

## IT Application Development Support

### 1.0 Introduction

Arcata requires support to meet development needs in the quickly growing Dryden Flight Research Center (DFRC) Application Development environment.

The high volume of requests for development by Dryden's current SharePoint, SQL, Oracle, Web, and ColdFusion development staff has resulted in a backlog of development projects. Dryden seeks the ability to add developers on a temporary basis as needed to meet surges in development demands in varied application development arenas.

### 2.0 Scope

The work envisioned under this effort includes development of new applications, as well as augmentation of existing applications, based on requirements documents provided to the contractor by Arcata. The primary responsibility of the contract Development staff will be to support the design, development, and implementation of specific development projects. This could include SharePoint, SQL, Oracle, HTML, ColdFusion, and/or integration of COTS/GOTS products. Specific requirements will be provided for each undertaking. Sample requirements for a SharePoint and SQL development project have been included in Appendix 1.

#### **Skillsets Required by Development Platform**

Arcata envisions services provided by a contractor that employs many different types of developers with varying skillsets, which will enable augmentation of Arcata's development staff based on skillset requirements.

1. SharePoint Development Projects:
  - a. Partner with customers to formulate business requirements, design, develop, test, and implement SharePoint Team sites utilizing SharePoint 2010 environment.
  - b. Web part and user control development.
  - c. Form development, including integration with back end databases.
  - d. Workflow development using SharePoint Designer.
  - e. Build and edit web-based access views and reports used to transfer data to customers as approved.
  - f. Integrate non-SharePoint related services into SharePoint applications as needed (i.e., Remedy, Oracle Databases, SQL Databases, File Shares).
  - g. Development of Business Intelligence dashboards and reports to accurately reflect metrics as requested by customer.
  - h. Create and provide documentation to SharePoint developers.
2. SQL Development Projects:
  - a. Partner with customers to formulate business requirements, design, develop, test, and implement SQL Applications utilizing existing SQL Server 2008 environment.
  - b. Analyze the business requirements and translate them into entities/objects.
  - c. Define tables, data types, identity column, primary key column(s), and indices.
  - d. Define relationships including one-to-one, one-to-many, many-to-many relations, left, right, inner and outer joins, and sub-queries.

- e. Create an ERD (Entity Relationship Diagram) for visualizing relationships.
  - f. Create and provide database documentation to application developers.
  - g. Using T-SQL create stored procedures, triggers, and functions.
  - h. Performance tuning of queries including analysis of execution plans.
  - i. Development of database-driven web pages in ASP.NET MVC, HTML5, CSS3 and JavaScript.
  - j. Install SSRS (SQL Server Reporting Services). Configure the service account, FQDN (Fully Qualified Domain Name), define data sources, and create reports using the Report Designer tool.
  - k. Mobile application development. Design, code, test, and troubleshoot applications for iOS, Android, and Blackberry devices.
3. ColdFusion Development Projects:
    - a. Partner with customers to formulate business requirements, design, develop, test, and implement ColdFusion Applications utilizing existing ColdFusion 9 Server environment and either SQL Server 2008 database environment or Oracle 11g database environment.
    - b. Design, develop, and assist with deployment of ColdFusion applications.
    - c. Write detailed specifications, develop code, test/debug code and provide support as needed. Document design and procedures, and produce manuals and other documentation needed for the applications.
    - d. Develop application environment enhancements and schema changes for new business requirements and problem resolutions.
  4. Oracle Development Projects:
    - a. Partner with customers to formulate business requirements, design, develop, test, and implement Oracle Database Applications utilizing Oracle 11g environment.
    - b. Involvement in the end-to-end design of database implementations.
    - c. Analyze and determine information needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements, data output and reporting capabilities.
    - d. Develop customizations to Oracle Applications (reports, stored procedures and packages, forms)
    - e. Modify SQL scripts to produce designed data output products.
    - f. Build and edit Web-based access pages used to transfer data to customers.
  5. Mobile Application Development Projects:
    - a. Partner with customers to formulate business requirements, design, develop, test, and implement Mobile applications for use on Android, iOS, and Blackberry platforms.
  6. Web Development Support (Internet and Intranet technology, HTML, Drupal, standard graphics applications and other Web-based design applications):
    - a. Provide Web Page development and basic Web Page graphics support.
    - b. Layout and design new Web Pages in accordance with applicable NASA and Dryden Flight Research Center policies.
    - c. Support NASA Public Portal Web Page content. This includes modifying existing Web Pages to reflect customer requirements and changing NASA Dryden information.
    - d. Manage and maintain Dryden Intranet Portal Web Page content. This includes modifying existing Web Pages to reflect customer requirements and changing NASA Dryden internal information.
    - e. Coordinate with other groups that provide support to the Web Page, such as graphic designers, engineers, users and outside freelancers.

