

(b)(7)(E); (b)(2)

CI7. Manage Seizure Investigative Activities

- a. Request/Edit SIA
- b. View/Edit SIA Decisions
- c. End SIA (a case can't be closed with open SIAs)

CI8. Perform Administrative Activities

- a. Approve/Reject Dual Investigation
- b. Change Investigation Relationship
 - i. This is used to change the parent/child case in related cases
- c. FRC Management (Federal Records Center)
- d. Transfer Investigation

CI9. Request Other Investigative Services

- a. The system should allow users to request administrative and professional assistance related to an investigation
- b. Each request type will require different information to be entered before submitting a request. Requests should leverage existing investigation and user information stored in the system to populate request fields
- c. Where possible, assistance requests that are currently submitted in external systems should be implemented and tracked in the new system. (Sample is in the Attachment 4).
- d. Where possible, the system should leverage the API of any external IRS CI systems to automatically create a request for assistance
- e. When integration is not possible with the external IRS CI system, and implementation of the request is not possible in the new system, the new system should provide clear guidance for how a user should submit requests in the external system
- f. Administrative and professional staff should be able to view relevant requests, perform the work externally, and record completion of the requested work in the system
- g. The system should allow professional and administrative staff to upload the results or deliverables of their work and have it associated with the investigation
- h. Managers and supervisors, both on the investigative and support sides, should be able to view the status and completion of all requested services
- i. Requests for services should include the following categories:
 - i. Electronic Crimes
 - ii. Forensic Lab (CSD)
 - iii. Transcription Center

- iv. Trial Illustrator
- v. DPC (data processing center)
- vi. Professional Staff Assistance (Groups 40/41)
- vii. International Assistance
- viii. (b)(7)(E); (b)(2)
- ix. Request for Collaterals
- x. Request for Expert Trial Assistance
- xi. Request for Fugitive Entry into TECS/NCIC
- xii. Request for Investigative Assistance from FINCEN
- xiii. Request for National Forensic Lab (NFL) Assistance
- xiv. Request for Investigative Assistance from Computer Investigative Specialist (CIS)
- xv. Request for Investigative Assistance from Cooperating Agent

CI10. Manage Fraud Detection Center (FDC) Schemes

- a. FDC Scheme (Field Office Users)
- b. FDC Scheme (FDC Users)

CI11. Request Armed Escorts

- a. Track external requests for armed escorts from CI, not necessarily related to an investigation

CI12. Manage Voluntary Disclosures

- a. Track taxpayers who request participation in a voluntary disclosure program, not necessarily related to an investigation

CI13. Track and Display Evidence

- a. The system must provide a way for users to record details about physical evidence associated with an investigation
 - i. This would include recording the intake, current custodian, current location, and evidence description & type
- b. The system must interface with a Digital Evidence Management System's (DEMS) API to handle all functions related to storage of digital evidence.
- c. The system must send metadata and audit information to the DEMS for all evidence files related to an investigation
- d. The system should present a list of all evidence related to an investigation in a simple, intuitive view
- e. The system should ensure that actions available to users are aligned with each user's system role and their permissions to view the related investigation
- f. For example, the new system may not need to store the digital evidence files, but it should present an inventory of the items like this:

- An alternate option could involve the new system ingesting and securing all evidence files instead of interfacing with an external DEMS for storage

CI14. Leverage requests, workflows, and approvals in the system to replace all eligible forms

- The manual completion of many PDF/Word/Excel forms is currently required as part of CI's investigative lifecycle. CIMIS currently records the completion of required forms, but the actual forms are stored in TIMS. Most of these forms are internal to CI and should be replaced by processes and workflows in the new system
- a. The new system must, as much as possible, leverage processes defined in the system to remove the need for any manual form completion
- b. Wherever possible, the new workflows should utilize data already in the system to populate any information that previously had to be entered on a form
- c. When a form is not internal to CI, the new system should generate the form/memo/letter and provide it to the agent to streamline creation and completion when a form must be sent outside of CI

CI15. Reports (Investigation)

- a. The new system should allow for scheduled, recurring reports
- b. The new system should allow users to run on-demand reports
- c. The new system should allow for calculated, summarized, and aggregated columns and totals
- d. The new system should allow for export of reports to any required formats, including to a PDF or Excel
- e. The new system should allow admins or developers to create new reports as needed
- f. If there are opportunities to replace existing reports with views dashboards that should be prioritized, but the eligibility of any reports to be replaced would need to be further examined
- g. The current investigation reports that must be generated are listed below:
 - (Sample is in the Attachment 4).

CIMIS Personnel

- Currently, new personnel complete a form (the “CIMIS worksheet”) and submit it to CIMIS employee coordinators. Employee coordinators then manually create the new personnel record in CIMIS.
- Fields required on the CIMIS worksheet vary based on the person's role and employment status, i.e. employee or non-employee. There are currently five different worksheets available to prospective new CIMIS personnel.
- The system must provide an electronic method for new personnel to submit requests to be added and replace the need for any external worksheet to be completed. The method should collect all required data (name, series, grade, contact info, location, 6(c), SCD date, etc.) from the requests and make it available for employee coordinators to review and approve.
- All historical personnel data must be retained indefinitely in the system.

CP1. Add new employee

- a. The system must track basic employee and non-employee profile information and also related, relevant information about their roles and their qualifications:
 - Examples of related information for an employee:
 - i. Position And Address allows managers to see the history of an employee's roles and locations:
 - ii. CI Program Responsibilities enables users to be assigned to one or more "Programs"
 - iii. Special Assignments tracks employees' assignment to external details, like special projects or task forces
 - iv. The Skills and Training Completed sections record capabilities and allow leadership to search for required skillsets when identifying employees to involve with an open investigative need:

CP2. View/Edit employee

CP3. Transfer/Detail employee

- a. Administrators can record temporary or permanent changes to an employee's location or role

CP4. Add Position

- a. Administrators can record changes to an employee's grade or position title. Employees can only have one position assigned at a time. There is specific business rules enforced around adding and editing an employee's position

CP5. Edit Position History

CP6. Terminate Employee

- a. When an employee is terminated in the system, the user's access level is affected, and the system automatically adjusts any investigations where the terminated employee was a lead. Employee profiles are never permanently deleted

CP7. Reinstate Employee**CP8. Add new non-employee**

- a. Much less information is collected for non-employees (i.e., contracted or detailed personnel) versus employees
- b. Basic fields including name, section assignment, contact information, and location information are required

CP9. View/Edit non-employee**CP10. Terminate non-Employee****CP11. Reinstate non-Employee****CP12. Perform national queries**

- a. The system must allow for searches across all employees
- b. (Sample is in the Attachment 4).

CP13. Reports

- a. The Employee Profile Report is signed off annually by each employee
- b. The Employee Audit is only available to System Data Managers and includes all system activity related to or performed by an employee

CIMIS Equipment

- The system must manage all investigative equipment and track its location, assignment and disposition

CE1. Create Ordered Equipment

- a. Allows for bulk orders of similar items where the only difference is serial numbers

CE2. View / Edit Equipment Order**CE3. Acquire Equipment**

- a. This is the process by which newly acquired equipment is added to inventory.
- b. CI Field can add vehicles, body armor, and some ad-hoc equipment to inventory
 - CI Field coordinates vehicle leases with GSA

- Body armor is fitted to each employee, so it is managed at the field level
- c. CI HQ adds all other equipment to inventory

CE4. View / Edit Equipment

- a. Equipment coordinators can view and edit equipment:

CE5. Bulk Last Verification Date

- a. Annually, every piece of equipment needs to be verified to ensure the system aligns with the current assignment, location, and condition
- b. Equipment Coordinators use the system to record the completed bulk verification date and related results for each field office

CE6. Government owned vehicle (GOV) mileage and usage

- a. The system must allow for imports of GOV usage information from the standalone Diary application
- b. Fleet Coordinators can view and edit GOV mileage and usage information

CE7. Create New Assignment

- a. Equipment is assigned to personnel or storage locations in CI via an assignment:

CE8. View / Edit Current Assignment**CE9. Bulk New Assignment****CE10. Create Storage Location**

- a. Storage Locations are specific physical locations where groups of equipment are secured
- b. Each Storage Location will have a custodian defined

CE11. View / Edit Storage Location**CE12. Deactivate Storage Location**

- a. Business rules are enforced to ensure a storage location cannot be deactivated when it still contains equipment

CE13. Create Equipment Kit

- a. Equipment kits are sets of multiple related items that can be managed and assigned as a single kit
- b. Creating and using kits to manage related equipment is at each FO's discretion

