

CIO-SP 3 Task Areas

Ten task areas constitute the technical scope of this contract:

Task Area 1: IT Services for Biomedical Research, Health Sciences, and Healthcare

The objective of this task area is to support Biomedical Research, Health Sciences and Healthcare by performing studies and analyses, and providing operational, technical, and maintenance services for the systems, subsystems, and equipment, some of which interface with, and are extensions to, information systems throughout the federal government. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Health Sciences Informatic and Computational Services
- b) Health Communication Support Services and Enhancements to Facilitate Integration and Data
- c) Exchange at the Federal, State, and Local Level
- d) Integration of Health Systems Across Federal Agencies and Public and Private Healthcare Systems
- e) Modernization and Enhancement of Existing Health IT Legacy Systems
- f) Automation of Administrative and Clinical Processes
- g) Biomedical Information Services
- h) Biomedical Modeling, Visualization, and Simulation
- i) Biosurveillance and Disease Management Support
- j) Scientific Computing Services
- k) IT Clinical Support Services
- l) Telemedicine (e.g., mobile health/mHealth)
- m) Healthcare Payment Processes and Fraud and Abuse in Medical Claims
- n) Health Emergency Preparedness and Response to Include IT Support for Epidemic and Bio-
- o) Terrorism Simulations, Emergency Response Training, Exercise Support, etc.
- p) Security of Healthcare and Biomedical Research Systems
- q) IT Service Management
- r) Healthcare Systems Studies
- s) Natural Language Processing Software and Services (Biology/Medicine Focus)
- t) Medical Computer-based Training
- u) Standards Development for Health IT Services

Task Area 2: Chief Information Officer (CIO) Support

The objective of this task area is to support Chief Information Officers (CIOs) in implementing laws, regulations, and polices and to facilitate evolving CIO practices. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) IT Governance Process Development and Management
- b) Workforce Management
- c) Capital Planning and Investment Control Support
- d) Independent Verification and Validation
- e) Agency Information Technology Architecture Support
- f) IT Portfolio Analysis
- g) Risk Management
- h) Program Analyses and Implementation (including Business Cases Analysis, Cost/Benefit Analysis and Cost Effectiveness Analyses)
- i) IT Organizational Development
- j) Program Management Office Support
- k) Advisory and Assistance Services
- l) FEA Alignment Support Services
- m) Market Research

Task Area 3: Imaging

The objective of this task area addresses systems and services that support the collection, storage, and retrieval of digital images. Digital images can include scanned documents, medical images, geographical information systems, video, and photographs. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Document Management Systems
- b) Image Conversion
- c) Image Content Management
- d) Medical Imaging, including Picture Archiving and Communication Systems
- e) Document Imaging
- f) Workflow Management for Digital Imaging Functions
- g) Geospatial and Scientific Imaging
- h) Environmental Imaging
- i) Image Analysis
- j) 3D Immersive Visualization
- k) Imaging Related to Laboratory and Test Equipment
- l) Security Imaging
- m) Identity and Access Management

Task Area 4: Outsourcing

The objective of this task area is to provide the Information Technology (IT) infrastructure and IT services required to assume management and operations of government IT resources and IT business functions. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Program Management
- b) Management of Call Centers
- c) Network Operations and Web Management Support
- d) Leasing of Hardware and Software
- e) Tools and Applications (including Application Service Provider)
- f) Hardware/Software Maintenance
- g) Transition Planning
- h) A-76 Studies Specific to IT Operations or Support
- i) Data Base Administration and Data Storage Management
- j) Backup and Recovery Services System Console Operations
- k) Production Control and Management
- l) Asset Management (including Radio Frequency Identification [RFID] Tracking)
- m) IT Acquisition Management
- n) Desktop Computing as a Unified Service
- o) Managed IT Services Support
- p) IT Impact Analyses
- q) Workflow Management
- r) Implementation of Standards (e.g., International Organization for Standardization (ISO) 9000,
- s) Capability Maturity Model Integration (CMMI), IT Services Management)
- t) Solution Leasing
- u) Software-as-a-service (SaaS)
- v) Cloud Computing

Task Area 5: IT Operations and Maintenance

The objective of this task area is to support the operation and maintenance of IT systems, keeping IT systems viable with supported vendor releases or off-the-shelf applications software upgrades.

