Expression of Interest – IT Staff Augmentation and Task-Based/Technical Support Services for Battelle Energy Alliance, LLC

Battelle Energy Alliance, LLC (BEA), the managing and operating contractor for the Department of Energy's Idaho National Laboratory (INL) in Idaho Falls, Idaho, is seeking an Expression of Interest (EOI) from prospective vendors interested in providing IT staff augmentation and task-based/technical services for INL.

At this time, BEA is interested in which vendors offer the type of resources needed for all types of IT work and may issue Requests for Proposal at a later date. Please express your interest of participation by submitting a white paper referencing the specific capabilities listed in the EOI (pages 2 – 5) to **ProcurementServices@inl.gov** **by April 30, 2015**. White papers submitted that do not address specific capabilities and the level of expertise in those capabilities will not be considered. INL anticipates following up the EOI with a webinar to address specific questions following the submission of white papers.

BEA intends to achieve the following benefits from this EOI:

- Agility in responding to fluctuations in business volume.
- Utilization of vendors who can provide highly skilled, quality resources in an expeditious manner and/or vendors who provide these services as core competencies.
- Continue to meet the existing Information Management requirements of attaining INL's mission.

Definitions

Staff augmentation: Services normally performed by BEA personnel, but due to lack of internal resources, must be acquired by contract. It is used to accommodate workload peaks and is typically, but not exclusively, performed onsite using BEA office space and equipment. Staff augmentation personnel generally follow BEA procedures and day-to-day work activities are directed by BEA technical personnel. They must work for a subcontractor that is an established business entity in which a W-2 employment relationship exists between the business and the individual performing the work. BEA's policy is that staff augmentation personnel may work up to 24 consecutive months. Once the 24 consecutive month period is met, the staff augmentation personnel must take a 6-month break. Time worked is reported through BEA's contractor timekeeping system.

Task-based/technical services: Services that are used for a specific task or deliverable, which is time bound, not vague or broad work scopes. Work is primarily performed off-site with an established business entity, and generally, payment is a fixed amount or paid in lump sums for meeting milestones. Task-based/technical services personnel must work for a subcontractor that is an established business entity in which a W-2 employment relationship exists between the business and the individual performing the work. BEA does not normally provide office space or equipment and BEA personnel do not direct day-to-day activities for the work scope being performed.

Applicable Disciplines

This EOI addresses the IT staff augmentation and task-based/technical support work opportunities for the following disciplines. For a depiction of capabilities and expectations required for Levels 2 - 5, refer to “Level Descriptions”.

1. **Software Developers**
    a) Java 6.0, 8.0
    b) Microsoft .Net 3.5, 4.5
    c) Microsoft SharePoint 2010/InfoPath 2010 14.0
    d) ColdFusion 7.0 – 10.0
    e) Oracle e-Business Suite version 11.5.10 (in process of upgrading to v12)
    Modules implemented: General Ledger (GL), Project Costing and Billing (Project Accounting - PA), Accounts Receivable (AR), Fixed Assets (FA), and a second set of books for GL used for Standard Accounting and Reporting System (STARS) reporting to the DOE.
    Additional modules owned but not implemented: Accounts Payable
    f) Oracle PeopleSoft version 9.1 – Human Resource Management
    Modules implemented at the INL including Time and Labor, Payroll for North America, eProfile, Candidate Gateway, and Talent Acquisition Management, eCompensation, Pension Administration, eBenefits, and Benefits Administration and ePay.
    Additional modules owned, but not yet implemented include ePerformance, Workforce Planning, Travel Authorization and Expense Report modules.
    g) Oracle Primavera P6 Version 7.2 - Scheduling
    h) Oracle PL/SQL 10G
    i) Deltek Cobra Version 5.1 - Cost and Earned Value Management
    j) Ventyx Asset Suite version 7.0.1 - Supply chain management, accounts payable, and maintenance work management
    Modules implemented at the INL including Accounts Payable, Contracts Management, Inventory, Purchasing, Labor Entry, Work Management, and Action Tracking.
    Expertise may be needed to support additional modules, such as Document Management, Procurement Engineering, and Engineering Change Management.
    k) Zasio Versatile Enterprise
    l) Northrup Grumman ePower 3.0
    m) ExLibris Aleph and Primo 4.0
    n) Adlib 4.10
    o) Coolgen 8.0
    p) R analytics

