SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER	PAGE	OF
REQ-2400-17-0053	1	13

| 2. CONTRACT NO. CPSC-D-13-0001 | 3. AWARD/ EFFECTIVE DATE 04/27/2017 | 4. ORDER NUMBER 0028 | 5. SOLICITATION NUMBER CPSC-Q-17-0029 | 6. SOLICITATION ISSUE DATE 04/20/2017 |

| 7. FOR SOLICITATION INFORMATION CALL: | a. NAME Rudi Johnson | b. TELEPHONE NUMBER *(No collect calls)* 301-504-7028 | 8. OFFER DUE DATE/LOCAL TIME ET |

9. ISSUED BY CODE FMPS

CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 523
BETHESDA MD 20814

10. THIS ACQUISITION IS ☐ UNRESTRICTED OR ☒ SET ASIDE: ___ % FOR:
☒ SMALL BUSINESS
☐ HUBZONE SMALL BUSINESS
☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
WOMEN-OWNED SMALL BUSINESS
☐ (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
☐ EDWOSB
☐ 8(A)
NAICS:
SIZE STANDARD:

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 CODE EXIT

CONSUMER PRODUCT SAFETY COMMISSION
OFFICE OF INFORMATION SERVICES
4330 EASTWEST HIGHWAY
ROOM 706
BETHESDA MD 20814

16. ADMINISTERED BY CODE FMPS

CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 523
BETHESDA MD 20814

17a. CONTRACTOR/ OFFEROR CODE ▉ FACILITY CODE

VISUAL INFORMATION SYSTEM INC
ATTN VINH Q NGUYEN
8901 TRIPLE RIDGE RD
FAIRFAX STATION VA 22039-3004

TELEPHONE NO. (703) 643-1628

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY CODE FMFS

CPSC Accounts Payable Branch
AMZ 160
P. O. Box 25710
Oklahoma City OK 73125

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: ▉ CONTRACTING OFFICER REPRESENTATIVE (COR): PLESHETTE MATTISON EMAIL: PMATTISON@CPSC.GOV TEL: 301-504-6713 THIS IS TASK ORDER 0028 AGAINST DELIVERY ORDER CONTRACT CPSC-D-13-0001 IS HEREBY ISSUED TO PROVIDE ALL NECESSARY PERSONNEL, MATERIALS AND SERVICES AS STATED HEREIN FOR THE PERFORMANCE PERIOD OF ONE (1) YEAR EFFECTIVE 02 MAY 2017				

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA 0100A17DSE-2017-9994700000-EXIT002400-252M0	26. TOTAL AWARD AMOUNT *(For Govt. Use Only)* $617,482.19

☐ 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.

☐ 29. AWARD OF CONTRACT: ___ 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)* Eddie Ahmad | 31c. DATE SIGNED 4/22/17 |

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 2/2012)
Prescribed by GSA - FAR (48 CFR) 53.212

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	THROUGH 01 MAY 2018 IN ACCORDANCE WITH THE ATTACHED PERFORMANCE WORK STATEMENT, THE CONTRACTOR'S PROPOSAL DATED APRIL 20, 2017, THE TERMS AND CONDITIONS OF CPSC-D-13-0001 AND THE GSA SCHEDULE, GS-35F-0507Y.				
0001	THE CONTRACTOR SHALL PROVIDE A SENIOR PROGRAMMER TO PROVIDE TECHNCIAL SUPPORT SERVICES ON TASKS SUPPORTING THE CONSUMER PRODUCT SAFETY COMMISSION (CPSC) LEGACY COMMISSION INFORMATION SYSTEM (CIS)BY CONDUCTING OPERATIONS, MAINTENANCE, INTEGRATION, ENHANCEMENTS AND DEVELOPMENT ACTIVITIES. ADDITIONAL, THE CONRACTR SHALL PROVIDE SUPPORT SERVICES CPSC CIS APPLICATION RELATED HARDWARE AND SOFTWARE INSTALLATION AND CONFIGURATION. THE CONTRACTOR SHALL PERFORM THEIR WORK IN ACCORDANCE WITH CPSC'S ESTABLISHED CIS PROCEDURES, INCLUDING BUT NOT LIMITED TO: SYSTEM OPERATING PROCEDURES, APPLICATION AND DATABSE MANAGEMENT POLICIES, PROCESURES, AND STANDARDS; SECURITY CONTROLS, SYSTEM DEVELOPMENT LIFECYCLES; AND RELEVANT FEDERAL (NON-CPSC) GUIDANCE.	1	LO	617,482.19	617,482.19
	The total amount of award: $617,482.19. The obligation for this award is shown in box 26.				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

