

2. CONTRACT NO: CPSC-D-08-0006
 3. AWARD/EFFECTIVE DATE: 08/26/2011
 4. ORDER NUMBER: 0004
 5. SOLICITATION NUMBER:
 6. SOLICITATION ISSUE DATE:

7. FOR SOLICITATION INFORMATION CALL: 8. NAME: Greg Grayson
 9. TELEPHONE NUMBER (No collect calls): 301-504-7725
 8. OFFER DUE DATE/LOCAL TIME:

9. ISSUED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS

10. THIS ACQUISITION IS:
 UNRESTRICTED OR SET ASIDE: % FOR:
 SMALL BUSINESS EMERGING SMALL BUSINESS
 HUBZONE SMALL BUSINESS SOLE SOURCE
 NAICS: 541219
 SIZE STANDARD: \$7.50
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS 8(A)

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
 SEE SCHEDULE
 12. DISCOUNT TERMS: Net 30

13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

 13b. RATING:
 14. METHOD OF SOLICITATION:
 RFQ IFB RFP

15. DELIVER TO: CONSUMER PRODUCT SAFETY COMMISSION
 OFFICE OF THE INSPECTOR GENERAL
 4330 EASTWEST HIGHWAY
 ROOM 701
 BETHESDA MD 20814
 CODE: IG

16. ADMINISTERED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS

17a. CONTRACTOR/OFFEROR: WITHUM SMITH BROWN PA INC
 8403 COLESVILLE ROAD
 SUITE 340
 SILVER SPRING MD 20910-6331
 CODE: [REDACTED]
 FACILITY CODE:
 TELEPHONE NO:

18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
 AMZ 160
 P. O. Box 25710
 Oklahoma City OK 73125
 CODE: FMFS

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: [REDACTED] Project Officer: Christopher Dentel (301) 504-7644 CDentel@cpsc.gov Task Order 0004 The contractor shall provide a follow-up audit of CPSC's IT Investment Management Maturity for a determination on its' current state. This task (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A11DPS-2011-5215600000-EXFM001400-251A0
 26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$59,204.17

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4 FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.
 29. AWARD OF CONTRACT REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR: _____
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER):

30b. NAME AND TITLE OF SIGNER (Type or print): _____
 30c. DATE SIGNED: _____
 31b. NAME OF CONTRACTING OFFICER (Type or print): Rudi M. Johnson
 31c. DATE SIGNED: 8/30/11

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	order shall be in accordance with the attached statement of work and basic contract, CPSC-D-08-0006.				
0011	Partner	40	HR	262.00	10,480.00
0013	Supervisory Senior Auditor	220	HR	133.13	29,288.60
0015 AA	Senior Manager 2	77	HR	252.41	19,435.57
	The total amount of award: \$59,204.17. The obligation for this award is shown in box 26.				

32a. QUANTITY IN COLUMN 21 HAS BEEN RECEIVED INSPECTED NOTED: _____ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32c. DATE _____ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____
 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

33. SHIP NUMBER _____ 34. VOUCHER NUMBER _____ 35. AMOUNT VERIFIED CORRECT FOR _____ 36. PAYMENT COMPLETE PARTIAL FINAL 37. CHECK NUMBER _____
 PARTIAL FINAL

38. S/R ACCOUNT NUMBER _____ 39. S/R VOUCHER NUMBER _____ 40. PAID BY _____

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT _____ 42a. RECEIVED BY (Print) _____
 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____ 42b. RECEIVED AT (Location) _____
 42c. DATE REC'D (YY/MM/DD) _____ 42d. TOTAL CONTAINERS _____

1. Task Description

The contractor shall provide a follow-up review of the investment management maturity of the CPSC's IT investment management capabilities. This follow-up review will be conducted using the GAO's Information Technology Investment Management (ITIM): A Framework for Assessing and Improving Process Maturity, GAO-04-394G and the previously issued Performance Audit of Information Technology Investment Management.

The purpose of this follow-up review is to determine the current state of ITIM maturity of the CPSC and to determine the extent to which the corrective actions and recommendations called for in the previous review have been implemented.

The ITIM framework is a maturity model composed of five progressive stages of maturity that an agency can achieve in its IT investment management capabilities. These maturity stages are cumulative; that is, in order to attain a higher stage of maturity, the agency must have institutionalized all of the requirements for that stage in addition to those for all of the lower stages. The framework can be used both to assess the maturity of an agency's investment management processes and as a tool for organizational improvement. For each maturity stage, the ITIM describes a set of critical processes that must be in place for the agency to achieve that stage.

2. Background

Consumer Product Safety Improvement Act

The Consumer Product Safety Improvement Act of 2008 requires, at section 205, that, "The Inspector General of the Commission shall conduct reviews and audits to assess . . . the Commission's capital improvement efforts, including improvements and upgrades of the Commission's information technology architecture and systems and the development of the database of publicly available information on incidents involving injury or death . . ." The audit that will result from this contracting action is intended to help the Inspector General fulfill these requirements.

