



January 20, 2010

Department of Administration  
Purchasing Division, ATTN: Ms. Jo Ann Adkins  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

**Subject:** Request for Quotation for the Statewide Contract for Technical Services, ITECH10

Dear Ms. Adkins,

Computer Sciences Corporation (CSC) is pleased to provide a response to the State's Request for Quotation (RFQ) for the Statewide Contract for Technical Services, ITECH10.

CSC looks forward to continuing our commitment to create jobs in the West Virginia by assisting the State with its Information Technology service requirements. CSC has built a team of highly qualified personnel in West Virginia who process the qualifications, capabilities and proven experience to meet the needs of the State. CSC will also provide the State access to our workforce of over 90,000 employees worldwide.

In submitting this response to the ITECH10 RFQ, CSC confirms that we meet all mandatory requirements of the RFQ and acknowledges receipt of the two amendments.

We are confident that a review of our submission will illustrate that CSC has the best business solution to obtain a broad range of IT services that will enable the State to meet its operational requirements.

Our technical point of contact is: Steve Hooks  
Director of the CSC Identity Labs  
Computer Sciences Corporation  
1000 Galliher Drive  
Suite 242  
Fairmont, WV 26554.  
Phone: (304) 333-7510  
email: [jhooksjr@csc.com](mailto:jhooksjr@csc.com).

Our contractual point of contact is: Fernando Pidal  
Sr. Contracts Manager  
Computer Sciences Corporation  
15000 Conference Center Drive  
Chantilly, VA 20151  
Phone: (703) 818-5949  
email: [fpidal@csc.com](mailto:fpidal@csc.com).

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2010 JAN 19 PM 12:04  
WV PURCHASING  
DIVISION



CSC welcomes the opportunity to further expand our technical presence within the State. If you have any questions, please do not hesitate to contact me at (703) 818-5949 or [fpidal@csc.com](mailto:fpidal@csc.com).

Sincerely,

A handwritten signature in black ink, appearing to read 'Pidal', with a long horizontal stroke extending to the left.

Fernando Pidal  
Sr. Contracts Manager

Attachments:  
ITECH10 RFQ  
RFQ Addendum Acknowledgment  
Technical Proposal



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**ITECH10**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**JO ANN ADKINS  
 304-558-8802**

**RFQ COPY**

**TYPE NAME/ADDRESS HERE**  
 Computer Sciences Corporation  
 1000 Galliher Drive  
 Suite 242  
 Fairmont, WV 26554

**ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER**

DATE PRINTED <b>11/18/2009</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **01/07/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>REQUEST FOR QUOTATION</b></p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.</p> <p>*****            INQUIRIES</p> <p>WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, DECEMBER 9, 2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.</p> <p>ADDRESS INQUIRIES TO:            JO ANN ADKINS            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305</p> <p>FAX: 304.558.4115            E-MAIL: JO.A.ADKINS@WV.GOV</p> <p>ATTACHMENTS:            ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES.            PURCHASING AFFIDAVIT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS		
SIGNATURE 	TELEPHONE (703) 818-5949	DATE January 20, 2010
TITLE Sr. Contracts Manager	FEIN 95-2403126	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
**ITECH10**

PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**JO ANN ADKINS**  
**304-558-8802**

VENDOR

**RFQ COPY**  
**TYPE NAME/ADDRESS HERE**  
 Computer Sciences Corporation  
 1000 Galliher Drive  
 Suite 242  
 Fairmont, WV 26554

S.P.O.

**ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
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BID OPENING DATE: <b>01/07/2010</b>		BID OPENING TIME <b>01:30PM</b>		

LINE	QUANTITY	UOP	QAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		946-30		
<p><b>RESIDENT VENDOR PREFERENCE EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT</b></p> <p><b>TECHNICAL SUPPORT EXHIBIT 3</b></p> <p><b>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON ..... AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</b></p> <p><b>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</b></p> <p><b>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</b></p>						

SIGNATURE *[Signature]* SEE REVERSE SIDE FOR TERMS AND CONDITIONS  
 TITLE **Sr. Contracts Manager** FEIN **95-2403126**  
 TELEPHONE **(703) 818-5949** DATE **January 20, 2010**

**WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'**  
**ADDRESS CHANGES TO BE NOTED ABOVE**



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 Department of Administration  
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# Request for Quotation

RFQ NUMBER  
**ITECH10**

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**4**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
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**304-558-8802**

RFQ COPY

TYPE NAME/ADDRESS HERE  
 Computer Sciences Corporation  
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 Fairmont, WV 26554

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BID OPENING DATE: <b>01/07/2010</b>		BID OPENING TIME <b>01:30PM</b>		

LINE	QUANTITY	UOP	QAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION        PURCHASING DIVISION        BUILDING 15        2019 WASHINGTON STREET, EAST        CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p>						

SIGNATURE *[Signature]* SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TITLE Sr. Contracts Manager FEIN 95-2403126 TELEPHONE (703) 818-5949 DATE January 20, 2010

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

EXHIBIT 10

REQUISITION NO.: ..ITECH10

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED  
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY  
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ..X.....

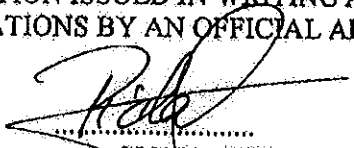
NO. 2 ..X.....

NO. 3 ..X.....

NO. 4 .......

NO. 5 .......

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE  
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR  
MUST CLEARLY UNDERSTAND THAT ANY VERBAL  
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY  
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES  
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE  
INFORMATION ISSUED IN WRITING AND ADDED TO THE  
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

  
.....  
SIGNATURE

.....  
Computer Sciences Corporation  
.....  
COMPANY

.....  
January 20, 2010  
.....  
DATE

**CSC****BUSINESS SOLUTIONS  
TECHNOLOGY  
OUTSOURCING**

# West Virginia ITECH10

## Statewide Contract for Technical Services

**PREPARED FOR:**

Department of Administration  
Purchasing Division  
ATTN: Jo Ann Adkins  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

**SUBMITTED BY:**

CSC  
1000 Galliher Drive  
Suite 242  
Fairmont, WV 26554  
(304) 333-7526

**Submission Date: 20 January 2010****CSC PROPRIETARY**

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed — in whole or in part — for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of — or in connection with — the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets of this entire proposal.

**Section I – Corporate Description****Company Location**

CSC  
1000 Galliher Drive  
Suite 242  
Fairmont, West Virginia 26554  
Main Line: (304) 333-7500  
Fax: (304) 333-7561  
Tax ID: 95-2043126

**Points of Contact****Contracts**

Fernando Pidal  
Sr. Contracts Manager  
15000 Conference Center Drive  
Chantilly, Virginia 20151  
(703) 818-5949  
[fpidal@csc.com](mailto:fpidal@csc.com)

**Technical**

Steve Hooks  
Director, CSC Identity Labs  
1000 Galliher Drive  
Suite 242  
Fairmont, West Virginia 26554  
(304) 333-7510  
[jhooksjr@csc.com](mailto:jhooksjr@csc.com)

CSC was established on April 16, 1959. In the last 50 years CSC has grown to a team of over 91,000 employees as of November 1, 2009.

**Company Synopsis**

Computer Sciences Corporation (CSC) is a global leader in providing technology-enabled solutions and services through three primary lines of business. These include North American Public Sector, Business Solutions and Services, and the Managed Services Sector.

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*CSC is a global leader in providing technology-enabled business solutions and services and has a robust presence in West Virginia.*

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CSC has helped clients manage every major wave of change in Information Technology (IT) since its formation in 1959. CSC provides innovative solutions for customers around the world by applying leading technologies and its own advanced capabilities. CSC is an IT and business services company headquartered in Falls Church, Virginia, and predominantly provides IT services in the following areas: systems design, integration, and professional services; enterprise application development and management; web and application software development; business process outsourcing; managed hosting services; and application and IT infrastructure outsourcing.

CSC's consulting and professional services include advising clients on the acquisition and utilization of IT and on business strategy, security, modeling, simulation, engineering, operations, change management and business process reengineering. CSC serves Fortune Global 1000 companies in fifteen industries and national, state, and local Governments. With employees in 80 countries, CSC is one of the largest

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opportunities. The Identity Labs is currently developing the Identification-based Decision Process to Ensure Confidential Transactions (IDProTECT) system to manage friendly forces identities, including those of uniformed personnel, Federal civilians, and contract support staff, in DOD.

Our portfolio of industry-focused solutions spans the full life cycle – from program management, strategy, and business process design to technology services, applications outsourcing, and hosting. CSC SMEs located in West Virginia provide input to corporate identity management projects worldwide. Similar worldwide corporate expertise can be available to West Virginia through CSC and ITECH 10.

**CSC has consistently ranked as one of the world's top global IT services companies and has received numerous awards for achievements in business and technology. For example:**

- Fortune 500 America's Largest Companies, #170 (May 2008)
- Fortune 500 Information Technology Services, #3 (May 2008)
- Forbes Global 2000, #720 (April 2008)
- Best Technology Solution Provider, "Reactions" magazine (October 2008)
- Outsourcing Relationship Excellence, #1, FSO Knowledge Xchange (August 2008)
- Large Business of the Year, U.S. Department of the Treasury (July 2008)
- Top Technology Provider, ACORD LOMA Insurance Systems Forum (June 2008)
- Top 3 Worldwide Green IT Outsourcer, Brown-Wilson Group (June 2008)
- Leaders Quadrant, Magic Quadrant for Help Desk Outsourcing, Western Europe, Gartner (May 2008)
- Top 100 Federal Prime Contractors, #9, Washington Technology (May 2008)
- Leaders Quadrant, Magic Quadrant for Managed and Professional Network Service Providers, North America, Gartner (May 2008)
- Leaders Quadrant, Magic Quadrant for Managed and Professional Network Service Providers, Worldwide, Gartner (August 2008)
- VARBusiness 500, North America's Top Solution Providers, #4, VARBusiness (May 2008)
- Leaders Quadrant, Magic Quadrant for Desktop Outsourcing Services, North America, Gartner (February 2008)
- Leaders Quadrant, Magic Quadrant for Help Desk Outsourcing, North America, Gartner (February 2008)
- Top 10 Best Providers of Outsourced Infrastructure Services, #3, Information Age (December 7, 2007)
- Leaders, WAVES, SAP Implementation Providers, Forrester (December 2007)
- Leaders Quadrant, Magic Quadrant for Data Center Outsourcing Services, Western Europe, Gartner (November 2007)
- Top 25 Enterprise Technology Vendors in Financial Services, American Banker (November 2007)
- Strong Positive, MarketScope for Data Center Outsourcing, North America, Gartner (October 2007)
- Leaders Quadrant, Magic Quadrant for ERP Service Providers, North America, Gartner (September 2007)
- Information Week 500, Top 250 Innovators, Leading Users of Business Technology, #90, Information Week (September 2007)
- Leader, WAVES, European Remote Infrastructure Management, Forrester (August 2007)
- Top 200 Federal Contractors, #14, Government Executive, 2007 (August 2007)
- National Aeronautics and Space Administration Large Business Contractor of the Year (November, 2009)

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**Section II – Qualifications and Experience of the Company in Supplemental Staffing Contracts**

CSC does not intend to apply for any of the twenty-one (21) supplemental staffing categories.

**Data Warehouse Development and Implementation**

CSC has extensive experience in all aspects of Data Warehouse Development and Implementation. Table 2 provides a high level overview of Data Warehouse Development and Implementation requirements met by each reference. Tables 3-5 below provide the required client reference information for Attachment 2.

**Table 2. References for Data Warehouse Development and Implementation Requirements**

Requirement #	Description	3 Relevant CSC Contracts		
		CR2	eMedNY	FPS Economy
1	Must have experience in the implementation of full-service end-to-end, turnkey data warehouse solutions	✓	✓	✓
2	Must have experience with at least 3 vendor platforms for database software that comply with the statewide technical architecture (e.g., UNIX, NT, MVS, etc)	✓	✓	✓
3	Must have experience with at least 3 vendor platforms for data extraction, management, loading, and reporting. The vendor platforms must comply with the statewide technical architecture (e.g., UNIX, NT, MVS, etc.)	✓	✓	✓
4	Must have standard project management methodology in place and must demonstrate it is used	✓	✓	✓
5	Must have a data warehousing implementation methodology in place and must demonstrate it is used	✓	✓	✓
6	Must have a documented knowledge transfer policy in place and demonstrate it is used	✓	✓	✓
7	Must have post-implementation support available	✓	✓	✓

reports on the warehouse data. CSC also has experience with Oracle, Teradata, Aster Data, and Netezza.

**4. Must have standard project management methodology in place and must demonstrate it is used.**

The DBTDB was developed from scratch and went through the full standard Project Management Institute (PMI) methodology of Initiation, Planning, Executing, Monitoring and Controlling and eventually will be closed out as the warehouse migrates to the new Oracle platform. CSC uses PMI certified Project Management Professionals (PMP) to provide project management support ensuring a fully integrated development and acquisition process for design, test and evaluation, procurement, operations, technology infrastructure development, and logistics support of IT and biometrics equipment. CSC has expanded the architecture on all systems supported, in accordance with DoD Architecture Framework (DoDAF) guidelines and applicable regulations, including CJCSI 6212. Specific architectures created included activity process models, Operational View (OV)-6c, and OV-1s.

**5. Must have a data warehousing implementation methodology in place and must demonstrate it is used.**

CSC's Catalyst 4D is a World Class approach to transforming enterprise data into knowledge. CSC's data offerings include four key areas of emphasis: 1) Business/Technical Assessments 2) Foundations 3) Data Warehouse Design and Development, and 4) Enterprise Data Management. Each offering is business case-driven and accelerated by our comprehensive set of tools and templates. These offerings cover a broad range of analytics and presentation - query and reporting, multidimensional analysis, data mining, statistical and financial analysis, predictive modeling, data visualization and simulation, and regulatory compliance.

