

SECTION J-2 CONTRACT ATTACHMENTS
ATTACHMENT (3) STATEMENT OF WORK

**Defense Integrated Military Human Resources System (DIMHRS)
Personnel and Pay (Pers/Pay)**

Revised Technical Capability and Approach

Appendix A6

Statement of Work

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Defense Integrated Military Human Resources System (DIMHRS) Personnel and Pay (Pers/Pay) Program

This Statement of Work (SOW) provides the requirements necessary to execute Phase II of the Defense Integrated Military Human Resource System (DIMHRS) Personnel and Pay (Pers/Pay) Program. The overall goal of this program is to provide a fully integrated system for military personnel and pay records to all military components (including Active duty, Guard, and Reserve personnel and their families) in the Department of Defense (DoD), which shall follow these individuals throughout their entire military careers.

DIMHRS shall ensure that GCSS CINC requirements are supported to provide the Commander in Chief (CINCs) timely, accurate access to personnel data to assess operational capabilities; the Office of the Secretary of Defense (OSD), joint managers, and other users of data will have standard data definitions to make necessary comparisons across services; reservists will receive credit for service and their benefits without delays when they are called on to serve; active duty personnel (and reservists) will be tracked into and within a theater of operations; and personnel and pay functions will not differ among the services.

This program shall unify all of the DoD personnel legacy systems into one fully functional resource system, providing core military personnel and pay functions for all branches of the military through a software application that operates in a common operating environment. Most of these functions are performed in the field and are directly related to readiness, force management, and strength accounting. Providing the capability for all services to use one system will greatly enhance the military's ability to manage its resources.

1.0 Scope

The scope of this SOW encompasses activities necessary to complete Phase II of the DIMHRS (Pers/Pay) Program. Phase II develops a multi-dimensional system that blends mission support to the warfighter, integrated Personnel and Pay functional requirements, “best business” practices, technical requirements, and costs into the contractor’s overall development strategy. Contractor shall deliver a system that optimizes technology and incorporates improved business practices, and also complies with DoD standards for data and telecommunications.

The DIMHRS (Pers/Pay) Full Operating Capability (FOC) shall support Joint Vision 2020. Joint Vision 2020 and Service oriented Joint Vision 2020, strategies, and modernization plans shall drive DIMHRS (Pers/Pay) FOC.

1.1 Background

DIMHRS (Pers/Pay) shall provide personnel and pay support throughout the life cycle of a service member's career, which encompasses the full operational spectrum—peacetime and war, mobilization and demobilization, deployment and redeployment, in theaters of operation, and at home bases. To provide this support, the data from a service member's career must be maintained in a single, comprehensive record of service. The data will also be available to the service member, personnel chiefs, CINCs, military personnel and pay managers, and authorized users in OSD and other Federal Agencies. The Defense Finance and Accounting Service (DFAS) will continue to have responsibility for the computation and disbursement of pay, but the DIMHRS (Pers/Pay) pay module shall provide a new capability, fully integrated with the personnel functionality, for calculating wages.

The need for a new personnel pay system surfaced in late 1995 when the USD (P&R), the USD (Comptroller), and the ASD (C3I) asked the USD (A&T) to establish a Defense Science Board (DSB) Task Force on Military Personnel Information Management to advise the Secretary of Defense on the best strategy to support military personnel and pay functions. The Task Force published its findings in August 1996, concluding, “... that the present situation, in which the Services develop and maintain multiple service-unique military personnel and pay systems, has led to significant functional shortcomings (particularly in the joint arena) and excessive costs for system development and maintenance for the Department of Defense.” Their central recommendation was that, “... the Department should move to a single all-service and all-component, fully integrated personnel and pay system, with common core software ...”