Existing IT Architecture:

General Description

The CPSC's data infrastructure is generally centralized with nearly all data storage and operational servers physically located in its headquarters data center in Bethesda, MD. There are currently two remote offices connected to CPSC's network over WAN links, Laboratory Sciences in Gaithersburg, MD and a Disaster Recovery site located in Shepherdstown, WVA; while CPSC's 98 Field Investigators across the country connect remotely through a proxy.

Network Infrastructure

The foundation of the LAN is comprised of 6 Foundry edge-switches connected to a core switch in the data center. Each edge-switch is connected to the core by 2 redundant fiber connections trunked at 2Gb/s, while all cabling to users in HQ is Cat 5 Ethernet running at Full-Duplex 100MB/s. All servers and routers in the data center connect to the core via Cat 5 or 6 cabling running at 1Gb/s.

The LAN located at the Laboratory Sciences complex is comprised of 7 Foundry Edge switches with a Cat 5 Ethernet cabling infrastructure running at Full-Duplex 100MB/s to users and 2 server connections at 1Gb/s. All switches are connected in a loop via fiber running at 1Gb/s.

There are three Cisco Routers in place at HQ serving the WAN and Internet connections. CPSC is connected to the Internet using a Cisco 3845 router over a full T3 with a shadow T3 serving as a backup. A Cisco 3600 at HQ connects to the Laboratory Sciences (LS) router (Cisco 2821) via a full T1. A Cisco 2821 router at HQ connects to the PA Disaster recovery site's Cisco 2821 over 2 Multilinked T1s to form a 3Mb/s connection. The same router also supports 2 connections to the National Business Center's Denver and Boulder, CO (failover site) for Financial, HR, Personnel, and Payroll systems.

TCP/IP (IPv4) is the only protocol running on the network. All Foundry switches that are installed are capable of supporting both IPv4 and IPv6 across the backbone.

Server Hardware / Software

CPSC's standard for server hardware is on the Compaq/HP Proliant platform, with 55 servers running at HQ and 2 at LS. A mix of Network Operating Systems including Microsoft Windows 2000/2003, Novell Netware 6.5 and SUSE Linux 9.3 support all of CPSC's applications.

CPSC maintains many databases, including MS-Access, MS-SQL, MySQL, Sybase and Oracle. Of these, Oracle and Sybase are by far the most relied upon. Oracle 10g houses databases for the Procurement, Property Management,

HelpDesk and NEISS Query systems. The Sybase ASE 12.5.3 database servers hold the databases used by all CIS applications listed above in Tables 2 through 9.

The majority of CPSC's internal applications have been developed as Win32 applications using Powerbuilder. Recently there has been a push to develop more web-based applications; several have been deployed using Java and J2EE application servers, as of late, development has turned to ASP.Net 2.0 for application development.

There are 3 public websites www.cpsc.gov, www.recalls.gov and www.atvsafety.gov running on 2 load-balanced web servers, running IIS 6.0. A mix of IIS 6.0 and Apache 2 web servers are used to run CPSC's CPSCnet intranet across several specialized machines.

Microsoft Exchange 2003 is in place as the Agency's e-mail system. There are 2 Exchange servers configured in an Active/Passive cluster for increased uptime. A third Front-End Exchange server provides remote access to e-mail services through Outlook Web Access in a browser or through the Microsoft Outlook Client. All incoming and outgoing e-mail is passed through a GFI software-based mail relay, filtering for SPAM and Viruses.

All File and Print services, at HQ and LS, are run from Netware 6.5 servers. These servers are configured in a 2-node Active/Active cluster for increased speed and availability. All file shares are able to be accessed natively through the Microsoft Windows workstations.

Management

The technical services branches of CPSC utilize several software packages for management of hardware and software.

All Hewlett Packard hardware is managed and monitored using Systems Insight Manager from HP. Using SNMP traps, alerts pertaining to server hardware and software are sent via e-mail to selected personnel. This software is used as the basis for all HP software updates as well as Microsoft Windows patch management for Windows Server software.

Workstations in the organization are managed primarily through Novell ZENworks. ZENworks is used to push software applications and updates to workstations, provide remote management and inventory and remote desktop capabilities to helpdesk technicians. Microsoft Windows Server Update Services is the Windows patching service used for deploying Microsoft Patches to Windows XP clients on the CPSC network.

Security

Protection from the Internet is provided by 2 Nokia machines running Checkpoint Firewall. The firewalls are load-balanced for speed and failover. Any attempts at an attack are monitored through an Internet Security Systems – RealSecure Intrusion Detection System; selected personnel are notified of any such attempts against CPSC's firewalls.

All user workstations are authenticated against both Microsoft Active Directory and Novell eDirectory services. User credentials are synchronized between the 2 systems and the Oracle database for consistency.