**6. Must have a documented knowledge transfer policy in place and demonstrate it is used.**

Transitioning people and work is a core competency of CSC. Our goal is to ensure a smooth transition of services to our client. As part of CSC's transition approach, knowledge transfer is an important and integral component. CSC provided the training, documentation, online access to all program documentation, reports, and regular briefings to customer management on program status. CSC employed its proven Knowledge Transfer ("KT") Methodology to facilitate retention and movement of critical work knowledge as appropriate in addressing the transition of responsibilities.

**7. Must have post-implementation support available.**

CSC is still currently supporting and maintaining the DBTDB and is frequently called upon to assist DOD components with DBTDB database needs.

- Forecasting utilization of expensive drugs for budgeting purposes
- Creating other predictive models
- Providing information to make informed policy decisions
- Responding quickly to legislative inquiries

**4. *Must have standard project management methodology in place and must demonstrate it is used.***

CSC uses PMI certified PMPs to provide project management support ensuring a fully integrated development and acquisition process for design, test and evaluation, procurement, operations, technology infrastructure development, and logistics support of IT equipment.

**5. *Must have a data warehousing implementation methodology in place and must demonstrate it is used.***

CSC's Catalyst 4D is a World Class approach to transforming enterprise data into knowledge. CSC's data offerings include four key areas of emphasis: 1) Business/Technical Assessments 2) Foundations 3) Data Warehouse Design and Development, and 4) Enterprise Data Management. Each offering is business case-driven and accelerated by our comprehensive set of tools and templates. These offerings cover a broad range of analytics and presentation - query and reporting, multidimensional analysis, data mining, statistical and financial analysis, predictive modeling, data visualization and simulation, and regulatory compliance.

The eMedNY data warehouse provides a comprehensive view of more than 18 terabytes (5 years) of Medicaid data storage, and incorporates sophisticated query capabilities for swift conversion of data into valuable, actionable information. In 2004, the eMedNY data warehouse won the National Recognition Award for Enterprise Information Architecture presented by the National Association of Chief Information Officers.

**6. *Must have a documented knowledge transfer policy in place and demonstrate it is used.***

When CSC implemented eMedNY, it was crucial for the more than 75,000 Medicaid providers to understand the new systems. For more than 20 years, providers had submitted and received information via mail; the new systems offered a shift to online interactions. Early in the planning for the implementation, a team of well-trained outreach representatives planned and executed a statewide training program to make sure providers were ready to fully utilize the new eMedNY systems as soon as they were available. Hundreds of training sessions were conducted statewide prior to the start-up, so providers would have time to prepare for the new system and acclimate themselves to new processes.

**7. *Must have post-implementation support available.***

During the transition, CSC's eMedNY call center handled providers' questions and concerns in adjusting to the new system's requirements. The CSC outreach team conducted additional group training sessions for providers who fell behind at implementation time, and even visited providers in their offices to help them research complex issues and offer solutions for payment problems.

CSC relies on the PMI methodology of Initiation, Planning, Executing, Monitoring, and Controlling and eventually will be closed out as the warehouse migrates to the new Oracle platform. CSC uses PMI certified PMP to provide project management support ensuring a fully integrated development and acquisition process for design, test and evaluation, procurement, operations, technology infrastructure development, and logistics support of IT equipment.

**5. *Must have a data warehousing implementation methodology in place and must demonstrate it is used.***

The FPS Economy's objectives were to standardize IT tools and methodologies for all data coming into the NIS; fully automate data collection, input, processing and output; implement browser-based dynamic Web applications; and offer high-performance statistical tools for "heavy" users, such as statisticians, who have to define and take samples in order to define the population for a survey.

The scope of the project was enormous. The FPS Economy uses more than 300 core processes, gathers data from many external sources, utilizes hundreds of databases, and produces statistics about diverse topics, including economic indicators, social demographics, price indexes, traffic accidents, real estate and agricultural prices.

**6. *Must have a documented knowledge transfer policy in place and demonstrate it is used.***

As part of the assignment, we transferred both FPS Economy business and IT users of the project and change management skills to enable them to focus on improving analytical processes and data architecture rather than simply managing data collection and delivery.

**7. *Must have post-implementation support available.***

The warehouse is constantly updated and available so clients can rapidly obtain key socioeconomic information from the FPS Economy. Through a Web interface, external users — citizens and businesses — can access statistics using a self-service mode and create their own tables and graphs based on the parameters or layout they want.

"Cooperating with an expert partner like CSC helped us set up strong project governance structure to safeguard the alignment of business and IT," said FPS Economy's De Saer. "Together, we have made FPS Economy a European pioneer in providing interactive, near real-time data to our customers."

**Table 7 - Client Reference 1. E-Government, Including Development and Implementation**

<b>Project Description</b>	U.S. Internal Revenue Service (IRS) – PRIME: CSC provides IT outsourcing to the IRS and its 100,000 employees nationwide. The CSC PRIME Alliance, a world-class team of seven contractors led by CSC, was selected to enter into a strategic partnership with the IRS to plan, design, and modernize processes and business systems while managing risks of significant changes to the way IRS conducts business with taxpayers. CSC used collaborative models to bring business, technical, and process groups together. CSC provides overall program integration and management, including financial management and resource allocation. IRS PRIME functions include development and implementation of a modernization Enterprise Architecture, configuration management, quality management, security, safety, systems integration, testing, procurement, and budget. CSC maintains operating and database management systems, provides Commercial-off-the-Shelf (COTS) applications software; hardware and software systems and maintenance; and acquires and implements COTS products and systems.
<b>General Value of Contract</b>	\$2.67 billion
<b>Length of Project</b>	12/1/98 – 12/1/13
<b>Types of Contractors Used</b>	This contract includes 9,578 WY by personnel across all ITSSC labor categories. CSC has averaged 875 FTEs annually. Currently, PRIME has 545 CSC personnel (from a peak of 1327).
<b>Client Name &amp; Address</b>	U.S. IRS, 6009 Oxon Hill Road, Oxon Hill, Maryland 20745
<b>Contact Name</b>	Glenn Sullivan (IRS Account Program Manager of IFS COTS Application)
<b>Telephone Number &amp; Email</b>	(202) 283-1939

**1. Experience in methodologies for electronic commerce strategic planning, implementation, post installation support, and project management.**

CSC implemented an enterprise-wide Federal Financial solution for IRS using an Enterprise Resource Planning (ERP) COTS product suite (SAP R/3, BW, SEM, Portals) and employed industry best practices and standards provided by the ERP COTS package, applying these best practices to IRS business processes. CSC implemented electronic interfaces into the SAP system (e.g. pay.gov) and controls access to the application via a web based Enterprise User Portal. CSC designed, developed and delivered an internet-based application that provides instant refund and filing status information to taxpayers.

**2. Experience in implementing electronic commerce projects utilizing EDI, EFT, workflow, credit card payment, purchase cards or smart cards and/or web-based technologies.**

The IRS selected CSC as the systems integrator to build, deploy, and subsequently maintain a Joint Financial Management Improvement Program (JFMIP)-certified COTS ERP as the basis of a new integrated financial system to support the administrative, financial, procurement, and work management functions of the Office of the Chief Financial Officer (CFO). The IRS solution included replacement of all back-office financial management systems and financial statements for monthly and annual reporting, and implementation of the procurement process with the user interface remaining in the legacy procurement system. The Integrated Financial System (IFS), a SAP ERP system, handles the budget, procurement, and operations of the agency's \$12 billion administrative functions and has delivered improved access to financial information. The solution includes EDI interfaces, Electronic Funds Transfer through the pay.gov website, workflow routing for processes like invoice and payment processing, and the processing of purchase card payments.

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**Table 8 - Client Reference 2. E-Government, Including Development and Implementation**

<b>Project Description</b>	U.S. Patent and Trademark Office (USPTO) Systems Development and Integration (SDI): Since 1997, CSC has continuously provided IT services to the U.S. Patent and Trademark Office (USPTO), supporting the modernization of systems and transformation of business processes, enabling the incremental transformation of the agency to world-class electronic-Government (e-Gov) operations. Under the USPTO SDI contract, awarded December 2004, CSC has provided system design and analysis, programming, testing, implementation, customer training, system and software maintenance and engineering, document processing, business process reengineering, product assurance, project management and related services to USPTO.
<b>General Value of Contract</b>	\$281 million
<b>Length of Project</b>	12/1/04 – 12/1/10
<b>Types of Contractors Used</b>	105 + 200 IT professionals in all levels of following labor categories: S/W Engineer, Systems Engineer, System Analyst/Programmer, QA Analyst, SME, Configuration Management Specialist
<b>Client Name &amp; Address</b>	USPTO, Office of Acquisition Management Division, 600 Dulany Street, MDW, 4A64, Alexandria, VA 22313
<b>Contact Name</b>	Sue Vaghar, COTR
<b>Telephone Number &amp; Email</b>	(571) 272-5111

**1. Experience in methodologies for electronic commerce strategic planning, implementation, post installation support, and project management.**

CSC follows USPTO's SDLC for software/system releases. All CSC Managers are PMP certified since 2004. Program has attained Capability Maturity Model Integration (CMMI) level 2.

**2. Experience in implementing electronic commerce projects utilizing EDI, EFT, workflow, credit card payment, purchase cards or smart cards and/or web-based technologies.**

- Office Action Correspondence System (OACS): Custom workflow system to perform EDI/EDT using web-based technology and to create legal correspondence for patent applicants. Uses Word 2003 with VBA 6.0; ASP and MS IIS to communicate with Oracle database; DLL written in VB 6 and .NET.
- Enterprise Application Integration (EAI) Hub: Framework for loosely coupled automated information systems (AISs) to transfer data/services across heterogeneous environments; messaging, routing, and scanning for e-filed documents; architecture components (MQ 6.0, Broker 6.0) enable data transmission across various servers and transform XML data; s; system messages are submitted via JMS/HTTP; distributed queuing topology assures message delivery; custom Java classes coordinate MQ interface issues to calling systems.
- E-Filing System Web: Simple, secure method for eFilers to submit documents to USPTO as PDF files over Internet via EAI Hub to back-end systems for processing of applications downstream. Key technologies include HTML, JavaScript, CSS, XML, AJAX, Servlet, Java, PortletJSP, WebServices, JUnit, DOM, Apache Commons Digester, log4j, WebSphere

**3. Experience implementing electronic procurement (sales order transactions) applications, including on-line catalogs, order entry, payment processing, order confirmation and fulfillment.**

- Customer Contact Management System (UCCMS): Web-based COTS product enables better sales order management, e.g., order entry, processing, tracking customers/subscriptions. Enables public users to register/download trademark bulk data.
- Order Entry Management System (OEMS): Single system manages entry/fulfillment of orders for copies of patents/trademarks. Customers enter/receive orders, make inquiries via Internet.

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**Table 9 - Client Reference 3. E-Government, Including Development and Implementation**

Project Description	<p><b>State of New York MMIS (eMedNY):</b> Working closely with the New York State Department of Health (DOH), CSC has implemented the largest, most technically sophisticated MMIS in the country.</p> <ul style="list-style-type: none"> <li>• Processes 350+ million Medicaid claims and 100+ million eligibility verification requests annually</li> <li>• Disburses more provider payments than any other single fee-for-service MMIS or Fiscal Agent contract in U.S. (\$40+ billion)</li> <li>• Reduced paper claims processing from 12% o 3% of workload</li> </ul> <p>Delivers 100% system availability and services to more than 60,000 active participating providers per year as they support more than 4 million recipients.</p>
General Value of Contract	\$880 million
Length of Project	05/1/00 - 06/30/12
Types of Contractors Used	100 plus development staff, 35 system engineers, hundreds of staff supporting operations and call centers
Client Name & Address	Tom Donovan, P.O. Box 4611, Rensselaer, New York 12144
Contact Name	John Caterham
Telephone Number & Email	(518) 257-4800 jcaterham@csc.com

**1. Experience in methodologies for electronic commerce strategic planning, implementation, post installation support, and project management.**

The eMedNY system designed and operated by CSC, is the largest, most complex and most technically sophisticated Medicaid solution in the nation. It provides a real-time processing environment for online eligibility verification, claim submission, status verification, and transaction review. Many redundancies that allow for continuous uptime were designed into the systems, including dual mainframes, dual UPS systems, and two one-megawatt diesel generators.

**2. Experience in implementing electronic commerce projects utilizing EDI, EFT, workflow, credit card payment, purchase cards or smart cards and/or web-based technologies.**

CSC's role encompasses a full range of fiscal agent services, including: provider services and outreach, claims processing, systems development, data center and facility operations, and network support.

eMedNY is a Web-enabled system processes eligibility verifications, claim submissions, and prior-authorization requests from the state's 75,000 participating healthcare providers. Today, the system has grown to manage over 350 million claims, 150 million eligibility verification transactions, and over \$49 billion in payments annually.

**3. Experience with implementing electronic procurement (sales order transactions) applications, including on-line catalogs, order entry, payment processing, and order confirmation and fulfillment.**

CSC designed, implemented, and hosts the sole web portal for all NYS Medicaid program medical facilities, providers, practitioners, and pharmacies that participate in the Medicaid program for the State of New York. The portal allows paperless transactions such as the ability to submit eligibility verification transactions and Medicaid claims online. Additionally, users can achieve Health Insurance Portability and Accountability Act (HIPPA) compliance through the portal.