- f. Work with NASA Web Master and customers to collect requirements and updated material for the Web Page.
- g. Build, maintain and edit Web-based access pages used to transfer data to customers.

### **General Requirements**

All Developers:

1. Provide input to the scheduling and coordination of projects to include involvement in the design phase. Conduct analysis and determine information needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output and reporting capabilities.
2. Conduct weekly WebEx demonstrations of development progress.
3. Attendance at status meetings will be required as scheduled by the Arcata Application Development Supervisor.
4. Work closely with the Arcata Server Administration and Database Administration teams as needed.
5. Fully document all products produced in accordance with guidelines provided by Arcata application development supervisor.
6. Create end user guides in Microsoft Word for each product produced.
7. Diagnose and resolve configuration issues, as well as connectivity and authentication issues.
8. The contractor shall assist NASA in the development of applicable documentation required by NPR 7120.7. NPR 7120.7 is the NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements Document.

### **Assumptions**

1. Estimated hours per project will be provided by the contractor. Arcata will review and approve the estimated number of hours required to complete each project.
2. Personnel perform work offsite. Neither the Government nor its onsite contractors need to provide office space and related support. Communication is primarily via email, telephone, Webex, and other commodity services.
3. The Government will provide user accounts and security authentication devices and services as necessary to conform to Government IT security policy.
4. The Government will provide access to source code and supporting information as necessary to conduct specific tasks.
  - a. SharePoint Projects: The basic structure of the SharePoint development environment will be provided to the contractor. SharePoint Development will be conducted on the contractor's system, packaged, and returned to Arcata via FTP server or CD, depending on deadlines. Project will be reviewed by the Arcata Associates Lead SharePoint developer before transitioning to the production environment.
  - b. Oracle development work must be completed on a platform aligned with NASA's current versions of Oracle and related tools. Development will be conducted on the contractor's system, packaged, burned to CD and returned to Arcata via Federal Express next business day service. The Arcata Sr. Oracle Developer will review all development efforts prior to production release.
  - c. All Cold Fusion development will be completed on a platform aligned with NASA's current versions of Cold Fusion and related tools. Development will be conducted on the contractor's system, packaged, and returned to Arcata via FTP

