

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER: REQ-2400-16-0088
 PAGE OF: 1 11
 2. CONTRACT NO: CPSC-D-16-0003
 3. AWARD/EFFECTIVE DATE: 09/26/2016
 4. ORDER NUMBER: 0001
 5. SOLICITATION NUMBER: CPSC-Q-16-0052
 8. SOLICITATION ISSUE DATE: 08/12/2016

7. FOR SOLICITATION INFORMATION CALL: **Greg Grayson**
 b. TELEPHONE NUMBER (No collect calls): 301-504-7725
 8. OFFER DUE DATE/LOCAL TIME: ET

9. ISSUED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 523
 BETHESDA MD 20814
 CODE: FMPS
 10. THIS ACQUISITION IS: UNRESTRICTED OR SET ASIDE: % FOR:
 SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
 WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
 EDWOSB
 8(A)
 NAICS: 541513
 SIZE STANDARD: \$27.5

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED: SEE SCHEDULE
 12. DISCOUNT TERMS: SB/Net 30
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700):
 13b. RATING:
 14. METHOD OF SOLICITATION: RFQ IFB RFP

15. DELIVER TO: CONSUMER PRODUCT SAFETY COMMISSION
 OFFICE OF INFORMATION SERVICES
 4330 EASTWEST HIGHWAY
 ROOM 839-23
 BETHESDA MD 20814
 CODE: EXIT
 16. ADMINISTERED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 523
 BETHESDA MD 20814
 CODE: FMPS

17a. CONTRACTOR/OFFEROR: TTW SOLUTIONS INC
 10411 MOTOR CITY DR STE 325
 BETHESDA MD 20817
 CODE: [REDACTED]
 FACILITY CODE:
 18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
 AMZ 160
 P. O. Box 25710
 Oklahoma City OK 73125
 CODE: FMFS


17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: [REDACTED] Contracting Officer Representative: Brett Layton Blayton@cpsc.gov 301-504-7488 Task Order 0001 to contract CPSC-D-16-0003 is hereby issued to provide operation & maintenance services of the International Trade Data System Risk Assessment Methodology (ITDS/RAM) 2.0 Software System in accordance with the attached (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A16DSE-2016-3431000000-EXIT002400-252M0
 26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$1,535,702.40

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52 212-1, 52 212-4, FAR 52 212-3 AND 52 212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52 212-4, FAR 52 212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.
 29. AWARD OF CONTRACT: OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)


30b. NAME AND TITLE OF SIGNER (Type or print):
 30c. DATE SIGNED:
 31b. NAME OF CONTRACTING OFFICER (Type or print): Eddie Ahmad
 31c. DATE SIGNED: 9/26/16

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21 QUANTITY	22 UNIT	23. UNIT PRICE	24 AMOUNT
0001	Statement of Work and Contractor's proposal dated September 15, 2016. Period of Performance: 09/27/2016 to 09/26/2017 ITDS/RAM 2.0 Support Services The total amount of award: \$1,535,702.40. The obligation for this award is shown in box 26.				1,535,702.40

32a QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE 32c. DATE 32d PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE 32f TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

 32g E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33 SHIP NUMBER 34. VOUCHER NUMBER 35. AMOUNT VERIFIED CORRECT FOR 36 PAYMENT 37 CHECK NUMBER
 PARTIAL FINAL COMPLETE PARTIAL FINAL

38. S/R ACCOUNT NUMBER 39. S/R VOUCHER NUMBER 40. PAID BY

41a I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 42a RECEIVED BY (Pnnt)
 41b SIGNATURE AND TITLE OF CERTIFYING OFFICER 41c DATE 42b RECEIVED AT (Location)

 42c DATE REC'D (YY/MM/DD) 42d TOTAL CONTAINERS

**ITDS/RAM PILOT 2.0 O&M
CPSC-D-16-0003/Task Order 0001
PERFORMANCE WORK STATEMENT**

1. DESCRIPTION OF SERVICES

The Contractor shall provide all necessary personnel and services in the Operation and Maintenance of the International Trade Data Systems Risk Assessment Methodology (ITDS/RAM) for the U.S. Consumer Product Safety Commission (CPSC) in accordance with the terms and conditions described herein.

2. CONTRACT TYPE

This is a firm-fixed price task order.

3. BACKGROUND AND OBJECTIVE

The CPSC is tasked with safeguarding consumers from unreasonable risks associated with the use of the products under its jurisdiction. Increasingly these products, which include toys, furniture, consumer electronics, and more, are imported to the USA. A very limited number of CPSC port investigators working hand in hand with US Customs and Border Protection (CBP) personnel oversee millions of shipments entering the country each month to ensure compliance with US laws and CPSC regulations.