**4. Experience in integrating business-to-business applications, both internal (Intranet) and external (Extranet) to an enterprise.**

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**Internet/Intranet and Electronic Commerce Security Development and Implementation**

CSC has extensive experience in all aspects of Internet/Intranet and Electronic Commerce Security Development and Implementation. Table 10 provides a high level overview of Internet/Intranet and Electronic Commerce Security Development and Implementation requirements met by each reference. Tables 11-13 below provide the required client reference information for Attachment 4.

**Table 10 - References for Internet/Intranet and Electronic Commerce Security Development and Implementation**

Requirement #	Description	3 Relevant CSC Contracts		
		CR2	eMedNY	Seaport
1	Experience in IT security, which includes two or more years of working experience in EDP audit or IT security capacities	✓	✓	✓
2	Recognized expertise in Internet security (e.g., security or professional society qualification such as Certified Information System Auditor – CISA awarded by the EDPAA)	✓	✓	✓
3	Experience in developing business impact and vulnerability analysis plans relating vulnerabilities to business exposures and developing a response program to reduce exposures	✓	✓	✓
4	Experience with IT policy and standards, either in development or compliance work	✓	✓	✓
5	Technical expertise in Internet protocols, including FTP and HTTP, and in minimizing associated security weaknesses	✓	✓	✓
6	Experience with major operating system security mechanisms and potential vulnerabilities	✓	✓	✓
7	Experience with writing/using scripts or security products for evaluating security vulnerabilities in networks or operating systems or Web sites	✓	✓	✓

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**4. Experience with IT policy and standards, either in development or compliance work.**

CSC staff have built, operated and maintained all BTF IT assets in accordance with all DOD, Army, and Federal policy and procedures and industry best practices.

**5. Technical expertise in Internet protocols, including FTP and HTTP, and in minimizing associated security weaknesses.**

CSC engineers with implementation, operation and maintenance of Internet Protocols, such as HTTP, HTTPS, SSL/TLS, FTP, SFTP, SNMP, SMTP, VPN, etc. CSC used network and information security tools including IDS/IPS, Firewall and network monitoring tools to monitor all internet protocols in accordance with DOD, Army and Federal Policies and Procedures, used risk reduction and risk mitigation techniques to limit risk and vulnerabilities management

**6. Experience with major operating system security mechanisms and potential vulnerabilities.**

CSC staff has experience with all the major operation systems including Microsoft Windows, UNIX and Linux. CSC staff work to implement, operate and maintain system security thru the use of system security policy, system logging and auditing, system patching and vulnerability assessments scanning.

**7. Experience with writing/using scripts or security products for evaluating security vulnerabilities in networks or operating systems or Web sites.**

CSC staff work to operate and maintain BTF's IT Infrastructure through the use of custom scripts, Government provided scripts and automated vulnerability assessment scanning tools.

**4. Experience with IT policy and standards, either in development or compliance work.**

To design a system that would meet diverse needs and include all elements of Medicaid processing, we relied on valuable insight and requirements definition from the DOH, Medicaid providers and HIPAA industry experts. In addition to 24x7 availability and robust processing capabilities, eMedNY had to be designed with all HIPAA standards in mind: Transaction and Code Sets, Security and Privacy compliance, as well as the necessary preparation for future HIPAA requirements, such as unique identifiers for employers, providers and health plans. As mandated by the act, providers must send and payers must accept standard-format electronic transactions. The act also includes far-reaching information security and privacy stipulations to protect patients' medical information.

**5. Technical expertise in Internet protocols, including FTP and HTTP, and in minimizing associated security weaknesses.**

The list of protocols includes but is not limited to email (SMTP, POP), FTP/SCP, SSH, HTTP/HTTPS, SSL/TLS, SQL, and LDAP. Operations include configuration and hardening of services as well as configuration of access controls and network devices (e.g. firewalls) as part of the overall security plan.

**6. Experience with major operating system security mechanisms and potential vulnerabilities.**

Operations include configuration and hardening of services as well as configuration of access controls and network devices (e.g. firewalls) as part of the overall security plan. CSC security personnel have experience in a wide variety of security vulnerability assessment products, including ISS, IP360, eEye Retina, Nessus, Imperva, and Webinspect.

**7. Experience with writing/using scripts or security products for evaluating security vulnerabilities in networks or operating systems or Web sites.**

This includes custom scripts to parse and reduce the voluminous output from Nessus and nmap. The SEL also recently developed two shell scripts to automate the security hardening of Red Hat Enterprise Linux servers in accordance with industry standards.

**4. Experience with IT policy and standards, either in development or compliance work.**

IDP personnel have over fifteen combined years of experience in IT policy and compliance; this includes expertise in IT security audit and compliance using the following standards: DoD 8500.1, PCI, HIPAA, Gramm-Leach-Bliley Act (GLBA), ISO17799/27002, and Federal Information Security Management Act (FISMA). The Security Engineering Lead has developed information security policies and procedures for commercial companies, financial institutions, state and federal government entities, and non-profit organizations.

**5. Technical expertise in Internet protocols, including FTP and HTTP, and in minimizing associated security weaknesses.**

IDP security personnel have demonstrated expertise in various Internet protocols for an average of nine years each. The list of protocols includes but is not limited to email (SMTP, POP), FTP/SCP, SSH, HTTP/HTTPS, SSL/TLS, SQL, and LDAP. Operations include configuration and hardening of services as well as configuration of access controls and network devices (e.g. firewalls) as part of the overall security plan.

**6. Experience with major operating system security mechanisms and potential vulnerabilities.**

IDP security personnel each have an average of over eight years of experience working with major operating systems – including Microsoft Windows platforms and multiple Unix OSs (Linux, Solaris, HP-UX, and AIX). Tasks include hardening, patching, operating, troubleshooting, and configuring these operating systems and the services that run on them.

CSC security personnel have experience in a wide variety of security vulnerability assessment products, including ISS, IP360, eEye Retina, Nessus, Imperva, and Webinspect.

**7. Experience with writing/using scripts or security products for evaluating security vulnerabilities in networks or operating systems or Web sites.**

CSC has experience with custom scripts to parse and reduce the voluminous output from Nessus and nmap. The SEL also recently developed two shell scripts to automate the security hardening of Red Hat Enterprise Linux servers in accordance with industry standards.



**Table 15 - Client Reference 1. E-Commerce – Web-based Development**

<b>Project Description</b>	Information Technology Enterprise Solutions - 2 Services (ITES 2S): CSC has supports the BTF by performing research, concepts development, software engineering, prototyping, biometric test and evaluation, network services, Help Desk, Knowledge Management, administrative support and IT support
<b>General Value of Contract</b>	\$13 million
<b>Length of Project</b>	09/23/08 - 10/03/10
<b>Types of Contractors Used</b>	Over 55 FTEs with skills in software/systems/test engineering, systems/network administration, Information assurance engineering, and DOD Secret/Top Secret clearances.
<b>Client Name &amp; Address</b>	Biometrics Task Force, 347 West Main Street, Clarksburg, WV 26301
<b>Customer Contact Name</b>	Col. Randal Buckner
<b>Telephone Number &amp; Email</b>	(304) 326-3004 randy.buckner@biometrics.dod.mil

**1. Experience with Web-site architecture, design and development including style sheets and dynamic HTML.**

CSC staff works with the Government to build, operate, and maintain BTF's websites and custom web applications. CSC engineers have worked with government representatives to obtain requirements and design custom dynamic web applications and websites. The design is documented by CSC and approved by Government representatives. The design and development of the website and web applications is based on accepted industry standards. Style sheets are utilized to ensure colors and style are the same throughout the application to give a cohesive look and feel.

**2. Experience with standards-based design.**

CSC engineers use standards-based design to ensure all web sites are forward compatible and the site does not rely on browser-specific technology. By following these standards, customers can use the browser of their choice to view the website, as long as the browser also complies with these standards.

**3. Experience with Web-enabling legacy applications.**

None

**4. Experience with Web-development tools and environments.**

CSC engineers use the latest tools for web development, testing, and deployment. CSC has experience with tools such as Team Foundation Suite and Eclipse.

**5. Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity software, e.g. BizTalk.**

CSC provides the implementation, operation of maintenance of database products such as Oracle, Microsoft SQL and MySQL. CSC has used these products to provide database back-ends for multiple BTF web-based application, and custom applications.

CSC engineers provide multiple data access technologies including custom built web services, custom built data access layers, object relational mappers, etc.

**Table 16 - Client Reference 2. E-Commerce – Web-based Development**

<b>Project Description</b>	<p><b>Seaport Enhanced - IDProTECT:</b> In FY07/08 the Biometrics Task Force (BTF) tasked Naval Surface Warfare Center, Dahlgren Division (NSWCDD), as their Technical Direction Agent, to provide a proof of concept authoritative biometrics repository and matching services for friendly personnel. This repository and matching service is known as Identification-based Decision Processes To Enable Confident Transactions (IDProTECT). IDProTECT provides web services to store, match, and share biometrics of personnel enrolled in Defense Enrollment Eligibility Reporting System (DEERS). IDProTECT provides the capability to store (enroll) fingerprint, face, and iris images; match (verify and identify) using fingerprint or iris modalities; and share (extract) fingerprint and iris templates, facial images, and limited biographical data from DEERS. The result is an extension of the authoritative root identity established in DEERS to include biometrics.</p>
General Value of Contract	\$22.3 million
Length of Project	08/1/08 – 09/22/10
Types of Contractors Used	Software, Systems, and Security Engineers
Client Name & Address	Naval Surface Warfare Center – Dahlgren Division Dahlgren, Virginia 22448
Contact Name	John Stroud
Telephone Number & Email	(540) 653-2984 john.m.stroud@navy.mil

**1. Experience with Web-site architecture, design and development including style sheets and dynamic HTML.**

CSC designed and developed websites utilizing MVC (model-view-controller) design patterns and architecture utilizing cascading and extensible style sheets, JavaScript, and utilized cutting edge web based Java Enterprise Edition technologies for web based applications development like Java Server Pages and Servlets. We also deployed mission critical enterprise web based applications on application servers running on Linux, UNIX, and Windows operating systems.

**2. Experience with standards-based design.**

CSC widely uses frameworks like the Apache Struts framework and Sprint framework for implementing MVC design patterns to adhere with standards-based design.

**3. Experience with Web-enabling legacy applications.**

CSC provided web-enabling multiple legacy applications that were developed using CICS Cobol to the latest Java Enterprise Edition technologies to include data migration from legacy systems.

**4. Experience with Web-development tools and environments.**

CSC uses various integrated development environments to create applications like Eclipse, JDeveloper, Netbeans, and other web development tools like Macromedia Dreamweaver and Flash.

**5. Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity software, e.g. BizTalk.**

CSC provides database access through various technologies including Java Database Connectivity (JDBC), and other higher level layers like Hibernate, Spring, Java Persistence Interfaces (JPI) and Application Programming Interfaces (API).

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**Table 17 - Client Reference 3. E-Commerce – Web-based Development**

<b>Project Description</b>	<p><b>State of New York MMIS (eMedNY):</b> Working closely with the New York State DOH, CSC has implemented the largest, most technically sophisticated MMIS in the country.</p> <ul style="list-style-type: none"> <li>• Processes 350+ million Medicaid claims and 100+ million eligibility verification requests annually</li> <li>• Disburses more provider payments than any other single fee-for-service MMIS or Fiscal Agent contract in U.S. (\$40+ billion)</li> <li>• Reduced paper claims processing from 12% to 3% of workload</li> </ul> <p>Delivers 100% system availability and services to more than 60,000 active participating providers per year as they support more than 4 million recipients.</p>
General Value of Contract	\$880 million
Length of Project	05/1/00 - 06/30/12
Types of Contractors Used	100 plus development staff, 35 system engineers, hundreds of staff supporting operations and call centers
Client Name & Address	Tom Donovan, P.O. Box 4611, Rensselaer, New York. 12144
Contact Name	John Caterham
Telephone Number & Email	(518) 257-4800  caterham@csc.com

**1. Experience with Web-site architecture, design and development including style sheets and dynamic HTML**

CSC developed and runs the largest, most complex and technically sophisticated Medicaid solution in the nation, eMedNY. This system allows New York Medicaid providers to electronically submit claims and receive payments for services using common Web-based interactive tools and interfaces. User friendliness, coupled with convenient and effective training, help to ensure that providers participate to the maximum extent in the Medicaid program.

**2. Experience with standards-based design.**

The success of eMedNY is a result of CSC's partnership with the New York Department of Health and the agency's desire to employ leading edge technology. The eMedNY system is the largest, most complex, and technically sophisticated Medicaid solution in the country. With more than 4.1 million participants relying on the system and 600 million eligibility verification, prior authorization, and claims transactions processed annually, there is no room for system failure or sub-par performance.

**3. Experience with Web-enabling legacy applications.**

CSC began by analyzing the requirements to bring HIPAA functionality and security to the former legacy MMIS, which CSC had run successfully for more than 15 years. CSC also involved in implementing eMedNY, the new MMIS for New York State. In a parallel effort, CSC analyzed the HIPAA functionality requirements for the first phase of the eMedNY implementation. Working closely with DOH and selected providers who assisted in extensive testing, we implemented the first fully HIPAA-compliant MMIS in the U.S., meeting the Federal deadline for compliance.

**4. Experience with Web-development tools and environments.**

To ensure stability under demanding, high-usage conditions, and the CSC-developed system comprises state-of-the-art components. It provides true 24x7x365 availability, combining multiple mainframes in a Parallel Sysplex configuration with redundant WebSphere and .Net application servers. Fully IP-enabled, eMedNY employs thin client technology for state and county users and a user-friendly Web application for providers. Advanced technologies are used in all systems including the imaging and data warehouse systems, where users have rapid access to critical and up to date information.