CE14. View / Edit Equipment Kit**CE15. Delete Equipment Kit**

CE16. Create Equipment Consignment

- a. Consignments are temporary assignments of equipment to another location, i.e. a police department or a repair shop

CE17. View / Edit Equipment Consignment**CE18. Ship Equipment**

- a. Shipments can be tracked in the system
- b. Not all shipments are recorded

CE19. View / Edit Shipment**CE20. Receive Shipment****CE21. Transfer Equipment to another CI Office**

- a. Equipment can be transferred to another person or field office

CE22. Cancel Equipment Transfer**CE23. Accept / Reject an Equipment Transfer**

- a. Equipment coordinators accept or reject the transfer on behalf of their field office and record the reason for the action
- b. For certain items, the serial number is recorded as part of the transfer

CE24. Dispose Equipment

- a. Equipment can be in various statuses when disposed
- b. Disposals must record the disposal status and method of disposal along with any required details based on the method of disposal
- c. There are specific business rules around equipment disposals and begin and end dates
- d. The disposal process requires GSA & SAC approval and involves forms that are currently external to the system
- e. All parts of a kit must be disposed of at the same time or else the kit must be unbundled before disposal

CE25. View / Edit Disposal Information**CE26. Cancel Pending Disposal****CE27. View / Edit Control History**

- a. System Data Managers can modify and correct all equipment history

CE28. National Query (Equipment)

- a. Users can lookup equipment details by the equipment Id, serial number or other criteria
- b. Results can be used to drill down into the detail of any equipment

CE29. Reports (Equipment)

- o (Sample is in the Attachment 4).

CIMIS Timekeeping (Form 5043)

CT1. Allow all users to upload time records from the standalone Diary application

- a. The system must provide a method for users to upload time from the Diary application
- b. The data received from the Diary application needs to be aggregated and compiled into categories and codes available on the Form 5043. The Diary application records time at a more granular level than is required for Form 5043

CT2. Allow managers and supervisors to add, view, and edit all-time records for their employees.

- a. The user interface should be intuitive and make it simple for managers to modify time records

CT3. Reports (Timekeeping)

CIMIS Admin Tools

CA1. Allow administrators to define, view, and edit the CI investigative organizational hierarchy

CA2. Allow administrators to define and edit roles in the system

- a. Roles control which activities are available to users (across all subject areas), define which reports are accessible, and define which investigations can be viewed or edited
- b. Roles are scoped to specific locations in the organization. The system must allow administrators to define the scoping associated with roles
- c. The system must allow administrators to add, edit, and remove roles and modify the permissions associated with roles
- d. The system must allow for role permissions to be defined as Edit or View

CA3. Allow administrators to:

- a. Create new users
 - o CIMIS Users can login to the system
 - o CIMIS Users must first have a profile created in the Personnel area before they can be granted a user account for logging in

- Roles and locations are assigned to users
- b. Edit users
- c. Deactivate users
- d. Reactivate users

b. Reports (Admin Tools)

AFTRAK

AFTRAK is the existing system that allows CI to track forfeited assets from seizure to disposition. It leverages related investigation data and personnel/role information from CIMIS.

- The new system must allow users to manage forfeitures, seized assets, and sharing agreements with partner agencies

AF1. Manage seized/forfeited assets

- a. In addition to general information, seized assets may have many related entities or details. The system needs to provide for tracking these related details:
 - Storage Locations
 - Additional Information
 - Evidence
 - Parties
 - Liens
 - Petitions
 - Claims
 - Payments
 - I-Sales
 - Substitutes/In Lieu Of
 - Forfeitures
 - Dispositions
 - Abandonment
 - Restitution/Restoration
 - Equitable Sharing
 - Remarks/Comments
 - Approvals
 - Disbursements
 - Expenses

AF2. Manage equitable sharing packages (Sharing)

- a. The system must track Equitable sharing, when CI is the lead agency and shares seized assets with other agencies or organizations

AF3. Manage reverse asset sharing requests (RASR)

- a. The system must manage and track RASRs, when CI is not the lead agency and is requesting a share of assets seized by other agencies or organizations.

AF4. Manage expenses

- a. The system must track costs related to managing, administering, storing, sharing, or disposing of a seized asset.

AF5. Reports (AFTRAK)

- a. Some reports are run for the current time, and some are run for a specific point-in-time (a snapshot)
- b. Some reports are provided to external consumers and have very specific formatting needs
- c. Must provide Congressionally mandated reports (for Treasury Executive Office of Asset Forfeiture)
- d. Each report has its own criteria and options available based on what the report provides
- e. Reports must be able to be viewed or exported. Export formats will vary based on the contents of the report, for example PDFs or Excel
- f. Some reports, like Exhibits, may need to be generated in Excel and have the output split across many tabs
- g. AFTRAK currently provides
 - o Exhibits (run against specific point-in-time snapshots of the data)

(Sample is in the Attachment 4).

AF6. Allow for import of external files and reconcile AFTRAK data against imported data

- a. The system must ingest file imports received from external sources; typically, the imports are text files or excel documents
- b. The system must record all file imports, with basic audit information, and make the imported files available for export or deletion
- c. The system must match and compare imported assets to assets that are currently managed in the system. Matching assets should be updated with data from the imported files.
- d. For example, here are the file imports that AFTRAK currently supports:
(Sample is in the Attachment 4).

AF7. Allow for snapshots of the data to be generated and preserved as of a certain point in time

- a. Snapshots should be able to be scheduled to run on a recurring basis or generated on-demand

AF8. Allow for all seizure-related data entry or modification by users to be temporarily paused

- a. This is required for quarterly or year-end financial reconciliation and snapshot generation. Data entry and modifications must be limited to specific roles until the required reconciliation and reporting is complete

TIMS

TIMS is a repository for documents related to an investigation. It is not a Digital Evidence Management System (DEMS) and is primarily the location where signed forms and related investigative documents are stored, protected, and made available to authorized users.

It is a critical goal to convert all eligible PDF forms into requests, workflows, and approvals in the new system. However, some forms, for example those that must be sent to agencies or individuals external to CI, will still need to be uploaded and stored with a related investigation.

- o The system should, wherever possible, provide a method to generate required forms for external use or approval
- o The system should provide a way to store, and access completed external forms
- o The system should display a list of any generated external forms that have not yet been completed and uploaded

Diary

Diary allows special agents to record their time and government owned vehicle (GOV) usage in a very granular way. It allows for data to be uploaded into CIMIS.

- o The timekeeping and vehicle tracking functionality in the standalone Diary application is not intended to be included in the initial launch of the new system unless the launch timeline permits its addition
- o The new system will still need to allow for the ingestion of data from the Diary application
- o The Diary application was built using a Microsoft Access database deployed to each user's desktop
- o Note that the Diary application will need to be modified by the government to allow users to export their timekeeping (Form 5043), and potentially vehicle, records in a format that can be ingested in the new system

- The Diary system enforces business rules related to investigative time, administrative time, LEAP time, HIP time, etc.

DESIRED OUTCOME: Successful transition of the CM solution through the lifecycle, using an iterative, release- managed approach. Successful implementation of all technical, workflow, and security requirements to enable to migration from legacy systems to the new CM solution.

Deconfliction and investigating management- The Contractor shall provide the solution that provides out of the box Deconfliction Capability. It shall also give users the ability to identify relationships and perform advanced deconfliction between case data, existing data in the application, and user-imported data with the ability to expand as necessary. The Contractor shall configure the Deconfliction Capability to additional IRS user needs as necessary.

Deconfliction capabilities shall address the following:

- Integrate historical agent investigative data, including investigation statuses, owners, and related subject (entity) information from the case management system, and set up automated refreshes of agent investigative data on a recurring basis.
- Provide users with email notification when new, external, investigation information is created that matches information in their existing investigations.
- Provide an intuitive interface that alerts users to overlapping information.
- Allow users to view specific details of their investigations within the application, including entities (e.g., Subjects) entered directly in the system on an ad hoc basis.
- Build on the existing Deconfliction Capability by allowing users to incorporate data found in other applications
- Cyber Data deconfliction: IP log data and IP addresses imported into the software solution on an ongoing and ad hoc basis for use by cyber investigators.
- Enable users to perform deconfliction of all entities pertaining to an investigation.
- Requirements modeling and workflow development for deconfliction and investigative management needs.
- Data Management and Integration outcome - The Contractor shall integrate the following data sources into the software solution to enable investigative deconfliction:
 - Criminal Investigation Management Information System (CIMIS): CIMIS is the existing application used within Criminal Investigations.
 - FinCEN data and tax data from the application will be available for incorporation into investigations for deconfliction and investigative management support.
 - Rollout of training to Target Enterprise User Groups.
 - Content of computer-based and specialized trainings to be determined at the outset of the release, following the requirements gathering.

