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**Attachment A
List of Deliverables**

Paragraph No.	Performance Objective	Deliverable	Suspense
2.2.1	1	Program Management Plan	Within 20 days after contract start
2.2.1	2	Monthly Progress and Status Report	8th business day of each subsequent month
2.2.1	3	Monthly In-Process Review (IPR) Agenda	Five business days prior to each scheduled IPR
2.2.1	3	Monthly IPR Read ahead	Two business days prior to each scheduled IPR
2.2.1	3	IPR attendance by service provider key personnel	As required by the Government
2.2.1	3	IPR Session Minutes	Three business days after each IPR
2.2.2	4	Scheduled Meeting Read-a heads and Briefing Slides	Two business days prior to scheduled meeting
2.2.2	4	Scheduled Meeting Session Minutes	Three business days after meeting
2.2.3	5	Draft comprehensive gap analysis	Ninety (90) days after contract start
2.2.3	5	Final comprehensive gap analysis	Fourteen (14) after receipt of Government comments
2.2.3	6	Draft Comprehensive design documentation	Ninety (90) days after contract start
2.2.3	6	Final Comprehensive design documentation	Fourteen (14) after receipt of Government comments
2.2.4	7	Draft of the updated PMP with the development, test, and evaluation milestone plan	Ninety (90) days after contract start
2.2.4	7	Final version of the updated PMP with the development, test, and evaluation milestone plan	Fourteen (14) after receipt of Government comments
2.2.4	8	Draft of the updated PMP with the implementation and transition milestone plan	Ninety (90) days after contract start
2.2.4	8	Final version of the updated PMP with the implementation and transition milestone plan	Fourteen (14) after receipt of Government comments
2.2.4	9	Draft of the updated PMP with the training plan, including milestones	Ninety (90) days after contract start
2.2.4	9	Final version of the updated PMP with the training plan, including milestones	Fourteen (14) after receipt of Government comments
2.2.5	10	Development and delivery of fully integrated functionality for Increment 1. DPS services shall comply 100 percent with Government-approved functional, technical, security and accreditation, and interface requirements before acceptance by the Government.	150 days after the start of Task 2

Paragraph No.	Performance Objective	Deliverable	Suspense
2.2.5	10	Appropriate sections of the user manuals, training materials/software and system documentation for Increment 1 in accordance with Performance Objective 10.	150 days after the start of Task 2
2.2.5	10	Development and delivery of fully integrated functionality for Increment 2. DPS services shall comply 100 percent with Government-approved functional, technical, security and accreditation, and interface requirements before acceptance by the Government.	120 days after delivery of Increment 1
2.2.5	10	Appropriate sections of the user manuals, training materials/software and system documentation for Increment 2 in accordance with Performance Objective 10.	120 days after delivery of increment 1
2.2.6	11	Software Development Test (SDT) Software Test Plan (STP)	14 days prior to the start of SDT
2.2.6	11	SDT Software Test Results (STR)	Five (5) business days after the completion of SDT
2.2.6	11	Successful demonstration of DPS functionality at the completion of SDT	Prior to delivery of each increment to the Government
2.2.8	13	Final training materials covering increment 1 functionality	At the conclusion of Increment 1 SAT.
2.2.8	13	Final training materials covering increment 2 functionality	At the conclusion of Increment 2 SAT.
2.2.8	13	Metrics to demonstrate the effectiveness of the training	As required by the Government
2.2.8	13	Training tutorial capability within DPS for personnel authorized to move personal property in the DoD program	Concurrent with the deliver of Increment 2.
2.2.8	13	Developing materials (e.g. manuals, instructions) and training DECC personnel on system administration procedures	Thirty (30) days prior to going into production.
2.2.9	14	Draft of the updated PMP with the change management plan, including milestones	(45) days after the start of Task 2
2.2.9	14	Revised version of the updated PMP with the change management plan, including milestones	Fourteen (14) days after receipt of Government comments
2.2.9	15	Status of the implementation effort and any recommended changes to the PMP during monthly IPRs	With Monthly IPR
2.2.10	16	Draft of information assurance management plan	Thirty (30) days after the start of Task 2
2.2.10	16	Revised information assurance management plan	Fourteen (14) days after receipt of Government comments

Paragraph No.	Performance Objective	Deliverable	Suspense
2.2.10	16	Automated Information System Security Plan, including a Security Testing and Evaluation Plan, and a Systems Security Authorization Agreement (SSAA)	270 days after the start of Task 2
2.2.11	17	Weekly summary of users' calls, identifying user problems, trends, recommendations for improvement and metrics	By noon each Monday for the preceding week
2.2.12	18	Draft User Satisfaction Measurement Plan	Thirty (30) days prior to delivery of increment 2
2.2.12	18	Revised User Satisfaction Measurement Plan	Fourteen (14) days after receipt of Government comments
2.2.12	18	Report on results of surveys	Monthly based on User Satisfaction Measurement Plan
2.2.13	19	Draft Configuration Management (CM) plan	Thirty (30) days after the start of Task 2
2.2.13	19	Revised Configuration Management (CM) plan	Fourteen (14) days after receipt of Government comments
2.2.13	19	Updated Configuration Management (CM) plans	As required during the system life cycle.
2.2.13	20	Notification to the Government of any commercial component upgrades	Thirty (30) days prior to product release
2.2.13	20	DPS upgrade plan	Within thirty (30) days after the release of commercial component (COTS) upgrades
2.2.13	20	All upgrades within DPS in accordance with approved upgrade plan	Within thirty (30) days of Government approval of the upgrade plan.
2.2.13	20	Updated user manuals, training materials and software, and system documentation	When system changes are made available to the Government for testing
2.2.13	20	Revised user manuals, training materials and software, and system documentation	Fourteen (14) days after receipt of Government comments
2.2.13	20	Developed source code	At implementation of each release
2.2.13	20	Software version description document (SVD)	At implementation of each release
2.2.14	21	Operational availability statistics/metrics	monthly report
2.2.15	22	Draft Failover and COOP plan	Ninety (90) days after the start of Task 2
2.2.15	22	Revised Failover and COOP plan	Fourteen (14) days after receipt of Government comments
2.2.15	22	Updated Failover and COOP plan	As required during the system

Attachment B DPS Functional Requirements

The following are the functional requirements for the Surface Deployment and Distribution Command's (SDDC's) Defense Personal Property System (DPS). The Government considers these requirements mandatory. In responding to this solicitation, offerors must indicate their capability to comply with specified requirements. Offerors may address the requirements with various solution alternatives as depicted in the DPS Response Table. The following describes the functions in each increment the offeror is required to deliver. For the purposes of this Attachment, whenever PPSO is referenced, this represents all DoD and other authorized shipping offices (i.e., PPSOs, JPPSOs, PPPOs, and CPPSOs).

Service Delivery Increments Summary:

Increment 1 – Transportation Provider Solicitation and Bid, and Counseling and Move Management includes:

- TP Qualification
- Customer Satisfaction Survey
- Rate Filing and Evaluation
- Minimum Best Value Score
- Best Value Scoring
- TP Ranking
- Costing of Shipments
- User Management
- Counseling
- Shipment Planning, Distribution, and Management
- Interfaces

Increment 2 – Post-Move Management, Forecasting and Analysis includes:

- Claims Management
- Mandatory Claims Fields
- Performance Data Collection
- Data Analysis
- Report and Document Generation
- Historical Data Repository

Offerors must complete each item in the DPS Functional Requirements Matrix using the following DPS Response Table. If a DoD process or procedure change is indicated, use the BPR Change column to describe the proposed change. Use the Comments column to provide an explanation of the impact on cost and/or schedule if that change is not accepted by the government. Specifically state if there is little or no impact. If response 3 is chosen, use the Comments column to explain the proposed COTS modifications, enhancement or extensions. If response 4 is chosen, use the Comments column to identify the proposed GOTS products.

DPS Response Table

Response	Meaning
1	System can accomplish the required functionality using COTS inherent capability.
2	Required functionality can best be accomplished using BPR approach.
3	System will accomplish required functionality with COTS modification, enhancement or extension.
4	Required functionality can best be accomplished using a combination of COTS/GOTS.

DPS Functional Requirements Matrix

Req. #	Definition	Response	BPR Change	Comments
Increment 1 – Transportation Provider Solicitation and Bid, And Counseling/Move Management				
TP Qualification				
1.	DPS shall provide web-based functionality for TPs to register and qualify to do business with SDDC. (See <i>Attachment J: Transportation Provider Qualification Program Functional Requirements</i>).			
2.	DPS must migrate data for existing carriers from the current PPQWeb database.			
Customer Satisfaction Survey (CSS)				
3.	DPS shall manage the collection of customer satisfaction surveys to determine if a statistically significant sample is achieved for each Transportation Provider in each shipment category (e.g. Domestic Household Goods, International Household Goods, International Unaccompanied Baggage). The data collected using the CSS will be used for the calculation of the customer satisfaction score (Refer to: <i>Attachment J: Best Value Distribution Methodology</i>). DPS shall have the ability to conduct customer satisfaction surveys via the web. NOTE: Additional Shipment Categories (e.g. DPM, NTS) will be added in future iterations of DPS. This capability will include the following:			
3.1.	Make surveys available for completion via the web for all shipments that have been delivered.			
3.2.	Provide DoD Customer users with a list of shipments that are ready for survey. If no shipments are ready for survey (i.e. because status has not been updated to delivered), there needs to be a message as to why.			
3.3.	DPS must perform the following actions prior to committing survey response to the database: <ul style="list-style-type: none"> • The customer is notified of the TP survey score (e.g. 85 out of 100) before the survey is committed. • The customer has the opportunity to 			

Req. #	Definition	Response	BPR Change	Comments
	change the survey responses before the survey is committed. <ul style="list-style-type: none"> A validation message must appear which notifies the customer that they will not be able to change their response after the survey is submitted, and that only one survey per shipment is allowed. 			
3.4.	Only accept surveys that are 100% complete. Inform DoD Customer users that the survey must be complete before it will be saved.			
3.5.	Track aging of uncompleted surveys and send emails at set time intervals to remind customers to complete the surveys. The emails will provide a link to a web page at which they can complete their survey			
3.6.	Survey data must include the date each email reminder was sent.			
3.7.	Survey data must include the date the survey was completed.			
3.8.	Reports to indicate whether statistically valid data for each Transportation Provider has been achieved for each shipment type (i.e. Domestic HHG, International HHG, or International UB). Information regarding the number of surveys needed is provided in <i>Attachment F: Customer Satisfaction Survey Questions and Statistical Validity Table</i>			
3.9.	Ability to capture answers to the questions in <i>Attachment F: Customer Satisfaction Survey Questions and Statistical Validity Table</i> .			
3.10.	Ability for customer to enter comments for review by the Origin and/or Destination PPSOs and/or TP.			
4.	DPS shall make the CSS data available for review. This capability shall include the following:			
4.1.	Reports to aggregate survey results by TP for different time periods, and/or by code service, and/or by shipment category.			
4.2.	A report to aggregate survey results for different time periods, listing the number of surveys completed, by code service, and/or by shipment category. Report will also indicate whether email reminders were sent, whether NO email reminders were sent, and whether survey data was entered by a Telephone Survey Contractor.			
4.3.	A report which lists complete survey data for each survey for a selected time period and TP (or all TPs).			
4.4.	Ability to create a list or report of customers to survey by telephone for each TP that does not have a statistically valid number of surveys in any given shipment category based on the universe of delivered shipments in each category for a specified period of time. Report will be viewable via the DPS web interface, and printable. List or report must indicate:			

Req. #	Definition	Response	BPR Change	Comments
	<ul style="list-style-type: none"> • Number of email reminders sent to the customer • Customer Name • Customer Contact Phone numbers (Home, Office, Mobile, and In-Transit) • All customer email addresses • TP Name • BOL/GBL # • Shipment Origin City • Shipment Origin State • Shipment Origin Country • Shipment Destination City • Shipment Destination State • Shipment Destination Country • Pickup Date • Delivery Date • Type of shipment (e.g. dHHG, iHHG, iUB) • Shipment Weight (Actual Weight if available, otherwise used estimated weight) 			
4.5.	Report from requirement 4.4 must be available in pipe delimited format for download by users of type Telephone Survey Contractor.			
5.	DPS shall provide data entry screens for users of type Telephone Survey Contractor. This functionality will include:			
5.1.	Provide Telephone Survey Contractor users with a list (i.e. paper, on-line, electronic data feed) of customers to survey by telephone for each TP that does not have a statistically valid number of surveys in any given shipment category based on the universe of delivered shipments in each category for a specified period of time.			
5.2.	Only accept surveys that are 100% complete. Inform DoD Customer users that the survey must be complete before it will be saved.			
5.3.	Survey data must include the date the survey was completed.			
5.4.	Ability to capture answers to the questions in <i>Attachment F: Customer Satisfaction Survey Questions and Statistical Validity Table</i> .			
5.5.	Ability for customer to enter comments for review by the Origin and/or Destination PPSOs and/or TP.			
6.	DPS will utilize data from SDDC's existing CSS tool. DPS shall be able to do the following:			
6.1.	<p>Import survey data (all data fields for each survey as listed in requirement 4.4) for both completed and non-completed surveys from the existing CSS database.</p> <p>This will require some records to be updated on subsequent imports.</p>			
6.2.	Incorporate existing CSS data into the regular DPS data store for use in all future reports and customer satisfaction survey score calculations.			

Req. #	Definition	Response	BPR Change	Comments
Rate Filing and Evaluation				
7.	DPS shall accommodate an electronic TP rate filing process, to include error notification and correction.			
8.	DPS shall accommodate rates filed against the latest "government modified" version of American Moving and Storage Association (AMSA) domestic tariff (e.g. 400N, to be known as the 400NG), the latest version of DoD International Tariff (e.g. I-14), and reissues thereto, as well as Special Solicitations, and all one time only (e.g., boat, mobile home, and household goods).			
9.	DPS shall provide the ability for TPs to indicate whether they want to participate in the Boat and/or Mobile Home and/or One Time One programs.			
10.	DPS shall have tools to perform the necessary analysis to establish a Rate Reasonableness Range for each channel relative to the previous year's tariff and rates by comparing them to the upcoming tariff and rates for the next rate period. These tools must have the capability to compare the tariffs of consecutive years.			
11.	DPS shall determine if a submitted rate is within the rate reasonableness range.			
12.	DPS shall have the ability to identify rates filed as being outside of the rate reasonableness range, electronically inform a TP that the rate may be re-filed, and reject rates that are not within the range.			
13.	<p>DPS shall have tools to perform the necessary analysis to determine if TPs that are in Common Financial and/or Administrative Control (CFAC) have filed rates on the same international channel(s).</p> <p>DPS shall reject these rates and electronically inform these TPs that only one TP may file rates on that channel.</p>			
14.	DPS shall have the ability to control the number of times a rate can be re-filed.			
15.	DPS shall limit rate filing to only TPs that are qualified to be in the program.			
16.	DPS shall have the flexibility to adjust rates through the user interface, and this functionality shall be limited to users with administrative rights.			
17.	DPS shall accommodate booking of shipments before the new rates come into effect.			
18.	DPS shall intuitively book shipments based on the shipment pickup date using the applicable tariffs and rates.			
19.	DPS shall provide functionality similar to that available in The Personal Property Rates On Line (PPROL) application. It will allow public view of all the rates on file for any origin and destination combination for domestic and international shipments after rates are available at the PPSO. The functionality will not identify which TPs are			

Req. #	Definition	Response	BPR Change	Comments
	associated with which rates. (Domestic URL: http://pweb.eta.SDDC.army.mil/persprop/dompub.html) (International URL: http://pweb.eta.SDDC.army.mil/persprop/intpub.html)			
20.	DPS shall provide evaluation and analysis tools to assist with the electronic solicitation evaluation process. DPS shall provide evaluation and analysis tools for capturing and analyzing data related to rates filed (for both historical and current data). This analysis will be used to generate reports on an ongoing basis, and to evaluate rates bid as part of the solicitation process.			
Minimum Best Value Score				
21.	DPS shall have the ability to establish a Minimum Best Value Score for each channel and market. TPs with Best Value Scores at or above the Minimum Best Value Score will be identified as "Active" for that channel and TPs with Best Value Scores below the Minimum Best Value Score will be identified as "Inactive" for that channel and market. (Refer to: <i>Attachment J: Best Value Distribution Methodology</i>)			
21.1.	DPS shall provide evaluation and analysis tools to assist in capturing and analyzing historical data to project the number of TPs needed to serve a channel and shipment category.			
21.2.	DPS shall have the ability to electronically inform TPs the status of their rate filing, and whether they have been placed on the "Active" or "Inactive" list by channel and market. DPS shall maintain a record of notification of all TPs (e.g. date, time and to whom sent).			
21.3.	Ability on international rates to track a different SFR for the peak and non-peak seasons, and calculate a different Best Value Score for peak and non-peak seasons.			
Best Value Scoring				
22.	DPS shall have the ability to calculate, track, and report on a best value score (BVS) for each TP in each channel (Origin Region/Destination Region) and market (iUB, dHHG, and iHHG) for which they have filed rates. The BVS will consist of three main components, each of which is calculated separately and combined into a single BVS. This capability will consist of the following:			
22.1.	Ability to calculate a rate score: Procedures for calculating the rate score are provided in <i>Attachment J: Best Value Distribution Methodology</i> .			
22.2.	Ability to calculate a customer satisfaction score: The data used to calculate this score would be taken from the results of customer satisfaction surveys (described above under Customer Satisfaction Surveys). Procedures for calculating the customer satisfaction score are provided in <i>Attachment J: Best</i>			

Req. #	Definition	Response	BPR Change	Comments
	<i>Value Distribution Methodology.</i> The number of shipment categories against which these scores are calculated will increase during the contract option years.			
22.3.	Ability to calculate a claims score: The data used to calculate this score would be taken from the claims module of DPS. While the procedures for calculating the claims score are not final as of the draft SOW release, they are not expected to deviate significantly from the procedures document in <i>Attachment J: Best Value Distribution Methodology.</i>			
22.4.	Ability to update any of the scores outside of the usual score calculation algorithm. This will be necessary for instances where data is not available to calculate a score.			
22.5.	Ability to combine the customer satisfaction score and claims score into a single performance score based on weighting factors to be identified by the Government. The weighting factors must be modifiable through the user interface. Only users of type SDDC Rates and SDDC QA will be able to modify the weighting factors.			
22.6.	Ability to combine the rate score and performance score into a single best value score based on weighting factors to be identified by the Government. The weighting factors must be modifiable through the user interface. Only users of type SDDC Rates and SDDC QA will be able to modify the weighting factors.			
22.7.	Ability to provide reports of best value scores and its detailed components by TP(s) and/or channel(s) and/or market(s) (as well as summary level) for viewing by DoD users.			
22.8.	Ability to provide reports of best value scores and its detailed components (Rate, Performance [customer surveys and claims service]) for a single TP by channel(s) (as well as summary level) for viewing by that single TP. In other words, a TP user will only be able to view best value scores (and its component scores) for itself. The report should provide an indication of where its best value score ranks against other TP best value scores without revealing the identity of the other TPs.			
22.9.	Ability to view the customer satisfaction and claims scores on individual shipments. DoD users may view scores for all TPs (The capability will be defined by user roles). TP users will only be able to see scores for shipments that they have handled. There may be a restriction based on whether the customer has given permission for TP to view the survey responses.			
23.	DPS shall provide a tool for user type SDDC QA to enter performance data for new entrants via web interface or electronic download.			

