

# **Performance Work Statement (PWS)** "Infrastructure Shared Services (ISS)"

## **1.0 INTRODUCTION AND BACKGROUND**

The Internal Revenue Service (IRS), Information Technology (IT), Enterprise Services Office (ES) is responsible for providing mission critical IT infrastructure support for the IRS. The ES Infrastructure Shared Services (ISS) Program provides support for Internet platforms, computer hardware, operating systems, enterprise software applications including middleware, networking and telecommunications, and data storage and management that are vital to IRS business operations.

## **2.0 OBJECTIVES**

The objective of this Performance Work Statement (PWS) is to obtain contractor support for the ISS Program. The ISS Program is a Development, Professional Services, and Operations and Maintenance vehicle that serves ES and other IT teams within the IRS IT Office. Contractor shall provide a full range of IT professional services necessary to support the Infrastructure Shared Services (ISS) Program in the areas of Development, Modernization and Enhancement (DME) and Operations and Maintenance (O&M).

The contractor shall support a wide range of programs, projects, and legislative mandates which include, but not limited to:

- American Recovery Plan
- Tax Check Program (TCP)
- Taxpayer First Act (TFA)
- Inflation Reduction Act (IRA)

## **3.0 SCOPE OF WORK AND DESCRIPTION OF TASKS**

This PWS is a hybrid Firm Fixed Price (FFP) and Labor hour (LH) performance-based acquisition with mission oriented, event driven performance measures and incentives.

The scope of this PWS encompasses Contractor IT support for the ISS program including, but not limited to, program management, project management, requirements specification analysis, architecture engineering, integration and O&M services for Internet platforms, computer hardware, operating systems, database management, enterprise software applications including (middleware, networking and telecommunications) and data storage and management that are vital to IRS business operations.

### **3.1 Task 1, ORIENTATION BRIEFING (FFP)**

Within two weeks of award, the Contractor shall conduct an orientation briefing for the Government. The intent of the briefing is to initiate the communication process between the Government and Contractor by introducing key task award order participants, explaining their roles, reviewing communication ground rules, and assuring a common understanding of award requirements and objectives.

The orientation briefing shall be held at the Government's facility and both parties shall mutually agree upon the date and time.

The completion of this briefing shall result in the following:

1. The Contractor and Government personnel who will perform work under this award order shall be introduced.
2. The Government will show the applicable facilities to the Contractor, if the Contractor will be performing work on the Government's site.
3. The Government may provide any Government Furnished Property (GFP) to the Contractor at this time.
4. Any issues concerning the Contractor clearances for Contractor personnel shall be discussed.
5. The Contractor shall demonstrate confirmation of their understanding of the work to be accomplished under this PWS.
6. The Contractor shall provide the accounting period end dates to be used for the term of this award order.

**DESIRED OUTCOMES** - Initiate the communication process between the Government and Contractor to assure a common understanding of award requirements and objectives. Contractor shall deliver Orientation Briefing Minutes to the COR within 5 business days after Briefing. Contractor shall deliver Contractor Quality Control Plan (QCP) to the COR within 14 business days after the Briefing.

### **3.2 Task 2, RAMP-UP KNOWLEDGE TRANSFER / TRANSITION-IN (LH) (OPTIONAL)**

The Contractor shall conduct knowledge transfer and transition-in sessions as needed to ensure uninterrupted performance/service of the ISS with the IRS stakeholders and the current support contractor.

#### **3.2.1 Knowledge Transfer**

Ramp-Up Knowledge Transfer is defined as the Contractor acquiring and understanding the necessary documentation, information, and processes related to any work in progress. The contractor shall meet with the IRS Subject Matter Experts frequently to gather any tacit knowledge related to the Core Systems, Compliance Document Matching and Solutions Engineering/Enterprise Services tasks or programs in development. The government estimates this task will take approximately ninety (90) calendar days to complete after award.

The Contractor shall appoint a knowledge transfer manager to oversee the transfer of knowledge and ensure all areas are accounted for. If desired, this can be the Project Manager (PM) or Project Scheduler. Prior to the transfer of knowledge, the Contractor shall develop a draft Knowledge Transfer Plan (KTP) and present it to the Government within the first 15 business days after award. The KTP shall identify the Contractor resources and roles involved in the transfer process, provide a list of risks and mitigation strategies for the transfer, and contain a detailed resource balanced project schedule developed with Microsoft Project. The project schedule shall identify tasks, dependencies, deliverables, and milestones. The project schedule shall be at a sufficient level of detail to track progress on a bi-weekly basis, (i.e., all tasks will be detailed to a level such that no task has duration of more than ten workdays).

The Government will have 10 business days to review the draft KTP plan and provide comments to the Contractor. Government and Contractor representatives will then meet to discuss the comments after

which the Contractor shall incorporate the agreed-upon changes and deliver a final KTP within 5 business days of the Government's feedback.

The Contractor shall meet with the IRS bi-weekly to discuss the progress of the knowledge transfer. The Contractor shall provide an updated MS Project Schedule and risk registry for review and discussion.

**DESIRED OUTCOMES** - The Contractor shall provide a Knowledge Transfer Plan that is accepted by the Government and successfully completes knowledge transfer in accordance with the plan and no later than three months after Government acceptance of the Knowledge Transfer plan.

### **3.2.2 Transition-In (Optional)**

The Transition-In Task permits for an effective transition from incumbent(s) Contractor to a new Contractor. The Government estimates this task will take approximately 90 calendar days to complete from the contract award date. Successful transition can be defined by its capacity to maintain full continuity of operations, high productivity, and exemplary service quality. To ensure a successful, low-risk transition, the Contractor shall develop a draft Transition-In Plan that outlines detailed tasks and milestones and provide it to the Government within 15 business days after award.

The Government shall have 10 business days to review the draft Transition-In Plan and provide comments to the Contractor. Government and Contractor will then meet to discuss the comments after which the Contractor shall incorporate the agreed-upon changes and deliver a final Transition-In Plan within 5 business days.

The Contractor shall execute the approved Transition-In Plan and keep the Government fully informed of status throughout the transition-in period. During the transition-in period, the incumbent(s) is responsible for performance. This Task shall be worked concurrently with Task 2, Ramp-Up/ Knowledge Transfer.

In addition to the transition actions in the approved Transition Plan, the Contractor shall perform the following activities during the transition-in period:

1. Assign personnel and submit security papers promptly to get the background investigations done quickly and gain access to IRS's network.
2. Create a project schedule at a sufficient level of detail to track progress on a weekly basis.
3. Request access to tools and documentation
4. Review and understand all the technical and process documentation.
5. Review and understand the existing data and system security policies in place.

