

# AFPEO/BES Vendor Exchange Workshop

System Sustainment PWS Template Discussion

# Purpose/Objectives

- Obtain Industry Feedback on DRAFT template
- Objectives:
  - **Clear requirements that can be priced**
  - Performance Based
  - Clearly Communicate Applicable Standards
  - **Well Thought out Deliverables**
  - Match contract type with requirements
  - **Tailorable – remove/modify to meet needs**
  - **Flexible –support range of system scenarios**
  - Maintainable – resources to update over time
  - Clear Instructions (not written yet)



# Background

- Creating different performance based templates for common IT/Netcentric requirements
- Repeatable formats lead to efficiencies
- Mitigate risks of non-compliant or non-functioning capabilities
- Value to Industry and Government
- Government Peer Review/Comments - April/May
- Industry Comments – May/June

# PWS Template Contents

**Title** – Legacy Systems Sustainment—just  
Systems Sustainment PWS Template

## **Instructions**

- Modify content to meet your requirements
- Do not modify formatting/flow
- Delete instructions before finalizing



# PWS Template Contents

1. **Purpose** – purpose and high level objectives
2. **Scope** – summarize work and organization requiring the work
3. **Requirements**
  - Clearly summarize the assumptions for the development, test, and operational environments
  - Provide system information to a level of detail that the sustainment can be priced using any cost estimating methodology
  - Will add instructions to provide historical information in some cases – how many FTEs historically to manage system?

# PWS Template Contents

## 3.1 Systems Support (Tailorable)

- Design, develop, test and package systems and software changes
- Maintain the current baseline of the system and provide software change and problem fixes to these baselines as required.
- Provide to all developed, modified, or converted source modules, processes, programs, scripts, operating instructions, databases, system files, documentation, test files and test conditions used to develop each approved systems change request.
- Maintain existing legacy systems and environments IAW disciplined engineering practices and sustain applications, databases, and interfaces in compliance with applicable AF/DoD standards

# PWS Template Contents

## 3.1 Systems Support (Tailorable)

- Conduct software development, software security, web services development, web services testing, smart phone or other IT device applications and testing, security layer integration, database clean-up, data wrapping, and data conversion
- Perform system performance tuning, system re-hosting, and integration services
- Migrate legacy systems to an Enterprise Resource Planning (ERP) system or an existing standard infrastructure **such as** the Global Combat Support System (GCSS) or DoD Enterprise Computing Center (DECC)
- Utilize Government-Off-The-Shelf (GOTS) or approved Commercial-Off-The-Shelf (COTS) tools for systems design and development

# PWS Template Contents

## 3.2 Help Desk Support - (Tailorable)

- Provide continuous Help Desk Tier 1, Tier 2, and Tier 3 support 7-days a week, 365-days a year.
- Provide patch management support for multiple software versions, providing technical assistance, training, warranty, and maintenance, for reporting deficiencies in software and hardware.
- Provide methods for responding to customer requests and order processing.
- Use deficiency reporting tools and establish methods for resolving and closing deficiency reports.
- Monitor discrepancy reports, provide performance improvement recommendations, identify environmental changes and changes in Government equipment or regulations and make the recommended performance improvement, environmental, or equipment changes as requested by the Government.

# PWS Template Contents

## **4.1 Systems Engineering - (Tailorable)**

- Disciplined systems engineering processes
- Solutions that employ principles of open technology development and a modular open systems architecture for hardware and software
- Compliance with the Federal Desktop Core Configuration (FDCC), Information Assurance guidelines, and Security Technical Implementation Guides (STIGs) for systems and applications

## **4.2 Architecture and System Design – DoDAF Compliant**

## **4.3 Configuration Management**

# PWS Template Contents

## **4.4 Testing - (Tailorable)**

### **4.4.1 Test Lab**

### **4.4.2 Product/System Integration Testing**

### **4.4.3 Simulated Operational Testing**

### **4.4.4 Acceptance Testing**

### **4.4.5 System Performance Testing**

## **4.5 Information Assurance - (Tailorable)**

### **4.5.1 System IA**

### **4.5.2 Application IA**

### **4.5.3 Personnel IA**



# PWS Template Contents

## **5. Contractual Requirements (Tailorable)**

### **5.2 Place of Performance**

### **5.3 Normal Hours of Operation**

### **5.4 Government Furnished Property**

### **5.5 Billable Hours**

### **5.6 Non-Personal Services**

### **5.7 Contractor Identification**

### **5.8 Performance Reporting**

### **5.21 Incentives**

# PWS Template Contents

## **6. Services Delivery Summary - (Tailorable)**

- **Application Availability**
- **Application Performance**
- **Systems Operation and Maintenance**
- **Software Design, Development and Testing**
- **Quality Assurance**
- **Information Assurance**
- **Training**
- **Help Desk Support**

# PWS Template Contents

**7. Deliverables - (Tailorable)**

**8. Standards/References (Tailorable)**

# Challenges

- Keeping up with IT Policies/Guidance over time
- Making this a template that a user has to think through and document individual requirements and not just take it whole
- Giving enough information so that contractors can gauge the scope/scale of the effort so it can be priced
- Making sure it is performance based to a level that makes sense
- Measure those things to reduce risk areas
- Requiring appropriate types and amounts of deliverables
- Ensure the system can be sustained by any qualified contractor

# Questions??

