

Defense Intelligence Agency

Contract Management System (CMS) Implementation and Operations Support

Statement of Objectives



16 December 2009

1. PURPOSE

Present the Defense Intelligence Agency's (DIA) service objectives for providing implementation support, Customer Support Desk operations support and technical operations and maintenance for its Contract Management System (CMS) and technical and operations/maintenance support for interfaced Integrated Logistics System and interfaces. The CMS is an automated tool running on the Joint Worldwide Intelligence Communications System (JWICS) which supports the Defense Intelligence Enterprise acquisition life cycle business process. Access to CMS requires a TS/SCI clearance. Provision of Help Desk and Customer Support to CMS users require access to the CMS.

2. BACKGROUND

2.1. Introduction

The Office of the Acquisition Executive (AE) supports DIA by enabling improved mission capabilities and performance through streamlined acquisition planning, efficient contracting, and life cycle contract management. The constituency served by the AE is comprised of stakeholders throughout the Defense Intelligence Enterprise, with emphasis placed on support of combatant commands and other intelligence consumers.

2.2. Acquisition Life Cycle Business Process Reengineering

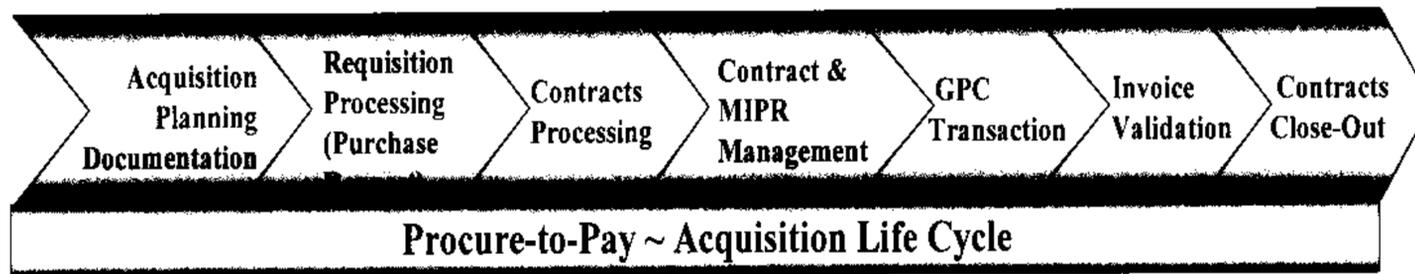
In 2007, based on the results of an extensive acquisition life cycle business process reengineering project, the DIA embarked on an effort to implement a "world class" acquisition process (and enabling system) that: (a) supported disciplined acquisition and logistics planning; (b) leveraged a full integrated resource allocation decision making and execution process; (c) eliminated inefficiencies, duplicative efforts and needless steps; (d) consolidated authoritative data from disparate processes and systems; and (e) complied with DoD Directive 5000.

2.3. Contract Management System (CMS)

The CMS is DIA's implementation of a Commercial-Off-The-Shelf (COTS) application (CACI's ComprizonSuite™ application) which, when completed, will provide automated support for the acquisition life cycle functional processes shown in table 1. DIA's achieved Initial Operating Capability in October 2007. Currently CMS supports Acquisition Planning, Requisitioning, Contract Writing and Government Purchase Card (GPC) registry operations. Release 8.9 requirements and design documentation supporting Contract and MIPR Management, Invoice Management and ultimately Contract Closeout will be completed by 31 December 2009. The scheduled 8.9 release will be delivered to DIA by CACI in June 2010 and implementation is scheduled for implementation in October 2010 after appropriate testing and acceptance testing is successfully completed.

Table 1	
Process	Implementation Date
Acquisition Planning & Documentation	September 2009 (R8.7)
Requisitioning	September 2009 (R8.7)
Procurement and Contracting	October 2007 (R8.3)
Contract Management	September 2010 (R8.9)
MIPR Management	September 2010 (R8.9)
Invoice Management	September 2010 (R8.9)
Contract Closeout	September 2010 (R8.9)
GPC Transaction Recording and Approval	September 2009 (R8.7)

A defining characteristic of the CMS is the auditability & transparency of the entire Acquisition and Contracting Life Cycle Process, all of which is supported within a single, continuous environment (as depicted by the graphic below).



