

DRAFT

Statement of Work

Enterprise Information Technology (IT) Research Membership Services

1. Introduction/Background:

NASA Chief Information Office (CIO) provides products and services that enable the capture, organization, communication, preservation, and protection of information and knowledge for all NASA Centers (Headquarters; Goddard Space Flight Center; Ames Research Center; Dryden Flight Research Center; Glenn Research Center; Johnson Space Flight Center; Kennedy Space Flight Center; Langley Research Center; Marshall Space Flight Center; and Stennis Space Center) as well as its business partner, NASA Shared Services Center.

The CIO community is required to stay abreast of new and emerging technologies and requires expert research services to help determine what technologies should be implemented and to understand best practices regarding those technologies. The CIO community requires IT research and expert services tailored to their unique requirements.

The objective of this contract is to provide the CIO community up-to-date knowledge of current global trends, technology, strategic advice and research in IT products and services. The CIO community requires access to industry leading, highly specialized IT expertise, analysts, and strategic reports on current research and trends in the IT environment.

2. Scope.

Contractor shall provide the following:

1. Unlimited access to IT research which should include the following:

- **Multi-tiered access**
- **CIO community library** – Allowing greater collaboration between readers.
- **Access to federal workforce data and content** – Data must go beyond traditional staffing and spending benchmarks to show user adoption of new IT trends across the Federal workforce as compared to the general populations
- **Research on how to align IT services with mission needs** – Must help users understand how NASA can better serve internal and external “customers.” This includes integrated research that will span both mission and technology decisions.
- **Proven frameworks that will help teams advance through their initiatives** – include a step-by-step approach that will help users and project teams make technology process, strategy, and solution decisions

The contractor shall provide a NASA-specific CIO council that will include internet access to IT research, access to analysts for discussion, and strategic reports; telephone access to IT

analysis/experts, briefings (such as on-site analyst briefing's to provide knowledge-based, individual or project assistance); assistance with document preparation and review, executive briefings on current trends and directions in current and future technology. This support includes data and expertise to assist NASA in promoting the most effective and efficient application, acquisition and management of IT and business process resources. This support shall assist NASA in refining existing business processes, identifying new business processes and addressing the cultural change of IT transformation and reorganization.

The contractor shall provide a team of experienced research analysts dedicated in information technology areas such as, but not limited to:

- Innovative Integrated Solutions
- Business of Providing Technology Services (Business Technology)
- Innovation Lifecycle
- Customer Experience Solutions and Strategies
- Technology's impact on customer and workforce behavior
- Mission and IT alignment
- Understanding customer's in a rapidly changing ecosystem
- Workforce enablement
- Best-Value Financial Stewardship of IT resources
- Global, Current Generation and Next Generation, Technologies
- Strategic Acquisition Planning and Vendor Management
- IT organizational design
- Enterprise architecture
- Service management and delivery
- Data and information management

Performance Requirements:

3. Task 1 – Subscriptions. The subscription-based service solution shall include several levels of users within the CIO Community such as the Agency Chief Information Officer plus his Deputy Chief Information Officer; Center Chief Information Officers plus their Deputies; Agency CIO's Division Directors plus an additional 75 staff members, at a minimum, requiring access to global IT research and analyst discussions.

Agency CIO Division Directors and all Agency and Center Deputy CIO users require the same services provided to support staff users plus, at a minimum, access to industry research specific to their executive role/function and access to a community of peers in similar roles. This category also requires need access to downloadable tools and templates that provide actionable guidance.

The Agency CIO Division Directors and all Agency and Center Deputy CIO users represent our senior IT leaders, and as such, require more tailorable deliverables. These users require facilitated peer networking and access to member-driven research on issues critical to their roles in the Agency. These users also require the ability to name a 'proxy' or designee that is able to

attend virtual member meetings and role-specific events when the CIO user or “member” is unable to attend.

The Center CIO users require all the services of the Agency CIO, plus at a minimum, access to executive level content and research specific to CIOs and IT leadership; assistance in crafting answers to questions where standard industry practices have not yet been documented; synthesized research; and access to a dedicated Senior Advisor.

The Agency CIO user requires all the services of the Center CIO, plus at a minimum, access to a dedicated Program Director and subject matter experts that are available to provide tailored research insight and engagement based on the needs of the Agency OCIO at Headquarters.

Deliverables: Log-in access to research with each level of subscription differentiating what analyst discussions, strategic services, and peer-to-peer opportunities are provided.

3.1 Task 2 - Access to On-line Research, Data, and Analyst Expertise. The Contractor shall provide the NASA CIO Community access to on-line IT research, data, forecasts, and analyst expertise to assist NASA in promoting the most effective and efficient application, acquisition, and management of IT and business process resources. This support shall assist NASA in refining existing business processes, identifying new business processes, and addressing the cultural change of IT transformation and reorganization.

