Acquisition Plan

IMCOM, College of Installation Management (CIM), School for Family and MWR Learning Management System Technical Support, System Maintenance and Travel

1. PROJECT TITLE. IMCOM, College of Installation Management (CIM), School for Family and MWR Learning Management System (LMS)

2. PURCHASE REQUEST/CONTRACT. To implement a new contract replacing the current contract, NAFBA1-13-C-0061, to provide Meridian KSI Learning Management System (LMS) annual system maintenance, technical support and travel for the College of Installation Management, MG Robert M. Joyce, School for Family and MWR (SFMWR) LMS.

3. PROJECT OFFICER.

IMCM-FM – Kimberly Rodrigues

4. CONTRACTING OFFICER.

IMWR-NC – Kimberly Drymala, Contract Specialist

Erin Taylor, Contracting Officer

5. STATEMENT OF NEED. The College of Installation Management, School for Family and MWR requires a Learning Management System to provide central registration, course enrollment, virtual learning, career management and a range of performance support tools through a single web portal located at [http://www.imcomacademy.com.](http://www.imcomacademy.com/) With this tool over 28,000 Family and MWR employees can obtain just-in-time training, Professional Development Programs (PDPs), automated Individual Development Programs (IDPs), student collaboration and a wide range of performance support tools right at their workstation.

6. ACQUISITION BACKGROUND AND OBJECTIVES.

a. Background.

1) The School for Family and MWR purchased the Meridian KSI Learning Management System in 2002. Technical support and system maintenance for this LMS has been provided by Meridian KSI since 2002. These services are critical to the sustainment of existing SFMWR owned software.

2) In 2011 hosting was moved from Meridian KSI to IMCOM G6. Currently G6 is the Internet Service Provider (ISP) and Application Service Provider (ASP). G6 manages the system in accordance with Army security, information assurance and accreditation requirements. Hosting was moved to G6 following a botnet attack on the LMS in 2010. Although the system was accredited through DoD Information Assurance Certification and Accreditation Process (DIACAP) at the time with the authority to operate by CIO/G6, the system was hacked and penetrated with malicious code. The LMS was shut down for 9 months during the hosting transition to G6. Following the hack, our LMS was upgraded to Meridian Global product with a .net software platform (more secure) and system now resides behind the Army firewall. LMS is Army Portfolio Management System (APMS) compliant and is currently seeking accreditation through Enterprise Mission Assurance Support Service (eMASS).

b. Objective.

1) To implement a new contract with Meridian KSI for Learning Management System technical support, system maintenance/upgrades and travel replacing current contract, NAFBA1-13-C-0061.

2) The specific details of the contract requirements are outlined in the

Performance Work Statement (PWS).

7. APPLICABLE CONDITIONS.

1. Current contract, NAFBA1-13-C-0061, with Meridian KSI providing technical support and system maintenance was set to expire 31 September 2016, but has been extended through 31 March 2017.
2. Current SFMWR LMS has been heavily customized to meet the school's changing and evolving training needs to include Professional Development Programs (PDPs), automated Individual Development Program (IDP) tools, blended learning, customized registration fields, reporting capability and roster/grade book.
3. Meridian KSI LMS is a fully .NET software application since 2006. The LMS is Section 508 and SCORM compliant, both government mandated training system requirements. LMS hosting is currently managed by G6. LMS is Army Portfolio Management System (APMS) compliant and seeking eMASS accreditation through CIO/G6.

8. RISKS.

a. Current contract ends 31 March 2017. Any lapse in service would result in a significant loss of training and professional development to the IMCOM staff.

b. Failure to obtain a new contract with Meridian KSI for technical support, managed services and system maintenance would result in the college owning a product without the capability of system and software upgrades to enhance productivity and without maintenance and technical support. In the event the LMS required system updates, or college desired to upgrade, there would be no means to obtain support.

9. PROCUREMENT STRATEGY.

a. Follow-on sole source.

1) In accordance with AR 215-4, 2-13.a.(1), the NAFI’s minimum need can only be satisfied by unique supplies, services, or capabilities available from only one source and no other types or sources of supplies or services will satisfy the NAFI Requirement. Meridian is the sole service/maintenance provider due to proprietary coding and program configuration.

2) In accordance with AR 215-4, 2-14.b.(2) the impact to changing LMS service providers at this time would cause an unacceptable delay in fulfilling the NAFI’s requirement for LMS technical support and system maintenance, as well as meeting the regulatory requirements outlined below:

1. Lack of availability to the SFMWR LMS would prohibit 28,000 students access to over 49 online courses and Professional Development Programs (PDPs) that auto-populate Individual Development Programs (IDPs); instructors and Registrar being required to track student registration and enrollment into virtual and classroom courses offline; SFMWR staff lack of access to reports and professional development data. Online courses provide FMWR professionals with continuing education units (CEUs), required professional development and mandated on-boarding requirements. Not having these courses would results in staff not fulfilling these mandatory course requirements which are outlined in IMCOM regulation 350-1. All Family and MWR staff are required to complete an annual Individual Development Plan (IDP) also outlined in IMCOM 350-1.
2. Proposed Solution/Security Compliance. Meridian KSI LMS is a fully .NET software application since 2006. The LMS is Section 508 and SCORM compliant, both government mandated training system requirements. LMS hosting is currently management by G6. LMS is Army Portfolio Management System (APMS) compliant and is seeking eMASS accreditation through CIO/G6. Changing LMS service providers at this time would cause redundancy in the time and other resources already spent.

b. Contract Type.

