buildings located in Woodlawn, Maryland.

Note: The Government does not intend to establish stand-alone offices. Due to the nature of services required for successful performance, the Contractor place of performance location(s) must be located within the United States[[1]](#footnote-1); unless otherwise waived by the agency. The agency will not pay mileage or work time for Contractor personnel (to include subcontractor personnel) for local travel[[2]](#footnote-2) to or from agency headquarters locations for routine meetings and work sessions.

Contractor personnel (to include subcontractor personnel) response time to requests for virtual meetings, conference calls, and other technical assistance called for in the task order must not exceed 2 hours.

In addition, the Government may assess the Contractor place of performance location(s) to determine any associated risks, and to determine resources required to establish and support the computing platform, related IT infrastructure, and telecommunications resources necessary to perform the work of the contract. Any required computing platform, related IT infrastructure, and telecommunications resources necessary to perform the work will be installed by the Government.

Telework may be granted for contractor personnel on a task order by task order basis. Specific telework requirements and constraints will be described in the Task Order SOW. Approval shall be based on the following:

* Telework shall not result in an increase in price;
* The Contractor is responsible for the continuity of performance in accordance with the terms of the contract;
* Approvals shall be dictated by the needs of the government. The Task Manager will determine whether remote support is feasible for the position requested, and whether the requirements of the agency (including security requirements) can or cannot be met if telecommuting is permitted.
* Overall approval must be in writing from the COR or his/her authorized agent.

The contracting company shall be responsible for their employee while teleworking as they are with an On Site Duty Station (OSDS).

## Period of Performance

The CO may place orders against this contract for a period up to and including 10 years from the award date of this contract. Individual Task Orders under this contract must have individually defined periods of performance, each not to exceed a consecutive one-year duration period.

## Government Furnished Equipment, Workspace, and Information

SSA will provide space for on-site conferences/meetings between SSA personnel and the Contractor Support Services team(s) to facilitate performance of individual Task Orders. If required for the individual Task Order, the Government will provide the contractor computer equipment and office software normally used by SSA to perform work If there is a need in the Task Order, SSA will provide other Government Furnished Equipment (GFE). All GFE will remain the property of SSA under the control and responsibility of the Custodial Officer for the office providing the equipment. SSA will provide information and documentation relevant to the specified tasks, as SSA deems appropriate. Furnishing Government information or access to Government systems may require Contractor personnel to sign confidentiality and/or non-disclosure agreements. The provisioning and coordination of Government Furnished Equipment, Workspace, and Information is the responsibility of each Task Order’s respective COR or Task Order Manager, and shall be defined in the documentation provided with each individual Task Order.

Other than general office support, equipment and software noted above, the Contractor must ensure that personnel working on a Task Order have the equipment, software and tools routinely used in industry to accomplish their assigned tasks.

Specific GFI that is relevant to this Agreement must be provided to the contractor as identified in each Task Order. If required, the Government must deliver additional Government Furnished Information described in each Task Order to the Contractor.

## Hours of Operations and On-Site Contractor Performance

Contractor hours of operation will be specified at the Sub-Task Order level; however, contractor staff will not generally be required to work when SSA Headquarters staff is not working. On a case-by-case basis, as coordinated with and approved by the SSA COR or designee, the Contractor may work during periods of time when segments (buildings or business) of SSA are closed for any reason, provided security measures are followed.

Under no circumstance will the Contractor enter the building under closed conditions without prior coordination with the SSA COR.

## Deliverables/Reports

The Contractor must submit all reports and/or other written deliverables in the format and media specified at the Task Order level. For all deliverables, the Contractor must implement effective document management to include version control and comment resolution such that each release has clear inventory of comments that were accepted/rejected as part of the version.

All deliverables will be made available at the place and time and to the COR (or designee) defined in the Task Order. All work papers and deliverables produced for this project are the property of SSA. The contractor shall treat reports and other documents produced under this contract as “sensitive but unclassified” and must be appropriately protected, unless otherwise designated at the Task Order level.