**DESIRED OUTCOMES** – All ISS Program projects and initiatives are transferred timely and completely from the incumbent Contractor to the award Contractor within 90 calendar days in accordance with the Transition-In Plan. The Government is continuously informed of transition-in status and there are no lapse or delays in ISS services and projects.

### **3.3 Task 3, PROGRAM / PROJECT MANAGEMENT (FFP)**

The Contractor shall provide program and project management oversight for ISS in accordance the Internal Revenue Manual (IRM) 2.31.1, One Solution Delivery *Life Cycle (OneSDLC)*.

The Contractor shall provide program/project support including, but not limited to:

1. Manage and coordinate the ISS work.
2. Develop and baseline project schedules or project roadmaps with milestones.
3. Monitor and track progress towards project milestones and provide updates.
4. Manage requirements and program risks.
5. Recommend the most effective use of resources for the completion of the activities.

**DESIRED OUTCOMES** – The Contractor shall manage the ISS Program to achieve programmatic integration of projects while focusing on business requirements and results. The Contractor shall ensure quality, timely deliverables/work products/work papers, and program support.

### 3.3.1 Documentation

The contractor shall coordinate the document control process of preparing deliveries, maintaining document repositories, the Versioned Object Base (VOB), and tracking and reporting document status. The contractor shall manage the workflow of contract deliverables and work products from authors (i.e., document preparers) to the IRS.

The contractor shall:

1. Ensure that documents are prepared and delivered in accordance with the schedule.
2. Act as a liaison between the infrastructure documentation group and other contractor project management and technical teams.
3. Develop and monitor a document production schedule; identify and address any schedule dependencies with the author, Control Account Manager (CAM), and project manager.
4. Oversee the production and updates to infrastructure documentation and ensure that documents conform to the IRS IT standards and procedure which will be provided after award.
5. Ensure that documents are reviewed for accuracy prior to submission for acceptance.
6. Monitor, track and report the status of document deliverables and work products.
7. Coordinate the final preparation and packaging of deliverable documents.
8. Prepare transmittal letters.
9. Ensure contractor documents signoff is completed.
10. Support inspections and audits.

The contractor shall prepare the required documents, deliverables and work products as requested.

The contractor shall provide:

1. Monthly Contract Status Reports (MCSR) – The MCSR shall include status reports for all work in performance under the order.
2. Government Furnished Equipment (GFE) Reports - This inventory report shall track GFEs that have been provided to the contractor staff. The frequency will be determined by the COR upon

contract award but no less than monthly.

3. Monthly Spend Analysis Reports – This report shall include projected and expended/obligated financial data.
4. Acquisition Management Reviews (AMR) – The CO, COR, Acquisition Managers (AMs), Program Managers (PMs), IRS Leadership and the ISS Stakeholders shall meet annually to discuss the following:
  - a. The status of program milestones, schedule, deliverables, and other key items.
  - b. Contractor performance (e.g., metrics outlined in a quality assurance surveillance plan (QASP)).
  - c. Problems and/or risks, if any, and develop appropriate plans of action as necessary.
  - d. Changes that have occurred since the last AMR that impact the contract, (e.g., budget, changes in resources; customer feedback).

**DESIRED OUTCOMES** – The Contractor shall provide quality, timely reports and documentation within the agreed to schedule.

### **3.3.2 Quality Management**

The Contractor shall provide continuous quality assurance for activities that will be defined in an attachment of any resultant solicitation and award. At a minimum, the Contractor Business Manager shall meet weekly with IRS Acquisition Managers to ensure that tasks are delivered in accordance with PWS requirements, schedule, and cost.

### **3.4 Task 4, ISS TECHNICAL SUPPORT (LH)**

The Contractor shall provide Development, Modernization and Enhancement (DME) and Operation and Maintenance (O&M) support services for the following ISS technologies, but not limited to:

- Enterprise Data Platform (EDP), Modernized Individual Custodial Accounting (MICA), & Individual Master File (IMF) Retirement Engineering Service
- Cloud Integration and Support
- Platform Engineering (PLE) Support
- Capacity Planning and Performance Engineering
- BOE and Tableau Support
- Massively Parallel Processing (MPP) DBMS Support
- Modern DB Technologies Engineering Support
- Customer Account Data Engine (CADE) 2 & Individual Tax Processing Engine (ITPE) Engineering Support
- CADE2 O&M Engineering Support

**DESIRED OUTCOMES** – The contractor shall provide:

- Modernized infrastructure that meets the performance goals of the IRS business customers.

- Perform infrastructure capacity planning and analysis to ensure thorough objective evidence that the products recommended shall satisfy the requirements.
- Security and infrastructure solutions are effectively deployed allowing modernization projects to successfully utilize the common shared infrastructure.
- Establish common and unambiguous business, product, and functional requirements that are testable and allocated to a specific release package (RP).
- Ensure the receiving organization is ready to support the infrastructure being transitioned.
- Modernized systems meeting the business needs of the IRS, enabling interoperability, and complying with the Enterprise Architecture and IRS established engineering processes and procedures.

#### **3.4.1 Sub-Task 4.1, Development, Modernization and Enhancement (DME) (LH)**

The Contractor shall adhere to the OneSDLC and deliver associated work products for each milestone that are clear, concise, and tailored to meet ISS needs.

The contractor shall:

1. Provide the foundation for a long-term records management solution. This process shall be in conjunction with emerging IRS records management standards and Common Business Services.
2. Ensure the solution is compliant with FISMA (Federal Information Security Management Act) and NIST (National Institute of Standards and Technology) requirements.
3. Ensure Earned Value Management following ANSI standards is applied by the Project Management team, if required.
4. Provide support for ISS to include a number of releases requiring maintenance of the production modules and development of new functionality.
5. Provide project management support to ISS in accordance with One Solution Delivery Life Cycle (OneSDLC).

**DESIRED OUTCOMES** – The Contractor shall develop a comprehensive solution for ISS that will include management tools for document tracking and workflows.

