

Attachment 1

FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)
STATEMENT OF OBJECTIVES (SOO)
FOR
INFORMATION TECHNOLOGY APPLICATION SERVICES (ITAS)

08/20/04

1.0 Background: The FDIC is an independent government corporation created by Congress to maintain stability and public confidence in the nation's banking system. In its unique role as deposit insurer of banks and saving associations, the FDIC promotes the safety and soundness of insured depository institutions and the U.S. financial system by identifying, monitoring, and addressing risks to the deposit insurance funds. FDIC shares supervisory and regulatory responsibility for approximately 9,600 banks and 1,500 savings institutions with the Federal Reserve Board, Office of the Comptroller, Office of Thrift Supervision and state authorities. FDIC depends upon accurate information and reliable communications to execute its mandated functions and make informed, timely and correct decisions. FDIC uses Web technology as a strategic methodology for communication with the public, our business partners and our employees. FDIC has approximately 5,400 permanent employees and 1,000 contractors with accounts on its network. About 2,800 employees who are stationed around the continental United States primarily use laptop computers and establish dial-up connections to the network only a few times each week. In addition to network-connected users, FDIC has business partners in other federal and state bank regulatory agencies who access FDIC resources via the Extranet. FDIC has implemented a specialized Internet application called *FDICconnect* to provide a secure business channel for FDIC-insured institutions and other business partners to exchange information and execute e-business transactions with the Corporation.

2.0 Program Objective: FDIC's objective is to establish a multiple-source capability to acquire an all-encompassing range of Information Technology Application Services (ITAS). The anticipated ordering period, and period of performance, for this effort will be 10 years (an initial two year contract, with four two year options based on performance). Central to this effort are the means to:

- 2.1** Assist the Division of Information Resources Management (DIRM) of the FDIC in developing and maintaining an applied information technology (IT) program that is responsive to corporate strategies and business needs.
- 2.2** Foster the rapid adoption of new technologies.

- 2.3 Optimize internal and external communications and sharing of information.
- 2.4 Provide the flexibility for change as the nature of IT support services change.
- 2.5 Provide uninterrupted operations during transition.
- 2.6 Minimize organizational disruption.

3.0 Contract Objectives: The objective of this contract is to provide a process that FDIC can use to procure needed ITAS for development, modernization, and maintenance. The wide range of ITAS sought under this contract will:

- 3.1 Advance the use of current systems, improve upon and streamline them, craft new applications and introduce new technologies as they emerge.
- 3.2 Provide expert assistance in configuring and managing computer hardware, software and networks, in training clients, and in improving IT security, as it applies to application development and maintenance.
- 3.3 Provide comprehensive research, studies and solutions for systems development and deployment.
- 3.4 Respond to requirements on short notice and provide rapid solutions.

4.0 ITAS Requirements: It should be emphasized that the following is a listing of the types of IT support required; however, it is not intended to be a complete listing. An offeror shall have an extensive depth of supporting capabilities in all of the categories identified below.

4.1 Information Systems Services - The types of support services that fall within the Information Systems Services principal task area are those which are usually referred to as traditional Information Technology (IT) support services. **Note:** Contractor support for these services requires a process that meets or exceeds the most current Software Engineering Institute's requirements for Level III Capability Maturity Model (CMM) or CMM Integration (CMMI) certification. In addition, the development methodology utilized must be the Rational Unified Process (RUP) or RUP-based. The scope of work for this task area includes all aspects of software, security, application-related training, and quality assurance support services including, but not limited to:

- a. Project planning, tracking and reporting
- b. System, software and database design, development, customization, maintenance, implementation and training
- c. Requirements analysis, Web-site development and optimization
- d. Configuration management and tools support
- e. System integration and integration support
- f. Software engineering and integration support
- g. Security planning and analysis support
- h. Software security certification and accreditation
- i. Modeling, simulation, prototyping
- j. Testing, including independent validation and verification (IV &V)
- k. Documentation development
- l. Application performance management
- m. Enterprise Architecture

4.2 Organizational and Management Services – The implementation of large scale systems across functional areas will require high level project management skills and tools for managing, tracking and reporting and for maintaining configuration management controls. Additional support is required for the special computer and human interfaces often required to provide equal access to information resources for those who have disabilities. The scope of work for the Organizational and Management Services principal task area includes all aspects of organizational and managerial support services including, but not limited to:

- a. Organizational process definition
- b. Workflow design and implementation
- c. Requirements evaluation
- d. Technology planning and upgrade
- e. Technical support for the disabled (needs assessment, customization and implementation)
- f. Configuration management support, including planning and reviews
- g. Metrics support, including quality measures, function point analysis and earned value.
- h. Workload analysis and concept of operation support
- i. Quality assurance management and performance engineering
- j. Risk analysis and management, privacy planning and analysis support
- k. Disaster recovery, continuity of operation and contingency planning
- l. Relocation, installation and other hardware related support
- m. Studies, research, surveys and reporting
- n. License management
- o. Enterprise Architecture Support

4.3 Data Services – The FDIC supports a variety of data requirements. The scope of work for the Data Services principal task area covers all aspects of data support services including, but not limited to:

- a. Data Warehouse
- b. Data Modeling
- c. Data Migration/Conversion
- d. Database Design
- e. Database Administration
- f. Data Subscription Services

4.4 Software Process Improvement – The FDIC is committed to continually improving its software development and management processes. The scope of work for the Software Process Improvement principal task area includes all aspects of software process improvement services including, but not limited to:

- a. Program management
- b. Configuration management
- c. Performance management

4.5 Other Related IT Services - In keeping pace with technology improvements, the contractor will be required to identify emerging technologies and develop innovative solutions to keeping FDIC applications modern. This vehicle is designed to provide a wide variety of application services and the contractor has the opportunity to offer the corporation various services that allow continuous technology insertion as well as technology growth. The Other Related IT Services principal task area covers all aspects of IT services including, but not limited to:

- a. Business process re-engineering
- b. Providing subject matter experts
- c. Strategic and tactical planning
- d. Audit issues, response and tracking