



Mission Support Alliance

Statement of Work

Title: System Analyst
Revision Number: 1
Date: September 5, 2017

1.0 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 Subcontractor is required to provide staff augmentation support as set forth herein:

2.0 OBJECTIVE

The MSA SES workgroup requires a System Analyst to support and work with the entire IS organization, assisting with technical writing and activities in support of software development projects within the organization. The System Analyst will support the managers, project managers, and software engineers with all phases of IS work and deliverables. Work will be managed by MSA.

3.0 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 IS team and customers; communicate effectively, verbally and in writing and exercise sound judgment and discretion. The System Analyst will assist with organizational activities under the direction of the IS leadership team.

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
- Generate software lifecycle documentation (functional 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



Mission Support Alliance

- Develop, track and assign organizational and project action items
- Lead software testing activities
- Support the implementation process
- Provide weekly report highlighting accomplishments
- Perform all work safely and in compliance with environmental obligations using the core functions and core elements of the Integrated Safety Management System/Environmental Management System (ISMS/EMS).

The System Analyst will work directly with all levels of software engineers, project managers and managers.

4.0 QUALIFICATIONS

Basic Qualification:

- Bachelor's degree or equivalent years of experience in IT, business or related field
- 2-3 years' experience in IT user experience design/culture , IT technical writing or IT communications
- Proficient in the use of Word, Excel and PowerPoint
- 2 or more years' experience extracting, defining and documenting requirements
- Proficient in use of SharePoint
- Strong written and verbal skills
- Excellent interpersonal skills with proven ability to work in a team-oriented, collaborative environment
- Highly self-motivated and self-directed
- Strong organizational skills, and the capability of working under tight deadlines

Desired Qualification:

- 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
- Familiarity with the Hanford Production Readiness Review (PRRB) process

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



Mission Support Alliance

5.0 REQUIREMENTS

General

Subcontractor shall operate to MSA policies, procedures, and processes. MSA will supervise and direct the day to day work activities of the Subcontractor's personnel.

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.

5.1 Environmental, Safety, & 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.

5.2 Government Property

The Subcontractor will be responsible for managing the Government-owned property as required in the Subcontract Provisions.



Mission Support Alliance

6.0 PERSONNEL REQUIREMENTS

6.1 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 qualifications are required:
 - Hanford General Education Training (HGET)/MSA General Education Training (MGET) is required.
 - Other site specific training may be required as determined during performance of this scope of work.

6.2 Security and Badging Requirements

- A. For any on site work, see Special Provisions – On-Site Services for details.
- B. The Subcontractor shall wear a Buyer-issued security badge identifying themselves. A minimum of two 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.

6.3 Work Location/Potential Access Requirements:

The primary work location is 2261 Stevens, Richland Washington. This is subject to change. Work including meetings may also be conducted on the Hanford site at various locations.

6.4 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 am and 4:30 pm, with one-half hour designated as an unpaid period for lunch, Monday through Thursday. Alternative schedules (example – 8 x 9 schedule) may be coordinated with and approved by the BTR.

There might be occasions for work to be performed outside normal operating hours. This work shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.



Mission Support Alliance

6.5 Telecommuting

The Subcontractor shall have the ability to telecommute based on the following conditions:

- Subcontractor must have a telecommute policy that has been provided to the MSA BTR or Manager, and the scope of work allows for the ability to telecommute.
- Subcontractor shall provide a written request with a valid reason to telecommute to their MSA BTR or Manager.
- Subcontractor shall obtain written approval from their MSA BTR or Manager.
- Subcontractor has the resources to perform the scope of work while telecommuting.
- Subcontractor provides day(s) and time(s) telecommuting in the comments section of CLTR.

7.0 MEETINGS, SUBMITTALS

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

8.0 SCHEDULE REQUIREMENTS

8.1 Schedule

Start date: October 2, 2017

Completion date: September 30, 2018