

Performance Work Statement (PWS)

Electronic Data Interchange System

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Vision Statement.....	4
1 General Information.....	4
1.1 Introduction.....	4
1.2 Background	4
1.3 Constraints	6
1.3.1 Project Planning and Management	6
1.4 Description of Services.....	7
1.5 Non-Personal Services.....	7
1.6 Period of Performance.....	8
1.7 Place of Performance	8
1.8 Hours of Operation	8
1.9 Special Qualifications	8
1.10 Post Award/Kickoff Conference	8
1.11 Status Meetings.....	8
1.12 Contractor Travel.....	9
1.13 Transition In	9
1.14 Transition Out	9
2 Definitions and Acronyms.....	10
2.1 Definitions.....	10
2.2 Acronyms.....	11
3 Government-Furnished Property and Services.....	16
3.1 Government Services	16
3.2 Facilities.....	16
3.3 Equipment	16
3.4 Materials	16

3.5 Quality Assurance (QA).....	16
4 Contractor-Furnished Items and Services	16
4.1 Facilities	16
4.2 Equipment	17
4.3 Material	17
4.4 Contractor Responsibilities	17
4.5 Contractor Personnel	17
4.6 Identification of Contractor Employees	17
4.7 Quality Control	18
4.7.1 Quality Control Plan.....	18
5 Specific Tasks	18
5.1 Systems Operations.....	18
5.2 Phase/Transition Out Plan	37
5.3 Maintenance.....	38
5.4 Development, Modernization, and Enhancement (DME)	43
6 Deliverables	44
6.1 Quality Control Plan	48
6.2 Acceptance Criteria.....	49
7 Performance Requirements Summary	50
8 Related Documents	50

Performance Work Statement (PWS)

Electronic Data Interchange System

Vision Statement

The vision of this requirement is to obtain continual Information Technology (IT) contractor support for the sustainment of the Electronic Data Interchange System (EDI/U26A). By obtaining these services, HUD will continue to maintain its ability to provide ongoing operational support to the Office of Housing's programs, thereby accomplishing HUD's mission.

1 General Information

1.1 Introduction

The Department of Housing and Urban Development (HUD), Office of Housing, Office of Finance and Budget is seeking contractor support to provide technical software services for the Electronic Data Interchange (EDI) System. Services shall include system operations and maintenance support, and development, modernization, and enhancement of the system in correlation to the other Housing interface systems. The effort includes project management, analysis, requirements definition, design, development, testing, implementation support, and documentation.

1.2 Background

The Electronic Data Interchange (EDI) is used by the Office of Housing, Office of Finance and Budget staff of HUD Headquarters to support their day to day business needs. The system has been operational since 1999. EDI was created to support Gateway servers as transfer and point of data passing between HUD organizations and HUD's business partners.

1.2.1 System Description

The EDI system's purpose is to receive EDI X12 transactions from trading partners (Mortgage Lenders, Service Bureaus and Grantees), translate them into application format and make the data available to the internal HUD application systems; conversely to receive data from HUD application systems, translate them into EDI X12 format and send them transactions to HUD's trading partners. These processes replace the former processes that used paper forms and the mail system. The applications that utilize EDI currently are: Single Family Claims (A43C), Single Family Default Monitoring System (F42D), Single Family Insurance (A43), Single Family Asset

and Acquisition Management System (A80S) and the Integrated Disbursement Information System (C04).

Operating Environment

The EDI Gateway system consists of hardware and software configured to interact with both HUD application systems and HUD trading partners via a communications network. The EDI Gateway is comprised of a secure communications server, a Value Added Network (VAN), and running on an IBM mainframe with a z/OS operating system, configured with the Sterling Commerce GENTRAN Basic for MVS mapping and translation software.

There are currently five inbound transaction sets and four outbound transaction sets supported by the gateway that provide information regarding the following functions:

- Insurance Claim
- Mortgage Default
- Mortgage Record Change
- Grants Management
- Advice of Payment
- Application Advice
- Functional Acknowledgement

1.2.2 Technology Platform Details

The Electronic Data Interchange system is a utility system for translation and transport of Electronic Data Interchange X12 transactions between HUD and its business partners. The EDI System is a mainframe based system that currently functions on an IBM system. The existing applications were established and developed within our current processing environment. As such, all changes proposed within this PWS shall be implemented within the existing application infrastructure and adhere to existing development methodology and HUD implementation standards.

1.2.5 Help Desk

HUD uses a Service Desk System to record production system problems reported through the HUD National Help Desk. The reported problems are recorded in the Service Desk system and assigned Service Desk ticket numbers via a hotline number. Types of Help Desk tickets are explained below.

Tier 1 - Tickets are tickets set for frequently asked questions and issues that the Government will provide to the Help Desk Contractor for problem resolution.

Tier 2 - Tickets are tickets that require research and/or policy determination by Government program area staff.

Tier 3 - Tickets are tickets that require technical assistance from system information technology staff. Following the referral, the system staff analyzes the problem and provides the Program Area staff with a statement of the cause of the problem and the timeframe for problem resolution. If a short-term work-around is possible, the EDI staff prepares a response to the problem and presents to the GTR/GTM.

1.3 Constraints

The services identified in this PWS will adhere to the rules, regulations, laws, standards, and conventions identified by HUD as well as within the Federal Government. These standards and guidelines have been coded as mandatory (M) and advisory (A). The Contractor shall comply with those standards and guidelines coded as mandatory. The Contractor shall be guided by those standards and guidelines coded advisory to the extent necessary to accomplish requirements in the PWS.

The Contractor shall prepare PPM documentation in accordance with the format and content specified in the PPM templates at <http://hudatwork.hud.gov/po/i/itm/ppm/ppm.cfm>. The HUD PPM guide always takes precedence whenever inconsistencies manifest between the PPM Guide and its corresponding PPM templates and PPM Checklists.

The Contractor shall manage all projects in accordance with the National Defense Industrial Association (NDIA) American National Standards Institute Electronic Industries Alliance (ANSI/EIA) - 748 standards for Earned Value Management Systems (EVMS) and be subject to periodic compliance reviews.

The Contractor shall prepare analysis reports in accordance with guidance provided within the HUD Analysis Report Guide.

Constraints include the following:

1.3.1 Project Planning and Management

All HUD IT projects, including all information systems acquired, developed, enhanced, or maintained shall follow the policy, procedures, standards, and guidelines set forth within the IT Management Framework using the Project Planning and Management (PPM) Life Cycle located at HUD's PPM Life Cycle Website:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/cio/ppm/PPMV20HOME

PPM was designed based on the best practices from Capability Maturity Model Integration (CMMI) for systems development and PMBok for project management. While at the foundation, PPM is designed as a Waterfall methodology, HUD encourages tailoring the PPM to use the many modern solution development methodologies available to enable the planning, development and delivery of useable functionality within 6-9 month increments.

Contractors are encouraged to propose a preferred methodology whether their solution(s) are for custom development, includes prototypes or pilots, Commercial Off the Shelf (COTS)/ Government Off the Shelf (GOTS) configuration, or Software as a Services. Working with the

HUD Project Manager(s), the Contractor will tailor PPM to take advantage of contractor proposed expertise in using other methodologies in a manner that will provide HUD the best value and address all of the work necessary for successful project completion, on time, within budget, and delivering intended functionality.

The decisions of PPM tailoring are captured in the Project Tailoring Agreement (PTA), which documents the specific agreement for creating, combining, referring or omitting specific artifacts applicable to the project, as well as adjust project control gate reviews to be consistent with the tailoring. All tailoring of PPM must be approved by HUD's Deputy Chief Information Officer (DCIO) for Business & IT Modernization. As a default, any project without an approved project tailoring agreement is required to follow all PPM phases and artifacts as presented.

1.4 Description of Services

HUD's Office of Housing is seeking contractor support to provide technical software services for the Electronic Data Interface System. The system support services shall include:

- 1) Systems Operations and Maintenance support
- 2) Development, modernization, and enhancement of the EDI system in correlation to the interface systems
- 3) Project Management Support
- 4) Analysis, requirements definition, design, development, testing, implementation support

The services outlined above are necessary in order to ensure that the EDI system continue to operate fully functional in relation to existing software elements and operating environments throughout the entire performance period of the contract.

1.5 Non-Personal Services

The Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services.

If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately. These services shall not be used to perform work of a policy, decision making or management nature, i.e. inherently Government functions. All decisions relative to programs supported by the Contractor shall be the sole responsibility of the Government.

1.6 Period of Performance

The period of performance shall be for one base period of 12 months and three 12- month option periods.

1.7 Place of Performance

The services to be performed under this contract shall be performed at the Contractor's facility.

1.8 Hours of Operation

The Contractor is responsible for providing a primary technical point of contact between the hours of 7:00 am and 7:00 pm Eastern Time (ET), Monday thru Friday, and at other times as determined by each application's production schedule, scheduled IT infrastructure upgrades, and unanticipated emergencies. Weekly hours shall not exceed a forty (40) hour work week, and a typical work day will be 8 hours each day Monday through Friday. The Government reserves the right to change hours of operation or restrict contractor access. Work outside these daily hours is prohibited without Contracting Officer approval. Access to Government agencies will not be available during scheduled Federal holidays, closures due to inclement weather, weekends, or after duty hours.

For platform maintenance coordination and inspection, some weekend support shall be provided by the Contractor. Production errors that occur overnight shall require an immediate response by the Contractor. This support is typically necessary prior to normal business hours.

The Contractor shall provide user assistance support five days per week, Monday through Friday, excluding Federal Government Holidays, during the core hours of 8:00 to 5:15 p.m. ET.

The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within the Contract. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce is essential.

1.9 Special Qualifications

n/a

1.10 Post Award/Kickoff Conference

The Contractor shall attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. The Government intends to convene a Post Award Conference with the Contractor within ten business days after contract award. The Contracting Officer will notify the Contractor of the specific date, location and agenda within five days after contract award.

1.11 Status Meetings

The Contracting Officer, Government Technical Representative (GTR) and other Government personnel, as appropriate may meet periodically with the Contractor to also review Contractor performance, requirement status, etc. At these meetings, the Contracting Officer will apprise

the Contractor of how the Government views the Contractor's performance or progress of the requirement. The Contractor shall apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government. Post award conference and subsequent meetings may be held via teleconference.