Req. #	Definition	Response	BPR Change	Comments
TP Ranking				
24.	DPS shall have the ability to rank TPs in each channel (by market) based on their current Best Value Scores. This capability will include the following:			
24.1.	Ability for SDDC users to define the performance periods during which a set of Best Value rankings will be active as described in <i>Attachment J: Best Value Distribution Methodology</i> .			
24.2.	Ability to recalculate Best Value scores based on data available for each performance period.			
24.3.	Ability to re-rank TPs based on new Best Value Scores in each performance period and adjust.			
24.4.	Based on QA action, DPS shall provide the ability to remove TPs from the active list.			
24.5.	Ability on international rates to track a different Single Factor Rate (SFR) for the peak and non-peak seasons, and calculate a different Best Value Score for peak and non-peak seasons.			
24.6.	Ability to assign TPs to a quality band based on their place in the Best Value Ranking for a Channel. (Refer to Best Value Distribution Methodology)			
Costing of Shipments				
25.	DPS shall support the process outlined in the <i>Attachment I: Electronic Billing & Payment CONOPS</i> for the management of approval and pre-approval of services (and quantities) that are submitted by the TP.			
26.	DPS shall support the requirements outlined in the Electronic Billing and Payment Functional Requirements in the Technical Library.			
27.	The DPS rating engine shall apply all rules from the SDDC solicitations, commercial tariff, and governing publications and reissues thereto.			
28.	DPS shall be able to rate shipments using the latest "government modified" version of AMSA domestic tariff (e.g. 400N, to be known as the 400NG) and the latest version of DoD International Tariff (e.g. I-14), and reissues thereto. This capability shall include the following:			
29.	The DPS rating engine shall calculate mileages using the latest version of DTOD and reissues thereto.			
30.	The DPS rating engine shall provide a means to capture and apply updates to fields that are maintained by SDDC, such as the fuel surcharge and Economic Price Adjustment.			
31.	The DPS rating engine shall be able to apply rates (such as fuel surcharges, TP discounts, and Single Factor Rates) that were in effect on the pickup-date to all charges, which are impacted. The only exception to this rule is for delivery out of Storage-in-Transit (SIT). The Fuel surcharge for delivery out of SIT is based on the actual date of delivery.			
32.	The DPS rating engine shall use the "From" and "To"			

Req. #	Definition	Response	BPR Change	Comments
	location data that is provided by the TP to determine the cost for domestic shipments. For Domestic locations, this will be the ZIP code, which will then be translated into a 3 Digit base point city.			
33.	The DPS rating engine shall use the rates applicable to channels that are provided by TP to determine the cost for international shipments. (Refer to Best Value Distribution Methodology – Appendix C)			
34.	DPS will notify the TP user and PPSO via the web interface any discrepancy between a TP submitted Zip Code/Rate Area and the data entered by the PPSO for the purpose of mileage calculation. (Refer to: <i>Attachment I: Electronic Billing & Payment, CONOPS</i>)			
35.	DPS will allow TPs to update addresses for disputed billable line items.			
36.	The DPS rating engine shall accommodate separate percentages of rate, to include Transportation Line haul, SIT, and other accessorial services. No percentage of rates applies for valuation charges.			
36.1.	Domestic rates include submission of two discounts off the tariff baseline. One discount is for transportation services and related charges that include line haul transportation charges, and accessorial services except valuation and third party services. The second discount is for SIT and SIT related items.			
36.2.	International rates include submission of two Single Factor rates, one for Peak and one for Non-Peak, submitted at the same time. These two SFRs apply to all international shipments.			
37.	DPS shall provide functionality to input negative charges toward reweighs or other charges as necessary.			
38.	DPS shall generate an electronic and/or hard copy Bill of Lading (BOL)/Purchase Order (PO)/Government Bill of Lading (GBL) document.			
39.	DPS shall provide the ability for some services to be automatically approved as follows:			
39.1.	Some Accessorials will be automatically approved upon submission (e.g. Fuel Surcharge, Bunker Surcharge, quantities of boxes). These accessorials will be identified by cross-referencing the Accessorial ID Code against a list of Accessorials in a reference table.			
39.2.	Service Line Items can only be automatically approved, if the quantities for that item do not exceed acceptable bounds. If the line item does not have a maximum allowable quantity associated with it, then the line item can be automatically approved.			
40.	DPS shall issue an "alert" to have the PPSO validate non-pre-approved accessorials.			

Req. #	Definition	Response	BPR Change	Comments
41.	DPS shall use fully costed EDI 858 transactions to feed data (e.g. costed, approved and completed LH, origin accessorial, SIT and destination accessorial) to PowerTrack for TP payment.			
42.	DPS shall provide support for BOL/GBL Correction Notices.			
43.	DPS shall receive final line item payment information from PowerTrack via EDI 811.			
44.	DPS shall archive final payment information from PowerTrack via EDI 811.			
45.	DPS shall download archives to the SDDC Enterprise Repository for long term storage. DPS shall retain its records for five years "on-line" for retrieval through the DPS user interface and additional five years storage, for a total of ten years.			
46.	DPS shall have the ability to perform quick estimates of shipment cost.			
47.	Calculate excess cost estimates on single or multiple shipments based on the individual shipper's entitlement. Estimates shall be calculated on different shipping configurations (e.g. origin and destination, and weight). (Reference: JFTR and JTR)			
48.	DPS shall provide an alert when a move may incur excess costs.			
49.	DPS shall be able to handle and track diversions.			
50.	DPS shall accommodate third party accessorial.			
50.1.	DPS shall store all data needed to rate all services which a TP can include on an invoice. Examples of such data include, but are not limited to: location data such as City, State, County, and ZIP code for Domestic Locations. This will also include the ability to capture multiple units of measure and multiple quantities for a single service.			
50.2.	For Services that do not have a rate (e.g. Customs charges, 3rd party services, other "pass thru" charges, etc.), DPS shall capture the cost as the quantity with a rate of "1". (This will result in a cost equal to what the TP submitted).			
51.	DPS shall have a place to capture and store all required data elements needed to rate line haul. For example it would need to know the "From" and "To" locations, and possible intermediate locations for any line haul. Refer to the EDI 859 Implementation in the technical library for details.			
52.	DPS shall store all data that is submitted by the TP via an EDI 859 Implementation Convention developed for this process. As described in <i>Attachment I: Electronic Billing & Payment CONOPS</i> , the EDI 859 will be routed from the TP through PowerTrack. PowerTrack will assign a unique index number before forwarding the 859 to DPS.			

Req. #	Definition	Response	BPR Change	Comments
53.	Provide an EDI 824 transaction set to PowerTrack identifying errors in an EDI 859.			
54.	DPS shall track quantities approved in DPS as well as actual quantities that are returned by PowerTrack. Data on actual quantities and payments will come from PowerTrack in the form of an EDI 811 transaction set.			
55.	DPS shall provide to ability to capture an Electronic Inventory of the customers' household goods. This includes all personal items that the customer declares to be moved.			
User Management				
56.	DPS shall provide for the following user types:			
56.1.	DoD Master: Can perform all DoD functions, including all PPSO functions.			
56.2.	DoD Administrator: Can perform all functions that DoD Master can perform, but can also manage user accounts.			
56.3.	ADUSD (TP): Can view all DoD data and reports, but will not be able to modify data.			
56.4.	DFAS: Can view all DoD data and reports, but will not be able to modify data.			
56.5.	Military Services Headquarters: Can view all DoD data and reports, but will not be able to modify data.			
56.6.	SDDC Quality Assurance: Can View and Execute any programs which are designed to Qualify or approve the QA of a TP.			
56.7.	SDDC Rates: Can View and Execute any programs which are designed to process rates within DPS.			
56.8.	SDDC Reference: Can View and Execute any programs which are designed to process reference data within DPS.			
56.9.	PPSO: To perform transportation office functions as detailed in remainder of requirements (e.g. creation of shipments, approval of services).			
56.10.	PPSO Administrator: Has same abilities as PPSO user, but can view more reports, as well as reports for other PPSOs.			
56.11.	PPSO Counseling: Can View and Execute those processes within DPS that are associated with Counseling.			
56.12.	PPSO Outbound: Can View and Execute those processes within DPS that are associated with Outbound.			
56.13.	PPSO Inbound: Can View and Execute those processes within DPS that are associated with Inbound (e.g. Clear, Store, Delivery of Destination Shipments).			
56.14.	PPSO NTS: Can View and Execute those processes within DPS that are associated with Non Temporary Storage (e.g. Handling In, Handling Out, Monthly/Quarterly Invoices).			
56.15.	DoD Read Only: Can view all DoD data and reports, but will not be able to modify data.			

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56.16.	TP: Transportation Provider users can perform all necessary tasks to update their user account and TP-managed shipment data.			
56.17.	Telephone Surveyor: Has ability to input survey data into DPS via electronic feed or web interface.			
56.18.	TP Multiple: For companies that handle accessorial management and billing for more than one SCAC.			
56.19.	Users of type TP Multiple (such as For Automated Data Processing (ADP) Agents) will be associated with multiple TP identifier codes, and will be able to view all shipments that are tied to the TPs with which they are associated.			
56.20.	When users of type TP Multiple create records, they must be able to select the particular TP for whom the record is being created. If the user of type TP multiple submits an invoice via EDI, the records will be assigned to the TP for whom the invoice was submitted. Users of type TP Multiple will be able to view only those invoices, which they submitted.			
56.21.	When a user of type TP Multiple initiates a download of the accessorial approval status report, they will receive all data, which they submitted, in a single download.			
56.22.	TP Multiple user type will be able to see the following: <ul style="list-style-type: none"> • A listing of all shipments associated with invoices they submitted • On the Line Haul and Accessorial Services Approval Screen: A Listing of all Services associated with their shipments for which they submitted invoices. 			
56.23.	TP Agent: For the entry of service items in the pre-approval process. A single TP Agent user can represent more than one TP.			
56.24.	TP Master: To perform administrative tasks for TP Companies.			
56.25.	Military Claims Services: For reviewing and updating claims data.			
56.26.	DoD Customer: This user type will need to be able to update their point of contact data, checks the status of their shipments and file/settle claims through DPS.			
56.27.	DoD Customer Alternate: E.g. spouse, relative, designee by power of attorney, Casualty Assistance Officer (CAO)			
56.28.	There will be a company type of Agent, which can be associated with users, just as a company of type TP can be associated with users.			
56.29.	Users of type TP Agent will be associated with an Agent Company.			
56.30.	When users of type TP Agent create records, they			

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	must be able to select the particular TP for whom the record is being created. DPS shall prompt the TP Agent to confirm that the selected TP company is the correct one.			
56.31.	When users of type TP Multiple create records, they must be able to select the particular TP for whom the record is being created. DPS shall prompt the TP Multiple to confirm that the selected TP company is the correct one.			
56.32.	A user of type TP Master will be able to modify which TP Agent companies will be able to create and update Pre-Approval records on behalf of the TP Master's company. This functionality will be made available through the DPS user interface.			
56.33.	A user of type TP Master will be able to modify which users of type TP can create or modify records on behalf of the TP Master's company. This functionality will only apply to users that are already associated with the TP Master's company.			
56.34.	A user of type TP Master will be able to modify which TP Multiple companies can create or modify records on behalf of the TP Master's company.			
57.	Allow the PPSO or customer to enter multiple customer email addresses in DPS on behalf of the customer (i.e. origin work email; origin home email; destination work email; destination home email).			
58.	DPS shall provide the ability for each user to manage their contact information. This will include the following:			
58.1.	All users type Customers must be able to modify their personal contact data (i.e. telephone numbers, email addresses, and in-transit street address).			
58.2.	DoD Master user type can modify contact data for PPSOs and Customers.			
58.3.	PPSOs can modify information pertaining to Customers whose shipments they are handling.			
Counseling				
59.	DPS shall provide their customers with a self web counseling module. Note: Navy Smart Web Move (SWM) system. Interface Requirements Specifications for SWM can be found in the Technical Library. This requirement shall include the creation of a customer account. These accounts will be used by the customers to access DPS after they have completed their self counseling to monitor their shipment(s).			
60.	DPS shall provide PPSOs with the ability to set up Customer Accounts as part a web counseling module. These accounts will be used by customers to access DPS after they have left the PPSO.			
61.	DPS shall provide the capability for PPSO to enter and/or update information from counseling sessions, which will be used to process customer moves.			
62.	DPS shall allow users to input multiple telephone			

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	numbers (e.g. home, office, mobile and in-transit) and multiple email addresses for customers.			
63.	DPS shall provide the information on entitlements as part of its counseling module (Reference: JFTR, JTR and supporting service regulations).			
64.	DPS web counseling shall support all types of shipments (e.g. HHG, UB, NTS, DPM, B/M/OTO, PPM, POV).			
65.	DPS web counseling shall support all types of moves (e.g. volume, individual, spouse).			
66.	DPS shall have an interface to transfer counseling data to TOPS (e.g. DPM, NTS, PPM).			
Shipment Planning, Distribution, and Management				
67.	DPS shall have the capability to manage the distribution of shipments to TPs according to the rules contained in <i>Attachment J: Best Value Distribution Methodology</i> . This capability shall include the following:			
67.1.	Provide functionality to allow a SDDC user to place the TP on the inactive list for a set period and reinstate to the active list. DPS shall also provide SDDC users the capability to enter comments for reinstatement actions.			
67.2.	Place a TP on the inactive list if their Best Value Score falls below the Minimum Best Value Score for that channel and shipment category.			
67.3.	Identify the TP to which each shipment should be offered according to the rules in <i>Attachment J: Best Value Distribution Methodology</i> . DPS shall inform the PPSO of the selected TP via the web interface and give the PPSO the ability to override or accept the suggested TP to which to offer the shipment.			
67.4.	Provide electronic capability (e.g. EDI, XML) to book shipments using multiple rates, modes, and TPs worldwide. DPS shall notify users electronically when new or updated booking requests and cancellations are posted.			
67.5.	DPS shall interface with GATES and WPS to provide shipment data for shipment codes 5, J, and T as applicable.			
67.6.	Provide ability for DPS to automatically offer shipments without prior PPSO review, or to allow PPSO to require its approval prior to offering shipments.			
67.7.	Provide means for TPs to provide an electronic response to booking requests. Monitor TP response to shipment offers to ensure they are timely accepted; if refused, ensure appropriate QA actions are initiated and enforced in DPS.			
67.8.	If the PPSO overrides the suggested TP, DPS shall require the PPSO to select a reason for the deviation from a drop down list. The list of deviation reasons will be provided by the government.			
67.9.	Cancel shipments, including ability to complete a			

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	pullback, re-book, or terminate a shipment assigned to a particular TP.			
67.10.	Print outbound forms and reports and other data queries.			
67.11.	DPS shall have the ability to determine the next TP that should receive an offer due to cancellations or refusals.			
67.12.	DPS shall provide the capability to offer a shipment to multiple TPs within the same quality band on short fuse shipments. The first TP to accept the shipment will be awarded the shipment. This shipment will not count against their scheduled shipment distribution as specified in <i>Attachment J: Best Value Distribution Methodology</i> .			
67.13.	TPs will not be assigned an "administrative" shipment for refusing a short fuse shipment. (i.e. a shipment with a pickup date five business days or less from the offer date)			
67.14.	Ability for TPs to identify blackout dates by channel and shipment category on which they will not be offered shipments. DPS will award a TP an "administrative" shipment if they come up as the preferred TP for a shipment on one of their blackout dates.			
67.15.	Place on the inactive list, for a period of time to be determined, any carrier refusing a non-short fused shipment. (Refer to: <i>Attachment J: Best Value Distribution Methodology</i>)			
68.	DPS shall support spread dates for shipment pickup and delivery.			
69.	DPS shall support the process outlined in <i>Attachment I: Electronic Billing and Payment CONOPS</i> for the management of pre-approval of services submitted by the TP. DPS shall provide a means to track services for which pre-approval has been requested by a TP/TP Agent (i.e. receive PPSO approval prior to performing the service). Pre-Approval can be requested on both Origin and Destination services. This capability will include the following:			
69.1.	Provide a screen for TPs to be able enter the accessorial services for which they want to request pre-approval. Pre-approval records will be assigned a status of "Pending" when they are created.			
69.2.	Provide a screen for PPSOs to change the pre-approval status of accessorials that are submitted by TPs.			
69.3.	Provide a screen for PPSOs to enter the accessorial services, which are pre-approved. This screen should display all accessorials for which pre-approval has been requested, along with the pre-approval status. Pre-approval records will be assigned a status of "Pending" when they are created, and PPSO will			