The Task Order Manager or designee will have the right to reject or require correction of any deficiencies found in deliverables. In the event of rejection of a deliverable, the Task Order Manager or designee will notify the Contractor in writing as to the specific reason why the deliverable is being rejected. Deficiencies (major or minor) are identified as follows:

* Major revisions include content additions and deletions, substantial reorganization of report contents including moving material into appendices and attachments, adding explanatory charts and figures, replacing several paragraphs that are poorly worded or may be misread, and similar corrections. These major corrections must be made by the Contractor within ten working days of notice by the Government.
* Minor revisions are considered essentially editorial and may be requested orally. They include such items as: typographic errors, formatting (e.g. failure to use an appropriate table of contents, lack of page numbers and dates, graphics too small to be readable), poor writing style and similar. These minor editorial corrections must be corrected by the Contractor within five working days of notice by the Government.

The COR will require a specified number of reports to be submitted by the Contractor on a weekly/monthly basis, as specified in the table below. The COR reserves the right to request additional reports throughout the term of the contract on an ad hoc basis.

The following is a summarization of reporting requirements that will be used upon contract award:

### Monthly Electronic Technical Progress Report (ETPR) by Task Order

The Contractor shall submit a Monthly Electronic Technical Progress Report (eTPR) for each Task Order to the COR, COR staff, and each SSA Task Order Manager on or before the fifteenth (15th) calendar day of each month. This collection of reports will be used to document the status, progress toward completion, accomplishments, opportunities, problems, resources used during the reporting period, and any Contractor recommendations. The Contractor will distribute the reports electronically or by SharePoint or other specified/mutually agreed to form of delivery.

Each eTPR shall contain the following information for each active Task Order completed during the reporting period:

1. General Information

The following information shall be in the heading of the report:

* Title "Monthly Technical Progress Report"
* Contractor's name
* Contract number
* Task Order title
* Task Order number
* Reporting period
* Date report prepared
* Person reporting

1. Task Order Status Information

1. A narrative assessment of the Contractor's progress toward completion of the Task Order including:

1. A description of status and progress for each milestone and deliverable reached in the workplan.
2. An explanation of the reasons for any differences between planned and actual progress.
3. A description of any unplanned accomplishments, efforts, or expenses during the reporting period.
4. Specific accomplishments planned for the coming month.
5. Opportunities or problems foreseen by the Contractor that need to be brought to the attention of the Government.
6. Opportunities or problems encountered and the actions taken during the reporting period.
7. Total labor hours expended on the Task Order including labor hours expended on the Task Order by labor category and labor hours expended on the Task Order by individual. Individuals are to be uniquely identified by name and labor category for both the Contractor and subcontractors during the reporting period.
8. Explanation of cumulative labor hour variances from the workplan projections of 10 percent or more.
9. Recommendations for Government action or approval for the coming month.
10. Contractor’s Task Order Manager’s comments.

2. Task Order Update

1. Identification of any changes to the workplan approved by the COTR during the reporting period.
2. Updates to progress charts identified in the workplan.
3. Labor hours expended during the reporting period by the Contractor and subcontractors and the variance from their workplan projections.
4. Labor hours by labor category expended during the reporting period by the Contractor and subcontractors.

3. Deliverables Log

1. Identification by number and description of each deliverable outstanding or completed during the reporting period.
2. Identification of the dates deliverables are due, were submitted, and were approved.

### Monthly Contract Summary Report/Invoice for Time and Materials Task Orders

The Contractor shall submit a Monthly Contract Summary Report/Invoice to the COR, with a copy to the Contract Officer (CO), by the fifteenth (15th) calendar day of each month to provide a detailed breakdown of contract resource expenditures as well as a workload summarization. The specific content, format, and method of delivery for this collection of report(s) shall be agreed upon with the COR prior to the due date of the first report. At a minimum, this report shall include the following information:

1. Identification of any significant issues concerning the contract or its administration needing to be brought to the attention of the Government. Issues that have been previously reported and resolved need not be repeated in subsequent reports. Issues the have been previously reported and not yet reported as resolved must be updated.
2. The Contractor’s organizational chart to include the following information about all personnel assigned to the contract:
3. The Contractor's contract management structure and its relationship within/to the company.
4. Each subcontractor's contract management structure and its relationship to the Contractor.
5. The chart preparation date shall appear in the upper right hand corner.
6. For each Task Order, the Task Order name and number, the Contractor Task Order Manager's name, and Key personnel name(s) must be indicated.
7. For each Task Order, all other (non-management, non-Key) personnel assigned to the Task Order, including subcontractor personnel, must be indicated.