#### **3.4.2 Sub-Task 4.2, Operations and Maintenance (O&M) (LH)**

The Contractor shall provide operations and maintenance (O&M) support services for the ISS. The contractor shall develop process flows to visualize business requirements to inform development team on design decisions as follows:

1. Deliver release and transition documentation in a Release and Transition Management Plan.
2. Support weekly or bi-weekly project meetings and ad-hoc discussions by preparing pre- and post- discussion documents and capturing action items for follow up. Frequency of project meetings will be determine based on the IRS project managers and technical leads.
3. Employ IT best practices and ensure all final product/recommendations are upgradeable

- and produce the most proficient option.
4. Ensure all project work is 100% Section 508 compliant, including testing of the applications and preparation of 508 Applicable Provisions and Testing Document for each application.
  5. Ensure all project work complies with IRS Enterprise Architecture standards and Federal Information Security Management Act (FISMA) and IRS Cyber Security policies, guidelines, and procedures.
  6. Provide the following Project Management Support: document and resolve risks/issues; participate in weekly conference calls; create and maintain weekly project plan; create weekly status reports; create and maintain WBS.
  7. Email weekly project plan and status reports with cross references to the project plan to the IRS Project Manager.
  8. Provide application support for the security of the system and recommend security improvements.
  9. Modify existing functionality from requirements gathering sessions and crosswalks provided from customer.
  10. Provide timely demonstration or documentation to allow IRS to confirm contractors' interpretation and understanding of requirement prior to major programming completion.
  11. Maintain Requirements Management including Change Requests, Schedule/WBS, Gap/Impact Analysis, Transition Management, and Operations Maintenance.
  12. Ensure correct execution of all software functionality.
  13. Provide consulting support, and application changes/fixes identified during testing including deployment related defects, which enables the successful deployment of the application from Development to DS Test environment to the Production Site.
  14. Provide application support for critical and non-critical operational issues/errors and functional maintenance issues encountered during operation. Critical operational issues/errors are situations where the system stops working or works incorrectly; all other situations are non-critical.
  15. Provide customer assistance for setup, installation, and testing for support of Development, Testing and Production environments.
  16. To ensure project deliverables meet quality standards, the contractor shall establish, update and adhere to a method and process for code and system peer review; develop and deliver a test plan for each project, regardless of project size or complexity including a pre and post deployment acceptance period determined by the IRS project manager; validate requirements and design specifications; complete all testing prior to government acceptance testing; ensure products for acceptance testing includes a formalized assurance report as part of the documentation from contractor that confirms all requirements and design specifications have been met and the project is ready to be deployed in production, report should include test results and findings; and be responsible for delivering operational application code as requested by the IRS project manager.
  17. The contractor shall support an IRS provided test environment for validation and verification of modifications, enhancements, modernization, development, consolidation, integration, configuration, and retirement activities for applications, software, websites, web applications, web services, and IT systems.

18. The contractor shall maintain and manage the development environment accordingly to ensure alignment with the test and production environment as well as to ensure accurate simulation of the user roles in the environments.
19. The contractor shall support regular and scheduled server maintenance, which includes but is not limited to patches, hotfixes and software updates done by IT.
20. The contractor shall prepare transmittals or .MSI packages for deployment activities.
21. Assist daily operations of the Development, Test and Production systems, as required.
22. Provide assistance with updating all required One Solution Delivery Life Cycle (One SDLC) documentation for a Planned Maintenance IT Project.
23. Provide deployment support on ISS.
24. Conduct testing of configuration and integration changes, including regression testing to ensure system meets all requirements and the changes do not hinder the projects missions.
25. The contractor shall perform application testing for all existing applications, software, web applications, web services, and/or IT systems, for revised functionality and defects.
26. The contractor shall perform the following types of testing as required:
  - a. Developer Testing
  - b. Integration Testing
  - c. Regression Testing
  - d. Performance Testing
  - e. Security Testing
  - f. Functional Testing
  - g. Automated testing
27. The contractor shall document via the creation of one or more test plans the following:
  - a. Test case scripts
  - b. Test case to requirement traceability matrix
  - c. Test cases results
  - d. Testing environment specifications
  - e. Listing of any noted anomalies or defects
  - f. Tracking of defects
28. The contractor shall make available to the government all test plans, test cases, test environment specifications and noted defects via an electronic repository provided by the government. The contractor shall evaluate new technology for improved testing and test management. The contractor shall provide reporting and mitigation plans from testing. The contractor shall support user acceptance testing and shall comply with independent verification and validation success criteria for applications, software, web applications, web services, and/or IT systems.
29. Regularly monitor application and database scans and act on issues to support resolution.
30. Provide application support for the security of the system and recommends security



- improvements and supports resolution to any issues.
31. Perform system audits, including monitoring and testing controls and supporting resolution to any issues, including programming to resolve issues.
  32. Maintain security control changes such as FIPS and Transport Layer Security (TLS).
  33. Provide support for migration/upgrades of system operating systems, database software and other software used by the project, including updating applications, configurations, and services.
  34. Provide knowledge transfer training on system updates. The contractor shall deliver in depth knowledge transfer and documentation on the code and development of the applications to facilitate transfer of activities. The knowledge transfer and training shall include face to face and/or virtual meetings.
  35. Utilize a secure code repository that will be used in developing and improving applications. The developed repository shall be scalable and flexible to accommodate current and future development frameworks and codebase, and to incorporate changes in secure coding practices.
  36. Support processes associated with requesting, creating, modifying, and deleting Public Key Infrastructure (PKI) Administration including adding, modifying, restoring, and deleting PKI certificates in accordance with Agency procedures.
  37. Use approved BEARS accounts including any elevated privileges; support account changes and maintain security.
  38. Provide recommendations and/or improvements for efficiency and processes for ISS.
  39. Provide support for critical and non-critical operational issues/errors and functional maintenance issues encountered during operation.

**DESIRED OUTCOMES** – The contractor shall ensure that O&M releases for the project approved through governance during the period of performance are provided with support for requirements management, project governance and documentation, creation and monitoring of resource allocations for each release, application code development, required testing support, training, and support to gather and implement lessons learned from each release.

### **3.4.3 Configuration Management**

The Contractor shall support Configuration Management (CM) functions including Unified Work Request (UWR) activities, Engineering Review Board (ERB) activities, Change Control Board (CCB) activities, business rule changes, configuration identification, configuration control, configuration status accounting and configuration audits.

CM activities shall include, but not limited to:

1. Track and document all configuration items included in baseline releases during design integration, testing, fielding and sustainment.
2. Provide CM, quality assurance, and sustainment of all documentation.
3. Update Implementation Packages accordingly.
4. Develop Audit Plans and Reports, prepare and perform Audit Checklist activities.