The Contractor shall provide computer-based training and updated user documentation material that will walk users through new datasets illustrating how best to analyze them within the application.

The Contractor shall work with the CM stakeholder to ensure that across business and IRS CI-IT there is an integrated approach to the entire program lifecycle. This approach should include the scoping and prioritization of work to be delivered, delivery of capabilities to IRS production, integration with

existing data sources where required, training and readiness for both IT and business users and the eventual retirement of existing case management systems.

Specifically, the Contractor shall be capable of providing the following support services:

Architecture/Future State Design

- Analyze target state architecture to ensure alignment with the Program Integration Plan
- Leverage inputs from Program Integration Plan and Target State Architecture to make a recommendation on the order to deliver CM capabilities in an integrated manner.

Program Planning

- Promote getting the appropriate information to the correct stakeholders through various communications methods.
- Develop a Program Integration Plan that spans the program lifecycle; documents how the IRS-CI can deliver CM in a fully integrated manner, including both the business users and IT; and identifies gaps and risks where the IRS-CI may not have sufficient processes or resources to deliver the CM program in an integrated manner.
- Monitor and control CM teams' progress against the goals identified in the Program Integration Plan

Stakeholder Engagement and Integration

- Provide regular updates to progress against the Program Integration Plan
- Gather lessons learned from CM stakeholders and using them for additional process improvement.

DESIRED OUTCOME: The CM program is delivered following a best practice approach that spans the entire program lifecycle and focuses on the critical integration points between IRS-CI stakeholders. The Contractor will develop the plan and monitor progress against it to allow for process improvement in this area.

The Technical Integration task area consists of: (1) the refinement of the configuration and setup of the solution to meet the needs of the Business; and (2) the integration of the CM solution with the legacy case management systems; the (3) eventual migration.

Specifically, the Contractor shall provide the following support services:

Architecture/Future State Design

- Provide analysis and insight on the current CM functional/non-functional capabilities/requirements to help determine the impact to the any existing legacy systems.
- Identify important features and functionality of legacy systems that should be built into the modernized system.
- Develop a separate Training Environment that uses sanitized and desensitized data.
- Develop a separate Development, and Testing environment in addition to the Production environment.

- Identify functions in the legacy case management systems that will not be implemented in CM developing a strategy to accommodate these functions before the legacy systems are retired.
- Design how the current case management workarounds and edge cases will be accounted for in CM.
- Determine the order and timing of legacy system migration that aligns to the CM system modernization strategy.
- Validate dependencies of the legacy systems to non-case management systems and developing plans to integrate non-case management systems with CM.

Architecture/Solution Engineering Support

- Provide an impact assessment report to determine alignment of new CM common services vs. current legacy services.
- Provide CI Case Management (CM) solution ("the new solution") configured for the new solution platform.

Program Planning

- Develop a decommissioning plan for the current legacy CM systems (e.g. CIMIS, AFTRAK, etc.) with a detailed schedule of events, closely collaborating with CI Case Management Program Team, CI Technical Operations, and other stakeholders.

Stakeholder Engagement and Integration

- Communicate with the users of the legacy CM system to be decommissioned to inform them of plans and schedules.
 - The Technical Integration Approach aims to understand the future state vision and impacts to the current case management systems and processes to drive release planning. Contract resources will assist and may be responsible for portions of the following aspects of the Technical Integration Approach effort:
 - Planning and Current State Evaluation.
 - Conduct initial analyses of legacy systems.
 - Perform data collection and validation of prior analyses.
 - Inform CM architecture with respect to current state.
 - Develop initial business and IT processes current state assessments.
- Analysis
 - Develop prioritization principles for initial release.
 - Conduct initial architecture gap analysis.
 - Revisit initial business and IT current state assessment and perform gap analysis.
 - Perform initial sequencing and dependency analysis.
- Prioritization and Recommendation
 - Develop prioritization backlog.
 - Iteratively adjust prioritization.
 - Develop release plan.

- Align scenarios and prioritization principles for the initial release and subsequent releases.
- Perform updated sequencing and dependency analysis.

DESIRED OUTCOME: The technical integration of the CM solution capabilities provides a single logical view of all components and connections needed to effectively provide a robust CM.

The Contractor will work with the IRS to analyze the requirements and collaborate with key IRS-CI stakeholder groups to plan, prioritize, and implement the new CM solution. Specifically, the Contractor shall provide the following support services:

At the end of the 12-month period of performance (“MVP”), the benefits and goals of the new solution are:

- Decommissioning of legacy systems CIMIS and AFTRAK, based on the currently provided understanding of MVP workflow needs, to reduce IRS CI O&M overhead.
- Replace 50 forms into system workflows.
- Realize measurable efficiencies from streamlined approvals, reduced manual data entry, faster case timelines, automated reporting, and reduce the number of user interfaces needed to accomplish a single task.
- Deployment alongside existing IRS CI Foundry instance of Lead and Case Analytics (LCA) to connect the lead analysis capabilities to the investigative case management lifecycle for end-to-end decision-making audit trail, utilizing existing tax data, FinCEN data, Ontology-wide search capability and link to cases as necessary.

Agile Management

- Support the successful planning, coordination, integration, and management of program control processes within the scope of the CM Program
- Support the CM Program Management organization by applying agile project management best practices and streamlining process areas in support of releases/programs.
- Capture business and IT foundational needs by defining and decomposing epics and user stories to ensure accurate interpretation of requirements.

Requirements Management

- Identify and tracking impediments and non-functional CM epics, user stories and artifacts.
- Assist IT PMO with making approved additions/changes to any of the program level artifacts.
- Incorporate metrics to provide program, release, program increment and sprint status reports, including traceability reports showing that the capabilities are traced to tests and other work items, and functional and non- functional requirements have been delivered.
- Monitor progress of backlogs to ensure that all planned work (to include change requests) is in the appropriate backlog and provide status of any deferred work items.
- Assist with prioritization of requirements, epics, and user stories, as needed, to facilitate rapid and timely delivery of high-value capabilities in accordance with business needs and priorities.

- Facilitate stakeholder feedback sessions to promote solution alignment with stakeholder needs and requirements.

DESIRED OUTCOME: A clear and realistic set of IRS-validated requirements that support the business and IT needs of CM. The elicitation, modeling, validation, and verification that IRS's requirements lead to a satisfactory CM software solution implementation.

The Contractor shall support configuration and change management functions including business rule changes, configuration identification, configuration control, configuration status accounting and configuration audits.

Specifically, the Contractor shall be capable of providing the following support services:

Change Management

- Provide support for Configuration Status Accounting activities (e.g., recording the current approved configuration documentation, reporting status of proposed changes, providing traceability of changes from the original configuration), and related accounting activities.
- Provide support for Configuration Audit activities (e.g., developing Audit Plans, preparing initial Audit Checklists, participating in Audit Meetings, and providing meeting agendas and minutes, developing audit reports), and related audit activities.
- Provide support for IRS CI oversight boards (e.g., Engineering Review Board, Configuration Control Board) responsible for oversight of configuration identification and control activities.

DESIRED OUTCOME: Consistent configuration and change management that controls the lifecycle of all changes and enables beneficial changes to be made with minimal disruption to the CM solution implementation. The CM provides a structured approach to managing and reporting change to the baseline scope and schedule of the project.

A.3.4 TASK 4- OPERATIONS AND MAINTENANCE (O&M) SUPPORT

The contractor shall provide O&M support for the new CM system. O&M support is the development and delivery of ongoing and repetitive IT products and services to sustain Production. The O&M support for new functionality releases begins approximately one month after the new functionality is successfully deployed to Production. O&M activities include, but are not limited to:

- The contractor shall monitor a technical support email address and timely respond to issues, concerns, and inquiries.
- The CM system data updates will be supported and occur on a near real-time or scheduled basis to quickly refresh existing data. Daily data updates are required for most data sources and types.
- The contractor shall maintain a change request registry for discussion and prioritization it with business subject matter experts. Update and discussion frequency will be determined by the business needs.
- The contractor shall maintain a risks and issues registry for discussion and prioritization with the business subject matter experts (SME). Update and discussion frequency to be determined by the business needs.