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**Electronic Document Management System**

CSC has extensive experience in all aspects of Electronic Document Management System. Table 18 provides a high level overview of Electronic Document Management System requirements met by each reference. Tables 19-21 below provide the required client reference information for Attachment 6.

**Table 18 - References for Electronic Document Management System**

Requirement #	Description	3 Relevant CSC Contracts		
		ITES	USPTO	eMed NY
1	Demonstrate knowledge and practice of a formal software development life cycle (SDLC) methodology by using references to previous projects where this type of work was completed	✓	✓	✓
2	Demonstrate a "knowledge transfer" method and reference a project to illustrate how technical support, system administrators, and end users are able to operate the solution environment by the time a project is completed and to minimize operational on-going support from vendors	✓	✓	✓
3	Describe the approach and tools used to perform project estimating and provide previous experience and success in project estimating	✓	✓	✓
4	Describe the approach and tools used to conduct automated testing activities	✓	✓	✓
5	Demonstrate experience with source code control and configuration management	✓	✓	✓
6	Describe coding standards used in previous application development projects	✓	✓	✓
7	Describe the type and quality of both technical and user documentation for tools and technologies to be utilized and for applications to be developed	✓	✓	✓

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Configuration Manager (CM) manager oversees the program and works with designated project CM leads to maintain proper control.

TFS supports development testing through a comprehensive testing suite of web services and websites (ASP.NET). The tests include load testing to simulate loads similar to the production environment to diagnose and address potential performance issues before deployment. Test effectiveness is measured by code coverage calculations completed by TFS; this will allow us to rewrite tests, if necessary, to more fully validate the system. In addition to the tests supplied by the TFS, formal test cases and full test plans will be written by our test team with the support of the engineering team. Tests will be mapped to requirements ensuring development efforts meet expectations.

**6. Describe coding standards used in previous application development projects.**

CSC follows the BTF software coding standards and uses targeted efforts through focus groups, the dissemination of surveys, and hosting individual interviews with key BTF Division and Branch process owners and external customers. This information gathering process identifies and validates formal and informal business processes and reveals needed enhancements or functionality. The information will be translated and transferred into use case scenarios through Department of Defense Architecture Framework (DoDAF) and Unified Modeling Language (UML) tools to ensure quality of technical and user documentation is sufficient for applications or enhancements to be developed.

**7. Describe the type and quality of both technical and user documentation for tools and technologies to be utilized and for applications to be developed.**

CSC's extensive technical and user documentation ensures comprehensive processes and the highest quality applications development. Documentation includes, for example, functional requirements documentation, assessments, project design documents change requests, project plans that include WBS/schedule, status reports, training documentation, QA and testing procedures/results, lessons learned, Continuity of Operations (COOP) and disaster recovery plan, risk management plan, etc.

**4. Describe the approach and tools used to conduct automated testing activities.**

CSC infuses quality into all its work products and processes. USPTO was selected for CSC's appraisal to achieve CMMI Level 2. CSC utilizes general knowledge and previous experience working in environments in which the following quality management tools are used: Merant Dimensions (PVCS) or Rational ClearCase for configuration management, RTMX or Requisite Pro for requirements management, and the Mercury suite of testing products. CSC follows a rigorous quality management plan to ensure quality processes are followed and enforced. We respond to USPTO test and evaluation results, quality assurance, CM, and independent verification and validation results. CSC also delivers written and oral responses to USPTO inquiries, questions, reviews, inspections, audits, and/or investigations conducted by oversight organizations.

**5. Demonstrate experience with source code control and configuration management.**

CSC manages all configuration items under our control. CSC staff help manage the USPTO system configuration, including all software and hardware. Related documentation includes CM Plans and Build Instructions with Version Description documentation. We conduct internal builds before delivery of software code to USPTO to ensure an accurate and complete delivery. Reports include Subcontractor Control, Configuration Changes and Discrepancy, and Configuration Status. CSC works closely with USPTO's software distribution team to ensure efficient and effective release management. CSC develops automated deployment script in support of this effort. Additionally, we provide guidance and implementation support, including training, as required ensuring effective administration of the systems. We regularly coordinate and lead application walk-through to expand the breadth and depth of USPTO staff experience and expertise in the system. We also provide other client software installation support as needed. We can provide transition analysis of interim and target solutions and develop a strategy for the transition. As part of this, we determine the level of support needed, propose a time-phased conversion and transition plan, and plan to minimize any disruption to operations and services.

**6. Describe coding standards used in previous application development projects.**

CSC follows CMMI Level 2 approach while adhering to Section 508 compliance and other Federal mandates as required.

**7. Describe the type and quality of both technical and user documentation for tools and technologies to be utilized and for applications to be developed.**

CSC's extensive technical and user documentation ensures comprehensive processes and the highest quality applications development. Documentation includes, for example, functional requirements documentation, assessments, project design documents change requests, project plans that include Work Breakdown Schedule (WBS)/schedule, status reports, training documentation, QA and testing procedures/results, lessons learned, COOP and disaster recovery plan, risk management plan, etc.

CSC has performed takeover/turnover twice in our support to NYS -- we partnered with NYS to create a detailed Turnover Plan and regularly updated plans that cover Communications, QA, Security, etc.

**3. Describe the approach and tools used to perform project estimating and provide previous experience and success in project estimating.**

CSC has our own proven techniques, such as our suite of Catalyst processes/procedures, to ensure accurate project estimating. Our Program Management Office performs project estimating and tracks estimates against actual performance using a variety of commercial tools such as MS Project and management tools such as functional requirement assessments, project plans, staffing plans, master schedule, etc. CSC has met all contract SLAs, including for project estimating.

**4. Describe the approach and tools used to conduct automated testing activities.**

On the IBM mainframe, Endeavor provided for initiating changes, management review/approval, work status monitoring, and testing/releasing software changes. For client-server development, Merant PVCS Version Manager is used. CSC's Testing Manager oversees all testing activities.

**5. Demonstrate experience with source code control and configuration management.**

CSC introduced Rules Builder; a new tool with a simple user interface that allows claims edits to be added without eMedNY code modification. Endeavor and Merant PVCS Version Manager are used for configuration management. eMedNY system configuration was designed for high volume processing.

**6. Describe coding standards used in previous application development projects.**

Using Catalyst, steps are taken to ensure coding standards are met in addition to any additional standards or requirements that the customer requires.

**7. Describe the type and quality of both technical and user documentation for tools and technologies to be utilized and for applications to be developed.**

CSC's extensive technical and user documentation ensures comprehensive processes and the highest quality applications development. Documentation includes, for example, functional requirements documentation, assessments, project design documents change requests, project plans that include WBS/schedule, status reports, training documentation, QA and testing procedures/results, lessons learned, COOP and disaster recovery plan, risk management plan, etc.

**Table 23 - Client Reference 1. Enterprise Systems Management Development and Implementation**

<b>Project Description</b>	<b>Information Technology Enterprise Solutions - 2 Services (ITES 2S):</b> CSC has supports the BTF by performing research, concepts development, software engineering, prototyping, biometric test and evaluation, network services, Help Desk, Knowledge Management, administrative support and IT support
<b>General Value of Contract</b>	<b>\$13 million</b>
<b>Length of Project</b>	<b>09/23/08 - 10/03/10</b>
<b>Types of Contractors Used</b>	<b>Over 55 FTEs with skills in software/systems/test engineering, systems/network administration, information assurance engineering, and DoD Secret/Top Secret clearances.</b>
<b>Client Name &amp; Address</b>	<b>Biometrics Task Force, 347 West Main Street, Clarksburg, WV 26301</b>
<b>Customer Contact Name</b>	<b>Col. Randal Buckner</b>
<b>Telephone Number &amp; Email</b>	<b>(304) 326-3004 randy.buckner@biometrics.dod.mil</b>

**1. Must be certified by the ESM tool vendor for use of the tool.**

For more than 12 years, CSC and HP have partnered to provide strategic IT solutions to commercial and public sector clients. HP combines high-performance platform technology with CSC's consulting and systems integration skills to create competitively bundled solutions. CSC is a Premier Global Outsourcer of HP Products and services, and a Platinum Partner One Partner through HP's Systems Integrator (SI) Programs.

**2. Must have experience with the monitoring and management of at least 3 platforms (e.g., UNIX, MVS, Netware, etc.).**

CSC monitored all BTF IT Systems across the enterprise that spanned across the United States. This included several Windows Based Systems, Unix/Linux based Systems, and Network devices from multiple vendors.

**3. Demonstrate experience in the implementation of full service, end-to-end, turn-key solutions. Must be able to understand what should be managed and why. Must be able to prepare an ESM deployment by preparing network maps, making devices manageable, and developing naming conventions, performing operational analyses, performing requirements analyses, coordinating among different stakeholders, producing implementation plans and acceptance criteria.**

CSC engineers designed and implemented an enterprise-wide monitoring and management solution utilizing the HP Openview Suite of tools. With this suite of tools, CSC staff monitored network devices (i.e. routers, switches and firewalls) utilizing HP Network Node Manager (NNM). With NNM, CSC staff worked with the government to develop network maps, monitoring points/devices and defined management and monitoring policies and procedures for the devices. In addition to NNM, CSC staff used Openview Operations and SiteScope to implement host-based, client and client-less monitoring of system resources (bandwidth, network utilization, CPU monitoring, process and thread monitoring, etc.) for all hosts (Windows, Unix and Linux based servers).

**4. Demonstrate experience with sizing ESM infrastructure elements, developing ESM support documentation for the infrastructure, and developing management, user, and operator views.**

CSC staff designed and implemented a highly-scalable enterprise-wide monitoring and management solution utilizing the HP Openview Suite of tools. This solution was designed to be easily scaled up to thru the use of multiple of the HP tools operating independently that are integrated together using centralized database and a common web-based user interface. These tools monitor and management all elements of the IT Infrastructure. CSC staff worked with the BTF to develop standard operating

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**Table 24 - Client Reference 2. Enterprise Systems Management Development and Implementation**

<b>Project Description</b>	<b>Maryland Network Management Services (MD-NMS):</b> The MDOT NMS is a performance-based IT services contract that encompasses all aspects of network and systems management with definitive service level agreements. MDOT has fully delegated to CSC all of its IT services supporting Maryland State departments, agencies, local government entities, and Maryland's community colleges and universities. CSC provides system, application and network management, and e-mail services to MDOT's 8,700+ users.
<b>General Value of Contract</b>	\$89 million
<b>Length of Project</b>	07/01/04 – 06/30/09
<b>Types of Contractors Used</b>	Project managers, network engineers, security engineers, systems administrators
<b>Client Name &amp; Address</b>	Maryland Department of Transportation Office of Transportation Technology Services 7201 Corporate Center Drive P.O. Box 548 Hanover, MD. 21076
<b>Contact Name</b>	Mark Habighurst - NOC Manager
<b>Telephone Number &amp; Email</b>	(410) 865-7096 <a href="mailto:mhabighurst@mdot.state.md.us">mhabighurst@mdot.state.md.us</a>

**1. Must be certified by the ESM tool vendor for use of the tool.**

For more than 12 years, CSC and HP have partnered to provide strategic IT solutions to commercial and public sector clients. HP combines high-performance platform technology with CSC's consulting and systems integration skills to create competitively bundled solutions. CSC is a Premier Global Outsourcer of HP Products and services, and a Platinum Partner One Partner through HP's Systems Integrator (SI) Programs.

**2. Must have experience with the monitoring and management of at least 3 platforms (e.g., UNIX, MVS, Netware, etc.).**

CSC manages MDOT's shared network infrastructure that supports each of its 7 modal agencies. The Network Operations Center (NOC) manages daily network operations and a centralized console displays the aggregate status of the MDOT network. All detected fault events are configured to send notifications to this system. The Web-based console enables drill down to determine specific errors and grants certain MDOT staff read access to the Network Map Console from their desktops. SLAs are in place for network availability and CSC has met the "High" criticality level metric 100% of the time. Overall availability is at 99.8% and for critical systems is greater than 99.9%.

**3. Demonstrate experience in the implementation of full service, end-to-end, turn-key solutions. Must be able to understand what should be managed and why. Must be able to prepare an ESM deployment by preparing network maps, making devices manageable, and developing naming conventions, performing operational analyses, performing requirements analyses, coordinating among different stakeholders, producing implementation plans and acceptance criteria.**

CSC has provided network management and operations and maintenance services to 8000 statewide users in 120 distributed sites for over 8 years. We are implementing industry best practices to provide MDOT with the best networking environment in the state of Maryland. We implement leading-edge technology, manage a large, enterprise-wide network, and provide services for servers, software applications, databases and related LAN and WAN networks. Working to specific Service Level Agreements (SLAs), we have delivered excellent service.

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**Table 25 - Client Reference 3. Enterprise Systems Management Development and Implementation**

<b>Project Description</b>	<b>Seaport Enhanced - IDProTECT:</b> This is a highly complex IDIQ contract involving up to 22 functional service areas in seven zones across the United States. The DO V701 supports the five branches of the Information System Division, one of which supports the OLAP for business and scientific applications supporting Navy-wide installation management for Ashore Readiness and the DA in biometric applications measuring neuropsychological cognitive response.
<b>General Value of Contract</b>	\$22.3 million
<b>Length of Project</b>	08/1/08 – 09/22/10
<b>Types of Contractors Used</b>	Software, Systems, and Security Engineers
<b>Client Name &amp; Address</b>	Naval Surface Warfare Center-Dahlgren Division Z- Department Dahlgren, VA 22448
<b>Contact Name</b>	John Stroud, Technical Direction Agent
<b>Telephone Number &amp; Email</b>	(540) 653-2984 john.m.stroud@navy.mil

**1. Must be certified by the ESM tool vendor for use of the tool.**

For over 15 years, CSC and Oracle have teamed together to bring value to our clients. As a Global System Integrator partner, CSC is a Certified Advantage Partner in the Oracle Partner Network. Together, CSC and Oracle offer our clients tremendous value. Oracle technology and application products provide a high-performance, tightly integrated and cost-effective solution to organizations large and small. CSC's deep expertise in both the management and implementation of Oracle products lowers risk and improves overall customer satisfaction.