Deliverables: Log-in access to research.

3.2 Task 3 – Required Research included in Subscription. As part of the subscription service, the Contractor shall, as a minimum, provide the type of research listed in the subtasks below. The deliverables apply to each subtask area.

Deliverables: Access to research document and analysts, if requested and included in the particular subscription level, is to be provided within 10 business days upon initial request. Delivery method may vary dependent on subscription level, but may be provided by Internet access to IT research, analyst discussions, analysis and strategic reports; telephone access to IT analysts/experts, special briefings and conferences; and assistance with document preparation and review; and executive briefings on current trends and directions in current and future technology. Access to research should also include the ability for users to share critical content within research with other team members outside of their own work group. Users should also be able to include non-users in analyst discussions, as needed.

3.3 Task 4. Strategy Analysis. The Contractor shall provide knowledge and research analysis on topics relating IT Strategic decisions including Resource Management/Financials, Personnel/Workforce Management, Customer Relationship Management, and Service Portfolio Management.

3.4 Task 5. NASA CIO Community Staff and Managers. The Contractor shall provide NASA CIO Community professionals with an in-depth understanding of the software industry’s trends in applications development. These services shall include: methodologies and techniques for designing, developing, deploying, and maintaining systems and services provided by IT more

effectively and efficiently; and methodologies and techniques for enabling the transition of legacy applications and systems to achieve maximum return on investments from current information technology investments. The Contractor shall provide CIO Community with the expert knowledge and analysis to manage, implement, and deploy advanced technologies that align with NASA IT customer and mission needs in global IT applications, infrastructure, acquisition, and development in a secure environment.

3.5 Task 6 - Independent Information and Research Analysis. The Contractor shall provide independent information and research analysis on topics relating to external service providers to include cost-benefit analysis concerning service vendors when considering procurement decisions; evaluating, negotiating, and executing external service contracts; and developing good business practices and lessons learned. This information forms the basis of Government market research conducted prior to an acquisition package being completed. The Contractor shall provide information on other organizations that have developed or acquired a capability or service that either fits or is close to fitting a need NASA requires to aid in eliminating duplicating cost. These services will help NASA managers take advantage of current technology and management concepts.

3.6 Task 7 - Vendor and Product Ratings. The Contractor shall provide end-user organizations with a view of industry/vendors for which they are purchasing products and services, e.g., vendor profiles, to assist with market research. Vendor and Product Ratings reports shall cover underlying research themes that cut across technology, mission, or industry-specific research, provide in depth strategic analysis of trends, industry developments, vendors, products, and services. This includes access to transparent vendor ratings without bias or opinion, including downloadable vendor evaluation tools that will disclose the methodology, scoring definition, and justification behind vendor rankings to users. Vendor evaluation tools should also allow users to customize vendor rankings based on NASA priorities.

3.7 Task 8 - Published Research. The Contractor shall provide research that focuses on companies, products, markets, decision frameworks, tactical guidelines, case studies and strategic planning assumptions.

3.7 Task 9 - Perspectives/Research Services. The Contractor shall provide analysis with commentary on the relevance to NASA of key technologies, companies, products, market opportunities, events, workforce technology trends, and strategic issues and challenges in the global IT market segments tracked by vendor databases.

3.8 Task 10 - IT and Analysis. The Contractor shall provide access to analysts, as required, for their depth of knowledge and the necessary research needed on various IT issues. The analysts shall provide information on current IT best practices and trends. The Contractor shall provide key issue summaries of IT, customer, and business process trends and challenges. The Contractor shall also provide, research and analyst insight for technology professionals on understanding customer technology needs, behaviors, and how to deliver a valuable customer experience. This includes analysis of high return technology and business investments. The Contractor shall focus support on technologies and management principles that provide for the effective and efficient

administration of legacy systems and new user systems, IT infrastructures, and IT support with the Government. Focus areas shall include, but not be limited to: IT Organizational Design, Systems and Applications Integration, Service Portfolio Management, Middleware Technologies, Enterprise Management, Enterprise Collaboration, Enterprise Information Management, Business Intelligence and Data Warehousing, Mobile and Wireless Technologies and Principles, and Security and Privacy.

3.9 Task 11 – Agency CIO Division Directors (DD) and Agency Deputy CIO (DCIO)

Support. The DD and DCIO subscription service is covered under a separate task because of the role-specific peer network and content is required. The DD and DCIO user represents IT Executives within the Agency CIO’s office. These users require all the services of the Support Staff user, plus at a minimum, access to a network of peers in a similar role, executive level content and research focused on understanding business and customer needs, a dedicated advisor, assistance in crafting answers to questions where standard industry practices have not yet been documented; and synthesized research. Users in this category should be able to select from executive programs across key IT functions including:

- Enterprise Architecture
- Business Technology Strategy
- Infrastructure & Operations
- Security & Risk Management
- Vendor Management
- Application Development & Delivery

Deliverables: Annual calendar of activities and support for this level, as identified in paragraphs 6.3.1 – 6.3.4.