1.12 Contractor Travel

Prior to travel, the Contractor shall coordinate with and receive Government authorization from the GTR for all travel. Reimbursement of travel costs will be in accordance with the Federal Travel Regulation and in accordance with FAR 31.205-46. The Contractor shall travel using the lower cost mode transportation commensurate with the mission requirements. When necessary to use air travel, the Contractor shall use the tourist class, economy class or similar lodging accommodations to the extent they are available and commensurate with the mission requirements. HUD will not reimburse Contractor's local travel. Local travel is defined as travel within fifty (50) miles of Washington, DC. All other travel will be reimbursed on a cost reimbursable basis; no profit or fee will be paid.

1.13 Transition In

The Contractor shall, upon the Contracting Officer's written notice, furnish Transition-In services as required. As a successor, the Contractor shall have sufficient personnel on board during the 60-day Transition-In period to ensure a smooth transition with the incumbent Contractor. The Contractor shall provide an orderly transition of work acceptance and accomplishment such that any impact to the program is minimized. During the Transition-In period, the Contractor shall become familiar with the requirements in order to commence full performance of services by the end of the contract Transition-In period. Transition-In is not required if the successor Contractor is the incumbent Contractor.

1.14 Transition Out

To minimize any decrease in productivity and to prevent possible negative impacts on additional services, the Contractor shall have sufficient personnel on board during the 60-day Transition-Out period. The incumbent Contractor shall ensure a smooth transition with the successor Contractor during the Transition-Out period, prior to completion of contractual performance.

The incumbent Contractor shall aid the successor in the development of plans, procedures and methods for the assumption of all on going work. The Contractor shall provide an orderly transition of work acceptance and accomplishment, such that full control by the successor contractor is achieved by the end of the new contract Transition-In period.

2 Definitions and Acronyms

2.1 Definitions

Business/Work Days - Every official work day of the week which are days between and including Monday to Friday. This does not include public holidays and weekends.

Calendar Day - Any day of the week.

Contractor - A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

Contracting Officer (CO) - A person with authority to enter into, administer, and/or terminate contracts and make related determinations and findings on behalf of the Government. Note: the only individual who can legally bind the Government.

Defective Service - A service output that does not meet the standard of performance associated with the Performance Work Statement.

Deliverable - Anything that can be physically delivered, but may include non-manufactured things such as E-mails, meeting minutes, reports or data files.

Government Furnished Property (GFP) - Government-furnished property means property in the possession of, or directly acquired by, the Government and subsequently furnished to the Contractor for performance of a contract. Government-furnished property includes, but is not limited to, spares and property furnished for repair, maintenance, overhaul, or modification. Government-furnished property also includes contractor-acquired property if the contractor-acquired property is a deliverable under a cost contract when accepted by the Government for continued use under the contract.

Government Technical Monitor (GTM) - An individual designated by the Contracting Officer to assist in providing technical direction and monitoring performance under the contract.

Government Technical Representative (GTR) - An employee of the U.S. Government appointed by the Contracting Officer to perform contract administration activities in regard to technical issues. This individual has authority to provide technical direction to the Contractor as long as direction is within the scope of the contract, does not constitute a change and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

Key Personnel - Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel clause.

When key personnel are used as an evaluation factor in best value procurement, offerors can be rejected if they do not have firm commitments from the persons that are listed in the proposal.

Performance Requirements Summary (PRS) - A listing of the performance requirements under the contract that are to be evaluated by the Government on a regular basis, performance indicators for these requirements, performance standards for these requirements and surveillance methods to be used to determine if performance standards are met.

Performance Standard - The Contractor's performance level required by the Government.

Performance Work Statement (PWS) - A statement of work for performance based acquisitions that describe the required results in clear, specific and objective terms with measurable outcomes.

Physical Security - Actions that prevent the loss or damage of Government property.

Quality Assurance (QA) - Policies and procedures adopted by the Government to ensure that supplies and services acquired under Government contracts conform to the contracts quality requirements.

Quality Assurance Surveillance Plan (QASP) - A plan describing how the agency will survey, observe, test, sample, evaluate and document the Contractor's performance in meeting critical performance standards identified in the contract.

Quality Control (QC) - All necessary measures taken by the Contractor to assure that the quality of an end product of service shall meet contract requirements.

Service Contract - A contract that directly engages the time and effort of a Contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply.

Subcontractor - Any person, other than the prime Contractor, who offers to furnish or furnishes any supplies, material, equipment, or services of any kind under a prime contract or a subcontract entered into in connection with such prime contract, and any person who offers to furnish or furnishes general supplies to the prime contractor or a higher tier subcontractor. The Government does not have privity of contract with a subcontractor.

Work Day - The number of hours per day the Contractor provides services in accordance with the contract.

Work Week - Monday through Friday, unless specified otherwise.

2.2 Acronyms

ABEND: Abnormal End

ACWP: Actual Cost of Work Performed

ANSI/EIA: American National Standards Institute Electronic Industries Alliance

AQL: Acceptable Quality Level

ASP: Active Server Page

B2G: Business to Government

BAA: Business Area Analysis Study

BIA: Business Impact Analysis

BFX: Bulk File Transfer

CBT: Computer-Based Training

CCB: Change Control Board

CCMB: Configuration Change Management Board

CMMI: Capability Maturity Model Integration

CFO or OCFO: Office of the Chief Financial Officer of HUD

CFR: Code of Federal Regulations

CIO or OCIO: Office of the Chief Information Officer of HUD

CLIN: Contract Line Item Number

CM: Configuration Management

CMP: Configuration Management Plan

CO: Contracting Officer

COB: Close of Business

COR: Contracting Officer Representative

COTS: Commercial Off-the-Shelf

CPI: Changes in Processing Instructions

CPO: Office of the Chief Procurement Officer of HUD

CR: Change Request

CSS: Cascading Style Sheets

DACA: Days After Contract Award

DCIO: Deputy Chief Information Officer

DCP: Distribution Communications Processors

DME: Development, Modernization and Enhancement

EAC: Estimate at Completion

EOM File Finder: Enterprise Output Manager

ET: Eastern Time (U.S.)

ETC: Estimate to Completion

EVMS: Earned Value Management Systems

FAR: Federal Acquisition Regulation

FAQ: Frequently Asked Question

FHA: Federal Housing Administration

FIPS: Federal Information Processing Standards

FOIA: Freedom of Information Act

FTP: File Transfer Protocol

GAO: U.S. General Accounting Office

GFP: Government Furnished Property

GOTS: Government Off-the-Shelf

GSS: General Support System

GTM: Government Technical Monitor

GTR: Government Technical Representative

HARTS: HUD Automated Release Tracking System

HINET: HUD Integrated Network

HITS/HUDNET: HUD Information Technology Service

HMP: Heterogeneous Multi-processing

HOC: Home Ownership Center

HRMB: HITS/HUDNET Request Management Board

HTC: HUD Test Center

HUD: U.S. Department of Housing and Urban Development

HUDAR: HUD Acquisition Regulation

HUDATWORK: HUDs Intranet Web Site and related WEB pages

HUD/ISG: Internet Services Group within the Telecom Processing Division

HUD Web: HUDs Intranet Web Site and related WEB pages

ICD: Interface Control Document

IG or OIG: Inspector General (Office of)

ISG: Internet Services Group

IPT: Integrated Project Team

ISP: Information Strategy Plan

IT: Information Technology

IV&V: Independent Validation and Verification

LAN: Local Area Network

LOE: Level of Effort

MS: Microsoft

MSR: Monthly Status Report

NDIA: National Defense Industrial Association

NIST: National Institute of Standards and Technology

NLT: Not Later Than, or No Later Than

NOFA: Notification of Funding Availability (HUD Grant Notification)

NTE: Not to exceed

OCPO: Office of the Chief Procurement Officer

OIG: Office of Inspector General

OMB: Office of Management and Budget

OS: Operating System

PCAS: Project Cost Accounting System

PDF: Portable Document Format

PIV: Personal Identity Verification

PL: Public Law

PM: Project Manager

POC: Point of Contact

POP: Period of Performance

PPM: Project Planning and Management

PR: Problem Report(s)

PRS: Performance Requirements Summary

PTA: Project Tailoring Agreement

PWS: Performance Work Statement

QA: Quality Assurance

QASP: Quality Assurance Surveillance Plan

QC: Quality Control

QCP: Quality Control Plan

QLP: Query Language Processor

RDMS: Relational Database Management System

ROM: Rough Order of Magnitude

RTM: Requirements Traceability Matrix

SAN: Storage Area Network

SCM: Software Configuration Management

SF: Standard Form

SFTP: Secure File Transfer Protocol

STD: Standard

TBD: To be determined

UAT: User Acceptance Test

U.S.C.: United States Code

VPN: Virtual Private Network

WBS: Work Breakdown Structure

WSR: Weekly Status Report

3 Government-Furnished Property and Services

The Contractor shall ensure accurate control and accountability of all Government-Furnished Property in accordance with the terms and conditions of this contract. The Government will furnish, at no cost to the Contractor, the GFP shown below.

3.1 Government Services

The Government will provide the Contractor with access to HUD's software development, test, and production environment via Virtual Private Network (VPN) as required to perform the work identified in this PWS.

3.2 Facilities

The Government will provide access to Government facilities for meetings with Government officials.

3.3 Equipment

No Government furnished equipment will be provided.

3.4 Materials

Copies of all existing system and PPM documentation will be provided to the Contractor within 30 days of contract award. All such materials will remain the property of the Government and will be returned to the GTR upon request or at the end of the contract period.

3.5 Quality Assurance (QA)

The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance and the minimum acceptable quality level.

4 Contractor-Furnished Items and Services

The Contractor shall furnish, all facilities, equipment and supplies required to perform the work under this contract that are not listed under Government-Furnished Property and Services.

4.1 Facilities

The Contractor shall furnish all facilities necessary to perform the services stated within this PWS.

4.2 Equipment

The Contractor shall furnish all equipment necessary to perform the services stated within this PWS.

4.3 Material

The contractor shall furnish all materials necessary to perform the services stated within this PWS to include a mirrored HUD technical environment and internet access.

