

**PART I – THE SCHEDULE**

**SECTION C**

**PERFORMANCE WORK STATEMENT**

**Information Technology Services**

**Office of Environmental Management**

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### **C.1.0 Introduction**

This is a performance based contract, subject to the objectives, measures and expectations contained in this Performance Work Statement (PWS), in support of the U.S. Department of Energy (DOE) Environmental Management (EM) Headquarters (HQ) Office.

### **C.1.1 Background**

The DOE EM Program, established in 1989, is tasked with the cleanup of nuclear and hazardous contamination resulting from fissile material production activities at the DOE sites. In support of this mission, the EM Office of Corporate Information Technology (IT) has developed an IT Strategic Plan and delivers innovative, secure, and agile IT solutions to meet the goals of the Plan as a collaborative partner within the EM complex and across the DOE organization. The application of IT principles, new technologies, and Federal guidelines drive the execution of EM's strategic goals and objectives.

A requirement has been identified for a contractor to support the EM Office of Corporate IT and to provide a wide range of IT services required by EM Headquarters (HQ) and the EM Consolidated Business Center (EMCBC) in Cincinnati, OH, in support of the EM field sites.

### **C.1.2 Contractor Performance**

The Contractor shall manage, integrate, and execute the work described in this PWS. The Contractor shall provide all personnel (trained and qualified), facilities, equipment, materials, supplies, and services to complete the Contract work scope, except as furnished by the DOE as set forth in the Contract.

The Contractor shall perform to the standards in this Contract.

PWS performance expectations include the following:

1. The Contractor shall provide 100% of all services and deliverables identified in this PWS in a timely, complete, effective and efficient manner.
2. The Contractor shall demonstrate commitment to quality in preparation of all deliverables required by the contract.
3. The Contractor shall adhere to and follow all applicable statutes, regulations, and DOE Orders which pertain to the activities outlined in the PWS.
4. The Contractor shall ensure that personnel assigned to the Contract have the skills required to perform the PWS requirements.
5. Contractor personnel shall conduct themselves with professionalism expected in a Government office environment in accordance with applicable DOE and federal regulations.

The Contractor's performance will be measured for completeness, quality of work, timeliness and accuracy. Unacceptable work as designated by the Contracting Officer (CO) must be

corrected by the Contractor at no additional cost to DOE. Poor performance may result in, the DOE not exercising the options under this contract.

### **C.1.3 General Scope of Work**

Under the guidance and technical direction of the CO and/or the Contracting Officer's Representative (COR), and in accordance with Section C.1.2 above, the Contractor shall complete the scope of work for EM HQ IT Services, as required. Specifically, the Contractor shall provide expert advice, assistance, and cost-effective solutions to respond rapidly to critical IT management issues with results based on current market and technical research, hands-on experience, and IT best practices. The contractor shall effectively support audits and management reviews, and cooperate in a timely manner with other DOE programs and Federal oversight groups.

Services required include providing technical and administrative support for IT Capital Planning, IT Strategic Planning and Architecture, IT Mission Systems Support, IT Cyber Security, the EM Consolidated Business Center, Records Management, Green IT, Program Strategic Initiatives, the EM Correspondence Center, and the EM Cloud.

#### **Travel**

Travel may be required to these EM Field Sites (and other locations where EM work is being performed):

- Richland Operations Office (Richland, WA);
- Office of River Protection (Richland, WA);
- Savannah River Site(Aiken, SC);
- Portsmouth Paducah Project Office (Lexington, KY);
- Carlsbad Field Office (Carlsbad, NM);
- Los Alamos National Laboratory (Los Alamos, NM);
- East Tennessee Technology Park (Oak Ridge, TN);
- Idaho Operations Office (Idaho Falls, ID);
- EMCBC (Cincinnati, OH); and
- EMCBC Small Sites and areas of responsibility: Moab Uranium Mill Tailings Remedial Action Project (Moab, UT; Crescent Junction, UT; and Grand Junction, CO); Separations Process Research Unit (Niskayuna, NY); West Valley Demonstration Project (West Valley, NY); Brookhaven National Laboratory (BNL) (Upton, NY); Stanford Linear Accelerator Center (SLAC) National Accelerator Laboratory (Menlo Park, CA); Denver Federal Center (Lakewood, CO); Energy Technology Engineering Center (Canoga Park, CA); and Lawrence Berkeley National Laboratory (Berkeley, CA).

Travel shall be in accordance with Federal travel regulations, and travel reports shall be submitted within three working days after completion of all travel.

#### **Clearances**

Cyber security support personnel (for Tasks #4 and #5) are required to obtain and remain eligible for DOE Q clearances.

### **Monthly Status Reports**

A Monthly Status Report covering all of the tasks/CLINs shall be provided to the CO, COR, and Technical Monitors by the 10<sup>th</sup> working day of each month and shall include (by task/CLIN) accomplishments, planned activities, key issues/issue resolution. This report will discuss Contractor performance against the required performance standards and quality levels as identified in the Quality Assurance Surveillance Plan (QASP). In addition, this report shall include financial information (overall and for each task/CLIN) to include funding obligations, planned or budgeted costs, actual costs and remaining uncosted funds, identification of and explanation for delta between planned and actual costs, and calculated burn rates.

In addition, the report shall include FAR 52.219-14, Limitations on Subcontracting, compliance. In addition to calculating the percentage reflecting compliance with the requirements set forth in FAR 52.219-14, the Contractor shall provide sufficient documentation on how the percentage was computed. The report shall be fully supported, including but not limited to, a narrative explanation and backup supporting documentation, to allow the CO and COR to fully understand the computation and the basis of the computation.

### **C.2.0 Transition**

During the transition period, the Contractor shall perform those activities that are necessary to transition work in a manner that: (1) assures that all work for which the Contractor is responsible under the contract is continued without disruption; (2) provides for an orderly transfer of resources, responsibilities, and accountability from the previous contractor; and (3) provides for the ability of the Contractor to perform the work in an efficient, effective, and safe manner. The first day of the Transition Period will be the date of the issuance of the Notice To Proceed (NTP), and will be for a time period of 45 days or less. During the transition period, the Contractor shall become familiar with performance requirements in order to commence full performance of services within 45 days from the NTP. The contract effective date is the date the Contractor shall assume full responsibility. To minimize any decreases in productivity and to prevent possible negative impacts on services, the Contractor shall have all necessary personnel, including key personnel for the Contract, available during the transition period. The objectives of the transition period are to prepare for implementation of the Contract and minimize the impacts on continuity of operations.