A business context view is contained in the CMS Concept of Operations (CONOP). Refer to paragraph 10 below.

2.4. CMS Implementation.

DIA's CMS implementation is accomplished by a multi-contractor team:

2.4.1. The Government contracted with CACI for completion and delivery of the ComprizonSuite™ COTS application. Release 8.9 functionality will be delivered to the DIA in the Spring of 2010. The agency has a multiyear contract with CACI for "ComprizonSuite™ licenses and application specific support.

2.4.2. Change Management, Training and PM support for the CMS implementation is currently under contract with the Accenture Government Services.

2.4.3. Support Desk/Customer Support Operations and Technical Implementation/Systems Technical Operations and Maintenance is currently provided through a contract which expires in December 2009.

3. SCOPE

This Statement of Objectives consists of two major distinct objectives required for successful completion of the CMS implementation and sustainment support.

- Support Desk/Customer Support Operations
- Completion of Technical Architecture Implementation and Provision of Systems Technical Operations and Maintenance Support

3.1 Support Desk/Customer Support Operations Objective

The DIA's objective is to maintain the end users' performance in using CMS at the highest level possible. This requires a multidiscipline team of well qualified and experienced subject matter experts, who are DOD acquisition and contracting, business process and ComprizonSuite knowledgeable, on-site, providing on-floor, telephonic and walk-in support for acquisition and contracting customers.

Role	User Base		Description
	Current	Anticipated**	
(b)(4) Contracting Professionals (Contracting Officers/Contracting Specialists)			Personnel who perform contracting functions for the Agency
Element Resource Managers			Organizational budget execution managers
Approving Officials			Personnel who manage/ approve agency purchases
Requisitioners / Contracting Officer's Representatives (CORs)			Personnel who manage the life-cycle execution/operation of specific acquisitions
Government Purchase Card (GPC) holders and approvers			Personnel who use and/or manage the Agency's Government Purchase Cards
Totals**			

*Note: Numbers in column reflect projected users upon implementation of CMS v8.9

** Note: Many users perform multiple roles; therefore, the total user counts will be less than the number obtained by simply adding the numbers for each role

Primary work objectives for Support Desk operations and customer support minimally include:

3.1.1. Serving as the primary point of contact for the entire CMS user community in answering questions and resolving both system and business rule/process problems by call-in or other means. (The Agency recently implemented the .Request requisitioner module of CMS; figures for customer service calls are still being developed as the full users population comes online. However, the Support Desk currently handles approximately 150 trouble calls

per week.)

3.1.2. Servicing the Support Desk/Customer Support Center with staff appropriately trained on the ComprizonSuite application, experienced in acquisition life cycle business processes and possessing business, financial and acquisition experience. Typical labor categories to support this operation are:

- Senior Business Analyst
- Junior Business Analyst
- IT Specialist (customer support)
- Data Management Analyst
- Web/Reports Developer

3.1.3. Maintaining currency of CCR, FAR and other federal/government data required to support DOD contracting functions.

3.1.4. Performing user administration.

3.1.5. Developing management and operational reports; ad hoc reports generation and dissemination; and maintenance of a Reports SharePoint/Web Site.

3.1.6. Generating operational metrics.

3.1.7. Maintaining Support Desk/Customer Support Center Operational Procedures.

3.1.8. Operating on a schedule commensurate with demand and the working hours of CMS user community at both CONUS and OCONUS locations.

3.1.9. Restoring or maintaining normal service, in close collaboration with the System Technical Operations Team, of the CMS with minimal business impact, according to service level agreements and priorities.

3.1.10. Assisting in ComprizonSuite and other related application configuration (i.e. configuration of user preferences or options).

3.1.11. Monitor application usage and access.

3.1.12. Troubleshooting application problems and escalating issues according to an established methodology.

3.1.13. Utilizing the agency service management application for recording, assigning, tracking and determining the disposition of the service requests which are developed on the agency's implementation of Siebel and creating/maintaining dashboard metrics using Siebel functionality.

