

Statement of Objectives  
IDIQ and Managed Services Contract  
Supporting the  
Joint POW/MIA Accounting Command

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Prepared by: Joint POW/MIA Accounting Command

**Background:** The mission of JPAC is to achieve the fullest possible accounting of all Americans missing as a result of the nation's past conflicts. The highest priority of the organization is the return of any living Americans that remain prisoners of war.

The command is made up of approximately 400 handpicked Soldiers, Sailors, Airmen, Marines, Department of the Navy, civilians and contractors. The laboratory portion of JPAC, referred to as the Central Identification Laboratory (CIL), is one of the largest and most scientifically diverse laboratories in the world, and the only accredited Skeletal Identification Laboratory (ASCLD-LAB) in the United States.

Three permanent overseas detachments assist with command & control and in-country support during investigation and recovery operations: Detachment One located in Bangkok, Thailand; Detachment Two in Hanoi, Vietnam; and Detachment Three in Vientiane, Laos. A fourth detachment, Detachment Four, is located in Hawaii and is responsible for recovery team personnel when they are not deployed.

The core of JPAC's day-to-day operations involves investigating leads, recovering, and identifying Americans who were killed in action but were never brought home. This process involves close coordination with other U.S. agencies involved in the POW/MIA issue, including the Defense POW/Missing Personnel Office, U.S. Pacific Command, Department of State, the Joint Staff, Defense Intelligence Agency, the Armed Forces DNA Identification Laboratory, and the U.S. Air Force's Life Sciences Equipment Laboratory.

Recently the U.S. Congress passed legislation in the 2010 National Defense Authorization Act (NDAA) requiring JPAC to ensure at least 200 missing persons are accounted for annually by FY 2015. To meet this mandate, JPAC has developed a plan to increase all areas of its operations, personnel, and facilities.

**Statement of Objectives:**

To meet the 2010 NDAA and mission objectives, JPAC is seeking innovation and partner solutions for a master IDIQ service contract.

The requirements will be established and managed by the JPAC Engineering and Facilities Management Division, with contract execution, oversight and administration provided by the U.S. General Services Administration.

Proposed term of the contract is one year with four year option.

### **Overall Objectives:**

- To meet the NDAA 2010 mandate, JPAC plans to increase all areas of its operations locally, CONUS, and overseas. This surge in operations occurs in parallel with an increase of 253 new personnel, requiring additional operations and office space. JPAC currently has a FY11 MILCON underway, targeted for FY14 completion. However this new facility was intended to consolidate the current JPAC organization located at Pearl Harbor and Hickam, and was not planned for 253 additional personnel or the surge in operations. From now until new building completion, JPAC has a “bridging plan” to accommodate increased personnel density in current facilities and stand-up of an additional facility CONUS. After new building completion, JPAC has a post-MILCON plan to accommodate end total increase for long term.
- JPAC requires solutions to existing facilities it currently occupies at Joint Base Pearl Harbor-Hickam. Due to the scarcity of adequate facility space throughout Joint Base Pearl Harbor-Hickam, JPAC plans to revise existing modular furniture systems to accommodate increased personnel density in Bldgs A thru K, 220, 287, 45, and 46. This will include:
  - Furniture design, procurement, installation.
  - Minor building modifications as necessary to incorporate revised building layouts. This includes relocating or adding additional power and data receptacles, lighting fixtures, minor interior repair, flooring repair, etc., as needed.
- JPAC requires solutions to additional records and equipments storage anticipated to be displaced by increasing personnel density in existing spaces. This will include:
  - Designs for interior and exterior storage solutions, procurement, and installation.
- Minor facilities repair, maintenance, and improvement projects to sustain JPAC in existing facilities at Pearl Harbor-Hickam.
- JPAC plans to establish a Satellite Central Identification Laboratory at Offutt Air Force Base, Omaha, NE. Offutt AFB Installation has offered 45,000SF vacant facility for JPAC laboratory and office spaces. The scope of work primarily involves moving into existing spaces as-is, but requires design, procurement, and installation of new furniture systems, laboratory equipment, C4I, and C4I COOP. There are small, incidental amounts of repairs such as replacement of existing

carpeting, purchasing and replacing existing acoustic ceiling tiles, and touch up painting on interior walls. Overall the target facility is in excellent condition and ready for use. Work includes:

- AE consultation and designs for space changes and revised interior layout according to JPAC requirements.
  - Design, procurement, installation of furniture, laboratory equipment, record storage systems, equipment storage systems, secured physical evidence storage systems, bulk storage systems.
  - Design, procurement, installation, testing, maintenance and repair, of all C4I supporting SCIL, as prescribed in statements of work by JPAC J6.
  - Design, procurement, installation, testing, maintenance and repair of C4I COOP (Continuity of Operations) to backup JPAC data and applications systems located in Hawaii, as prescribed in statements of work by JPAC J6.
  - Design, procurement, installation of energy conservation hardware.
  - Maintenance and recurring maintenance services
- JPAC requires solutions to records digitizing, storage, and maintenance. JPAC unable to sustain projected growth of hard records that require more facility storage space.
  - JPAC requires solutions to storage of field communications equipment. JPAC unable to sustain projected growth of field communication gear anticipated for mission surges.
    - Assistance may be required for procurement of field comm. equipment or new technologies.
  - Rentals (e.g. dumpsters, trailers for office and storage, PODs, etc., to support implementation of “bridging” changes locally and CONUS)
  - Design, installation, and standup of new Detachments. Two proposed locations are Papua New Guinea and Europe. Most of the scopes for these projects involves moving into existing spaces as-is, but requires design, procurement, and installation of new furniture systems and C4I. There are small, incidental amounts of repairs anticipated such as replacement of existing carpeting and touch up painting on interior walls. Work includes:
    - AE consultation and designs for revised office layouts to support JPAC operations.
    - Design, procurement, and installation of necessary furniture and equipment.
    - Design, procurement, installation, testing, maintenance and repair, of all C4I supporting new Detachments as prescribed in statements of work by JPAC J6.
  - AE drafting or engineering investigation services in support of miscellaneous services needed to support JPAC bridging plan.

- Contractor personnel and subject matter expert hiring.
- Design, procurement, installation of energy conservation projects to reduce JPAC annual operating costs during and after bridging plan. Increased personnel and operations significantly increase JPAC annual operating costs. Significant annual cost is utilities. EC improvements allow annual savings to be applied towards JPAC missions.
- Procure supplies and/or services for supporting JPAC mission logistics.
- Design, fabricate, or procure, laboratory equipment for the CIL that will assist with forensic identifications and speed laboratory processes.
  - Includes facial photo-superimposition equipment to assist with identifications.
- Moving services to support JPAC relocation into “bridging” spaces, new MILCON spaces, new SCIL spaces, new DET spaces, and into existing spaces based on JPAC growth and changed adjacencies. This includes necessary packing materials, transportation, and labor.
- Disposal of selected JPAC temporary structures or Class 3 property, and site restoration services associated with relocation to new MILCON spaces.

**Program Management Objectives:**

The activities under the contract shall be conducted with the oversight and approval of the JPAC Engineering and Facilities Management Program Manager and GSA Project Manager/Contracting Officer Technical Representative.

**The Contractor shall:**

- Manage, track, and coordinate the activity of all of its resources, partners and subcontractors needed to fulfill the requirements of this contract and to ensure successful and on-time delivery of all task order services and deliverables.
- Meet with GSA’s Contracting Officer’s Technical Representative (COTR) and Procuring Contracting Officer (PCO) at contract and program initiation to jointly review program management tasks, roles, responsibilities, and the program management reporting requirements.
- Develop a Program Management Plan (PMP) outlining their approach to performing program and cross-project coordination tasks required to meet the requirements of this contract. The Program Management Plan should also include a description for how and when common performance measures from individual task orders will be collected and reported to GSA as well as how any

performance problem trends and disputes involving multiple task orders or projects are to be addressed for resolution.

- The Program Management Plan shall be delivered to GSA no later than ten (10) days after contract award. Updates to the plan shall be delivered to GSA as requested.
- Develop a Quality Assurance Surveillance Plan (QASP) outlining their approach to performing program and cross-project coordination tasks required to meet the requirements of this contract.
- The Program Management Plan should also include a description for how and when common performance measures from individual task orders will be collected and reported to GSA as well as how any performance problem trends and disputes involving multiple task orders or projects are to be addressed for resolution.
- The Quality Assurance Surveillance Plan (QASP) shall be delivered to GSA no later than ten (10) days after contract award. Updates to the plan shall be delivered to GSA as requested.
- Support and host Monthly management meetings (minimum) with the GSA COTR and Administering Contracting Officer (ACO) to address and deal with contract related issues and to discuss progress on key Program-level performance measures.
- Provide Monthly Program Performance Status Reports (MSR) in accordance with key deliverables to GSA summarizing progress and status towards achieving key program management goals and performance against the Program-level performance measures.
- Quality Control: The Contractor shall develop, implement, and maintain a comprehensive higher-level Quality Control Program (QCP) that complies with ANSI/ISO/ASQC 9001-2008,
- Quality Systems-Model for Quality Assurance in Design, Development, Production, installation, and Services, or equivalent (as proposed by the Contractor). The Contractor shall implement a comprehensive quality control program compliant with all twenty (20) ISO 9001 standards.
- The Contractor shall make the QCP/Quality Assurance Surveillance (QASP) available to the government through a web based on-line resource.
- Contractor's Corporate Conflict of Interest (COI) Mitigation Plan. At a minimum, your plan must include the following:
  - Executive summary