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	37. CHECK NUMBER
☐ PARTIAL ☐ FINAL			☐ COMPLETE ☐ 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

STANDARD FORM 1449 (REV. 2/2012) BACK

Commission Information Systems (CIS) Operations, Maintenance & Enhancements
PERFORMANCE WORK STATEMENT
CPSC-D-13-0001/ TASK ORDER 0028

1. Description of Services

The Contractor shall provide technical support services on tasks supporting the Consumer Product Safety Commission (CPSC) Legacy Commission Information Systems (CIS) by conducting operations, maintenance, enhancements, integration and development activities in accordance with the contract CPSC-D-13-0001. Additionally, the contractor shall provide support services for CPSC CIS application related hardware and software installation and configuration. The Contractor shall perform their work in accordance with CPSC's established CIS procedures, including but not limited to: system operating procedures, application and database management policies, procedures, and standards; Security protocol; systems development lifecycles; and relevant Federal (non-CPSC) guidance.

2. Background

The CIS applications currently consist of approximately 52 systems/applications. The system back-end databases are MySQL, Oracle, Sybase and SQL server.

Based on a 12-month history of requests, the contractor shall expect an estimated 100 CIS applications-related requests per month.

3. Task Order

This procurement is a firm-fixed price, performance-based task order. This is a non-personal services contract.

4. Description of Work

The contractor shall act independently, and not as an agent of the Government, the Contractor shall furnish all necessary personnel, and services to perform the work set forth below:

A. Project Management

(1) The Contractor shall provide project management service in alignment with CPSC's Project Management Office (PMO) and Systems Development Lifecycle (SDLC) processes and templates. The Contractor shall produce a project plan covering CIS support, including risk and issue management, reporting, change management, time management, configuration management, support and service level standards, quality

control plan, and communications plan.

(2) The Contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line.

(3) The Contractor shall deliver weekly and monthly progress reports, including number of requests received, a summary of activities performed in resolving the requests, project accomplishments, issues and risks identified, and upcoming activities based on open requests.

B. CIS Applications Operations, Maintenance & Administration

(1) The Contractor shall provide support services for the operations, maintenance and administration of CPSC's CIS applications, including but not necessarily limited to 54 PowerBuilder and 24 .NET applications as documented in attachments. Support services include, but are not limited to, ensuring applications are available during CPSC business hours or as defined in the system operating procedures, analyzing and resolving defects, integrating and implementing maintenance solutions or modifying the systems user access as requested via Help Desk tickets, e-mails to the IT Solutions Division (ITSD) Team, or by the Project Officer's request.

(2) The Contractor shall ensure that CIS applications are running and available 99.99% of the time during normal operating hours (8:00am to 5:00pm Eastern Time (ET), Monday through Friday, except for Federal holidays), with the exception of downtime scheduled and initialed by CPSC. The Contractor shall track and report all system downtime causes and solutions.

(3) The Contractor shall ensure that CIS applications are maintained to operate efficiently and effectively for CPSC end users. The contractor focus shall be on making bug fixes to software, and maintaining and updating documentation to support its operational effectiveness. The Contractor's tasks shall include making changes to improve a system's performance resulting from an error in coding, to correct problems, or to continually enhance security according to industry standard guidelines.

(3) The Contractor shall carry out the tasks and activities necessary to maintain system operation. Systems operations activities are performed

on a scheduled, recurring basis, to ensure that the production environment is fully functional and is performing as specified. The following is a checklist of systems operations key tasks and activities:

i. The Contractor shall ensure all processes, manual and automated, are documented in system operating procedures.

ii. The Contractor shall ensure that all procedures executed comply with the documented system operating procedures.

iii. The Contractor shall update written system operating procedures when they change due to efficiency and effectiveness process improvements or due to changes in the application.

iv. The Contractor shall ensure users are trained on current processes and new processes.

v. The Contractor shall ensure that: scheduled window services, ETL process, scheduled batch process and APIs are kept accurate and are monitored.

vi. The Contractor shall maintain performance measurements, statistics, and system logs. The Contractor shall track and report on any and all application downtime.

vii. The Contractor shall monitor the performance statistics, report the results and escalate problems when they occur.

viii. The Contractor shall perform patches and upgrades on system components by properly coding and testing the updates. The Contractor shall deploy these patches and updates outside of the CPSC business hours of operations, except in the case of emergency patches or as requested by the Project Officer.

ix. The Contractor shall perform data corrections, refresh and migration for CIS applications related maintenance tasks.

x. The Contractor shall ensure and report on a daily basis that the CIS applications are operating and available, informing the CPSC Project Officer of any problems, programming changes or new release of applications.