4.4 Contractor Responsibilities

The Contractor shall only conduct business with designated Government personnel listed as points of contact (POCs). Names of authorized personnel shall be provided to the Contractor by the Government, in writing and updated as necessary throughout the contract period.

U.S. Government records, copies of original results and reports, verified original data, corrected data and corrected supporting final reports which are maintained by the Contractor remain the property of the U.S. Government. These files/results shall be surrendered to the GTR.

The Contractor is responsible for ensuring all employees attend Security Training on an annual basis. Upon completion of training, the Contractor shall submit evidence of Security Training to the GTM. All Contractors who have been issued HUD user credentials and use, operate, or manage a Federal computer system are required to take this training.

4.5 Contractor Personnel

The Contractor shall provide a Contract/Project Manager who shall be responsible for the performance of work. An alternate shall also be designated to act in the absence of the Contract/Project Manager. These Contractor personnel (main point of contact and alternate point of contact) are considered Key Personnel by the Government and shall be listed as such in accordance with HUDAR 2452.237-70, "Key Personnel". The Contract/Project Manager and alternate shall have full authority to act on all contract matters relating to daily operations of this contract. Accordingly, at a minimum, the points of contact shall have the technical knowledge of the requirement and be in the position to actually receive assignment, guidance and direction from the GTR, GTM and CO per HUDAR 2452.237-73, Conduct of Work and Technical Guidance and shall be allocated enough hours to the requirement to ensure successful performance. These points of contact shall each be an employee of the Contractor. An employee of a subcontractor is not acceptable for either of these positions. The Contract/Project Manager or alternate shall be available between the hours of 8:45 AM through 6:15 PM Monday through Friday ET, except Federal Holidays or when the Government facility is closed for administrative reasons.

4.6 Identification of Contractor Employees

All Contractor/subcontractor personnel shall wear company picture identification badges as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone or via electronic mail,

Contractor/subcontractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees.

Contractors/subcontractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, Contractor/subcontractors occupying collocated space with their Government program customer shall identify their work space area with their name and company affiliation, or as a minimum, "Contractor" after name.

4.7 Quality Control

The Contractor shall establish and maintain a complete Quality Control Program that shall ensure services are performed in accordance with this contract. The Contractor shall develop and implement procedures to identify, prevent, and ensure non reoccurrence of defective services. The Contractor's quality control program is the means by which he assures himself that his work complies with the requirements of the contract. The Contractor shall provide the associated Quality Control Plan to the Government as directed.

4.7.1 Quality Control Plan

The Contractor shall develop, maintain, enforce and document a Quality Control Plan (QCP).

The QCP shall ensure the Government receives the level of quality that is consistent with the requirements specified in this contract. The QCP shall be sufficiently detailed to provide the Contractor's methodology for identifying and recruiting qualified personnel. The QCP shall also provide the Contractor's methodology for resolving problems identified by the Government during reviews conducted in accordance with its Quality Assurance Surveillance Plan (QASP).

The QCP shall also provide the Contractor's methodology for establishing an internal feedback system for support personnel, and for resolving problems identified by that feedback system.

The QCP shall demonstrate and validate that the services or deliverables to be provided under the contract are completed with a level of quality that meets the minimum performance threshold established in the Government's QASP. The QCP shall address Quality Management Approach, Quality Assurance, Quality Control and Quality Standards.

5 Specific Tasks

5.1 Systems Operations

The purpose of this task is to provide system, operational and infrastructure support for the web applications listed and identified herein. Most of the tasks specified shall be performed concurrently. In addition, the Contractor shall provide day to day maintenance and operational services for these systems.

5.1.1 Project Management

The Contractor shall perform project management tasks for project planning, status reporting, and IPT meeting attendance. The Contractor shall provide complete program management support. The Contractor shall support the overall project and coordinate and communicate with external groups, integration project team members, or organizations, as needed, to obtain requirements, support users, and generally operate and maintain the EDI system. The Contractor shall keep the GTR/GTM informed of status and problems verbally and in writing, and according to the approved Contractors Quality Control Plan. The Contractor shall perform activities necessary to support the overall management of the project to include financial budget/expenditure reporting, track development and production issues that require GTM/GTR review and approval, coordinate project efforts to ensure compliance with HUD's current project life cycle management methodology, and maintain project management documentation.

5.1.1.1 The Contractor shall create and maintain Project Work Plans.

The Contractor shall create and maintain a Project Work Plan for each system that adheres to HUD's system development standards for Project Work Plan preparation for accomplishing the tasks of this PWS. The Project Work Plans shall include a detailed description of all tasks, itemized deliverables, schedule, resource estimates, and identification of any risks and risk mitigation strategies for the completion of all tasks. Initial Project Work Plans shall be submitted to the GTR/GTM within ten days after contract award. Each Project Work Plan shall include a Work Breakdown Structure (WBS) and Project Schedule in MS Project format. The Contractor shall update the narrative and WBS Project schedules as tasks are assigned by the GTR/GTM, with updates occurring no less frequently than monthly at a minimum with submission to the GTR/GTM within 5 business days after the end of the reporting month.

Changes to the work plan will be reviewed and accepted by the GTM, GTR and Contractor Project Manager prior to work beginning unless otherwise directed by the GTR or GTM.

The Contractor shall use Microsoft Project as the standard project management tool. The contractor shall also use Electronic Capital Planning Investment Control (eCPIC) system to report planning. This system shall be used by HUD and its Contractors to manage all projects within the Department. The Contractor shall receive instructions regarding access to eCPIC and identifying a contact person to whom questions and problems can be directed.

Performance Standards

a) STD: Project Work Plans are submitted within 5 business days after the end of the reporting month.

AQL: Project Work Plans are submitted within 7 business days after the end of the reporting month.

Deliverables

A01 Project Work Plan

5.1.1.2 The Contractor shall provide Monthly Operational Status Reports (MOSR).

The Contractor shall submit to the GTR/GTM a Monthly Project Status Report for each system providing the activities performed and actual progress of each task supported under the PWS. The Monthly Project Status Reports shall be current as of the last business day of the month. These reports shall:

- Provide a brief, factual summary description of technical progress made for each PWS task during the reporting period.
- Identify significant problems and their impacts, causes, proposed corrective actions, and the effect that such corrective actions will have on the accomplishments of the contract objectives.
- Provide schedule status and/or degree of completion of tasks/activities by time intervals.
- Provide a summary of any problems encountered in monitoring the daily batch jobs.
- Provide a summary of the number of tasks performed to date.
- Provide a summary of planned activities as related to future activities.
- Provide a summary of Service Desk tickets that were opened, closed, and pending.
- Provide a summary of system documentation reviewed and/or updated during the reporting month.
- A factual summary description of system operations activities
- A status of User Training activities
- Customer Support Metrics
- Number of tickets opened, closed via Contractors help desk
- Number of Ad Hoc and Freedom of Information Act (FOIA) requests received, completed, and in process
- A report on Database Administration activities

Performance Standards

a) STD: Monthly Project Status Reports are submitted within 5 business days after the end of the reporting month.

AQL: Monthly Project Status Reports are submitted within 7 business days after the end of the reporting month.

b) STD: Monthly Project Status Reports address 100% of required elements.

AQL: Zero Deviation

Deliverables

A02 Monthly Operation Project Status Report(MOSR)

5.1.1.3 The Contractor shall attend IPT Status Meetings.

The Contractor's key personnel shall attend one monthly IPT Status Meeting to review the status of the project, discuss schedule variances, discuss status of issues assigned for closure during previous meetings, and discuss new issues and assignment of resources to address newly opened issues. In the event of unforeseen problems that affect the critical path for the project schedule, the GTR/GTM may increase the meeting schedule to weekly until the problem is resolved.

The Contractor shall prepare and submit to the GTR/GTM a meeting agenda within two (2) business days prior to each meeting. In addition, the Contractor shall submit draft meeting minutes to the GTR/GTM within two (2) business days after each meeting. The meeting minutes shall include issues discussed, decisions, assignments, and pending matters. Upon receipt of Government comments, the Contractor shall incorporate the comments into final meeting minutes which shall be submitted within three (3) business days.

Performance Standards

a) STD: Meeting agendas are submitted two business days prior to each meeting.

AQL: Meeting agendas are submitted one business day prior to each meeting.

b) STD: Draft meeting minutes are submitted within two business days after each meeting.

AQL: Draft meeting minutes are delivered within three business days after each meeting.

c) STD: Final meeting minutes shall address 100% of Government comments.

AQL: Zero deviation.

Deliverables

A03 Meeting Agenda

A04 Meeting Minutes

5.1.1.3.1 The Contractor shall monitor and verify operational status.

Verification and Monitoring Operational Status shall include:

- Conducting daily system checks to verify that all systems are fully operational and notifying the GTM by 8:30am daily via e-mail of the results of the daily system check and the status of overnight processing.
- The Operational Status of the EDI system (U26A) software Application.
- If applicable, indicate whether the reporting database Server is accessible.
- Which of the reporting Database files and which specific data Elements are impacted or corrupted (If applicable)
- Monitoring production processes which includes both overnight batch processes and day time system operations.
- Designating "on call" technical support personnel to be contacted by production personnel in event of a problem with the overnight processing. The Contractor shall provide via email within five (5) business days of contract award the contact

information for the "on call technical support personnel. The Contractor shall inform the GTR/GTM via email of any changes to "on call" technical support contact information two (2) business days prior to change.

- Notifying the GTM within one hour of detection via email in the event of a failed process or system component. The Contractor shall conduct an analysis of the problem, propose a solution and provide periodic updates at an established interval via email to the GTR/GTM until problem is resolved.
- The contractor shall provide the following notifications relative to Operational Status:
 - Daily System Check Email Notification;
 - On-Call Technical Support Email;
 - Failed Process Notification Email;
 - Solution Recommendation Report; and Periodic Problem Update Email

Performance Standards

a) STD: Daily System Check Email submitted by 8:30 am each business day.

AQL: Zero Deviation

b) STD: 100% of Notification emails are submitted within one hour of problem detection

AQL: 98% of notification emails are submitted within one hour of problem detection

Deliverables

A05 Daily System Check Email Notification

5.1.2 The Contractor shall monitor production.

The Contractor shall monitor each of the multiple daily and nightly inbound and outbound processing cycles of the HUD.EDI gateway to identify any problems with communication or transactions which failed EDI or XML compliance edits. The Contractor shall assure that no transactions are discarded without suitable notification to the sender. The Contractor shall produce and distribute a daily transaction report which details types of transactions, direction of flow, and counts for each.