- Work closely with the technical staff to monitor and control activities pertaining to the CI CM systems and network.
- Manage CM data identification and integration.
- Work with IRS Technical Operations to include gaining infrastructure configuration approvals.
- The contractor shall have knowledge and expertise of large complex data processing and provide O&M support activities to all CM project areas. The Contractor shall demonstrate knowledge of similar systems applications programming, and expertise in a large volume and size of data.
- The contractor shall be responsible for maintaining and modifying the new CM system modules and functionality.
- Provide Operation & Maintenance support through production monitoring, responding to and providing resolution to incident tickets (IRWorks), and correcting data and program errors detected in program/data analysis and review.
- Provide Program Software Development support as a partner throughout the entire development lifecycle (including code development, developer testing, supporting Enterprise Systems Testing (EST), and deployment.

DESIRED OUTCOME: Timely and accurately deliver program code changes based on documented release work request and break/fix problems identified by ServiceNow ticket (IRWorks) and/or data review. Functional requirements are interpreted throughout the project and technical guidance is provided during the life cycle.

A.3.5 TASK 5- SERVICE MANAGEMENT

The Contractor shall provide the CM program with organizational readiness support, working across the technical and business organizations to ensure that the readiness work ties directly to the IRS-CI goal of ensuring people, process, technology, and financial readiness to support development, delivery, and operation of the CM program capabilities.

Specifically, the Contractor shall be capable of providing the following support services:

Readiness Planning

- Provide expertise to technical aspects of tabletop exercises for CM pre- and post- deployment organizational readiness.
- Identify technical and organizational readiness requirements and conducting readiness assessments.
- Develop, monitor, and track Organizational Readiness Plans to ensure the PMOs, IT and Business are ready for deployment from people, process, and technology perspectives.
- Determine the as-is state of IT in relation to the adoption of a COTS solution for case management replacing the current legacy systems.
- Execute organizational readiness processes in support of approved CM releases to identify, track and resolve organizational readiness gaps for CM.
- Collaborate with CI Technical Operations to align the Tech Insertion process with existing Organizational Readiness activities.

Strategic Readiness Planning

- Revise, review and update, as necessary, the CM Organizational Readiness Plan to reflect changes and modifications in implementation planning changes, fuller understanding of impacts to business and technical organizations, and resolution of gaps and action items.
- Support CM PMO leadership and integration of multiple organizational readiness work streams focused on people readiness, process readiness and technology readiness; this support includes integrating with Business and Delivery Partners for identification, analysis and resolution of gaps and action items, preparation for stakeholder meetings, and best practice analysis.
- Support CM CI PMO partnership with the Enterprise Organizational Readiness (EOR) office to ensure all CM OR activities are in full alignment with EOR recommended frameworks and guidance.
- Perform analysis of readiness and transition-to-operations activities to enable seamless handoff from developing to receiving organizations.

Program Planning

- Prepare for transition to Initial Product Delivery.
- Support development of the Transition Management Plan, overview of stakeholders, systems, current/future state, deployment approach and associated analysis.

DESIRED OUTCOME: An improved understanding of the change dynamics involved with the CM implementation and impact to stakeholders, allowing the CM solution to transition to the end-user with no significant rework of process or technical redesign.

The Contractor shall provide support to the CM team in refining and implementing a technical and architectural vision for the CM solution; the Contractor is expected to closely collaborate with the aligned teams to ensure shared direction toward the accomplishment of the CM vision.

Specifically, the Contractor shall be capable of providing the following support services:

Architecture/API Development

- Support API development for CM Physical Assessment and longer-term support (e.g. Initial Product Delivery).
- Assess COTS' vendors ability to support a pluggable Application Programming Interface (API) that enables the solution to adapt to, and integrate with, future technologies.
- May integrate with authoritative data sources, legacy systems, shared services, APIs, web services, other products in the COE, and other business rules engines; non-technical personnel may integrate the CM solution with research tools.

Architecture/Cloud Engineering

- Execute activities in support of CM Emulated IRS Proof-of-Concept (e.g., AWS environment stand-up).
- Provide architecture SME support for cybersecurity assessments for cloud assets; this effort may include providing additional Cloud Design Services.

Architecture/Data Strategy

- Execute the Data Allocation Framework to provide initial assessment of which data CM should own and to assist in mapping legacy data elements to the CM Data Model
- Identify impacts to data strategy and migration due to business process improvement and re-engineering.

Architecture/Future State Design

- Define elements of future CM (e.g., target states, transition states, change management requirements), and similar architectural concepts.
- Develop associated documentation (e.g., Solution Architecture, Design Specification Report) and similar architecture design documentation.

Architecture/Infrastructure Engineering Services

- Provide technical services and support related to the development of design documents (e.g., Infrastructure Physical Design, GELS) for all Palantir managed environments based on Business System Requirements.
- Support development of system description documents (e.g., Interface Control Documents, System Test Plans, System Deployment Plans), as well as infrastructure design-specific sections of related documents (e.g., Simplified Design Specification Report) and OneSDLC documentation.
- Provide infrastructure engineering expertise related to design, development, testing and implementation of Palantir Developed COTS products, as well as technical support related to the development and testing of infrastructure components and requirements.
- Conduct technical reviews, to include preparation of presentation material, review of documentation pertinent to the review, attendance at review meetings, and completion of review action items.

Architecture/Integration Analysis

- Develop Interface Control Documents (ICD) and identifying and confirming the interfacing systems by working through the conceptual and logical architectures.
- Analyze case management business process flows and technical details to define ICDs (e.g., identify authoritative data sources, access and integration methods for systems and services external to CM).

Architecture/Architecture Design

- Iterate over existing architecture components to define PA Architecture, including collaboration and socialization with Business and IT partners (e.g., system and application model views, common services, data architecture, security, and privacy architectures)
- Develop and evaluating logical and physical designs.

Architecture/Solution Engineering Support

- Support performance engineering in identifying KPIs, SLAs, etc. for CM.

- Conduct analysis of alternatives on supporting technologies for CM (e.g., data virtualization, integration methods).
- Support DevOps automation activities.

Architecture/Test Engineering Support

- Support engineering approach to synthetic test data generation.
- Provide engineering support for generation of synthetic test data, test harnesses and tool integrations.

DESIRED OUTCOME: The program architecture adheres to the IRS architecture target state and accurately reflects the planned goals and approach of that target state, including expected components and services. The target state is accurately and completely implemented using architectural tools in use at the IRS.

Testing the CM solution is a critical aspect to understanding the criticality and importance of this Case Management solution and the complexities of processes and transaction data density involved in this dynamic IRS environment.

Specifically, the Contractor shall be capable of providing the following support services:

Agile Testing Management

- Provide technical integration support across multiple projects for testing, including development or modification of integrated pre-SAT Sprint test plans and methodologies for integrated status reporting including defect tracking across Sprints.
- Provide end-of-sprint test completion reports.

Testing Quality Management

- Track, monitor, manage, and support coordination and resolution of identified defects, including those that result in Change Requests

DESIRED OUTCOME: The primary goal of measuring the test process for the CM solution is to help ensure that the solution is meeting the quality expectations of IRS-CI. Quality measures will indicate whether the CM solution is performing to the defined specifications.

A.3.6 TASK 6- TRANSITION SERVICES

Transition-In/Ramp-Up: is defined as the one-time “start-up” period at the initial award of the Task Order (typically between 1-3 months) for on-boarding resources and transitioning support and transfer of the knowledge from the incumbent contractor. The Contractor is tasked with acquiring and understanding the necessary documentation, information, and processes related to any work in progress. This effort includes meeting with the IRS CI Subject Matter Experts and/or incumbent Contractor frequently to gather any tacit knowledge related to the systems, projects, etc. in support of this Task Order. The Contractor shall bear full responsibility to successfully transition this work from the incumbent contractor.

Transition-Out: Within 60 calendar days of the completion of performance of this task order (or as designated by the IRS-CI), the contractor shall fully support the transition of the contractor's work that is turned over to another entity, either government or a successor contractor. The Contractor shall assist with transition planning and shall comply with transition milestones and schedules of events.

The Contractor shall be responsible for the implementation of the transition and application cutover activities. The transition shall cause no disruption in development services or operations. To ensure the necessary continuity of services and to maintain the current level of support, IRS-CI may retain services of the incumbent contractor for some, or all, the transition period, as may be required.

The Contractor shall be responsible for the transition of all technical activities identified in this task order. As part of the transition, the contractor shall be responsible for:

- Inventory and orderly transfer of all Government-Furnished Property (GFP), to include hardware, software, and licenses, Contractor Acquired Government Property, and Government Furnished Information (GFI).
- Transfer of documentation currently in process.
- Transfer of all software code in process.
- Certification that all non-public IRS information has been purged from any contractor-owned system.
- Participate in knowledge transfer activities in accordance with the transition plan.
- Provide members to and participate in transition management team.