5. Meet Government acceptance criteria for configuration management.
6. Support installation, configuration, integration, optimization of software used by project's federated development team.
7. Implement agile change and configuration management.
8. Adhere to established configuration and change management principles.
9. Provide reporting to convey system configuration information, performance data, cost information, and the status of operational activities. The contractor shall conduct ongoing analysis of the infrastructure to form the basis for recommendations to maintain and replenish inventory in a manner that enables rapid recovery/provisioning with minimized service disruption and downtime.
10. Administer and optimize use of network and enterprise approved tools management techniques and tools to deploy new operating systems code, push configuration changes, capture essential information, and manage device configuration files.
11. Support installation, configuration, integration, optimization of software used by project's federated development team and system/infrastructure.
12. Contractors must state how they would manage the Portfolio and perform functions such as configuration management, the application of industry standards, and use of best practices, version control, security monitoring, preventive maintenance, and training for personnel. Additionally, contractors must describe monitoring techniques (e.g., inspection regimen, customer input, audits) that will be utilized to ensure the effectiveness of activities.

**DESIRED OUTCOMES** – The Contractor shall provide consistent configuration management that implements standard documentation and reporting methods and provides a single logical view of all IT components and connections to effectively deliver IT services to customers.

#### **3.4.4 Change Management**

The Contractor shall support the ISS team in executing change management and change control processes that are compliant with IRM 2.125.1, *Change Management Policy*. The Contractor shall describe how changes shall be initiated, analyzed, designed and handed off for implementation. The Contractor shall support the ISS team in developing required systems documentation and change requests (CRs) for the IT Configuration Change Board (CCB).

**DESIRED OUTCOMES** – The Contractor shall provide change management and change control processes that controls the lifecycle of all changes and enables beneficial changes to be made with minimum disruption to IT services.

#### **3.4.5 Performance**

##### **3.4.5.1 Performance Engineering**

The Contractor shall work with the ISS technical teams to develop infrastructure performance requirements, including network requirements, and publish performance specifications for modernized infrastructure components.

The Contractor shall document resulting performance specifications as part of the ISS infrastructure requirements. The Contractor shall analyze the system design, and model critical components as

appropriate, to identify weaknesses and potential problem areas, including performance bottlenecks and interface problems in connections to external systems. The Contractor shall summarize performance analysis results and provide brief analytical approaches to ES Solution Engineering team. The Contractor shall develop network engineering recommendations to improve network performance and reliability. The Contractor shall use performance tools to identify and predict actual resource usage and provide alternatives for meeting network performance expectations.

The Contractor shall support all the ISS applications/services and data development with the use of Commercial off the Shelf (COTS) test tool suites. If COTS test tool suites are not available, then the Contractor may develop test tools for specific needs. Final test plans that are created during the performance unit testing in the Virtual Development Environment (VDE) shall be provided to the ISS technical teams.

#### **3.4.5.2 Performance Monitoring and Tuning**

The Contractor shall actively monitor and analyze fielded infrastructure components to find and correct weaknesses and potential problem areas. The Contractor shall analyze performance statistics of the infrastructure components and suggest improvements. The Contractor shall identify, isolate, propose and implement improvements to hardware, software, and communication problems, performance bottlenecks and interface problems in connections to external systems.

The Contractor shall support the modernized infrastructure in the identification and resolution of performance issues. This shall include, but is not limited to, measurement, optimization reviews, tuning, benchmarking, event management, performance reporting, availability reporting, and auto event ticketing. The key to performance tuning is to isolate and identify performance bottlenecks, measure impact and engineer solutions to eliminate them. This requires experience with a wide variety of systems, including networks, routers, switches, firewalls, web servers, application servers, operating systems, databases, 3rd party software packages, and infrastructure custom code. Each of the performance tests can be run over and over, with the effects of different back-end configurations analyzed for its effect on performance.

#### **3.4.6 Capacity**

##### **3.4.6.1 Modeling and Capacity Planning**

The Contractor shall develop a composite view of the timing for infrastructure capacity and deliver when required.

An integrated modeled cross-tiered view from Integrated Master Schedule (IMS) and Release Architecture is a critical input for forecasting the demand for a release. The initial view must be constructed toward building sufficient infrastructure including the testing environments to support the current release year, and a forward-looking offset of 6 months to one year. Subsequent iterations of the demand forecast shall rely on a combination of the prioritized strategic plan, Integrated Master Schedule, and Release Architecture work for out releases, leveraging the architectural patterns of the Enterprise Architecture, to anticipate the yearly forward-looking capacity need at budget formulation time.

The Contractor shall baseline the modernization system requirements of the IRS Wide Area Network (WAN) in terms of circuit allocations, utilization and latencies observed to include: Develop a composite view of the IRS network model and model the new modernized applications: Introduce network traffic on the WAN and predict future Network Capacity Requirements: Analyze system design, model critical components to identify weaknesses or bottlenecks and develop change recommendations; and

Rationalize infrastructure needs against the patterns to effectively estimate the capacity that shall be needed years ahead of design.

The Contractor shall provide an enterprise method of measurement collection, forecasting, server baseline and modeling, server capacity reporting, network baseline, application modeling, network capacity reporting, and periodic capacity plan as required.

The Contractor shall support activities to develop Infrastructure Service Level Agreements (SLAs) with input from stakeholders. SLAs should be measurable, repeatable, and provide value to stakeholders. Where feasible, the contractor shall leverage the Enterprise Systems Management (ESM) measurement resources to provide consistency across projects. The contractor shall report SLA attainment in monthly SLA reports to the COR/CO.

#### **3.4.6.2 Database Management**

The Contractor shall provide support services for new and current database management systems (e.g., DB2, Oracle, Greenplum, Microsoft SQL Server, etc.). The contractor shall provide the following support services include but not limited to:

1. Direct access storage device (DASD) storage capacity engineering, installation, configuration, and testing support.
2. Backup capacity engineering, installation, configuration, and testing support.
3. Database software and services engineering, installation, configuration, and testing support.
4. Engineering for and allocation of raw database space(s).
5. Assisting IRS project team with the IRS Work Request (UWR) process as needed.

#### **3.4.7 Enhancements**

##### **3.4.7.1 Security Enhancements**

The Contractor shall provide and support recommendations for new security functionality that shall reduce project security risks to include calibrating the Xacta model to reflect the current infrastructure, periodically analyzing new security policies, procedures, guidance, and other documented security products to determine what functionality should be added to the Modernization Infrastructure to reduce security risks. The recommendations shall address the risks that would be mitigated as well as the costs and/or resources that would justify the recommendations.

##### **3.4.7.2 Infrastructure Enhancements**

The Contractor shall assist and provide support recommendations for new Modernization Infrastructure functionality that uses best practices that enhance infrastructure services, improve the overall return on investments to the IRS, and reduce the IT total cost of ownership (TCO). The contractor support includes periodically analyzing engineering analyses, impact analyses, and other documented products produced to determine what functionality should be added to the Modernization Infrastructure to minimize project-specific infrastructures. The focus shall be on addressing why the functionality should reside on the Modernization Infrastructure and not in the projects. The recommendations must address where the economics of cost and/or resources would justify the recommendations.