In the event of failures with communications, at the value added network (VAN), or with the COTS software package the Contractor shall initiate, coordinate, and follow up on problem resolution.

Performance Standards

a) STD: Daily System Check Email submitted by 9:00am each business day.

AQL: Zero deviation.

b) STD: 100% of notification emails are submitted within one hour of problem detection.

AQL: 95% of notification emails are submitted within one hour of problem detection.

Deliverables

A05 Daily System Check Email Notification

5.1.2.1 The Contractor shall monitor service desk tickets.

The Contractor shall monitor HUD's Service Desk System and the EDI Help Desk daily for service tickets assigned to the EDI system. The Contractor shall respond to Tier 3 service tickets from the National Help Desk and shall provide support for system users who report system application problems. The Contractor shall analyze problems relayed by the Help Desk and document the problems via a Service Desk Ticket report. The Service Desk Ticket Report includes a summary of Service Desk tickets that were opened, closed, and pending, and shall be included within the Monthly Project Status Report (referenced in Section 5.1.1.2).

The Contractor shall be responsible for closing all Tier 3 tickets within two (2) business days. In order to close out the ticket, the Contractor shall clearly and accurately document the resolution actions, dates, and contacts. When the GTR/GTM determine that the issue involves changes to the software that cannot possibly be resolved within two business days and the ticket shall remain open longer than the two (2) business days, then the Contractor shall update the ticket to document the fact that development fixes are pending. In such instances, the Contractor shall document and reference whether a planned emergency release is pending and what date is planned for its release. In the event that the GTR/GTM decides that the issue will be addressed or incorporated within a future release, the Contractor shall update the Service Desk ticket with the future release date and then close out the ticket.

Tier 3 Service Desk Ticket closure shall include the following:

1. Contact the affected user via emails or phone calls to fulfill the following service requirements:
 - Confirm receipt of ticket and understanding of problem.
 - Request further information from the affected user regarding screen shots of online views (if needed) and/or specific data in question.
 - Call to indicate that the ticket has been closed and confirm that the documented resolution is acceptable to the affected user.
2. Diagnose the problem and identify the required actions to fix the problem.
3. Report to the GTR/GTM via email and/or phone call and explain:
 - The reason for the reported problem,
 - The appropriate response should the same problem be reported by other affected users, and
 - The problem resolution timeframe.

Performance Standards

- a) STD: Tier 3 Service Tickets closed within two (2) business days.

AQL: Zero deviation.

5.1.2.2 The Contractor shall prepare and submit job re-run requests.

The Contractor shall prepare a Data Services Division Request form to re-run jobs that failed to complete successfully. The Data Services Request form shall be submitted to the GTR/GTM within 24 hours of an ABEND for review, approval, and submission for processing.

Performance Standards

a) STD: 100% of Data Services Request forms are submitted within 24 hours of an ABEND.

AQL: 95% of Data Services Request forms are submitted within 24 hours of an ABEND.

Deliverables

A06 Data Services Request Form

5.1.2.2.1 Troubleshooting, User Support and Trouble Reporting

The Contractor shall conduct daily /nightly coordination and monitoring of all communication systems supporting the gateway. The contractor shall download transactions in accordance with the PWS. The contractor shall process or take remedial action on all suspended transactions and notify trading partners.

The contractor shall provide troubleshooting and assistance to HUD personnel, gateway entities, oversight agencies, and others (such as trading partners interfacing with EDI Gateway) five days a week, Monday through Friday excluding recognized Federal holidays.

The contractor shall provide support on a daily basis covering normal business work hours of 8:30 AM to 5:30 PM EST. The contractor shall monitor the HUD EDI help desk toll free number and the HUD EDI help desk email box during the hours of operation. The contractor will provide after hours on call support in the event that there is a problem that occurs with the functional operation of the EDI Gateway environment.

Performance Standards

a) STD: 100% of Trouble shooting reports submitted to the GTR/GTM by the due date established at the time of request.

AQL: Zero Deviation

5.1.3 Database Administration

The Contractor shall provide database administration services for the EDI system. The Contractor shall monitor database size and performance, troubleshoot database errors, prepare

and test software to create new data structures, maintain existing data structures, unload and load data structures.

5.1.3.1 The Contractor shall modify data structures.

At the request of the GTR/GTM, the Contractor shall modify existing data structures, create new data structures and elements and modify views and relationships between data stores. The Contractor shall update system documentation to include the following:

- Database Schema Document
- Data Element Dictionary
- Test Report
- PPM Documentation
- Updated System Documentation
- Updated Software
- Updated Data Structures

The Contractor shall also support the database release by:

- Preparing a HARTS Release Form
- Attaching the Change Request Form
- Providing software Installation Instructions
- Providing Software Test Package for the test center

The Contractor shall migrate the updated software and updated data structures to HUDs staging area.

Performance Standards

a) STD: 100% of modifications completed by the due date established at time of request.

AQL: Zero deviation.

Deliverables

A07 Data Element Dictionary

A36 Release Support Documentation

5.1.3.2 The Contractor shall monitor database size and performance.

Once a month, the Contractor shall perform system performance tuning and database space monitoring with benchmark testing for each system. The Contractor shall submit to the GTR/GTM a Database Utilization Report for each system within ten (10) days after the end of each reporting month. This report shall include space allocation, utilization, estimated growth rates, recommendations on space allocation to include the resizing/reorganizing of the databases.

The Contractor shall also submit a monthly Benchmark Test Report for each system which shall include recommendations for optimization to improve system performance.

Performance Standards

a) STD: Monthly Database Utilization Report submitted within ten (10) days after the end of the reporting month.

AQL: Zero deviation.

b) STD: Monthly Benchmark Test Report submitted within ten (10) days after the end of the reporting month.

AQL: Zero deviation

Deliverables

A08 Monthly Database Utilization Report

A09 Monthly Benchmark Test Report

5.1.4 Ad Hoc Requests

The Contractor shall provide Ad Hoc reports, data extract files, analysis reports, and custom documentation at the direction of the Government. These requests may require the creation of new software, identifying or providing new documentation, or creating custom extracts to satisfy the requirements of the request.

5.1.4.1 The Contractor shall generate Ad Hoc report requests and additional Requirements

The Contractor shall provide Ad Hoc reports, data extract files, analysis report and custom documentation at the direction of the government. These requests may require creation of new software, the need to identify or provide new supporting documentation, or creating custom extracts to satisfy the requirements of the request. Requests are prompted by mandates, policy and program changes and other system interfaces changes based on the program office business need.

Upon the request of the GTR/GTM, the Contractor shall develop, test, and generate custom reports that fall outside current system reporting functionality.

- The Contractor shall provide resolution to Ad hoc requests, including data extracts, as directed by the Government.
- The Contractor shall assist HUD in collecting and analyzing statistics for maintenance incident tickets.
- The Contractor shall track trends and volumes by transaction set, error type, and remitter. The results of this tracking shall be provided to HUD each work day. On

a monthly basis, the Contractor shall summarize volumes for each month since the inception of the contract.

- The Contractor shall provide a plan, upon request, to propose enhancement of the HUD EDI gateway to be compatible with modern open systems technology for EDI access.

Additional Requirements

- The Contractor shall assist HUD in collecting and analyzing statistics for maintenance incident tickets. The Contractor shall track trends and volumes by transaction set, error type, and remitter. The results of this tracking shall be provided to HUD each work day. On a monthly basis, the Contractor shall summarize volumes for each month since the inception of the contract.
- The Contractor shall configure the HUD Gateway to accept eXtensible Markup Language (XML) transactions/documents for processing by HUD application systems currently supported and returning responses to trading partners in XML format. This capability should be operational within six months of contract award.

Performance Standards

a) STD: 100% of ad hoc reports submitted to the GTR/GTM by the due date established at the time of request.

AQL: Zero Deviation

Deliverables

A10 Ad Hoc Report

5.1.4.2 The Contractor shall generate data extract files.

Upon request of the GTR/GTM, these reports may be generated on as needed basis, Weekly, Bi Weekly, Quarterly, Monthly, or Annually.

The Contractor shall develop, test, and execute software to produce data extract files.

Performance Standards

a) STD: 100% of data extract files are generated by the due date established at the time of request.

AQL: Zero Deviation

Deliverables

A11 Data Extract File

5.1.4.3 The Contractor shall create materials for communications.

Upon request of the GTR/GTM, the Contractor shall create presentation materials which support EDI system. These presentation materials may include: PowerPoint presentations, Frequently Asked Question and Answer documents, and Software Developer Guides, Trading Partner Agreements and EDI User Help Guide. The presentation materials shall address all areas specified by the GTR/GTM at time of request.

Performance Standards

a) STD: Presentation materials address 100% of areas specified by the GTR/GTM.

AQL: Zero deviation.

b) STD: Presentation materials are submitted by the due date established at the time of request.

AQL: Zero Deviation.

Deliverables

A12 Presentation Materials

5.1.5 The Contractor shall prepare software releases.

The Contractor shall prepare software release packages. The Contractor shall update system documentation to include the following:

- PPM documentation
- Changes and Processing Instructions
- Test Report
- Updated System Documentation

The Contractor shall migrate software files to designated repositories. A complete software release package shall include:

- Completion of a HARTS Release Form which includes an attached Change Request Form
- Software Installation Instructions
- Preparation of software test packages which includes test scripts and test data for test center personnel.
- Updated Software

Prior to submission of the software release to the GTR/GTM for approval, the Contractor shall validate the release migration instructions.

Performance Standards

a) STD: Software release package completed for 100% of software releases.

AQL: Zero deviation.

b) STD: 95% of software release packages require no further corrections.

AQL: Zero Deviation

Deliverables

A35 HARTS Software Release Documentation

5.1.6 Interface Support

5.1.6.1 The Contractor shall monitor system interfaces.

The Contractor shall monitor system interfaces and verify completion of correct data transmission. The Contractor shall perform file sampling and review input/output statistics to validate data transfer and identify data transfer errors. Upon detection of data transfer errors, the Contractor shall notify the GTR/GTM via email within one hour of detection. Upon request of the GTR/GTM, the Contractor shall prepare an analysis report for use in data reconciliation.