- server or CD, depending on deadlines. Work will be reviewed by the Arcata Development team prior to production release.
- d. SQL Development will be completed on a platform aligned with NASA's current version of SQL. Development will be conducted on the contractor's system, packaged, and returned to Arcata via FTP server or CD, depending on deadlines. Products produced will be reviewed by the SQL development team in the development environment prior to production release.
  - e. Web development must be completed on government supplied equipment. Access will be provided to the content management system staging area. All work will be completed in the staging environment. Products produced will be reviewed by the NASA web development team and/or NASA Web Master prior to production release.
5. Tasking procedures chosen that minimize overhead and delay without loss of situational awareness shall be defined by onsite contractor, Arcata.
  6. All work must be completed by United States Citizens within the confines of the continental United States.
  7. Contractor must have at least two qualified developers per discipline to ensure coverage in the event of unavailability of primary developer assigned to the contract.
  8. Communication Skills: Developers must possess excellent verbal and written communication skills.
  9. All work Products sent to Arcata will be vigorously scanned for vulnerabilities prior to installation on the development environment.
  10. Arcata will be allowed to review resumes of potential developers and to interview them (if deemed necessary) before he or she is assigned to work on a project.
  11. Should a developer assigned to the project be deemed incapable of performing the tasks assigned to him or her, Arcata will immediately notify the contractor. The contractor shall submit resume's for replacement developers within 3 business days for review. The non-performing developer will be replaced within 3 business days of his or her selection by Arcata.
  12. A non-disclosure agreement shall be executed prior to initiation of contract work.
  13. Support will be incrementally funded by the Government. At no time is work authorized beyond the funding currently available on the contract unless authorization is granted in writing by Arcata's Logistics Manager or their designee.
  14. The Government will not be held liable for cost overruns beyond obligated funding.
  15. The contractor will not be paid for Government holidays, nor will contractor be allowed to work on Government holidays. A list of Government Holidays is attached as Exhibit 2.
  16. The contractor will work a standard 40 hour week that will consist of Monday through Friday from 0730 through 1630 with a one-hour lunch period unless a Government holidays is observed during this period. Should a change occur that impacts the work schedule for the Arcata contract, the contractor's schedule will be modified to coincide with the change.
  17. The total hours worked on the contract are not to exceed agreed upon hours for a project unless an agreement is met by both parties for extension.
  18. In the event of a Government shut-down or budget action, contract will be suspended until Government facility reopens or Government funding has been reinstated depending upon circumstance of suspension.
  19. All work products shall become the property of NASA. No copies are to be kept by the contractor. The Contractor will relinquish all rights to code, products developed, and documentation to NASA.

## **Deliverables**

1. Deliverables for specific development activities are TBD and complicated by the incremental nature of funding, but tasks will be scoped and/or phased appropriately for the obligated funding. Tasks will be agreed to in writing - email is acceptable for recording agreements on task deliverables.
2. Progress Reports: Written descriptions of activity and accomplishments shall be delivered as required on a weekly and monthly basis.
3. Weekly status review and demonstration of work products will be conducted via Webex. Contractor shall demonstrate capabilities of work product currently in development.
4. All projects and documentation associated with specific development tasks shall be delivered on CDs shipped via Federal Express next business day service. Insurance will not be required. Shipping costs are the responsibility of the contractor.
5. End user guides will be created in Microsoft Word and will be delivered on CDs shipped via Federal Express next business day service. Insurance will not be required. Shipping costs are the responsibility of the contractor.
6. Development will be conducted on the contractor's system, packaged, and returned to Arcata via Federal Express next business day service. Insurance will not be required. Shipping costs are the responsibility of the contractor.
7. If deemed necessary by Arcata, contractor will conduct a code walkthrough of applications developed or augmented.
8. If identified as appropriate for specific tasks, deliverables may include installation or configuration of third party hardware and software.

## **Optional Periods of Performance (Must be exercised by written contract modification and signed by both Arcata's Procurement Department and company representative)**

1. Option 1 – Blocks of 160 hours. Existing contract to be extended for periods of time in 160 hour blocks to continue development activities. A task list will be provided at time of extension outlining work to be completed.
2. Option 2 –Blocks of 80 hours. Existing contract to be extended for periods of time in 80 hour blocks to continue development activities. A task list will be provided at time of extension outlining work to be completed.
3. Option 3 – Blocks of 40 hours. Existing contract to be extended for periods of time in 80 hour blocks to continue development activities. A task list will be provided at time of extension outlining work to be completed.

## **Security Clearances**

The contractor personnel shall be able to obtain and maintain appropriate security clearances which requires United States citizenship.