NOTE: Beyond the initial Monthly Contract Summary Report/Invoice submitted each Contract Year (CY), subsequent Monthly Contract Summary Reports/Invoices must include part e. of this organizational chart only when significant changes have occurred.

1. For each Task Order active or completed during the reporting period, indicate the direct labor categories, direct labor hours, and direct labor dollars incurred by the Contractor and each subcontractor (if any) during the reporting period and from CY inception-to-date (ITD).
2. For each Task Order active or completed during the reporting period, indicate the direct costs incurred by the Contractor and each subcontractor (if any) during the reporting period and from CY ITD.
3. Indicate and account for any variance in actual direct labor hours worked and dollars/expenses incurred, versus direct labor hours and dollars/expenses billed/invoiced, during the reporting period. This report shall contain a separate entry for each individual, both Contractor and subcontractor, by labor category, direct labor rate, and by Task Order. Supporting documentation shall be provided on direct labor hour and direct labor cost variances.
4. Provide CY ITD variance in actual direct labor hours worked and dollars/expenses incurred, versus direct labor hours and dollars/expenses billed/invoiced, through the reporting period. This report shall contain a separate entry for each individual, both Contractor and subcontractor, by labor category, direct labor rate, and by Task Order and Work Order.
5. List personnel changes made during the reporting period and since the beginning of the CY.
6. Indicate the cumulative direct costs for each Task Order active or completed during the reporting period.
7. Indicate total labor hours and labor expenses expended by each individual, both Contractor and subcontractor, during the reporting period. For each individual, the report will identify the labor category, labor rate(s), and Work Order(s) that identify the individual's involvement in the contract.
8. List all Task Orders that expired during the reporting period.
9. List all Task Orders that were due to expire during the reporting period for which activities are not complete.
10. List all Task Orders that are due to expire during the next reporting period.
11. Provide update(s) to the Contractor's Project Management Plan (including Phase-In Plan and/or Staffing Plan) that has/have been mutually agreed upon.

### Weekly Task Order Status Reports

On the second workday of each week, the Contractor shall provide written status reports entitled "Weekly Task Order Status Reports". One report shall be prepared for each active Task Order. These reports shall identify each Task Order and Work Order by number, title, SSA and Contractor Task Order Manager, SSA and Contractor Work Order Manager, start and end dates, current status, problems/concerns and planned resolutions, and planned accomplishments during the next reporting period.

### Ad-Hoc Reports

Ad-hoc reports may be requested occasionally. For the most part, these ad-hoc reports will ask for information that is already captured by the Contractor and can be reformatted for a new report.

### Monthly RAS Reports

The Contractor shall submit two Monthly RAS Reports to the COR by the fifteenth (15th) calendar day of each month. These reports provide hours and dollars planned and expended by each Time and Materials Task Order/Task Order numbers, cross referenced to applicable RAS codes.

The first report shall include the following information:

1. CY ITD hours and dollars planned and expended by Task Order/Work Order numbers cross referenced to applicable RAS code.
2. Show variance reporting between planned and expended data by hours and dollars, and by percentages.
3. Show applicable reporting period and Task Order and Work Order titles.
4. Show subtotals by Task Order, and program totals.

The second report shall include the following information:

1. CY ITD hours and dollars planned and expended by RAS code cross referenced to applicable Task Order/Work Order numbers.
2. Show variance reporting between planned and expended data by hours and dollars, and by percentages.
3. Show applicable reporting period and RAS code titles.
4. Show subtotals by RAS code, and program totals.

Should any requirements or reporting tools change at the Agency for contractor hours reporting, the Contractor shall comply with and use the reporting tool in accordance with the Agency’s work breakdown structure.

### Quarterly Inventory Reports

The Contractor shall submit Quarterly Inventory Reports to the COR by the by the last calendar day of the month following the close of the quarter.

### Monthly Performance Assessment Reports

Background

Federal Acquisition Regulation (FAR) subpart 42.15, "Contractor Performance Information”, (effective January 1, 1998), provides policies and establishes responsibilities for recording and maintaining contractor performance information. FAR 42.1502(a) stipulates that agencies shall prepare a final assessment/evaluation of contractor performance "at the time the work under the contract is completed" for each contract.