The Mission Needs Statement (MNS) for DIMHRS (Pers/Pay) was provided to the Secretaries of the Military Departments for coordination on 6 October 1997. The MNS was approved on February 24, 1998. The Milestone Decision Authority signed the Milestone 0 Acquisition Decision Memorandum on February 27, 1998. The MNS stated that all Service members (Active duty, Reserve, and retired) required better service to ensure they received correct pay, accurate credit for service, and appropriate benefits. It also identified the following five major problem areas that need to be resolved:

1. CINCs do not have access to accurate or timely data on personnel needed to assess operational capabilities.
2. OSD and joint managers and other users of data are hindered by the lack of standard data definitions and cannot make necessary comparisons across services.
3. Reservists who are called up are sometimes “lost” in the system impacting their pay, their credit for service, and their benefits.
4. Active duty personnel (and reservists) are not tracked into and within a theater of operations.
5. Linkages between the personnel and pay functions differ among the services resulting in multiple data entry, complex system maintenance, reconciliation workload, and pay discrepancies.

A completely new system is required, as existing systems are not responsive enough to fully support the needs of current operations and are not seamless enough to support Active, Reserve and Guard mobilization or multi-component operations. The implementation of DIMHRS (Pers/Pay) provides an opportunity to develop a modern military personnel and payroll system that addressed the problem areas identified by the MNS.

1.2 Objectives

To fulfill the needs and overcome the problems outlined above, DIMHRS (Pers/Pay) shall be a standard, single military personnel and pay system that will support approximately 3.1 million military employees. The program's major objective is to enhance mission support to the war fighter and service departments by eliminating or reducing data collection burdens, solving operational problems, conserving resources, improving delivery of services, and enhancing readiness. The highest priority of DIMHRS (Pers/Pay) will be to provide timely, accurate, and easily understood functional information for the service members, commanders in the field, and service headquarters.

DIMHRS (Pers/Pay) shall support the set of core processes that are common to all services. Processes supported by targeted and defined legacy systems will be supported by DIMHRS (Pers/Pay). As a fully integrated military personnel and pay system, DIMHRS (Pers/Pay) shall meet or exceed the following criteria: one-time entry of data that automatically triggers all personnel and pay transactions, one set of fully automated edits per function, and processing that does not require manual reconciliation or intermediate data entry. The system shall collect, store, pass, process, and report personnel and pay data for all military personnel. [NG-T9]

An overarching goal of DIMHRS (Pers/Pay) shall be to provide unit commanders the ability to access personnel information on all members regardless of service. The system shall be sufficiently robust to meet changing operational concepts and requirements, such as activation, contingency operations, and assignment actions. It will also provide headquarters the ability to generate standard and ad hoc reports to manage personnel and finance functions.

DIMHRS (Pers/Pay) shall also enable service members to better manage their own careers, as members will have access to their personnel and pay information. This will enable them to change designated personal information such as mailing address, telephone number, etc., without visiting a personnel office.

1.3 Constraints and Assumptions

In order to maintain the Integrated Master Schedule, the contractor will assume that all documentation submitted for Government approval shall be resolved no later than 10 working days after receipt. Exceeding this turn-around time may affect the program schedule. [NG-M13]

The *PeopleSoft* Government Furnished Equipment (GFE), Human Capital Management (HCM) system release 8.8 including the *PeopleSoft* Global Payroll U.S. country extension shall be used to meet most of DIMHRS' functional requirements and will be provided to the contractor upon award. *PeopleTools* 8.4 shall provide the technical foundation for the *PeopleSoft* modules. The specific applications that will be provided as GFE are the following:

- Enterprise License under Contract N0024-01-C-6110. The license (as of 30 April 2003) consists of the following modules and third party software:

DIMHRS Purchased Products

- HCM Benefits Administration
- HCM eBenefits
- HCM eCompensation
- HCM eCompensation Manager
- HCM eDevelopment
- HCM ePay
- HCM eProfile

- HCM eProfile Manager
- HCM eRecruit
- HCM eRecruit Manager
- HCM Global Payroll Core
- HCM Human Resources
- HCM Pension Administration
- HCM Time and Labor
- EPM Workforce Scorecard
- EPM HRMS Warehouse (formerly Workforce Insight)
- EPM Workforce Rewards
- Portal Solutions Enterprise Portal
- Portal Solutions EPM Portal Pack
- Portal Solutions HRMS Portal Pack
- PeopleTools PeopleTools

Third Party Products Purchased Through PeopleSoft

- Net Express v3.x for Windows/NT
- Server Express v2.x for Unix

In addition, imbedded in the DIMHRS Purchased Products are the following third-party software products:

Third Party Product Bundled with PeopleSoft Limited to Use within PeopleSoft

- AVS OpenViz 2.1
- BEA Jolt v1.2
- BEA Tuxedo V6.5
- BEA Weblogic 6.1 SP2
- Entrust Java Engine
- IBM Websphere 4.0.3
- Informatica PowerMart 5.1.2
- Verity Information Server V2.7.1b

Third Party Products Integrated into PeopleSoft (OEM) Limited to Use within PeopleSoft

- Brio's SQR
- Crystal Decisions Crystal Reports v8.5
- KnowHow Event Router 1.3
- Vantage Learning LLC IntelliWriter ProofReader 1.4.1

This list is only a "snapshot" of what is included in the PeopleSoft HMRS license as of 30 April 2003. This license may be changed at any time as patches, new releases and versions are delivered to the Government by PeopleSoft. The Government makes no warranty that these embedded products will remain a part of the licensed Software.

The use of custom-developed code (to fill in the gaps where *PeopleSoft* HCM cannot meet requirements) shall be minimized. Contractor shall maximize the use of Commercial-Off-The-Shelf (COTS) products. Contractor shall provide all appropriate license rights in all data and software purchased under this contract, with the exception of *PeopleSoft* HCM. Implementation of DIMHRS (Pers/Pay) functionality at IOC will support the following functions:

- Access Officer Personnel
- Access Enlisted Personnel
- Support Casualty Processing
- Pay Computation for all Army Components
- Discharge Personnel
- Transfer Personnel
- Retire Personnel
- Promote Personnel
- Provide Administrative Support
- Administer Manpower Requirements
- Project Resource Requirements
- Utilize Personnel
- Educate Personnel
- Manage Family Support
- Manage Recognition Programs
- Manage Careers
- Support Social Action Program

Appendix F of the ORD defines the detailed Functional Processes and Activities (FP&A) that support each of the functions listed above and designated each as Core, Non-Core, or Non-Supported. The DIMHRS (Pers/Pay) implementation will support the FP&As within each of the functions listed that are designated as Core.

2.0 Applicable Documents

The following documents provide technical guidance for this program and shall be used as references by the contractor. They shall serve to identify and clarify the work task and deliverable products.

2.1 DoD Documents

- Operational Requirements Document (ORD) (02 July 2001)
- Design Reference Mission (DRM) (22 April 2003)
- Statement of Objectives (SOO) (22 April 2003)
- Joint Technical Architecture, Version 4.0 (July 2002)
- DODD 5200.40 Defense Information Technology Security Certification and Accreditation Process (DITSCAP) (December 1997)
- DODD 8500.1 Information Assurance (October 2002)
- ISO 9001, Quality Systems-Model
- Defense Information Infrastructure – Common Operating Environment (DII-COE)
- Financial Management Regulation (DoD-FMR)
- DoD Public Key Infrastructure

The Government has authorized the following GFI. These are listed in descending order of importance:

- Bus Areas to FPA Mapping (Undated)
- DIMHRS Function Point Analysis (12 December 2001)
- GCSS CINC Requirements (10 June 1999)
- CINC 129 (Category One) Spreadsheet (29 November 1999)
- DIMHRS Human Resources Management System PeopleSoft Supportability: Initial Analysis Report (17 August 2001)
- PeopleSoft Global Analysis (22 April 2002)
- Test and Evaluation Master Plan (TEMP) (14 August 2002)
- C4ISP (01 August 2002)
- High Level Fit/Gap Analysis (03 December 2001) (aka Software Analysis Team (SWAT) Report)
- Analysis of Alternatives (AOA) (October 2002)
- Economic Analysis (EA) (13 September 2002)
- Cost Analysis Requirements Description (CARD) Alternative 1 (Buy) (20 August 2002)

2.2 Contractor Documents

- System/Subsystem Specification (SSS) document NOLA-00001 (December 2002)
- DIMHRS (Pers/Pay) Information System Security Plan document number NOLA-00002 (December 2002)

3.0 Requirements

Contractor shall design, develop, test, deploy, and sustain DIMHRS (Pers/Pay). The program tasks that shall be accomplished to complete the DIMHRS Program successfully are provided below. Status and scheduling of these tasks shall be documented.