**2. Must have experience with the monitoring and management of at least 3 platforms (e.g., UNIX, MVS, Netware, etc.).**

IDProTECT operates across 3 separate environments (Test, Quality Assurance, and Production). To monitor and manage these environments CSC uses Oracle's Fusion Middleware. Oracle's Fusion is a complete family of application infrastructure products that are integrated with Oracle Applications and technologies to speed implementation and lower the cost of management and change. This comprehensive family of products is integrated to help create, run, and manage agile and intelligent business applications. The goal is to maximize efficiency in both IT and business processes to provide the ability to adapt and innovate.

**3. Demonstrate experience in the implementation of full service, end-to-end, turn-key solutions. Must be able to understand what should be managed and why. Must be able to prepare an ESM deployment by preparing network maps, making devices manageable, and developing naming conventions, performing operational analyses, performing requirements analyses, coordinating among different stakeholders, producing implementation plans and acceptance criteria.**

CSC has used a rigorous process for ESM that brought stakeholders together, developed and validated requirements, created the network map, managed devices, developed standard naming conventions, performed real-time analyses on the servers, and proved implementation and acceptance criteria that is used as the project baseline.

**4. Demonstrate experience with sizing ESM infrastructure elements, developing ESM support documentation for the infrastructure, and developing management, user, and operator views.**

CSC hosted a vendor bake-off bringing in the top four vendor blade-server technologies to evaluate ESM

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**Technology Advisory Services**

CSC has extensive experience in all aspects of Technology Advisory Services. Table 26 provides a high level overview of Technology Advisory Services requirements met by each reference. Tables 27-29 below provide the required client reference information for Attachment 8.

**Table 26 - References for Technology Advisory Services**

Requirement #	Description:	3 Relevant CSC Contracts		
		ITES-2S	WVDMAPS	Seaport
1	<p>This specialty area addresses the skills, experiences and capabilities for providing advice on a wide range of issues, areas, concepts, trends, best practices, products, vendors, etc. related to the comprehensive management of information technology. The management of technology for state and local government involves a broad diversity of business and technical activities, such as strategy setting for; selection of; planning for; purchasing of; performance measurement for; and the development, implementation, and offering of services, infrastructures and products for accomplishing department goals and program objectives. Technology advisory services include the disciplines, processes, practices and knowledge bases for all areas of technology management from organizational structure, to policy making/planning to production/operation. Specific areas may include technical architecture; enterprise management of technology assets; applications development strategies and management; quality assurance; organization design and management; business process reengineering; electronic commerce/e-business and other new and emerging technologies concepts and considerations; IT performance engineering and measurement; IT strategy setting and planning; network management; etc.</p>	✓	✓	✓
2	<p>Must describe method(s) of delivery of advisory services</p>	✓	✓	✓

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**Table 28 - Client Reference 2. Technology Advisory Services**

<b>Project Description</b>	West Virginia Department of Military Affairs and Public Safety: Project Management and Quality Assurance for Modeling and Simulation Effort
<b>General Value of Contract</b>	\$360,000
<b>Length of Project</b>	03/1/09 – 09/1/10
<b>Types of Employees Used</b>	Project Managers
<b>Client Name &amp; Address</b>	West Virginia DMAPS West Virginia State Capitol Building Charleston, West Virginia 25301
<b>Contact Name</b>	David Hoge
<b>Telephone Number &amp; Email</b>	(304) 558-2930 David.K.Hoge@wv.gov

**1. Must have extensive expertise in three or more to the areas listed above.**

CSC was chosen to be the Lead Planner for the West Virginia Department of Military Affairs and Public Safety (WV DMAPS) FEMA Regional Catastrophic Planning Grant Program (RCPGCP). As the Lead Planner, CSC has experience:

- Managing a multi-million dollar modeling and simulation software project for WVDMAPS
- Recommending courses of action as they pertain to, scope, schedule, and budgeting
- Working in collaboration with the West Virginia Office of Technology and the West Virginia Division of Purchasing
- Providing advisory services in relation to technical architecture, policy making, applications development, grant planning, quality assurance, organizational design and management, and post implementation support.
- Evaluating emerging technologies, concepts and technology, infrastructure support requirements, and network management.

**2. Must describe method(s) of delivery of advisory services.**

CSC provides delivery of our advisory services in the following formats: formal/informal discussions, PowerPoint presentations, formal/informal documentation, WebEx presentations, virtual teleconferences or any other format as specified by the Government.



**Major Project Implementation (Including Project Management)**

CSC has extensive experience in all aspects of Major Project Implementation, including Project Management. Table 30 provides a high level overview of Major Project Implementation requirements met by each reference. Tables 31-33 below provide the required client reference information for Attachment 9.

**Table 30 - References for Major Project Implementation**

Requirement #	Description	3 Relevant CSC Contracts		
		BISA	Seaport	eMedNY
1	Experience and expertise in Systems Development Life Cycle/methodology for IT projects	✓	✓	✓
2	Knowledge and experience with using modern and emerging technologies	✓	✓	✓
3	Ability to develop and use project testing tools and standards on multiple platforms and operating systems	✓	✓	✓
4	Ability to provide achievable project estimates and deliverables	✓	✓	✓
5	Ability to formulate budget and deadlines for IT projects	✓	✓	✓
6	Ability to provide project reporting for all projects	✓	✓	✓
7	Available policies, procedures, and tools (and experience in their use) for the effective management of the following project aspects: budget, deadlines, deliverables, staffing, training, risk management, change management, project reporting, and responsibility and accountability	✓	✓	✓
8	Ability to provide personnel that have necessary skills to perform major projects successfully	✓	✓	✓
9	Ability to accept full responsibility for major project implementations	✓	✓	✓

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**Table 32 - Client Reference 2. Major Project Implementation**

Project Description	IDProTECT – Navy Seaport Enhanced
1) Total Dev/Implementation Cost	\$22.3 million
2) Scope, Size or Complexity	IDProTECT will store, match, manage, and share biometrics as the authoritative DOD source for friendly personnel biometrics. The project addresses the gap of the DOD's need to adequately ensure identity protection of U.S. Persons and to enhance our Anti-Terrorism/Force Protection posture by positively identifying individuals requiring access to DOD facilities, systems, or services.
3) Tools Used	IDProTECT's development project follows the standards and guidelines outlined from DISA (STIG, SRR Checklists, and Gold Disk). These tools allow systems to meet specific system security baselines that adhere to the DoD requirements for IA accreditation. For software, we utilize custom developed test plans and procedures implemented through the Atlassian Tool Suite plug-in called Clover that measures code coverage generated by system tests, functional tests or unit tests, allowing you to improve test quality and find bugs sooner.
4) Management Approach	Catalyst is a set of repeatable processes and techniques for analyzing a business situation and developing and implementing the best solution. It is based on industry best practices, and reflects the thinking and experience of CSC employees globally. Catalyst aligns with established standards, frameworks, and reference models. This enables organizations to come into compliance with such standards and guidelines as the SEI CMMI, ISO 9001, PMBOK, PRINCE2, ITIL and Lean/Six Sigma, among others.
5) Technology Employed	IDProTECT's Service Oriented Architecture (SOA) uses very advanced and modern technologies including Sun's latest blade server architecture, Windows and Red Hat Linux OS, Oracle's 11g database and middleware suite. Additionally, we are working with L1's multi-modal biometric matching systems and Retica, Inc.'s Iris matching algorithms.
6) Vendor Responsibilities	Design, development, testing, integration, and operations of a "friendly forces" multimodal biometric matching system in three environments (Development, QA/Test, and Production). Key functionality includes: storing, matching, sharing, and managing biometric data for force protection, vetting, and extending contextual root identities through the use of biometrics.
7) Results of Project	Operational environment on track for scheduled delivery in September 2010
8) Vendor Performance	CSC has received 100% Award Fee from the government panel during performance review on this contract vehicle
9) Estimating Methodology / Approach Employed	CSC provides cost, schedule and technical information in our project estimates to ensure tasks are achievable. CSC provides detailed schedule information using Microsoft Project with tasks broken down into discreet work items including all task dependencies and resources required for completion. As part of its IDProTECT initiative, CSC provides detailed work schedules including deliverable dates as well as cost and resource information. CSC reviews this information regularly with program management and is currently on schedule and under budget. CSC works through estimates to include technical and managerial staff to ensure all aspects of a task are well planned and achievable.
10) Project Management	CSC uses PMP and CISSP certified Program and Project Managers
11) Methodology / Approach Employed	CSC's IDProTECT program leverages CSC Program Management experience. IDProTECT utilizes tools from CSC that include our Daily Service Review (DSR) calls to discuss immediate issues or challenges. CSC's Global Change Access Review System (GCARS) is used to provide an on-line change management tool that can be used by any CSC program to properly implement, track and authorize system changes. CSC's accounting system uses approved tools and processes such as Cost Point and Dekker Trakker to monitor and report program costs.
12) Quality Assurance Approach / Process Employed	In addition to the tools used, we also have Integrated Project Teams (IPT) and require all baseline changes to go through our internal and client side Configuration Control Board (CCB) process.
13) Reference	John Stroud, (540) 653-2984, john.m.stroud@navy.mil

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**Enterprise Application Integration**

CSC has substantially more than 2 years of experience in Enterprise Application (EA) Integration. Table 34 provides a high level overview of Enterprise Application Integration requirements met by each reference. Tables 35-37 below provide the required client reference information for Attachment 10, Enterprise Application Integration, and demonstrate our ability to successfully support EA Integration projects within the last 24 months.

**Table 34 - References for Enterprise Application Integration Requirements**

Requirement #	Description	3 Relevant CSC Contracts		
		GDSS	USPTO	SCS
1	Support major software products that provide integration of enterprise applications for state government, including interfaces of state applications with other entities outside of state government	✓	✓	✓
2	Substantial skills and experiences with BizTalk including project management, knowledge of/experience with products.		✓	
3	Knowledge, capabilities and experience installing and configuring the involved products in an operational environment.	✓	✓	✓

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a comprehensive view of airlift and air refueling operations. Customers can quickly determine where their passengers and cargo are what mission they are on, and when to expect delivery to destination.

**2. Substantial skills and experiences with BizTalk including project management, knowledge of/experience with products.**

None

**3. Knowledge, capabilities and experience installing and configuring the involved products in an operational environment.**

CSC is the developer of GDSS and we fully understand infrastructure design, data flows, and data exchanges across the interfaces. The system is an n-tiered architecture supporting thick and thin clients and uses Windows-based clients/servers and a multi-master, globally replicated Oracle database. GDSS major components, such as Mobility Enterprise Information Services, Automated Cross-Domain System, Training Application and Database, Enterprise Management Systems, and Exercise Management Console, each have thousands of lines of code. Each component is on an individual release schedule, requiring CSC to manage more than 20 baselines to support development, testing, and operations. Since GDSS deployment, redundant "enclaves" have been spread around the world to provide continuous service.

For GDSS modernization, CSC performs the necessary processes for system development, including planning, design, development, testing, quality, configuration management, document management, and risk management. All processes are solid and constantly refined, as evidenced by an independently conducted assessment at CMMI Level 3. All releases have been ready for delivery on or ahead of schedule.

CSC is responsible for creation of Computer Installation Procedures (CIPs) and Computer Utilization Procedures (CUPs) essential for installation of software on government networks. Actual fielding is performed under another CSC contract -- AMC Infrastructure Support Services (AISS) -- which provides system support among other things. Although GDSS cannot take credit for installing and configuring GDSS, AISS provides that credibility.

managers balance the workload across examiners. It interfaces with USPTO's legacy workflow system — the Patent Application Location and Monitoring (PALM) system and its payment system — Revenue Accounting and Management (RAM). PALM and RAM were developed using AdvantageGen, the model-based code generation system originated by Texas Instruments under the name IEF. As USPTO's first step in Enterprise Application Integration (EAI), eDAN had the opportunity of piloting the EAI architecture and infrastructure critical to USPTO's transition from paper to e-business. The eDAN architecture had to support web portals, J2EE clients, and Microsoft clients developed in Visual C++ or Visual Basic.

We manage all configuration items under our control. CSC staff help manage the USPTO system configuration, including all software and hardware. Related documentation includes CM Plans and Build Instructions with Version Description documentation. We conduct internal builds before delivery of software code to USPTO to ensure an accurate and complete delivery. Reports include Subcontractor Control, Configuration Changes and Discrepancy, and Configuration Status Accounting. CSC uses the Merant Dimensions (PVCS) for configuration management, RTMX for requirements management, and the Mercury suite of testing products.

CSC IT security staff work closely with USPTO security officers to ensure that security is integrated into all stages of the application development process, from design, coding, testing, and deployment. CSC regularly performs security requirement analysis, reviews, and audits and issues reports to the Government to ensure we are following best practices, complying with Federal and agency security requirements, and are working hand in hand with USPTO to create and maintain a stable and security application environment.

processes across legacy systems, and reduce number of interfaces while retaining/expanding user functionality.