The Contractor shall prepare a Phase-In Transition Plan to cover the transition period from the Contract NTP date to the Contract effective date. The Phase-In Transition Plan shall provide sufficient detail for all transition activities, including but not limited to: a description of all necessary transition activities; a schedule for orderly assumption of Contract responsibilities; coverage of key functional areas during the transition period; and other transition activities such as acquisition of necessary equipment, hiring and training of personnel. The Contractor shall also include a spend plan associated with the projection of work to be performed from transition through the completion of the contract period of performance in the transition plan.

### **C.3.0 Task 1 – IT Capital Planning**

Capital Planning is an IT management process incorporated to ensure IT resources are used effectively and efficiently. The process aligns IT plans with EM's strategic vision and mission requirements to ensure managers have accurate and meaningful information for IT decision-making. This includes critical information on a proposed IT investment's overall value to the organization, the return on the investment including the measures of performance, and the utilization of risk management plans.

Capital Planning support personnel shall have a good working knowledge of Office of Management and Budget (OMB) requirements and best practices for IT investment Reporting, Application Portfolio Management, Governance (specifying the decision rights and accountability framework to encourage desirable behavior in the use of IT), and Project Management.

The Contractor shall perform the following tasks associated with IT Capital Planning:

1. The Contractor shall support the management of information, IT assets and IT investments (Exhibit 300 and Exhibit 53 Reporting annually, monthly, and Passback); this involves analyzing, collating, and reporting detailed information on the utilization of IT resources (e.g., applications, hardware, software, and labor) so it can be used to make better decisions.
2. The Contractor shall coordinate with EM Field Sites to facilitate the timely and accurate submission of Exhibit 300 and Exhibit 53 monthly and annual reports.
3. The Contractor shall provide analysis and reporting of Cost and Risk Reduction activities to improve investment performance for EM's Exhibit 300/53 investments and all IT project management activities.
4. The Contractor shall facilitate for investment owners, the measurement of investment performance by providing annual and periodic guidance which adheres to OMB, DOE, and EM requirements and best practices.
5. The Contractor shall coordinate with Field Sites to facilitate the timely (within the due date) and accurate submission of all monthly IT Dashboard reports.
6. The Contractor shall maintain and update the EM HQ Application Registry once a month.
7. The Contractor shall provide IT portfolio management support by evaluating and monitoring the EM portfolio on a continuous basis.
8. The Contractor shall support up to 50 ad hoc portfolio requests per year, in the Electronic Capital Planning Investment Control (eCPIC) system, for portfolio analysis;
9. The Contractor shall support the maintenance and functionality of the Trous Repository, providing data entry and analysis.
10. The Contractor shall support the gathering and reporting of up to 50 data calls per year from OMB, DOE, or DOE Office of Chief Information Officer (OCIO) in a timely (within the due date) and accurate manner.
11. The Contractor shall understand DOE's and EM's IT governance processes in order to facilitate the use of IT governance and its integration with the Capital Planning and Investment Control (CPIC) process.
12. The Contractor shall maintain all IT governance documents.

13. The Contractor shall provide support for up to 100 meetings per year, providing support for PowerPoints, information gathering, and meeting minutes. The Contractor shall support the business intelligence tool MicroStrategy – Administration and Reporting capability.
14. The Contractor shall support up to 50 reporting requests per year in a timely and accurate manner.
15. The Contractor shall support the EM Application Portfolio Management process by evaluating the portfolio to increase its efficiency and effectiveness to support EM Stakeholders needs.
16. The Contractor shall maintain/create guidance documents for capital planning and investment control processes.
17. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.
18. The Contractor shall support two TechStat Audits annually.

#### **C.4.0 Task 2 - IT Strategic Planning and Architecture**

IT Strategic Planning and Architecture provides a mechanism and a methodology that explains how Strategic Planning, Cyber Security, Records Management, Operations, Acquisitions, Capital Planning, and other related IT and general management processes work together to meet the EM enterprise's mission and objectives. It provides insight into the utilization of EM's information technology resources based on business, mission and technology requirements as well as the transition plans which outline the path forward to move from the current environment to a future state.

IT Strategic Planning and Architecture support personnel must have a good working knowledge of OMB requirements and best practices for Governance and Enterprise Architecture. The Contractor shall perform the following tasks associated with IT Strategic Planning and Architecture:

1. The Contractor shall maintain EM's Enterprise Architecture (EA) Troux Repository to document EM's enterprise architecture requirements.
2. The Contractor shall create and document an EM target architecture which will include HQ and Field Sites.
3. The Contractor shall provide Troux administration support for both production and development Servers.
4. The Contractor shall provide support for EM's IT Governance activities by creating, analyzing, and maintaining governance documentation, socializing governance practices, supporting up to 20 governance meetings per year.
5. The Contractor shall enhance EM's Troux Repository by providing a web-based reporting capability.
6. The Contractor shall provide analysis and support in developing an EA management program which integrates and aligns requirements between DOE/EM IT management processes (cyber, records management, operations, enterprise architecture, capital planning).

7. The Contractor shall develop presentation information for DOE and EM field site collaboration initiative/efforts/meetings in a timely, accurate, and useful manner, up to 15 times per year.
8. The Contractor shall support the development/maintenance of the EM IT Strategic Planning process.
9. The Contractor shall support the development, socialization, and implementation of the EM IT Strategic Plan.
10. The Contractor shall analyze and support system integration and interoperability initiatives by developing transition plans.
11. The Contractor shall model system integration and interoperability transition plans in the Enterprise Architecture (EA) Repository.
12. The Contractor shall develop requested applications to support EA, CPIC, Project Management, and Strategic Planning.
13. The Contractor shall provide analysis and support for all EA Cloud Computing initiatives.
14. The Contractor shall provide analysis and support for all EA Identity, Credential, and Access Management (ICAM) and HSPD-12 initiatives.
15. The Contractor shall provide technical expertise to EM Field Sites to include importing data to the EA Repository.
16. The Contractor shall support the gathering and reporting of 10 EA/Strategic Planning data calls per year from OMB, DOE, or OCIO in a timely (within the due date) and accurate manner.
17. The Contractor shall support up to 50 ad hoc reporting requests per year.
18. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.
19. The Contractor shall develop the methodology to create a comprehensive data management plan.