The Contractor shall evaluate the impact of new and existing technologies such as Gig-E, ATM, MPLS, VOIP, VPNs, PKI and develop reports discussing benefits of implementation. The contractor shall

support IRS efforts to develop a roadmap for infrastructure enhancements and gather technology trends and best practices through research and studies and communicate findings.

The Contractor shall recommend adjustments to the Enterprise Architecture based on technological advances and industry trends utilizing the modeling and performance information and establish recommendations on how the infrastructure can be enhanced to support the IRS customer base more effectively.

The Contractor shall also define plans to upgrade IRS network infrastructure technology in manageable phases. The upgrade is imperative to support the continuously evolving and demanding enterprise applications' requirements.

The Contractor shall code and test all non-Commercial Off the Shelf (COTS) infrastructure software for the modernized infrastructure system functionality required for each release to include the current production environment Application Programming Interfaces (APIs). The Contractor shall integrate COTS modernized infrastructure system functionality in a release level test. The Contractor shall update existing infrastructure application software as needed to meet Enterprise Architecture guidelines.

### **3.4.8 Customer Support/Services**

#### **3.4.8.1 Customer Support**

The Contractor shall support those activities required to proactively provide information, awareness, and education to current and potential users of the modernized Infrastructure. These activities shall disseminate information about current infrastructure capabilities and solicit additional potential users of the infrastructure.

#### **3.4.8.2 Support and Maintenance**

The Contractor shall provide Support & Maintenance (S&M) for applications and systems hosted within the ISS. Support and Maintenance (S&M) is defined as:

1. System operations – the scheduled and unscheduled activities required to provide an acceptable level of performance and availability,
2. System support – processes to sustain or maintain a service request delivery and continuous service delivery, including asset management, technology administration, security administration, systems management,
3. Service management – activities required to manage service delivery and support processes, and
4. Discrepancy reporting – activities required to correct identified discrepancies related to baseline requirements.

The Contractor shall support the existing change management processes to analyze, evaluate, and implement approved changes to the ISS development, testing and production environments. This includes security fixes, patches, operating system (OS) updates, COTS updates and other standard infrastructure management items that develop during maintenance. These items should follow the standard cycle for development, test, and integration prior to being released into production. IRS change management policy and procedures will be provided to Contractor during Transition-in period.

### **3.4.9 Engineering**

#### **3.4.9.1 Technical Quality Assurance**

The purpose of technical quality assurance is to provide the ISS staff and management with accurate insight into infrastructure processes and associated work products. The Contractor shall work with the ISS project/technical teams to develop a technical quality assurance review and reporting process. The Contractor shall execute/support the established technical quality assurance review and reporting process for the ISS. The Contractor shall recommend best practice efficiencies relating to the technical improvement of the ISS to ensure that it shall meet the IRS' long term IT modernization goals, including efficient total costs of ownership.

#### **3.4.9.2 Integrated Infrastructure Project Planning**

The Contractor shall define an Integrated Infrastructure Project Planning Process to ensure that project planning is integrated into release plans for Infrastructure and coordinated with the Release Management function. The purpose of Integrated Infrastructure Project Planning is to establish and maintain plans that define Integrated Infrastructure project activities. The Contractor shall establish and maintain the methodology for performing infrastructure project planning.

#### **3.4.9.3 Project Monitoring and Control**

The Contractor shall provide project management support so that the ISS Program is monitored and controlled, and action can be initiated to solve problems that occur with deviations from the Integrated Infrastructure Project Plan.

#### **3.4.9.4 Planning for Disaster Recovery, Business Continuity, Backup and Recovery**

The Contractor shall provide disaster recovery planning, (Infrastructure) Business Continuity, and Backup and Recovery planning and support activities for Modernized Infrastructure in conjunction with the IRS Disaster Recovery project Team and IRS ISS Operations and management. Infrastructure Business Continuity includes the ability for IRS Operations to provide processing and communication services necessary to continue operation of essential business applications within the timeframes mandated by law. Backup and recovery of essential data includes no, or minimal loss of data based on business application's requirements and security and privacy regulations necessary to continue essential business applications within the timeframes mandated by law.

The results of planning and support activities shall be consistent with the IRS disaster recovery policy and IRS EA guidance.

### **3.5 Task 5, EARNED VALUE MANAGEMENT (EVM) REQUIREMENTS (OPTIONAL) (LH)**

#### **3.5.1 Financial Planning and Management**

The Treasury EVM policy requires that all IRS investments with at least one Development, Modernization, or Enhancement (DME) milestone use Earned Value Management (EVM) for reporting and management of the development, modernization, or enhancement portion of the project.

**DESIRED OUTCOMES** – The IRS receives high quality, timely financial (including EVM) data necessary to evaluate and report overall program performance from a perspective that balances cost, schedule, technical requirements, and customer satisfaction.

#### **3.5.2 ANSI/EIA STD -748A Compliance**

The Contractor shall comply with FAR 52.234-4 Earned Value Management System (EVMS) and Treasury EVM policy regarding ANSI/EIA STD -748A. Compliance includes documenting in the business proposal, a description of the EVM System (EVMS) to be used; in sufficient detail to enable independent assessment of the Contractor's understanding and conformity with the requirements of the ANSI/EIA-748-A standard. The EVMS description will address all salient factors, including the key EVM measures and metrics and how the EVMS integrates with general cost accounting and budgeting systems. It will also address criteria used to determine applicability and means of verifying and monitoring flow down requirements to fully integrate subcontractor EVM data with the Contractor's EVMS. Copies of referenced Treasury and IRS EVM policies and guidance will be provided as Government Furnished Information (GFI).

### **3.5.3 Integrated Baseline and EVM Activities**

The Treasury Earned Value Management Policy provides guidance on the usage of EVM to manage the integrated baseline. Below are specific requirements regarding the Contract Work Breakdown Structure, the Project Schedule, and the Integrated Baseline Review.

#### **3.5.3.1 Contract Work Breakdown Structure**

The Contractor shall provide a Contract Work Breakdown Structure (CWBS) Index and Dictionary. The CWBS shall be used as the foundation for all Contractor project work scope planning, scheduling, project cost estimates, life cycle cost estimates, resource allocations, performance measurement (including Earned Value Management metrics), configuration management and status reporting. The approved CWBS shall form the total scope of all project work.

