**Performance Work Statement (PWS)**

***Engineering and Scientific Program Support***

***US Army Combat Capabilities Development Command – Soldier Center (CCDC-SC)***

***\*Note that this sample has been revised from the source document on the Government Point of Entry as necessary to align formatting and applicable FAR procedures.\****

# 1.0 BACKGROUND

The US Army Combat Capabilities Development Command-Soldier Center (CCDC-SC) is a Customer-Driven, Customer-Focused organization, and is intentionally known as a preeminent provider of research, development, engineering and integration services in the areas of soldier and squad protection and systems integration, military rations and field feeding equipment, military parachuting and airdrop systems, and expeditionary basing. Through our research in areas such as materials sciences, biochemistry, human performance and human sciences; technology development and integration; and systems engineering, product development and support, the CCDC-SC plays a vital role in maximizing the effectiveness of America's military. The CCDC-SC support includes but is not limited to life cycle management of personnel and cargo aerial delivery equipment/systems and expeditionary maneuver support systems. It is responsible for the conduct of studies, investigations, analyses, assessments, test, and/or evaluations to ensure that aerial delivery and expeditionary maneuver equipment performs to expected levels of performance and reliability in a combat scenario. To this end, there is a requirement for involvement in upcoming projects which will require access to contractor personnel with programmatic and engineering expertise to conduct, coordinate and evaluate various CCDC-SC programs.

The CCDC-SC mission is to optimize and modernize Soldier/squad performance, and increase combat readiness and lethality in order to ensure dominance in multi-domain operations. The CCDC-SC’s limited resources must be augmented to manage and execute currently funded projects effectively and efficiently. Consequently, the CCDC-SC requires the services of capable support contractors to provide engineering staff support. Programs to be supported include but are not limited to the MC-6, T-11, Low Cost Aerial Delivery parachutes, HSL/airdrop certification, tactical shelters and other expeditionary maneuver support systems.

# 2.0 OBJECTIVE

The objective of this effort is to provide support services to CCDC-SC, to include but not limited to Aerial Delivery Directorate (ADD), Expeditionary Maneuver Support Directorate (EMSD), PM-SCIE, PM FSS and Deputy Chief of Staff, G4 Logistics, Facilities, & Safety based on their needs and funding. The tasks include conducting studies, investigations, analyses, assessments, tests, and/or evaluations of military equipment (i.e., personnel and cargo aerial delivery equipment) and systems as required by the CCDC-SC and driven by Warfighters requirements. Coordination and assistance with evaluation of an undetermined number of unspecified ADD, EMSD, etc. programs and engineering assessments of items including assistance with Government inspection, testing, development, and continuous modifications. This effort will also require the contractor to provide the government with the flexibility to assure on-site base support and the supplemental support for key projects. The contractor will not be involved in the approval process of any documents which would define the Government’s requirement for acquisition actions or conduct any evaluation of acquisition documents.

# 3.0 SCOPE

The objectives outlined above will be met by providing expert assistance in support of CCDC- SC in these areas. The effort has Program Management and Systems Engineering Support, Technical Support, Drafting Support, Airdrop Textile, and Aerial Delivery Design and Fabrication components. The scope includes support to Government personnel with coordination, execution, status, and management in documentation and specification development, product development, test, analyses, issue identification and resolution, documentation, and standards evaluation.

The contractor shall provide Engineering and Scientific Program Support services to Government personnel that include, but are not limited to, assisting the Project Officers and Acquisition Specialists in all activities related to acquisition to include writing the System Engineering Plan, forming the supportability strategy and other related program documents, tracking contracting actions and providing up to date information as well as issuing periodic reports on aspects of program status the contractor is working on. The contractor shall also provide technical expertise for engineering with responsibilities to include engineering assessments of aerial delivery items, assisting in inspection of first article test samples, testing of airdrop hardware, assisting in the development of airdrop and helicopter sling load rigging procedures, and design and fabrication support. Contractor employees’ work will be limited to supporting the Project Officer and Acquisition Specialist in a manner that ensures the government retains inherently governmental decision-making authority; and shall not perform any functions specifically mandated as government employee functions. This restriction includes, but is not limited to activities that require either the exercise of discretion in applying government authority or the making of value judgments in decision making for the government.

# SUPPORT SERVICES

* 1. **Program Management and Systems Engineering Support.** Program management and system engineering support for the on-site contractor will provide the support for efforts within the funded ADD Programs (including cargo, personnel, and Helicopter Sling Load (HSL) systems) and EMSD programs (including Lightning Modular Extendible Rigid Wall Shelter).