2. **Software/Solution Architects**
    a) Java 6.0, 8.0
    b) Microsoft .Net 3.5, 4.5
    c) Microsoft SharePoint 2010/InfoPath 2010 14.0

d) ColdFusion 7.0 – 10.0
e) Big Data Analytics
f) Networking
g) Storage
h) Database
i) Middleware
j) Cyber
k) User Interface/Presentation
l) Integration
m) Innovation

3. **Middleware Administrators**
   a) Microsoft SharePoint 2010
   b) Oracle WebLogic/Oracle Application Server 10G
   c) Tomcat 7.0, Apache 2.x, JBoss 3.2 – 5.0

4. **Database Administrators**
   a) Oracle 10G – 12G
   b) Microsoft SQLServer 2008, 2012

5. **Independent Verification & Validation (IV&V) Testers**

6. **Software Quality Assurance Engineers**

7. **IT Project Managers/Program Managers**

8. **Data Analysis, Reporting, and Web Analytics Developers**
   a) Microsoft Business Intelligence (BI): IS packages, Analysis cube development, MDX query, and SQLServer Reporting Services
   b) SAS: Visual Analytics, Enterprise Guide, Forecasting Server

9. **Data Analysis, Reporting, and Web Analytics Administrators**
   a) Microsoft Business Intelligence (BI)
   b) SAS: Visual Analytics, Metadata server, Access Management, updates

10. **Business Process Optimization Analysts/Specialists**

11. **Cyber Security Analysts**

12. **Cyber Assessment Specialists**

13. **Vulnerability Management Specialists**

14. **NoSQL Analysts**

15. **SAS Analysts**

16. **Hortonworks Hadoop Developers**

17. **Data Scientists**

18. **VMWare Engineers**

19. **VDI Engineers**

20. **Convergent/Hyper-Convergent Engineers**

21. **Google Search Appliance Engineers**

22. **Server System Administrators**
    a) Windows 2008, 2012
    b) VMWare
    c) RedHat Linux/Unix version 4 - 6
    d) Solaris version 8 -10

23. **Backup and Recovery Administrators (NetBackup)**

24. **Microsoft Active Directory 2008 Administrators**

25. **Critical Path Enterprise Directory/LDAP 5.0.1 Administrators**

26. **Computer Registration/Account Administrators**
    a) Administer/provision computer accounts for BEA, contractors, and subcontractors
    b) Administer/provision RSA tokens
    c) Administer Entrust encryption software

27. **Storage Specialists**
    a) EMC Sans
    b) Nutanix
    c) Promise Drawers
    d) HP

28. **Server, Storage, Transport, and Virtualization Architects**

29. **Network Technicians**
    a) Data Cable termination
    b) Fiber Optic termination/splicing
    c) Basic network switching, routing and configuration
    d) Able to work on ladders and in physically demanding environments

30**. Network Engineers**

a) Advance network switching, routing, design and configuration
b) 802.11x wireless LAN
c) Network Security including Firewall, and IDS/IPS
d) Documentation skills that include network drawings, work scope documents, etc.
e) Optical transport (CWDM, DWDM, etc.)

Work Activities

The specific work scope for both IT staff aug and task-based/technical services work will be defined at the time resources are needed. The work activities outlined below are to provide clarity for specific work disciplines.