### **C.5.0 Task 3 – IT Mission Systems Support**

IT Mission System Support requires the Contractor to possess technical and project management resources to provide specialized technical assistance for: EM Mission Applications to include Open Text Content Server, Electronic Suspense Tracking and Routing System (ESTARS), Kofax Scanning Software, EM Intranet hosted on Oracle, EM public website hosted on Drupal, Tier 1 and Tier 2 Helpdesk and the EM-HQ Infrastructure hosting the Integrated Planning, Accountability, and Budgeting System (IPABS) financial system. IT Mission System Support also requires the Contractor to configure, maintain, train, and/or provide specialized technical assistance for systems that support EM business functions that may include architecture, design, development, integration, implementation, and project management. Support that is provided shall adhere to DOE and EM standards and procedures.

The Contractor shall perform the following tasks associated with IT Mission Systems Support:

1. The Contractor shall provide project management support to include preparation of project schedules, project management plans, white papers and briefing packages as requested and may occur monthly.
2. The Contractor shall provide EM mission system application maintenance to include monthly patch management, account and content management and license reporting. Apply system upgrades as they become available on mission systems, and weekly vulnerability reviews to address any weaknesses.
3. The Contractor shall provide infrastructure architecture, integration, implementation, operations, maintenance (Development, Migration, and Production environments), and overall technical management for EM mission systems. The Contractor shall configure, maintain, train, and provide specialized technical assistance (Tier 1 and Tier 2 Helpdesk) for EM mission systems that support EM business functions.
4. The Contractor shall provide Operation support, training, maintenance, testing, implementation, and documentation of EM mission systems, including patching of known vulnerabilities within 10 days.
5. The Contractor shall develop and provide documentation to include Functional Requirements, System Design, System Test Plans, System Installation Manuals, User Manuals, System Maintenance Documentation, Configuration Management Plans, Security Plans, and other documentation required for activities covered under this task.
6. The Contractor shall coordinate with other DOE contractors on application development and system support for hosted and housed applications within the DOE Data Center.
7. The Contractor shall install and maintain Secure Socket Layer (SSL) certificates.
8. The Contractor shall maintain Domain Name System (DNS) records;
9. The Contractor shall perform and test backups of all production servers as defined by the information system owner.
10. The Contractor shall provide application integration analysis and recommendations as requested.
11. The Contractor shall troubleshoot operating systems.
12. The Contractor shall perform system and application monitoring to ensure system availability during core business hours (7am to 5pm) and 1 weekend a month after system maintenance outages on the core infrastructure.
13. The Contractor shall perform other technical operations and maintenance services as specifically directed by the Contracting Officer's Representative or Technical Monitor.
14. The Contractor shall evaluate existing and new technologies and solutions based on new customer and federal IT requirements.
15. The Contractor shall provide life cycle application documentation.
16. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.

#### **C.6.0 Task 4 - IT Cyber Security**

Mission information protection and cyber security remain a key program priority as identified by Federal policies and statutes, and considering the growing number of cyber threats that create challenges, and especially in light of recent security breaches impacting federal IT systems. Therefore, the contractor is required to keep abreast of Federal and DOE policy, threats, and risk

changes to ensure EM IT security is proactive. The Contractor shall be required to support EM in managing all aspects of its information security program.

EM Headquarters and field site IT systems include stand-alone and network National Security Systems (NSS); general support systems (GSS) and associated subordinate system boundaries for communication and business processes and desktop computing; industrial control systems (ICS) and supervisory control and data acquisition (SCADA) systems; industrial monitoring systems, wireless systems and networks, and other IT systems.

Analysis and technical review of all EM site operation information technology systems is required using the National Institute of Standards and Technology (NIST) framework for assessing cyber security controls and process identified including NIST Special Publication 800-53 revision 4, *Security Privacy and Controls for Federal Information Systems and Organizations*, NIST 800-137, *Information Security Continuous Monitoring (ISCM)*; DOE Environmental Management (DOE-EM) *Risk Management Approach Implementation Plan (RMAIP)*; NIST Federal Information Processing Standards 199, *Standards for Security Categorization of Federal Information and Information Systems*; DOE order 205.1B, *Department of Energy Cyber Security Program*, NIST 800-37 Rev 1, *Guide for Applying the Risk Management Framework to Federal Information Systems*, and other relevant guidance.

Cyber security support personnel are required to obtain and remain eligible for DOE Q clearances in order to understand and assess threats and risk to EM IT systems. Routine travel will be required to EM field sites.

The Contractor shall perform the following tasks associated with IT cyber security:

1. The Contractor shall adhere to EM's Capital Planning and Investment Control project management framework for all cybersecurity products and services delivered under the task. The project will be monitored by EM's Capital Planning Investment Control function.
2. The Contractor shall maintain a comprehensive inventory of site specific profiles including relevant cyber security personnel, site specific IT systems, applications, databases which will be used as a site specific profile. The site specific profile information will be integrated into an over-arching Enterprise Architecture Repository.
3. The Contractor shall determine the level of compliance with federal laws and Departmental policies, procedures, standards, and guidelines by conducting testing and assessments of the EM systems and field sites.
4. The Contractor shall provide an annual Mission Information Program Plan and schedule.
5. The Contractor shall provide a task management plan and schedule.
6. The Contractor shall provide task management plan schedule updates as they occur.
7. The Contractor shall provide input and review external comment in order to update the EM Risk Management Approach Implementation Plan (RMAIP) and other related

