

STATEMENT OF WORK

Communications' Standards & Technology Laboratory (CSTL) Enterprise Asset and Content Management System (EACM) 08-20-2014

PR: 4200520986

Background

This procurement is intended to extend the capabilities of Code 566 Communications' Standards & Technology Laboratory (CSTL). The CSTL's:

- Vision Statement
 - Providing a customer centric, world class facility for space related communications development.
- Mission Statement
 - To provide a high fidelity end-to-end communications testbed for customers to develop, implement, verify, and validate proposed and existing space related communications' standards and technology.
- Stakeholders
 - Code 566, Code 450, customers (previously included WSC-SDR, Morgan State, SNIP Increment 2, DTN)

The services required include installing, deploying, integrating, and developing an Enterprise Asset and Content Management (EACM) solution for NASA Goddard's Communication, Standards, and Technology Lab (CSTL). The CSTL owns a myriad of test equipment, ground and flight hardware. The CSTL has also developed business processes, test procedures, drawings, ICDs, and other documentation that needs to be managed and linked to the hardware assets. The CSTL has purchased licenses for EACM from IBM, through NSSCs Blanket Purchase Agreement (BPA).

Scope

The services procured by GSFC and provided by the contractor shall install and deploy the default configuration of the IBM products that have been previously purchased: IBM's SmartCloud Control Desk, Maximo, Case Foundation, and Datacap. The contractor shall develop, deploy, and document additional custom features on top of the default configurations to meet the baseline requirements (detailed below). Additionally, Optionally, GSFC will have the need to procure services to implement extended features and upgrades (detailed below).

The contractors shall be experts in implementing those products. Intimate knowledge of the product and experience defined by having rendered services on multiple (i.e. more than one) projects for these integrated product categories. The CSTL requires tight integration between Asset management and Content management to provide efficiency in

managing the customers that use its services. The services' provider shall have experience integrating both products categories (IBM SCCD/Maximo and Case Foundation/Filenet).

Deliverables or Delivery Schedule

Discovery sessions or meetings for detailed definition of implementation, GSFC workflow, and processes will occur the first week or two after award. The contractor shall deploy the default configuration and provide basic training to key GSFC personnel within one month. Baseline custom configuration development and deployment will occur the following 3 months.

Training shall be provided to key GSFC personnel on the final baseline deployment as well as any extended features that the government has optioned.

Full documentation shall be provided in electronic form as well as 2 paper copies.

Full source code of any customizations shall be provided at the end of the baseline procurement and for any subsequent extended feature procurement.

Government-Furnished Equipment (GFE) and Government-Furnished Information

GFE includes physical hardware used to deploy IBM software and custom features developed by contractor. Initial GFE is anticipated to be:

- 7 virtualized servers
 - Windows Server 2008 R2 or later
 - DB2 or MS SQL

Place of Performance

The deployment servers are located in the CSTL at GSFC in Greenbelt, MD, so the work will eventually need to be performed at GSFC. Every effort will be made to allow efficient remote/offsite (at the contractor's facility) development to minimize travel expenses. Training shall occur at GSFC.

Period of Performance

The period of performance starts from date of award through baseline deployment, documentation, and training. The expected timeframe for this is 4 months.

Requirements/Compliance Matrix

The matrix below headed by the stated requirements in this document shall be completed to establish the level of compliance to the stated requirements. This matrix shall be used to determine the contractor's ability to meet and/or exceed the needs established by this Statement of Work. All products for which an item number or part number which is listed to meet compliance to a stated requirement shall be described in full detail in the contractor's proposal. If one product is to be used to meet several requirements with in a

section only list the product and supporting information in the first row of that section, and in all subsequent sections state see section "X.X"

Requirements	Compliance to requirement (Y/N)	What product item number or part number will be used to meet requirement	Hours required for implementation Of product used to meet the requirement	Cost of product used to meet the requirement
1. Asset Management				
1.1. Hardware:				
1.1.1 Cataloging and tracking of all physical assets that belong to the lab.				
1.1.2 Assets procurement and cost				
1.1.3 Inventorying assets				
1.1.4 Data base tracking of asset location				
1.1.4.1 Physical Location in the lab: If the asset is in an operational rack, what rack is it in. If the asset is in storage, where is it being stored.				
1.1.4.2 Physical Location outside of Lab: If asset has been checked out by employee: Who checked it out, for use where?				
1.1.5 Maintenance				
1.1.5.1 Includes scheduled maintenance cycles				
1.1.5.2 What is the				

cost of maintenance				
1.1.5.3 Type of maintenance				
1.1.5.3.1 Calibration cycles				
1.1.5.3.2 Emergency maintenance/repairs				
1.1.5.4 Who performs maintenance				
1.1.5.5 Controlled Issuing of work tickets/authorizations to perform work/maintenance				
1.1.6 Bar code scan identification - (linked to asset description, part number and serial number)				
1.2. Software:				
1.2.1. Procurement				
1.2.2. Link/Track on what Local Machine software is deployed				
1.2.3. Maintenance				
1.2.3.1. Maintenance Cycle Scheduling				
1.2.3.1.1. Upgrade				
1.2.3.1.2. Update				
1.2.3.1.3. Testing				
1.2.3.2. Work tickets for maintenance				
1.2.4. Version Control and tracking				
2. CM Control of Documentation:				

2.1. Lab Related Documents:				
2.1.1. Provide Revision and Release control for lab documentation				
2.1.2. Link documents within the CM system to other affected documents				
2.1.3. Link documents within CM system to hardware and laboratory configurations				
2.1.4. Auto mated Reminders and email notifications would be sent to individuals who are required to review and approve a document for release.				
2.1.5. Documentation required to perform different maintenance actions is linked to that maintenance action.				
2.2. Customer Related documentation:				
2.2.1. Repository for customer documents related to work to be performed in the CSTL.				
3. Scheduling:				
3.1. Tracking Overall schedule of Lab work:				
3.1.1. Lab				

maintenance and other noncustomer related work				
3.1.2. Customer related work				
3.1.2.1. Start dates/ end dates/ downtime				
3.2. View of work schedule:				
3.2.1. Calendar format for at a glance view				
3.2.2. In project format for view of itemized activities occurring for each lab or customer related project				
4. Customer Hardware and Equipment:				
4.1. Catalog of Customer receipt of customer equipment:				
4.1.1. Receipts provided to customer more hardware and equipment received				
4.1.2. Receipts provided when equipment and hardware leaves lab.				
5. Problem reporting				
6. Asset Configuration Control				
6.1. Provide overall Configuration control of all Lab systems				
6.2. Track the assets deployed within each				

configuration				
6.2.1. Provide knowledge of what system the asset is deployed in.				
6.2.2. What functional role is the asset deployed to perform within the system				
6.2.3. What is the configuration of the asset itself with in the system. (is it primary or redundant, is it working in a passive or active capacity, monitoring or driving. etc)				
6.2.3.1. If this can be updated realtime as the configuration of the system changes				
6.2.4. Implement Approval Authorization controls for configuration changes.				