## **Travel**

Travel to Dryden Flight Research Center may be required during the course of the contracted work. Authorizations for travel must be submitted by the contractor and approved by Arcata prior to travel arrangements being made. Reimbursement of travel expenses is subject to the limitations noted in the Federal Acquisition Regulations (FAR) Part 31-Contract Cost Principles and the Joint Travel Regulations (JTR) in effect at the time the expense was incurred. The JTR lists the maximum amounts allowable to be charged for lodging and for "per diem," meals and incidental expenses, for major cities and military installations throughout the world. Cost reductions as a result of Government

sequestration may impact the ability of personnel to travel. Travel form to be provide by Arcata Associates, Inc.,

### **Cost**

Hourly cost will be provided by Skillset in bid submitted in response to the RFP:

- a. Hourly Rate for a SQL Developer
- b. Hourly Rate for a SharePoint Developer
- c. Hourly Rate for a ColdFusion Developer
- d. Hourly Rate for an Oracle Developer
- e. Hourly Rate for Mobile Application Development
- f. Hourly Rate for a Web Developer

Any price breaks that occur when hours are purchased in certain blocks of time should also be included in the response. For example, if a block of 160 hours was purchased as opposed to 40 hours, is there a reduced rate?

### **Past Performance**

Interested parties must submit references and examples of past performance in similar contract arrangements. Arcata reserves the right to contact references provided to verify quality of work.

## **3.0 Safety and Quality**

The following will outline the contractor's role and responsibilities with compliance to DFRC standards.

### **A. Safety**

It is the responsibility of the entire workforce at DFRC to be aware of, and strictly adhere to all applicable safety standards. These regulations and standards can be found on Dryden Xnet under the SMA (Safety and Mission Assurance) heading. IT Security personnel are responsible for the following.

#### **1. Equipment Operation**

- Awareness of equipment hazards located in each area of shop.
- Proper operation of equipment in accordance with applicable DEI (Dryden Equipment Instruction).

#### **2. General Safety**

- Awareness of Close Call reporting system.
- Awareness of importance of general work area housekeeping.
- Awareness of proper work attire.
- Avoidance, notification and removal of slip or trip hazards.
- Awareness of Sub-floor hazards and Fire safety systems.
- Awareness of building evacuation procedures.

## B. Quality Assurance

To ensure the highest level of safety and mission assurance, DFRC has implemented the ISO 9000 program. The implementation plan is outlined in the DMSM (Dryden Management System Manual). This manual and all related documents can be referenced on Dryden Xnet. At the beginning of each task, the contractor will reference applicable DFRC instructions. The instructions on these documents will be followed until the assigned task is completed.

**NOTE:** All applicable documentation annotated in this section will be provided to the successful bidder via e-mail or CD.

### **Period of Performance and Schedule:**

Period of Performance will begin on a mutually agreed upon Monday following award of contract and assignment of project requirements. Period may be incrementally extended based on development workload. Period of performance may be ended early by either party for any reason by serving written notice at least two weeks prior to adjust end date of the engagement.

A detailed schedule with milestones will be developed to track progress and ensure development is progressing within the agreed upon time frame.

Resumes are to be submitted for review with the RFP.

### **Invoicing Instructions:**

Contractor may invoice Arcata Associates, Inc. bi-weekly or monthly beginning two weeks after work begins.

Sample SharePoint Development Project  
Automation of Document Review System

**Overview:**

Technical reviews are conducted on a number of documents, including design reviews, statements of work, contracts, health and safety plans, etc, within the disciplines of safety, occupational health, and environmental compliance. Currently, the system uses an Excel spreadsheet to track document progress and FileMaker Pro to capture comments from the disciplines. In addition, the current process includes a number of manual steps. We have reviewed the document review process with the goal of identifying and implementing improvements. This analysis has identified improvements in the process that would be gained by combining a number of individual steps and integrating the entire process in a single SharePoint application.