3.1 Program Management

Contractor shall document plans and approaches to meet or exceed all program requirements while optimizing cost versus risk. [NG-T9]

3.1.1 Program Management Office (PMO)

Participate in Integrated Product Teams, conferences, meetings, and reviews. Manage the program schedule and plan. Manage financial control (including ODCs), risks, quality assurance, subcontracting, issue resolution, and human resource management activities. Support and document scheduled program briefings. (DI-ADMN-81249A, DI-ADMN-81250A, DI-MGMT-80368, DI-MGMT-81605)

3.1.1.1 Earned Value Management System

Contractor shall maintain an Earned Value Management System (EVMS) to manage the DIMHRS contract cost/schedule/technical performance in accordance with DoD 5000.2-R. The Government will use the EVMS to monitor the cost, schedule, and technical progress of the contract, evaluate performance, verify reasonableness of invoices, report costs accrued during the reporting period and estimate costs to be incurred during subsequent reporting periods. The EVMS shall report the status of actual and estimated accrued costs and their variances from the current baseline amounts reported in the Contract Performance Report (CPR). (DI-MGMT-81334, DI-MGMT-81466, DI-MGMT-81468, DI-MISC-81183A)

3.1.1.2 Milestone Schedule

Event	Frequency/Schedule
Preliminary Design Review (PDR)	Upon Completion of Preliminary Design
Interim Progress Review (IPR)	Midway through Detailed Design
Critical Design Review (CDR)	Upon Completion of Detailed Design
Operational Capability Demonstration (OCD)	Upon Completion of Unit and Software Integration Testing for each Build
Test Readiness Review (TRR)	Upon Completion of Unit and Software Integration Testing for each Build.
Interim Users Test Readiness Review (IUTRR)	Upon Completion of Configuration of PeopleSoft Native Capability
Completion of Interim Users Test (IUT)	Within 12 Months of Option Exercise of CLIN 0100AA
Developmental Test and Evaluation (DT&E)	Within 6 Months of Satisfactory Completion of IUT
Operational Test and Evaluation (OT&E)	Within 5 Months of Satisfactory Completion of DT&E
Follow-on Operational Test and Evaluation (FOT&E)	Upon Completion of OT&E
Production Readiness Review (PRR)	Prior to Scheduled "Go-Live" Date
Post Implementation Review (PIR)	30 Days After "Go-Live" Date

3.1.2 Product Assurance

Maintain an Integrated Data Environment (IDE) as well as Configuration Management (CM) and Quality Assurance (QA) systems throughout the program. Manage and document the software baseline.

3.1.2.1 Integrated Data Environment

An Integrated Data Environment shall be used for a Contractor Integrated Technical Information Service (CITIS). This approach allows the contractor/Government team to work collectively on program documentation while it is being written, thus reducing approval cycle time.

3.1.2.2 Configuration Management

Implement and maintain a CM program throughout the duration of the contract (including configuration management administration, configuration identification, configuration control, configuration status accounting, and configuration audit procedures for hardware, software, and documentation). The CM program shall include the active involvement of Government representatives in the change or upgrade approval process as well as the CM audit process. (DI-CMAN-80639C, DI-CMAN-81253A)

3.1.2.3 Quality Assurance

Implement and maintain a QA Program throughout the duration of the contract that shall adhere to the requirements of ISO 9001, Quality Systems-Model for quality assurance. Contractor shall ensure that quality program controls are applicable to all deliverable software.

3.1.3 Technology Insertion

Implement Small Business Innovative Research (SBIR) initiative(s) to benefit the DIMHRS Program. (DI-MISC-80508A)

3.2 System Engineering

Establish, maintain and document an engineering approach to effectively and successfully design, build, test, interface, deploy and transition DIMHRS (Pers/Pay).

3.2.1 Requirements Validation

Analyze requirements for DIMHRS functionality and technology derived from the Operational Requirements document (ORD), other program requirements, analysis by the Comprehensive Analysis Teams (CAT), and other program documents. Ensure the continued validity of the established requirements baseline. The initial requirements baseline is contained in the System/Subsystem Specification (SSS) document number NOLA-00001 (May 2003).

Reassess security requirements with the release of DODD 8500.1, Information Assurance, and follow on DoD Instructions (DODI) that may support information assurance.

