

DRAFT PERFORMANCE WORK STATEMENT (PWS) SCOPE
05 November 2024

1.0 OBJECTIVE AND SCOPE

1.1 OBJECTIVE

The objective of the Marketplace for the Acquisition of Professional Services (MAPS) Multiple Award Indefinite-Delivery Indefinite-Quantity (IDIQ) contract is to provide Army customers, Program Executive Offices (PEOs), Department of Defense (DoD) agencies, and other federal agencies with knowledge-based support services and support the Army enterprise infrastructure and infostructure goals with information technology (IT) services worldwide (inside the contiguous United States (CONUS) and outside the contiguous United States (OCONUS)), including hostile areas.

1.2 SCOPE

This Performance Work Statement (PWS) establishes the scope and requirements for contractor-provided support services for a diverse group of organizations that span the spectrum of mission areas for programs with Knowledge-Based service-related requirements.

1.2.1 TECHNICAL SUPPORT AREAS

The following technical support areas will be include in the score of this effort.

1. Technical Services
2. Research, Development, Test and Evaluation (RDT&E) Services
3. Management and Advisory Services
4. High-Level IT Services
5. Low-Level IT Services

3.0 TECHNICAL REQUIREMENTS

Technical requirements will be determined at task order level but will fall under one of the support areas identified below.

3.1 TECHNICAL SERVICES

Examples of service areas that are included under the Technical Services support area include, but are not limited to, the following:

Engineering Services: These services are primarily for applying physical laws and principles of engineering in the design, development, and utilization of machines, materials, instruments,

structures, processes, and systems. These services may involve any of the following activities: provision of advice, preparation of feasibility studies, preparation of preliminary and final plans and designs, provision of technical services during the construction or installation phase, inspection and evaluation of engineering projects, and related services.

Logistics Services: These services are for operating advice and assistance to businesses and other organizations in: (1) manufacturing operations improvement; (2) productivity improvement; (3) production planning and control; (4) quality assurance and quality control; (5) inventory management; (6) distribution networks; (7) warehouse use, operations, and utilization; (8) transportation and shipment of goods and materials; and (9) materials management and handling, to include Medical Logistics.

Manufacturing Readiness: These services can be used in general industry assessments, or for more specific application in assessing capabilities of possible suppliers. These services can include effective communication and collaboration, continuous improvement, capacity planning, monitoring and production planning.

Technology Insertion: These services refer to the introduction of new and/or improved hardware or software capabilities into an established operational system. It can help expand system capability, increase readiness, reduce life-cycle costs, and reduce the logistics footprint.

Integration: These services can be used for comprehensive analysis, design, and assessment of requirements, concepts, and resources for human factors engineering, manpower, personnel, training, safety and occupational health, force protection and survivability, and habitability.

Interoperability: These services can be used for the ability of different software components or systems to seamlessly exchange and use information. It involves ensuring that the software can integrate effectively with other systems, regardless of their operating platforms, programming languages, or data formats.

3.2 RESEARCH, DEVELOPMENT, TEST & EVALUATION (RDT&E) SERVICES

Research, Development, Test and Evaluation (RDT&E) Services include any services directed toward the innovation, introduction, and improvement of products and processes.

Examples of service areas that are included under the RDT&E Services support area include, but are not limited to, the following:

Basic Research: These services include, pure research, fundamental research, basic science, or pure science, is a type of scientific research with the aim of improving scientific theories for better understanding and prediction of natural or other phenomena. Basic research often fuels the technological innovations of applied science.

Applied Research: These services generate actionable insights and solutions that have a direct impact on practical situations. These services seek to bridge the gap between theory and practice by taking existing knowledge and applying it in real-world contexts. Applied research is driven

by the need to address specific challenges, make informed decisions, and drive innovation in various domains.

Experimental/Developmental Research: These services are used for systematic work, drawing on knowledge gained from research and practical experience and producing additional knowledge, which is directed to producing new products or processes or to improving existing products or processes.

Modeling and Simulation: These services are used for the process of driving a model of a system with suitable inputs and observing the correspondingly outputs and the process of designing a model of a conceptual system and using it to conduct experiments for the purpose of understanding the performance of the system and/or evaluating alternative management strategies and decision-making processes using simulation results.

Prototyping and Fabrication Support: These services are used in research and are a critical step in the development of new products or systems. It involves creating early models of a product that simulate its design and functionality to test concepts, gather feedback, and iterate on the design before the final product is developed.

Exploratory Research: These services are a methodology approach that investigates research questions that have not previously been studied in depth. Services include reviewing existing research and publications, investigating questions, and studying experiences.