Client workstations and servers are protected by Symantec's Antivirus (all workstations are further protected by the Symantec software-based firewall when not connected to the CPSC LAN)

Remote Access is available to all teleworkers and Field users through a Novell iChain reverse proxy. This proxy allows access to all CPSC web-based services and also hosts a gateway to provide access back to 4 Citrix Metaframe servers, providing access to any necessary Win32 applications.

Data Protection

There are currently 11 servers at HQ with data residing on 2 Network Appliance filers. All servers are connected over iSCSI on a Storage Area Network to the filers. The filers take scheduled snapshots of the data residing on them and mirror this to a third filer located at a hosting facility in West Virginia. The hosting facility contains only the filer and backup data, there are no servers or applications running at this site.

All servers, including those backed up by the NetApp filers, are backed up to tape using Veritas Backup Exec and a SpectraLogic AIT Tape Library.

Client Workstations run Novell iFolder to protect their local data in specified folders. This software package pushes any block level changes to a workstation's data, to a server located at HQ. Clients can connect to this system locally or from the Internet.

Phone System

The Agency phone system runs from a Nortel 61c Call Server. All phones connected to the system are digital multi-line Nortel Meridian M3904.

Agency Voicemail is stored using Nortel Call Pilot v2.1.

Additionally, as referenced above, the agency is in the process of developing a database of publicly available information on incidents involving injury or death

3. Performance-based measures

This performance based contract task order shall be evaluated based on the performance of all services in compliance with appropriate Government Auditing Standards [the Government Accountability Office's Government Auditing Standards (GAS) and the GAO's Information Technology Investment Management (ITIM): A Framework for Assessing and Improving Process Maturity, GAO-04-394G.] Therefore, the standard shall represent the performance goal. Acceptable performance is indicated by 100% compliance with these standards.

4. Period of Performance

The contractor has nine months from the issuance of this task order to complete the work.

5. Statement of Work:

a. The contractor shall utilize the GAO standards referenced above (GAS and ITIM) to complete a follow-up audit and audit report. The purpose of this follow-up review is to determine the current state of ITIM maturity of the CPSC and to determine the extent to which the corrective actions and recommendations called for in the previous review have been implemented. The report will be prepared in a format similar to ones used by the GAO when it conducts reviews utilizing ITIM (see for example **GAO-09-662T**). The Contractor's quality assurance procedures shall verify the accuracy and consistency of all the report's facts and figures, and ensure the soundness of the report's logic. The audit and resulting report should provide sufficient findings and recommendations to allow it to serve as: (1) a rigorous evaluation of the CPSC's IT investment management processes; (2) a consistent and understandable mechanism for reporting the results of the contractor's assessments in the format established by the GAO standards detailed above; and (3) a road map that the CPSC can follow in improving its processes.

b. In the report the contractor is to verify that the findings are adequately supported by the evidence in the audit documentation, and that the conclusions and recommendations flow logically from the evidence provided in the audit documentation, as required by GAS. At a minimum the report should contain the following sections: an executive summary, background, findings, and recommendations.

6. Reporting Requirements (in addition to those described in the contract statement of work):

a. Schedule

Initial Meeting	One week after award of the task order
Audit Independence Statement/Quality Control Assurance Statement	Within one week of Initial Meeting
Entrance Conference	Within two weeks of Initial Meeting
Field Work	Will begin within three months of the date of award of task order and will be completed within eight months of the contractor having been informed that the audit documentation is ready for referencing.
Status Briefings with COTR	Weekly, every Friday
Completion draft report and exit conference	Within eight months from date of award of task order
Final report	Nine months from date of award of task order

b. The Contractor shall include, at a minimum, in the draft final report:

(1) The contractor's findings regarding which of the five progressive stages of maturity that an agency can achieve in its IT investment management capabilities most accurately describes the CPSC's ITIM framework;

(2) A rigorous evaluation of the CPSC's IT investment management processes;

(3) a consistent and understandable mechanism for reporting the results of the contractor's assessments in the format established by the GAO standards detailed above; and

(4) a road map that the CPSC can follow in improving its processes.

c. The draft report shall be presented at the exit conference. The COTR shall provide written responses, if any, within thirty (30) working days. The draft report with recommended changes by the COTR shall be used by the contractor to assemble the final report.

d. Final Report – A final report shall be issued in accordance with GAS standards.

7. Place of Performance – All documentation related to this effort is located at HQ of the CPSC/OIG. Much of said documentation is available through the Internet. It is anticipated that the place of performance of this contract will be primarily at the contractor's place of business with interviews and document pick-ups taking place at the CPSC HQ building in Bethesda, MD.

8. Government-Furnished Property:

a. With the exception of the personnel to be interviewed and the documentation to be reviewed (primarily electronically available), the Contractor will provide all services, personnel, facilities, equipment, and materials necessary to perform the work described in this contract.

b. Records, files, and documents provided by CPSC or generated in support of this contract shall be maintained by the contractor in accordance with GAS Standards. After work is completed, the contractor shall store all audit documentation (work papers etc) IAW GAS standards. One copy of these records is to be made available to the Office of Inspector General, upon request, at no cost to the Government.