3.2.2 Preliminary Design

Develop and document a Preliminary Design of each useful asset (UA) and review it with the Government at the Preliminary Design Review. Design and development shall comply with the DIMHRS (Pers/Pay) Information System Security Plan document number NOLA-00002 (Dec 2002) with mandated standards specified in the Joint Technical Architecture, and Defense Information Infrastructure – Common Operating Environment (DII-COE), DoD Financial Management Regulation (DoD-FMR) and DoD Public Key Infrastructure. (DI-ADMN-80239, DI-IPSC-81435, DI-IPSC-81437A)

3.2.2.1 Preliminary Design Review (PDR)

The contractor shall lead, participate in and document comments from a Preliminary Design Review upon completion of the preliminary design for each Useful Asset (UA).

3.2.3 Detailed Design

Develop and document a detailed design of DIMHRS (Pers/Pay) that shall maximize use of native *PeopleSoft* HCM functionality as a means to reducing life-cycle costs associated with COTS product upgrades and minimizing time and operational impact from upgrades. The detailed design may be developed in one or more builds. The design shall include software specifications (for both native and non-native *PeopleSoft* capabilities), security, design for the Data Warehouse/Data Mart, design of System

Management functions, and a design for the production environment. The detailed design shall be reviewed with the Government at both an Interim Progress Review and a Critical Design Review. (DI-ADMN-80239, DI-IPSC-81435, DI-IPSC-81437A)

3.2.3.1 Interim Progress Review (IPR)

The contractor shall lead and participate in an Interim Progress Review midway through the detailed design of each build.

3.2.3.2 Critical Design Review (CDR)

The contractor shall lead and participate in a Critical Design Review upon completion of the detailed design of each build.

3.2.4 Development Environment

Procure, establish, and maintain a development environment that shall facilitate the development and testing of the DIMHRS application. This environment shall be capable of introducing new technologies that support and accommodate the software sustainment cycle. As the Government refreshes technology, the development environment shall be updated via contract modification.

3.2.5 Development

The contractor shall manage and conduct the system development life-cycle events. In concert with the Joint Program Management Office (JPMO), the contractor shall enact processes and practices that control or reduce system development costs and risks through a series of development reviews, including in-depth review of development items, technical accomplishments, and remaining technical risks and major tasks to be accomplished. (DI-IPSC-81442A)

3.2.5.1 PeopleSoft Native HRMS with Global Payroll Capabilities

Configure PeopleSoft HCM to provide DIMHRS required functionality.

3.2.5.1.1 Interim Users Test Readiness Review (IUTRR)

The contractor shall lead and participate in a review of the Interim User Test entry criterion prior to conducting the Interim Users Test (IUT).

3.2.5.2 DIMHRS Software Solution

Develop DIMHRS software and security in accordance with the approved design. (DI-MCCR-80700)

3.2.5.3 Unit Test

Define, conduct, and document unit tests to validate that individual software functions meet or exceed test criteria. Conduct unit tests in accordance with the requirements documented in paragraph 3.3.1. Coordinate with the development team to fix all identified unit test errors. Initiate a defect prevention program in accordance with the CMM Level 5 Key Process Area (KPA) and manage recurring trends that have been encountered in past development efforts. Take specific actions to remove the occurrence of identified trends. [NG-T9]

3.2.5.4 Software Integration Test (SWIT)

Define, conduct, and document test conditions, test cycles, and test scripts. Conduct software integration tests in accordance with the requirements documented in paragraph 3.3.1. Conduct tests to validate the software is operational when individual functions are integrated. Tests include new software developed for the project and vendor updates and fixes.

3.2.5.5 Operational Capability Demonstration (OCD)

The contractor shall demonstrate selected functional and technical features of the system to Government representatives upon completion of development, unit, and software integration testing.

3.2.5.6 Test Readiness Review (TRR)

The contractor shall lead and participate in a Test Readiness Review upon completion of development, unit, and software integration testing.