#### **3.5.3.2 Project Schedule**

The Contractor shall deliver and maintain a project schedule that mirrors the approved CWBS. The CWBS-based project schedule shall reflect all work to be performed. All schedule CLINs supporting a single deliverable or work product, regardless of the owner/supplier of each schedule CLIN, shall be organized together and roll up to a summary level schedule CLIN in the project schedule.

A completed Contractor project schedule shall include schedule CLIN durations and resources required to perform individual schedule CLINs and time-phased budget allocations, which together form the Performance Measurement Baseline (PMB). The PMB shall be delivered as specified in Section F. The IRS will integrate the Contractor project-level PMBs with related IRS PMBs to produce the Integrated Baseline (IB). The Integrated Baseline will include all schedule CLINs for the entire scope of the project and becomes the Project Master Schedule (PMS).

#### **3.5.3.3 Integrated Baseline Review (IBR)**

Per FAR 52.234-3 Notice of Earned Value Management System – Post Award IBR and Treasury EVM policy, the Contractor shall present its PMB for an Integrated Baseline Review (IBR) by the IRS no later than 45 days (at the discretion of the IRS Project Manager) after contract award, and subsequently, when required, following major changes to the baseline such as scope, cost, or schedule changes, or upon the execution of contract, task order, or interagency agreement (acquisition) options or modifications. The Contractor's Performance Measurement Baseline shall be reviewed to verify that it contains the entire scope of the project, the technical solution is complete, and the risk mitigation plans are acceptable. The Contractor shall engage jointly with the IRS Project Manager during the IBR, and follow-on IBRs when required, to evaluate the risks inherent in the contract's planned performance

management baseline. During the IBR, the Contractor shall show how the baseline schedule includes the entire contract technical scope of work consistent with contract schedule requirements, and has adequate resources assigned. Also, during the IBR, the CWBS, resource-loaded baseline project schedule, control account budgets and current CPR reports will be reviewed. The Contractor shall demonstrate to the IRS that the earned value methods used are consistent with ANSI/EIA STD -748A and accurately reflect the contract cost, schedule, and technical performance. The Contractor shall perform a self-assessment of the cost and schedule risks to the project prior to the IBR. The IBR will be used to achieve a mutual understanding of the baseline plan, cost and schedule risk, and the underlying management processes used for planning and controlling the project. Detailed IBR guidance will be provided by the IRS as Government Furnished Information. The IRS will be following the DOD IBR Guidance until it develops its own policy.

### **3.5.4 EVM Reporting**

The Contractor is required to maintain, and report detailed information about project performance, schedule, and cost, as well as activity progress, on a monthly basis for project control.

#### **3.5.4.1 Contract Performance Report (CPR)**

The Contractor shall prepare and submit a Contract Performance Report (CPR) each month describing the amount of work scheduled and achieved to date and the actual costs associated with that work, baseline, and variance analysis and explanations. The Contractor shall prepare and submit the IRS Contract Performance Reports in accordance with the IRS CPR Data Item Description (IRS-DID-CPR). All CLINs supporting a single deliverable or work product, regardless of the owner/supplier of each CLIN, shall be organized together and roll up to a single CWBS element and summary level CLIN in the project schedule.

The Contractor shall include all budget amounts in the reported EVM data, whether allocated or not, load such data into all required formats of the CPR and ensure validity before transmitting to IRS. The calculation of EVM metrics (e.g., BCWS, BCWP and ACWP) shall comply with the guidelines and rule sets established in the Treasury EVM policy. Undistributed Budget (UB) will only be reported at the WBS level associated with the appropriate contract, task order or interagency agreement.

Data provided in the required CPR form and the corresponding IRS data item descriptions (DIDs), as well as the machine-readable format, must match.

### **3.5.5 EVM Measures and Key Metrics**

The key EVM measures, Budgeted Cost of Work Scheduled (BCWS), Budgeted Cost of Work Planned (BCWP) and Actual Cost of Work Performed (ACWP) are to be derived in accordance with CORE ANSI/EIA STD -748A requirements if DME costs are projected to be under \$20M. Other key metrics that are to be captured and reported on a monthly basis include but are not limited to: Cost Variance (CV), Cost Variance % (CV%), Schedule Variance (SV), Schedule Variance % (SV%), Cost Performance Index (CPI) and Schedule Performance Index (SPI). Any additional metrics to be recorded will be agreed to and added to the contract requirements by mutual agreement of the contractor and the IRS.

### **3.5.6 EVM Corrective Action**

Based on the EV metrics collected, formal corrective action plans to address performance variances must be accepted by the IRS.



If the Contractor has variances that do not exceed the guidance thresholds but contribute to an overall project variance that is over +/-10%, the Contractor may be required to provide analysis and explanation.

### 3.5.7 EVM Baseline Control

It is sometimes necessary to perform replanning actions that are within the scope of the authorized contract, task order, or interagency agreement (acquisition) that will result in improvement in the quality of the program management information being generated by the Earned Value Management System. However, the master project schedule and the time-phased performance measurement baselines may be changed only with the approval of the IRS Project Manager or designee and confirmed in writing by the contracting officer. The request for either internal (Contractor-controlled) or IRS-approved replanning must be accompanied by an entry into the Contract Budget Base (CBB) Log indicating the reason for requesting the changes, including changes in the total contract, task order, or interagency agreement (acquisition) value.

The Contractor shall only adjust performance data (BCWS, BCWP, and ACWP) from prior months with written direction from the IRS Contracting Officer, Project Manager, or designee. Baseline adjustments for errors, accounting adjustments or approved re-baseline actions shall be recorded in the current reporting month. This applies only to definitized baselines. Changes to budgets for closed Control Accounts (CAs) or Work Packages (WPs) are prohibited.

Replanning of unopened WPs, and Planning Packages (PP) within a Control Account (CA) require formal Baseline Change Request (BCR) approval and are permitted without revised work authorization, as long as the total budget value and the schedule end date of the CA remain unchanged. WPs that have been closed (completed) are not to be reopened.

The time-phasing of BCWS associated with planning packages may be changed for future planned effort beyond the freeze period. This is normally defined as the current accounting period plus one. Any other freeze period will be defined by the IRS Project Manager with written confirmation by the contracting officer.

When work on a CA is impacted significantly by a change, the CA may be closed, and a new CA created. If only WPs within a CA are affected, two methods to redistribute the budget can be used.

1. The open WPs may be closed, and new WPs planned with the remaining budget from the old WPs plus any additional budget from newly authorized tasks. In this case, the cumulative BCWS must be set equal to the cumulative BCWP for the WP to be closed.
2. Replan the future portions of open work packages.

\*\* Note that transfers of WP budget may only be accomplished when the accompanying work is also transferred.