3.10 Task 12 – Agency CIO Division Directors (DD) and Agency Deputy CIO (DCIO)

Support Plan. The Contractor shall provide a calendar of activities and support identified for DD level subscription members annually.

3.11 Task 13 – Executive Services. The contractor shall provide access to a dedicated program for senior technology executives that offer the opportunity to network with a diverse group of peers who are in a similar role/function, and share similar issues and information technology challenges.

3.12 Task 14 – Dedicated Advisor for Personalized Support. The contractor shall provide access to a dedicated advisor who will partner with the user to create a plan to address their key objectives and challenges, facilitate one-on-one peer connections, and to ensure that they most effectively utilize the resources and deliverables they have access to as part of this level of membership.

3.13 Task 15 – Council Briefings. The Contractor shall provide a “council” that provides best practice research and advice for leaders and executives across key IT roles such as Vendor Management, Application Development, Infrastructure & Operations, Enterprise Architecture, Business Technology Strategy, and Security and Risk Management. The councils are to be

aligned with selected IT functions and include members with leadership responsibility in the specific functional areas.

The Contractor shall focus on the following major research topics over the course of the contract:

- Provide a Web site for the CIO Community, where the CIO Community will have access to all of the Contractor's research and resources stored on the major research topics. Members of the "council" may participate in facilitated online discussion forums.
- Provide custom, best practices research studies with presentations delivered quarterly at the forums to discuss case-based research and key issues in a peer exchange program.
- Supply the CIO Community key findings from each council forum.
- Assign a council director who will act as a council manager. The council manager shall conduct the "council" meetings and bring all participants together for the council meetings; as well as, provide facilitated access to council research, source material, and the network of council members.
- Provide opportunities for council members to engage with each other on specific topics virtually and in person.

Deliverables: Provide, at a minimum, two council briefings per year.

3.14 Task 15 – Center Chief Information Officer (CIO) Support. The Center Chief Information Officer subscription service is covered under a separate task because of the CIO-specific content that is required. The Center CIO user represents our NASA Center CIOs who report into the Agency CIO. These users require all the services of the DD and DCIO Level, plus at a minimum, access to IT executive (CIO) level content and research, and access to IT spend benchmark data.

Deliverables: Annual calendar of activities and CIO-level support for this level, as identified in paragraphs 6.3.1 – 6.3.4, and 6.4 above.

3.15 Task 16 – Agency Chief Information Officer (CIO) Support. The Agency CIO subscription service is covered under a separate task because of the additional requirements needed at the Agency CIO level. The Agency CIO user represents our Agency CIO at Headquarters who reports into the Agency Director. All other Center CIOs report into our Agency CIO. These users require all the services of the Center CIO users, plus at a minimum, access to senior executive level content, research and services; assisting in crafting answers to questions where standard industry practices have not yet been documented; dedicated program manager and analyst and/or consultant support.

Deliverables: Annual calendar of activities and Senior IT-level support for this level, as identified in paragraphs 6.5.1 – 6.5.2.

3.16 Task 17 - Program Director Support. The Contractor shall assign a Program Director and Program Analyst who will work with the Agency CIO through recurring and timely in-person visits and via the telephone and email to leverage global IT and business process knowledge, insight, and expertise. These individuals will serve as the primary point of contact for all resources available. The Program Director and Program Analyst will work with the Agency CIO in developing a service plan, which will highlight value sought; identify key issues on which delivery of the service may focus; and outline how the service can effectively deliver that value. Progress against the formed plan will be reviewed during the period of performance of this contract. The focus of this support shall be on maximizing IT performance, making better technology decisions, and dealing with operational issues through the use of IT.

3.17 Task 18 – Analyst and Consultant Support. The Contractor shall provide the Agency CIO with an appropriate level of analyst and/or consultant support. The Contractor shall also provide dedicated resources for establishing an ongoing relationship with senior-level executives; on-site customized briefings associated with critical issues or topics identified by senior leadership; working sessions moderated by the appropriate level of support analysts/advisors; local and regional roundtables with IT executives and industry leaders; executive-level reports on the deployment and management of emerging technologies; guidance in defining standards and best practices; and distribute media on topics such as; but not limited to, Innovation, Emerging Technologies, Industry Trends, Business Strategies, and Market Analysis.

3.18 Task 19 – Utilization Statistics. The Contractor shall provide a semi-annual report of access to research. The report shall include by license, the number of times each month research was accessed and the type of access (documents or analyst discussion).

Deliverables: Semi-annual report of usage.

7. Period of Performance. The period of performance is one year plus four, one-year option periods.