As a means to address this trend and leverage limited resources, CPSC has engaged with CBP in the International Trade Data System (ITDS), which allows the Commission to electronically access data on relevant imports in time to request holds on specific shipments at ports of entry. Using this interface, CPSC has developed and implemented limited decision management processes and systems for identifying suspect products and requesting inspections through CBP. This solution, known as the ITDS-Risk Assessment Methodology (ITDS/RAM) encompasses technology, analytics, and business processes for exchanging data with CBP, analyzing transactional data for risk factors, aggregating findings into actionable recommendations, and capturing feedback and outcomes to refine the analytics over time. Along with the interface to CBP through ITDS, the solution also supports CPSC in integrating data and activities across its focus areas of import compliance, domestic compliance, and safe manufacture through coordinated business processes, information technology, and resource alignment. While the ITDS/RAM primarily supports risk-based screening of imports pre-arrival, enabling CPSC to assign resources to take action accordingly, the technology also gives port investigators access to the most current information available through reporting and search capabilities, making them much more efficient. Investigators also use the ITDS/RAM data and analyses to develop cases against firms in violation of mandatory standards and applicable laws.

ITDS/RAM (International Trade Data System/Risk Assessment Methodology) 2.0 is a system that CPSC uses to identify potential risk of products at the entry port. The ITDS/RAM uses a rule based approach to define risk. The System components include:

- Data Manager – Receives Entry and Entry Summary data, as well as sends and receives Action Messages from CBP and other internal processes into the database.
- Model Engine – Provides a risk score for an Entry based upon expert rules.
- Inbox/Exam Log/Conditional Release Workflows – Manages and tracks Entry and Exam progress.
- User Interface – Graphical User Interface
- Data Warehouse – Permanent data storage
- Management Dashboard - display various metrics related to entries, exams, and samples to allow visibility in operational throughput

To ensure mission success, CPSC must maintain IT Investment Management. CPSC requires specialized program and project planning, capital asset planning, budget formulation, and overall coordination processes, Capital Planning and Investment Control (CPIC).

4. DESCRIPTION OF WORK

4.1 ITDS/RAM 2.0 OPERATIONS AND MAINTENACE

Independently, and not as an agent of the government, the Contractor shall furnish all necessary personnel, materials, services, and facilities to perform the work set forth below, except as provided in Section 7, "Government Furnished Materials".

The Contractor shall:

Provide ongoing support to the ITDS/RAM 2.0 system, ensuring it is correctly functioning according to system requirements;

Ensure risk-targeting information is available to Import Surveillance staff;

Document the technical and functional aspects of the system, and document data structures as a means to transfer ITDS knowledge from the Contractor's personnel to government personnel.

The Contractor shall ensure the proper functioning of the ITDS/RAM 2.0 system. Supported processes/components shall include, but not be limited to:

- sFTP download process
- Event and Action Messages processes
- Data file archiving process
- File splitter process
- XSLT process
- HTS filter process
- ETL process

- Associated maintenance processes (i.e. log file archiving, rolling delete process)
- Associated database stored procedures
- Entry line screening
- Inbox, Exam Log, Conditional Release, Management Dashboard user interfaces and associated workflows
- XRF Scanner data download process
- Message Queue and Monitoring process

The Contractor shall update, subject to the review and approval of the CPSC Contracting Officer Representative (COR), decision tables and reference data tables that support risk model execution and web application functionality. This shall include all rules currently in place, as well as any rules that are added during the period of performance.

The Contractor shall implement updates to Data Manager Service in respect to data format and content changes initiated by CBP. Changes to Data Manager Service shall be captured in an approved and scheduled maintenance released as outlined below. These changes may include, but shall not be limited to, the following:

- Port Code – Additional Event Message.
- Additional Workflow Actions – Intensive Hold, Redelivery, Other Hold Intact, etc.
- Reason for the Exam – Need source Field.
- Dashboard/Metrics Updates – At least 3 additional tabs for Port and Supervisor specific analysis (includes filters for port, product, importer, country of origin, etc.) 2wk-2yr windows for data.
- Dashboard/Metrics Updates – Link from pie chart by color coding to Inbox.
- Entry Line Comments Indicator - Add an Indicator to show that an Entry Line has Comments.
- Exam Comments – Exam comments should be available for view with each associated Entry Line.
- Reason for Screening – Precedence - Primary, Secondary, and Tertiary indicators.
- Reason for Screening – Other - Have open text field associated with “Other” Reason selection.
- Create a field <FIRSTNAMEspaceLASTNAME> for display and search.
- Data and Code Clean-up – Started with Lead Paint and Lead Content codes. Check all codes; review and get approval to merge duplicates; update data with new codes.
- Data and Code Clean-up – User names in drop down lists include retirees and others who no longer work for CPSC.
- Investigator List Clean-up – Verify and Update the Content of the Investigator List.
- Data and Code Clean-up – As of 8/17/16, there are 390835 CBP Entries. Most of the ENTRY_DATE field is NULL. Only 79 have a value for this date.
- Form Updates and Associated File Names – Modify content and display to accommodate Reason for Sample; Update file names to include additional descriptive information.
- Additional system defined searches.