Operations and maintenance on IT systems shall include all software and hardware associated with mainframes, client/server, web-based applications, and networking. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Operational Support
- b) Software Maintenance and Upgrades
- c) Telecommunications Maintenance (Data, Voice, Images, including Wireless)
- d) Infrastructure Management Services (IMS)
- e) Configuration Management
- f) Network/Hardware Support
- g) Help Desk/IT Support
- h) Resource Management
- i) Backup and Recovery Management
- j) Installation, Configuration, and Tuning
- k) Electronic Software Licensing Services including license: deployment, management, tracking,
- l) upgrading, etc.
- m) System Management
- n) IT Training
- o) IT Operation and Maintenance Planning
- p) Data Quality Management
- q) Transformation Services
- r) Continual Service Improvement
- s) Balanced Scorecard for Operations
- t) IT Infrastructure Optimization

Task Area 6: Integration Services

The objective of this task area is to support the development and deployment of integrated information systems, which includes the integration of technical components, information technology components, organizational components and documentation. Integration projects can support a wide range of agency functions. In the healthcare and research domain, medical imaging systems, patient management systems, clinical management systems, and laboratory management systems are often provided via integration of commercial components with existing infrastructure. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Infrastructure Engineering, Development, Implementation, Integration
- b) Enterprise Application Integration
- c) Gap Analysis and Benchmarking
- d) Data Migration and Integration
- e) Open Source Integration
- f) Enterprise Data Management
- g) Collaboration Tools
- h) Business Process Reengineering
- i) Test and Evaluation Services
- j) Financial Analysis
- k) Feasibility Studies
- l) Requirements Analysis
- m) System Design Alternative (SDA) Studies
- n) Systems Engineering
- o) Architecture Validation and Verification
- p) Risk Assessment
- q) Acquisition Support

Task Area 7: Critical Infrastructure Protection and Information Assurance

The objective of this task area is to support the protection of critical infrastructure, assurance of agency information, and operations that protect and defend information and information systems by ensuring

confidentiality, integrity, availability, accountability, restoration, authentication, non-repudiation, protection, detection, monitoring, and event react capabilities. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Cyber Security
- b) Critical Infrastructure Asset Identification and Configuration Management Databases
- c) Information Assurance of Critical Infrastructure
- d) Risk Management (Vulnerability Assessment and Threat Identification)
- e) Facility Protection Planning
- f) Information Systems Security
- g) Security Operations Center Development and Operations Management
- h) Application Security
- i) Disaster Recovery
- j) Critical Infrastructure Continuity and Contingency Planning
- k) Incident Response Planning and Execution
- l) Security Certification and Accreditation
- m) Training and Awareness Programs
- n) Exercises and Simulation
- o) Federal Information Security Management Act (FISMA) Implementation Support
- p) Health Insurance Portability and Accountability Act Implementation Support
- q) Cryptographic Support and Services
- r) Record Management
- s) Public Key Infrastructure
- t) Trusted Internet Connections implementation
- u) Security Review and Analysis of Automated Information Systems
- v) Identity Management and Assurance
- w) Intelligent, Automated Data Collection and Analysis
- x) IT Forensics and eDiscovery

Task Area 8: Digital Government

The objective of this task area is to support government services that are provided through digital, electronic means, creating a transparent interaction between government and citizens (G2C – government-to-citizens), government and business enterprises (G2B – government-to-business enterprises) and government interagency relationships (G2G - government-to-government). A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Data Warehousing and Data Mining
- b) Business Intelligence
- c) Web Development and Support
- d) Electronic Commerce and Electronic Data Interchange
- e) Customer Relationship Management
- f) Knowledge Management (IT-based sharing/storing of agency individuals' knowledge)
- g) IT –Enhanced Public Relations
- h) IT Strategic Planning
- i) Records/Document Management
- j) Business-to-Government (B2G) Solutions
- k) Communications Management
- l) Accessibility Services (508 and 504 compliance)
- m) Automated Abstraction, Taxonomies, and Ontologies
- n) Deep web and federated searching
- o) Computational linguistics and machine-based translation
- p) Telecommuting Support Services
- q) Interactive Marketing

Task Area 9: Enterprise Resource Planning

The objective of this task area is to support the implementation of enterprise management applications and systems in the federal environment, which are integrated software applications used to control, monitor, and coordinate key business activities across an enterprise. These applications generally fall into the following categories: Financials, Human Resources, Logistics, Manufacturing, and Projects. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) ERP Package Implementation
- b) Integration of Business Systems
- c) Business Consulting Services
- d) Business Transformation and Business Process Reengineering
- e) Business Systems Modernization
- f) IT Software Package Selection
- g) ERP IT Infrastructure
- h) ERP Infrastructure Planning, Installation, and Tuning
- i) Performance Load Testing
- j) ERP End User Training

Task Area 10: Software Development

The objective of this task area is to develop customized software applications, database applications, and other solutions not available in off-the-shelf modular software applications. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

- a) Requirements Analysis, Design, Coding, and Testing
- b) Production Deployment
- c) Application Prototyping
- d) Multimedia Software for Patient/Staff Education
- e) Program Evaluation Software
- f) d. Administrative and General Decision Support Software
- g) Business Intelligence and Analytics
- h) GIS-Enhanced Planning and Program Evaluation Software
- i) Web 2.0 Development and Management
- j) Database Development and Management
- k) Clinical Protocol and Quality Assurance Decision Support Software