3.1.14. Maintaining CMS data consistency and quality.

3.1.15. Maintaining and acting on CMS Change Requests.

3.1.16. Maintaining accurate information related to the CMS user community and software assets to include activities such as verifying CMS user contact information

3.1.17 Conducting informal application desk side training on the application and operate “help labs” for functional users.

3.1.18. Establishing and maintaining procedures and controlling/monitoring upload and download of data between the Joint Worldwide Intelligence Communications System (JWICS) and unclassified Federal and DOD contracting partner systems (i.e., FedBizOps, CCR, etc.).

3.1.19. Coordinating with business system functional owners and other functional organizations to identify and resolve technical and functional operational issues and ensure optimal business operations.

3.1.20. Providing integration, configuration and workforce Change Management support for new CMS releases, as required.

3.1.21. Participating in functional and business process analysis to document Change Requests and the effects of proposed changes on the business process as well as on the operations of the CMS.

3.1.22. Preparation of Training Aids and Guides, Quick Reference Guides and online “On Demand” modules based on routine assessment of customer calls/request for assistance.

3.1.23. Managing communications with CMS users.

3.1.24 Maintain acquisition and contracting online training and customer Help/Assistance Resources, such as the CMS SharePoint and acquisition support web portals.

3.2. Completion of Technical Architecture Implementation/Provision of Systems Technical Implementation, Operations and Maintenance Objective

3.2.1. The Agency’s objective is to optimize performance of the CMS application and infrastructure, while responding effectively and promptly to the needs of CMS users throughout the Defense Intelligence Enterprise. This requires a multidisciplined team of highly qualified and experienced Systems and Data Base experts who have the appropriate skills to configure and manage a multi-server application suite in compliance with appropriate IA and security guidelines, regulations and policies. The CMS Technical Support Team represents a composite of functions spanning system technical implementation, release test and acceptance, systems operations and maintenance, infrastructure and architecture operational support, technical trouble shooting and problem resolution.

3.2.2. The primary work objectives of the CMS Technical Support Team minimally include:

3.2.2.1. Consistent configuration management and change management for all servers and storage devices used in the development, test, production, standby/failover and non-production (including training) environments. This includes ensuring that systems are properly configured for optimal performance and, to the maximum extent practical, configured consistently to ease administration and management of the applications/environments.

3.2.2.2. Configuration and application of patches, revisions and upgrades to all operating systems and database management systems.

3.2.2.3. Coordinating decisions on and planning and execution of changes to the production CMS application or hosting infrastructure.

3.2.2.4. Effectively responding to service outages and other problems.

3.2.2.5. Collaborating with other DIA technical staff on problems related to the broader infrastructure used by CMS.

3.2.2.6. Designing, implementing and maintaining a CMS Disaster Recovery service that can be used to maintain continuity of the AE business operation in the event of an outage of the primary production platform. This includes regularly testing and validating the reliability and availability of all recovery capabilities.

3.2.2.7. On-going administration of the system, database and security policy. This includes managing the CMS program responses to relevant IAVA/patch issuances and security bulletins/mandates.

3.2.2.8. Assigning and provisioning of licenses.

3.2.2.9. Conducting audits of license compliance.

3.2.2.10. Managing license compliance.

3.2.2.11. Managing/maintaining a testing program for CMS and related applications to include regression, integration, user acceptance and thread testing.

3.2.2.12. Managing, developing, testing, implementing and maintaining interfaces with logistics, personnel, financial and other agency business systems.

3.2.2.13. Managing, developing, testing, implementing and maintaining the Simple Logical Interface Code (SLIC).

3.2.2.14. Operating within the requirements of the organization of the DIA Chief Information Officer (CIO).

3.2.3. Support the CMS application/infrastructure with appropriately trained/certified technical experts. Typical labor categories to support this operation are:

- Senior Systems Administrator
- Database Administrator
- IT Specialist (testing)