The Contractor will implement updates to the Data Exchange Service with respect to data format and content changes initiated by CBP. Changes to Data Exchange Service will be captured and included in an approved and scheduled maintenance release as outlined below. These changes may include any of the following:

- XML format changes
- Data formatting changes (i.e. date format change)
- Changes in available data elements
- Application changes or modifications to components as part of releases that provide enhanced application functionality and improve system usability
- Other items to be determined

The Contractor shall manage an approved system network monitoring utility to aide in detecting failures and other potential issues across the ITDS/RAM solution. Failures and other potential issues shall be escalated to the COR within 30 minutes during core CPSC working hours (i.e. Monday through Friday, 8am to 5pm ET, except holidays).

The Contractor shall implement application changes/modifications to correct risk engine or web application bugs and security issues and requirements. These changes shall be captured in approved and scheduled maintenance releases or bug fixes as outlined below.

The Contractor shall provide release management, communication, and project documentation to support application, rules, and data processing changes required during the period of performance.

The Contractor shall provide system administration surrounding the detection and resolution of the shortage of disk space, creation and management of users and groups, management of cronjobs for ITDS/RAM application users, and implementation of Linux system software updates. Prior to any system administration action changes, the Contractor shall coordinate the action with the COR.

4.1.1 PROJECT MANAGEMENT AND REPORTING

The Contractor shall facilitate critical decision points, timelines and requirements of the project by providing project management support services that are aligned with the Office of Management and Budget (OMB), CPSC's System Development Lifecycle (SDLC), and Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).

As part of project management and reporting, the Contractor shall maintain and deliver:

- Project management plan(s)
- Work breakdown structure(s)
- System change orders/requests
- Bug list
- Enhancement list

The Contractor shall deliver on a weekly basis the following: a status report outlining tasks accomplished in the present work week, tasks remaining or unachieved for the work week, tasks planned for the following work week, risks to the system and project continuing to function well and without interruption, issues/risks on the project which may negatively impact the project or the system to include mitigation, and proof of concept health metrics inclusive of uptime and any outages and root causes.

A Contractor's Representative shall attend and support project related meetings, and participate in a discussion of risk and problem identification, and problem solution creation and provide meeting notes.

4.1.2 SOFTWARE MAINTENANCE RELEASES AND BUG FIXES

The Contractor shall deliver scheduled software releases via an Agile Methodology with a three (3)-week Sprint cycle and unscheduled, out-of-cycle releases when necessary. The scope of each release will be prioritized and approved by the government, but at a minimum shall include:

- Bug fixes
- Enhancements
- Rules Maintenance: The Contractor shall manage RAM rules targeting engine and revised risk management processes.
- Referential tables (adjustments to CBP data)
- System software updates and security patches

In addition, the Contractor shall ensure that

- All source code properly commented within the code and,
- All source code, configuration files, and required software to stand up, operate and maintain the system are version controlled in CPSC designated Git server or repository, and
- All issues/bugs/enhancements are tracked in CPSC Team Foundation Server (TFS), and
- All documents affected by the release are updated.

4.1.3 PLAN OF ACTIONS AND MILESTONES (POAM)

The Contractor shall develop, maintain, and monitor plans and POAM actions in coordination with the COR. The Contractor shall compile a master POAM and category breakouts of tasks, and maintain an open issues/actions list identifying potential issues that could impact the timely execution of project releases. Provide implementation and corrective actions for any findings.

4.1.4 UPDATED SYSTEM DOCUMENTATION AND KNOWLEDGE TRANSFER

The Contractor shall transfer system operations and maintenance knowledge to CPSC staff and contractors in the form of updated system documentation and training.

The Contractor shall ensure that system documentations are version controlled in CPSC SharePoint and up-to-date. Specifically, the Contractor shall update the following documents with the most recent system information:

- Installation guide with server-network deployment diagram
- Failover/backup/recover guide
- Operations manual (System monitoring, batch jobs, ETL, etc.)
- Technical architecture documents and technical design document at the component level
- The Contractor shall develop documents that accurately reflect business and system requirements for implementation prior to each release
- Rules configuration guide
- User manuals
- All other system documents located on the ITDS RAM SharePoint sites shall be updated after each release to reflect the changes.

Where missing, the Contractor shall develop the guides and documentation in compliance with CPSC's SDLC.