C. CIS Applications Enhancements and Development

(1) The Contractor shall perform enhancements of existing CIS applications to ensure
continued operations; improve efficiency and performance; address new user
requirements; or add new functionality, including integration with other CPSC
systems.

(2) The Contractor shall develop new CIS applications based on the technology and
platforms availability, to address new user requirements; add new functionality; and
integrate with other CPSC systems.

(3) The Contractor shall document and maintain a record of all enhancement and
development requests received via the Help Desk ticketing system, the Project
Officer, and direct user requests. The Contractor shall alert the Project Officer in
writing to enhancements requests received via the Help Desk ticketing system or
directly from users.

(4) Per F(2) below, the Contractor shall delineate operations and maintenance/bug fix
requests from enhancement and development requests. The Contractor shall
provide recommendations to the Project Officer regarding whether or not a request
is an operations & maintenance/bug fix or an enhancement or development request.
The Project Officer shall make the final determination.

(5) The Contractor shall receive written Project Officer approval for enhancement and
development requests before the Contractor begins development phase work.

(6) The Contractor shall conduct estimations for enhancements, if requested by the
Project Officer, within an amount of time agreed to by the Project Officer and the
Contractor. The Contractor shall provide the Project Officer an approximate level of
effort(LOE)

(7) The Contractor shall conduct estimations for systems integrations, if requested by the
Project Officer, within an amount of time agreed to by the Project Officer and the
Contractor. The Contractor shall provide the Project Officer an approximate level of
effort(LOE)

(8) The Contractor shall develop system integration and data sharing mechanisms, if
requested by the Project Officer, within an amount of time agreed to by the Project
Officer and the Contractor. The Contractor shall provide recommendations to the
Project Officer regarding whether or not a request is an operations and

6

maintenance/bug fix or an enhancement or development request. The Project Officer shall make the final determination. The contractor shall manage and support the implementation of security controls during the application development and O&M phase, based on federal information assurance guidance, including but not limited to National Institute of Standards and Technology and Office of Management and Budget standards and guidelines.

(9) The contractor shall implement the work items in appendix A, which include the enhancements for IFS and Recall API.

D. Improvement Report and Plan

The goals of the Improvement Plan shall be to clarify and streamline procedures for the operations, maintenance, and administration; to improve training information, methods, and delivery; to improve the organization, completeness, and plain language writing of documentation; and to identify and fill gaps in documentation and training of the CIS applications.

(1) The Contractor shall conduct a review of existing CPSC CIS applications, operations, maintenance and administration features, functionality, procedures and training materials, including discussions with appropriate CPSC staff.

(2) The Contractor shall submit a report proposing updates or changes or enhancements to the applications, procedures or training materials, as well as new or updated technology solutions to improve administration, management, and maintenance of CPSC CIS applications and databases. The report shall include an estimated level of effort for implementing the changes.

(3) Once the report has been approved by CPSC, the Contractor shall write an improvement plan to implement the changes. The plan shall include a roll-out process and schedule, programming work required, training and documentation necessary for CPSC staff, potential system downtime, risk to implementing or not implementing feature/functionality enhancements, support and procedure changes necessary and a way to achieve these with minimal impact to CPSC operations, and other elements deemed necessary by the Project Officer for successful implementation.

(4) Once the improvement plan has been approved by CPSC, the Contractor shall implement the plan.

(5) The Contractor shall report on the implementation status and on-going changes based on the plan, regarding how effective the improvements are.

E. Training and Documentation

(1) The Contractor shall, at the direction of the Project Officer, perform knowledge sharing and transfer by providing documentation, training materials, user manuals, technical manuals, standard operating procedures and/or conducting onsite training sessions. The Contractor shall provide these services when new, corrected, or improved methods of performing systems operations and maintenance are identified, or when a bug fix alters the standard operating process.

(2) The contractor shall manage and support the development of required security documentation and resolution, including security plans, security assessment reports, contingency plans and a plan of action & milestones (POA&M) documents.