Policy

It is SSA’s policy that the Office of Acquisition and Grants (OAG) maintain current information relevant to contractor performance, to be used as evaluation criteria for awards of future contracts by SSA and other agencies. The information must be timely, accurate, and relevant. To that end, it is OAG's policy that interim evaluations will be prepared for ongoing contracts to coincide with exercising an option or at other intervals consistent with the contract effort. Such interim evaluations must be prepared at least once every 12 months, but may be more frequent, if appropriate.

For this contract, SSA Task Order Managers shall record Contractor performance on a monthly basis for any active Task Order in the Performance Assessment Report (PAR). The evaluation shall be based on work products and/or deliverables produced during the month. The COR shall also make an independent assessment of the Contractor’s performance and shall write a narrative report that includes the SSA Task Order Managers’ monthly reports. In making the independent assessment and recommendation, the COR shall consider the following:

* Information provided by the Contractor on Monthly Financial Report by Task Order.
* Comments made by SSA Task Order Managers on their monthly PARs.
* Information conveyed to the COR as a result of status meetings with the Contractor.
* Information conveyed to the COR as a result of meetings with the CO and the CO’s Performance Evaluation Report.
* A comparative analysis of actual cumulative direct labor hours and direct labor rates expended versus the contract's level-of-effort and the negotiated direct labor rates used to establish the contract value.
* A comparative analysis of actual direct costs plus the Contractor’s projected cost to complete performance versus the current contract values.
* The COR's overall judgment of the success of the Contractor's performance.
* The COR's independent assessment shall be attached to the SSA Task Order Managers suggested performance rating calculation.

Below are the areas or categories in which the Contractor’s performance will be measured:

1. **Quality of Products and Services**

The PAR will contain feedback in the following areas (not all-inclusive):

* Fully understanding and complying with requirements;
* Providing the accurate, thorough and fully complete work products, deliverables, and technical support which were negotiated and expected;
* Promptly responding to work order requirements and technical direction;
* Furnishing original, creative and/or productive solutions beneficial to the agency.

1. **Schedule**

The PAR will contain feedback in the following areas (not all-inclusive):

* Presenting deliverables, work products, and/or technical support timely and in accordance with the negotiated schedule;
* Identifying and resolving problems and providing timely problem notification; and
* Anticipating schedule impacts and taking necessary action to benefit the Agency.

1. **Cost Control**

The PAR will contain feedback in the following areas (not all-inclusive):

* Remaining within the negotiated budget for cost and labor hours;
* Keeping open communications with the Task Manager regarding burn rates;
* Being aware and proactive in remaining within budget while accomplishing all the requirements.

1. **Resource Management**

The PAR will contain feedback in the following areas (not all-inclusive):

* Managing task order/work order resources effectively;
* Assigning correct personnel with the skills and experience required for work assignments;
* Using resources in an economic and effective manner;
* Assigning lower labor category resources to replace departures, if possible.

Each area or category will be rated using the following adjectival ratings:

Exceptional – Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.

Very Good – Performance meets contractual requirements and exceeds some to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for corrective actions taken by the contractor was effective.

Satisfactory – Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Marginal – Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor’s proposed actions appear only marginally effective or were not fully implemented.

Unsatisfactory - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor’s corrective actions appear or were ineffective.

# Hardware, Software, Tools and Technologies List

This Tools List is a list of Mainframe and Distributed Systems software tools/packages we currently use at SSA. This list is not all-inclusive. SSA expects Contractor personnel to have the ability to use the tools/packages listed below and/or be highly skilled at quickly learning the essentials of the software tools/packages.

Mainframe Software Tools List

The mainframe-based tools contained on the Enterprise Software Engineering Facility (ESEF) and the Management Information Services Facility (MISF) and used by our personnel to increase programmer productivity are listed and described in detail in the ESEF and the MISF User Guides and the ESEF Tools Guide. SSA requires the Contractor to use many of these tools, however, this is not to be considered an all-inclusive list.