4. PROGRAM OBJECTIVES

4.1. Single Source of Automated Support for the Acquisition Life Cycle Business Process

The DIA's CMS will be a single source of automated support for performance of all components of reengineered end-to-end acquisition life cycle processes in a manner that ensures auditability, compliance and transparency; and which provides the agency with a single source of acquisition and contracting data. This web-based enterprise-wide Management Information System will provide acquisition life-cycle functional capabilities designed to support online, real time operations in the Internet environment. DIA's implementation of the CMS COTS platform will be modified slightly due to the necessity to conduct operations in the Joint Worldwide Intelligence Communications System (JWICS) environment. The CMS will provide an effective means of supporting acquisition and contracting responsibilities of an expanding defense intelligence enterprise by:

- Ensuring *Traceability* and documentation of requirements from planning through fulfillment
- Serving as a single tool set for CORs/MIPR Managers and contracting professionals for performance of contract and MIPR management
- Having a high quality professional class CMS Support Desk operation staffed by well qualified, experienced subject matter experts (SMEs) in acquisition life cycle business processes/rules and ComprizonSuite™ /CMS use.
- Having a well qualified knowledgeable CMS user/customer base fully engaged by/with the CMS Support Desk operation.

4.2. Superior level of CMS User/Customer Satisfaction

4.2.1. DIA's CMS will be rated as superior by users/customers as evidenced by:

4.2.1.1. Superior Support Desk/Customer Support Operations:

4.2.1.1.1. All interactions with CMS users performed with the highest degree of professionalism.

4.2.1.1.2. Customer satisfaction measurements are met.

4.2.1.1.3. Customer case management and resolution methods are thorough and

commonly understood by both users/customers and Support Desk Customer Support Representatives (CSR).

4.2.1.1.4. Steadily increasing use of robust readily accessible easy to use “self help” functionality by both CMS Support Desk CSRs and CMS users/customers.

4.2.1.1.3. Continuously improving track record of declining user/customer reliance on CMS Support Desk (for each category of trouble ticket).

4.2.1.1.6. Continuously improving track record of minimal Support Desk “response times” to resolve user/customer reported issues/problems.

4.2.1.1.7. Continuously improving track record of minimal problem/issue calls (trouble tickets) being re-opened by users/customers because initial Support Desk response was inadequate (problem/issue not resolved).

4.2.1.1.8. High track record of minimal problems/issues associated with implementation of individual CMS releases.

4.2.1.1.9. Robust easily accessible feedback mechanism on all categories of trouble calls for management, users/customer and Support Desk CSRs

4.2.1.2. Quality Completion of Technical Architecture Implementation and Provision of High Quality Systems Technical Implementation, Operations and Maintenance Support.

4.2.1.2.1. Maximized CMS operational up time.

4.2.1.2.2. Maximized CMS system performance.

4.2.1.2.3. Minimal time frame for compliance with security guidance (IAVA/IAVM).

4.2.1.2.4. High track record of minimal problems/issues associated with implementation of individual CMS releases.

4.2.1.2.5. Robust, measurably reliable CMS disaster recovery capability that is fully incorporated into the Acquisition Executive’s Continuity of Operations Plan (COOP).

4.2.1.2.6. Track record of documenting, maintaining and complying with system operations procedures.

4.2.1.2.7. Readily accessible, easily understood, comprehensible system operations procedures.

4.3. Evolution to a Professional “Core” Business Support Environment

The DIA’s CMS business support implementation and operation will be rated as superior as evidenced, through evolution, to a single “core” business support environment staffed by a small proactive team of high skilled and experienced business and technical professionals providing/performing all elements of functional, business, technical and training support.

4.4. Superior Methodology For Performance Measurement

The DIA’s CMS implementation, Help Desk/Customer Support operations and technical operations and maintenance will be successfully measured using meaningful criteria that clearly proves that:

- Progress is being made against stated objectives
- CMS system performance is being improved
- CMS architecture is being completed
- Quality of customer support is improving
- Customer satisfaction is improving

5. CONSTRAINTS

5.1. Information Assurance Certification

Both the CMS Support Desk/Technical Support Team and the Technical Implementation/System Operations and Maintenance Support Team are entrusted with special system privileges to carry out their responsibility. Most team members will require unique Information Assurance responsibilities. Personnel must be fully trained and certified to a baseline set of requirements to perform their duties in accordance with DOD Directive 8570.01-M (Incorporating Change 1, May 15, 2008).