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	have ability to change the status to "Approved" or "Denied."			
69.4.	Provide Notes/Memo fields for both PPSOs and TPs on pre-approval request line items.			
69.5.	Once Services are received by DPS for final approval prior to costing and payment, DPS will use the pre-approval data to compare against services submitted for final approval. If it is determined that a service was pre-approved, it will be flagged as being pre-approved. If it is determined that a service was denied, it is flagged as being pre-denied.			
70.	DPS shall provide ability to book shipments electronically with TPs (i.e. offer the booking electronically and receive acceptance or refusal from the TP electronically). DPS shall have the ability to offer refused shipments to another TP.			
71.	DPS shall capture and store the TP Reference Number [40 characters] for a given Shipment (This field is the TP corollary to the Government's Shipment BOL Number).			
72.	DPS shall provide edit checks on acceptable ranges of quantities for each accessorial/service. DPS will allow the setting of different acceptable bounds (i.e. maximum values) for different weights. For example, the maximum number of dish packs for shipments up to 1000 pounds can be set to 2, and the maximum number for shipments up to 5000 pounds can be set to 8.			
73.	DPS shall provide users with the ability to search and view shipments for which they need to take action. This capability will include the following:			
73.1.	Allow users to filter the view of shipments so that only shipments with certain payment, transportation, and/or approval statuses are visible (e.g. show all shipments which are delivered to destination and need services approved by PPSO).			
73.2.	Shipments ready for booking will be made available to the correct PPSO for booking based upon their Area of Responsibility (AOR).			
73.3.	Provide means to sort shipments by age of pending actions.			
73.4.	Users shall see all shipments associated with their search criteria regardless of whether a shipment was associated with their GBLOC.			
73.5.	Provide all users the ability to search for shipments using one or more of the following fields at a minimum: <ul style="list-style-type: none"> • Customer Name • SSN • Orders Number • BOL/GBL Number • Origin PPSO Name • Destination PPSO Name 			

Req. #	Definition	Response	BPR Change	Comments
	<ul style="list-style-type: none"> • Origin GBLOC • Destination GBLOC • SCAC • TP Name • TP Reference Number • Required Deliver Date (RDD) <p>The resulting list should group shipments by Orders Number. Provide users ability to sort on any of the fields.</p>			
73.6.	TPs shall see only those shipments on which their SCAC is assigned, even if there are other SCACs associated with other shipments for the same customer.			
73.7.	Provide an effective means of changing a destination PPSO (e.g. if the wrong PPSO GBLOC is assigned as the destination PPSO, DPS must provide a means for another PPSO to change the GBLOC of the destination PPSO).			
73.8.	Provide PPSO and TPs means to update shipment dates, weights, and transit status information with actual data.			
74.	DPS shall provide the PPSOs with the ability to terminate, reassign, or divert shipments to include the following:			
74.1.	Ability to Terminate shipments.			
74.2.	Ability to Reassign a shipment.			
74.3.	Ability to Divert a shipment.			
74.4.	Ability for original PPSO to view shipments after they have been terminated, reassigned, or diverted.			
74.5.	<p>Ability to add destination PPSO for instances such as Diversions, Long Deliveries Out of SIT, etc. This will allow more than one destination PPSOs on a single shipment.</p> <p>DPS will provide a means for the Origin PPSO, the Destination PPSO, and users of type SDDC to enter an additional GBLOC to identify the new destination.</p>			
74.6.	When a Destination is changed due to a Diversion being entered, the original Destination will not be able to take action on that shipment, and the record will no longer be visible to the original Destination PPSO.			
75.	DPS shall provide means for capturing notes/memos to include the following:			
75.1.	Provide a means for capturing PPSO and TP notes on reweighs (see appropriate sections of DTR). Also, capture the reweigh approval number and reweigh weight(s).			
75.2.	Provide a means to capture both PPSO and TP notes in a Memo field at the BOL /header level of a shipment.			
75.3.	Provide a means to capture both PPSO and TP notes in a Memo field at the line item/detail level of each shipment (e.g. line haul, accessorials, SIT,			

Req. #	Definition	Response	BPR Change	Comments
	etc.).			
76.	DPS shall notify PPSOs electronically when actions need to be taken. This capability shall include the following:			
76.1.	<p>Emails will be sent to a PPSO up to four times a day. Times will be relative to the time zone of the PPSO, and will be the same for all PPSO. Times can be adjusted by the DoD Master user type.</p> <p>Notifications will provide a summary of the number of each type of outstanding item (e.g. # Pending Approval, # overdue, etc.)</p>			
76.2.	Emails will include notice of services submitted for pre-approval that need to be acted on by the PPSO.			
76.3.	Emails will include notice of services submitted for approval that are overdue (e.g. more than 5 business days since submission by TP) for action by the PPSO.			
77.	DPS shall provide abilities for PPSOs to manage Storage in Transit (SIT). This will include the following:			
77.1.	Create and log a shipment into SIT.			
77.2.	Update and extend SIT.			
77.3.	Convert storage cost from government expense to member's expense. Once converted to member's expense, DPS must still handle delivery out of SIT.			
77.4.	Track date on which member is contacted and informed that SIT will be converted to member's expense.			
77.5.	Provide for partial deliveries out of SIT.			
77.6.	Generate necessary SIT tracking numbers.			
77.7.	<p>Generate necessary SIT correspondence.</p> <p>For Example:</p> <ul style="list-style-type: none"> • Email and letter to customer to notify them that SIT may be converted to customer expense. • Email and letter to TP to notify them that SIT is to be converted to commercial storage at customer expense. 			
78.	DPS shall provide PPSOs with ability to request and monitor reweighs. This capability will include the following:			
78.1.	Identify shipments that are candidates for reweigh requests.			
78.2.	Create reweigh requests and electronically notify TP of request.			
78.3.	Track status of reweighs (e.g. request an accomplishment).			
78.4.	Track multiple reweighs per shipment.			
79.	DPS shall provide PPSOs with ability to update Customer data including the following:			
79.1.	Enter/Update customer's destination, and delivery contact information (e.g. e-mail, cell phone, address).			

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79.2.	Update customer's orders information.			
80.	DPS shall provide PPSOs with functionality to manage outbound shipments/activities. This capability will include:			
80.1.	Review shipments and update status and/or data on shipments.			
81.	DPS shall support creation of One Time Only (OTO), One Time Only/Mobile Home (MOTO), One Time Only/Boat (BOTO) Shipments, which includes ability for SDDC to post solicitations for all One Time Only Shipments electronically			
81.1.	DPS shall provide functionality currently provided by SDDC's Personal Property One-Time Only System (OTO), to include by Transportation Provider modules and modules for domestic and international			
81.2.	Electronically accept and confirm acceptance of TP offers against all types of OTOs.			
81.3.	Compare TP B/M/OTO (i.e. spot bid) rates against historical OTO bids against the same origin and destination combination.			
81.4.	Capability to allow an individual TP's record to be annotated to indicate that it supports OTO services. The tool must also allow for the removal of OTO services.			
82.	DPS shall support all types of shipments (e.g. HHG, UB, B/M/OTO, Volume Movements, NTS*, DPM*, PPM*, POV*). * Note: This functionality is not included in this statement of work.			
83.	DPS shall provide PPSOs with functionality to manage inbound shipments/activities. This capability will include:			
83.1.	Check inbound shipment status and expected delivery date.			
83.2.	Identify multiple arrivals against the same shipment and same set of orders.			
83.3.	Provide TP with ability to clear shipments with the PPSO (i.e. deliver into SIT).			
83.4.	Identify/view shipments cleared for delivery but awaiting disposition.			
83.5.	Print required "inbound" reports and forms.			
84.	DPS shall capture the weight field from the PPSO, and it will also capture the weight fields from the TP. For example, it will capture a PPSO Estimated Weight, and a TP Actual Weight.			
85.	DPS shall provide audit capability for weights submitted by the TP to check the accuracy of the weights based on the services submitted by the TP (e.g. number of containers). DPS shall flag for review those shipments whose weights fail the audit check.			
86.	DPS shall store the following Actual Cost data which will come from PowerTrack: • BOL/GBL #			

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	<ul style="list-style-type: none"> • Invoice # • Line item index #/LineIDC • Individual Line haul Costs for Invoice • Line Item Quantities • Line Item costs • Total cost of invoice. <p>DPS shall capture these line item costs as the ACTUAL amount paid for each line item on the invoice and capture the total cost of the shipment.</p>			
87.	DPS shall be able to use data from the Transportation Global Edit Table (TGET) to manage and validate accounting information. This capability will include the following:			
87.1.	Store all data from the Transportation Global Edit Table (TGET) in DPS.			
87.2.	Use data from the Transportation Global Edit Table (TGET) to validate appropriation data that is entered. If the data does not exist in the TGET, DPS must alert the user of the error, and prompt the user to correct the data before saving.			
87.3.	Use data from the Transportation Global Edit Table (TGET) to convert Transportation Account Codes (TACs) or MDCs to EDI-FA2 format LOAs. See <i>Attachment 1: Electronic Billing and Payment CONOPS</i> .			
87.4.	Provide a drop-down list of available EDI-FA2 format LOAs using the data from the TGET table as reference. Provide ability to filter using data entered by the user in each FA2 field.			
87.5.	Store EDI FA2 Format LOA data elements including, but not limited to, the TAC/Military Designator Code (MDC) and Standard Document Number (SDN) for each shipment.			
87.6.	DPS must provide capability to assign different accounting data to individual line items on a shipment (e.g. shipment paid for by two accounting codes).			
88.	Government-user capability to intervene and manually resolve (i.e. override the automatic resolution process) discrepancies between shipping instructions and event details.			
89.	<p>DPS shall provide the capability to capture and display in-transit visibility on demand by users for all personal property moving from origin to destination. In-transit visibility shall include the dates and times of shipment pickup, delivery, storage-in-transit and en route status. DPS shall have the capability to receive electronic shipment status messages and provide website capability for TP manual input of status reports.</p> <p>DPS will receive ITV data from the TP either via EDI</p>			

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	or web interface.			
90.	DPS shall incorporate the Personal Property Consignment Instruction Guide - On Line (PPCIG-OL)			
90.1.	Automatically look up and populate the proper Transportation Office/TMO/PPSO information. Look up can be based portions of the PPSO address or portions of the customer destination address.			
90.2.	DPS shall provide users with the ability to look up PPCIG information within the DPS.			
90.3.	DPS shall provide PPSOs with the ability to update their PPCIG information within the DPS.			
Interfaces				
91.	DPS shall provide sufficient edits checks (for mandatory and conditional data elements) and error resolution processes to ensure valid data is provided to and from DPS for all interfacing systems.			
92.	At a minimum, will interface with US Bank Powertrack, TOPS, SWM, TGET, etc. as specified in <i>Attachment D: Required DPS Interfaces</i> .			
Increment 2 – Post-Move Management and Forecasting and Analysis				
Claims Management				
93.	DPS shall provide the ability for the customer to file their claims on-line.			
94.	DPS shall have the capability for TPs to enter required claims data.			
95.	DPS shall provide the capability for the TP to be able to designate an offer as final and to capture when a final offer was made.			
96.	DPS shall allow the customer to accept a TP's offer.			
97.	DPS shall provide the customer with the ability to submit more than one claim on a single shipment.			
98.	DPS shall provide the capability to auto-generate an email, 30 days after the final offer was made by the TP, to request for information from the customer.			
99.	If the customer chooses to file their claim with the Military Claims Office (i.e. customer files hard copy documents with the Military Claims Office), DPS shall provide the ability for Military Claims Office users to enter claims into DPS.			
100.	DPS shall provide a block for the TP to make an offer to replace, repair, or pay for an item.			
101.	DPS shall provide the customer with the ability to accept or deny all or part of a claim. The customer will be able to transfer portions of a claim that are denied to the Military Claims office.			
102.	Once a claim is transferred to the Military Claims Office (i.e. customer enters initial claims data), DPS shall provide a means for the Military Claims Service to enter final amount paid by the government to the customer and the amount recovered by the Government from the TP.			

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103.	DPS shall provide an electronic means to notify TPs that a claim has been filed.			
104.	DPS shall provide a screen for the TP to review claims online.			
105.	DPS shall provide a screen for the Customer to review claims online.			
106.	DPS shall provide a screen for the SDDC to review claims online.			
107.	DPS shall provide a screen for the Customer and TP to negotiate on a line-by-line basis.			
108.	DPS shall provide a screen for the Customer and TP to submit offers and counter offers, and track the time and date of each offer.			
109.	DPS shall provide the capability for the PPSO to enter claims related information (i.e. inspection, date, results, comments related to loss or damage such as salvage issues, etc).			
110.	DPS shall prompt the Customer to verify that their customer information is accurate and up to date.			
111.	DPS shall provide a form that the customer will use for reporting loss and damage after delivery (i.e. replacement for 1840R) with capability to print hard copy.			
112.	If loss and damage data is entered beyond the initial period of notice (i.e. a set number of days after delivery), DPS shall automatically transfer the claim to the Military Claims Office.			
113.	DPS shall have the capability to distinguish between a partial delivery and a final delivery in terms of timely notice.			
114.	DPS shall provide the customers with the ability to answer a question concerning satisfaction with the claims process when accepting a settlement offer.			
Mandatory Claims Fields				
115.	DPS shall provide mandatory fields for Claims as follows: On-line help will show an example of what the fields should look like if filled out correctly. The mandatory fields include, but are not limited to:			
115.1.	Comment field at header level (i.e. a single comment field covering the entire claim)			
115.2.	Comment field at detail level (i.e. a comment field for each item listed on the claim)			
115.3.	Original Purchase cost			
115.4.	Was the item purchased used? Yes or No			
115.5.	Make or Model of item being claimed (not serial number)			
115.6.	Unique Identifier (BOL)			
115.7.	Item Name			
115.8.	Inventory Number of item. DPS data field must accommodate number and color code as needed.			
115.9.	Comments field becomes mandatory if no inventory number is filled out.			
115.10.	Using table of weights and distribution as a base to develop a list for User to choose items but provide			

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	capability to enter unique items not on the list.			
115.11.	Purchase or Acquisition Date (Year)			
115.12.	Dollar Amount Claimed for each item			
115.13.	Submitter's Name and Relationship to Claimant (drop down list: i.e. claimant, spouse, dependent, family member, power of attorney etc). Field will allow free form text if necessary			
115.14.	General description of item (can couple with "Make and Model").			
115.15.	Detailed description of item (e.g. broken, does not work, location of damage)			
115.16.	General Comments field at end of process to allow claimant to provide any other additional information			
115.17.	Is the item damaged? (yes or no) If Yes, please explain.			
115.18.	Is the item missing? (yes or no) Is the whole carton missing? If yes, please explain. Did the carton have any wear and tear?			
115.19.	Submit Date will be DPS generated and not mandatory for the User to enter.			
Performance Data Collection				
116.	DPS shall provide the capability for DoD users to enter and use contractor and TP performance information, including the following:			
116.1.	Access to contractor and TP performance data for evaluation purposes.			
116.2.	Input of contractor performance data, TP nonperformance data, and event reporting.			
116.3.	Use of contractor and TP performance data to determine their suitability for continued or future performance in the TP selection process.			
116.4.	Analysis tools to assess contractor and TP performance.			
Data Analysis				
117.	DPS shall provide all data analysis required to support the TP Ranking, Best Value Scoring, and Traffic Distribution detailed above.			
118.	DPS shall generate forecasted baseline shipment requirements from historical data, including modifying baseline forecasts based on shipper or Military Service inputs.			
Report and Document Generation				
119.	DPS shall provide a database for all data storage to enable the analysis of historical data, including scheduling specified reports and producing them on demand. This database shall provide the following capabilities:			
119.1.	DPS shall replicate the active data on DPS to a reporting database and maintain shipment history for a period of five years. DPS shall transfer data to MER on a rolling basis (e.g. daily, weekly, monthly).			
119.2.	Scheduling and production of specified reports (and			