ABARS

ABENDAID

ABR

ADSO MIGRATION

AFP

ASG

ASM2

ASSEMBLER H

ASSEMBLER H/L

AURORA

BEST/1 Data Center

BEST/1 Visualizer

BINDER

BMC Mainframe Performance Suite

BMS/GT

BOOKMANAGER

BRIO

C/C++

CA Advantage Repository for Distributed Systems (CA ARDS)

CA Advantage Repository for z/OS

CA MICS

CA OPSLOG

CA OPTIMIZER III

CA Platinum DB2 Tools (Unicenter DB2 Products)

CA PLAYBACK

CA SAR

CA TOP SECRET

CATALOG RECOVERY PLUS

CATALOG SOLUTION

CICS

CICS ABEND-AID/FX

CICS/CEMT

CICS/VSAM

COBOL II 85

COBOL II 85 RTL

COBOL OS 74 RTL

COBOL STRUCTURING AID

COBOL/390

COBOL/390 RTL

COBTEST

COMPAREX

CONNECT: DIRECT

CONTENT MANAGER On Demand

CONTROL-B

CONTROL-M

CONTROL-R

DB2

DB2-EZREORG

DB2 BUFFER POOL TOOL

DB2 for z/OS

DB2 PERFORMANCE MONITOR

DCDIII

DYNASTEP

E/JES

EDGE PORTFOLIO ANALYZER

EMC2/TAO

ENDEVOR

EPILOG

FALCON

FAST ACCESS

FAST DUMP RESTORE

FDR/COMPACTOR

FILEAID

FINALIST

FOCUS/DB2

FORTRAN VS2

FORTRAN VS2 RTL

HEAT

HIERARCHICAL STORAGE MANAGEMENT

High Level Assembler for z/OS

HIPERSTATION

HSM

HYPERION

IBM JCL Utilities

IDCAMS

IDMS

IDMS CULPRIT

IDMS DB

IDMS DB-REORG

INTELLIGENT DATA MINER

IDMS

INTERTEST

ISPF

ISPF DIALOG MANAGER & DIALOG MANAGEMENT SERVICES

J2EE

JAVA

JCLCHECK

JES3

MAINVIEW/PREDICT

METACOBOL

MHTRAN2

MICS

MKS SIE

MQ SERIES

MS LIVEMEETING & COMMUNICATOR

MVS/QUICKREF

MXG

NAMESEARCH

NDM (Network Data Mover)

NETVIEW

OMEGAMON II

OMEGAMON XE SUITE

ONDEMAND

OPS/MVS II

ORACLE

PDSMON

PREALERT

QA-HYPERSTATION

QMF

RESQ

REXX/370 COMPILER

REXX/370 LIBRARY

REXXTOOLS/MVS

RHEL

S/COMPARE

SAS (BASE,GRAPH, FSP, STAT, ETS, ASSIST, CONNECT, IML)

SAS ACCELERATOR

SIMULCAST

SMF/RMF

SMS (Systems Managed Storage)

SNA

SPIFFY

SPUFI

STOPX37

STROBE

SUPERCE

SYNCSORT

System Managed Storage

TADDM

TCP/IP

TICTOC/CICS

TICTOC/MVS

Top Secret

TPNS

TPX

TRANSFORMER

TSO

TSO-E

U/ACR

UNITECH/ACR

VIA/ESTIMATE

VIA/INSIGHT

VIEW

Visual Explain for DB2

VISUALIZER

VPS

VPSPRINT

VSAM ASSIST

VSAM MECHANIC

WEBFOCUS

WEBSPHERE

WebSphere Application Server

WORKLOAD SIMULATOR (TPNS)

XPEDITER (TSO, CODE COVERAGE, DEVENTERPRISE)

z/Operating System (z/OS)

Distributed Systems Software Tools List

Some of the PC and LAN-based software packages we use currently at SSA are listed below. The Contractor is required to use many of these tools; however, this is not to be considered an all-inclusive list.

.NET

Active Directory

AD Federated Services

Adobe Accelio Classic FormFlow

Adobe Form Client

Adobe Form Designer

Ansible

Arc Serve

ASG-Manager Products for Enterprise Metadata Management

Bachman

Bachman Data Analyst

Bachman Database Administrator

Bachman Workstation Manager

Backup and Restore strategies

Backup Exec

Bash

Bind DNS

BMC BPA/BCO

C++

CA APM (Introscope)

CCMP encryption

CDP

Checkpoint IPSO

Cisco Any Connect VPN

Clarion

Cold Fusion

Connect Direct

Control M – Enterprise Mgr.