5. REPORTING AND DELIVERY REQUIREMENTS

As part of this work, the Contractor shall submit the following items to the COR:

Delivery #	Name	Due Date and Format NLT – No Later Than
1	Kick-Off Meeting, High-Level Schedule and Draft Project Management Plan	• NLT 3 calendar days after task order award date.
2	Weekly Status Reports	• Weekly, NLT 12:00pm Mondays capturing accomplishments of previous week.
3	Monthly Status Reports	• Monthly, NLT the 5 th calendar day of the month
4	Final Project Management Plan, to include: Risk Management Plan Configuration Management Plan Work Breakdown Structure Security Plan	• NLT 30 calendar days from contract award

Delivery #	Name	Due Date and Format NLT – No Later Than
	System Test Plan Communications Plan Quality Management Plan Requirements Management Plan Integrated Schedule Integration Test Plan User Acceptance Testing Plan Stakeholder Analysis	
5	Defect/Bug List	Weekly, NLT 5:00pm Friday during the period of performance (as part of the weekly status report). <ul style="list-style-type: none"> • All defects will be documented in Team Foundation Server (TFS), to include analysis and level of effort • All HEAT tickets will be documented in TFS, to include remediation and closed after completion in each system. (*direct contact emails and calls, shall be directed to help desk to generate a HEAT ticket)
6	Network Monitoring and Issue Escalation Procedures	<ul style="list-style-type: none"> • NLT 30 calendar days from contract award
7	ITDS/RAM targeting application with weekly uptime	Weekly <ul style="list-style-type: none"> • Metrics indicating uptime and any downtime (with explanation), NLT 5:00pm Friday during the period of performance
8	Plan of Actions and Milestones (POAM) Review Updates for ITDS	Quarterly to align with EXIT POAM review <ul style="list-style-type: none"> • POAM list shall be uploaded to a COR designated site one (1) week prior to the EXIT POAM review. After completion of review, a comprehensive implementation plan for findings.
9	Develop/update documentation including the following: <ul style="list-style-type: none"> • Installation Guide with 	<ul style="list-style-type: none"> • Develop initial version • Update each time the system configuration or software is

Delivery #	Name	Due Date and Format NLT – No Later Than
	Server-Network deployment diagram <ul style="list-style-type: none"> • Failover/backup/recover guide • Operations manual (as outlined in Section 4.4.1.4 • Architecture documents and Technical Design document at component level • Rules Configuration Guide • System Integration point interface documentation • User manuals • All other system documents located on the ITDS/RAM SharePoint sites • System Test Plan and Test Results • UAT Test Plan and Test Results 	changed/modified <ul style="list-style-type: none"> • All documents developed under this contract must have a well-defined and consistent format. Documents shall use a logical, predetermined, and easy to follow format that makes it easy to determine document completeness and clearly written. When technical or esoteric terms are used, these expressions shall be clearly defined in the document in a glossary of terms
10	UAT Test and Training Results	<ul style="list-style-type: none"> • Per Approved Project Plan
11	System Maintenance Releases	<ul style="list-style-type: none"> • Per Approved Project Plan

All reports, plans, and deliverables shall be submitted to CPSC in electronic format in both MS Word and PDF formats. The required elements of the report and its format shall follow standard industry practice. The government will require five (5) business days to review a draft of any report or document before it is finalized. The government will accept the report based on the report being technically acceptable.

6. ACCEPTANCE OF DELIVERABLES

Acceptance/rejection/comments/corrections and changes will be transmitted to the Contractor by the CPSC COR, in writing. The CPSC will require five (5) business days to evaluate each deliverable for acceptance by the Government.

Acceptance/rejection will be based on the report meeting the specified objectives and the functional requirements for each task.

7. PERIOD OF PERFORMANCE

September 27, 2016 through September 26, 2017

8. PLACE OF PERFORMANCE

Work performed under this PWS shall take place at both Contractor facilities and in CPSC's Headquarters located at 4330 East West Highway in Bethesda, MD. Work may be performed at remote locations with prior approval of the Contracting Officer's Representative (COR).

9. GOVERNMENT-FURNISHED MATERIALS AND PROPERTY

The government shall provide on-site workspace, laptop computers, monitors, computer accessories, and access to CPSC systems, databases, and documents as need to perform this task.

Travel is not required to complete the effort under this task effort.

The Government shall furnish to the Contractor for use in connection with this contract the materials set forth below:

- a. All necessary reports, documentation, policies, procedures, etc. required to perform the work.
- b. All items provided hereunder are for exclusive use in performance of this contract. Any such items not expended in performance of this contract shall be returned to CPSC upon completion of the contract.
- a. All other materials/equipment required in the performance of this contract shall be furnished by the Contractor.

At the end of the contract term, all government furnished equipment, data, and other miscellaneous equipment shall be returned to CPSC HQ or disposed of in accordance with CPSC guideline.