Req. #	Definition	Response	BPR Change	Comments
	production on demand).			
119.3.	Viewing (by authorized users) of all shipments available for booking, canceled, or awarded (by shipper, TP, or otherwise) for a date range.			
119.4.	Viewing (by Government users) of TP information, including active rates and contracts, shipping documentation, and performance.			
119.5.	Comparison of shipment data as booked with shipment data as actually moved.			
119.6.	DPS shall maintain shipment history and provide notification of changes to specified external groups.			
120.	DPS shall provide the capability for the user to generate user defined "ad hoc" reports utilizing data elements stored by the system. Access to data shall be commensurate with the individual user's need and level within the organization. The DPS shall provide a flexible capability to establish and maintain user data access privileges.			
121.	DPS shall provide the ability for users to save ad hoc reports, and execute them at a later date.			
122.	DPS shall automate the DD 1857 "Temporary Commercial Storage at Government Expense" Form.			
123.	DPS shall provide the capability for users to print shipping documentation and shipping labels (e.g. Two dimensional bar code labels).			
124.	DPS shall display total costs against a BOL as calculated by the DPS and as paid by PowerTrack.			
125.	DPS shall provide a report, which identifies moves that have potentially incurred excess costs for a combination of Social Security Number and Orders #. Report must take into consideration Actual Weights, Reweigh Weights, and Pro Gear Weights.			
126.	DPS shall provide aging reports to identify actions by both PPSOs and TPs that are overdue. For example, reports showing the number of days that the oldest pending Service record has existed in the DPS for each PPSO.			
127.	DPS shall provide a report on reasons for deviation in offering shipments by PPSO.			
128.	<p>DPS shall provide a report summarizing the number of invoices with the following statuses for all PPSOs (or an individual PPSO if selected):</p> <ul style="list-style-type: none"> • # invoices waiting for PPSO action (i.e. all service items either Approved, Denied, or Pending) • # invoices waiting for TP action (i.e. all service items either Approved, Denied, or In Dispute) • # invoices waiting for TP and PPSO action (i.e. has services items with In Dispute and items with Pending) • # invoices costed in last 7 days • # invoices costed in last 30 days 			

Req. #	Definition	Response	BPR Change	Comments
	This report shall be available both on-screen and as a delimited file.			
129.	DPS shall provide ability for users to print Bills of Lading and other necessary documentation.			
130.	<p>DPS shall provide a report for daily download that lists the approval status of services associated with a particular TP. The TP will be able to determine which records are included in the report by specifying the date range of the approval STATUS DATE. The report will be pipe delimited, and will include the following data elements:</p> <ul style="list-style-type: none"> • Shipment BOL Number • TP Invoice Number • LX Index # (from EDI 859) • Line Item CODE ID (e.g. Accessorial Code ID) • Line Item approval Status • Line Item approval Status Date • Line Item approval Note 			
131.	<p>DPS shall provide a report including the following data elements:</p> <ul style="list-style-type: none"> • BOL # • Invoice # • Date Paid • Origin GBLOC • Origin City • Origin State • Destination GBLOC • Destination City • Destination State • TAC • LOA • SDN • Last Name , First Initial • SSN • Orders # • Rank • Professional Books Weight • Branch of Service • Code of Service • Net Material Weight • Entitlement Weight • Rate • Total Line Haul Charge • Total Sit Charges • Total Accessorial Charges • Total Charge for BOL • SIT Indicator • Fuel Surcharge. • Delivery to (R=Residence/S=Storage) • Receipt of Shipment Date • Excess Weight 			
132.	DPS shall provide a report from TPs' database tables			

Req. #	Definition	Response	BPR Change	Comments
	for posting on the SDDC Web.			
133.	DPS shall provide a report listing all approved OTO, MOTO, BOTO Transportation Providers.			
134.	DPS shall provide a report listing all approved international TPs, that have been approved for at least the last 365 consecutive days.			
135.	DPS shall provide a report covering claims settled by the Military Services and Coast Guard. The report will indicate amount paid by TP and amount paid by Military Claims Service for each claim.			
136.	<p>Report listing invoices that were rejected upon receipt from PowerTrack.</p> <p>This report will list all invoices that were rejected, and resulted in an EDI 824 going back to PowerTrack.</p> <p>Criteria for the report will be:</p> <ul style="list-style-type: none"> • a date range (all invoices received from date X to date Y) • the SCAC associated with the invoice (it must be possible to use a wildcard for the SCAC allowing report to show all SCACs) • the GBLOC associated with invoice (it must be possible to use a wildcard for the GBLOC allowing report to show all GBLOCs). <p>If report is run by a user of type TP, the SCAC can only be set to the SCAC associated with the user's account.</p> <p>If report is run by a user of type TP Multiple, it will show only invoices, [which meet the criteria] which were submitted by that user's company.</p> <p>If report is run by a user of type DoD or DoD Master, the report output will be limited only by the criteria set by the user.</p>			
137.	DPS shall provide a report on the number of shipments in SIT (Current and historic) to include origin or destination and how long were in SIT and the RDD.			
138.	DPS shall provide a report on shipments that are in SIT past the RDD.			
139.	DPS shall provide reports listing archived data for purposes of auditing changes to quantities, address data, etc.			
140.	DPS shall provide summary versions of all reports.			
141.	Summary reports will aggregate data at the Service and DoD Level.			
142.	Summary reports will have "drill down" capability			
143.	DPS shall provide reports covering TP quality measures.			
144.	DPS shall provide reports listing data that is used to calculate TP Best Value Scores.			

Req. #	Definition	Response	BPR Change	Comments
145.	DPS shall provide reports listing Customer Satisfaction Survey Results.			
146.	DPS shall generate formatted/variable/ad hoc individual user query reports.			
147.	<p>DPS shall generate reports to identify shipments that are available for inspections for a set date range based on Scheduled Pickup Date, or Scheduled Delivery Date.</p> <p>The report shall include the following data elements:</p> <ul style="list-style-type: none"> • BOL # • Origin GBLOC • Origin Address Data (i.e. street, city , state, Zip Code) • Destination GBLOC • Destination Address Data • Storage Address Data • Customer Last Name • Customer First Name • Customer SSN • Customer Rank • All Customer Telephone Numbers • All Customer Email Addresses • Professional Books Weight • Net Weight • Tare Weight • Gross Weight • Entitlement Weight • Branch of Service • Code of Service • Scheduled Pickup Date • Scheduled Delivery Date 			
Historical Data Repository				
148.	DPS shall provide the capability to capture and transfer costed shipment data and complete shipment histories for all shipments to the DFAS, PowerTrack, GSA, and other designated organizations and systems.			
149.	Capturing historical shipment data for Best Value Scoring, TP Ranking, and Traffic Distribution.			
150.	DPS shall keep a complete audit trail of all changes to data values. This audit information will be available to users of type DoD Master, PPSO Master, and DoD Read Only.			
151.	DPS shall provide the capability to electronically transfer complete shipment histories to the SDDC Enterprise Repository (MER).			

Attachment C

DPS Technical, Security, and Accreditation Requirements

1.0 Background

Recent government legislation is placing more emphasis on the need to pursue interoperable, integrated, and cost-effective business practices and capabilities within each organization and across DoD, particularly with respect to information technology. One of the legislative acts that impact DoD information technology, architecture analysis and integration activities is the Information Technology Management Reform Act (ITMRA), also known as the Clinger-Cohen Act of 1996. The ITMRA serves to codify the efficiency, interoperability, and leveraging goals being pursued by the Commands, Services, and Agencies of DoD.

Furthermore, in recognizing the need for joint operations in combat and the reality of a shrinking budget, the Assistant Secretary of Defense (ASD) Command, Control, Communications, and Intelligence (C3I) issued a memorandum on 14 November 1995 to Command, Service, and Agency principals involved in the development of Command, Control, Communications, Computers, and Intelligence (C4I) systems. This directive established a single, unifying DoD technical architecture that will become binding on all future DoD C4I acquisitions” so that “new systems can be born joint and interoperable and existing systems will have baseline to move toward interoperability.”

Interoperability is defined as:

- (1) The ability of systems, units, or forces to provide services to and accept services from other systems, units, or forces and to make use the services, units, or forces and to use the services so exchanged to enable them to operate effectively together, and
- (2) The condition achieved among communications-electronics systems or items of communications-electronics equipment when information or services can be exchanged directly and satisfactorily between them and/or their users.

Interoperability is the key enabler for Information Superiority, a critical objective of Joint Vision 2010. To attain the goal of Information Superiority, DoD developed a working framework, the Global Information Grid (GIG), an integrated DoD enterprise information technology architecture. The GIG presents a globally interconnected end-to-end set of information capabilities, associated processes, and personnel that collect, process, store, disseminate, and manage information that is made available, on demand, to warfighters, policy makers, and support personnel. GIG capability requirements are listed within seven fundamental functions: Process, Store, Transport, Human-GIG interaction, Network management, Information Dissemination Management, and Information Assurance. These functions are organized into four general categories: Computing, Communications, Presentation, and Network Operations. Because the GIG operates as a globally interconnected, end-to-end, interoperable system of systems, all systems that comprise the GIG shall be GIG-enabled to allow plug-and-play interoperability among systems. A system shall be considered GIG-enabled if it has the capabilities described for the seven GIG functions.

In support of these initiatives, DoD has published guidance identifying the various mandates and procedures that are necessary to develop, design, and implement a GIG enabled system. The overarching GIG architecture document, Command, Control, Communications Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) Architecture Framework standardizes the C4ISR architecture development, directed all systems to be compliant, and certified with the Joint Technical Architecture (JTA).

The DoD developed the Joint Technical Architecture (JTA) and the DA developed a Joint Technical Architecture for the Army (JTA-A) which is directed at supporting a broad range of applications and system implementations. Thus the JTA is a subset of the JTA-A that describes the component interfaces, protocols, and supporting data formats standards necessary to provide the services required by applications. A list of mandated and emerging standards have been identified by DoD and the Army to be

used in this procurement by the contractor (see section 9). The Department of the Army (DA) has directed that all systems that produce, use or exchange information electronically, to include, all IT systems and services that are acquired, procured, or operated, be compliant with the Joint Technical Architecture-Army. The JTA-A in turn mandates use of the Defense Information Infrastructure (DII) Common Operating Environment (COE) and mandated as Common Operating Environment (COE) in DoD Directive 4630.5, dated January 2002. The DII COE or COE emphasizes both software reuse and data reuse, and interoperability for both data and software. The DII COE is not a system, but a foundation for building interoperable systems.

2.0 Technical Requirements

2.1 General Requirements

Attachment C describes the requirements for a technical architecture and the design, development, and implementation of DPS. DPS shall consist of components defined by the Clinger Cohen Act, DoD Directive 4630.5 – Interoperability and Supportability of Information Technology and National Security Systems, DoD Instruction 4630.8 Interoperability and Supportability of Information Technology and National Security Systems, Joint Technical Architecture, Joint Technical Architecture-Army, C4ISR Architecture Framework, Defense Information Infrastructure(DII) Common Operating Environment (COE), Army Networkiness Certification Guidance Document and related documents.

Using the DoD Technical Reference Model (TRM), all service and interface definitions shall be used to identify, associate, or describe a standard in this procurement, solicitation, specification, or deliverable. Further elaboration of a particular service or interface definition (i.e., sub service definition) shall be traced to or identified as their related DoD TRM service or interface category or group. Where new technologies are introduced and identified as impacting interoperability, the respective service or interface category associated with this technology shall be identified or defined where an existing category is deemed not applicable.

The contractor shall use the definitions within this solicitation for terminology. Where the terminology does not exist in this solicitation, the contractor shall use a government-approved resource for terminology definitions. The contractor shall use the references within this solicitation and/or any reference(s) that the government may give to the contractor during the contract period.

Lastly, upon publication of new versions of the documents referenced in this PWS the contractor shall evaluate the impact of these new document(s) for compliance issues and identify new and obsolete mandates issues, risks, solutions, technical document changes, and costs to implement the new mandates and/or specifications or those standards that are no longer in compliance. The contractor shall provide upgrades and compliance testing for implementation based on the current standards within 12 months of the publication and release of the standards.

2.2 IT Requirements

The Contractor shall ensure that all information technology (IT) products and services comply with the requirements listed in Table C-1 below, and any additional requirements in Table C-3 and C-4 (section 9).

IT Requirements
DoD Joint Technical Architecture (JTA)
Joint Technical Architecture-Army (JTA-A)
Defense Transportation System Enterprise Architecture (DTS EA)
Defense Information Infrastructure (DII) Common Operating Environment (COE)
C4ISR Technical Architecture Framework
Army Networkiness Certification Guidance Document
Clinger Cohen Act: Information Technology Management Reform Act (ITMRA)
DoD Directive 4630.5 – Interoperability and Supportability of Information Technology and National Security Systems

IT Requirements
DoD Instruction 4630.8 Interoperability and Supportability of Information Technology and National Security Systems
Department of Defense Directive Number 8500.1 Information Assurance (IA)
Department of Defense Instruction Number 8500.2 Information Assurance (IA) Implementation
DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in accreditation per DoD 8510.1-M (DITSCAP Manual)
Section 508 (New requirements for access by the disabled specified in the Rehabilitation Act, as detailed in 36CFR 1194, Subpart B)

Table C-1: IT Requirements

3.0 Hardware, Software and Licenses

3.1 Hardware Requirements

The contractor shall identify all hardware requirements as part of Task 1 and provide final cost data and obtain approval from the government before purchasing any of the identified hardware. Upon approval, the contractor will acquire the specified hardware, which may include (but are not limited to) hardware for development (to include DII COE segmentation platform), for testing (both for development testing and IV&V testing), for actual production, and lastly for failover and COOP purposes.

The contractor is responsible for the delivery, actual set-up as well as the implementation of all hardware acquired by the contractor. The contractor shall coordinate these responsibilities with the DECC as applicable. Also, the contractor shall ensure that ownership of all acquired hardware will be transferred to the government. The equipment located at contractor facilities will be sub hand receipted as Government Furnished Equipment (GFE).

3.2 Software and Licenses Requirements

The contractor shall identify all software requirements (including development tools) and provide final cost data and approval from the government before purchasing any of the identified software. Upon approval, the contractor will acquire the specified software, which may include (but are not limited to) software for development, for testing (both for development testing and IV&V testing), for actual production, and lastly for failover and COOP purposes. In addition, the contractor shall acquire software for external third party monitoring purposes. This includes systems and web-monitoring tools which meet U.S. Transportation Command (USTRANSCOM) customer assurance standards for proactive event monitoring. With respect to licenses, the government may require the contractor to use Army, DOD and USTRANSCOM Enterprise Licenses.

The contractor is responsible for the delivery, actual set-up as well as the implementation of all software acquired. The contractor shall coordinate these responsibilities with the DECC as applicable. Also, the contractor shall ensure that ownership of the acquired software will be transferred to the government. Software located at contractor facilities will be sub hand receipted as Government Furnished Equipment (GFE).

4.0 DECC

4.1 General Requirements

Defense Enterprise Computing Center (DECC) is operated by the Defense Information Systems Agency (DISA). SDDC will enter into a Service Level Agreement (SLA) specifying responsibilities of DISA in supporting the operation of DPS. SDDC will provide a copy of SLA within 30 days of contract award. The DPS contractor will retain overall responsibility for DPS operations and will ensure timely and effective coordination with DECC personnel for continued optimal operations.

Hardware purchased by the contractor and to be delivered to a DECC facility will be coordinated with DECC personnel in advance. Contractor will assist in the set-up and initialization of the systems. Once operational the Government will be responsible for hardware maintenance located at the DECC. For hardware purchased by the contractor and located on the contractor's premises, the maintenance is the responsibility of the Government.

After initial set-up, the contractor shall perform remote maintenance on the DPS servers located at the Defense Enterprise Computing Center for all software maintenance requirements to include but not limited to patches, upgrades, system log reviews, configuration changes, application tuning parameters where root level access is not required. This maintenance shall be performed for the Development, Testing, Independent Verification and Validation (IV&V), Production, Fail-over, and Continuity of Operations (COOP) platforms.

In the event that root access is required for the necessary operation, the contractor shall identify the needed change and coordinate the scheduling and execution of the activity with the DECC. The contractor shall ensure that full testing is completed before upgrades or patches are done in the production environment. The contractor shall ensure that scheduled downtime for the server results in minimal impact to the SDDC customers (refer to section 2.2.14 in the PWS). The contractor shall also ensure and coordinate with the DECC that the DPS servers, located at their sites are fully compliant with Information Assurance Vulnerability Alert (IAVA) advisories, DOD security guidance, and that all patches and service packs are at the current level.

The contractor shall meet the requirements of DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in accreditation per DoD 8510.1-M (DITSCAP Manual). User roles and access requirements shall be determined in conjunction with the user representative, functional manager, certification authority and the Designated Approval Authority (DAA). With respect to DECC operations, the SDDC CIO is the DAA. DITSCAP is a collaborative process with the Government. The contractor will prepare all necessary documentation for DITSCAP certification with support from DECC personnel. The contractor shall be ultimately responsible for meeting, implementing and documenting all security requirements as listed in DODI 8500.2.

4.2 DECC Locations

The Government has identified Columbus, OH and St. Louis, MO as proposed DECC sites. The Government will provide DECC locations after award.

5.0 Additional Requirements

5.1 EDI

The contractor shall provide, develop, integrate and implement EDI interfaces as required to support current and future interfaces with DPS. The contractor shall use an EDI translation software as approved by the Government. Current interfaces information will be provided in the Technical Library.

5.2 XML and Web Browsers

The contractor shall ensure XML functionality in DPS. In addition, DPS shall provide Web-enabled capability supporting multiple browsers, e.g. Microsoft Internet Explorer (at a minimum version 5.5) and Netscape.

5.3 User Registration and Authentication

The contractor shall coordinate access control and authentication for DPS through the SDDC ETA (Electronic Transportation Application) Single Sign-on System. The contractor shall enforce role-based

access throughout the application. ETA will provide the role information through use of the ETA Defense Encryption Standard-3 (DES-3) encrypted token. The government shall be responsible for user registration approval and user management.