The Contractor shall manage and maintain all requested and/or implemented changes to the baseline CWBS, IRS Project Schedule, and EVM performance measurement baseline using a written BCR which must be submitted to the IRS Project Manager.

1. All CPR project deliverables, due on the 15th calendar day of the month (or as required to

complete OMB dashboard reporting metrics), will be reviewed and accepted by the IRS Project Manager or designee on a monthly basis.

2. All EVM Measures and Metrics, included in project CPR deliverables, will be reviewed, and accepted by the IRS Project Manager or designee on a monthly basis.
3. Corrective action plans, included with CPR Format 5 deliverables, if necessary, will be reviewed and accepted by the IRS Project Manager or designee, the Contracting Officer, and the Technical Point of Contact (TPOC) on a monthly basis.

**DESIRED OUTCOMES** – For O&M work, accurate, timely financial information for tasks. Submit a Monthly Status Report identifying Planned Dollars (Cumulative) and Planned dollars by month for each month of the Base and Option Year. For DME work monthly high quality, timely EVM data is necessary to evaluate and report overall program performance from a perspective that balances cost, schedule, technical requirements, and customer satisfaction.

### **3.6 Task 6, TRANSITION OUT (OPTIONAL) (FFP)**

At the end of this task order, the Contractor shall provide transition-out services (refer to Federal Acquisition Regulation (FAR) Clause 52.237-3 Continuity of Services). The Contractor shall facilitate the transition of contracted activities and services to the Cybersecurity Program personnel and to a follow-on Contractor in accordance with the Government Approved Transition-Out Plan. The Transition Out period shall not exceed ninety (90) calendar days.

The Contractor shall:

1. Minimize transition impact to the user community.
2. Ensure no breaks in service availability.
3. Maintain existing service quality and performance levels.
4. Ensure a transparent and seamless transition.
5. Maintain support and meet delivery milestones of ongoing projects.
6. Ensure that the IT security posture during transition is maintained at current levels without creating gaps and/or vulnerabilities.

In support of this task, the Contractor shall develop and provide a draft Transition-Out Plan no later than one hundred eighty (180) calendar days after the date of award, or earlier if directed by the Government.

The Government shall have 10 business days to review the draft Transition-Out Plan and provide comments to the Contractor. Contractor shall incorporate the agreed-upon changes and deliver a final KTP within 5 business days of the Government's feedback. The Contractor shall update the Transition-Out Plan annually.

The Contractor's Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent(s) to the incoming Contractor and Cybersecurity personnel. The Contractor shall identify transition activities, schedules, and milestones for the turnover of work (e.g., operations, maintenance, engineering, training, asset management, and logistics functions) and identify how it will coordinate with the incoming Contractor(s) and Cybersecurity personnel to transfer knowledge.

#### 4.0 SKILL REQUIREMENTS

The contractor shall have working knowledge of the following technologies including, but not limited to:

- Alteon Web Systems Products
- IBM WebSphere, Database 2 (DB2), MQ Series, Rational Suite, Endpoint Management, etc.
- Oracle Database, Solaris including the Sun Cluster Environment, E-Business Suite, etc.
- Microsoft Windows, Azure, SQL Server, Internet Information Services (IIS), etc.
- ServiceNow Platform
- F5 Load Balancer
- SiteMinder
- Enterprise Informatica Platform (EIP)
- Authorization (Az) Framework
- Drupal Platform
- Documentum
- Red Hat Linux, JBoss Enterprise Application Platform, etc.
- Greenplum Massive Parallel Processing (MPP),
- Tivoli Management Framework,
- Quest Authentication Service Single Sign-on
- Business Objects Enterprise (BOE) and Tableau
- Customer Relationship Management Software (e.g., Salesforce, Pega, Mulesoft, etc.)
- Technology Shared Services (TSS)
- Short Message Service Platform (SMSP)
- Common-Services,
- EnCase® Endpoint Investigator (EI) and EnCase® eDiscovery (eD)
- Amazon Web Services (AWS)
- Databricks Platform
- Application Messaging and Data Access Services (AMDAS)

#### 5.0 GOVERNMENT-FURNISHED PROPERTY (GFP)

Government furnished property (to include material, equipment, and/or information) shall be provided in the performance of this award. The GFP may consist of the following:

ITEMS	QUANTITY
Contractor Identification Badge	TBD
Contractor Building Access/Proximity Card	TBD
Laptops with Local Area Network Access	TBD

Microsoft: Word, Excel, PowerPoint, Project, Access	TBD
Telephone With VMS	TBD

Disposition of GFP shall be in accordance with FAR 52.245-1.

**6.0 GOVERNMENT-FURNISHED INFORMATION**

Government furnished information (to include manuals, notes, memos, instruction materials, and other information) may be provided during the performance of this award. The Contractor shall be responsible for safeguarding all equipment, information and property provided for Contractor use to include, but not limited to:

INFORMATION ITEMS
Internal Revenue Manuals (IRM)
IRS IT Standard Operating Procedures and Policy
Systems Documentation (Design, Architecture, Configuration, etc.)
IRS Templates and Forms

Disposition of GFP shall be in accordance with FAR 52.245-5.

**7.0 TRAVEL**

Travel and per diem will be reimbursed at actual cost in accordance with the limitations set forth in FAR 31.205-46 and the General Services Administration’s Federal Travel Regulations. Profit shall not be applied to the travel costs. Local travel may be required for on-site meetings; Local travel will not be reimbursed.

The following is an estimate of travel costs associated with the performance of all tasks that may be issued under this PWS: \$50,000 (approximately \$10,000 for the Base Year and \$10,000 for each of the One-Year Option Periods).

The Contractor shall provide a travel voucher statement for all local travel. The voucher will ensure verification of costs incurred for local travel under the award is both allowable and reasonable and in accordance with the regulation FAR 31.205.46.

The Contractor shall attach the voucher and receipts to the monthly invoice. For any trip to be authorized, the COR must approve such travel in writing and in advance. Failure to acquire pre-approval may result in non-local travel charges by the contractor being denied.

**8.0 ACCESS TO GOVERNMENT PROPERTY AND FACILITIES**

The contractor is allowed limited access to the government's facilities, as specified below:

Internal Revenue Service – New Carrollton Federal Building  
5000 Ellin Road  
Lanham, Maryland 20706

Internal Revenue Service – Martinsburg Computing Center  
1250 Edwin Miller Blvd Suite 100  
Martinsburg, West Virginia 25404

Internal Revenue Service – Memphis Computing Center  
5391-5399 Getwell Road  
Memphis, Tennessee 38118

## **9.0 INSPECTION**

The Contractor shall ensure that all deliverables are clearly marked with the award number and visible on all shipping/service documents, containers, and invoices.