If the government provides a Transition-Out Plan template, the contractor shall complete it as assigned; otherwise, the contractor shall submit a Transition-Out Plan at the direction of the government. The Transition-Out Plan shall:

- Document the strategic approach.
- Identify equipment, hardware, software, documents, and other artifacts that are included in the transition.
- Document milestones and schedules.
- Document work in progress.
- Identify transition risks and risk mitigation.
- Define roles and responsibilities.
- Define transition approval authorities and lines of communication.

DESIRED OUTCOME: Knowledge Transfer Plan is accepted by the Government and at a minimum shall include a Transition checklist, address all aspects of delivered functionalities, major tax changes, usernames, passwords, artifact's location, and pertinent notes on decisions. The Contractor has successfully created and implemented a Transition Management Plan for knowledge transfer for continuation of maintenance and operation support. At the conclusion of the transition, all task order efforts are transitioned in a timely, seamless, and complete manner from the incumbent Contractor to the successor Contractor and/or Government personnel shall be able to operate independently without a disruption in services or delays in scheduled performance.

A.4 SKILL REQUIREMENTS

The Contractor will need expertise in modern cloud native architecture and application design as well as familiarity with implementing FISMA/FedRAMP MOD level security controls.

Specialized experience shall also include expertise in these areas: COTS based solution orchestration and choreography, conduct, and prepare effective presentations and briefings for various management levels, technical analysis of Program/Project Management processes. Proven ability to analyze broadly scoped task to synthesize the plausible solution.

A.6 PERFORMANCE REQUIREMENTS, STANDARDS AND SURVEILLANCE

The Government believes there is value in incorporating Performance-Based Service Acquisition (PBSA) methodology with an outcomes-based focus for this work. A key component of successful performance of this work is in the collaboration between the Government and Contractor in periodically providing performance feedback as the work proceeds over the period of performance. To that end, the following roles and responsibilities are established.

Contractor Quality Assurance

The Contractor shall establish and maintain a program for Quality Assurance delineated in sufficient depth to assure that adequate and technically accurate data and procedures will be presented, and that materials or services being prepared and furnished are in accordance with this PWS. The quality program shall, at a minimum, consider such areas of concern as:

- (1) Lines of authority, function, and duties of those responsible for specific efforts referred to in PWS CLINs shall be defined.
- (2) Quality assurance personnel shall be designated for quality assurance duties.
- (3) Coordination with IRS-CI managers or such other cognizant personnel, as appropriate, shall be accomplished to ensure that the latest data is used, and revisions are made concurrent with affected changes in requirements.
- (4) A Validation Plan shall be developed as part of the Contractor's Quality Assurance Program describing how validation will be conducted by the Contractor prior to submission to the IRS-CI on all specifications, publications, technical reports, and other documentation (excluding preliminary drafts) generated under this PWS.

Government/Contractor Quality Assessments

In-process reviews will be conducted by the Government and the Contractor periodically to assess the quality of work being performed, ensure that appropriate work lines of inquiry are being pursued, and other issues to assure the Government is apprised of the details of ongoing work and to provide feedback to the Contractor to inform its internal Quality Assurance Program. The concept is that, by providing mutual feedback between the Government and the Contractor, quality can continuously be built into the products and processes, and submission and payment of Contractor vouchers can be fact-based and fully informed. The assessment process is described in detail in the Quality Assurance Surveillance Plan Attachment 1.

A.7 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP (to include material, equipment, and/or information) may be provided in the performance of this task order. The following GFP may be provided to the contractor:

ITEMS	QUANTITY
Access to any required IRS-CI legacy Reporting, data analytics, or visualization tools	TBD
Contractor Identification Badge	TBD
Contractor Building Access/Proximity Card	TBD
Desktop Computer with Local Area Network Access	TBD
Office Space (Desk, Chair, Standard Office Equipment)	TBD
Microsoft: Word, Excel, PowerPoint, Project Access	TBD
Telephone With VMS	TBD

Upon completion of any resultant GSA order, disposition of GFP shall be in accordance with FAR 52.245-1.

A.8 GOVERNMENT-FURNISHED INFORMATION

GFI (to include manuals, notes, memos, instruction materials and other information) may be provided in the performance of this task order. The following GFI will be provided to the contractor upon task order award.

INFORMATION ITEMS
All relevant case management artifacts. including current Foundry Systems CM MVP project
All DSW data schema, data architecture, API, and any other required artifacts for completion of project activities and deliverables.
All program/project charters, process, and procedure descriptions.

Upon completion of any resultant GSA order, disposition of GFI shall be in accordance with FAR 52.245-1.

A.10 REPORTS

The Contractor shall refer to Reports required in the Deliverables section of the PWS.

A.11 ACCESS TO GOVERNMENT PROPERTY AND FACILITIES

The contractor is allowed limited access to the government's facilities, as specified below, additional sites may be required based on government discretion:

New Carrollton Federal Building
5000 Ellin Road
Lanham, MD 20706

IRS Headquarters
1111 Constitution Avenue NW
Washington, DC 20224

IRS
4050 Alpha Road
Farmers Branch, TX 75244

IRS Digital Forensics Lab

(b)(6)

IRS ACDC

(b)(6)

IRS
Martinsburg, West Virginia (ECC-MTB)

IRS
Memphis, Tennessee (ECC-MEM)

SECTION B. ADDITIONAL REQUIREMENTS

1. The Contractor shall ensure that all deliverables are clearly marked with the contract number and task order number and visible on all shipping/service documents, containers, and invoices.
2. Inspection will be at the same place as performance and delivery, unless otherwise specified.

SECTION C. INSPECTION AND ACCEPTANCE

C.1 INSPECTION

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

C.2 GENERAL ACCEPTANCE CRITERIA

The general quality measures as set forth below will be applied to each work product received from the Contractor under this contract and any resulting task orders.

- Accuracy - work products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - work products shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.
- Specifications Validity - All work products must satisfy the requirements of the Government as specified herein.
- Format - work products shall be submitted in hard copy (where applicable) and in media defined in the PWS/SOW. The work product format may be different in each task order. Hard copy formats shall follow Department of the Treasury and IRS Directives and shall be consistent with other similar efforts. All text and diagrammatic files shall be editable by the Government. Unless otherwise requested in writing by the COR, work products shall be produced using

Microsoft Office 2021 or later Professional products and delivered in accordance with the Schedule of Deliverables Attachment 2. If it is required that deliverable(s) be submitted in media storage form all devices must be scanned and certified as virus free.

- Timeliness - work products shall be submitted on or before the due date specified in the task order, or submitted in accordance with a later, scheduled date determined by the CO.

SECTION D. DELIVERIES OR PERFORMANCE

D.1 SPECIFIC DELIVERABLE ACCEPTANCE CRITERIA

All deliverables, listed in Attachment 2, will be subject to the Standard Acceptance Criteria in C.2 above.

D.2 REVIEW OF DELIVERABLES

The Government will perform an initial review of deliverables within ten (10) calendar days of Contractor submission. All deliverables will be deemed acceptable by the eleventh (11th) day since original submission date if the Government COR has not responded in writing (email). If problems are identified during the Government review, the Government must document the specific nature of the deficiency. The Contractor will make a best effort to correct the Government identified deficiency. If necessary, a meeting may be convened to resolve any differences. The Contractor shall make all required changes to achieve an acceptable deliverable.

When the review of a deliverable results in necessary modifications, the Government will, in accordance with the approved task order schedule, provide the necessary documentation to correct the deliverable. It will then be the responsibility of the contractor to incorporate the comments properly and consistently in the final product.

These procedures shall not be construed to constitute a waiver on the part of the Government of its rights under FAR Subpart 49.4, entitled "Termination for Default", nor of any other rights or remedies provided by law or under this contract.

D.3 ORDER PERIOD OF PERFORMANCE

The Task Order period of performance will be 12 months, September 24, 2025, to September 23, 2026.

D.4 PLACE OF PERFORMANCE

Work will predominantly be performed at the Contractor's facility. Contractor's will support general IRS-CI PMO meetings, discovery and requirements gathering sessions, Agile sessions, User Acceptance, Testing, and IRS-CI Leadership briefings at the Governments' facility, as necessary or required.

Collaboration work area may be located at a government facilities listed under a.11 or IRS-CI field office locations.