Performance Standards

a) STD: Analysis reports submitted by the due date established at the time of request.

AQL: Two business day deviation from standard.

Deliverables

A13 Analysis report

A14 Interface Error Email Notification

5.1.6.2 The Contractor shall modify system interfaces.

The Contractor shall modify the software, data structures and documentation supporting system interfaces. The Contractor shall perform analysis and develop an Analysis Report to identify impacts to system interfaces at the request of the GTR/GTM. Upon receipt of approval from the GTR/GTM, the Contractor shall modify interfacing programs and data structures, conduct testing and update supporting system documentation including interface control document(s) to reflect the changes. System modifications are prompted by mandatory regulatory/legislative changes, usability improvement, alignment with HUD software & system upgrades, HUD security upgrades and requirements, corrective maintenance, dependent critical applications requiring data and changes to M2M, improvement of reporting, compliance and access to data. Historically, these modifications have occurred in a quarterly system release.

Each system interface change shall include the preparation and completion of:

- HARTS Release form with attached Change Request Form
- Test Report
- Software Installation Instructions

- Software Test Package which includes test scripts and test data for test center Personnel
- Updated System Documentation
- Updated software
- Change Request Form
- Analysis report
- Interface Control Document

Prior to submission of the software release to the GTM for approval, the Contractor shall validate the release migration instructions.

Performance Standards

a) STD: 100% of requested interface modifications completed by the due date established at the time of request.

AQL: Zero deviation.

b) STD: 95% of application software corrections require no further software releases.

AQL: 90% of application software corrections require no further software releases.

Deliverables

A13 Analysis report

A15 Interface Control Document

A37 System Interface Support Documentation

5.1.7 The Contractor shall support infrastructure upgrades.

Upon request of the GTR/GTM, the Contractor shall identify, analyze, and monitor potential impacts due to changes in the computing environment. These changes may include upgrades to hardware, software, and communications protocols. The Contractor shall identify impacts of the infrastructure upgrade, prepare an Analysis Report, modify, test and implement changes to the systems in support of the upgrade project during parallel operations, including coordination with other Government agencies and business partners providing similar services.

The Contractor shall maintain the EDI system and its modules operate in the current HUD IT Infrastructure environment. The affected EDI modules shall be identified and regression tested for any needed configuration or code changes. Configuration or code changes shall be prepared and submitted for production release according to the approval project plan.

The Contractor shall also provide troubleshooting and assistance in resolving problems relating to database administration, network administration, operating system administration, and application software administration in support of the upgrade.

Infrastructure upgrades that require system software changes shall include: completion of a HARTS Release Form which includes an attached a Change Request Form, software installation instructions, and preparation of software test packages (including test scripts and

test data) for test center personnel. Prior to submission of the software release to the GTR/GTM for approval, the Contractor shall validate the release migration instructions.

Performance Standards

a) STD: 100% of infrastructure upgrades include an Analysis Report

AQL: Zero deviation.

b) STD: 100% of assigned upgrades are tested and reported to the GTR/GTM.

AQL: Zero deviation.

c) STD: Analysis Report addresses 100% of the items identified within Section 5.1.7.

AQL: Zero Deviation

Deliverables

A13 Analysis report

5.1.8 The Contractor shall provide EDI user assistance support.

The contractor shall conduct daily coordination and monitoring of all communications in the EDI email mailbox regarding the EDI system. The contractor shall maintain and monitor the EDI specific mailbox on the HUD email network for the reporting of the problems or issues with the EDI System.

The Contractor shall provide troubleshooting and assistance support for user requests. The Contractor shall monitor and respond to requests initiated by telephone calls, emails directly from users, or via the Edi.help.desk@hud.gov mailbox. Responses shall be provided by either phone or email, but may require on-site assistance at HUD Headquarters.

The contractor shall provide support on a daily basis covering normal business work hours of 8:30 AM to 5:30 PM EST. The contractor shall monitor the HUD EDI help desk toll free number and the HUD EDI help desk email box during the hours of operation. The contractor will provide after hours on call support in the event that there is a problem that occurs with the functional operation of the EDI Gateway environment.

The Contractor shall track the status and resolutions of all requests submitted via the Edi.help.desk@hud.gov mailbox and include this information within the Monthly Project Status Report (referenced in Section 5.1.1.2).

Requests for assistance shall be responded to within one business day and resolved within two business days.

Performance Standards

a) STD: 95% of assistance requests are responded to within one business day.

AQL: 90% of assistance requests are responded to within one business day.

b) STD: 90% of assistance requests are resolved within two business days.

AQL: 85% of assistance requests are resolved within two business days.

5.1.9 The Contractor shall maintain system documentation.

The Contractor shall update all system documentation in accordance with HUD's documentation standards for software development methodology. System documentation includes technical documentation (to include Program Specifications), user guides, on-line help, and information pages that are posted on the Web. The Contractor shall also update system information documentation source files for content posted on the Web, and the on-line user help files in accordance with HUD's standards for formatting on-line documentation and Web pages using approved software tools. The Contractor shall review and update documentation as needed and as specified by the GTR/GTM for all software upgrades and changes.

The Contractor shall also review and update documentation annually at a minimum. In addition, the Contractor shall submit to the GTR/GTM an Annual System Documentation Report within 10 business days of GTR/GTM request which lists all documents, the date of review, indicates whether an update was needed, and the date of the updates that were made.

Upon receipt of approval of the documentation updates from the GTR/GTM, the Contractor shall upload all system documentation to the HUD provided documentation library and maintain the organization of the system catalog.

Performance Standards

a) STD: 100% of system documents are reviewed and updated when software is changed.

AQL: 10% deviation from standard.

b) STD: 100% of system documents are reviewed and updated annually.

AQL: Zero deviation.

c) STD: 90% of updated system documents require no further corrections.

AQL: 10% deviation from standard.

Deliverables

A16 Annual System Documentation Report

5.1.10 The Contractor shall support audits.

The Contractor shall support audits by providing specialized data extracts and documentation during system audits. Audit support requests may take the form of meeting attendance, development and execution of software to create data extract files, and the provision of new or existing documentation and reports in order to satisfy the requirements of the audit request. The Contractor shall perform this action upon request of the GTR/GTM.

Examples of requested documentation the Contractor shall provide may include: ad-hoc reports, data extract files, and meeting minutes.

Performance Standards

a) STD: 100% of audit requests are completed by the due date established at the time of request.

AQL: Zero deviation.

b) STD: Audit requests address 100% of requirements established at the time of request.

AQL: Zero deviation.

Deliverables

A04 Meeting Minutes

A10 Ad Hoc Report

A11 Data Extract File

5.1.11 The Contractor shall provide System Security Compliance monitoring support.

The Contractor shall provide support for System Security Compliance monitoring. The Contractor shall review and provide technical input and technical updates to the security documents that compose the "Security Package" at the request of the GTR/GTM. These documents include the System Security Plan, Security Controls, Risk Assessment, Self-Assessment of Security Controls, Contingency Plan, Business Impact Analysis, e-Authentication Risk Analysis, FIPS 199 Worksheet, Privacy Impact Analysis, Systems of Records Notice, and Privacy Impact Assessment.

Contractor personnel shall attend as required compliance monitoring meetings via teleconference. In addition, the Contractor shall attend two to three security vulnerability findings meetings per system when the annual vulnerability scan detects a deficiency or weakness.

The Contractor shall submit draft meeting minutes to the GTR/GTM within two (2) business days after each meeting. The meeting minutes shall include issues discussed, decisions, assignments, and pending matters. Upon receipt of Government comments, the Contractor shall

incorporate the comments into final meeting minutes which shall be submitted within three (3) business days.

Performance Standards

a) STD: 100% of security documentation is reviewed and updated by the due date established at the time of request.

AQL: 95% of security documentation is reviewed and updated by the due date established at the time of request.

Deliverables

A04 Meeting Minutes

A38 System Security Compliance Documentation

5.1.12 The Contractor shall provide user training.

The Contractor shall provide user training which includes training webinars, and maintaining and updating training materials. Training materials include release notes, on-line help modules, training packets, information packet pages for the systems posted on FHAC and HUD.Gov, and user manuals.

5.1.12.1 The Contractor shall provide release notes.

Upon request, the Contractor shall provide Changes in Processing Instructions (CPI), also called release notes. The release notes shall be delivered to the GTR/GTM within 10 business days of request. Upon receipt of the GTR/GTM's approval, the Contractor shall distribute via email the release notes to HUD staff.

Performance Standards

a) STD: Release Notes are delivered within 10 business days of request.

AQL: Zero deviation.

5.1.12.2 The Contractor shall update on-line help.

Quarterly, the Contractor shall review on-line training modules, and submit an Online-Help Change Report that identifies any changes that need to be made or indicates if no changes were needed during the reviewing period. The report shall be submitted to the GTR/GTM within 10 business days after the end of each quarter. If changes are needed and upon receipt of written approval of the GTR/GTM, the Contractor shall update user help documentation, update the on-line training module, promote updated files to the staging area, and prepare and submit a software release.

Preparing and submitting a software release includes: completion of a HARTS Release Form which includes an attached Change Request Form, software installation instructions, changes in processing instructions, and preparation of software test packages which includes test scripts and test data for test center personnel. Prior to submission of the software release to the GTR/GTM for approval, the Contractor shall validate the release migration instructions.

Performance Standards

a) STD: On-line Help Change Reports are submitted within 10 business days after the end of each quarter.

AQL: 5 business day deviation from standard.

Deliverables

A17 User Help Documentation

A18 Updated On-Line Training package

A19 On-line Help Change Report

5.1.12.3 The Contractor shall review and update the information packet pages.

The Contractor shall review and update content of the information packet pages posted on the HUD.Gov website quarterly, and submit to the GTR/GTM any updated information packet source files or an email notification if no updates were needed. The source files or notification email shall be submitted within 10 business days after the end of each quarter. Files shall be submitted using a medium compatible with HUDs infrastructure standards.