Crosstalk/IRMA/Communications

DB2UDB

DBM

Design-Aid

DHCP

Disaster Recovery and failover technology

Diskeeper

Docker

Dragon Naturally Speaking

Dragon Naturally Speaking Voice Command

E-78 Plus

Easel

EDA/LINK for DOS and OS2 (FOCUS product)

EI Stream

Endevor Workstation

Envision

Enzyme

Erwin

ESM tools

eTrust

eTrust Access Control

eTrust Antivirus

Excelerator

Exchange 2007 Shadow Image

Exchange/Outlook

FOCUS

Grammatik

Groovy

Group Policy Administration

Hadoop

HIJAAK

HP Service Center – (CAPRS)

Innoculan

Intersolv Prism (Enterprise modeling Excelerator tool)

Intersolv XL/DOC (Excelerator documentation tool)

IP Protocol

IPv6

IPX Protocol

J2EE

JAVA

JavaScript

JAWS for Windows

JAWS Screen Reader

JCL

Jython

Key Management Services

KnowledgeWare Analyst

Macromedia Tools

MAGic for Windows

MAGIC Screen Reader

MicroDesign CD-ROM NLM

MicroFocus COBOL

Workbench

Microsoft Access

Microsoft BackOffice

Microsoft LiveMeeting & Communicator

Microsoft Office Suite

Microsoft virtualization technologies

Microsoft Visual C++

MKS

Mocha

MS DNS

MS Office

MS SQL

MS SQL Server

Nexus 1000v

Nexus1010

NodeJS

Norton Tools

Norton Utilities for NT

Object Studio

Object Vision

Optinet

Oracle

Oracle Enterprise Manager

Oracle Linux

Oracle VM

Oracle dBase WebSphere MQ Visual Basic

Outlook 2007

Paradox

PC/CICS

PCOM

People Tools

Perform Pro

PKZIP

PL/SQL

PostgreSQL

PowerBuilder

PowerPoint

PowerShell

Python

Q&E

QA Plus

QEMM

Quality Center

Radius

Red Hat LINUX

React

Reference Textbook

Rexx

RoboHelp

Ruby

ScanMail/eManager

Secure Shell

Sendmail

Shadow Image Lotus Domino

SoupUI

Solaris 8, 9 & 10

Source Routing Protocol

SQA Robot

SQL Loader

SQL\*Plus

SQLLAN NW Manager

SQR

Storage area network (SAN) configuration

Structured Architect

Sun Cluster

System Center Configuration Manager

System Center Operations Manager

System Center product knowledge

Task Order ManagerQ

TCP/IP Netview 3270 Emulation

TCP/IP Shell, Perl,

Time Finder

Timeline

Toolbook

UNIX

UNIX Korn Shell

UNIX Script

Unix Windows AD IBM AIX Connect: Direct for Unix

Update Expert

Ventura

Veritas

Visual Basic

VBScript

Visual C++

VMware ESX

VMware Horizon

VMware vSphere

WebFocus

WebSphere

Windows 10

Windows 7

Windows PowerShell

Windows Server 2012

Windows Server 2016

Windows SOK

WINS

Word

WPA2

Technologies

Authentication and Authorization Technologies & Gateways

Blogging

Cloud Computing

Code Generators

Collaboration and Reporting

Content Management

Data Analytics

Data Mining

Data Quality and Profiling

Data Sanitization

Data Warehousing

Document Imaging

Electronic Service Delivery

Extraction, Transform and Load (ETL)

eTags

Grid Computing

High Speed Networking

Infrastructure as a Service

Mobile and Portable Office Technologies

Open Source/GIT GitHUB

PKI, Digital Certificates, and eSignatures

Platform as a Service

Server Virtualization

Service Delivery Channel Convergence

Service Oriented Architecture (SOA)

Smart Card Technology

Software as a Service

Voice Telephony and Recognition

Web Development including J2EE/Java

Wikis

1. Unites States as defined herein means the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, and Wake Island. [↑](#footnote-ref-1)
2. Local travel as defined herein is a 50-mile radius of the primary work location. [↑](#footnote-ref-2)