SHIP TO

Unless otherwise mutually agreed to, all deliverables/ work products shall be provided to the COR and PM no later than 4:30p.m. local time on the date(s) specified in the order.

SECTION E. ORDER ADMINISTRATION DATA IDENTIFICATION OF GOVERNMENT TASK ORDER PERSONNEL

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

SECTION G. PERFORMANCE REQUIRED BEYOND STANDARD WORKDAY

If needed, performance may be required beyond the standard workday. The standard workday is defined as any eight hours of productive labor during the core business hours of 8:00 a.m. through 4:30 p.m., Monday through Friday. Should performance outside of the standard workday become necessary, the CO will notify the contractor in writing.

SECTION H. SECURITY

The Contractor Officer will ensure contractor personnel comply with IRS HSPD-12 PIV Procedures Manual. This manual will be provided to the awardee.

Contractor personnel shall have access to the IRS at the time of initial Task Order award and maintain security required in accordance with (IAW) PWS for the life of the award. In accordance with Title III of the E-Government Act of 2002 (Public Law 107-347), also known as the Federal Information Security Management Act of 2002 (FISMA), which requires each federal agency to provide security for the information and information systems that support the operations and assets of the agency and Internal Revenue Manual (IRM) 10.8.1, which provides overall security control guidance for the IRS, the contractor shall comply with the Federal Acquisition Regulation (FAR) and IRS security clauses and provisions in the solicitation.

All Contractor personnel must have a High-Risk Background Investigation initiated before starting work for CI. If Access to the CI network is needed, a High-Risk Background Investigation will be needed, to include successful passage of a 7-panel drug screening for each contractor employee.

The seven (7) panel drug screening shall test for the following items:

1. Marijuana
2. Cocaine
3. Amphetamines
4. Opiates
5. 6-Acetylmorphine
6. Phencyclidine (PCP)
7. Methamphetamine (MDA, MDMA, MDEA)

Drug screening will be performed according to the Substance Abuse and Mental Health Service Administration (SAMHSA) guidelines for federal workplace drug testing programs. The Contractor is responsible for utilizing a SAMHSA approved drug testing facility and is responsible for all costs associated with testing and reporting. Contractor shall provide documentation of a passed drug test for all personnel before they are allowed access to CI network.

SECTION I. PERFORMANCE AT GOVERNMENT SITES

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

SECTION J. IDENTIFICATION AND BADGES

Unless documented in writing by the COR or PM, the applicable contractor employees shall not begin working under this task order until all security forms have been properly completed and submitted. All contractor employees shall be required to wear identification badges when working in government facilities.

Any employee assigned to support the Treasury shall comply with Personal Identity Verification One and Two (PIV-1, PIV-2) requirements as described in Homeland Security Presidential Directive 12 (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors," and "Federal Information Processing Standard 201, Personal Identity Verification Standards for Federal Employees and Contractors," dated August 2013. The use of non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position. Contractor personnel will have limited access to Treasury facilities, information, and equipment.

SECTION K. PERSONNEL REMOVAL AND REPLACEMENT

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

SECTION L. DELIVERABLES AND WORK PRODUCTS

All contractor deliverables or work products shall remain categorized as "Official Use Only." The release of any portion must be authorized in writing by the government.

The Contractor shall adhere to Section 508 of the Rehabilitation Act of 1973, which requires access to the Federal Government electronic and information technology. The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies

must ensure that this technology is accessible to employees and members of the public with disabilities. <http://www.section508.gov/>.

Each Electronic and Information technology product or service furnished under this PWS shall comply with the Electronic and Information Technology (EIT) Accessibility Standards (29 U.S.C. 87794(d)).

For every EIT product or service accepted under this contract by the Government that does not comply with (29 U.S.C. 87794(d)), the contractor shall at the discretion of the Government, make every effort to replace or upgrade it with a compliant equivalent product or service, if commercially available and cost neutral, on either the planned refresh cycle of the product or service, or on the order renewal date, whichever shall occur first.

ATTACHMENTS

ATTACHMENT 1- QUALITY ASSURANCE SURVEILLANCE PLAN

The Government and Contractor will collaboratively assess the quality of the Contractor's performance and products and provide a subjective "score" with respect to four categories: quality of work, adherence to schedule, performance, and adherence to price goals. The score will not be used to adjust schedules or payments or any other terms and conditions of the contract but is intended to provide a figure of merit for the Contractor's use in exercising continuous process improvement. This assessment is intended to give the Government an opportunity to provide real-time information (including a subjective score) to the Contractor on how well it is meeting its quality standards, and to increase the likelihood of the Contractor receiving positive inputs to its annual CPARS evaluation.

The process for collaboration in achieving continuous quality improvement is as follows:

1. At the end of the reporting period, the Contractor will provide the Government its assessment of each area below by circling each numeric score and providing brief narrative rationale for any above average or outstanding score, and submitting the results to the COR. This self-assessment will be submitted as an adjunct to the monthly Progress/Status Report required.
2. Within three working days, the Government will concur or provide separate assessments of each area and provide the assessment to the Contractor TO leader.
3. Within two additional working days, the Government and Contractor Task Leaders will meet to discuss particulars of the assessment and reach a consensus score and make note of plans to improve any processes.
4. Assessment is to be conducted for the Task Order, with any comments that are specific to a particular CLIN's separate work effort, deliverables, due dates, etc., to be annotated in the narrative comments.

Note that this process is NOT intended to be a formal evaluation with elaborate charts or lengthy narrative or extensive discussion in stating opinions regarding assessment areas, but to engage the Government and Contractor in routine discussions of how to "build in" quality processes and procedures, ultimately leading to a stronger CPARS submission by the Government.

Category I- Quality of Work

Assessed Area	Poor (1)	Below Average (2)	Average (3)	Above Average (4)	Outstanding (5)
Technical Competence					
Consideration of all elements	No	Some	Many	Most	All
Understanding of problem	None	Asks for numerous clarifications (handholding)	Needs few points clarified	Needs no clarification	Makes constructive suggestions
Thoroughness and Accuracy					
Technical Content	Many errors	Few errors	No errors due to Contractor efforts	Points out errors in guidance.	Takes corrective action for errors in guidance.
Usability	Unintelligible	Needs some clarification	Usable as is	Clear and concise	Able to be reused for future applications.
Work Appearance					
Format and Typos	Poor format and/or numerous typos.	Poor format, some typos.	Acceptable	Clear, easily readable	Clear, attractive format, no typos

Category II- Adherence to Schedule

Assessed Area	Poor (1)	Below Average (2)	Average (3)	Above Average (4)	Outstanding (5)
Planned Schedule					
Proposed Schedule of Realism	Not achieved	Overly Optimistic	Yes	Yes	Yes
Deliverables	Most late (over one week)	Some late (over one week)	On time	Early	Early with defined benefit for early delivery
Non-Government Related Extensions	Many	Few	None	None	None
Action on Anticipated Delays	None	Last minute – panic to change	Gives Government two-weeks' notice	Gives notice and plans to recover	Proactively plans to avoid delays
Fulfillment of Contractual Requirements on Schedule					
Progress/Status Reports	Always late or numerous typos	Late sometimes, no errors	On time, no errors	Early, minor errors	Early, no errors
Billing Dates	Always required resubmission	Many errors	Minor errors	No errors	Always correct and submitted regularly
Contractor Personnel Change Notifications	Always late	Some late	On time	Early	Anticipated and submitted well in advance

Category III- Performance

Assessed Area	Poor (1)	Below Average (2)	Average (3)	Above Average (4)	Outstanding (5)
Compliance with Contractual Requirements					
Staffing	Inexperienced/ wrong types/not enough staff	Adequate experience/short on staff	Competent, adequate staff	Highly experienced in broad categories	Specific subject matter expertise
Subcontracting (Except when Teamed)	Many	Some	Only when absolutely necessary	Benefit to Gov't to do so	Benefit to Gov't to do so
Willingness to Apply Company Resources	Never	Only when pushed	Sometimes	Usually	Always when necessary
Management Performance					
Motivation	No feedback	Little feedback	Normal feedback	Collaborative feedback	Active interface, keeps Gov't informed
Flexibility to change	Doesn't accept change	Persuaded to change	Accepts	Understands and works to support	Helps develop best plan for small projects
Responsiveness to Government suggestions	Ignores	Accepts only when it suits	Accepts	Accepts and provides ideas when asked	Accepts and suggests ideas independently
Anticipation of Gov't requirements for particular skills	Never	Sometimes	Normally	Always	Always, and does
Technical Performance					
Adequacy and Completeness of Finished Product	Many missing items	Some missing items	Any missing areas identified for correction well ahead of time	Tries to fill in missing areas not originally addressed	Fills in missing areas with unique positive solution
Depth of understanding of Task Efforts	None	Superficial	Understands	Understands and advises on problem areas	Understands and recommends unique solutions to problem areas
Ability to Build on Past Performance (uses lessons learned)	Never	Rarely	Sometimes	Routinely	Always