Performance Standards

a) STD: Updated Information Packet Source Files or email notifications if no updates were needed are delivered within 10 business days after the end of each quarter.

AQL: 5 business day deviation from standard.

Deliverables

A20 Updated Information Packet Source Files

A21 Updated Information Packet Source File Email Notification

5.1.13 The Contractor Shall perform Configuration Management support.

The Contractor shall support configuration management (CM) audits of both client server and mainframe software components. The contractor shall adhere to the configuration management standards under the Computer Associates Endeavor Software configuration management tool on IBM mainframe. At the direction of the GTR/GTM, the Contractor shall perform an audit which includes reviewing, reconciling software components, and providing a list of software components in software libraries managed by HUD's configuration management tools. The

Contractor shall also review and report user CM access and permission levels via a Configuration Management Access Request Form submitted to the GTR/GTM.

The Contractor shall review and update the Configuration Management Plan annually. The Contractor shall review and confirm software Change Requests are completed in accordance with the Configuration Management Plan for all software releases.

Performance Standards

a) STD: Audit completed within 5 business days of GTR/GTM request.

AQL: Audit completed within 10 business days of GTR/GTM request.

b) STD: Configuration Management Plan updated within 5 business days of GTR/GTM request.

AQL: Configuration Management Plan updated within 10 business days of GTR/GTM request.

Deliverables

A22 Configuration Management Access Request Form

A23 Configuration Management Plan

A24 Software Component List

5.1.14 The Contractor shall perform systems analysis.

Upon request of the GTR/GTM, the Contractor shall perform systems analysis of business requirements, propose alternative solutions, and provide cost estimates for the development and implementation of proposed solutions. The Contractor shall attend system analysis meetings via teleconference, unless a GTR/GTM request is made for an in person meeting, and provide the technical expertise to support systems development, maintenance, modernizations, or enhancement activities. This includes the analysis of business requirements, creation of Power Point presentations, production of meeting minutes, analysis reports, project schedules, and providing recommendations about the design or modification of user interfaces. System Analysis Reports shall be submitted to the GTR/GTM within 5 business days of request.

Performance Standards

a) STD: System Analysis Reports completed and submitted to the GTR/GTM within 5 business days of request.

AQL: System Analysis Reports completed and submitted to the GTR/GTM within 10 business days of request.

Deliverables

A04 Meeting Minutes

A10 Ad Hoc Report

A12 Presentation Materials

A25 Cost Estimate

5.2 Phase/Transition Out Plan

transition Out will be exercised via an optional CLIN, as needed at the discretion of the Government.

The Contractor shall develop, document, and execute a Transition-Out Plan that shall be used to transition tasks and materials to the Government and/or a successor contractor. The plan shall describe how the Contractor will provide a seamless (i.e., business as usual) transition to a successor that does not impact EDI.

The Transition-Out Plan shall ensure that the Government is provided all project materials and documentation, and are fully briefed at least 60 business days prior to the expiration date of the final performance period.

The plan shall address at a minimum the following areas:

- A schedule of briefings, including the dates and time and resources allotted, that will be required to fully transition all materials developed to the Government.
- An inventory of work in progress.
- An inventory of all documentation for each system, including interface documentation.
- Description of system operations including schedule of operations;
- A list of current technical points of contact (POCs) for interfaces with other Federal Agencies,
- Review of any unclosed System Change Requests (SCRs);
- Description of program office requirements that have not yet been implemented as well as an estimate of the resources needed to complete them;
- Detailed summary as well as work papers and files for work that is in progress;
- Explanation of ongoing issues, how they are being addressed, options and long-range plans;
- Any current security issues raised by the Contractor or for which the Contractor has supported fact finding
- Status of any ongoing reviews by outside parties including CIO, independent C&A reviewer, IV&V reviewer, OIG, or GAO.

The Contractor shall submit the Transition-Out Plan to the GTR/GTM via email 60 days prior to contract expiration.

The Contractor shall participate in a transition meeting for each system with the GTR/GTM and/or representatives of the successor Contractor. The purpose of these meetings is to review project materials and take preparatory steps to ensure an effective transition in Contractor support and to ensure continued system operations and maintenance.

For each system, the Contractor shall assist the GTM/GTR in reviewing and revising HUDs inventory of Automated systems and system profile that identifies, in detail, the current development, test and production environments and all current interfaces.

For each system, the Contractor shall prepare a list of HUD IT resources to which the technical lead of the successor Contractor must have access. HUD IT resources include: Network (VPN access); Software Configuration Management (SCM) tools; web and/or database servers and/or databases used for development, test and production environments; development tools; applications for tracking service tickets and software releases, The Contractor shall assist the GTR/GTM in preparing and tracking access requests for the successor contractor.

Performance Standards

a) STD: Submit the Phase/Transition Out Plan 60 days prior to contract Expiration

AQL: 5 Business days' deviation from standard

5.3 Maintenance

The Contractor shall fix application problems caused by design, logic or coding errors, and implement that solution into production. This type of maintenance is usually triggered by an explicit service desk system item, and involves errors that must be investigated immediately. Maintenance includes data quality management and correction of software application errors. Examples of maintenance include:

- Calculations that generate incorrect totals
- Data screens that omit a required entry or store an entry in the improper location
- Aborted programs

5.3.1 The Contractor shall provide Data Quality management.

At the direction of the GTR/GTM, the Contractor shall analyze data problems and recommend potential data integrity solutions via a Data Quality Analysis Report within 5 business days of GTR/GTM request.

The Contractor shall also attend Data Resolution Discussion Meetings and deliver draft meeting minutes to the GTM/GTR within two business days after each meeting. The meeting minutes shall include issues discussed, decisions, assignments, and pending matters. Upon receipt of Government comments, the Contractor shall incorporate the comments into final meeting minutes which shall be submitted within three (3) business days.

Upon approval of the GTR/GTM, the Contractor shall develop and test reconciliation routines to perform data clean up, and prepare a Data Services Request for GTM approval to execute the reconciliation job. After completion of each reconciliation job, the Contractor shall prepare and

submit to the GTR/GTM a Data Resolution Report that demonstrates the data quality issue has been resolved.

Performance Standards

a) STD: Data Quality Analysis Report is completed and submitted within 5 business days of GTR/GTM request.

AQL: Data Quality Analysis Report is completed and submitted within 10 business days of GTR/GTM request.

Deliverables

A04 Meeting Minutes

A06 Data Services Request Form

A28 Data Resolution Report

5.3.2 The Contractor shall correct application software errors.

The Contractor shall perform the analysis, design, software modifications, testing and documentation activities required in implementing software corrections to application errors caused by design, logic, or coding errors.

At the request of the GTR/GTM, the Contractor shall perform analysis and develop an Analysis Report to identify impacts to system and interfaces due to software errors.

Upon receipt of approval from the GTR/GTM, the Contractor shall modify affected programs and data structures, conduct testing, create test report, and review and update supporting system documentation to reflect the corrections. The Contractor shall migrate software files to designated repositories and update the associated service desk ticket.

Each correction shall require a software release which shall include: completion of a HARTS Release Form which includes an attached Change Request Form, software installation instructions, and preparation of software test packages which includes test scripts and test data for test center personnel. Prior to submission of the software release to the GTR/GTM for approval, the Contractor shall validate the release migration instructions.

Performance Standards

a) STD: 95% of application software corrections require no further software releases.

AQL: 90% of application software corrections require no further software releases.

Deliverables

A13 Analysis report

A27 Updated Service Tickets

5.3.3 Change Request Initiation

The Contractor shall notify the GTM as soon as possible when a trouble call or report requires software changes due to an error. When a trouble call or report requires software changes, a change request will be produced and the same maintenance activities will be followed.

The Contractor shall perform maintenance on the EDI system, as directed by HUD, following the actions identified below.

The System Maintenance process consists of the following maintenance activities, the majority of which correlate to the PPM life cycle phases:

- Change Request Analysis
- Change Request Implementation
- Regression Testing
- Validation and Verification
- Solution Acceptance
- Solution Installation
- Additional Requirements

The Contractor, in conjunction with the HUD GTM/GTR and/or users, shall determine when a reported problem will require maintenance-type modifications and shall generate a Service Desk ticket if one does not exist for problem reports.

The Contractor shall implement maintenance changes in routine and emergency releases in accordance with the HUD PPM and the requirements shown in this PWS.

Performance Standards

a) STD: Change request to be submitted and completed within 2 business days of receipt request.

AQL: Zero Deviation

Deliverables

A39 Change Request Control Log

5.3.3.1 Change Request Analysis

The contractor shall perform the analysis of the new EDI Gateway need or discrepancies as recorded on change requests or Service Desk Ticket.

Performance Standards

a) STD: Analysis of change request is addressed and completed.

AQL: Zero deviation

Deliverables

A32 Change Request Analysis

5.3.3.1.1 Needs Assessment and Feasibility Study

Based on analysis of the change request, the Contractor shall, if directed by HUD, update the needs assessment and generate a preliminary feasibility study.

Performance Standards

a) STD: 100 % of Feasibility Assessment documentation are reviewed and updated when change is made.

AQL: Zero deviation.

Deliverables

A43 Feasibility Assessment

5.3.3.1.2 Change Request Identification, Solution, and Impact Analysis

The Contractor shall identify modification alternatives to correct the reported problem or satisfy the request for changed transactions.

The contractor shall perform the following activities:

- Complete an impact analysis to evaluate the impact of each alternative on the system.
- Develop a Risk Analysis, if directed by HUD.
- Alternatives shall be documented and submitted to the HUD Project Leader to determine the best overall solution.
- Update the maintenance project work plan to reflect the process activities and schedule as directed by the GTM/GTR.

Performance Standards

a) STD: Submit change request and impact analysis solution

AQL: Zero Deviation

Deliverables

A44 Solution Recommendation Impact Analysis

5.3.3.1.3 Change Request Implementation

The contractor shall support the readiness of the change request implementation.

Upon HUD approval of the recommended solution, the Contractor shall design and modify appropriate EDI Gateway software (mainframe), JCL jobs, and/or COBOL programs, and communication scripts/routines.