- EM cybersecurity documentation, and ensure that Mission Information Protection Program (MIPP) architecture remains current and relevant.
8. The Contractor shall review DOE and EM cyber security policies, guidelines, and procedures and provide comments/recommendations, and shall draft proposed EM mission information protection standard operating procedures.
  9. The Contractor shall support EM in responding to audits and/or other oversight reviews or investigations from internal or external oversight organizations.
  10. The Contractor shall provide cyber security support in the development of EM IT strategic plans and EA plans and technology roadmaps.
  11. The Contractor shall provide analysis and input to EM plans, procedures, and reports.
  12. The Contractor shall support OCIO- and OMB-required reporting, including budget submissions, data calls and other input.
  13. The Contractor shall perform categorization calculations and recommend corrective action decisions on risk assessment issues resulting from internal EM activities as well as external audit findings.
  14. The Contractor shall prepare the EM quarterly and annual Federal Information Security Management Act (FISMA) report.
  15. The Contractor shall prepare and present cyber security briefings as needed, but at least monthly.
  16. The Contractor shall prepare and provide cyber security training for IT professionals [Authorizing Officials (AO), Authorizing Official Designated Representatives (AODRs) and others], end user training, and situational based trained.
  17. The Contractor shall conduct near-real-time EM enterprise risk assessments utilizing the enterprise tool suite and other data sources.
  18. The Contractor shall evaluate security, contingency, incident response and other plans or documents.
  19. The Contractor shall assist review systems and systems documentation for compliance with relevant IT security policies and requirements. Where non compliances are found, systems and documentation will be updated.
  20. The Contractor shall perform certification of new systems at EM HQ and EM Field Sites. Certification activities will be done on classified and unclassified systems and will consist of developing/updating/reviewing risk assessments and risk management plans in support of Continuous Monitoring. Activities, including data entry of risk analysis calculations and report generation will be required.
  21. The Contractor shall support audits, assessments, inspections, and reviews of the state of EM MIPP systems and efforts.
  22. The Contractor shall assist in developing, testing, and reviewing disaster recovery and Continuity of Operations Plans (COOP).
  23. The Contractor shall develop/update/review risk assessments and risk management plans in support of certification of new accreditation boundaries.
  24. The Contractor shall conduct White Hat and Grey Hat penetration testing of EM site mission system IT systems.
  25. The Contractor shall research and recommend cyber security best practices, new technologies, and protection capabilities appropriate for the EM IT environment and mission.

26. The Contractor shall document EM and HQ mission systems compliance with cyber security requirements and update appropriate documents.
27. The Contractor shall provide a weekly activity report.

The Contractor shall provide technical support, detailed cyber analysis and IT system cyber monitoring to EM Field Site IT systems using state-of-the-art monitoring technologies used to ensure the availability, integrity and confidentiality of EM IT systems and the data processed, stored, and transmitted there by providing operational cybersecurity centralized monitoring support.

1. The Contractor shall operate and maintain the EM Headquarters System Security (HQSS) network located at remote EM field sites.
2. The Contractor shall coordinate with and assist the EM field organizations with the integration of EM and HQ mission systems into the management framework of the MIPP program, including performing required risk assessments.
3. The Contractor shall provide analysis and reverse engineering of malware and other cyber threats in support of EM program field site mission.
4. The Contractor shall provide support in selecting, acquiring, and implementing cyber security tools, turn-key solutions, and other techniques to protect EM mission systems.
5. The Contractor shall provide support in operating and monitoring protection capabilities.
6. The Contractor shall provide analysis of audit logs, Intrusion Detection Systems/Intrusion Protection Systems (IDS/IPS) logs, firewall logs, and full packet capture data for malicious activity.

#### **C.7.0 Task 5 – EM Consolidated Business Center (EMCBC)**

In 2004, DOE established the EMCBC in Cincinnati, OH, to provide EM customers with improved business and technical support services by consolidating many of the functions necessary to support EM's mission into one centralized location. The consolidation of these support services, including Information Resource Management, has reduced the redundancies of services being performed at individual EM Field sites allowing EM to operate in a more cost-effective manner. The EMCBC also has line management authority for the EM Small Sites [Energy Technology Engineering Center (ETEC), Moab Uranium Mill Tailings Remedial Action (UMTRA) Project, Separations Process Research Unit (SPRU), West Valley Demonstration Project (WVDP)], and for EM cleanup work at Brookhaven National Laboratory (BNL) and Stanford Linear Accelerator Center (SLAC) National Accelerator Laboratory.

The Contractor shall perform the following tasks associated with the EMCBC:

##### **A. Cyber Security and other IT-related Support:**

1. The Contractor shall perform the functions outlined in the EM RMAIP and the EMCBC Cyber Security Master Policy, PS-563-01 and possess a working knowledge of network

technologies such as Windows, database security, Active Directory, vulnerability testing, networking protocols, and incident management.

2. The Contractor shall serve as an analyst in the detection of malicious activity to prevent, detect, contain, and eradicate intrusions and intrusion attempts; conduct analysis of system logs, forensic results, vulnerability assessment tool results and risk; and investigate instances of security concern.
3. The Contractor shall ensure required cyber security policies are adhered to and that required controls are implemented. The Contractor shall provide support for the design and development of information technology systems, analysis support for the development of requirements, and develop designs to support functional requirements.
4. The Contractor shall provide support for the operation of desktop computers and typical business applications (i.e., Microsoft Office); conduct studies, perform maintenance activities, set-up and test equipment, and provide help desk support, assess NIST applicability against computer programs, procurements, and new and existing operating policies, and assist with scheduling, research, project tracking, and documentation.
5. The Contractor shall have a working knowledge of NIST 800 series guidance for cyber security and possess a DOE Q Clearance.

**B. Program Support:**

The Contractor shall provide program support for the Information System, which includes the following:

- managing cyber security documents, capital planning, development of policies and procedures [including System Security Plans (SSP) for all General Support Systems (GSS) and National Security Systems (NSS) under the EMCBC's purview, Technical Instruction Documents (TID), Classified Systems Instructions (CSI), Information Management Procedures (IMP), Network Project Plans (NPP) and Application Project Plans (APP)];
- strategic planning;
- conducting training [on security-related processes described in TIDs, CSIs and IMPs, and systems including, but not limited to, Tenable Security Center, Solera Networks, Secunia, SNARE and Splunk (or successors)]; and
- managing both internal and external audits and surveillances.