3.2.6 Data Migration and Interface Engineering

Migrate legacy data from legacy systems to the DIMHRS (Pers/Pay) system in accordance with the Design Reference Mission (DRM) dated 22 April 2003. The contractor shall develop and publish DIMHRS (Pers/Pay) industry interface standards for subsumed systems, hybrid systems, and persistent systems. The contractor shall design and develop an interface broker and interface software for both one-time and persistent legacy system interfaces. The contractor shall conduct migration activities that include planning, scheduling, and execution to input the legacy data into the DIMHRS (Pers/Pay) system. The contractor shall conduct testing in association with legacy data and shall verify that the broker mechanism processes legacy data in accordance with the design. Design and configuration will be iterative with each additional UA and emerging requirements. In conjunction with the Joint Program Management Office (JPMO), the contractor shall provide collaboration with the Services and DFAS as needed. The contractor shall maintain an operational data migration capability through the development effort and transition this to sustainment. (DI-CMAN-81248A)

3.3 Test and Evaluation

Enable the Government to ensure program requirements are satisfied by demonstrating—through tests or analyses—that the design and implementation satisfies all contract requirements. The following assumptions apply:

The Government will plan and conduct Operational Test and Evaluation (OT&E) and Follow-on Operational Test and Evaluation (FOT&E). The contractor shall train testers in accordance with SOW paragraph 3.4.2.2.

The measures of effectiveness and measures of suitability shall serve as exit criteria for testing.

The contractor shall be available for test training, upon Government request, for Developmental and Operational testing in accordance with SOW paragraph 3.4.2.2.

3.3.1 Test Planning

Plan for contractor conducted tests and document approach. (DI-NDTI-80566, DI-NDTI-81351)

3.3.2 Interim User Test (IUT)

Define and document test conditions, test cycles, and test scripts. Conduct interim Users Test (IUT) in accordance with the requirements documented in paragraph 3.3.1. For UA1 conduct test to demonstrate initial DIMHRS functionality using *PeopleSoft* native HRMS with Global Payroll capabilities. For all remaining UAs, conduct test to demonstrate the functionality of the full DIMHRS configured baseline for each UA. Each IUT will also stress the system under test to ensure expected operational performance requirements can be satisfied.

3.3.3 System Integration Test (SIT)

Define and document test conditions, test cycles, and test scripts. Conduct Software Integration Tests in accordance with the requirements documented in paragraph 3.3.1 to confirm technical and operational readiness. The System Integration Test shall include System Testing, Security Testing, Stress Testing, and Parallel Testing. Coordinate with development team to fix all priority integration test errors. Use the CMM Level 5 KPA-compliant defect prevention program and manage recurring trends that have been encountered in past development efforts. Take specific actions to remove the occurrence of identified trends. (DI-IPSC-81440A, DI-MGMT-81232)

3.3.4 Systems Acceptance Test (SAT)

Define and document test scenarios, test cycles, and test scripts. Conduct Systems Acceptance Test in accordance with the requirements documented in paragraph 3.3.1. Conduct business scenario test to validate the DIMHRS processes and business rules are implemented.

3.3.5 Developmental Test and Evaluation (DT&E)

Define, conduct, and document test conditions, test cycles, and test scripts. Conduct DT&E in accordance with the requirements documented in paragraph 3.3.1. Conduct test against requirements detailed in the Test and Evaluation Master Plan (TEMP) in operationally relevant environments (simulated or actual). Developmental Test and Evaluation also stresses the system under test to the limits of the Operational Mode Summary/Mission Profile to ensure expected performance requirements can be satisfied. Conduct Certification Test & Evaluation (CT&E) and Security Test & Evaluation (ST&E) activities described in Defense Information Technology Security Certification and Accreditation Process (DITSCAP).

3.3.6 Operational Test and Evaluation (OT&E)

Provide technical assistance and guidance on a limited basis to support OT&E and FOT&E. The contractor shall provide an initial training course in DIMHRS operations to the testers. The contractor shall review and research reported problems logged as a result of test execution.

3.3.7 Transition to IOC (Initial Operating Capability)

The contractor shall transition to Initial Operating Capability (IOC) by achieving successful completion of OT&E via Contracting Officer's acknowledgment that the system is suitable for operational use and approval for OT&E test sites to "Go Live," and these sites are operational.