- Corporate policies and procedures
- Acronyms and definitions
- Contractor roles and responsibilities
- Potential COI situations under this task
- Mitigation measures
- List of contractor personnel by CLIN and skill level covered by plan
- Attachments or appendices, including Organization Chart and Subcontractor Mitigation Plans with Organization Charts (if not addressed in the prime's plan)
- Signature page with signatures, names, titles, and dates for each plan

**Contract Objectives:**

- JPAC is seeking as much as practicable, an innovative industry partner for “turn-key” solutions to meet NDAA 2010, on a fixed price based for one base year and four one year options.
- JPAC will require services on a phased or graduated basis, with additional services integrated into the project as mission requirements dictate.
- Designs and delivered products become the property of the U.S. Government through JPAC. No exclusivity or proprietary claims by the Contractor.

**Engineering Objectives:**

- The Contractor shall provide all necessary technical and AE support necessary to accomplish the objectives listed in the overall objectives.
  - This includes all necessary project inspections and visits to sites, or critical project meetings in Hawaii, CONUS, and overseas new Detachments locations.
- For C4I and COOP located at CONUS and new Detachments, provide maintenance support for servers, network equipment, storage environments, and develop and implement information quality assurance policies and procedures to meet mission objectives while maintaining data security and integrity, in accordance with but not limited to all applicable DOD and Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs), and Information Assurance Vulnerability Management (IAVM) directives.

**Logistic Objectives:** Due to operational requirements and the need for close day-to-day interaction with JPAC, the Contractor must maintain an office with point of contact staff on the island of Oahu, near Joint Base Pearl Harbor-Hickam.

**Government Property Control Plan.** The contractor shall develop, implement, maintain, and make available a property control plan as required by FAR 52.245-2. This

plan shall describe a method of control, allocation and supervision of all Government property, e.g., facilities, equipment materials, etc. Plan shall be delivered to the COR.

### **Security and Installation Access Objectives:**

- **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of task orders issued under this proposed requirement. All costs associated with obtaining/possessing such security clearances should be factored into the prices offered.
- **Base Access:** The Contractor is responsible to arrange base access as required for general contractor and subcontractor employees. All costs associated with background checks and processing of base access passes should be factored into the prices offered.
- **Data Security:** The Contractor must implement adequate security measures to control access to automated systems and data. Procedures must preclude unauthorized system access, data manipulation, or system corruption. The Contractor must also ensure adequate physical security measures are in place to prevent unauthorized access, theft, or destruction of hardware and software. To mitigate the risk of fire, natural disaster, or deliberate system destruction, the Contractor shall ensure data back-up systems and procedures are implemented. All data remains the property of the government.

### **Technical and Management Objectives:**

**Section 508 Compliance-**The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Applicable standards are 1194.21-1194-26.

Additional Section 508 information can be found at the following websites:

- <http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
- <http://www.access-board.gov/508.htm>
- <http://www.w3.org/WAI/Resources>

**Data Rights-** Records and data shall be documented in deliverable reports (electronically). Any databases/code shall be delivered electronically and become the

sole property of the United States Government. All deliverables become the sole property of the United States Government. The Government, for itself and such others as it deems appropriate, will have unlimited rights under this contract to all information and materials developed under this contract and furnished to the Government and documentation thereof, reports and listings, and all other items pertaining to the work and services pursuant to this agreement including any copyright.

Unlimited rights under this contract are rights to use, duplicate, or disclose data, and information, in whole or in part in any manner and for any purpose whatsoever without compensation to or approval from the TEM provider. The Government will at all reasonable times have the right to inspect the work and will have access to and the right to make copies of the above-mentioned items. All digital files and data, and other products generated under this contract, shall become the property of the Government.

All Contract participants shall sign a non-disclose and non-compete agreement to restrict use and protect confidential and proprietary information.

**Points of Contact:**

**Joint POW/MIA Accounting Command**

Mr. Nathan Loo  
Program Manager, Engineering and Facilities Management  
310 Worcester Ave, Bldg A  
Joint Base Pearl Harbor-Hickam  
Hawaii, 96853-5530  
Office: 808-448-1871 Email: [Nathan.Loo@jpac.pacom.mil](mailto:Nathan.Loo@jpac.pacom.mil)

**U.S. General Services Administration**

Mr. Stephen Durrett  
Senior Contracting Officer  
Region 9 Federal Acquisition Service,  
Acquisition Oversight Division, Hawaii Office  
Office: 415-522-4577 Email: [Stephen.Durrett@gsa.gov](mailto:Stephen.Durrett@gsa.gov)

Mr. Daris Hao  
Senior Project Executive  
Region 9 Federal Acquisition Service,  
Assisted Acquisition Services, Hawaii Office  
Office: 808-541-1167 Email: [Daris.Hao@gsa.gov](mailto:Daris.Hao@gsa.gov)