Travel to the following areas and EM Small Sites may be required: EMCBC-Serviced Sites [Denver Federal Center – Lakewood, CO; Energy Technology Engineering Center (ETEC) – Ventura County, CA; Moab UMTRA Project – Moab, UT; Crescent Junction, UT; and Grand Junction, CO; West Valley Demonstration Project (WVDP) – West Valley, NY; Separations Process Research Unit (SPRU) – Niskayuna, NY].

**C.8.0 Task 6 – Records Management**

Records Management is a key component of documenting the corporate memory for EM HQ and EM Field sites. It is essential that the Contractor maintain and manage records to ensure adequate and proper documentation of work accomplishments and document DOE stewardship

of Federal responsibilities and funds. The scope includes developing and maintaining a strategy for life-cycle management of records, including inventory and schedule management, vital and quality assurance (QA) records, restoration, major collection management and long-term records storage.

The Contractor shall provide information inventory and schedule services for all records, regardless of media (electronic systems, databases, spreadsheets, microfilm, photo, hard copy paper, and all other formats), including those documenting the missions, programs, projects and all administrative functions. The Contractor shall provide imaging services (including scanning and indexing) to further facilitate the migration to electronic records. The Contractor shall ensure long-term physical storage for paper and other hard copy media records meet National Archives and Records Administration (NARA) requirements and DOE directives, and the Contractor shall maintain information systems to manage EM records. The desired outcome is the proper management of EM records and the prompt disposition of records that have met the requirements of their assigned schedules; ensuring ready and accurate access to records while increasing efficiency and productivity of the service, low-cost storage of inactive records that are accessed easily, accurately, and when needed by the customer; and assurance that major records collections are identified, indexed and authenticated, and easily accessible by users. The Contractor shall perform the following tasks associated with Records Management:

A. Inventory and Schedule Management:

The Inventory and Schedule Management scope of work provides the service processes for all records under the scope of this Contract and for designated contractors. This work addresses all records (and non-records) originated or held by any EM Federal or contractor employees and includes records in all media, including electronic systems, databases, spreadsheets, microform, photo/negatives/digital files, paper copies, and all other formats and media. Records (content) management/inventorying and scheduling requirements are detailed in various DOE directives and NARA regulations.

1. The Contractor shall provide life-cycle management for all records, including those maintained in electronic media. The management processes will be documented with procedures.
2. The Contractor shall implement record identification and capture as records are created in business and program/project processes. The Contractor shall develop, implement or use standard methodology to determine the value of the records in various formats.
3. The Contractor shall participate in the development and use of records retention schedules, working on Government-wide, EM-wide, and EM site-wide or Contract-specific initiatives for records schedule improvements.
4. The Contractor shall manage the file plan database and manage the update process. The Contractor shall maintain detailed inventories of records holdings, including records contained in information systems or other electronic format. The inventory shall address how the records are maintained, where they are stored, and document the records' authenticity/integrity.

5. The Contractor shall assist in the conduct of assessments of EM HQ records management to ensure that programs are properly documented and are in compliance with DOE and NARA requirements, records schedules are consistently applied, and that storage meets required standards.
6. The Contractor shall report to EM-72 Program Records Official (PRO) bi-annually on the on-going records inventory process to include a description of the process followed and to document the strategy utilized to ensure all electronic records have been identified and inventoried.
7. The Contractor shall ensure the delivery of hard copy and electronic records to approved records repositories using information from the file plan database.
8. The Contractor shall provide training and consulting needed to ensure that information retention and disposition policies and processes are interpreted and applied consistently among the EM HQ federal and contractor employees.
9. The Contractor shall assist with coordination of records turnover between projects/contractors to facilitate various stages of projects and EM-72 to coordinate with project managers to ensure projects have adequately addressed records needs.
10. The Contractor shall work proactively and collaboratively with EM-72, DOE CIO, NARA, other DOE sites, and subject matter experts with regards to records schedule development and implementation.
11. The Contractor shall coordinate with on-site electronic archives, as well as NARA, to arrange for the delivery of electronic record material, as appropriate.
12. The Contractor shall maintain the Vital Records program for EM HQ within the Content Server system.

B. Major Collection Management:

Major Collection Management provides continued maintenance of significant collections of records. Examples of major collections include engineering drawings, photographs/negatives/digital files, videotapes, etc.

1. The Contractor shall ensure that records in identified collections are indexed, authenticated, metadata complete, and are accessible to those that have a business requirement.
2. The Contractor shall improve accessibility (i.e., indexing of photos, etc.).
3. The Contractor shall recommend to EM when any collection of records can be dispositioned using an alternative method.
4. The Contractor shall provide records retrieval support and evaluate records requests to ensure that appropriate procedures are followed, such as those for security, confidentiality, privacy, etc.
5. The Contractor shall provide assistance with creation of electronic data file capture and management process work controls.
6. The Contractor shall create documents and procedures for capturing email and electronic records according to current approved schedules.
7. The Contractor shall provide assistance with preparation of a format for e-records storage to aid in simplifying capture, preservation, and final disposition.

8. The Contractor shall provide assistance to federal records team members working with EM program elements to determine their needs for managing electronic records.

C. Long-Term Records Storage:

The long-term records storage program provides for physical storage of many thousands of records in various hard copy medium (paper, photographs, video, tapes, etc.). Storage requirements are identified in various DOE and NARA regulations.