F. Support Requirements

(1) The Contractor shall provide troubleshooting support to resolve issues and problems encountered by CPSC staff and contractors relating to CIS applications, databases, servers and systems. Support shall include reviewing incident reports submitted via the Help Desk tracking system analyzing the problem, conducting root cause analysis if necessary to resolve the issue, testing the potential fixes, implementing the resolution, and documenting the actions taken and resolution in the Help Desk tracking system. Documentation of a problem resolution shall include a summary of recommended user tests (for confirmation that the resolution solves the customer's reported issue or where more appropriate an underlying issue that caused the customer to report an issue).

(2) The Contractor shall perform triage on all CIS-related Help Desk tickets received to determine if the ticket or part of the ticket represents an operational or maintenance issue that can be corrected without in-depth development or enhancement (bug fix), an enhancement request to improve the existing functionality or feature set available in the application(s), or a request for new development that involves building new functionality or

features into the application beyond what currently exists,. The Contractor shall review these triage protocols and decisions regularly with the Project Officer to better understand whether or not a resolution is within scope of this Task Order.

(3) The Contractor shall document new application releases resulting from fixes or enhancements made under this task order. Documentation shall include the request, description of the resolution, documentation produced, code scripts, and testing results. The Contractor shall submit the necessary documentation to CPSC change control board for approval to roll out the new release. Upon approval by the change control board, the contractor shall schedule and perform deployments for the new application release.

(4) The Contractor shall provide standard support as described above during normal operating hours (Monday through Friday, 8am until 5pm ET, except Federal holidays). The Contractor shall provide support for emergency requests on a 24 hour / 7 days a week basis. Emergency requests shall be defined and documented by the Project Officer in consultation with EXIT management and the Contractor.

5. Reporting Requirements

The Contractor shall maintain a record of all work performed, using the Help Desk system. The Contractor shall provide a detailed summary of tasks completed (accomplishments), planned activities, and risks and issues identified in weekly status and progress reports. The Contractor shall confer with CPSC staff on issues and problems which the Contractor identifies, and shall implement a solution at the direction of the Project Officer.

6. Inspection and Acceptance

The CPSC Contracting Officer Representative (COR), with support from the Project Officer, will monitor each assignment and will evaluate the performance based on:

- Volume and frequency of data to be processed in each system, order and type of operations; and
- Monitoring of system performance statistics, report the results and escalate problems when they occur.

Commission Information Systems (CIS) Operations, Maintenance & Enhancements
PERFORMANCE WORK STATEMENT
CPSC-D-13-0001/ TASK ORDER 0028

The Government will apply the following general inspection standards to the reporting and delivery requirements:

- Meeting agreed upon schedule dates.
- Submission of all deliverables as specified.
- Ability to produce quality assurance documentation (where code is concerned and testing applied, per SDLC practices.
- Preparation of comprehensive reports/presentations.

The Government will inspect the work for both quality and timeliness, and notify the Contractor in writing regarding problems and any corrections needed. The Contractor will be notified in writing of the problems with the work and the Contractor shall provide an acceptable correction, correction plan or recommendation within 24 hours of notification.

7. Delivery Requirements

The following deliverable items shall be performed and delivered in accordance with the following schedule:

Deliverable	Deliverable Timeframe (No Later Than =NLT)
Project Kick-Off Meeting and presentation of the project roadmap, to include the approach for staffing and addressing operations and maintenance issues associated with the CIS applications.	NLT 5 business days after period of performance starts
Project Plan	NLT 10 business days after kick-off meeting with updates monthly
Perform systems maintenance and operations by addressing Help Desk tickets associated with the applications previously described.	Daily
Weekly Status Reports, which includes a summary of Help Desk tickets received, in process, and resolved; support ticket statistics; solutions implemented; pending issues; and risks.	Every Monday (covering the previous calendar week) except in weeks where a monthly progress report is due

Data dictionary, Data Flow diagrams(ERDs), Process flow diagrams for the agreed upon systems.	NLT 120 business days after kickoff
Security Documentation	As needed basis
Monthly Status Reports, which include the same content as the weekly status report as well as a review of deliverables and invoice/payment status.	30 business days after award, then monthly (NLT 5th of month)
Monthly O&M team meetings	One time per month as needed basis.
Improvement Plan Report	NLT 90 business days after kick-off meeting
Improvement Plan	NLT 30 business days after the Improvement Plan report approved.
Improvement Plan Implementation	NLT 30 business days after Improvement Plan approved
Provide new or updated User Manual, Training Material and conduct training sessions at the direction of the Project Officer, as new mechanisms for system operations and maintenance arise.	Within 15 business days of Project Officer's request

8. Period of Performance

The Contractor shall provide the work of this task order beginning on May 2, 2017 through May 1, 2018.