5.4 Communications

The contractor shall ensure that DPS allows for sufficient connectivity and reach to provide access for services at U.S. military installations and activities as well as transportation providers worldwide. The long-haul communication network shall extend from the identified data processing service provider's facility to the user site or installation Point of Presence (PoP). DPS shall support two communications entry points: The Defense Information Switched Network (DISN), and the DISA De Militarized Zone (DMZ).

Also, DPS shall provide the capability to allow Internet and Unclassified but Sensitive Internet Protocol Router Network (NIPRNet) access to SDDC, military and Government domains.

5.5 Data Volume Requirements

The proposed solution should initially be capable of supporting 500,000 shipments annually (approximately 70% of which will be processed between May and October).

5.6 User Transaction Requirements

The proposed solution should initially provide the capability of supporting approximately 800 concurrent PPSO users (average number of site PPSO users logged on all day), 200 concurrent general DoD users, and 3,600 concurrent Transportation Provider users (average number of site TP users logged on all day) for a total of approximately 4,600 concurrent primary users.

In addition, DPS shall also support Customers (Service and Civilian Members) with limited user access. There will be approximately 3,000 - 4,500 concurrent users for non-peak months and approximately 5,000 - 7,500 concurrent customer users for the summer peak season.

Lastly, DPS shall provide a journalizing capability to capture and track user transactions on-line (for audit trail purposes).

5.7 System Operations Requirements

The contractor shall ensure that DPS provides system operations and customer access to services to support worldwide shippers and TPs 24 hours a day, 7 days a week, 365 days a year. Additional requirements include – but are not limited to the following;

Scheduled maintenance shall be coordinated with the Government (SDDC and DECC) to minimize outage impact on users. The preferred window for maintenance will be between 6pm Saturday and 6am Sunday EST/EDT.

Maximum acceptable outage of scheduled production DPS downtime cannot exceed 4 hours per month, not including downtime as a result of DECC actions or events.

During unscheduled primary system outage, DPS shall have High Availability with application and database replication fail-over to a secondary system to ensure zero down time upon loss of the primary system. For scheduled primary system outage, switchover to the secondary system shall be transparent to the user.

6.0 Data Standardization Requirements

6.1 General Requirements

All systems must implement data standards in their interfaces to other DTS and USTRANSCOM systems; implementing data standards in a physical database is mandatory for all new DTS and USTRANSCOM systems and any legacy systems reengineering its database. Database reengineering is defined as modifying the current database objects vice adding new functionality or new structures.

As standards and other specifications required in this contract evolve or are transitioned from emerging to mandated, the contractor shall provide upgrades for implementation based on the current standards within 12 months (or as determined by the Government) of the publication and release of the standards.

The contractor shall provide transition plans for accomplishing the move from the current standards environment to the DoD Joint Technical Architecture, Joint Technical Architecture-Army, Defense Information Infrastructure (DII) Common Operating Environment (COE), C4ISR Technical Framework, and Networthiness Program compliant environment in an orderly and controlled manner. In particular where noncompliant standards are referenced (i.e., draft standards and other public specifications), the contractor shall provide a method and plan for transitioning from the proposed implementation to a future DoD Joint Technical Architecture, Joint Technical Architecture-Army, Defense Information Infrastructure(DII) Common Operating Environment (COE), C4ISR Technical Framework, and Networthiness Certification Program compliant implementation and shall certify that the transition shall be implemented and completed within 12 months from the date of acceptance of such, unless otherwise specified in the contract. The transition plan shall include problem areas, enhancements to legacy and migration components, redundancy, new components introduced relative to the standards being used, and those that are being proposed for use in support of interoperability.

If a standard is not yet supported by implemented products, intermediate targets shall be identified that provide this incremental functionality and help to transition to the objective and compliant environment. These intermediate targets shall be defined by the contractor and fully described including changes from the baseline. Detailed plans for managing and implementing the intermediate targets shall be included. Each intermediate target shall include a description of the intermediate target environment, major changes from the baseline, and identification of schedules, deliverables, milestones, and organizational resource requirements, as a minimum.

6.2 Logical Data Modeling Requirements

The contractor shall ensure that all data modeling products and deliverables are submitted to the program manager, SDDC CDO and USTRANSCOM CDO (ref. USTRANSCOM Data Management Handbook (Chapter 2, page 2 and 3) for review. Recommended changes from SDDC CDO and US TRANSCOM CDO will be incorporated into future software deliverables. The contractor shall submit updated data models as required by the Government. The contractor shall submit data models in the latest Government version of ERwin format in compliance with Federal Information Processing Standards (FIPS) PUB 184, and the USTRANSCOM Data Management Handbook guidelines for entity, attribute and data element labeling, definition and structure conventions. When appropriate and mutually agreed upon between the government and contractor, the contractor shall make those corrections, additions, deletions, or modifications identified in the technical and functional review process.

The contractor shall use the most recent version of the USTRANSCOM Master Model in the development, normalization, definition, documentation and integration of DPS data requirements in accordance with the policies defined in the USTRANSCOM Data Management Handbook. The contractor shall keep abreast of the contents of the Master Model and use those standard data elements (attributes) and prime words (entities) that satisfy DPS data requirements. When a data standard is insufficient to meet system data requirements, the contractor shall propose a change to the data standards, following the procedures in Chapter 2, USTRANSCOM Master Model Synchronization and Maintenance, and the USTRANSCOM CDO guidelines for preparation of data standardization proposal packages (see Chapter 6, USTRANSCOM Proposal Package Guide).

6.3 Database Standardization

The contractor shall architect a Logical Data Model (LDM) that is fully compliant with the Master Model. The contractor shall also prepare a Transformation Data Model (TDM) to accompany the LDM. The TDM shall be exactly the same in structure as the LDM, but will replace the entity and attribute names with USTRANSCOM standard access names (table and column names), select a data type for the target RDBMS that accurately implements the data type and length specified in the LDM, and incorporate any domain range restrictions for qualitative data.

The contractor shall maintain a Physical Data Model (PDM) throughout the life cycle of the DPS database that is an accurate reflection of the structure of the DPS Physical Schema. Any change to the system's Physical Schema shall be included in the PDM. All deviations between the system's PDM and the system's government-approved TDM will be specifically documented in the appropriate written deliverables and implemented only after approval by the program manager, SDDC CDO and the USTRANSCOM CDO.

6.4 Interface Standardization Requirements

The contractor shall describe each DPS data element in new or existing interfaces with other DTS or USTRANSCOM systems in terms of the Master Model. This description will specify the Master Model entity and attribute that accurately models the system's requirements and will include any additional standard data elements and their values that qualify the selection of those desired attributes from the Master Model.

For any interface data requirement not contained in the Master Model, the contractor shall prepare an extension to the system logical data model, complete the metadata requirements for new data elements, and submit a standardization change package according to instructions in Chapter 2, 3 and 6 of the USTRANSCOM Data Management Handbook.

7.0 Security

7.1 Contractor Personnel Requirements

Ref. section 1.5.1 in the PWS, the contractor, subcontractor(s), and/or partner(s) shall be citizens of the United States of America. At least one person of the contractor team shall have a valid and current secret clearance for the purpose of accessing the DISA controlled web-site that will be provided by the Government.

The contractor, subcontractor(s), and/or partner(s) shall possess the capability to articulate well, speak and write fluently in the English Language, and comprehend the English Language.

Overall, all contractor personnel will possess the appropriate personnel security investigation for the position occupied. Contractor personnel will be required to have a background investigation that corresponds with the sensitivity level of the tasks to be performed.

The following guidance will be followed when determining IT Position Category.

IT-I (Privileged) ADP-I positions**

Those positions in which the contractor is directly responsible for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning and design of a computer system, including the hardware and software; or can access a system during the operation or maintenance in such a way, and with a relatively high risk for causing grave damage, or realize a significant personal gain.

Investigative Requirements:

This is considered a Critical Sensitive position and contractor must possess a current SSBI security investigation.

IT-II (Limited Privileged) ADP-II positions**

Those positions in which the incumbent is responsible for the direction, planning, design, operation, or maintenance of a computer systems, and whose work is technically reviewed by a higher authority of the ADP-I category to ensure the integrity of the system.

Investigative Requirements:

This is considered a Non-Critical Sensitive position and contractor must possess a current NAC/NACI/ANACI

IT III (Non-Privileged) ADP III positions**

All other positions involved in computer activities. This is considered a Non-Sensitive Position and the HQ Security Office must approve contractor prior to access to the network.

** The term IT Position is synonymous with the older term Automated Data Processing (ADP) Position. (See DODI 8500.2, Enclosure 2, page 21-22.

NOTE: The above requirements are for access to unclassified systems only. Contractors who require access to classified systems to fulfill contract requirements will possess a security clearance based on personnel security investigative requirements.

The contractor needs to understand and be aware that SDDC does not complete any personnel security investigations for IT/ADP position categories. With the exception of the NCIC conducted for building access it is incumbent upon the contractor to have the appropriate investigations completed upon start of the contract.

7.2 Information Assurance Requirements

The contractor shall be responsible for ensuring all Information Assurance requirements for systems residing on a DOD network are met.

Since DPS is a DOD system **and is being hosted at the DECC**, the contractor must ensure that the Information Assurance Vulnerability Alert (IAVA) process and policies are followed. All vulnerabilities listed in DOD IAVAs must be reviewed and implemented, if required. New IAVAs will be implemented within the time frames specified in the new IAVA.

Furthermore, DPS is a Mission Assurance Category III (MAC III) system. As such, DPS is a system which handles information that is necessary for the conduct of day to day business, but does not materially affect support to deployed or contingency forces in the short-term. The DPS also processes Privacy Act information that requires a confidentiality level of Medium. A Mission Assurance Category III system with Medium confidentiality requires the Information Controls listed in DODI 8500.2, Enclosure 4 Attachments Two and Five. Implementation of these IA controls within DPS shall constitute the baseline requirements for IA certification and accreditation.

7.3 DITSCAP

The contractor shall meet the requirements of DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in **accreditation** per DoD 8510.1-M (DITSCAP Manual). User **roles and access requirements shall** be determined in conjunction with the user representative, functional manager, certification authority and the **Designated**

Approval Authority (DAA). While **DITSCAP is a collaborative process with the Government, the contractor shall be ultimately responsible for meeting, implementing and documenting all security requirements as listed in DODI 8500.2.**

7.4 Additional Security Requirements Documents

All documents (hardcopy or electronic) produced for this project, as well as the referenced risk assessments, security plans, contingency plans, and disaster recovery plans, shall be considered FOR OFFICIAL USE ONLY (FOUO) and must be appropriately protected.

LAN Access

Access and use of the Surface Deployment and Distribution Command LAN and related systems also shall be considered FOUO and appropriately protected. HQ SDDC Security Office must approve all contractor access to the LAN.

Building Access

The contractor shall submit pertinent documents to a government representative to process appropriate access to a government facility. The following conditions shall be met before any contractor is permitted access to the Hoffman Complex. There may be additional building access requirements at other Government facilities e.g. DECC, USTRANSCOM.

a. Contractor shall have a current National Agency Check (NAC)/National Agency Check with Inquiries (NACI) (within 10 years) on file and be able to show such proof.

OR

b. Contractor shall undergo a National Crime Information Center (NCIC) background check with favorable results. If the contractor can show such a check has been conducted, the HQ Security Office will review for acceptance/non-acceptance. If check is not accepting according to DOD guidelines, contractor will be required to have NCIC conducted through DOD channels by the HQ Security Office.

HQ Security Office requires ten working days to complete building access processing.

8.0 Architecture

8.1 General Requirements

Architecture is defined as the structure of components, their relationships, and the principles and guidelines that govern their design and evolution over time. The term "architecture" is generally used to refer to an architecture description and an architecture implementation. An architecture description is a representation of a current or postulated "real-world" configuration of resources, rules, and relationships. Once the representation enters the design, development, and acquisition portion of the system development life-cycle process, the architecture description is then transformed into a real implementation of capabilities and assets in the field. Architectures is one of the key enablers for interoperability. The contractor shall follow the governance for planning, designing, developing and implementation as identified in Table C-2. In addition, the contractor shall perform and develop system architecture assessments.

In the event an interpretation of a standard is required that will invoke any waiver procedure, such a request for interpretation shall be made within 30 calendar days after Task 1 for government approval, or the event triggering the request for a waiver. Any corrections to the architecture, required as a result of decision(s) made by the Government, during the waiver request process, shall be completed within 12 months of the date of the formal notification to the contractor.

8.2 C4ISP

The contractor shall be responsible for developing, mapping and documenting the technical architecture for DPS in accordance with the C4ISP and C4ISR Architecture Framework. Governance and procedures for this requirement are located in DoD Directive 4630.5 and DoD Instruction 4630.8. See Table C-2 for deliverable timelines.

8.3 DII COE

The contractor shall plan, design and develop DPS to be DII COE Level 7 compliant by initial implementation. Level 7 certification, by DISA, shall be completed within one year after initial implementation. (Note: Contractors are also referred to the current DISA Joint Interoperability and Engineering Organization DII COE Developer Documentation.)

8.4 JTA

The contractor shall plan, design, develop, and implement DPS according to the JTA (which includes JTA-Army). The contractor shall develop a Technical Architecture and mappings to other architecture products as outlined in the C4ISR Architecture Framework document.

8.5 Interoperability

The contractor shall operate in and execute upon platforms that provide the necessary degree of interoperability specified in the accompanying specifications and as modified by this solicitation. The contractor shall provide evidence to show that these products and services conform to and are in compliance with the most recent publications for and related documents that are referenced within these documents or those that maybe mandated during the contract period. Contractors shall use service and interface definitions derived from the DoD Technical Reference Model document.

The contractor shall develop an interoperability certification evaluation plan (ICEP) and participate in DISA’s Joint Interoperability Testing and Certification process.

The contractor shall identify corrective actions for deficiencies found during the Joint Interoperability Testing and Certification process to include mandates, risks, solutions, costs, development and implementation specifications.

All standards-based validation testing and compliance issues shall be approved by the Government. The contractor shall have the architecture of the system to include the proposed and/or any system modifications approved by the Government before performing any development, testing, or implementation, to include any capability demonstrations.

8.6 Technical Deliverables’ Schedule

The schedule for technical deliverables is outlined in Table C-2.

SOW Task#	Deliverable Title	Format	Number	Calendar Days After TO Start
Section 6 – Data Standardization	Logical Data Model	Erwin	2 Hard Copies 1 Soft Copy to COR	45 Days After Start of Task 2
	Transformation Data Model	ERwin	2 Hard Copies 1 Soft Copy to COR	As Required
	Physical Data Model	Erwin	2 Hard Copies 1 Soft Copy to	As Required

SOW Task#	Deliverable Title	Format	Number	Calendar Days After TO Start
			COR	
	Physical Schema	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Logical Data Model Extensions	Erwin	2 Hard Copies 1 Soft Copy to COR	As Required
Section 7 Security	Systems Security Authorization Agreement	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	270 Days After Start of Task 2
	System Security Plan (SSP)	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Contingency Plan (CP)	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Disaster Recovery Plan (DRP)	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Security Testing & Evaluation Plan	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
Section 8 Architecture	Technical Architecture Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	90 Days After Start of Task 1
	Technical Architecture Updates	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Technical Architecture Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	14 Days After Receipt of Government Comments
	Technical Architecture Mappings and Assessments	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	JTA Strategy, Compliance and Transition Plan Outline	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	90 Days After Start of Task 1
	JTA Strategy, Compliance and Transition Plan Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	90 Days After Government Comments from JTA Strategy,

SOW Task#	Deliverable Title	Format	Number	Calendar Days After TO Start
				Compliance and Transition Plan Outline
	JTA Strategy, Compliance and Transition Plan Updates	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	JTA Strategy, Compliance and Transition Plan Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	14 Days After Receipt of Government Comments
	DII COE Strategy, Compliance and Transition Plan Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	90 Days After Start of Task 1
	DII COE Strategy, Compliance and Transition Plan Updates	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As required
	DII COE Strategy, Compliance and Transition Plan Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As required
	DII COE Assessment Report	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	DII COE (I&RTS Documentation and Software) Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	DII COE (I&RTS Documentation and Software) Updates	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	DII COE (I&RTS Documentation and Software) Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	C4ISP Document (Technical only) Outline	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required

SOW Task#	Deliverable Title	Format	Number	Calendar Days After TO Start
	C4ISP Document (Technical only) Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	C4ISP Document (Technical only) Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Developmental Testing – Interoperability Evaluation Plan - Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Developmental Testing – Interoperability Evaluation Plan - Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Operational Testing – Interoperability Evaluation Plan - Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Operational Testing – Interoperability Evaluation Plan - Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	JITC Testing and Certification Deficiencies Report -- Outline	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	JITC Testing and Certification Deficiencies Report -- Draft	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	JITC Testing and Certification Deficiencies Report -- Final	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	As Required
	Interface Requirements Specification	Government Determined Format	2 Hard Copies 1 Soft Copy to COR	Upon Completion of Interface Design

Table C-2 Technical Deliverables

9.0 Additional Technical Requirements

Table C-3: DPS Technical Requirements

In addition to the Technical Requirements mentioned in Table C-1, DPS must satisfy the following:

1. USTRANSCOM Data Management Handbook August 2003
2. Permit use of multiple browsers
3. PKI-DoD PKI certified – Authenticate through SDDC single sign on (ETA)
4. Password Usage-FIPS Pub 112 (end user single portal entry through SDDC)
5. Internet Protocol - IPv4 (upgradeable to IP v6)
6. EDI and XML capable
7. Support multiple standard and ad hoc reports (currently approximately 200)
8. Support multiple standard Reference Data Tables (currently 125 approx)
9. Provide data interface with multiple existing DoD systems
10. Assign access authority
11. Interface with existing DoD portals
12. Allow immediate access to all entered data as required (DoD and commercial TPs)
13. Data interface with U.S. Bank's PowerTrack system
14. Support multiple global commercial TPs including acceptance of information sent via EDI in addition to manual input via web interface
15. Interface with other Agency and Department systems
16. Provide Interactive Voice Response capability
17. Support Service Member and spousal access via the web.
18. Secure Socket Layer (SSL)
19. DISA – Joint Interoperability Testing Center and Certification

Table C-4 List of Security and Accreditation Requirements

In addition to the Security and Accreditation Requirements mentioned in Table C-1, DPS must satisfy the provisions of the most recent edition of applicable security and accreditation requirements found in the following to include any references to other documents that maybe identified within:

1. Privacy Act
2. Computer Security Act of 1987

3. Office of Management and Budget (OMB) Circular No. A-130, Appendix III
4. Chairman, Joint Chiefs of Staff Manual 6510.01C, Information Assurance (IA) and Computer Network Defense
5. DoD Directive 5200.28, Security Requirements for Automated Information Systems
6. Common Criteria Standard—Controlled Access Protection Profile
7. Army Regulation (AR) 380-19, Information Systems Security
8. Policy Guidance for the Use of Mobile Code Technologies in DoD Information Systems, November 7, 2000
9. Policy Memorandum: Public Key Enabling (PKE) of Applications, Web Servers, and Networks for the Department of Defense, May 17, 2001
10. Policy Directive 33-28, USTRANSCOM, IA/IP Security Architecture Implementation
11. Government Information Security Act
12. Army Regulation (AR) 380-67, Personnel Security (Note: Depending on the role of the service provider ADP I, II, or III may apply.)
13. DoD Badge Policy/Regulation/Directive
14. Army Regulation (AR) 380-5, Information Security Program
15. Army Regulation (AR) 25-55, For Official Use Only (FOUO) Act
16. Compliance with DoD and individual Service information technology security certification and accreditation process
17. DISA Joint Interoperability Testing Center and Certification

**Attachment D
Required DPS Interfaces**

DPS Interface and Integration Requirements

Acronym	System/Organization Name
CSS	Customer Satisfaction Survey
DEBX	Defense Electronic Business Exchange
DFAS-CIL	Defense Finance and Accounting Service - Contractor Indebtedness List
DTOD	Defense Table of Official Distances
FACTS	Finance and Air Clearance Transportation System
FMCSA	Federal Motor Carrier Safety Administration
GATES	Global Air Transportation Execution System
GFM Host	Global Freight Management Host (or STMS if operational)
GSA	General Services Administration
Key Best Rating Guide	Key Best Rating Guide
NAVDITY	Navy Do-It-Yourself
NMFTA	National Motor Freight Traffic Association
OMB Treasury Circular 570	Office of Management and Budget (OMB) Treasury Circular 570
PowerTrack	US Bank's Commercial business-to-business payment system
PPCIG-OL	Personal Property Consignment Instruction Guide - On Line)
PPQWeb	Personal Property Qualification Web
SAFER	Department of Transportation (DOT) SAFER Licensing and Insurance System
STMS	Surface Transportation Management System
SWM	Navy Smart Web Move
TFMS	Transportation Financial Management System
TGET	Transportation Global Edit Table
TOPS (Local & History)	Transportation Operational Personal Property Standard System
Transportation Providers	Interfaces via e-mail to commercial Transportation Providers ¹
WPS	Worldwide Port System

The contractor shall provide interfaces to specified systems that are internal or external to SDDC. Known future interfaces are provided for planning purposes. Not all future interfaces are known at this time. SDDC intends to build upon DPS service capabilities by incorporating the functionality of selected systems into the DPS service in the future. Consequently, the service provider must ensure the DPS solution is scalable and expandable.

A) Systems or organizations that shall receive data from DPS:

1. General Services Administration (GSA)
1. Transportation Financial Management System (TFMS)
2. Navy Do-It-Yourself (NAVDITY)

¹ Includes all qualified Transportation Providers

B) Systems or organizations that send data to DPS:

1. Defense Table of Official Distances (DTOD) – querying
2. Transportation Global Edit Table (TGET)
3. Global Freight Management (GFM) Host (or STMS if operational)
3. Surface Transportation Management System (STMS)

C) Systems (or organizations) that receive data from and send data to DPS:

1. PowerTrack (U.S. Bank's Commercial business-to-business payment system)
2. Transportation Providers (commercial movers)
3. Worldwide Port System (WPS)

D) Future Interfaces to External SDDC Systems:

1. Military Services' Personnel Systems

E) Integration or Replacement: DPS shall integrate (subsume) or replace the following systems:

1. SDDC's Customer Satisfaction Survey (CSS) (Web-based Survey Tool)
2. SDDC's Personal Property Qualification Web (PPQWEB) (Web-based TP qualification Tool)
3. Navy Smart Web Move (SWM)
4. TOPS
4. PPCIG
5. Two Dimensional Military Shipping Label (2DMSL)
6. CWA

The Government looks for the best value with respect to interfacing, integration, or replacement of the systems listed above. Details on these systems can be found in the Technical Library.

**Attachment E
Performance Requirement Summary**

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.1. Project Management (Task 1, Task 2 & Task 3)				
1	The contractor shall provide and maintain a DPS project management plan (PMP) over the life of the contract.	Submission of an acceptable PMP to the Government within twenty (20) days of contract award, with subsequent notification to the Government for its agreement to any proposed change in the PMP.	Monitor timely submission and review PMP for acceptability.	NA
2	The contractor shall provide monthly progress and status reports.	<p>Progress and status reports for each month delivered by the eighth (8th) day of each subsequent month. Reports should include the following:</p> <p>a) Reports recapitulate progress for the completed reporting period and summarize planned activities for the upcoming reporting period.</p> <p>b) Reports identify problem areas, taken or planned resolution actions, or recommendations for corrective actions.</p> <p>Once DPS is operational, reports will include monthly user satisfaction and operational availability information, including scheduled and unscheduled maintenance outages and other unscheduled outages (historical for reporting month and projected for upcoming month).</p>	Report completeness and timely submission.	NA
3	The contractor shall schedule and conduct monthly Interim Process Reviews (IPRs) for the Government that	a) Monthly review agenda topics submitted at least five (5) business days prior to each scheduled IPR and the	Timely conduct of agreed-upon monthly reviews as	NA

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	address management, software development, integration, implementation, scheduling, logistics, procurement, technical status, subcontracting, progress problems, and other appropriate topics.	<p>agenda agreed upon by the Government.</p> <p>b) Read-ahead copies of proposed monthly review briefings provided to the Government not later than two (2) business days before an IPR.</p> <p>c) IPR attendance by contractor key personnel as required by the Government.</p> <p>d) Meeting minutes recorded and provided not later than three (3) business days after each IPR.</p>	scheduled.	

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.2. Attend and Conduct Meetings and Briefings (Task 1, Task 2 & Task 3)				
4	The contractor shall attend and conduct briefings required by the Government. The Government shall approve agendas, read-ahead packages, including briefing charts.	<p>a) Meeting attendance by technically and functionally qualified representatives at all meetings as required by the Government.</p> <p>b) Read-ahead copies of proposed meeting briefings provided to the Government not later than two (2) business days before an IPR or other meeting.</p> <p>c) Meeting minutes recorded and provided not later than three (3) business days after each meeting.</p>	Timely submission of read-ahead packages and meeting minutes.	NA
2.2.3. Comprehensive Gap Analysis; Design a Detailed Integrated DPS Solution (Task 1)				
5	<p>The contractor shall perform a comprehensive gap analysis between the COTS products and SDDC proposed business processes. The contractor shall perform all tasks necessary including but not limited to the following:</p> <p>a) Identify the COTS system functionality in meeting SDDC requirements (as detailed in Attachments B and C) and further identify those requirements that will result in DoD business process changes in the selected COTS system.</p> <p>b) Identify and document non-COTS requirements and interfaces associated with the COTS package on the basis of SDDC business process change</p>	Provide the Government a comprehensive draft gap analysis ninety (90) days after contract start. Provide a final analysis fourteen (14) days after receipt of Government comments. The gap analyses shall demonstrate a thorough understanding and assessment of all the factors required for the analyses.	Monitor timely submission and review deliverable for acceptability.	<p>Reduction in price of SLIN 0001AA for late delivery based on the following:</p> <p>1-4 days late – 0.25%</p> <p>5-7 days late – 0.50%</p> <p>8-9 days late – 0.75%</p> <p>10 days late – 1.0%</p> <p>Additional 0.25% for each day thereafter that delivery is late</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>decisions and recommend business process changes for SDDC approval.</p> <p>c) Analyze proposed solution's ability to meet SDDC's and DoD's operational system and architectural requirements.</p> <p>d) Special attention should be given to the Government's desire for user-friendliness (avoidance of duplicate entries, auto population of fields, etc.).</p>			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
6	<p>Based on the results of the gap analysis, the contractor shall validate the technical solutions and identify COTS changes and SDDC agreed upon business process changes. The contractor shall provide detailed design recommendations and if appropriate, alternatives for Government acceptance.</p> <p>The contractor shall perform all tasks necessary to provide a detailed integrated DPS solution including but not limited to the following:</p> <p>a) Validate the contractor's proposed technical solution against gap analysis results and identify any impacts on DPS development and implementation.</p> <p>b) Access the Reports, Interfaces, Conversions and Extensions (RICE) repository and review data with the intent to leverage any work already done. The RICE repository contains high level object attributes of objects already developed by existing DoD programs within the logistics domain.</p> <p>c) Ensure the DPS solution is scalable and expandable and capable of supporting additional functionality, increased data requirements, and additional users.</p> <p>d) Identify and document as a minimum</p>	<p>Provide the Government comprehensive draft design documentation ninety (90) days after contract start. Provide a final comprehensive design documentation fourteen (14) days after receipt of Government comments. The design shall address all the areas listed above and substantiate the technical and functional validity of the proposed solution and identify any impact on cost or schedule.</p>	<p>Monitor timely submission and review design document for acceptability.</p>	<p>Reduction in price of SLIN 0001AA for late delivery based on the following:</p> <p>1-4 days late – 0.25%</p> <p>5-7 days late – 0.50%</p> <p>8-9 days late – 0.75%</p> <p>10 days late – 1.0%</p> <p>Additional 0.25% for each day thereafter that delivery is late</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>the following:</p> <ul style="list-style-type: none"> *Database requirements for support of the DPS solution in development, test, production, and failover and continuity of operations (COOP) environments. *Migration of user data, including methods of extracting, deriving, transforming, and loading historical and operational data from legacy systems to DPS. *Associated reference tables required to support DPS. *Detailed system interface requirements. *All software components and associated tools required to support DPS. *Hardware, operating system, and network requirements to support DPS in the development, test, production, and failover, COOP environments defined at Attachment C. Contractor will provide the minimum capabilities/specifications of platforms (production, development, failover, COOP, and test). *Technical Architecture and Data Model documentation as required by Table C-2 in Attachment C. 			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>e) Identify and document how the solution addresses Defense Transportation System (DTS) Enterprise Architecture (EA) and Public Key Enable (PKE) requirements to support an integrated DPS. This will include but will not be limited to:</p> <p>*Design, development, testing, migration, and implementation of a system to become Level 7 DII COE certified.</p> <p>*Meet all the requirements set forth in the following guidance and mandates:</p> <ul style="list-style-type: none"> • DoD Joint Technical Architecture (JTA) • Defense Transportation System Enterprise Architecture (DTS EA) • Defense Information Infrastructure (DII) Common Operating Environment (COE) • C4ISR Technical Framework • Clinger Cohen Act: Information Technology Management Reform Act (ITMRA) • DoD Directive 4630.5 – Interoperability and Supportability of Information Technology and National Security Systems • DoD Instruction 4630.8 Interoperability and Supportability of Information Technology and National Security Systems. • Section 508 (New requirements for access by the disabled) 			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>specified in the Rehabilitation Act, as detailed in 36CF 1194, Subpart B)</p> <ul style="list-style-type: none"> • DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in accreditation per DoD 8510.1-M (DITSCAP Manual) • USTRANSCOM Data Management Handbook August 2003 • Department of Defense Directive Number 8500.1 Information Assurance (IA) • Department of Defense Instruction Number 8500.2 Information Assurance (IA) Implementation • Other requirements as referenced in Attachment C 			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.4. Development, Test, Evaluation, Implementation, Transition and Training Milestone Planning (Task 1)				
7	<p>The contractor shall provide an updated PMP incorporating milestones for the time-phased development, test, and evaluation of DPS in two increments as listed below and provide recommendations and alternatives to the Government for acceptance. The contractor shall deliver DPS no later than two hundred seventy (270) days after start of Task 2.</p> <p>The Government estimates that Increments will be delivered either according to, or in less time than, the schedule detailed to the right of each individual increment listed below. Please note this schedule is depicted as Not to Exceed (NTE) days for each increment. The contractor's proposed delivery days can be earlier, but not later than, the days indicated.</p> <p>The Government requires the development and delivery of fully integrated functionality according to the following increments.</p> <p>Increment 1 - Delivery NTE 150 days after the start of Task 2</p> <ul style="list-style-type: none"> • Transportation Provider Solicitation and Bid functionality • Counseling and Move Management functionality <p>Increment 2 - Delivery NTE 120 days</p>	<p>Submit a draft of the updated PMP with the development, test, and evaluation milestone plan within ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.</p>	<p>Monitor timely submission and review PMP for acceptability.</p>	<p>NA</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>after delivery of Increment 1</p> <ul style="list-style-type: none"> • Post-Move Management functionality • Forecasting and Analysis functionality, security and accreditation for the complete system <p>Each delivery shall include the interfaces that apply to its functionality and shall build on its predecessor so that full process functionality is achieved with delivery of Increment 2.</p> <p>For each increment, the contractor will provide appropriate sections of the user manuals, training materials/software and system documentation.</p> <p>The Contractor will work closely with the Government Independent Validation and Verification (IV&V) contractor prior to delivery of the increment to ensure the IV&V contractor is aware of specific functionality to be contained in each module and to enable preparation of test conditions in sufficient time for Government testing. Mechanism for such process will be mutually agreed upon between the contractor and the Government. This mechanism will include a code walk through for Government and IV&V.</p> <p>The plan shall include as a minimum the following:</p>			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>a) Detailed milestones to develop, integrate, and test all DPS hardware, software, and communications components.</p> <p>b) Schedule and approach for component acquisitions, development, component integration, test and evaluation of identified DPS functionality and capabilities by increment.</p> <p>c) Organizations and systems participating in testing, identification of locations and resources to support development, integration and testing, and the impact of system interface agreements.</p> <p>d) Any changes required for file conversions and changes, if needed, to interfacing systems, identified by DPS deliverable increments. The contractor shall coordinate interface requirements and milestone planning with proponents of interfacing systems.</p> <p>e) All hardware and software requirements and final cost data required to perform Task 2.</p>			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
8	<p>The contractor shall provide an updated PMP incorporating milestones for the implementation and transition to DPS. The milestones shall balance program risk, enhance maximum functionality early in the life cycle of DPS, and minimize concurrent resource demands on the Government. The implementation and transition plan must address any requirement for parallel operations of DPS, and the SDDC family of personal property systems until transition to DPS is fully completed.</p> <p>a) Prepare an implementation schedule that provides for an effective and efficient deployment of DPS.</p> <p>b) Develop a milestone plan for DPS operational transition in coordination with the Government.</p> <p>c) Obtain Government acceptance of the implementation and transition plan.</p>	<p>Submit a draft of the updated PMP with the implementation and transition milestone plan within 90 days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.</p>	<p>Monitor timely submission and review PMP for acceptability.</p>	<p>NA</p>
9	<p>The contractor shall provide an updated PMP incorporating a plan for training all users of DPS, and DECC support personnel. The plan shall also consider and provide recommended methods for satisfying sustainment user training during the DPS operational period. The plan must be consistent with the timeline constraints identified in sections 1.1 and 1.4.5 (Period of</p>	<p>Submit a draft of the updated PMP with the training plan, including milestones ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments.</p>	<p>Monitor timely submission and review PMP for acceptability</p>	<p>NA</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	Performance). The military transportation schools will be providing functional user training on DPS to selected users (e.g. PPSOs and service members). The plan shall address the support to the military transportation schools.			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.5. Development & Delivery of DPS for Government Testing (Task 2)				
10	<p>The contractor shall develop DPS in accordance with planned milestones and in coordination with the IPT. The contractor is responsible for the delivery, actual set-up and implementation of all hardware and software acquired by the contractor.</p> <p>Software Development Testing (SDT). The contractor shall conduct increment, integration, and interoperability testing in accordance with commercial standards and best practices to ensure that DPS meets all functional, technical, interfacing, security, and accreditation requirements. Prior to delivery of each increment to the Government the contractor shall perform comprehensive testing in a controlled environment. If significant problems are encountered during testing that may result in slippage in the delivery of the system, the contractor will notify the COR immediately upon discovery of those problems. Prior to delivery of increment 1, the contractor shall identify specific functionality that cannot be fully tested until delivery of increment 2 (ref. Section 2.2.4). The contractor shall demonstrate each increment's functionality at the completion of SDT. The purpose of this demonstration is to show that the increment meets the required functionality and is ready for Government testing.</p>	<p>a) The contractor shall deliver the SDT Software Test Plan (STP) 14 days prior to the start of SDT. The contractor will complete the software development testing (SDT) prior to delivering the system for IV&V testing by the government.</p> <p>b) The contractor shall provide the DPS system increments ready for IV&V testing. The supporting documentation will be delivered as listed in attachment A, and will include at a minimum:</p> <ul style="list-style-type: none"> • Software Requirements Specifications • Database Design Description • Interface Requirements Specifications • User Manuals • Training Materials • Software Version Descriptions • System and Sub-System Specifications <p>c) DPS shall fulfill the functional, technical, interfacing, security, and accreditation requirements detailed in attachments B, C, and D.</p> <p>d) The contractor shall meet the specified time-lines in the PWS and the PMP, as accepted by the Government.</p> <p>e) The contractor shall deliver SDT</p>	<p>Timely delivery of the system increments and supporting documentation.</p> <p>Evaluation of the functionality of the demonstrated system.</p>	<p>Reduction in price of SLINs 0002AA, 0002AD for late delivery of system for IV&V testing or failure of the system to meet the demonstrated requirements, based on the following:</p> <p>1-4 days late – 0.5% 5-7 days late – 1.0% 8-9 days late – 1.5% 10 days late – 2.0%</p> <p>Additional 0.5% for each day thereafter that delivery is late</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	Government testing.	Software Test Results (STR) five (5) business days after the release of each increment of code.		