1. **Software Development:**

- Perform software design, development, maintenance, enhancements, and/or upgrades.
- Perform on demand troubleshooting and maintenance support of software applications or COTS packages.
- Review pending changes and method by which they will be implemented before employing to validate the issue/problem will be solved.
- Consult on the strategy for future use and growth of the enterprise business systems.
- Perform the implementation of new or unused enterprise business systems (COTS) modules.
- Perform upgrades of the enterprise business systems and bundles.
- Facilitate the adoption (user training – system/module usage) of the system by customers.
- Perform knowledge transfers with BEA staff as work is performed and completed.

2. **Database Administration:**

- Perform database maintenance, deployment, patching, or upgrades.
- Perform troubleshooting and maintenance support of database operations.
- Perform knowledge transfers with BEA staff as work is performed and completed.

3. **Middleware Administration:**

- Perform middleware maintenance, deployment, patching, or upgrades.
- Perform troubleshooting and maintenance support of middleware operations.
- Perform knowledge transfers with BEA staff as work is performed and completed.

4. **Server Operations/Hosting:**

Manage and operate Windows, Linux, UNIX, Solaris, and VMWare servers in BEA's on/off-premise hosting environment. Server management and operation involves the following scope, but is not limited to:

4.1 Provision servers and data storage - this includes activities, such as:

- Collecting and documenting requirements
- Allocating computer resources (CPUs, memory, disk space, etc.)
- Installing and configuring the operating system and associated services
- Assisting software developers with installing applications on servers
- Migrating data between servers

4.2 Maintain the data storage systems in BEA's hosting environment. This includes activities, such as:

- Maintaining fiber channel switches/SAN fabric
- Maintaining storage systems
- Provisioning LUNS

4.3 Maintain the servers in BEA's hosting environment. This includes activities, such as:

- Analyzing, scheduling and deploying patches. This should be done in conjunction with BEA's patching schedule.
- Applying firmware and updating drivers
- Eliminating local users who have left BEA
- Eliminating old home directories
- Analyzing and addressing vulnerabilities
- Hardening servers for the DMZ
- Identifying and removing servers/groups/shares/projects that are no longer needed
- Maintaining server information in the BEA Enterprise Architecture application
- Monitoring servers
- Tuning servers for performance
- Tracking operating system and other licenses
- Providing reports of website traffic using log files

4.4 Backup BEA applications and data - at a minimum, BEA's data retention policy of 30 days will need to be followed.

4.5 Respond to BEA on-demand requests. This includes activities, such as:

- Automating file transfers for customers
- Creating project shares on file servers
- Helping developers with rights and other issues
- Setting up home directories for new users

4.6 Respond to on-demand incidents and resolve problems. This includes activities, such as:

- Proactively monitoring servers and responding to alerts to resolve potential issues before performance or service degradation
- Reviewing server logs and fixing issues
- Solving issues from incident tickets
- Troubleshooting issues with servers (errors, issues, slowness, etc.)

4.7 Perform knowledge transfers with BEA staff as work is performed and completed.

5. **IT Project Managers**

Perform project management for all types of IT projects. This includes, but is not limited to the following activities:

- Scope, schedule and budget development and management
- Development of requirement, design, and test specifications
- Close coordination with technical team to manage implementation of work scope
- Status reporting to customers and IM management

6. **IV&V Testers**

Develops test cases, requirement traceability matrices and/or performs testing of custom-developed and/or COTS software.

7. **Business Process Optimization Analysts/Specialists**

Performs analysis utilizing a number of innovative techniques and methods to understand and solve complex challenges in various business processes across the INL resulting in more streamlined, efficient, effective, less expensive, and/or automated processes.

8. **Cyber Security Operations**

Perform incident and vulnerability management, anti-virus protection, intrusion detection and intrusion prevention.

9. **Infrastructure (Communication)**

The data network service provides the basis for electronic data communication, collaboration and access to applications and information within INL and external to the world. The service includes network routing, switching, wireless network, DNS/DHCP, Netscaler administration and ensures Boundary Protection (Firewalls, DMZ, etc.). The network organization provides network engineering and security SME (Subject Matter

Experts) support to organizations across the lab to enable successful network communications.