1. The Contractor shall ensure physical storage of inactive records generated by EM HQ and its contractors.
2. The Contractor shall accept records boxes for storage and coordinate with the NARA Federal Records Center (FRC) and/or other approved off-site records storage facilities as required.
3. The Contractor shall support the EM Records Center (EMRC), including information regarding box content, records schedule and retention period.
4. The Contractor shall propose and maintain procedures and processes for records storage.
5. The Contractor shall effectively support inventory and FRC and/or other approved off-site records storage facilities shipping strategies to lower costs.
6. The Contractor shall track unit cost data for content (records) management.
7. The Contractor shall provide search and retrieval services for on-site contractors and EM staff.
8. The Contractor shall support the retrieval of boxes located in the FRC and/or other approved off-site records storage facilities for all on-site contractors and EM. Standard retrieval shall be provided within four (4) working days. In accordance with approved procedures, urgent retrieval requests shall be provided within two (2) working days and immediate access to specifically identified information (through scanning and e-mailing) shall be available to EM HQ customers.
9. The Contractor shall manage the set of records stored in the EMRC to ensure that inactive or semi-inactive documents are available to support the EM HQ mission. This includes the following services:
  - a. Receive, store, maintain, and retire active numbered documents in the EMRC repository.
  - b. Provide retrieval services for legacy hard copy and microfilmed active record material, including specifications and vendor information in the EMRC.
  - c. Accept records boxes for storage and coordinate with the NARA FRC and/or other approved off-site records storage facilities as required.
  - d. Support the EMRC bar code system, including information regarding box content, records schedule and retention period.
  - e. Assist EM Records Management Team (EMRMT) members to establish and maintain EM HQ procedures and processes for records storage.
  - f. Track unit cost data for content (records) management.
  - g. Provide search and retrieval services for on-site contractors and EM staff.

### **C.9.0 Task 7 – Green IT**

Green IT continues to be a goal of the current administration. Emphasis on supporting this initiative comes directly from the White House. Presidential Executive Order (E.O.) 13423, “Strengthening Federal Environmental, Energy, and Transportation Management” and E.O. 13693, “Planning for Federal Sustainability in the Next Decade” are key drivers for Green IT within EM. Several efforts are in progress and are monitored by the government’s senior IT manager, efforts such as the Federal Data Center Consolidation project and the Shift to Cloud First Policy. Green IT is a movement towards an environmentally friendly and cost effective use of power in order to lower the carbon emissions foot print and to save funds. Some common Green IT concepts are virtualization, recycling, telecommuting and power management through the use of efficient devices. Most EM sites have implemented Green IT solutions and several have won EPA’s annual Federal Electronic Challenge (FEC) awards. The EPA discontinued the FEC partnership program, and has encouraged the sites to join the Federal Green Challenge (FGC). To support these efforts, and Green IT related goals outlined in the EM IT Strategic Plan and throughout the EM enterprise, several tasks are required at the Headquarters level.

The Contractor shall perform the following tasks associated with Green IT:

1. The Contractor shall assist EM field site participation in the IT Infrastructure Transformation (Data Center Consolidation) Energy Saving Performance Contract (ESPC) initiative (if viable) by participating in site visit coordination and weekly status conference calls, site visits for data collection, review of site data and ESPC documents, and preparing review and summary materials.
2. The Contractor shall coordinate and review EM site responses to quarterly Federal Data Center Consolidation Initiative (FDCCI) inventory data calls as requested by the OCIO’s office through PortfolioStat, and prepare responses for five additional ad hoc data requests per year from the OCIO’s office or other DOE program offices.
3. The Contractor shall assist field sites in the utilization of energy efficiency assessment tools including DOE Green IT (DOEGRIT) and Data Center Profiler (DC PRO) programs to determine data center energy consumption baselines, and identify and implement alternative data center optimization practices.
4. The Contractor shall track EM field site power reduction efforts through the ESPC initiative or by proposing alternate solutions and measuring site power saving from virtualization efforts, replacement of legacy equipment, use of alternate energy sources, and unique Site energy-saving efforts.
5. The Contractor shall determine the level of compliance with Departmental policies, procedures, standards, and guidelines on Sustainability by working with the Office of D&D and Facility Engineering (EM-13), communicating with the EM field sites on their IT compliance efforts, identifying areas of improvement pertaining to the IT infrastructure, and reviewing pertinent documents.
6. The Contractor shall encourage and support EM site participation in the FGC and the DOE Sustainability Awards programs in FY2016 and beyond by providing assistance to the EM field sites throughout the year in reporting data and applying for program awards.

7. The Contractor shall participate in monthly meetings of Federal Green IT-related working groups including the OCIO IT Sustainability Working Group (ITSWG) and EM-13 SWG and inform EM field sites of any updates, as appropriate.

### **C.10.0 Task 8 – IT Services and Infrastructure**

The Contractor shall provide the required specialized technical and managerial resources for: EM Video Teleconferencing (VTC) systems, WebEx (or equivalent), Concur Government Edition (CGE) Travel System [General Services Administration (GSA) replacement for GovTrip], and Asset management. In addition, the Contractor shall provide the technical and management resources that are needed to configure, maintain, train, and/or provide specialized assistance for systems that support EM business functions; and to architect, design, develop, integrate, manage, and/or provide specialized assistance for systems that support those EM functions.

The Contractor shall perform the following tasks associated with IT Services and Infrastructure:

1. The Contractor shall perform Project Management.
2. The Contractor shall evaluate existing and new technologies and solutions based on business requirements.
3. The Contractor shall provide support that adheres to DOE and EM standards and procedures.
4. The Contractor shall prepare documentation to include Functional Requirements, System Design, System Test Plans, System Installation Manuals, User Manuals, System Maintenance Documentation, Configuration Management Plans, Security Plans, and other documentation required for activities covered under this task.
5. The Contractor shall provide End User support for the DOE Travel system.
6. The Contractor shall modify and control EM Outlook Distribution Lists.
7. The Contractor shall provide support for sending EMFEDCAST messages.
8. The Contractor shall provide End User support and setup of WebEx web conferences or equivalent.
9. The Contractor shall provide engineering, operations, testing, documentation and maintenance support for 10 EM video conference facilities. This support includes scheduling EM point-to-point and multi-point bridge conferences, maintaining video conference statistics (audio/visual quality, frequency and duration of video conference usage), video circuit and ancillary software and hardware item installations, and recommendations for improving the usability of EM's video systems. In-person support personnel as needed for Forrestal (FORS) 5C-033/Front Office video conferences.
10. The Contractor shall provide custom VTC room support, including design, ancillary software and hardware items, configuration upgrades, installation, operation, troubleshooting ancillary software and hardware item failures and facilitating ongoing maintenance.
11. The Contractor shall provide certification of new videoconference sites.
12. The Contractor shall provide Asset Management support in tracking the location and movement of all hardware using the Sunflower system. This service will be provided in

accordance with DOE Order HQ 580.1 CHG 1. Contractor activities shall include: ensuring that the hardware is stored properly, distributing hardware as directed and approved by the Federal Manager, tracking the hardware as it is moved from one location to another, ensuring that obsolete hardware is removed from the inventory as directed, regularly verifying that inventory records are complete and accurate, excessing inventory at the direction of the Technical Monitor or Federal designate, assistance in conducting bi-annual physical inventory of ancillary software and hardware items. The contractor will assist the Government Technical Monitor or Federal designate in analyzing and researching asset discrepancies and will assist in the preparation of at least 2 reports on a bi-annual basis (twice a year), but could be as many as 4 reports per year on an as needed basis.