The Contractor shall also implement changes to transaction sets as needed. The contractor shall update the system to include the following activities:

- Unit and Integration Tests- The Contractor shall develop unit and integration test plans.
- The Contractor shall perform unit and integration testing on all affected EDI Gateway software, JCL jobs, and associated software until the testing has been successful.
- The contractor shall update the Verification, Validation, and Test (VV&T) plan with new test procedures and expected results.

The contractor shall include the status of the implementation within the Monthly Operational Status report.

Performance Standards

a) STD: 100% of the Change request is implementation and completed

AQL: Zero Deviation

Deliverables

A45 Test Plans

5.3.3.1.4 Regression Testing

The contractor shall perform regression testing to ensure that the existing functionality prior to the (HARTS) release shall function as required:

Test Modification - The Contractor shall test the newly developed/enhanced or modified EDI Gateway software for functionality and compatibility with the existing EDI Gateway software. (Estimated 6 releases per year)

Test Functionality- The Contractor shall follow the specific portions of the VV&T Plan that test the EDI Gateway functionality affected by the modifications. The test environment will be configured by the HUD Configuration Management staff.

Document Results -The Contractor shall document the results of the regression test in a test evaluation report.

Error Correction -The Contractor shall correct all identified errors with newly developed/enhanced or modified EDI Gateway software until the system has successfully passed all regression testing phases.

The contractor shall support the regression testing by performing the following activities:

- Prepare the Regression Test Evaluation Report
- Provide Test Scripts and Documentation
- Provide Test Plans
- Provide Acceptance support.

Performance Standards

a) STD: 100 % of system documentation are reviewed and updated when change is made.

AQL: Zero Deviation

Deliverables

A40 Test Results and Evaluation Report

5.3.3.1.5 Validation and Verification

Upon completion of the Change Request Software, multiple test cycles such as unit test, system, integration test, stress test and user acceptance testing shall be initiated by the contractor.

HUD will perform acceptance testing on the newly developed or modified EDI Gateway software until the system has successfully passed all the regression testing phases

Performance Standards

a) STD: 100 % of system Verification documentation are reviewed and updated when change is made.

AQL: Zero Deviation

Deliverables

A42 Acceptance Testing Validation

5.4 Development, Modernization, and Enhancement (DME)

DME is future work to be approved and performed during the period of performance of the contract based on the future needs of the Department. DME tasks will be exercised via an optional CLIN, as needed at the discretion of the Government. Potential DME tasks include:

- Major modifications that satisfy a need to improve the application's functionality to meet management objectives,
- Improving the ability to maintain and administer the application software,

- Implementing new or enhanced functionality to satisfy legislative mandates, new regulatory requirements governing HUD programs or federal financial management policies and procedures, and
- Implementing major hardware and/or software changes and upgrades within HUDs technical architecture.

The Contractor shall provide the full range of software development services in order to implement new system functionality. Typical development activities include project management, requirements analysis and definition, design, coding, testing, documentation, and post implementation support.

Performance Standards

a) STD: To be determined at the time of request.

AQL: To be determined at the time of request.

6 Deliverables

The Contractor shall complete all work, deliver all deliverables and adhere to all milestones as specified herein. The Government reserves the right to make changes to delivery dates.

Number	Name	Frequency	Quantity
A01	Project Work Plan Initial Project Work Plans due to GTR/GTM within 10 days after contract award; subsequent Project Work Plans due within 5 business days after the end of the reporting month (Quantity represents one Project Work Plan for each system).	monthly	1
A02	Monthly Operation Project Status Report(MOSR) Submit to GTR/GTM within 5 business days after the end of the reporting month (Quantity represents one Monthly Project Status Report for each system).	monthly	1
A03	Meeting Agenda Submit to GTR/GTM within 2 business prior to each meeting (Quantity represents one Meeting Agenda for each IPT Status	Monthly	1

meeting).

A04	Meeting Minutes	Monthly	1
	Submit to GTR/GTM within 3 business days after receipt of Government comments (Quantity represents one Final Meeting Minutes for each IPT Status meeting).		
A05	Daily System Check Email Notification	Each business day	1
	Submit to GTR/GTM by 9:00 AM EST each business day.		
A06	Data Services Request Form	As Requested	1
	Due date to be established at time of request.		
A07	Data Element Dictionary	Upon Each Database Update	1
	Due date to be established at time of request.		
A08	Monthly Database Utilization Report	monthly	1
	Submit to GTR/GTM within ten (10) days after the end of each reporting month (Quantity represents one Monthly Database Utilization Report for each system).		
A09	Monthly Benchmark Test Report	monthly	1
	Submit to the GTR/GTM within ten (10) days after the end of each reporting month (Quantity represents one Monthly Benchmark Test Report for each system).		
A10	Ad Hoc Report	As Requested	1
	Due date to be established at time of request.		
A11	Data Extract File	As Requested	1

Due date to be established at time of request.

A12	Presentation Materials	As Requested	1
	Due date to be established at time of request.		
A13	Analysis report	As Requested	1
	Due date to be established at time of request.		
A14	Interface Error Email Notification	Each Occurrence	1
	Submit to GTR/GTM within 1 hour of error detection.		
A15	Interface Control Document	As Requested	1
	Due date to be established at time of request.		
A16	Annual System Documentation Report	Annually	1
	Submitted to the GTR/GTM within 10 business days of request.		
A17	User Help Documentation	Every Upgrade	1
	Due date to be established at time of request.		
A18	Updated On-Line Training package	quarterly	1
	Due to be established at time of request.		
A19	On-line Help Change Report	quarterly	1
	Submit to the GTR/GTM within 10 business days after the end of each quarter.		
A20	Updated Information Packet Source Files	Quarterly	1
	Submit to the GTR/GTM within 10 business days after the end of each quarter.		

A21	Updated Information Packet Source File Email Notification	Quarterly	1
	Submitted to the GTR/GTM within 10 business days after the end of each quarter.		
A22	Configuration Management Access Request Form	As Requested	1
	Submit to the GTR/GTM within 5 business days of GTR/GTM request.		
A23	Configuration Management Plan	Annually	1
	Submit to the GTR/GTM within 10 business days of request.		
A24	Software Component List	As Requested	1
	Submit to the GTR/GTM within 5 business days of request.		
A25	Cost Estimate	As Requested	1
	Due date to be established at time of request.		
A26	Project Schedule	As Requested	1
	Due date to be established at time of request.		
A27	Updated Service Tickets	As Needed	1
	Updated within 2 business days of action taken to provide support.		
A28	Data Resolution Report	As Requested	1
	Due date to be established at time of request.		
A29	Monthly Operations Status Report (MOSR)	monthly	1
A30	Trouble Shooting Report		
A31	Transition Plan	Once	1

A32	Change Request Analysis	Upon Each Occurrence	1
A33	Change Request	Each Occurrence	1
A34	Updated Assessment documentation	Once; Upon Any Change	1
A35	HARTS Software Release Documentation	Once; Upon Any Change	1
A36	Release Support Documentation	When database is updated	1
A37	System Interface Support Documentation	As Requested	1
A38	System Security Compliance Documentation	As Needed	1
A39	Change Request Control Log	Once; Upon Any Change	1
A40	Test Results and Evaluation Report	Once; Upon Any Change	1
A41	Daily System Check Email	Each business day	1
A42	Acceptance Testing Validation	As Requested	1
A43	Feasibility Assessment	As Requested	1
A44	Solution Recommendation Impact Analysis	Upon Each Occurrence	1
A45	Test Plans	Upon Each Database Update	1

6.1 Quality Control Plan

The Contractor's QCP shall be submitted to the GTR/GTM within 30 days after contract award (or with the Contractor's proposal if it is an evaluation factor) and within 5 business days when changes are made thereafter.

6.2 Acceptance Criteria

Each contract deliverable shall meet the following inspection and acceptance criteria:

Deliverables shall address all HUD comments.

The Contractor shall perform at the highest levels of professional and technical competence in performing the identified tasks (listed and described above) to achieve HUDs stated objectives.

The Contractor shall work closely with HUD staff to ensure all deliverables conform to the task descriptions and work objectives stated herein.

All deliverables shall be grammatically correct, reflect comprehensive research, incorporate complete analysis, and address HUD concerns.

Each contract deliverable shall meet the following inspection and acceptance criteria:

Deliverables shall address all HUD comments.

The Contractor shall perform at the highest levels of professional and technical competence in performing the identified tasks (listed and described above) to achieve HUDs stated objectives.

The Contractor shall work closely with HUD staff to ensure all deliverables conform to the task descriptions and work objectives stated herein.

All deliverables shall be grammatically correct, reflect comprehensive research, incorporate complete analysis, and address HUD concerns.

Each contract deliverable shall meet the following inspection and acceptance criteria:

- Deliverables shall incorporate all HUD comments.
- The contractor shall perform at the highest levels of professional and technical competence in performing the identified tasks (listed and described above) to achieve HUDs stated objectives. It is expected that the Contractor work closely with HUD staff to ensure all deliverables conform to the task descriptions and work objectives stated herein.
- All deliverables will be grammatically correct, reflect comprehensive research, incorporate complete analysis, and address HUD concerns.

To the extent possible, all deliverables and documentation should be provided to HUD in electronic format, readable via Microsoft Office (e.g. Word, Excel, PowerPoint) and other standard software (e.g. Adobe Reader). In addition reports must be delivered to HUD in HTML or other applicable electronic format, Section 508 compliant (refer to www.section508.gov), and suitable for posting online to HUDs internal and external web sites.

7 Performance Requirements Summary

The summary chart below lists the contracts primary requirements, the associated performance standards, the expected target performance and the methods of surveillance. While several contract requirements are not listed in the chart below, requirements not appearing on the PRS chart do not negate the Contractor's obligation to perform all requirements as specified in the contract. Additionally, HUD reserves all rights and remedies under the provisions and clauses of the contract when performance of any contract requirement, whether or not listed below, is unacceptable.

HUD will develop a Quality Assurance Surveillance Plan to be used to provide contract oversight. In conjunction with the Contractor's Quality Control Plan and various other methods of assessing performance, the GTR and GTM will perform on-site reviews and/or other types of verification to determine that the specified target performance requirements have been met.

Regular review of Contractor performance is critical to the overall success of the contract. On a monthly basis, the GTR will evaluate the quality of the product or services.

8 Related Documents

The Contractor shall abide by all applicable regulations, publications, manuals, and policies and procedures in the performance of this contract.