**2. Substantial skills and experiences with BizTalk including project management, knowledge of/experience with products.**

None

**3. Knowledge, capabilities and experience installing and configuring the involved products in an operational environment.**

As part of development, integration, test and deployment, detailed configuration of COTS products is documented and prepared for transmission/installation on DISA production servers. Establishing correct configuration settings for COTS products is an iterative development and testing process. SCS's multi-level process provides software testing at component level through several levels of software integration. Unit and integration testing precedes customer acceptance testing, interoperability testing, and IV&V. We unit test each software module to ensure software meets overall functional requirements before integration and regression testing at process/ functional level. Testing includes evaluation of data produced for interfacing systems. Upon completion of integration testing, final test results and any documentation changes undergo peer review. We perform development, integration, and qualification testing with increasing levels of change control that reflect maturation of software as it moves towards production baseline introduction. Test process includes close cooperation with Government test personnel. CSC's test program has resulted in historically low site reject rates (1.8% - 4.5%) for past 5 years. Following successful testing, all approved software is migrated from test regions to production staging area, using CSC's configuration management process, in preparation for migration to operational sites. QA performs Move Analysis to verify all development processes are followed for each software increment. Executable code/associated software components are migrated to operational sites pursuant to a block release strategy with continuity of support maintained to ensure business processes remain operational. CSC has migrated over 50 SCS releases in the past 12 months.

**Table 39 – Client Reference 1. Migration of Legacy Systems**

Project Description	<p>State of New York MMIS (eMedNY): Working closely with the New York State DOH, CSC has implemented the largest, most technically sophisticated MMIS in the country.</p> <ul style="list-style-type: none"> <li>Processes 350+ million Medicaid claims and 100+ million eligibility verification requests annually</li> <li>Disburses more provider payments than any other single fee-for-service MMIS or Fiscal Agent contract in U.S. (\$40+ billion)</li> <li>Reduced paper claims processing from 12% o 3% of workload</li> </ul> <p>Delivers 100% system availability and services to more than 60,000 active participating providers per year as they support more than 4 million recipients.</p>
General Value of Contract	\$880 million
Length of Project	05/1/00 - 06/30/12
Types of Contractors Used	100 plus development staff, 35 system engineers, hundreds of staff supporting operations and call centers
Client Name & Address	Tom Donovan, P.O. Box 4611, Rensselaer, New York. 12144
Contact Name	John Caterham
Telephone Number & Email	(518) 257-4800 jcaterham@csc.com

**1. Experience with standards based design.**

CSC uses business-driven methodologies and client-approved processes and procedures for change management and business process re-engineering to incorporate system life cycle technology practices and processes. Following standards based design, CSC produces reports that include the following: business process analysis, architecture analysis, requirements definition and planning; software design, development, and validation, testing, training, implementation, documentation, and user-centered design.

**2. Use automated tools to parse, mine and transform legacy code.**

For eMedNY, CSC transitioned legacy operations to a new facility with a large, newly CSC developed system for claims processing, transactions, and reporting. Functions now focus on the combination of previously separate elements. We completed the transition with virtually no interruption in service. Automated tools and custom developed scripts were used to successfully parse, mine and transform the legacy data to this new operational environment.

**3. Experience with legacy systems and languages.**

The eMedNY system consists primarily of specialized custom applications developed for the processing of Medicaid transactions. About 10,000 custom programs comprise 17 major subsystems that are tightly integrated. CSC consolidated legacy batch claims and online eligibility systems into one on-line system using state-of-the-art database systems with GUI interfaces. Our transition implemented defined processes and procedures, with no unavailability or loss of functionality.

**4. Experience with database middleware and integration issues.**

During transition, CSC agreed to continue operating legacy front-end systems for 3 months, overlapping implementation, and to develop interface programs between the two systems. Stakeholders of more than 20 State agencies and bureaus actively guided the design and reviewed test results during implementation. While challenging to administer in light of the complex cutover, this approach enabled the stakeholders to adapt to the new systems over 3 months. This mitigated risks in cases of incompatibly with the new input formats. State-wide stakeholder training and education activities include as many as 240 workshops and up to 1,800 on-site visits annually. The publication of manuals and periodic bulletins for each stakeholder type are posted to the eMedNY web site that CSC maintains for

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**Table 40 – Client Reference 2. Migration of Legacy Systems**

<b>Project Description</b>	<p><b>U.S. Internal Revenue Service - PRIME:</b> CSC provides IT outsourcing to the IRS and its 100,000 employees nationwide. The CSC PRIME Alliance, a world-class team of seven contractors led by CSC, was selected to enter into a strategic partnership with the IRS to plan, design, and modernize processes and business systems while managing risks of significant changes to the way IRS conducts business with taxpayers. CSC provides overall program integration and management, including financial management and resource allocation. IRS PRIME functions include development and implementation of a modernization Enterprise Architecture, configuration management, quality management, security, safety, systems integration, testing, procurement, and budget. CSC maintains operating and database management systems, provides COTS applications software services; hardware and software systems and maintenance; and acquires and implements COTS products and systems.</p>
<b>General Value of Contract</b>	\$2.67 billion
<b>Length of Project</b>	12/1/98 – 12/1/13
<b>Types of Contractors Used</b>	This contract includes 9,578 WY by personnel across all ITSSC labor categories. CSC has averaged 875 FTEs annually. Currently, PRIME has 545 CSC personnel (from a peak of 1327).
<b>Client Name &amp; Address</b>	U.S. IRS 6009 Oxon Hill Road, Oxon Hill, Maryland 20745
<b>Contact Name</b>	Glenn Sullivan (IRS Account Program Manager of IFS COTS Application)
<b>Telephone Number &amp; Email</b>	(202) 283-1939

**1. Experience with standards based design.**

CSC's uses its own proprietary methodology, Catalyst, as the foundation, CSC worked jointly with the IRS to create a process framework that capitalizes on Catalyst's integrated approach to business and technical change and provides a generic SDLC that assesses the consistency, completeness, and correctness of the work at each stage as required for the BSM program. The resulting framework, the IRS ELC process, has been adopted throughout IRS and provides guidance for supporting critical areas such as legislative compliance including Section 508 accessibility, capital planning and investment control (CPIC), ongoing maintenance of the EA, transition planning, enhanced enterprise integration and testing, and security and privacy. CSC established a set of measurement requirements (POD PM-07, Measurement and Estimation) for collection and analysis of metrics.

**2. Use automated tools to parse, mine and transform legacy code.**

CSC provides support in the following repository environments and modeling tools: ASG-Manager Products for Enterprise Metadata Management; the CA Advantage Repository for z/OS, AllFusion ERWIN, and Model Mart modeling toolsets; and Enterprise Architecture Modeling tools such as the Troux8 product.

**3. Experience with legacy systems and languages.**

CSC's work on the CADE task included software language conversion and retirement of existing systems including code 370/Assembler to C++. CSC processed the first tax returns in more than 50 years on a modernized tax infrastructure by converting legacy code from Assembly to C++ and using DB2.

**4. Experience with database middleware and integration issues.**

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**Table 41 – Client Reference 3. Migration of Legacy Systems**

<b>Project Description</b>	<b>Google CA:</b> Migration of 17 – 30k user email accounts including the migration of historical data from the existing email system to the new Google Apps Premier Software-as-a-Service (SaaS). This work also includes, training, testing, and piloting throughout each phase.
<b>General Value of Contract</b>	\$7.25 million
<b>Length of Project</b>	11/20/09 - 6/30/10
<b>Types of Contractors Used</b>	Project managers, software engineers, database architects, database administrators, systems administrators, security engineers, networks engineers
<b>Client Name &amp; Address</b>	City of Los Angeles, 200 North Main Street, Room 1400, Los Angeles California, 90012
<b>Contact Name</b>	David A Barber
<b>Telephone Number &amp; Email</b>	(410) 691-6530

**1. Experience with standards based design.**

CSC utilizes proven processes, procedures, methods, and tools to support the delivery of services to the City of Los Angeles.

**2. Use automated tools to parse, mine and transform legacy code.**

CSC tools include, Single Sign-On, LDAP Synch and Multi Domain Management tools are used to perform the migration.

**3. Experience with legacy systems and languages.**

CSC's solution replaces the City's current GroupWise e-mail system with Google Enterprise Applications for over 40 city departments. This migration is expected to replace 17,000 to 30,000 email accounts.

**4. Experience with database middleware and integration issues.**

This legacy migration will include Microsoft Active Directory, Blackberry Servers, and Novell Identity Management middleware applications to the new Google Software-as-a-Service (SaaS) platform.

**5. Experience with modern development environments such as Application Servers.**

CSC is using Google's Apps Premier Edition as the modern development and SaaS application solution. This solution listing includes: Gmail, Google Calendar, Talk, Docs, Sites, Video, Message Security, and Message Discovery.

**6. Experience with languages such as C++, and Java.**

CSC is experienced with PHP 5.x with OpenAD, OpenSSL, FreeTDS, and XML extension. Additionally, Python 2.5 with Gdata Python client library 1.0.8 and their supporting libraries are used.

**7. Demonstrated Project Management skills.**

CSC is doing a phased implementation for this extensive legacy migration project utilizing PMP certified project managers. Detailed project plans, progress reports, design documentation, and training plans are provided with MS Project schedule and Gantt Charts outlining the implementation schedule.

**8. Experience with N-tier application.**

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**Project Quality Assurance Review and Associated Services**

CSC has extensive experience in all aspects of Project Quality Assurance Review and Associated Services. **Table 42** provides a high level overview of Project Quality Assurance Review and Associated Services requirements met by each reference. **Tables 43-45** below provide the required client reference information for Attachment 12.

**Table 42 – References for Project Quality Assurance Review and Associated Services**

Requirement #	Description	3 Relevant CSC Contracts		
		ITES	WVDMAPS	DHS Eagle
1	Experience and expertise in the conduct of quality assurance engagements for IT projects	✓	✓	✓
2	Experience and expertise in System Development Life Cycles (SDLCs)	✓	✓	✓
3	Experience and expertise in project management methodologies (PMMs)	✓	✓	✓
4	Broad-based experience and expertise in modern computing and communications technologies used in the development and implementation of current technical infrastructures and applications	✓	✓	✓



availability, clustering, and load balancing, Hardware Selection Techniques, Server Virtualization, database design, Net-Centric and SAN Centric Designs, and Data Storage.

CSC has experience and expertise in the design, implementation and operation of communication technologies including the use of WAN Acceleration, Data Routing, Quality of Service, and Virtual Private Networks (VPN). Secure Socket Layer (SSL) and Transport Layer Security (TLS), PKI, LAN/MAN/WAN interconnections using data circuits (T1/T3 and Optical Connections), Wireless (802.11 a/b/g/n, 802.16 WiMax, and free-space optics), satellite communications, voice, video and cellular technologies.

**Table 45 - Client Reference 3: Project Quality Assurance Review and Associated Services**

<b>Project Description</b>	DHS Eagle: Furnish a range of solutions and/or services necessary to meet requirements of this subcontract and individual Task Orders (TOs) as related to the functional categories described. Functional categories are as follows: Infrastructure Engineering, Design, Development, Implementation and Integration, Operations and Maintenance, Software Development, Management Support Services.
<b>General Value of Contract</b>	\$5 million
<b>Length of Project</b>	09/30/09 – 06/27/11
<b>Types of Employees Used</b>	Project managers, software engineers, hardware engineers, electrical engineers, network engineers, security engineers, database administrators, systems administrators, etc.
<b>Client Name &amp; Address</b>	Jorge Sasieta CAB Building, 425 I Street, NW, Washington, District of Columbia 20001 USA
<b>Contact Name</b>	Jorge Sasieta
<b>Telephone Number &amp; Email</b>	(202) 514-8261

**1. Experience and expertise in the conduct of quality assurance engagements for IT projects.**

CSC's Quality Assurance Office maintains continuing awareness of program product and service quality; provides management with visibility of the processes used in Task Order performance; and to notify program managers in a timely manner about existing or potential quality-related problems. The QAO supports implementation and related training for the QA program defined by this plan. The QA Program includes and the QA Plan outlines use of various tools, techniques, and outputs to include checklists, audits, trend analysis, and control charts.

**2. Experience and expertise in System Development Life Cycles (SDLCs).**

The QA Program applies to all system development and maintenance programs including work performed by program subcontractors. The QA Program covers all supported life-cycle phases. The QA plan provides the framework necessary to ensure a consistent approach to QA throughout the EAGLE program Task Orders.

The methods used for analysis, design, implementation, and testing activities during system development and maintenance result in intermediate products that can be reviewed and/or tested for correctness and compliance with applicable requirements as a basis for assessing quality and measuring work progress through the SDLC.

**3. Experience and expertise in project management methodologies (PMMs).**

CSC has a QA Program that follows the PMI's outline for project quality management. The Program includes Quality Planning, QA, and QC components; its implementation within an overall process and quality environment has been rated by an independent assessment at CMMI Level 3 for the Enforcement Security & Intelligence Division organizational unit within CSC. The CSC QA Program is realized through implementation of a QA Plan to be implemented for EAGLE as is currently implemented throughout the CSC Department of Homeland Security Programs (DHSP). The Plan document identifies both the underlying concepts on which the plan is based and the specific activities to be conducted to ensure that system development and maintenance programs and associated projects performed for DHS by DHSP are accomplished in accordance with approved methodologies and supporting processes, standards, and procedures; and, the products and services of these programs and associated projects conform to applicable contract and Task Order requirements.

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**ERP Implementation Services**

CSC has extensive experience in all aspects of ERP Implementation Services relevant to this RFP. As defined by the RFP, ERP services include "installation of a software package that integrates all data and processes of an organization into a unified system". Table 46 provides a high level overview showing that all CSC references for this service category meet all ERP Implementation Services requirements. All three referenced contracts have been performed within the last three years. Tables 47- 49 below provide the required client reference information for Attachment 13 and demonstrate our ability to successfully implement ERP services, similar to those required for ITECH, that are responsive to client individual and enterprise requirements and are performed within budget and schedule.