13. The Contractor shall provide a weekly written status report every Friday.

### **C.11.0 Task 9 – Program Strategic Initiatives**

The Contractor shall help establish and provide support for Program Strategic Initiatives in support of the EM program. As directed, these activities include; supporting EM program initiatives and strategic objectives including EM field site collaboration meetings and business case development for identified EM strategic initiatives; supporting EM-72 office priorities.

The Contractor shall provide the following tasks associated with Program Strategic Initiatives:

1. Support for development of an updated EM IT Strategic Plan.
2. Support development of business cases for identified EM strategic initiatives.
3. Support for 3 EM collaboration meetings and 3 EM site-wide initiatives per year with the field sites.
4. Support review of departmental documents such as the DOE Information Resources Management (IRM) Strategic Plan and IT Modernization Strategy to ensure EM alignment.
5. Support for EM-72 office priorities to implement EM strategic initiatives and to complete 5 ad hoc tasks per year.
6. Support General Program Support requirements for EM-72 including interface support, data collection and review, and preparation of summary, guidance, and briefing materials.

### **C.12.0 Task 10 - EM Correspondence Center (EMCC) Support**

The EMCC is the heart of correspondence management in EM. All internal and external correspondence is managed by the EMCC. It is a demanding, fast paced environment that requires immediate turnaround of critical correspondence. The EMCC uses an electronic correspondence management system (ESTARS) to control, assign, route, and track EM and Executive Secretariat (ES) correspondence.

Team members are responsible for editorial reviews of senior-level correspondence for grammar and formatting based on Departmental and Program guidance, managing the correspondence process within the correspondence management application; assisting end users with questions on both the business process and the correspondence management application; working with

customers of all levels, including senior management; and quickly understanding both the business process and the correspondence management application.

This is a team environment and requires willingness and ability to multi-task; change activities and directions quickly; thrive in a fast-paced very dynamic environment; and be a problem solver.

The Contractor shall assist the EMCC Federal Oversight Lead by providing the following tasks associated with the EMCC:

1. The Contractor shall review correspondence based on Departmental and Program guidance to ensure that policy and procedural requirements have been followed and that contents are adequate and prepared in the style and tone preferred by ES and EM (meet quality standards for readability, logic, flow, etc.).
2. The Contractor shall recommend approval or disapproval of correspondence not in conformance with established policy and procedures.
3. The Contractor shall conduct detailed analyses and studies of the functions and work processes of EM as it relates to correspondence and communication and make recommendations for improvement in the effectiveness and efficiency of work operations.
4. The Contractor shall be proficient with the correspondence management application system (ESTARS) and the EM correspondence business process.
5. The Contractor shall train users on the EM correspondence business process and the ESTARS system process.
6. The Contractor shall process EM and related ES correspondence using the DOE correspondence system (EDOCS) in accordance with ES requirements.
7. The Contractor shall communicate with the appropriate EM Deputy Assistant Secretary (DAS) office to ensure correspondence packages are coordinated and prepared using the appropriate memoranda format (action, information, meeting, briefing, etc.).
8. The Contractor shall monitor and track correspondence actions received in the EMCC Mailboxes.
9. The Contractor shall determine appropriate action (i.e., Action, Concurrence, Program Determination, and/or Information) and accurately assign incoming correspondence in ESTARS to the appropriate DAS office based on subject matter.
10. The Contractor shall assist the EMCC Team Lead as backup for the following activities when requested and:
  - a) Coordinate work in the EMCC,
  - b) Coordinate and respond to time-sensitive, high-priority actions,
  - c) Coordinate and provide timely reports to EM users and management,
  - d) Interface with ES and the Field Management Council Secretariat as required on items assigned in EM,
  - e) Establish priorities, review, and analyze information for content; and
  - f) Conduct research and recommend the assignment of action to the most appropriate organization.

11. The Contractor shall review recommended draft responses and coordinate concurrences for EM signature.
12. The Contractor shall review written communications such as congressional correspondence and testimony, issue papers, policy papers, and action/decision documents.
13. The Contractor shall perform five other EMCC “ad hoc” duties per year as assigned.
14. The Contractor shall communicate EM Correspondence guidance and policy to include the following:
  - a) Review and update the official Correspondence Guidance Handbook.
  - b) Prepare, disseminate, and communicate EM correspondence guidance and policy information to Senior Staff Officers (SSOs) and administrative staff using the instant notification process and the official Correspondence Guidance Handbook.
  - c) Review and update correspondence templates and reference data on EMCC Portal each quarter for users’ reference in preparing correspondence.
  - d) Address user concerns and questions.
15. The Contractor shall routinely generate, monitor, post to EMCC Portal site, and disseminate EMCC reports.
16. The Contractor shall review reports to ensure data is accurately captured.
17. The Contractor shall review EMCC business processes for areas of improvement and communicate with team members and users to ensure updated or new business process requirements are being implemented.
18. The Contractor shall implement records management system in EMCC.
19. The Contractor shall provide bi-weekly status reports every other Friday.

### **C.13.0 Task 11 – EM Cloud**

Implementing an internal EM Cloud for EM mission applications is one of EM’s IT strategies to increase energy efficiency by further reducing the EM hardware infrastructure footprint through green IT solutions. Several EM applications have already been transitioned to the EM Cloud and additional EM mission-wide applications will be evaluated to determine feasibility for migration to the EM Cloud. Annual maintenance and support services are also performed for applications hosted in the EM Cloud.

