

# PROPOSAL REQUIREMENTS

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## Opportunity Outline for - Enterprise Interment Services System (EISS)



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# Project Outline – Enterprise Interment Services System (EISS)

## Introduction

This is a non-personal service contract to provide Program Management, and Operations and Maintenance Support for the Enterprise Interment Services System (EISS) application. This contract shall provide system configuration and analytical services for software maintenance and enhancements for EISS applications.

The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Operation & Maintenance (O&M) as defined in this PWS except for those items specified as government furnished property and services. Contractor shall perform to the standards in this contract.

The Office of Army Cemeteries (OAC) has proponency over Arlington National Cemetery (ANC), United States Soldiers' and Airmen's Home National Cemetery (USSAHNC), and the Army defined Post Cemeteries (see Exhibit 1). ANC, our nation's most well-known military cemetery, is a national cemetery under the jurisdiction of the Department of the Army. The primary mission of ANC is to function as the nation's premier military cemetery honoring those men and women who served in the Armed Forces. In this regard, the cemetery routinely performs 25-30 funeral services each week day and approximately 10 services on Saturdays. The grounds of ANC honor those who have served our nation by providing a sense of beauty and peace for our guests. The rolling green hills are dotted with trees that are hundreds of years in age and complement the gardens found throughout the 629 acres of the cemetery. This impressive landscape serves as a tribute to the service and sacrifice of every individual laid to rest here within the hallowed grounds of ANC.

**Objective.** The basic services in this PWS shall manage the development and operations and maintenance of EISS to perform the tasks required to determine eligibility, funeral scheduling, marker ordering and 100% accountability of cemetery records. The contractor shall leverage the existing EISS application to

support OAC, Department of Defense (DOD) Cemeteries, or other sites not otherwise defined as cemeteries.

**Scope.** The contractor shall provide specialized professional expertise and program management support to implement the goals of ANC and OAC. The contractor shall maintain the Enterprise Interment Services System (EISS) application hosted in the approved GovCloud computing environment as outlined in Section 5 of the PWS for ANC, OAC and DoD cemeteries.

## Requirements

EISS and its legacy systems are hosted in an AWS GovCloud environment for approximately 38 cemeteries (not including DoD cemeteries) see Exhibit #1. This PWS requires the contractor to support database structures, web and mobile application support for use by all cemeteries. The EISS application includes modules to support: Daily Schedule, Burial Request, Scheduling, Funeral Resources, My Home, Search, Administration, Reports, Roles and Permission, Dashboards, Quality Assurance, Add Decedent/Eligible Veteran, Service Groups, and Release Notes.

ANC/OAC maintains several applications and tools to support daily operations of ANC and OAC cemetery operations that are hosted in a government approved cloud hosting platform with legacy infrastructure support from the Office of Business Transformation (OBT fka Army Analytics Group, Fairfield, CA). For this task order, the contractor will deliver Operations and Maintenance (O&M) support for the Enterprise Interment Services System (EISS) application and shall implement the following tasks as identified in Section 5 during the Base Year and exercised Option Years, unless otherwise directed by the Government:

- a. Data and application integration of new features and functionality for desktop and mobile computing;
- b. Software maintenance and enhancements, including legacy tools;
- c. Cyber Security Compliance;
- d. Technical Support, training and documentation;
- e. Data Management and Reporting;

## Key Personnel

Key Personnel and Special Qualifications. The Government considers the Program Manager, Solutions Architect, Senior Software/Database Developer, Senior Application

Developer, Cloud Administrator, and Lead Test Engineer to be Key Personnel. Key Personnel shall be available between 6:00 a.m. to 6:00 p.m., Monday through Friday except Federal Holidays, or when the Government is open/closed for administrative reasons.

Qualification of key personnel are listed below and shall be used as an evaluation factor in best value procurement. All Key Personnel shall have a means of verbal and email communication with the COR, as the government anticipates communication, at a minimum, twice daily. Key Personnel shall be able to communicate fluently in English both, verbally and in writing. All Key Personnel shall adhere to the local clause 5152.204-4001.

The Contractor is responsible for ensuring employees have demonstrated experience in: project management and application development related to IT systems that support cemetery burial operations and management and accountability of burial records. The Program Manager and Lead Solutions Architect shall possess at least 10 yrs. experience in their field and at least 3-5 years in Cemetery IT systems. The Program Manager and Lead Solutions Architect must also possess DoD Approved 8570 baseline certification (e.g. Security+, CISM, or CISSP) or must be certified within six (6) months from the date of award.

Labor Category	Estimated Hours (annual)	FTE	Skills
Lead Program Manager	600	1	10 yrs+ Project Management, 3-5 yrs + Cemetery IT experience; DOD 8570 required
Lead Solution Architect (Senior IT Solutions Architect)	1920	1	10 yrs+ Project Management/ Solutions Architect, 3-5 yrs + Cemetery IT experience; DOD 8570 required
Senior Software/Database Engineer (IT Certified Professional)	1920	1	10 yrs+ software/database experience, 3-5 yrs + Cemetery IT experience; DOD 8570 required
Senior Application Developer (IT Certified Professional)	1920	1	7-10 yrs+ experience, 3-5yrs+ Cemetery IT; DoD 8570 recommended
Cloud System Administrator (Cloud DevOps)	1920	1	7-10 yrs+ Cloud Engineering/Administration experience, DoD 8570 required
Lead Test Engineer (Test Engineer)	1920	1	5-7 yrs+ experience, 2-3yrs+ Cemetery IT application experience, DoD 8570 recommended