**Table 46 - References for ERP Implementation Services**

Requirement #	Description	3 Relevant CSC Contracts		
		DuPont	Army SEC-B	GSA ANSWER
1	Minimum 2 full cycle ERP implementations completed	✓	✓	✓
2	Proven experience in designing and implementing business solutions on an ERP platform across various functional modules (inventory, financials, etc.)	✓	✓	✓
3	Minimum of 3 years of experience implementing an ERP system component(s)	✓	✓	✓
4	Experience with one of the following ERP systems (SAP, PeopleSoft, Microsoft)	✓	✓	✓
5	Software is cross-functional and enterprise-wide system and can handle HR management, accounts receivable, accounts payable, general ledger, purchasing, and many other centralized functions.	✓	✓	✓

- DuPont Textiles International Separation - Supported separation of business with revenues of \$7 billion and 20,000 employees. Implemented SAP Finance & Controlling and Asset Management on global basis to separate financials for DTI and DuPont in standalone SAP instance. Project involved over 100 interfaces.
- European Legacy Application Management Program – Creation of finance and legal cross company trading, pricing, taxation and reporting functionality within DuPont SAP environment. New finance and legal processes are cornerstones of DuPont's future trading. Included creation of new SAP BW 3.2 environment for reporting.
- HR Europe - Implemented personnel administration, compensation and benefits in all European countries, including multiple country releases, employees in 77 legal entity codes in Europe. Ten countries run payroll (GE, CH, ES, IT, PT, UK, BE, NL, FR, Lux); 8 countries utilize personnel administration only.
- Solae Co. (DuPont JV) - SAP modules: FI, CO, SD, MM, WM, PP, QM, PM with addition of BW and Agilysis and parallel implementation of LIMS. 24 sites rolled out in U.S., Europe, and S. America.
- USA Finance and Sourcing - Implemented SAP Finance & Controlling, Asset Management, and Project Systems over 3-year period. Implemented financial backbone to support supply chain initiatives for 21 business units. Integrated U.S. finance processes into common global system.

**3. *Minimum of 3 years of experience implementing an ERP system component(s).***

CSC has performed ERP services and implemented ERP system components, as described above, for DuPont since 1997.

**4. *Experience with one of the following ERP systems (SAP, PeopleSoft, and Microsoft).***

CSC provided end-to-end data migration from legacy and user-collected supply chain data into SAP. Two DuPont SBUs were migrated in parallel and included development of initial data strategy, data migration approach, processes, developed code over 2 years by 20 CSC personnel. The budget and all milestones were met across each project SAP load cycle. CSC provides on-going SAP application/Basis support for various DuPont businesses in Canada, Europe, India, and U.S., and provides all infrastructure support for DuPont's global SAP environment (320 servers, 600+ TB of SAN-based technologies). SAP expertise provided to DuPont includes: significant staff augmentation positions; leadership roles in business blueprint and workstreams; 2+ year Accounting & Related Processing Simplification effort to demonstrate feasibility of a simplified SAP financial solution, identify what can be retrofitted into current environment, determine path to implementing solution; centering Finance functions (intercompany, accounts payable and travel payment back office) from North/Latin America, Europe and Asia into low cost center (India).

Software is cross-functional and enterprise-wide system and can handle HR management, accounts receivable, accounts payable, general ledger, purchasing, and many other centralized functions.

CSC handles DuPont's applications support for payroll, finance, HR, logistics, shop floor, manufacturing resource planning, procurement, customer care, ERP, lab information, process monitoring, control interfaces, Internet/intranet access, e-commerce, and safety systems. Key applications include custom developed systems, legacy systems, and packaged software, including SAP.

interfaces, and determine master data to be migrated. Additionally, the POC provided PEO-EIS and AMC with exhaustive documentation covering configuration settings used and an extensive list of recommendations on how to develop the POC into an enterprise-wide, fully deployable product that can be used across the Army enterprise. It proved the adequacy of technical/functional capabilities of SAP COTS software products purchased by Army for the ESOH POC in incorporating vendor-stewarded master data and in being configured using commercial implementation practices to incorporate Army ESOH requirements. The ESOH POC solution provides PEO-EIS with the initial building block for additional work in developing a fully deployable enterprise EH&S application.

**2. Proven experience in designing and implementing business solutions on an ERP platform across various functional modules (inventory, financials, etc.).**

CSC develops the best possible data warehouse and business intelligence solutions that meet the needs of SEC-B/ESCC customers, regardless of growing data volumes, changing business conditions and evolving business objectives. We support SEC-B/ESCC's Army Data Environment mission "To provide experienced and unbiased expertise, information, support, and outreach services to the Army and other DoD components." CSC advises customers on new and emerging technologies. We identify goals using SOA that are of interest to the wider Army community. We actively look for data and technology partners to develop powerful proofs-of-concept for presentation to senior Army decision makers. As part of the scope of the POC, CSC used SAP (more than 15 modules including/pertaining to ESOH) to integrate hazmat data from Arial Corp. pertaining to all North America into Hazardous Material Reporting process.

**3. Minimum of 3 years of experience implementing an ERP system component(s).**

The POC for the ESOH effort took 10 months, with an additional effort to virtualize SAP taking 2 months (concurrently). The SAP modules used were: Product Safety, Dangerous Goods Management, Waste Management, Occupational Health, Industrial Hygiene, Personnel Safety, Process Safety, Audits, Environmental Monitoring, Emissions Management, EH&S Training (HR Module), Permit Management, Epidemiology, Life-Cycle/Eco-Balance.

**4. Experience with one of the following ERP systems (SAP, PeopleSoft, and Microsoft).**

CSC has global alliance partnerships with leading Enterprise Resource Planning (ERP) providers – SAP and Oracle. For the POC, CSC brought a team of more than 25 ABAP programmers, ASAP experts, and experts in specific SAP modules. Further details described above.

Software is cross-functional and enterprise-wide system and can handle HR management, accounts receivable, accounts payable, general ledger, purchasing, and many other centralized functions.

The final output of POC was baseline configured solution that incorporates significant portion of ESOH ASPIRE requirements functionality and can be used in future to further develop ESOH-POC capabilities into fully deployable, COTS-based, ESOH solution. The ESOH-POC capability will be extremely helpful in shortening development period of such a solution, by being leveraged in execution of Solution Demo Labs with SMEs to further refine solution to cover all ESOH ASPIRE functionality requirements, identify required interfaces, and determine master data required to be migrated.



**2. Proven experience in designing and implementing business solutions on an ERP platform across various functional modules (inventory, financials, etc.).**

CSC employs a full lifecycle approach for optimizing ERP systems — from the initial planning all the way through application management.

CSC is positioned in the "leaders" quadrant of the Gartner report, Magic Quadrant for Enterprise Resource Planning (ERP) Service Providers, North America. The report evaluates external service providers of ERP consulting and systems integration services based on their ability to execute and their completeness of vision.

**3. Minimum of 3 years of experience implementing an ERP system component(s).**

CSC developed and implemented a new Oracle-based system following a comprehensive Business Process Reengineering of the MTMC Financial Management business functions. We support approximately 900 users with an average of 104,500 revenue transactions and 97,500 cost transactions per month. For modernization of the Cargo and Billing (CAB) system, CSC information engineers facilitated workshops with key MTMC staff and functional users to complete the functional requirements decomposition.

**4. Experience with one of the following ERP systems (SAP, PeopleSoft, and Microsoft).**

CSC has global alliance partnerships with leading Enterprise Resource Planning (ERP) providers – SAP and Oracle.

**Benefits**

- Reduced costs, increased ROI through implementation in one of CSC's low-cost World Sourcing Centers
- Lower implementation risk, because we share large-scale applications infrastructure expenditure and help you eliminate the need to commit capital to the development of in-house resources for one-off projects
- Contract and infrastructure flexibility to match the demand for service to the supply of skilled resources – hardware, software, and personnel
- Guaranteed service levels to your end users, and continued improvement in those levels
- Freedom to focus on strategic initiatives, knowing your ERP operations are in the hands of an expert

**Table 51 – Client Reference 1. VoIP Implementation Services**

<b>Project Description</b>	<p><b>U.S. Army Communications Electronics Command Rapid Response (CR2):</b> CR2 is a large, broad-based Army IDIQ vehicle. CSC has provided the BTF with program management, infrastructure procurement, studies and analysis support, and testing program support since September 2004. At the IDIQ level, CSC's work shows effective application of commercial best practices to satisfy the spectrum of Army IT requirements. CR2 clearly demonstrates our ability to assemble, manage, and integrate a dedicated, high-quality IDIQ contractor team that provides the skills and experience needed to fulfill current and emerging requirements. Through aggressive contract promotion and competition, CSC's balanced team of businesses leveraged CR2's broad scope to develop and deliver best practice solutions to the Army in all IT services areas.</p>
<b>General Value of Contract</b>	\$54 million (TO 79)
<b>Length of Project</b>	09/23/04 - 09/22/08
<b>Types of Contractors Used</b>	Over 55 FTEs/eight interns with skills in software/systems/test engineering, systems/network administration, information assurance engineering, and DOD Secret/Top Secret clearances.
<b>Client Name and Address</b>	Biometrics Task Force, 347 West Main Street, Clarksburg, West Virginia 26301
<b>Contact Name</b>	Col. Randal Buckner
<b>Telephone Number &amp; Email</b>	(304) 326-3004 <a href="mailto:randy.buckner@biometrics.dod.mil">randy.buckner@biometrics.dod.mil</a>

**1. At least 5 years of experience in the analysis of network configurations and assisting in the conduct of site surveys, transition plan development and other actions required.**

CSC provided network management of the IT infrastructure including network configuration, implementation and monitoring of a Cisco data network and Nortel VoIP voice network, network security and data analysis/monitoring, implementation planning and approval utilizing configuration management strategies, helpdesk and desktop support, High-Performance Computing (HPC), e-mail, redundant LAN/WAN connectivity, Web/application hosting, data center operations support, high availability systems, technical consulting, local technology services, Internet/Government network connectivity, and emerging requirements development, implementation and management. While supporting the BTF, CSC engineers have provided numerous recommendations to the Government of technology insertion to increase network efficiency, disaster recovery and network security with the use of clustering technologies, WAN acceleration, server virtualization, network proxies, and information assurance hardware. CSC engineers also recommended the implementation of a unified communication system for the BTF using a multi-site VoIP implementation, voice, video and web-based conferencing, and connectivity to the PSTN and Government telephone networks, quality of service networking, and interoffice paging all based on customer requirements.

**2. Preparing reports, briefings and other documentation needed to network operations/maintenance and management personnel for situational awareness.**

CSC developed and maintained enterprise security accreditation documentations including overall system risk management strategies and risk assessments, configuration management plans, disaster recovery plans, user and administrator training briefing management programs, Memorandum of Understanding/Memorandum of Agreement (MOU/MOAs), and system performance and monitoring reports and metrics.

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**Table 52 – Client Reference 2. VoIP Implementation Services**

<b>Project Description</b>	Maryland Network Management Services (MD-NMS): The MDOT NMS is a performance-based IT services contract that encompasses all aspects of network and systems management with definitive service level agreements. MDOT has fully delegated to CSC all of its IT services supporting Maryland State departments, agencies, local government entities, and Maryland's community colleges and universities. CSC provides system, application and network management, and e-mail services to MDOT's 8,700+ users.
<b>General Value of Contract</b>	\$89 million
<b>Length of Project</b>	07/01/04 – 06/30/09
<b>Types of Contractors Used</b>	Project managers, network engineers, security engineers, systems administrators
<b>Client Name &amp; Address</b>	Maryland Department of Transportation Office of Transportation Technology Services 7201 Corporate Center Drive P.O. Box 548 Hanover, Maryland 21076
<b>Contact Name</b>	Mark Habighurst - NOC Manager
<b>Telephone Number &amp; Email</b>	(410) 865-7096 mhabighurst@mdot.state.md.us

**1. At least 5 years of experience in the analysis of network configurations and assisting in the conduct of site surveys, transition plan development and other actions required.**

Maryland is one of just a few states that include all modes of transportation under one department. The mission of the Maryland Department of Transportation (MDOT) is to effectively deliver transportation services that meet the needs of the state and its citizens. MDOT's infrastructure consists of several modern network systems interconnected into a single, integrated WAN. The large, private hierarchical WAN interconnects multiple MDOT physical sites.

CSC has provided network management and operations and maintenance services to 8000 statewide users in 120 distributed sites for over 8 years. We implement industry best practices to provide MDOT with the best networking environment in the state of Maryland. We implement leading-edge technology, manage a large, enterprise-wide network, and provide services for servers, software applications, databases and related LAN and WAN networks. Working to specific Service Level Agreements (SLAs), we have delivered excellent service.

**2. Preparing reports, briefings and other documentation needed to network operations/maintenance and management personnel for situational awareness.**

CSC supports MDOT network applications and is responsible for the entire network infrastructure. Our services cover Coordinated Highway Action Response Team (CHART) Network components, circuits, systems, and applications. Effective Intelligent Transportation Systems (ITS) planning and support for the CHART NOC is achieved with a rich suite of procedures, tools, and work products delivering proactive service and continuing responsiveness improvements. We maintain documentation of fiber assets, leased circuits, wireless links, and logical addressing.