Category IV- Cost Effectiveness

Assessed Area	Poor (1)	Below Average (2)	Average (3)	Above Average (4)	Outstanding (5)
Utilization of Personnel					
Types	Wrong mix	Relies on experts for last minute bailout	Good mix – some overstaffing, some understaffing	Good – some overstaffing	Proper mix
Availability	Hard to find people	Constant shuffling	Some shuffling	Stable – sometimes unavailable	Stable – always available
Performance to Price	Vouchers late or numerous typos	Vouchers do not track observed work progress	Vouchers track observed work progress	Work proceeds even if payment is delayed	Proactively aligns work to payment schedules
Financial Management of Subcontractors (when applicable)					
Submission of Subcontracting Documentation	Late or with numerous errors	On-time but with errors	On-time, no errors	In advance, minor errors	Well in advance, no errors
Selection of Subcontractor	Unreasonably costly	Expensive	Reasonable cost	Minimum cost for adequate technical performance	Minimum cost for exemplary technical performance

ATTACHMENT 2- SCHEDULE OF DELIVERABLES

The Contractor shall provide the deliverables as described in the table below in collaboration with Government Project Management and Business stakeholders. All potentially duplicate reporting needs will be avoided wherever possible, ensuring efficiency in Project Management tracking and reporting for all involved (e.g. leveraging exports from existing Government tracking systems like Jira to help meet IMS, Traceability Matrix needs). All contractor deliverables or work products shall remain categorized as "Official Use Only." The release of any portion must be authorized in writing by the Government. The deliverables and work products will be provided in electronic format and shall comply with all applicable standards of Section 508 of the Rehabilitation Act. The below table defines the Task Order deliverables at a high level and should not be considered all inclusive. Each Task Order will identify the specific deliverables required for that Task Order and the final format and content requirements will be mutually developed and agreed upon among the IRS Program Manager (PM), the contractor and the contracting officer's technical representative (COR). The Task Order shall also specify the required delivery dates and timeframes.

As IRS-CI issues new task orders, we will issue new deliverables with appropriate dates.

TASK 1 - PROGRAM MANAGEMENT SUPPORT		
Deliverable No.ID#	Deliverable	**Due Date/Frequency After Task Order Award
1	Monthly Management Report - Examples of information that shall be reported in the Monthly Management Report include: Executive Status Summary Summary data and trend analysis of performance Summary data and trend analysis for incidents and service requests Summary data and trend analysis SLA status Deliverable status Ad-Hoc Data Calls	Monthly
2	Period of Annual Performance Summary Report	Annually, due within 20 business days of contract end.
3	Decision Documents Weekly Status Reports	Weekly as agreed upon
4	Risk and Issue Register and Issues Log	20 business days; updated as agreed
5	Integrated Master Schedule (IMS)	TBD
6	Strategic Roadmaps and Operating Models	Every 6 months
7	Project Charter	Annual
8	Traceability Matrix	Updated Quarterly
9	Ramp-Up Knowledge Transition Plan	TBD

TASK 2 – ALTERNATIVE SOLUTION		
Deliverable No.	Deliverable	Due Date/Frequency
10	Solution	TBD
TASK 3 – AGILE PORTFOLIO MANAGEMENT SUPPORT		
Deliverable No.	Deliverable	Due Date/Frequency
11	Cybersecurity documentation	TBD
12	Agile Methodology and Sprint Schedule	TBD
TASK 4 - DEVELOPMENT, MODERNIZATION and ENHANCEMENT (DME) SUPPORT		
13	Integrated Release Plan	Quarterly
14	Organizational readiness assessment and updated plans, Risk Management Plan	20 business days; updated as agreed
15	Information and Reference Architecture diagrams	TBD, Annually or as needed
16	DevOps artifacts which may include design, User Stories, Sprint reports, test scripts, UAT plans, and test results	TBD
TASK 5 – OPERATION and MAINTENANCE (O&M) SUPPORT		
Deliverable No.	Deliverable	Due Date/Frequency
17	Status on CM Technical Issue and ATO POAMs	Monthly
18	Recommendations on requirement prioritization	Monthly
TASK 6 - SERVICE MANAGEMENT		
Deliverable No.	Deliverable	Due Date/Frequency
19	Future-state solution architecture and design	Annually
20	Interface control documents	TBD
21	Program Integration Plan	TBD
22	Audit plans	Annual
23	Audit reports	Bi-weekly
24	Deployment model	TBD
25	Cloud analyses and recommendations	TBD
TASK 7 – TRANSITION SERVICES		
Deliverable No.	Deliverable	Due Date/Frequency
26	Transition In Plan	TBD 10 business days after BPA award

27	Transition Out Plan Readiness Review	TBD
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ATTACHMENT 3- CONDITIONAL ACCESS TO SENSITIVE INFORMATION NONDISCLOSURE AGREEMENT

(Note: This Nondisclosure Agreement can be found in the Department of the Treasury Security Manual, TDP 15-71, Chapter II, Section 2, Investigative Requirements for Contract Employees.

Further instructions on when to use a Nondisclosure Agreement may be found in the TDP 15-71, Chapter II, Section 2, #8, Nondisclosure Agreement for Sensitive Information.

(Go to: http://intranet.treas.gov/securitymanual/td15-71/documents/Ch2_Sec2.pdf)

There are three pages to this Nondisclosure Agreement:

I, _____, an employee of [Contractor], hereby consents to the terms in this Nondisclosure Agreement in consideration of my being granted conditional access to certain United States Government documents or material containing sensitive information.

I understand and agree to the following terms and conditions:

1. By being granted conditional access to sensitive information, the United States Government has placed special confidence and trust in me, and I am obligated to protect this information from unauthorized disclosure, in accordance with the terms of this Agreement.
2. As used in the Agreement, sensitive information is any information the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Title 5 USC 522a, but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy.
3. I am being granted conditional access contingent upon my execution of this Agreement for the sole purpose of (identify the nature of contract work or special project). This approval will permit me conditional access to certain information, (identify type(s) of information, e.g., e-mail, documents, memoranda, reports, testimony, deliberations, maps, drawings, schematics, plans, assessments, etc.) and/or to attend meetings in which such information is discussed or otherwise made available to me.
4. I will never divulge any sensitive information that is provided to me pursuant to this Agreement to anyone unless I have been advised in writing by (identify the bureau or in the case of bureau sensitive information released to the Office of Inspector General (OIG) or Treasury Inspector General for Tax Administration (TIGTA), or the Special Inspector General for the Troubled Asset Relief Program (SIGTARP) in accordance with a written arrangement related to the official audit/investigative functions of the OIG or TIGTA or SIGTARP for that particular matter). Should I desire to make use of any sensitive information, I will do so in accordance with paragraph 6 of this Agreement. I will submit to the IRS for security review, prior to any submissions for publication, any book, article, column, or other written work for general publication that is based upon any knowledge I obtained during the course of my work on (name the project) to ensure that no IRS sensitive information is disclosed.
5. I hereby assign to the United States Government all royalties, remunerations, and emoluments that have resulted, will result, or may result from any disclosure, publication, or revelation of sensitive information not consistent with the terms of this Agreement.
6. Upon signing this Nondisclosure Agreement, I will be permitted access to official IRS documents containing sensitive information and understand that any copies must be protected in the same

manner as the originals. Any notes taken during the course of such access must also be protected in the same manner as the originals.