3.4 Deployment

Deployments of DIMHRS shall occur by Useful Asset (UA) in accordance with the approved Integrated Master Schedule. The deployment strategy shall permit the affected service personnel organizations to stagger implementation, reduce risk, and take advantage of any lessons learned. The DIMHRS (Pers/Pay) deployment solution shall implement an integrated product and data strategy that applies to each service component, consistent with the program schedule.

Implement and deploy DIMHRS (Pers/Pay) as developed for the Military Services and their components. The contractor shall enable Government participation in controlling or reducing system development costs and risks through a series of system deployment reviews, including review of deployment schedules, analysis of accomplished deployment activities, and review of technical risks and major tasks to be accomplished.

3.4.1 Production Environment

For the production environment, the contractor shall produce the information necessary to facilitate the Government's acquisition of Tier I and II hardware, system software, and database management system that will make the environment ready for operation. Where feasible, DIMHRS (Pers/Pay) Tier II hardware will take advantage of existing computing and communications infrastructure. For Tier I system components (Corporate Data Center and Disaster Recovery Site), the contractor shall provide technical assistance to the Government in the installation of hardware and install, integrate, and test system and application software. For Tier II system components provided by the Government, the contractor shall install, integrate, and test systems and application software. For remote Tier II nodes and for subsequent production system updates, the contractor shall provide "auto-install" software that permits Tier II sites to install software with minimal intervention by system operators. Additionally, the contractor shall populate the production database using Government-provided data and provide synchronization and conflict resolution software that reconciles differences in software and data between the Tier I and II sites. The contractor shall provide an industry-standard data exchange mechanism, including supporting training and documentation, which will relieve the DIMHRS (Pers/Pay) Program of the requirement to create and maintain separate interfaces to a majority of the identified persistent legacy systems. (DI-MISC-80508A and DI-QCIC-80154A). [NG-M21]

3.4.1.1 Production Readiness Review (PRR)

The contractor shall lead and participate in a review of the readiness of software, production environment, data to be migrated, and users for live operations prior to each deployment to facilitate a go/no-go decision.

3.4.1.2 Post Implementation Review (PIR)

The contractor shall conduct a review of the process and results of each deployment within a month of each go live and shall provide lessons learned to the government for use in future deployments.

3.4.2 Training

The contractor shall develop and deliver “Train-the-Trainer” training to Government designated trainers. In addition to Instructor Lead Training (ILT), training media shall include Advanced Distributed Learning (ADL) capability or Compact Disk (CD) in the form of Web Based Training (WBT), Computer based Training (CBT), Video Based Training (VBT), and DIMHRS On-line Help. The delivered training shall enable end users to self-train. (DI-ILSS-80569, DI-IPSC-81443A, DI-MCCR-81349, DI-MISC-81456, DI-MISC-81457, DI-MISC-81458, DI-MISC-81459)

3.4.2.1 Training Materials

The contractor shall develop curriculum, training materials and systems documentation in coordination with the overall DIMHRS (Pers/Pay) Design.

3.4.2.2 Training Delivery

The contractor shall deliver “Train-the-Trainer” training to Government designated trainers.

3.4.2.2.1 Initial Training Delivery

The contractor shall train Government designated trainers (“train-the-trainer”) on the use and maintenance of DIMHRS (Pers/Pay), and to enable end user self-training, and successful government training of end users and maintainers.

3.4.2.2.2 Delta Training Delivery

The contractor shall train Government designated trainers (“train-the-trainer”), on the changes in the newly released UA of the DIMHRS system.

3.4.3 Transition to Production

Update the DIMHRS (Pers/Pay) solution at Tier I and Tier II sites with current software releases. This effort involves pushing software updates from a centralized location or shipping via CD; installing software, activating new functionality; and delivering updated training materials for site-specific system configuration and administration. It includes site testing and verification of data integrity. It also entails preparing the site staff to operate the system and infrastructure prior to site installation and ensuring that access mechanisms are established prior to the operational start date.

3.5 Sustainment

Provide sustainment services for each Useful Asset immediately following implementation within the services and DFAS. Sustainment includes Sustainment ILS activities and Sustainment Engineering activities.

3.5.1 Integrated Logistics Support

Upon exercise of Sustainment option(s), provide sustainment services for DIMHRS (Pers/Pay) system. Sustainment ILS activities include:

- Operations Management. Plan, direct, and supervise all sustainment activities. Monitor the response to customer service activities and ensure provision of service within agreed-upon service levels.