1. Firm-fixed pricing for system maintenance with time and material CLINs for technical support and travel. Travel is required to allow collaborative troubleshooting between G6 and Meridian KSI on complex technical or hosting issues that cannot be resolved via VTC, email, or phone.
2. Technical support CLINs will be structured by hourly rates associated with monthly task performance. This strategy enables funding and personnel costs to be quoted specifically for each associated project, improving oversight of the contract costs and performance. CLINs associated with system maintenance will be invoiced on an annual basis as is typical within the industry.
3. A four year contract with one base year and four, one year option periods. This structure will allow the school to continue their partnership with Meridian while maintaining flexibility through the length of the contract should requirements or industry change.

10. COST. Meridian KSI is on the GSA Schedule (GS-02F-006J) providing sustained LMS technical support services to government clients. Current GSA pricing for 35,000 Meridian Global LMS registered seats is $225,250 per year plus purchase of standard maintenance license at 20% of seat licensing costs totaling $45,050. Historical costs for Meridian technical support and system maintenance is approximately $150,000 per year, well under current GSA pricing structure. This is a result of the SFMWR being grandfathered into an unlimited seat user license since system was purchased in 2002, prior to current Meridian GSA contracted pricing structure.

INSERT COST TABLE demonstrating the cost per year to the nafi for the base year and all option years. What is going to be the total value of the contract if all options are exercised?

|  |  |
| --- | --- |
| **TLMS System Maintenance** |  |
| Base: April 1, 2017 - September 30, 2017 | $175,370.00 |
| 1st Option: October 1, 2017 – September 30, 2018 | $252,191.26 |
| 2nd Option: October 1, 2018 – September 30, 2019 | $252,191.26 |
| 3rd Option: October 1, 2019 – September 30, 2020 | $252,191.26 |
| 4th Option: October 1, 2020 – September 30, 2021 | $252,191.26 |
| **Total** | **$1,184,135.04** |

11. MANAGEMENT INFORMATION SYSTEM REQUIREMENTS.

a. Currently IMCOM G6 is the ISP and ASP. The College of

Installation Management, School for Family and MWR provided funding for servers. Meridian KSI database uses SQL.

b. Information Assurance Certification and Accreditation (C&A), Privacy Impact

Assessment (PIA) and System of Record Notice (SORN), Army Portfolio Management System (APMS) and security adherence is managed and monitored by G6 in collaboration with COR and contractor. Reference Section 208 of E-Government Act of 2002.

1) Contractor is required to work with HQ IMCOM Security Manager to obtain and maintain required security clearances, CACs and attend, at no cost, annual required training on information assurance.

2) G6, with assistance from COR, is pursuing LMS accreditation through Enterprise Mission Assurance Support Service (eMASS). Reference DoD Instruction 8510.01.

12. NAFI-FURNISHED INFORMATION AND PROPERTY. IMCOM College of Installation Management, School for Family and MWR owns the current LMS system. Contractor will provide code changes in zip packages to be applied to G6 LMS development site for QA testing before code changes are cleared for application to production site following review and approval by G6 Configuration Control Board (CCB). Current hardware was purchased by School for Family and MWR in 2011 and is managed by G6.

13. ENVIRONMENTAL AND ENERGY CONSERVATION IMPACT. There are no expected environmentally related requirements to be included in the award of this contract.

14. MILESTONES.

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| **Action** | **Estimated** | **Actual** |
| Development of SOW/Specifications |  | 15-Mar-16 |
| Acquisition Plan Approved | 31 Mar 17 APR 17 |  |
| IMCOM G6 Technical Review | 31 Mar 17 |  |
| Certification of Funds | 30-Jul-16 | 29 Sep 16 |
| Completion of Purchase Request | 15-Jul-16 | 29 Sep 16 |
| Receipt of Quote | 31-Jan-16 | 26 Feb 17 |
| Preparation of Award Docs (date package  sent to Legal) | 30-Jun-16 | 10 Mar 17 |
| Legal Review/Legal Sufficiency | 15 Mar 17 |  |
| Contract Award | 01 Apr 17 |  |

ACQUISITION PLAN

SIGNATURE PAGE

Project Officer (signature and date)

Branch Chief, MG Robert M Joyce School for Family and MWR (signature and date)

Director, College of Installation Management (signature and date)

Chief, G6 (signature and date)

Contract Specialist (signature and date)

Contracting Officer (signature and date)

Chief Acquisition Officer (signature and date)

Legal Counsel (signature and date)

Deputy Director, G9 (signature and date)