7. If I violate the terms and conditions of this Agreement, I understand that the unauthorized disclosure of sensitive information could compromise IRS security.
8. If I violate the terms and conditions of this Agreement, such violation may result in the cancellation of my conditional access to sensitive information. This may serve as a basis for my being denied conditional access to the IRS information, both classified and sensitive information in the future. If I violate the terms and conditions of this Agreement, the United States may institute a civil action for damages or any other appropriate relief. The willful disclosure of information to which I have agreed herein not to divulge may constitute a criminal offence.
9. Unless and until I am provided a written release by the IRS from this Agreement or any portions of it, all conditions and obligations contained in this Agreement apply both during my period of conditional access, which shall terminate at the conclusion of my work on (name of project/contract), and at all times thereafter.
10. Each provision of this Agreement is severable. If a court should find any provisions of this Agreement unenforceable, all other provisions shall remain in full force and effect.
11. I understand that the United States Government may seek any remedy available to it to enforce this Agreement, including, but not limited to, application for a court order prohibiting disclosure of information in breach of this Agreement.
12. By granting me conditional access to information in this context, the United States Government does not waive any statutory or common law evidentiary privileges or protections that it may assert in any administrative or court proceeding to protect any sensitive information to which I have been given conditional access under the terms of this Agreement.
13. These restrictions are consistent with and do not supersede, conflict with or otherwise alter the employee obligations, rights or liabilities created by Executive Order 13526 or 13556; Section 7211 of Title 5, United States Code (governing disclosures to Congress); Section 1034 of Title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); Section 2302(b)(8) of Title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 USC 421 et seq.)(governing disclosures that could expose confidential Government agents), and the statutes that protect against disclosure that may compromise the national security, including Sections 641, 793, 794, 798, and 952 of Title 128, United States Code, and Section 4(b) of the Subversive Activities Act of 1950 (50 USC Section 783 (b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive Order and listed statutes are incorporated into this Agreement and are controlling.
14. My execution of this Agreement shall not nullify or effect in any manner any other secrecy or nondisclosure Agreement which I have executed or may execute with the United States Government except within the Department of the Treasury as noted in item 8, above.
15. I make this Agreement in good faith, without mental reservation or purpose of evasion.

Name

Date

Signature

Contract/Order Number

This Agreement was accepted by the undersigned on behalf of the IRS as a prior condition on conditional access to sensitive information. Further release to any other third party requires execution of a nondisclosure agreement.

Print Name (Contracting Officer)

Date

Contracting Officer's Signature

When information is shared with the Office of Inspector General or the Treasury Inspector General for Tax Administration or the Special Inspector General for TARP, for official audit/investigative purposes, the following statement must be added below the signature line.

“This Agreement was accepted by the undersigned on behalf of the (IRS and (either the Office of Inspector General, Treasury Inspector General for Tax Administration, or Special Inspector General for TARP, as applicable) for conditional access to sensitive information. Further release and dissemination of IRS sensitive information under this Nondisclosure Agreement must be in accordance with a written arrangement related to the official audit/investigative functions of the OIG or TIGTA or SIGTARP for that particular matter. Further release to any other third party requires execution of a nondisclosure agreement.”

(IRS Name and Signature)

Date

(OIG or TIGTA or SIGTARP signatory)

Date

withheld pursuant to section

(b)(2) ; (b)(7)(E) ; (b)(6)

of the Freedom of Information and Protection of Privacy Act

withheld pursuant to section

(b)(7)(E) ; (b)(2)

of the Freedom of Information and Protection of Privacy Act

withheld pursuant to section

(b)(7)(E) ; (b)(2)

of the Freedom of Information and Protection of Privacy Act

withheld pursuant to section

(b)(7)(E) ; (b)(2)

of the Freedom of Information and Protection of Privacy Act

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(b)(7)(E) ; (b)(2) ; (b)(6)

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(b)(7)(E) ; (b)(2) ; (b)(6)

of the Freedom of Information and Protection of Privacy Act

FORM INVENTORY

F1. Approximately 50 forms will need to be replaced by system workflows

For example, the instead of requiring an agent to complete *Form 10908, CIS Request for Assistance*, the system should:

1. Leverage existing investigative and personnel data in the system to populate the form
2. Allow a user to enter any additional data required for completion of the form
3. Route the form, where appropriate, to other system users for review or approval
4. Record the completion of the form and associate it with the investigation
5. Provide an intuitive way for the requesting user to check the status of the form’s review or approval

F2. Approximately 100 forms will need to eventually* be replaced by system-generated output. System-generated forms should leverage data already tracked in the system to create PDFs that can be utilized outside of the system

For example, for *Form 1321, Authorization for Official Travel*, the system should:

1. Leverage existing investigative and personnel data in the system to populate the form
2. Allow a user to enter any additional data required for completion of the form
3. Generate a PDF and provide it to the user or email it directly to a configured recipient

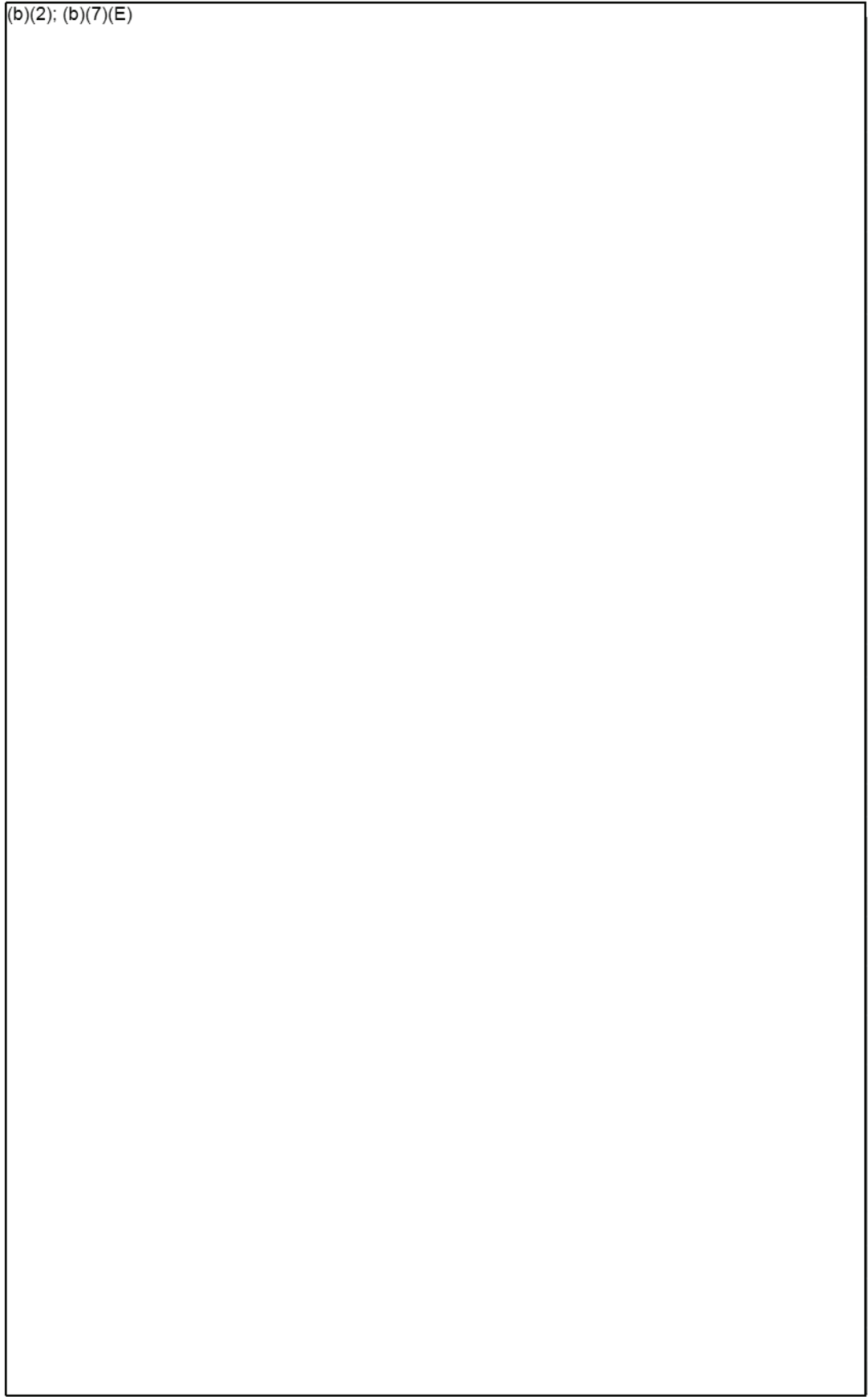
**Less than 10 of the system-generated output forms will need to be in the system at launch. Additional system-generated output forms will be added over time*

F3. Approximately 60 forms will still require manual completion outside of the system. The system should provide a way for users to upload the completed form and associate it with an investigation

Form Inventory

Document Name	Required for MVP	Replaced by system workflow	Replaced by system-generated output (PDF)	Will remain as manual completion	Current format
(b)(2); (b)(7)(E)					

(b)(2); (b)(7)(E)



(b)(2); (b)(7)(E)

(b)(2); (b)(7)(E)

(b)(2); (b)(7)(E)

(b)(2); (b)(7)(E)