- Security Management. Monitor all DIMHRS nodes to ensure the program security policy is fully enforced. Maintain and enforce the program information security policy and provide liaison with all stakeholders for DIMHRS security issues.
- Customer Service Help Desk (Level 1). Manage and support the DIMHRS call center at the ITC on a 24x7 basis. Provide first call response to questions and problems reported from the field. Escalate to Level 2 support staff in the event that the call cannot be resolved within the standard response threshold.
- Central Site Operations (Level 2). Provide an on-site support staff at the ITC on a 24x7 basis to monitor the DIMHRS system, communications links, and interfaces, administer the DIMHRS applications and data repositories, troubleshoot problems, and take corrective action in the event of a system failure to include transfer of the processing load to the Continuity of Operations (COOP) site if necessary. Continuously monitor system security in accordance with the program security policy.
- System and Applications Support (Level 3). In the event that system or application problems must be escalated above Level 2 staff, provide system and applications expertise to resolve issues and problems within agreed-upon response thresholds.
- Backup Site COOP. Remotely monitor the DIMHRS COOP site. In the event that the operational DIMHRS processing load is transferred to the COOP site, provide assistance to the COOP site operational staff in the operation of the DIMHRS system and the eventual restoration of service to the primary site. Test backup and recovery on an annual basis. (DI-MISC-80508, DI-RELI-81315)
- Field Operations Support. Deploy on-call mobile troubleshooting teams to support field problems reported to the call center that require a site visit to correct.
- Hardware Maintenance. While hardware maintenance for production equipment will be supplied by the Government or through Government-contracted services, the help desk and central support staffs, place repair calls and track action through completion for centrally managed computing assets. Plan and assist in the transition of all production hardware components on a 5-year technology refresh cycle. (DI-ILSS-80095, DI-IPSC-81429A, DI-MNTY-81602)

3.5.2 Sustainment Engineering

Manage Sustainment Engineering through the use of the Technology Change Management (TCM) process. Activities include:

- Software Maintenance. Software maintenance shall include the incorporation of the *PeopleSoft* HRMS patches and fixes, upgrade releases, operating systems upgrades, and the development and implementation of emerging requirements. The contractor shall provide software maintenance for both the COTS software products purchased for use in DIMHRS production, development, and test systems as well as for all software developed or modified for use in DIMHRS. While the Government will provide vendor maintenance agreements for GFE COTS software, the contractor shall provide vendor maintenance agreements for COTS software provided by the contractor.
- Interface Sustainment. Maintain interface support to persistent legacy systems.
- Training materials. Change and update training materials as required by system changes. [NG-M22]

3.6 System Delivery

The software shall be developed in multiple Useful Assets (UAs).

3.6.1 Useful Assets (UAs)

UA1 shall involve initial design and development of software that meets or exceeds all known DIMHRS requirements with specific focus on the Army and on Payroll implementation. UA2 shall involve the design and development of functionality to be added to UA1 to meet or exceed the specific requirements of the Navy. UA3 and UA4 shall involve the design and development of additional functionality to be

added to UA2 to meet or exceed the requirements of the Marines Corps and Air Force, respectively. UA3 and UA4 may be designed and developed jointly as a single Useful Asset. [NG-T9]

Each UA is developed with all the required DIMHRS (Pers/Pay) functionality to support the associated service and related DFAS offices. The schedules for the design and development of UAs may overlap one another.

The system shall meet or exceed existing systems' functionality, except where that functionality has been replaced by the reengineering process. [NG-T9]

3.6.2 Emergent Requirements

Providing that the Government exercises the options for Emergent Requirements, emergent requirements shall be incorporated into the design, development, and deployment of DIMHRS. Emergent Requirements may result in any or all of the following:

- Modification of DIMHRS functionality
- Additional DIMHRS functionality
- Additional DIMHRS UAs
- Additional DIMHRS Builds within UAs
- Modification of DIMHRS technology
- Sustainment of emerging requirements.

Complete Cost Performance Trade Studies as requested by the Government via contract modification and document findings and recommendations. (DI-MISC-80508A)