**Requirements:**

Scenario:

- Document Coordinator receives document for review
- Coordinator logs document into database:
  - Document name
  - Document review number
  - POC data
  - Date received
  - POC's requested review period
  - Granted review period
  - Date document submitted to subject matter experts (SME)
  - Date SME accepts/declines review (Y/N)
  - Date POC is notified document is approved or Code SH comments sent to POC
  - Date POC returns corrections
  - Date POC's corrections accepted by SMEs
  -
- Coordinator attaches document to database electronically; or, if drawings, hand delivers to Subject Matter Experts (SMEs)
- Coordinator sends notification email to SMEs that document is available for review and date review is to be complete (if possible, the database should do this but if not possible, this would be done using Outlook)
- SMEs respond (If possible, the database should do this but if not possible, this would be done using Outlook):
  - Accept review assignment
  - Decline review assignment
- SMEs that accept assignment complete comment sheet inside database
  - SME notifies Coordinator when comments are complete (If possible, the database should do this but if not possible, this would be done using Outlook)
  - Comments form should have the following boxes:
    - Document accepted with comments to be incorporated (POC does not need to respond)

- Document accepted as written
  - Document approval not recommended (POC needs to respond to comments)
- Coordinator generates comment report
  - Database should create report by collating all the SME comments, classifying them by SME
  - If SME checked the No Comments box, database should put “None” under the SME name (classification)
  - Report should be automatically sent to POC (or posted if on web, and POC notified)
  - Report should state status of review; e.g. “Document accepted as written”, etc. Note: database use Boolean logic to interpret SME’s desires and make a collective statement; if not, then the SME direction should be given within each SMEs classified space
- POC notifies database when responses to comments are complete and database notifies Coordinator and all participating SMEs (If possible, this should be done within the database but if not possible, this would be done using Outlook)
- SMEs review POC response and:
  - Checks “Accepted” box on form
  - Or makes new comment and checks “Do again” box
- Database should send a reminder to all SMEs that have not completed their review within 8 days
- POC is notified by database or Outlook when SMEs complete their reviews
  - If no further comments, notification should state the documents have been approved
  - If further comments, notification should state that the POC needs to revisit the comment form
- Database should be able to archive based on the “document review number”
- Database should be able to control versions so that changes cannot be made to comments once they are completed except by the author of the comment
- Database should be able to prepare graphical reports showing such statistics as average SME response time, average process completion time, etc.
- Specify figures of merit for each task.
- Describe the environment in which the requirements are to operate (physical, operational, organizational, etc.).
- Describe the support policy intended to sustain the requirement throughout its lifetime. Investigate alternative support models. Include the following issues where applicable:
  - Diagnostic requirements.
  - Support and test equipment policy.
  - Maintenance and repair logistics.
  - Personnel support policy (Number, skills, know-how, etc.)
  - Training and related equipment.
  - Provisioning for spares, repair parts and supplies.
  - Required facilities policy.
  - Packaging, handling, storage and transport policy.
  - Configuration management.
  - Interfaces to existing co-functioning systems.

- Cite reference(s) where possible to add credibility to the existence of the need.

## Sample SQL Development Project

### 1. SCOPE

#### 1.1 Purpose

The purpose of this User Requirements Document (URD) is to describe a technological opportunity for improving the Code SH document review process. It presents the primary decision factors that should be considered at proposal evaluation.

#### 1.2 Description

- This action is needed to improve the document review process to provide better customer service by expediting and simplifying the process
- Code SH is conducting a requirements analysis based upon current and forecasted capabilities in relation to projected demand for services or solutions
- This URD contains quantitative information to establish and justify the need

NOTE 1: The User requirements document is a summary document that describes the operational problem and presents major decision factors. The customer shall agree to this statement.

NOTE 2: Detailed quantitative and analytical information should be included as attachments.