5.2. Facility and System Access requires TS/SCI Clearances

Both the CMS Support Desk/Technical Support Team members and the Technical Implementation/System Operations and Maintenance Support Team members will require TS/SCI clearances.

5.3. Possible restriction on competing on Agency Contracts

Companies awarded contracts for Support Desk/Customer Support Operations and/or completion of Technical Architecture Implementation/Provision of Systems Technical Operations and Maintenance Support may be prohibited from competing from other agency contracts as a result of having access to the procurement sensitive data in the CMS.

6. PERIOD OF PERFORMANCE

It is anticipate that the period of performance for both the CMS Support Desk/Customer Support Team and the Technical Implementation/System Operations and Maintenance Support Team will be for one base year and four option years and that the scope of work support by each team will increase/decrease based on annual requirements projections.

7. CORE HOURS/SURGE SUPPORT

Core hours of support will be from 0700 to 1700 Eastern Time Zone. During other timeframes, any additional support, if required, will primarily be on-call support. During surge periods, such as the beginning and end of each Fiscal Year, additional coverage may be required. Any surge support will be coordinated in advance. Unplanned/short-suspense system outages may also require surge support to ensure system availability/recovery with little or no advance notice.

8. PLACE OF PERFORMANCE

Primary support will be provided from DIA's [redacted] Virginia facility. The majority of work under this contract will be performed at DIA National Capitol Region (NCR) facilities. However, there may be instances where a temporary work assignment may be required at other CONUS or OCONUS locations. In that event, travel and other ODC funding will be coordinated in advance.

9. PROFESSIONAL QUALIFICATION REQUIREMENTS

Achievement of this Statement of Objectives will require a team of highly skilled and experienced business and technical professionals supported by superior business and results oriented management.

Due to different labor category titles (with different professional qualifications) maintained by different vendors, table 2 below set forth a set of labor categories and minimal professional qualification that the Government considers necessary to successfully achieve the objectives set forth herein.

Table 2	
Labor Category	Minimal Professional Qualifications
<i>Help Desk/Customer Support Operations</i>	
Senior Business Analyst	Advanced Business Degree/equivalent Business Analyst certification and 2 years experience providing business analysis/business process reengineering (BPR) (5 years experience without a degree)
Junior Business Analyst	Business Degree/equivalent Business Analyst certification and/or 2 years experience providing business analysis/business process reengineering (BPR)

IT Specialist (Customer Support)	Certifications in help desk/Service Desk Operations (such as ITIL); IT Degree/equivalent and 2 years (5 years without a degree) experience providing business and technical oriented help desk/customer support operations for enterprise level business systems
Data Management Analyst	IT degree and 2 years experience (or five years experience) in computer data operations
IT Specialist (Web Page development/maintenance)	Professional Web Development Certification/equivalent and 2 years experience developing and supporting web sites.
<i>Completion of Technical Architecture Implementation/Provision of Systems Technical Implementation, Operations and Maintenance</i>	
Senior System Administrator	IT Degree or equivalent (or 2 years system administration experience) and SOLARIS 10 certification,
Database Administrator	Certification on Oracle 10g/11g and 2 years experience providing database administration support for Oracle databases
IT Specialist (Testing)	IT Degree/equivalent, Testing Certification and 2 years testing experience

10. KEY CMS INFORMATION

The documentation listed below provides extensive information on the agency's implementation, operations and maintenance of the CMS application.

- 10.1. CMS Concept of Operations
- 10.2. CMS Program Management Plan (PMP)
- 10.3. CMS Release 8.9 Implementation Plan
- 10.4. CMS User Administrator Guide
- 10.5. CMS GPC Administrator's Guide
- 10.6. CMS Technical Operation and Maintenance Standard Operations Procedure (SOP)
- 10.7. CMS Support Desk Operations Procedures
- 10.8. DIA/ES Business Process support documents (see https://www.intelink.gov/wiki/DoDIIS_PM_Toolkit) may require an intelink account if not accessed from a .mil account – see <https://www.intelink.gov/home.aspx>)