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.6. Support Government Testing and Evaluation (Task 2)				
11	<p>The contractor shall support Government test and evaluation requirements for DPS. The contractor shall provide functional and technical support during each test. The contractor shall make system corrections and validate those corrections, as needed, until acceptance by the Government.</p> <p>a) Independent Validation and Verification will be conducted in a controlled environment by the Government as part of the test and acceptance procedures for all increments. The IV&V contractor will test and approve or reject each increment within thirty (30) days of delivery by the DPS contractor. Testing of Increment 1 delivery will occur concurrently with Increment 2 development.</p> <ul style="list-style-type: none"> ▪ Software Qualification and Interface Test (SQT). The contractor will support the Government and IV&V contractor in conducting an SQT. The DPS contractor will make fixes during the SQT for re-testing by Government testers prior to conclusion of SQT. This task validates that the system meets the technical, functional and interface requirements; and that the Government is satisfied and 	<p>DPS shall comply 100 percent with Government-approved requirements before acceptance by the Government. This performance standard applies equally to the specified functional, technical, security and accreditation, and interface requirements. Final acceptance of each increment will be based on correction of all problems identified during Government testing.</p>	<p>Comparison of problems discovered during SQT and SAT. Evaluation of test results to validate contractor's compliance with functional, technical and interface requirements.</p>	<p>Reduction in price of SLINs 0002AA, 0002AD equivalent to the % of failure of the DPS requirements.</p> <p>If the system fails to fully comply with the Government's requirements, the Government may reject the system and impose a new delivery schedule.</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>ready to pass it on to the acceptance phase.</p> <ul style="list-style-type: none"> ▪ The contractor shall provide the SQT test environment that emulates the production environment. <p>b) Software Acceptance Test (SAT). The contractor will support the Government in conducting a SAT to ensure that the software satisfies functional, technical and interface requirements. The DPS contractor will make fixes during the SAT for re-testing by Government testers prior to conclusion of SAT. Test will be performed in the production environment.</p>			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.7. Implementation & Transition of DPS (Task 2)				
12	The contractor shall execute the implementation and transition plan.	Implement DPS, in accordance with the scheduled milestones of the implementation and transition plan.	Compliance with plan requirements, and implementation of, and transition to, DPS acceptable to the Government.	NA
2.2.8. Implementation Training (Task 2)				
13	The contractor shall provide implementation training in accordance with the training plan.	<p>a) The contractor shall provide training materials covering 100% of the functionality and suitable for the intended audience. Submit a draft of the training materials concurrent with the delivery of each Increment. The contractor shall revise the training materials as necessary during testing. The final revised training materials shall be provided at the conclusion of SAT.</p> <p>b) The contractor shall track personnel who completed training as well as effectiveness of training through testing. The contractor shall provide metrics to demonstrate the effectiveness of the training.</p> <p>c) Conduct user training as coordinated with DPS end-user organizations. The contractor must effectively train approximately 800 PPSO primary users (i.e., JPPSOs, PPPOs, and CPPSOs), 200 general DoD primary users, and 3,600 TP primary users via CD ROM or web-based training in accordance with the training plan. Upon successful completion</p>	Timely submission of training materials. Review of the completed training materials for acceptability. Review of test results metrics. User feedback on quality of training.	<p>Reduction in price of SLINs 0002AB, 0002AE for late delivery of training materials, based on the following:</p> <p>1-4 days late – 0.5%</p> <p>5-7 days late – 1.0%</p> <p>8-9 days late – 1.5%</p> <p>10 days late – 2.0%</p> <p>Additional 0.5% for each day thereafter that delivery is late</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
		<p>of the training by a user, an individualized completion certificate will be generated with control number.</p> <p>d) The contractor must also provide a training tutorial capability within DPS for personnel authorized to move personal property in the DoD program concurrent with the delivery of increment 2.</p> <p>e) One hundred (100) percent of users (excluding personnel authorized to move personal property in the DoD program) have been provided the opportunity to receive training, prior to going into production. The Government will identify all end-users and personnel requiring training and provide names, organizations, locations, and contact information.</p> <p>f) The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on system administration procedures thirty (30) days prior to going into production.</p>		

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.9. Change Management (Task 2)				
14	The contractor shall provide an updated PMP incorporating a plan for change management that supports cultural change issues, identifies techniques for managing changes, addresses awareness of roles and responsibilities under a Government-contractor relationship, and emphasizes increased awareness of DPS benefits for all potential users. The plan should consider constraints and limitations in terms of time and resources. Recommendations must be feasible and implementable. The contractor will have primary responsibility for implementation of the plan.	Submit a draft of the updated PMP with the change management plan, including milestones (45) days after the start of Task 2. Provide revised PMP fourteen (14) days after receipt of Government comments.	Monitor timely submission and review PMP for acceptability.	NA
15	The contractor shall implement the approved change management plan.	a) The contractor shall provide status of the implementation and any recommended changes to the plan during monthly IPRs. b) The contractor shall meet the milestones as scheduled and achieve desired outcomes of those milestones.	Periodic monitoring of the approved plan's implementation.	NA
2.2.10. Security and Information Assurance Plan (Task 2)				
16	The contractor shall provide an information assurance plan for attaining DPS certification and accreditation and for maintaining DPS that meets the	a) Submit a draft of information assurance management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of	Monitor timely submission and review PMP for	NA

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	information assurance requirements in Attachment C.	Government comments. b) Provide an Automated Information System Security Plan, including a Security Testing and Evaluation Plan, and a Systems Security Authorization Agreement (SSAA) 270 days after the start of Task 2.	acceptability Successful certification and accreditation of DPS before the scheduled service implementation.	

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.11. User Assistance and Support (Task 2 & Task 3)				
17	The contractor shall provide tier 2 level user assistance and worldwide support of DPS, twenty-four (24) hours a day, seven (7) days a week. The contractor shall execute procedures for supporting the SDDC System Response Center's Standard Operating Procedures (SOPs).	<p>a) Provide detailed DPS training to SDDC System Response Center personnel prior to implementation. Provide continuous updates as system functionality changes.</p> <p>b) Prior to implementation, establish a liaison capability supporting the SDDC System Response Center in assisting users and answering questions concerning DPS operations. The liaison does not have to be a person on-site at SDDC.</p> <p>c) Resolve trouble calls referred by the SDDC System Response Center in accordance with the SDDC System Response Center SOPs in effect at the time of system implementation.</p> <p>d) Provide the Government representative with a weekly summary of users' calls, identifying user problems, trends, recommendations for improvement and metrics by noon each Monday for the preceding week.</p>	Timeliness and quality of training. Review of test results metrics. User feedback on quality of training.	NA
2.2.12. User Satisfaction (Task 2 & Task 3)				
18	The contractor shall provide a User Satisfaction Measurement Plan for measuring user satisfaction (such as user surveys or other reporting media), and capturing user comments (such as problems and potential enhancements). The	a) Submit a draft of the plan to include sample surveys thirty (30) days prior to delivery of increment 2. Provide revised plan Fourteen (14) days after receipt of Government comments. At the beginning of each option period the contractor will provide a revised plan as required.	Timely submission of the plan and monthly reports, to include analysis and recommendations. The content of the monthly reports will provide sufficient	1% reduction of monthly invoice for each 5% that actual level is below performance target level (Task

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	potential enhancements). The contractor and the Government will mutually agree on the customer satisfaction levels to be achieved on the system for each user group. This agreed upon level will be the contractor's performance target for that subsequent period. The contractor shall execute the approved plan and provide results to the Government.	b) Conduct monthly surveys and report results to the Government.	information on which management action will result.	target level (Task 3 only)
2.2.13. DPS Software, Hardware, and Telecommunication Components (Task 2 & Task 3)				
19	The contractor shall provide a Configuration Management (CM) plan to manage all components of DPS.	a) Submit a draft of configuration management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments. b) Updated plans provided as required during the system life cycle.	Monitor timely submission and review configuration management plan for acceptability.	NA
20	The contractor shall provide all hardware and software required to design, develop, test, train, implement and support DPS. The contractor shall maintain DPS by incorporating, testing, and deploying functional, technical, and interface changes in accordance with the contractor's configuration management plan. Changes include those to DPS hardware, software, and security and other system upgrades for continuous functionality enhancements	a) The contractor manages changes in accordance with CM plan. b) Notification to the Government of any commercial component upgrades thirty (30) days prior to product release. Based on operational exigencies, shorter timeframes may be required by the Government. c) Provide to the Government a DPS upgrade plan within thirty (30) days after	Review of the upgrade plan for completeness and timely compliance. Monitor and assess upgrades and their implementation, documentation, and system performance, in accordance with upgrade plans and	NA

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>and technology refreshments. The Contractor development and maintenance shall be in accordance with technical standards and requirements contained in attachment C. Where required the contractor shall coordinate with the DECC to insure these requirements are accomplished.</p> <p>The Contractor shall maintain and update user manuals, training materials and software, and system documentation (e.g., systems subsystem specification, database specification) as required to keep pace with changes to DPS and provide such materials at such time as changes become available for testing. The contractor will update these documents based on the results of Government testing.</p> <p>At implementation of each release, the contractor shall provide all developed source code, and a software version description document (SVD) to the Contracting Officer Representative (COR) in a format approved by the Government.</p> <p>Once development of software enhancements are approved by the Government, the contractor will keep Government testers (IV&V) informed as to the progress and details of the change to allow for development of test</p>	<p>the release of commercial component (COTS) upgrades. Based on operational exigencies, shorter timeframes may be required by the Government.</p> <p>d) Provide to the Government all upgrades within DPS in accordance with approved upgrade plan within thirty (30) days of Government approval of the upgrade plan.</p> <p>e) The contractor provided upgrades meet all technical requirements in attachment C.</p> <p>f) Executed upgrades cause no degradation of performance or functionality of the DPS.</p> <p>g) Updated user manuals, training materials and software, and system documentation are provided when system changes are made available to the Government for testing. Revisions to these documents must be provided fourteen (14) days after receipt of Government comments.</p> <p>h) Source code and SVD provided at time of implementation of each release.</p>	<p>releases, CM plan, and applicable technical standards and requirements.</p>	

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>conditions. Mechanism for such process will be mutually agreed upon between the contractor and the Government.</p> <ul style="list-style-type: none"> • Identify and document upgrades and changes to all DPS components, including failover and COOP. • Test and deploy configuration changes in accordance with configuration control and test procedures. • Participate in Government-sponsored configuration control boards and provide impact assessments for proposed DPS configuration changes as required. • Provide all DPS system administration and technical support required to meet system operational availability objectives. • Refresh technology to maintain a modern, cost-effective delivery of DPS. This should include upgrading the DPS with new software releases at no additional cost to the Government. • Maintain DPS to meet all information assurance requirements as specified elsewhere in this statement of 			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	work.			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.14. Operational Availability (Task 3)				
21	<p>The contractor has overall responsibility for the operation of DPS. The Government recognizes that the contractor does not control all aspects of DPS, but is responsible for monitoring DPS operational availability. DPS operational availability is required 24 hours a day, 7 days a week, and 365 days a year. The contractor is responsible for all aspects of DPS except for the following:</p> <ul style="list-style-type: none"> • Physical plant at Production and COOP facilities • Network and telecommunications connectivity at the Production, COOP and user facilities • Hardware maintenance at the Production and COOP facilities • Root system administration actions at Production and COOP facilities, except insofar as root access may be provided to the contractor by the DECC. <p>The above exceptions do not relieve the contractor of its responsibility to provide guidance and assistance for root system administration actions at production and COOP facilities.</p>	<p>a) DPS shall meet operational availability requirements worldwide 24 hours a day, 7 days a week, 365 days a year.</p> <p>b) Scheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.</p> <p>c) Problem resolution or unscheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.</p> <p>d) Availability reporting is accurate and timely 100 percent of the time.</p>	<p>Review of scheduled reports on system operational rates and outage reports from users.</p>	<p>0.5% reduction in monthly invoice for each hour over the 4 hour standards in accordance with b) and c). (Task 3 only)</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
	<p>Scheduled maintenance outages shall be coordinated with the Government 72 hours in advance to minimize the impact on users. Close coordination with the DECC is required to minimize overall system down-time. To the maximum extent possible, maintenance shall be performed in conjunction with the DECC maintenance schedule.</p> <p>Operational availability statistics and metrics shall be included in monthly IPRs. Availability reporting shall include monthly operational availability, scheduled maintenance outage (historical for reporting month and projected for upcoming month), and unscheduled outages.</p>			

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
2.2.15. Develop, Implement and Maintain a Failover and Continuity of Operations (COOP) Plan (Task 2 & Task 3)				
22	<p>The contractor shall develop and implement a failover and COOP plan in coordination with the DECC. The plan should clearly articulate the responsibilities of the contractor and the Government in executing COOP procedures. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on COOP procedures. The Failover and COOP systems must match the full capability of the production system to ensure support of the full DPS workload. During unscheduled primary system outage, DPS shall have High Availability with application and database replication fail-over to a secondary system to ensure zero down-time upon loss of the primary system. For scheduled primary system outage, switchover to the secondary system shall be transparent to the user.</p>	<p>a) Submit a draft of Failover and COOP plan ninety (90) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.</p> <p>b) Updated plans provided as required during the system life cycle.</p> <p>c) Implement and periodically test the COOP system in accordance with the approved plan.</p> <p>d) Implement the failover capability in conjunction with production.</p> <p>e) COOP must be in place, tested and operational within ninety (90) days after DPS goes into production.</p> <p>f) Operate the failover and COOP annually for one week to demonstrate its capability to meet COOP requirements. Coordinate scheduled operation in sufficient time for the Government to observe or monitor the switchover.</p> <p>g) The contractor shall ensure that failover and COOP meet the performance standards in attachment C.</p> <p>h) The COOP system data must be no more than two hours behind the production system. The COOP site must be capable of becoming operational within</p>	<p>Monitor timely submission and review Failover and COOP plan for acceptability.</p> <p>Periodic review, not less than quarterly, of COOP plan and observation of scheduled COOP system testing.</p>	<p>3.0% reduction in the applicable monthly invoice amount for failure to deliver the COOP in accordance with standard e) and/or failure to demonstrate failover IAW standard f).</p>

Requirement Area				
#	Performance Objectives	Performance Standards	Performance Measure	Government Action
		two hours of the production system failure.		
2.2.16. Disaster Recovery, Backup and Emergency Restoration (Task 2 & Task 3)				
23	The contractor shall provide a backup and emergency restoration capability in accordance with guidelines provided in SDDC's IM Contingency and Emergency Management Handbook. This handbook may be viewed in the DPS Technical Library. The contractor shall clearly articulate the responsibilities of the contractor and the Government in executing backup and emergency restoration procedures in the Disaster Recovery Plan. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on procedures.	<p>a) A backup and emergency restoration system, which satisfies handbook guidelines shall be demonstrated during SAT and available NLT thirty (30) days prior to DPS going into production.</p> <p>b) A Contingency Plan, and a Disaster Recovery Plan NLT sixty (60) days prior to DPS going into production. Provide revised plan fourteen (14) days after receipt of Government comments.</p>	Periodic observation of the system, Government testing and periodic audit for compliance with handbook guidelines.	
2.2.17. Sustainment Training (Task 3)				
24	The contractor shall provide sustainment training materials in accordance with the training plan. The contractor shall provide training materials to the Military Transportation Schools for development of a curriculum.	<p>a) Submit a draft of the training materials to coincide with issuance of each major release for testing. The contractor shall provide training materials covering 100% of the functionality that is suitable for the intended audience. Provide revised training materials fourteen (14) days after receipt of Government comments.</p> <p>b) The contractor provides updates to training materials and tutorials to the users fourteen (14) days prior to the release of new DPS functionality.</p>	Timeliness of training materials, testing training materials, and user feedback on quality of training.	

Attachment F Customer Satisfaction Survey Questions and Statistical Validity Table

Statistical Validity Table

The customer satisfaction survey methodology used must meet recognized statistical standards for obtaining a statistically valid number of surveys for each Transportation Provider and shipment category.

The system will calculate the statistically valid number of surveys required for each Transportation Provider in each category based on the total number of shipments delivered to customer, and determine if a valid number of completed surveys has been achieved. The system will use "Required Number of Surveys" shown in the table below, or 10 percent of the total "Number of Shipments Delivered" for the past 12 months, whichever is greater, to determine the number of surveys needed to achieve statistically valid results.

Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required Number of Surveys
1	1	37-38	26	133-139	51
2	2	39-40	27	140-147	52
3	3	41-42	28	148-155	53
4	4	43-45	29	156-165	54
5	5	46-47	30	166-175	55
6	6	48-50	31	176-184	56
7	7	51-53	32	185-196	57
8	8	54-56	33	197-208	58
9-10	9	57-58	34	209-222	59
11	10	59-62	35	223-237	60
12	11	63-65	36	238-253	61
13-14	12	66-68	37	254-271	62
15	13	69-72	38	272-292	63
16	14	73-75	39	293-314	64
17-18	15	76-79	40	315-340	65
19	16	80-83	41	341-370	66
20-21	17	84-88	42	371-403	67
22-23	18	89-92	43	404-443	68
24	19	93-97	44	444-489	69
25-26	20	98-102	45	490-544	70
27-28	21	103-107	46	545-611	71
29-30	22	108-113	47	612-694	72
31-32	23	114-119	48	695-735	73
33-34	24	120-125	49	> 735	10% of shipments
35-36	25	126-132	50		

Customer Satisfaction Survey Questions

Section I: The Origin Personal Property Office (i.e. PPPO or PPSO)

1. How satisfied were you with the assistance provided by the origin Personal Property Office that assisted you with making the arrangements for your personal property shipment (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(60 points)	(45 pts)	(30 points)	(15 pts)	(0 points)
0	0	0	0	0

2. How well did the personal property shipment pick-up date arranged by the origin Personal Property Office meet your requirements?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(20 points)	(15 pts)	(10 points)	(5 pts)	(0 points)
0	0	0	0	0

3. How well did the personal property shipment delivery date arranged by the origin Personal Property Office meet your requirements?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(20 points)	(15 pts)	(10 points)	(5 pts)	(0 points)
0	0	0	0	0

Section II: The Transportation Provider (i.e. the movers)

4. Evaluate services provided at origin such as the quality of packing, labeling and organizing:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

5. Evaluate origin services such the care, courtesy and attitude of the loading crew:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

6. How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

7. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking:

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)
0	0	0	0	0

8. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(12 points)	(9 pts)	(6 points)	(3 pts)	(0 points)

0	0	0	0	0
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9. How would you rate your overall satisfaction with the moving company’s timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?

Excellent	Good	Satisfactory	Poor	Unsatisfactory
(40 points)	(30 pts)	(20 points)	(10 pts)	(0 points)
0	0	0	0	0

Section III: The Destination Personal Property Office (i.e. PPPO or PPSO)

10. How satisfied were you with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (i.e. initial contact, ease in contact, customer service, answering questions, etc.)? If you were not in contact with, or did not use the destination Personal Property Office, please answer “Not Applicable.”

Not Applicable	Excellent	Good	Satisfactory	Poor	Unsatisfactory
(Not applicable)	(100 points)	(75 pts)	(50 pts)	(25 pts)	(0 points)
0	0	0	0	0	0

Section IV: Quality of Life

11. Did your command allow you enough time at origin and destination to schedule and coordinate your move?

Yes
No
O
O

12. Do you plan to file a claim for loss or damage?

Yes
No
O
O

Thank you for helping us improve the service that you receive on future personal property movements!

Attachment G

SDDC Family of Personal Property Applications / Systems

Domestic Volume Moves

This application is used to award shipments to carriers that submit lower rates than the rates listed on Personal Property Rates On Line (PPROL). An origin base submits a requirement to move personnel or dependents from a single origin to a single or several different destinations initiates' volume moves. The estimated weight for a volume move should be a minimum of 200,000lbs of household goods (HHG) or 50,000lbs of unaccompanied baggage (UB). Generally, a volume move has one origin and several destinations – with each destination to receive a bulk amount of HHG.

International Volume Moves

This application is used to transport especially large tonnage shipments from one origin to one destination. Similar to domestic volume move, the estimated weight for an international volume move should be a minimum of 200,000lbs or more for HHG and 50,000lbs or more for UB.

Special Solicitations

This application is used by MTPP-HR to process rates submitted by carriers, via 3-½ floppy disk, for special solicitation. The floppy disks are mailed to Surface Deployment and Distribution Command (SDDC). Special solicitation shipments are considered international shipments and are subject to the rules, regulations, and provisions of the solicitation. Carriers failing to meet service standards may be removed from participation. Before each rate filing cycle, carriers participating in the Special Solicitation program may download a current copy from the SDDC web site. The program is mandatory for the submission of all Special Solicitation rates. Software that includes the Special Solicitation Channels can be downloaded from PPROL SDDC web site to a floppy disk.

International TGBL Procedures

The carriers are required to file rates twice a year, winter and summer cycle. The Automated Data Processing (ADP) agent, who is responsible for filing for carriers, completes the Initial Filing (I/F) via File Transfer Protocol (FTP). I/F files of accepted and error reports are transferred to the Personal Property Rates On-Line (PPROL). Carriers are notified of I/F Mistake in Rate Filing (MIRF). Updated and accepted I/F rates are downloaded to the TOPS sites and rates are made available on-line through the PPROL SDDC website. Carriers are shown the rates based on their intended destination in actual dollar value from point A to point B. Based on carriers' intended destination, low rates are established. Other carriers doing business on the same geographic location submit a Me-Too (M/T) filing of rates based on the established low rates via FTP to SDDC. Carriers are notified of M/T MIRF. Once M/T rates are accepted by SDDC, they are downloaded to all TOPS sites and rates are made available through the PPROL SDDC website. Carriers who do not wish to do business have 60 days to cancel after the cycle starts.

Domestic TGBL Interstate Procedures

Carriers are required to file rates twice a year, winter and summer cycle. The ADP agent, who is responsible for filing for carriers, completes the I/F via FTP. I/F file of accepted and error reports are transferred to the Personal Property Rates On-Line (PPROL). Carriers are notified of I/F Mistake in Rate Filing (MIRF). SDDC distribute a list of carriers to PPSO for Letter Of Intent (LOI) Verification. SDDC advises carriers of rates that are being added or removed. Updated and accepted IF rates are downloaded to the TOPS sites and rates are made available on-line through the PPROL SDDC website. Based on carriers' intended destination, low rates are established. Other carriers doing business on the same geographic location submit an initial Me-Too (M/T-A) filing of rates based on the established low rates via FTP to SDDC. Carriers are notified of M/T MIRF, which they then submit a second Me-Too (M/T-B) filing of rates. Once M/T rates are accepted by SDDC, they are downloaded to all TOPS sites and rates are made available through the PPROL SDDC website. Carriers who do not wish to do business may cancel during the four cancellation cycles.

Domestic TGBL Intrastate Procedures

Carriers are required to file rates twice a year, winter and summer cycle. They submit an I/F of Intrastate Rate Tender (IRT), form 43R, to SDDC. SDDC validates the IRTs. Carriers are notified of any rejected IRTs, which they then submit a corrected I/F IRTs to SDDC. Once I/F IRTs are accepted, SDDC generates a rate abstract report and distribute them to PPSOs for LOI Verification. Based on the rate abstract report, Installation Transportation Officers (ITO) submits their discrepancies to SDDC. SDDC then sends a rejection notice to the carriers due to LOI deficiency. ITO and carriers resolve any LOI discrepancy and notify SDDC of the resolution. Rate abstracts are made available through PPROL by SDDC. Other carriers doing business in the same geographic location submit a M/T filing of IRTs to SDDC via e-mail or fax. Rejected copies of M/T IRTs are returned to the carriers for correction, which they then submit a corrected M/T IRTs. Accepted final rates are downloaded to the TOPS sites and rates are made available through PPROL SDDC website.

Letter of Intent (LOI) Verification Process - International

The Personal Property MTPP-HR functional user, for the purpose of LOI verification for each rate cycle, uses the LOI Verification application. This application, an Oracle form, is accessed through Personal Property – International Through Government Bill of Lading (ITGBL) System where a menu is displayed. One of the selections from the main menu is the LOI Verification.

Interstate (Domestic TGBL) (CARTS)

SDDC validates e-mail addresses approximately one month before I/F. Three weeks after I/F, a list is sent to the ITO where carriers have submitted rates for validation of LOI. The suspense date is 30 days after the report is sent to the ITO. The ITO enters the LOI information on the e-mail and forwards the updated information back to SDDC. TOPS Rates Administrator uses the e-mail to build a flat file in order to repopulate the Oracle database table in CARTS. A report is run for the ADP agents to notify the carriers of LOI discrepancies. ITOs and carriers resolve any LOI issues prior to a SDDC specified suspense date of three weeks. The ITO submits in writing any resolutions. An SQL script is used to update the rates for those carriers who had LOI discrepancies. Each time there is an LC (cancellation) filing, the new rates are bumped up against the LOI data.

Intrastate (Domestic TGBL)

Carriers submit their rates on a SDDC-HQ Form 43R to the MTPP-HR via e-mail or fax by a SDDC specified suspense date. The data received are entered into the Oracle Intrastate Form. A report is generated and faxed to the ITOs for LOI verification (124 sites) with a SDDC specified suspense date. The ITOs submit their discrepancies via e-mail or fax back to SDDC. The MTPP-HR sends a rejection notice to the carriers. ITOs and carriers resolve any LOI discrepancies and they notify SDDC of resolved discrepancies. SDDC is notified via a SDDC Correction Notice of the resolution.

Regional Storage Management Office (RSMO) Applications

There are four Regional Storage Management Offices (RSMO) namely:

- North East – located in Ft. Monmouth, NJ
- South East – located in Atlanta, GA
- Central – located in Topeka, KS
- Western – located in Concord, CA

These offices manage the Non-Temporary Storage (NTS) of household goods of service members who are assigned overseas or to restricted duty stations.

The RSMO (NTS) application is used to provide the four offices the capability to enter data from a hard copy contract submitted by the NTS Contractors, which include information about NTS Contractors, Basic Ordering Agreement (BOA), BOA Rates by Zone, Storage Facility, Non-Temporary Storage Facility, Local Zone Definition, and NTS Special Transaction.

Personal Property Consignment Installation Guide on Line (PPCIG-OL)

This Personal Property Consignment Installation Guide On Line (PPCIGOL) application is used by installations to update and retrieve consignment information for the movement of personal property for the Department of Defense and the U.S. State Department. Periodic review by the installation ensures that a member's personal property will arrive at the correct destination by the preferred mode of service. Each installation will have two personal registers to receive a logon and password. Routinely, they will login and review their local site information. Each time data is entered or updated, portions of this information will be updated in the TOPS reference tables. This automatically triggers the updated reference data to be downloaded to all TOPS sites.

Navy Claims

This application is used by the DCSPPP System Services to process all incoming paper claims submitted, via mail, by the Navy. The claim is filed for any damages done to the member's personal property. The claim information includes the Government Bill of Lading (GBL) number, date the claim was paid, the amount paid by the government, and the amount recovered by the government. When claim information is entered using this application, the TOPS History database is updated automatically. An automated process (Standard Query Language (SQL) process) is run to update the claims database.

PPQ Web Qualification Application

The Personal Property Qualification (PPQ) is a web-based application where carriers apply for approval by submitting the Electronic Tender of Service Signature Sheet (ETOSS) and List of Countries/States and Codes of Service (LOCCS) on-line.

SDDC Non-Use

The SDDC Non-Use application is used to provide SDDC the capability to initiate punitive actions against carriers worldwide. The actions can be from rate area to rate area or from GBLOC to GBLOC for all codes of service or a single code of service. MTPP-HQ enters the punitive action into the TOPS history database, which is then distributed to the responsible TOPS site.

Personal Property Rates On-Line

The Personal Property Rates On Line (PPROL) is an application designed to allow the carriers and their ADP agents to view the rates applicable for any origin and destination combination for domestic and international shipments. Carriers and other interested parties who are not registered with SDDC can access the Personal Property Accepted Rates information directly from this SDDC web site. Rate Filers (ADP agents and Carriers who filed rates independently) can check the acceptance of their rates by going through the Electronic Transportation Acquisition (ETA) login process. This application provides a view-only capability to its domestic and international carriers and ADP agents.

One Time Only (OTO) Web Application Carrier Module

This application allows OTO Carriers to view and bid solicitation requests for domestic, international and volume move shipments interactively through the Internet, which will eliminate the installation and upgrading of the OTO software utilized by the carriers. Carriers need to register through ETA and obtain a login ID and password before accessing this application. For the international program, carriers may submit for OTO approval by providing required information under item 702 of the International Rate Solicitation. For the domestic program, carriers must obtain approval through the carrier qualification division of SDDC. When this system is down due to system issues, bids will be accepted by fax from carriers that have been issued a password through ETA.

One Time Only (OTO) Installation Transportation Office (ITO) Module

The application is designed to provide ITO users the ability to add, cancel, and view requests to ship mobile homes, boats of certain sizes, and household goods shipments to areas where standard rates have not been established. Once the Transportation Office has entered the required information, the carrier will be able to bid a rate specific to the shipment. ITO users need to register through ETA and obtain a username and password before accessing this application.

Special Solicitation

This web-based on-line application is an enhancement to the existing Special Solicitation application residing on a stand alone PC. The application will simplify the process and provide the capability to move forward to a collaborative automated and on-line environment. It will also ensure fair and competitive rates request. Once the development of this application is completed and promoted to production use, the carriers can submit rates through the SDDC website without having to download rates, copy them to a floppy disk and mail the floppy disk to SDDC HQ. The Special Solicitation Web application requires carriers who are allowed to do business with SDDC to acquire a valid ETA username and password. At the beginning of each cycle, MTPP-HR enters the minimum and maximum bid allowed (volume control) in the control table using an Oracle Form.

Intrastate Rate Information

The Intrastate Rate Information (document) on the web, found on the SDDC Web site through the Personal Property link, is an extension of the Domestic TGBL Intrastate Process and LOI Domestic Intrastate discussed above. The following are the sub-function of the Intrastate Rate Information:

43R – is the Intrastate Rate Tender (IRT) or the Uniform Tender of Rates. This is an electronic form that the carriers use to file their rates and submit the form to SDDC via e-mail or fax.

43R Instruction – this provides a step-by-step procedure on how to complete the 43R form

Rate abstract – this is a web report in a text format, which displays origin/destination GBLOC, Carrier Name, Service Code, Tender Number, Rate, Effective and Expiration date of a certain intrastate area for a specific rate cycle. This report is a view only capability for carriers and is available on the web once intrastate rates have been accepted and entered by MTPP-HR and LOI verification process is complete.

Two Dimensional Military Shipping Label (2D MSL)

This application will be used to provide web capability for commercial carriers, agents, and contractors to generate two-dimensional military shipping labels (2D MSL) for all military goods and personal property shipments at the point of origin. The 2D MSL application will be behind the SDDC ETA. In order to access this application, users who are allowed to conduct business with SDDC will be given a single login ID and password. 2D MSL will provide the users the capability to query an existing shipment record from a centralized database, enter pieces, weight, and cube information into the identified fields, and print labels from their printers that can be attached to their shipment container(s). The following are the features of the 2D MSL application:

- Eliminates the need for stenciling
- Accurate shipment data to Port Agent
- Data accessible via electronic scanners
- Follows International Standard Organization (ISO) standards
- Original data is from TOPS sites
- Single sign on application through ETA (SDDC secure server)

TOPS Remote Site Web Application (TRSWA)

The TOPS Remote Site Web Application (TRSWA) is an application designed to support the existing DoD TOPS. Through TRSWA, remote sites that do not have access to TOPS will have the ability to view incoming TOPS shipments as well as the ability to enter information into TOPS on those shipments as they arrive at their final destinations. TRSWA will also provide remote sites with the capability to enter basic information about the Service Member and shipment details for outbound shipments.

TOPS Customer Assistance Office (CAO) Web Application

The TOPS Customer Assistance Office (CAO) application is used to assist TOPS Hotline in troubleshooting data related problems in support of the TOPS sites worldwide. The application also provides table lookups for NTS, Defense Table of Official Distances (DTOD), and Inter/Intra/ITGBL Rates. Besides table lookups, the application also provides SQL and shell scripts template, in text format that TOPS Hotline can cut, paste, and insert to a file to create a script. The script is run at the system command level to query, export data, and check data status on the TOPS sites.

Transportation Operational Personal Property Standard System (TOPS)

TOPS is a distributed server client system that provides the Services' transportation counseling and shipping offices with the means to counsel DoD members for shipment and or storage of personal property. This application provides the capability for routing and booking shipments to commercial carriers, as well as the destination services such as clearing, delivery, and temporary storage. This application manages the non-temporary storage for the DoD members, as well as all the local billing documentation required for non-temporary storage services. TOPS produces many hard copy documents such as the bill of lading or Government Bill of Lading as required and the members application for shipment/storage. This application supports over 180 shipping offices worldwide and over 500K shipments per year.

TOPS Web Counseling

This application was developed in 2003 to address security protocol issues of TOPS. This code has never been released to production. See Technical Library for documentation on this application.

Central Web Application (CWA)

The purpose of CWA is to cost shipment(s) with the current TOPS application and business rules. This application provides the capability for PPSOs to approve and disapprove accessorial services associated with their shipments. It is designed to interface with US Bank's PowerTrack system.

TOPS History (T-HIST)

This application is the historical database for the distributed TOPS system. T-HIST currently receives daily a sub-set of data from all TOPS sites. This data supports many current interfaces and systems (i.e. 2DMSL).

Attachment H
Transportation Provider Qualification Program Functional Requirements

Attachment I
Electronic Billing & Payment CONOPS

Attachment J
Best Value Distribution Methodology

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