9. Government Furnished Materials

The Government will supply:
- Computer hardware and software
- Physical office space and a phone
- Network and internet access
- Maintenance procedures

10. Contractor Qualifications

The Contractor personnel performing the work shall have no less than three (3) years of experience in Enterprise Service Bus/messaging technologies, API/web service development, PowerBuilder, Microsoft .NET, SQL language, TSQL and administrator experience in Oracle, Sybase, SQL server, MySQL database software, Microsoft IIS, HTML and XML, Microsoft SharePoint.

11. LC 5 CONTRACTING OFFICER'S REPRESENTATIVE (COR) DESIGNATION
a. The following individual has been designated at the Government's COR for this contract:

Name: Pleshette Mattison
Division: Department of IT Services
Telephone: 301-504-7113
Email: pmattison@cpsc.gov

b. The CPSC COR is responsible for performing specific technical and administrative functions, including:

(1) Performing technical evaluation as required;
(2) assisting the Contractor in the resolution of technical problems encountered during performance; monitoring the Contractor's technical progress, including surveillance and assessment of performance, and notifying the Contracting Officer within one week when deliverables (including reports) are not received on schedule in accordance with the prescribed delivery schedule; and
(3) Inspection and acceptance of all items required by the contract.

c. The COR, who may be personally liable for unauthorized acts, is not authorized to and shall not:

(1) make changes in scope of work, contract schedules, and/or specifications, or to make changes that affect price, quality, quantity or delivery,
(2) direct or negotiate any change in the terms, conditions, or amounts cited in the contract; and
(3) make commitments or changes that affect price, or take any action that commits the Government or could lead to a claim against the Government.

d. This delegation is not redelegable and remains in effect during the period of performance of the contract.

e. A clear distinction is made between Government and Contractor personnel. No employer-employee relationship will occur between government employees and contractor employees. Contractor employees must report directly to their company (employer) and shall not report to Government personnel.

All questions regarding this requirement shall be direct to the Contracting Officer (CO) or Contracting Officer's Representative (COR).

See Attachment 1 for Applications   2 Pages

☺ = link to the completed file   … = in progress   blank = have not begun

Application	Data Dictionary	ERD
1. Age Determination		…
2. ATV Deaths		…
3. Badge System		…
4. Budget Application	☺	☺
5. Children and Poisoning (NEISS CAP)		…
6. Clearinghouse Manufacturer Mailing System (CHMMS)		…
7. Clearinghouse Tracking		…
8. Compliance (EXC) Tracking		…
9. Continuing Guarantee Tracking System		…
10. Correspondence Tracking for Compliance (CRC)		…
11. CRC Tracking of response to IDIs (Compliance Tracking of IDIs Involving Deaths)		…
12. EHHA-EPI and HS Document Tracking		…
13. Employee Departure		…
14. EPDATA Data Entry		…
15. EPHQ – EP Headquarters Module		…
16. EPID – Hospital Upload		…
17. EPIR – EP Retrieval and Reports		…
18. EPQC Quality Control and Cost Projects		…
19. EPreview – Daily Data Review for NEISS		…
20. Fireworks		…
21. Freedom of Information (FOI) – Obtain Sec15 data		…
22. HIDMIG – used to restore hospital data		…
23. IFS	☺	…
24. IFS User Administration		…
25. Lab Accreditation Approval	☺	☺
26. Lab Accreditation Registration	☺	☺
27. Lighter Review		

28. Lighter Submission	☺	☺
29. Modify IDI Assignments		...
30. Nars_new		...
31. NEISS Error Status Maintenance		...
32. NEISS Query	☺	☺
33. OECD	☺	☺
34. OS Controlled Correspondence Tracking		...
35. Pacifiers Testing		...
36. PIV Registrar		...
37. ProcessMobileWH (Process Scan Sample by SSF and Generate SSF Weekly Report)		...
38. Property Management System	☺	...
39. Quality Control Data Updates		...
40. Rattles Testing		...
41. Records Management for Sec15		...
42. Settled or Adjudicated Lawsuits Section 37 Reports Tracking system		...
43. SIU Special Investigation Unit Tracking (Compliance (CRC) SIU)		...
44. Small Parts	☺	☺
45. State Contractor	☺	☺
46. Sample Tracking		☺
47. Toy Testing		...
48. Visitor Registration		...
49. Web Application Security		...
50. Web Services for Recalls & Penalties		
51. Web Services for Accepted Labs		