INTRODUCTION / BACKGROUND

The Mission Support Alliance (MSA) requires staff augmentation services related to the Information Management Software Engineering work scope. Support will be provided to the MSA Information Management (IM) Information Systems (IS) Software Engineering Services (SES) workgroup.

The Subcontract is required to provide staff augmentation support as set forth herein.

1.0 OBJECTIVE

The MSA IM organization requires a Senior Software Analyst to support and work with SES, assisting with technical writing and activities in support of software development projects within the organization. The Software Analyst will support the managers, project managers, and software engineers with all phases of SES work and deliverables.

Analysts assigned to this subcontract will, at all times, remain employees of the Subcontractor, but work will be managed by MSA.

2.0 DESCRIPTION OF WORK – SPECIFIC

This position is responsible and accountable for providing project coordination as well as the development and writing of IT documentation throughout the software development lifecycle. This candidate must be able to develop and maintain positive working
relationships with the SES team and customers; communicate effectively, verbally and in writing and exercise sound judgment and discretion.

Typical duties and responsibilities include the following:

- Define and analyze customer needs and/or current system issues
- Collaborate with developers in designing solutions to address business problems
- Understand and follow established Software Development Process
- Generate software lifecycle documentation (requirements documents, process flow diagrams, test cases and test plans)
- Assist in the development of project schedules and track the status of deliverables
- Act as a project coordinator, communicating with customers and facilitating meetings
- Develop user manuals and provide user training
- Develop, track and assign organizational and project action items
- Lead software testing activities
- Support the implementation process
- Analyze and document software in preparation for redesign and/or maintenance
- Understand and follow established Software Development Process

The Senior Software Analyst will work with software engineers, interface with the project managers, and meet with customer subject matter experts as needed.

3.0 QUALIFICATIONS

Basic Qualifications

- BA/BS degree in Computer Information Systems/IT/related field OR a minimum of 8 years’ equivalent experience in solving business problems with software application development OR a combination of education and work experience (2 years of work experience is considered equivalent to 1 year of formal education)
- A minimum of 8 years’ experience in software user experience design/culture, technical writing or communications
- A minimum of 8 years’ experience in extracting, defining and documenting software requirements
- A minimum of 2 years’ experience with the agile methodology and technology for source control, requirements management, and testing and release management such as Team Foundation Server
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- Proficient in the use of Word, Excel and PowerPoint
- Ability to work in a multi-task, multi-project development environment
- Excellent interpersonal skills with proven ability to work in a team-oriented collaborative environment
- Highly self-motivated and self-directed
- Strong customer relationship skills
- Ability to work during non-standard business hours

**Desired Qualifications**

- 3-5 years’ experience in IT user experience design/culture, IT technical writing or IT communications
- Hanford Site work experience
- Familiarity with applications development and software lifecycle.

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements as applicable.

4.0 **REQUIREMENTS**

4.1 **General**

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On-Site Services Special Provisions will apply to Subcontractor personnel.

4.2 **Engineering Requirements**

Engineering requirements applicable: **No**

4.3 **Environmental, Safety, and Health Requirements**

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with, and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations, and directives.

The subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor’s work planning and execution processes. As a minimum, the Subcontractor shall:
• Thoroughly review the defined scope of work;
• Identify hazards and environmental and safety requirements;
• Analyze hazards and implement controls;
• Perform work within controls; and
• Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

4.4 Quality Assurance Requirements

The work activities for this Staff Augmentation Statement of Work has been designated as a Quality Level G - Q Level 0 - GS. The subcontractor shall be responsible for performing quality workmanship and shall conduct the quality control measure necessary to ensure work conforms to referenced codes and standards, and other requirements defined in this SOW.

5.0 PERSONNEL REQUIREMENTS

5.1 Training

A. Hanford site-specific general training requirements to safely perform this work will be designated by the Buyer’s Technical Representative (BTR).

B. The following types of training qualification(s) are required:

   • Hanford General Employee Training (HGET) and/or MSA General Employee Training (MGET) is required.
   • List below additional Hanford site specific training, if applicable: N/A

5.2 Security and Badging Requirements

A. For any on-site work, see On-Site Services Special Provisions for details.

B. The subcontractor shall wear a Buyer issued security badge identifying themselves. A minimum of two (2) working days advance notice is needed for site badging.

C. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

D. If the Subcontractor under this scope of work will be required an access authorization (security clearance), then the following will apply.
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- A security clearance is required for all Subcontractors who will have: (1) access to classified matter, (2) access Special Nuclear Material (SNM), and/or (3) require frequent, unescorted access to secured areas.

  o A facility clearance must be in place at Hanford for the individuals’ employer (facility), before a security clearance may be granted Facility Clearance (FCL). Approval will be required for a facility to be eligible to (1) access, handle, or possess classified information, (2) SNM, or other hazardous material presenting a potential sabotage threat, or (3) responsibilities for safeguarding $5M plus of government property. If any of these criteria apply to the SOW, the Contract Specialist needs to be notified immediately, in order to process clearance paperwork. The work cannot begin until an FCL is in place. A new FCL is required for each subcontract meeting the criteria.

- A subcontractor that will not possess classified information or matter, or SNM at the subcontractor’s place of business and will only access such security activities at other cleared facilities must be cleared as a “non-possessing facility.”

This Project Manager may oversee multiple applications owned by the MSA Personnel Security department. These applications include Personnel Security Clearance Record (PSCR+), RL Clearance Information Management System (SEC2), Badge Request System (BRS), Light Activation (LA), SEC2 replacement application Reliability Programs Tracking System (RPTS) and the Security PIV Tracking and Budgeting system. The Project Manager is responsible for overseeing the day to day maintenance of applications, managing the staff associated with the applications and development and implementation of application enhancements. In his capacity the Project Manager would be exposed to the production data associated with the Personnel Security applications. The staff the Project Manager will oversee already have Q clearances.

5.3 Primary Work Location / Potential Access Requirements

The primary work location is 2261 Stevens, Richland Washington, as well as other Hanford Site work locations. Location is subject to change. Work including meetings may also be conducted on the Hanford site at various locations.
5.4 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 a.m. and 4:30 p.m. with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

6.0 MEETINGS AND SUBMITTALS

Subcontractor shall participate in all meetings as required by the Buyer’s Technical Representative (BTR).