3.3 MANAGEMENT AND ADVISORY SERVICES

Examples of service areas that are included under the Management and Advisory Services support area include, but are not limited to, the following:

Acquisition and Strategic Planning: Defining an organization's direction and outlining a path toward a preferred future. It could involve creating specific business strategies, implementing them, and evaluating the results regarding the company's overall long-term goals or desires. Some other examples include risk management and mitigation, competition strategy, and developing a plan to acquire new systems or services.

Financial Services: Financial services encompass a broad range of service sector activities, especially as concerns financial management and finance. Some examples include, accounting, budgeting, cost analysis and estimating, financial advice, financial and performance audits, and financial planning.

Training Services: Training services include any service for training, education, or exercise support. Some examples include, customized business training, development of training documents, delivery of training and assessments, and mobile facility training.

Education Services: Services that provide instruction and training in various subjects.
Program Management: Services that relate to the overseeing of a group of individual projects linked together through a shared organizational goal or common area of impact.

Quality Assurance: Services related to the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.

Risk Management: Services related to identifying, assessing, and mitigating threats or uncertainties that can affect an organization. It involves analyzing the likelihood and impact of risks, developing strategies to minimize harm, and monitoring the effectiveness of measures.

3.4 HIGH-LEVEL IT SERVICES

Examples of service areas that are included under the High-Level IT Services support area include, but are not limited to, the following:

Intelligent Automation (Artificial Intelligence (AI/Robotic Pre-Automation)): AI combines cognitive automation, machine learning (ML), natural language processing (NLP), reasoning, hypothesis generation and analysis. The critical difference is that RPA is process-driven, whereas AI is data-driven.

Infrastructure, Service Platform, and Infrastructure Cloud Services: Infrastructure-as-a-Service (IaaS) provides users with compute, networking, and storage resources. Platforms-as-a-Service (PaaS) provides users with a platform on which applications can run, as well as all the IT infrastructure required for it to run.

Component Framework: A component framework is a set of well-defined interfaces that establish the protocols for component cooperation within the framework. These protocols are used by component developers to ensure the interoperability of their components within the scope of a given framework. Component-frameworks break the system down into variant "components" that represent abstract processing that the system supports.

Big Data and Big Data Analytics Data Services: The term "big data" refers to extremely large volumes of data that traditional processing methods may struggle to handle efficiently. Therefore, big data analytics is the process of examining large and complex datasets, commonly known as big data, to uncover valuable insights, patterns, trends, and correlations.

Quantum Computing: Emergent field of cutting-edge computer science harnessing the unique qualities of quantum mechanics to solve problems beyond the ability of even the most powerful classical computers. The field of quantum computing contains a range of disciplines, including quantum hardware and quantum algorithms.

Business Process Reengineering (BPR) Network/Systems Operation and Maintenance Enterprise: Business process engineering (BPE) is a strategic management approach that is focused on fundamentally rethinking and redesigning core business processes to achieve significant improvements in performance and efficiency. BPE focuses on optimizing end-to-end processes and eliminating redundancies.

Integration and Consolidation Information Technology Services: Support the implementation and rollout of new network infrastructure, including consolidation of established network

infrastructure. Activities may include hardware or software procurement, configuration, tuning, staging, installation and interoperability testing.

Cybersecurity Services: Professional products, processes, or solutions designed to safeguard information, devices, and networks from cyber threats. They protect organizations from unauthorized access, use, disruption, or destruction of sensitive data, systems, or applications.

Telecommunications/Systems Operation and Maintenance: Activities and processes involved in managing and sustaining the operation and upkeep of various systems, infrastructure, and facilities.

3.5 LOW-LEVEL IT SERVICES

Examples of service areas that are included under the Low-Level IT Services support area include, but are not limited to, the following:

Help Desk Support: Serves as the frontline of customer support, connecting those seeking assistance with those who can provide guidance.

Independent Verification and Validation (IV&V): Structured and objective assessment process where an external entity evaluates a project, system, or process to ensure that it complies with requirements, standards, and best practices. It also identifies and mitigates potential risks or issues.

IT Supply Chain Management: Supply chain management is the centralized management of the flow of goods and services. It includes all processes that transform raw materials into final products, such as shipping, production, and distribution of products, goods, and services.

IT Management Services: Activities performed by an organization to design, build, deliver, operate and control information technology (IT) services offered to customers. Planning, implementing, managing and optimizing information technology services to meet the needs of users and help organizations achieve their business goals.

Business Process Reengineering (BPR): Strategic management approach that involves fundamentally rethinking and redesigning core business processes. The goal is to achieve significant improvements in performance, efficiency, and effectiveness by optimizing end-to-end processes and eliminating redundancies.

Network/Systems Operation and Maintenance: Constitutes all the tasks and systems in place to monitor, update and run your organization's computer network before problems strike.

Information Technology Services: Information Technology Services (ITS) refer to a range of activities that involve the use of information technology to support, manage, and improve the operations of a business or organization. These services can include IT consultancy, hardware management, technical support, computer networking, and systems administration.