Requirements

1. All Subcontractor personnel must be US citizens.
2. For specific work scopes, a Department of Energy “L” or “Q” security clearance may be required to permit appropriate access into various facilities.
3. Subcontractor shall provide and maintain proof that BEA information/data is accessed only by U.S. Citizens under BEA's work authorization.
4. The Subcontractor shall ensure that BEA information and assets for which it has responsibility are kept secure from other non -BEA work. Exa include the use of administrative and engineering controls and providing public and private access locations.
5. The Subcontractor shall support at all times, BEA's requirements for information security by means of protecting all copies of information and information systems (including but not limited to production, backup, disaster recovery, and mirror copies) from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide at a minimum:
   a. Integrity, which means guarding against improper information modification or destruction, and includes ensuring information non -repudiation and au
   b. Confidentiality, which means preserving authorized restrictions on access and disclosure, including means for protecting personal privacy and proprietary information.
   c. Availability, which means ensuring timely and reliable access to and use of information.

Level Descriptions

Level 2:

- Technical Competence: Independently evaluates, selects, and applies scientific/technical techniques to solve work challenges of increasing scope and complexity. Has the ability to work as a team member and task leader.
- Responsibility: Continues to develop competency and independence in completing assignments. Has the ability to manage multiple tasks or projects and expand skills in areas outside original areas of expertise.
- Interface: Frequent contacts throughout the business/technical community. Represents organization in providing solutions to problems associated with specific projects. Can provide direction to junior staff, orient and train others.
- Deliverables: Influences achievement of significant program objectives.

Level 3:

- Technical Competence: Complete understanding and application of principles, concepts, and practices. Routinely serves as a team leader, as well as contributing as a team member. Leads small projects and/or major project tasks.

- Responsibility: Manages multiple tasks or projects of increasing scope and risk with increasing competency. Assignments are broad in nature, usually requiring originality and ingenuity. Works with limited supervision, conferring with supervisor on unusual matters. Effectively manages work by providing guidance and direction to other staff.
- Interface: Frequent contacts throughout the business/technical community. Represents organization in providing solutions to problems associated with specific projects. Can provide direction to junior staff, orient and train others.
- Deliverables: Represents the organization on projects/programs. Interacts with senior personnel on significant matters requiring coordination across organizational lines. Provides direction to junior staff. Enhances technical/professional skills of junior staff through mentoring and training.

Level 4:

- Technical Competence: Directly contributes to the development of new concepts and techniques. Has an established technical expertise. Serves as a resource to management. Manages technically complex activities and projects.
- Responsibility: Routinely functions as a scientific/technical lead, coordinating and managing the activities of other staff. Recognized as a subject matter expert for a significant technical area. Improves organizational efficiency through process improvements.
- Interface: Serves as a spokesperson for the organization on major matters pertaining to policies, plans, and objectives. Provides technical direction and supervision to junior staff. Enhances technical/professional skills of junior staff through mentoring and training.
- Deliverables: Proactively identifies, promotes and develops plans for new project opportunities.

Level 5:

- Technical Competence: Develops advanced concepts and techniques. Serves as a discipline lead for a core team. Responsible for approving work of other staff for the particular discipline.
- Responsibility: Routinely functions as a lead for major projects, coordinating and managing the activities of other staff. May assist in defining staff needs, developing selection criteria, and hiring personnel. Reviews progress and evaluates results. May act in a liaison capacity with other organizations. Pursues continual learning and self-development.
- Interface: Serves as a consultant and spokesperson for the company on highly significant matters relating to organizational policies, programs, capabilities, goals and objectives. Monitors the work of others and directs efforts to achieve results. Influences other staff through engineering leadership.
- Deliverables: Provides leadership in identifying, promoting and developing new opportunities within a business unit.