Performance Requirement Summary (PRS)

Statements		Standards/AQLs	Incentive/Remedy
5.1	Systems Operations		
5.1.1	Project Management		
5.1.1.1	The Contractor shall create and maintain Project Work Plans.	<p>a) Project Work Plans are submitted within 5 business days after the end of the reporting month. AQL: Project Work Plans are submitted within 7 business days after the end of the reporting month.</p>	
5.1.1.2	The Contractor shall provide Monthly Operational Status Reports (MOSR).	<p>a) Monthly Project Status Reports are submitted within 5 business days after the end of the reporting month. AQL: Monthly Project Status Reports are submitted within 7 business days after the end of the reporting month.</p> <p>b) Monthly Project Status Reports address 100% of required elements. AQL: Zero Deviation</p>	<p>For all Performance Measurements</p> <p>Incentive: Outstanding Performance Rating Elements in CPARS for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.1.1.3	The Contractor shall attend IPT Status Meetings.	<p>a) Meeting agendas are submitted two business days prior to each meeting. AQL: Meeting agendas are submitted one business day prior to each meeting.</p> <p>b) Draft meeting minutes are submitted within two business days after each meeting. AQL: Draft meeting minutes are delivered within three business</p>	<p>For all measurements:</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100%</p>

	<p>days after each meeting.</p> <p>c) Final meeting minutes shall address 100% of Government comments. AQL: Zero deviation.</p>	complaint with standards
5.1.1.3.1	<p>The Contractor shall monitor and verify operational status.</p> <p>a) Daily System Check Email submitted by 8:30 am each business day. AQL: Zero Deviation</p> <p>b) 100% of Notification emails are submitted within one hour of problem detection AQL: 98% of notification emails are submitted within one hour of problem detection</p>	<p>For all measurements:</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.2	<p>The Contractor shall monitor production.</p> <p>a) Daily System Check Email submitted by 9:00am each business day. AQL: Zero deviation.</p> <p>b) 100% of notification emails are submitted within one hour of problem detection. AQL: 95% of notification emails are submitted within one hour of problem detection.</p>	<p>For all measurements:::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.2.1	<p>The Contractor shall monitor service desk tickets.</p> <p>a) Tier 3 Service Tickets closed within two (2) business days. AQL: Zero deviation.</p>	<p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p>

		Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.1.2.2	The Contractor shall prepare and submit job re-run requests.	<p>a) 100% of Data Services Request forms are submitted within 24 hours of an ABEND. AQL: 95% of Data Services Request forms are submitted within 24 hours of an ABEND.</p> <p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.2.2.1	Troubleshooting , User Support and Trouble Reporting	<p>a) 100% of Trouble shooting reports submitted to the GTR/GTM by the due date established at the time of request. AQL: Zero Deviation</p> <p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.3	Database Administration	
5.1.3.1	The Contractor shall modify data structures.	<p>a) 100% of modifications completed by the due date established at time of request. AQL: Zero deviation.</p> <p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p>

			Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.1.3.2	The Contractor shall monitor database size and performance.	a) Monthly Database Utilization Report submitted within ten (10) days after the end of the reporting month. AQL: Zero deviation. b) Monthly Benchmark Test Report submitted within ten (10) days after the end of the reporting month. AQL: Zero deviation	For all measurements:: Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.1.4	Ad Hoc Requests		
5.1.4.1	The Contractor shall generate Ad Hoc report requests and additional Requirements	a) 100% of ad hoc reports submitted to the GTR/GTM by the due date established at the time of request. AQL: Zero Deviation	For all measurements:: Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.1.4.2	The Contractor shall generate data extract files.	a) 100% of data extract files are generated by the due date established at the time of request. AQL: Zero Deviation	For all measurements:: Incentive: Outstanding performance Element

		<p>ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.4.3	The Contractor shall create materials for communications.	<p>a) Presentation materials address 100% of areas specified by the GTR/GTM. AQL: Zero deviation.</p> <p>b) Presentation materials are submitted by the due date established at the time of request. AQL: Zero Deviation.</p> <p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.5	The Contractor shall prepare software releases.	<p>a) Software release package completed for 100% of software releases. AQL: Zero deviation.</p> <p>b) 95% of software release packages require no further corrections. AQL: Zero Deviation</p> <p>For all measurements::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.1.6	Interface Support	
5.1.6.1	The Contractor shall monitor	<p>a) Analysis reports submitted by the due date established at the</p> <p>For all measurements:::</p>

	system interfaces.	time of request. AQL: Two business day deviation from standard.	Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.1.6.2	The Contractor shall modify system interfaces.	a) 100% of requested interface modifications completed by the due date established at the time of request. AQL: Zero deviation. b) 95% of application software corrections require no further software releases. AQL: 90% of application software corrections require no further software releases.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARS for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.1.7	The Contractor shall support infrastructure upgrades.	a) 100% of infrastructure upgrades include an Analysis Report AQL: Zero deviation. b) 100% of assigned upgrades are tested and reported to the GTR/GTM. AQL: Zero deviation. c) Analysis Report addresses 100% of the items identified within Section 5.1.7. AQL: Zero Deviation	
5.1.8	The Contractor shall	a) 95% of assistance requests are responded to within one business	For all Performance

	provide EDI user assistance support.	<p>day. AQL: 90% of assistance requests are responded to within one business day..</p> <p>b) 90% of assistance requests are resolved within two business days. AQL: 85% of assistance requests are resolved within two business days.</p>	<p>Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.1.9	The Contractor shall maintain system documentation.	<p>a) 100% of system documents are reviewed and updated when software is changed. AQL: 10% deviation from standard.</p> <p>b) 100% of system documents are reviewed and updated annually. AQL: Zero deviation.</p> <p>c) 90% of updated system documents require no further corrections. AQL: 10% deviation from standard.</p>	
5.1.10	The Contractor shall support audits.	<p>a) 100% of audit requests are completed by the due date established at the time of request. AQL: Zero deviation.</p> <p>b) Audit requests address 100% of requirements established at the time of request. AQL: Zero deviation.</p>	<p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>

5.1.11	The Contractor shall provide System Security Compliance monitoring support.	a) 100% of security documentation is reviewed and updated by the due date established at the time of request. AQL: 95% of security documentation is reviewed and updated by the due date established at the time of request.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.1.12	The Contractor shall provide user training.		
5.1.12.1	The Contractor shall provide release notes.	a) Release Notes are delivered within 10 business days of request. AQL: Zero deviation.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.1.12.2	The Contractor shall update on-line help.	a) On-line Help Change Reports are submitted within 10 business days after the end of each quarter. AQL: 5 business day deviation from standard.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100%

		complaint
5.1.12.3	The Contractor shall review and update the information packet pages.	<p>a) Updated Information Packet Source Files or email notifications if no updates were needed are delivered within 10 business days after the end of each quarter. AQL: 5 business day deviation from standard.</p> <p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.1.13	The Contractor Shall perform Configuration Management support.	<p>a) Audit completed within 5 business days of GTR/GTM request. AQL: Audit completed within 10 business days of GTR/GTM request.</p> <p>b) Configuration Management Plan updated within 5 business days of GTR/GTM request. AQL: Configuration Management Plan updated within 10 business days of GTR/GTM request.</p> <p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.1.14	The Contractor shall perform systems analysis.	<p>a) System Analysis Reports completed and submitted to the GTR/GTM within 5 business days of request. AQL: System Analysis Reports completed and submitted to the GTR/GTM within 10 business days of request.</p> <p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100%</p>

		complaint
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Statements	Standards/AQLs	Incentive/Remedy
5.2 Phase/Transition Out Plan	a) Submit the Phase/Transition Out Plan 60 days prior to contract Expiration AQL: 5 Business days deviation from standard	For all measurements::: Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards

Statements	Standards/AQLs	Incentive/Remedy
5.3 Maintenance		
5.3.1 The Contractor shall provide Data Quality management.	a) Data Quality Analysis Report is completed and submitted within 5 business days of GTR/GTM request. AQL: Data Quality Analysis Report is completed and submitted within 10 business days of GTR/GTM request.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARS for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.3.2 The Contractor shall correct application software errors.	a) 95% of application software corrections require no further software releases. AQL: 90% of application software corrections require no further software releases.	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARS for

		<p>100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.3.3	Change Request Initiation	<p>a) Change request to be submitted and completed within 2 business days of receipt request. AQL: Zero Deviation</p> <p>For all measurements:::</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>
5.3.3.1	Change Request Analysis	<p>a) Analysis of change request is addressed and completed. AQL: Zero deviation</p> <p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
5.3.3.1.1	Needs Assessment and Feasibility Study	<p>a) 100 % of Feasibility Assessment documentation are reviewed and updated when change is made. AQL: Zero deviation .</p> <p>For all Performance Measurements:</p> <p>Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint</p>

		Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.3.3.1.2 Change Request Identification, Solution, and Impact Analysis	a) Submit change request and impact analysis solution AQL: Zero Deviation	For all measurements:: Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint Disincentive: Less than outstanding performance ratings in CPARS for if not 100% complaint with standards
5.3.3.1.3 Change Request Implementation	a) 100% of the Change request is implementation and completed AQL: Zero Deviation	
5.3.3.1.4 Regression Testing	a) 100 % of system documentation are reviewed and updated when change is made. AQL: Zero Deviation	For all Performance Measurements: Incentive: Outstanding Performance Rating Elements in CPARs for 100% complaint Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint
5.3.3.1.5 Validation and Verification	a) 100 % of system Verification documentation are reviewed and updated when change is made. AQL: Zero Deviation	For all Performance Measurements: Incentive: Outstanding Performance Rating

		<p>Elements in CPARS for 100% complaint</p> <p>Disincentive: Less than Outstanding Performance Ratings in CPARS if not 100% complaint</p>
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Statements	Standards/AQLs	Incentive/Remedy
<p>5.4 Development, Modernization, and Enhancement (DME)</p>	<p>a) To be determined at the time of request. AQL: To be determined at the time of request.</p>	<p>For all measurements:</p> <p>Incentive: Outstanding performance Element ratings in CPARS for 100% Complaint</p> <p>Disincentive:</p> <p>Less than outstanding performance ratings in CPARS for if not 100% complaint with standards</p>