**Table 53 – Client Reference 3. VoIP Implementation Services**

<b>Project Description</b>	Under the GSA ANSWER IDIQ contract, CSC has supported more than 400 tasks covering the entire spectrum of system development activities for various Federal agencies. Through ANSWER and predecessor vehicles, CSC has been providing IT services to GSA customers continuously since 1987. In direct support of the Army's single DOIM concept, CSC provided Enterprise Resource Planning, analysis, development, and integration services to implement Army-wide enterprise operations and management for NETCOM consistent with Army architectures, policies and guidance.
<b>General Value of Contract</b>	\$2.6 billion
<b>Length of Project</b>	12/30/98 – 06/30/09
<b>Types of Contractors Used</b>	More than 1,000 FTEs in 139 labor categories that include Network Specialists, Systems engineers, Information Assurance
<b>Client Name &amp; Address</b>	Enterprise GWAC Center - West (QTACA) 9988 Hibert Street, Suite 310 San Diego, California 92131
<b>Contact Name</b>	Diemle Phan, Contracting Office
<b>Telephone Number &amp; Email</b>	(858) 530-3188

**1. At least 5 years of experience in the analysis of network configurations and assisting in the conduct of site surveys, transition plan development and other actions required.**

For NETCOM ESTA, CSC's Enterprise Telephony Firewall Management (ETFM) support includes system network data analysis; developing configuration change requests to correct system deficiencies; evaluation of COTS applications, products, and methodologies. CSC supported operational development, design, change control, technical configuration management, transition planning, operations procedures, installation, and implementation planning.

We are delivering network management services to Fort Huachuca in the form of LAN/CAN and DOIM support, and the worldwide communication network provided for the Department of State (DoS). Our telecommunications infrastructure support includes critical backbone network support to the Office of IT Solutions, Washington Headquarters Service (WHS), and the worldwide communication network provided for DoS.

**2. Preparing reports, briefings and other documentation needed to network operations/maintenance and management personnel for situational awareness.**

CSC provided Enterprise Resource Planning, analysis, development, and integration services to implement Army-wide enterprise operations and management for NETCOM consistent with Army architectures, policies and guidance.

**3. Good ability to analyze and solve complex problems using analytical and creative problem solving skills for design, creating and testing of networks.**

CSC conducted IT Strategic Planning Program Assessments and Studies assisting NETCOM/ESTA with the EDS-Lite effort, performing a gap analysis that identified the need for a consolidated source for Active Directory mail enabled user profiles. CSC supported live and event-based streaming while providing Media, Training Center, and Video Teleconferencing Support as part of CSC Voice of America (VOA News.com) Web Hosting Support.

Based on analysis of current organization and inputs from the offsite, CSC proposed a "to be" organizational structure incorporating best business practices. CSC developed and implemented a new

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**Advanced Internet Technology and Applications**

CSC has extensive experience in all aspects of Advanced Internet Technology and Applications. Table 54 provides a high level overview of Advanced Internet Technology and Applications requirements met by each reference. Tables 55-57 below provide the required client reference information for Attachment 15.

**Table 54 - References for Advanced Internet Technology and Applications**

Requirement #	Description	3 Relevant CSC Contracts		
		ITES	SWRI	CA
1	Develop rich conceptual models to improve usability, design next generation applications to leverage web services, design rich, interactive navigation styles, solve complex UI navigation issues, design fast, efficient transactional applications, create complex UI design patterns, and leverage data warehouses with new data visualization techniques.	✓	✓	✓
2	Demonstrate skills, experience and capabilities in GUI web design	✓	✓	✓
3	Developed blogs and/or podcasts used in a business environment	✓	✓	✓

**Table 56 – Client Reference 2. Advanced Internet Technology and Applications**

<b>Project Description</b>	Remote Examination: Created the blueprints and prototype capability to perform remote fingerprint examinations. This includes designing the GUI, database schema, and associated applications for social interaction and training.
General Value of Contract	\$2.3 million
Length of Project	10/08/08 – 10/01/09
Types of Contractors Used	PM, Software Engineers, training specialists
Client Name & Address	Southwest Research Institute San Antonio, TX 78228
Contact Name	Errol Briggance
Telephone Number & Email	(210) 522-5071

**1. Develop rich conceptual models to improve usability, design next generation applications to leverage web services, design rich, interactive navigation styles, solve complex UI navigation issues, design fast, efficient transactional applications, create complex UI design patterns, and leverage data warehouses with new data visualization techniques.**

CSC created Remote (Fingerprint) Examination, a next generation web-based biometric comparison platform that enables agency approved remote examiners to support government missions from geographically distributed locations.

Remote Examination allows biometric examiners to securely perform their work from any location. It allows agencies to sustain operations, training, and support through integrated enterprise system architecture with a single sign-on portal. Examiners are provided the same log-in, work, training, and support environment at either a home office or in a disaster recovery site with as much security as they would receive at a government facility.

Users can access training and support centered on the knowledge, skills, and abilities required for each task, subtask, and workflow activity. This new task-based approach to training facilitates the sustainment of remote examiners by creating a virtual integrated support community via a web portal, which reduces turnover and improves workforce performance.

CSC Remote Examination solution provides an alternative delivery model that enables users to transform from *managing* traditional IT operations, to *consuming* IT services. Remote Examination is a viable, practical and cost-effective way to deliver results securely over the web when compared to buying the hardware, software, and services required for application functionality in an enterprise.

**2. Demonstrate skills, experience and capabilities in GUI web design**

To meet the requirements of the GUI web design for Remote Examination CSC:

- Created and demonstrated of a prototype training and mentorship portal to enable remote examination services in a relevant environment
- Created delivered the project management plan, software requirements specification, software design document, and accompanying DODAF products
- Designed a Single Sign-on Portal for Operations, Training, Support, Interaction, Work and Case Management Cataloged Body of Knowledge
- Integrated web-based technologies for the portal users
- Integrated software that allows users to log in, access job queues, efficiently conduct comparisons, automatically and centrally document decisions, and resolve conflicts among examiners
- Created collaboration tools to allow users to interact among teammates online, select a teammate for collaboration, execute effective collaboration, conduct and visualize mutual annotations, and exit the collaboration session
- Utilized physical and virtual training site(s)

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**Table 57 – Client Reference 3. Advanced Internet Technology and Applications**

<b>Project Description</b>	Google CA: Migration of 17 – 30k user email accounts including the migration of historical data from the existing email system to the new Google Apps Premier Software-as-a-Service (SaaS). This work also includes, training, testing, and piloting throughout each phase.
<b>General Value of Contract</b>	\$7.25 million
<b>Length of Project</b>	11/20/09 - 06/30/10
<b>Types of Contractors Used</b>	Project managers, software engineers, database architects, database administrators, systems administrators, security engineers, networks engineers
<b>Client Name &amp; Address</b>	City of Los Angeles, 200 North Main Street, Room 1400, Los Angeles California, 90012
<b>Contact Name</b>	David A Barber
<b>Telephone Number &amp; Email</b>	(410) 691-6530

**1. Develop rich conceptual models to improve usability, design next generation applications to leverage web services, design rich, interactive navigation styles, solve complex UI navigation issues, design fast, efficient transactional applications, create complex UI design patterns, and leverage data warehouses with new data visualization techniques.**

The City of Los Angeles is turning to cloud computing and Google Apps to replace its current e-mail system. The CSC-led effort is expected to save the city \$5.5 million over five years (which is a 40% cost savings over the current solution) and achieve a return on investment of up to \$20 million. Furthermore, the system will deliver powerful new capabilities to the city's employees and its constituents. The combination of CSC's Cloud Orchestration Services and Google Apps, Google's suite of Web-based productivity tools, will provide mission-critical communications and collaboration capabilities to more than 30,000 city employees. It will also provide robust security protection for sensitive data. Google Apps includes e-mail, calendar, documents and spreadsheets, Google Sites, instant messaging and video. These applications enable Government organizations to do more with less and be more responsive to the needs of citizens.

In addition, CSC is providing its Trusted Cloud Computing services to include systems integration and end-user services, including solution architecture and design, integration with the city's identity management services, migration of live and archived e-mail data, set up and training. By combining CSC proven cloud computing integration and security expertise with Google's cloud computing applications, the City of Los Angeles will experience dramatically lower operational costs while increasing productivity and improving the end-user experience.

**2. Demonstrate skills, experience and capabilities in GUI web design**

CSC is leveraging Google's SaaS Apps Premier to provide the City of Los Angeles with a new, centralized software service to address all the issues listed to make their user experience more intuitive and functional all while saving the City money from having to maintain various disparate legacy environments that inhibit communication and collaboration.

Google Apps and the trusted cloud environment provide the ideal platform for future growth. The infrastructure is scalable and the architecture delivers unprecedented speed, agility and cost savings when it comes to standing up new applications. Google Apps not only provides the popular Gmail program and calendar capabilities, but also offers added capabilities such as shared documents, web management and video.

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**Microsoft Specialists**

CSC has reach back to a large staff of Microsoft Specialists. **Table 58** provides a high level overview of three CSC references that meet requirements for this service category. **Tables 59-61** below provide the required client reference information for Attachment 16 and demonstrate our depth of experience with Microsoft products.

**Table 58 - References for Microsoft Specialist Requirements**

Requirement #	Description	3 Relevant CSC Contracts		
		MD NMS	Seaport	PBGC
1	Microsoft as a standard for communications unifying client offices with a single technology backbone that makes them more manageable.	✓	✓	✓
2	Active Directory® service to enable a more effective e-mail system, as well as presence information and instant messaging.	✓	✓	✓
3	Design cost-effective and innovative Microsoft solutions that allow government agencies to leverage existing infrastructure and application investments and accommodate for future demands.	✓	✓	✓
4	Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications. Must be a Microsoft Partner.	✓	✓	✓

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**2. Experience with Active Directory® service to enable a more effective e-mail system, as well as presence information and instant messaging.**

CSC migrated the Novell GroupWise to Microsoft Exchange migration resulted in replacement of 7 separate and distinct e-mail servers with different address domains to a centralized, robust infrastructure with centralized administration and fail-over, redundant back-up and a shared single address book for all users.

**3. Experience designing cost-effective, innovative Microsoft solutions that allow Government agencies to leverage existing infrastructure and application investments and accommodate future demands.**

This e-mail platform has become the model for a potential statewide e-mail system. The core Microsoft solution included the following:

- E-mail - Included migrating users' mail from GroupWise to Exchange, implementing Web front end for Internet access, an IMAP front end for third party application support, and Notifylink interface for Blackberry users. Current operations provide standard e-mail services.
- Contact Management - Implementation of contact management functionality utilized Microsoft Exchange tools and products.
- Calendar - Implementation utilized Microsoft Exchange tools and products.
- e-Discovery - Includes abilities to search on e-mails and enables grouping e-mail based on subjects/senders.
- Archive and Backup - Enables clients to archive e-mail to user-defined criteria. Mail box stores are backed up daily and all backups are kept to infinity. Provides ability to restore any e-mails to live status on request.
- Solution Administration - Implementation of Exchange system covered 5 different e-mail domains, each with a designated administrator that created/deleted accounts. At the second level of administration, MDOT/CSC managed the Exchange environment with a team that was responsible for SPAM protection, data integrity, anti-virus, content filtering, and mail routing.

**4. Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications. Must be a Microsoft Partner.**

As a Gold Certified Microsoft Partner with Gold Partner accreditation through Microsoft's Partner Program, CSC and Microsoft collaborate globally across all of CSC's major divisions and Microsoft's server and desktop product lines. CSC provides consulting, systems integration and outsourcing expertise as it deploys and supports Microsoft technology. CSC and Microsoft have a number of agreements that strengthen this relationship and provide value to our joint clients.

CSC participates as a key partner in several of Microsoft's technology adoption and beta programs when Microsoft rolls out new infrastructure and applications. In addition, CSC sits on several Microsoft partner advisory councils, including the Outsourcing Partner Advisory Council, the Enterprise Project Management Council, and Microsoft's Sales and Marketing Partner Advisory Council.

**4. Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications. Must be a Microsoft Partner.**

Microsoft is a CSC technology partner in support of this SeaPort contract. Approximately 70% of staff assigned to this program has earned Microsoft certifications.

As a Gold Certified Microsoft Partner with Gold Partner accreditation through Microsoft's Partner Program, CSC and Microsoft collaborate globally across all of CSC's major divisions and Microsoft's server and desktop product lines. CSC provides consulting, systems integration and outsourcing expertise as it deploys and supports Microsoft technology. CSC and Microsoft have a number of agreements that strengthen this relationship and provide value to our joint clients.

CSC participates as a key partner in several of Microsoft's technology adoption and beta programs when Microsoft rolls out new infrastructure and applications. In addition, CSC sits on several Microsoft partner advisory councils, including the Outsourcing Partner Advisory Council, the Enterprise Project Management Council, and Microsoft's Sales and Marketing Partner Advisory Council.



**4. Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications. Must be a Microsoft Partner.**

Microsoft is a CSC technology partner in support of PBGC. Of the 13 people providing direct support to the Windows/Messaging environment, two are MCP and six are MCSE. One Messaging Team member is an Exchange MVP.

As a Gold Certified Microsoft Partner with Gold Partner accreditation through Microsoft's Partner Program, CSC and Microsoft collaborate globally across all of CSC's major divisions and Microsoft's server and desktop product lines. CSC provides consulting, systems integration and outsourcing expertise as it deploys and supports Microsoft technology. CSC and Microsoft have a number of agreements that strengthen this relationship and provide value to our joint clients.

CSC participates as a key partner in several of Microsoft's technology adoption and beta programs when Microsoft rolls out new infrastructure and applications. In addition, CSC sits on several Microsoft partner advisory councils, including the Outsourcing Partner Advisory Council, the Enterprise Project Management Council, and Microsoft's Sales and Marketing Partner Advisory Council.



Vendor Preference Certificate  
Rev. 09/08

State of West Virginia  
**VENDOR PREFERENCE CERTIFICATE**

Certification and application\* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

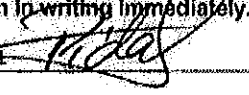
1. Application is made for 2.5% resident vendor preference for the reason checked:  
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked:  
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked:  
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked:  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Computer Sciences Corporation

Signed: Fernando Pizarro 

Date: January 20, 2010

Title: Sr. Contracts Manager

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this response.