Inspection will be at the same place as performance and delivery, unless otherwise specified.

## **9.1 GENERAL ACCEPTANCE CRITERIA**

The general quality measures as set forth below will be applied to each deliverable/work product received from the contractor:

- a) Accuracy – Deliverables/Work Products shall be accurate in presentation and technical content and shall adhere to accepted elements of style.
- b) Clarity – Deliverables/Work Products shall be clear and concise; the appropriate terms shall be used; will be easy to understand and relevant to the support required by the Performance Work Statement (PWS). Reports and documentation produced under each task must be clearly written and understood by the COR and IRS Subject Matter Experts (SME) prior to acceptance of the Deliverables/Work Products.
- c) Specification Validity – Deliverables/Work Products must satisfy the technical and/or functional requirements of the Government, as specified in the PWS to produce the Desired Outcomes.
- d) File Editing – All text and any diagrammatic files shall be editable by the Government.
- e) Format – Deliverables/Work Products shall be submitted in the format stated in the PWS unless otherwise directed by the Contracting Officer Representative (COR).
- f) Timeliness – Deliverables/Work Products shall be submitted on or before the due date specified in the award order.
- g) Completeness – Deliverables/Work Products must be submitted as fully completed end products, prior to COR acceptance.

## **9.2 REVIEW OF DELIVERABLES**

- a) The Government will perform an initial review of deliverables, and if problems are encountered during the review, the contractor must correct them. If necessary, a meeting may be convened to resolve any differences. The contractor shall make all required changes to achieve an acceptable deliverable. The Government will perform its review within approximately 15 calendar days from receipt of the deliverable or as otherwise specified in each task order.
- b) When the review of a deliverable results in necessary modifications, the Government will, in accordance with the approved task order schedule, provide the necessary documentation to correct the deliverable. It will then be the responsibility of the contractor to properly and consistently incorporate the comments in the final product.

## 10.0 DELIVERIES AND PERFORMANCE

### 10.1 AWARD PERIOD OF PERFORMANCE

The period of performance for any resultant award will include a one (1) 12-month base year period and four (4) 12-month option year periods.

Base Period:	March 30, 2025 – March 29, 2026
Option Period 01:	March 30, 2026 – March 29, 2027
Option Period 02:	March 30, 2027 – March 29, 2028
Option Period 03:	March 30, 2028 – March 29, 2029
Option Period 04:	March 30, 2029 – March 29, 2030

### 10.2 PLACE of PERFORMANCE

- Contractor's site**, with reasonable access to government site (*contractor personnel can travel to government site for meetings within two hours' notice and at reasonable travel costs.*)

Note: The contractor staff may be permitted to work off site (telework or contractor site) when viewed as advantageous to the Government.

### 10.3 SHIP TO

Unless otherwise specified below, all deliverables/ work products shall be provided to the COR no later than 4:00 p.m. Eastern Standard time on the date(s) specified in the award.

### 10.4 DELIVERABLES

Unless otherwise requested in writing by the COR, work products shall be produced using the approved IRS Microsoft Office Professional products and delivered in accordance with the deliverable schedule that will be provided after award. If it is required that deliverable(s) be submitted in media storage form all devices must be scanned and certified as virus free. The Contractor shall post deliverables directly to the IRS SharePoint site.

Work and work products, including email communications, shall only be accomplished on IRS issued desktop or laptop computers.

## 11.0 IDENTIFICATION OF GOVERNMENT AWARD ORDER PERSONNEL

The COR designation will be identified by the CO's written designation memo. The CO will identify the COR via e-mail to the Contractor.

## 12.0 KEY PERSONNEL

The offeror shall identify, (in their proposal based on information provided in the table below), certain positions or roles considered to be Key Positions. The Contractor shall submit the name, labor category, and resume of the Contractor employee proposed for each Key Position.

Contractor employees identified as Key Personnel shall be dedicated to this project. If any changes in proposed key personnel become necessary during actual performance, the contractor shall provide written notification 60 days in advance. In the event of a sudden change in key personnel (death, incapacitation, immediate termination, etc.), the contractor shall provide written notice to the CO within 3 calendar days of the event. For any substitution, the contractor shall submit justification with a proposed substitute whose qualifications are equal to or greater than the person being replaced, along with a 1-to-2-page introductory summary, in sufficient detail to permit evaluation within 10 calendar days of notification of a substitution.

Key Position	Labor Category
Project Manager	
Delivery Manager	
Data/Systems Architect	
Performance Engineer	

The Contractor shall submit the resumes (certified by their respective manager) of the contractor employee(s) that will fill the position(s) identified in the table above within the proposal.

**13.0 PERFORMANCE REQUIRED BEYOND STANDARD WORKDAY**

If needed, performance may be required beyond the standard workday. The standard workday is defined as any eight hours of productive labor during the core business hours of 7:00 A.M. through 6:00 P.M., Monday through Friday.

Should performance outside of the standard workday become necessary, the CO will notify the contractor in writing.

**14.0 SECURITY**

Contractor personnel shall be in compliance with:

- a) Title III of the E-Government Act of 2002 (Public Law 107-347), also known as the Federal Information Security Management Act of 2002 (FISMA)
- b) Federal Information Security Modernization Act of 2014 (FISMA 2014)
- c) Privacy Act of 1974
- d) IRS HSPD-12 PIV Procedures Manual
- e) Internal Revenue Manual (IRM) 10.8.1, *Information Technology (IT) Security, Policy and Guidance*.

**14.1 PERFORMANCE AT GOVERNMENT SITES**

If any of this effort is performed at specified government facilities, the contractor shall abide by Department of the Treasury Directive (TD) 71-10 regarding provisions for authorized entrance and exit at these facilities.

#### **14.2 IDENTIFICATION/ BADGES**

The applicable contractor employees shall not begin working under this PWS until all security forms have been properly completed and submitted. All contractor employees shall be required to wear identification badges when working in government facilities.

#### **14.3 PERSONNEL REMOVAL AND REPLACEMENT**

The applicable contractor employees are subject to investigation by the government. Applicable contractor employees who undergo contractor clearances that reveal, but are not limited to, the following, may be unacceptable under this contract: conviction of a felony, a crime of violence or a serious misdemeanor, a record of arrests for continuing offenses, or failure to file or pay federal income tax. The government reserves the right to determine if a contractor employee assigned to a task shall continue with the task. The contractor shall agree to remove the person assigned within one day of official notification by the government and provide a replacement within five days. New hires or substitutions of personnel are subject to the contractor clearance requirement.