### 2. APPLICABLE DOCUMENTS

- List CCR Form
- List WWW Document Approval Form
- List any other attachments to this document

### 3. USER REQUIREMENT STATEMENT FOR THE DOCUMENT REVIEW PROCESS

#### 3.1 Background

Code SH conducts technical reviews of a number of documents, including design reviews, statements of work, contracts, health and safety plans, etc, within the disciplines of safety, occupational health, and environmental compliance. Currently, the system uses an Excel spreadsheet to track document progress and FileMaker Pro to capture comments from the disciplines. In addition, the current process includes a number of manual steps. As part of the Transforming Dryden process, SH is reviewing the document review process with the goal of identifying and implementing improvements. This analysis has identified improvements in the process that would be gained by combining a number of individual steps and integrating the entire process in a single application.

#### 3.2 Requirements Area

This should describe detailed roles or task requirements.

- Define typical task profiles for primary and secondary task requirements.
- Elaborate on tasks as needed using scenarios.

Scenario:

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  - POC data
  - Date received
  - POC's requested review period
  - Granted review period
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  - Report should be automatically sent to POC (or posted if on web, and POC notified)
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- Specify figures of merit for each task.
- Describe the environment in which the requirements are to operate (physical, operational, organizational, etc.).
- Describe the support policy intended to sustain the requirement throughout its lifetime. Investigate alternative support models. Include the following issues where applicable:
  1. Diagnostic requirements.
  2. Support and test equipment policy.
  3. Maintenance and repair logistics.
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  5. Training and related equipment.
  6. Provisioning for spares, repair parts and supplies.
  7. Required facilities policy.
  8. Packaging, handling, storage and transport policy.
  9. Configuration management.
  10. Interfaces to existing co-functioning systems.
  11. Cite reference(s) where possible to add credibility to the existence of the need.

### 3.2.1 Current Capability

Describe *quantitatively* the capability of current systems, facilities, equipment, or other assets currently in use to meet the user requirements.

### 3.2.2 Shortfall

Currently, there is no shortfall; the process and tools we are using do accomplish most of the tasks. However, there are a number of potential improvements. For example, the FileMaker comment form does not have a provision for the document POC to use the form to respond to comments. Also, since only Code SH has access to the form, it must be printed and sent to the POC, and the form’s format is often lost during printing. Typically the POC makes changes to the document and returns it to SH, which means the SME needs to refer to the original comment to understand the changes that were made. The technological opportunities are as follows:

- Improved productivity resulting from a one-time submission of the document (SH would rely on the POCs response to the comment form), improved communication between SH and POC,
- Operational effectiveness due to the overall shortening of the document review time, creating less delay in the progress of projects
- Efficiency due less shuffling of paperwork
- Archiving would be made easier if all documents/correspondence were located in the unique review file (currently hard copies are manually filed)

### 3.2.3 Impact

If the process is not improved by a single application as we desire, we will continue to use Excel and FileMaker but the process will continue to be inefficient and thus slower. This will be more costly in terms of staff time and project delays

### 3.2.4 Time frame

The document review process is currently affecting Code SH staff and customers by taking excessive staff time and potentially delaying projects. If no action is taken, this situation will remain.

### 3.2.5 Criticality

This has been identified by Code SH, during Transforming Dryden workshops, as a high priority action for the entire office. Due to the lack of sufficient staff, improvements in this process are critically needed.

### 3.2.6 Resource estimate and constraints

Provide a rough estimate of the resources that will be needed to resolve the problem or achieve the technological solution. Address the following constraints if applicable:

1. Budget and cash flow.
2. Initial operational date.
3. The number of items to be produced.

Exhibit 2

Federal Government Holidays

2013 Holiday Schedule

<b>Date</b>	<b>Holiday</b>
Tuesday, January 1	New Year's Day
Monday, January 21	Birthday of Martin Luther King, Jr.
Monday, February 18	Washington's Birthday
Monday, May 27	Memorial Day
Thursday, July 4	Independence Day
Monday, September 2	Labor Day
Monday, October 14	Columbus Day
Monday, November 11	Veterans Day
Thursday, November 28	Thanksgiving Day
Wednesday, December 25	Christmas Day