The Contractor shall provide the following tasks associated with the EM Cloud:

1. The Contractor shall provide hosted application servers, configured to customer specifications, on the EM Cloud architecture for hosting additional Automated Transportation Management System / Automated Transportation Logistics and Analysis System (ATMS/ATLAS) application modules. The additional application modules will be hosted on servers in the EM Cloud with MS SQL Server database and Health Safety (HS) Web Services. The application will be accessible only to the appropriate carriers that use this service. Additionally, an externally exposed, non-public facing sub-section of the application will continue to be made available to DOE employees and developers via RSA tokens; a secure log-in method. The application will determine if the user or

- developer and all traffic will be routed over the internet. The developers will access the application through the web server and not have direct access to the database server.
2. The Contractor shall continue to provide hosting for the Manifest Information Management System (MIMS) Web Site on servers in the EM Cloud and that is accessible to the public.
  3. The Contractor shall continue to provide hosting for the Radioactive Material Packaging (RAMPAC) Web Site on servers in the EM Cloud and that is accessible to the public.
  4. The Contractor shall continue to provide hosting for the Central Internet Database (CID) Web Site on servers in the EM Cloud and that is accessible to the public.
  5. The Contractor shall provide an EM Enterprise VoIP strategy and implementation plan.
  6. The Contractor shall evaluate and provide options and high-level pricing and timelines for provisioning commercial FedRamp-approved EM Cloud.
  7. The Contractor shall perform security testing on each application transitioned to the EM Cloud.
  8. The Contractor shall provide physical data retention platforms within the EM Cloud that are available for connectivity to the web sites and application virtual servers.
  9. The Contractor shall provide Disaster Recovery/Fault Tolerance by configuring virtual servers to enable maximum availability in the event of localized system anomalies.
  10. The Contractor shall provide enterprise patch management solutions that are available to “monitor” and “make available” required system patches. This shall be coordinated with web site and application systems administrators to ensure minimal service interruption with reboots required with system updates and patches.
  11. The Contractor shall provide enterprise virus protection/management solutions that shall be available to “monitor” and “make available” required pattern signature files and updates. This shall be coordinated with web site and application systems administrators to ensure minimal service interruption with reboots required with system updates and patches.
  12. The Contractor shall conduct regular Vulnerability Assessments and coordinated events to detect new vulnerabilities released that affect the platforms relevant to the environment and when verification of remediation efforts are necessary. These activities/events can occur daily, weekly, and/or monthly as to ensure system compliance and risk mitigation.
  13. The Contractor shall conduct regular maintenance security scans in compliance with current EM Cloud guidelines and scheduled/coordinated during low impact times.
  14. The Contractor shall establish a formal request process to coordinate firewall rules based on business requirements and maintain all firewall rules;
  15. The Contractor shall maintain general network administration and ensure system availability to external and internal users.
  16. The Contractor shall maintain general network configuration ensuring connectivity to the web sites and applications.
  17. The Contractor shall provide a Bi-weekly status report every other Friday.

#### **C.14.0 Phase-Out and Close-Out Activities**

The Contractor recognizes that the work and services covered by this contract are vital to the DOE mission and must be maintained without interruption, both at the commencement and the expiration of this Contract.

#### **C.14.1 Phase-Out Activities**

The Contractor shall submit a Phase-Out Transition Plan to include its approach to adequately phase-out all Contract activities. The Phase-Out Transition Plan shall be submitted in accordance with this PWS at least 60 days prior to the end of the contract performance period (see Section J, Attachment J-2).

The Contractor shall perform those activities that are necessary to transition the work under this contract to a successor Contractor in a manner that (1) ensures that all work for which the Contractor is responsible under the contract is continued without disruption; (2) provides for an orderly transfer of resources, responsibilities, and accountability from the Contractor; and (3) provides for the ability of the Contractor to perform the work in an efficient, effective, and safe manner.

The Phase-Out Transition Plan shall also include a schedule of major activities, and address as a minimum:

- A training and orientation program for the successor contractor to cover the complete scope of work covered by the Contract and other specific requirements associated with work efforts at the Idaho site;
- Communication process among DOE, the Contractor, assigned subcontractors, incumbent employees, and the successor contractor and/or subcontractors;
- Identification of key transition issues and milestones;
- Identification of a transition team (inclusive of consultants and teaming members, if any);
- Approach to minimizing impacts on continuity of operations;
- Dispute resolution;
- Transition of programs, plans and projects;
- Transition and/or modification of necessary permits, which shall include list of permits and purpose.
- Transition of existing management and operating systems, plans, procedures, programs (e.g., Worker Safety and Health Plan, QA Plan, ISMS Program, Occupational Radiation Protection Program, Waste Management Program, Records Management Program, etc.);
- Transition of all Contract responsibilities, functions, and activities;
- Transition of all interface control documents; and
- Transition of any other documents or records that would be required for a successor contractor to adequately and efficiently perform.

Upon DOE approval of the Phase-Out Transition Plan, the Contractor shall complete the activities described in the plan by the end date of the contract.

### **C.14.2 Close-Out Activities**

The Contractor shall submit a Close-Out Plan to document the necessary steps the Contractor shall take to adequately closeout the contract. The Close-Out Plan shall include a schedule of major activities, and shall address at a minimum:

- Identification of all contract deliverables submitted and accepted. The Contractor shall include date submitted, DOE acceptance date (if applicable) and status of any remaining open deliverables;
- Status of all requirements (complete and incomplete) under this contract;
- Identification of all subcontracts along with status of each subcontract's settlement and final payment. The Contractor shall identify for each subcontract under this contract whether final invoices have been paid, date of final payment, current status of settlement, and any other outstanding issues related to final settlement and payment of subcontracts;
- Disposition of government property and equipment, including special nuclear material;
- Status of the final invoice and any incurred cost audit; and
- Status of the final Contractor Performance Assessment Reporting System (CPARS) report.

The Close-Out Plan shall be submitted in accordance with this PWS at least 60 days prior to the end of the contract period. Final payment may be withheld by DOE until all of the necessary activities are completed by the Contractor.

Upon completion of the contract, a final modification will be executed to officially close out the contract. A final release statement will be included in the closeout modification where the Contractor discharges the Government, its officers, agents and employees from all liabilities, obligations and claims under the contract.

### **C.15.0 Deliverables**

See Section J, Attachment J-2 entitled "List of Deliverables."