## Anticipated Level of Effort:

* + - ***1 FTE Subject Matter Expert (SME) Engineer - Anticipated Expertise Required, SME Engineer with a minimum of 15-20 years of experience directly related to shelter systems.***
    - ***1.5 FTE Sr. Engineer - Anticipated Expertise Required, Sr. Engineer or Acquisition Specialist with a minimum of 10 years experience directly related to airdrop systems.***
    1. PM and Systems Engineering Support. Provide day to day on-site Program Management and Systems Engineering Support services, that include, but are not limited to, assisting the Project Officers and Acquisition Specialist in all activities related to capability acquisition to include writing and reviewing related program documents, tracking contracting actions, and providing up to date status information.
    2. Participate in program execution by developing, among other documents, Systems Engineering Plans for ADD or EMSD products as well as Test and Evaluation Master Plans
    3. Coordinate and ensure proper execution of test events with the Army Test and Evaluation Command as well as User Evaluations of ADD or EMSD items.
    4. Interface with industry to assess technology maturity through market surveys and Industry days.
    5. Analyze technical evaluation reports in order to develop milestone decision and full materiel release packages in support of production and fielding of major ADD or EMSD systems.
    6. The on-site contractor will provide engineering analysis and technical subject matter expertise with regards to rigid wall shelters and supporting rigid wall shelter hardware and systems. Expertise in transportability of these rigid wall shelter systems and in particular internal air transport required. In addition, expertise in loading of systems and components onto 463L aircraft pallet system is required.
    7. Assist in the detailed design and development of the customized Lightning Modular Extendible Rigid Wall Shelter (LMERWS) for the F35 Deployable Debriefing Facility (DDF). Assist in the development and auditing of the technical data package for the LMERWS and other shelter system developments. The contractor will attend all design reviews and provide input as necessary.
    8. Support of the production contract for the LMERWS. Act as technical consultant during the source selection but not a voting member. Support during post ward of the production contract. Reviewing Engineering Change Proposals.
    9. Provide technical expertise in the transportability of the F35 LMERWS. The Air Force’s primary mode of transport will be internal air.
    10. Provide assistance to the Air Force during fielding of the LMERWS. May include training, set up and initial operation and support. Support during initial fieldings and demonstrations.

# Airdrop Technology Program Management and Systems Engineering Support.

The contractor shall provide technical expertise in support of the planning, coordination, and execution of programs in engineering precision airdrop technologies, including rapid fielding initiatives and testing. The assignments involve programmatic, engineering, test execution and system support expertise for system integration of Aerial Delivery Equipment and Systems (ADES) technologies and programs. Engineering, planning and execution support will also be provided for the design of aerodynamic decelerators and sub-system equipment as well as support for field testing and training of aerial delivery systems to include Joint Aerial Delivery System (JPADS) components. Knowledge of aerial delivery programs and technologies is required for successful execution of this.

## Anticipated Level of Effort:

* + - ***2 FTE SME Engineer - Anticipated Expertise Required, FTE SME Engineer with a minimum of 15-20 years of experience directly related to airdrop systems.***
    1. **Program Documentation Support:** The contractor shall write and draft program documentation associated with Joint Capability Technology Demonstrations and aerial delivery specific customer projects. The contractor also shall have adequate and diverse technical aerial delivery knowledge in order to work the technical challenges posed by these customers. Documentation could include, but is not limited to, Integrated Assessment Plans, Risk Assessment Plans, Proposed Test Plans, U.S. Air Force 1067s, System Integration Plans for other aircraft and sub-system components.
    2. **Program Planning Support:** The contractor shall provide support for project planning, schedule development, and project resource planning. The contractor shall also compile a draft schedule for the program(s) before it starts and track and update the schedule while the program(s) is running. The contractor shall also stay appraised of the technical progress and technical risk over the life of the program. The contractor shall have the technical and programmatic expertise to facilitate the transition of programs from Science and Technology to Programs of Record.
    3. **Program Detailed Test Support:** The contractor shall provide program support for test weeks associated with the program(s) he/she is working. The contractor shall coordinate the test weeks with the appropriate test agency or location, draft test plans to include detailed drop schedules, identify funding for the test events, and coordinate post-test data processing, and provide detailed test synopses for the review of all approved and interested personnel.
  1. **PM-SCIE Personnel Airdrop Technical Support.** Technical support for the on-site contractor will provide support for efforts within the funded ADD Programs including cargo, personnel, and HSL systems.

## Anticipated Level of Effort:

* + - ***2 FTE Technicians - Anticipated Expertise Required, Technician with a minimum of 5 years of experience directly related to airdrop. (Road Warriors - Experience in Aerial Delivery Rigging preferred)***
    - ***1 FTE Engineer / Anticipated Expertise Required, Engineer (Mechanical Engineering or similar discipline with a minimum of 5 years of experience directly related to airdrop)***
    1. **Parachute Inspection.** Provide technical expertise to support engineering assessment of personnel airdrop items. Assist Government personnel with on-site inspection of personnel parachutes during production lot inspections at manufacturer’s facility. During these inspections a sample size of 12 personnel parachute systems will be selected for inspection. The contractor, alongside Government personnel, shall visually inspect each component of these systems, measure pre-determined features on each component, document the findings on the inspection sheets provided by the Government to ensure compliance to the Technical Data Package (TDP) and present findings to the Government representative leading the inspection. Approval or disapproval of any inspections conducted will be made by the Government.
    2. **Program Support.** Provide day to day coordination with the 82nd Airborne Division on the fielding, in servicing and training of the T11 parachute system. The contractor will support the Project Officer and the Assistant Project Manager (APM) and provide daily updates and information on the status of fielding and training of the T11 as well as any issues or concerns that the User may express. The contractor shall provide technical expertise on the in servicing and packing of the T11 and provide information to the User on system rigging and performance. The contractor shall not perform any functions specifically mandated as Government employee functions, shall not make any decisions for the Government and shall ensure that all input he provides to the 11th Quartermaster (QM) has been previously discussed and approved by the APM.
  1. **Airdrop Engineering Support.** The on-site contractor will provide engineering support in the areas of personnel, cargo and helicopter sling load systems.

## Anticipated Level of Effort:

* + - ***1 Sr. Engineer FTE - Anticipated Expertise Required, Sr. Engineer with a minimum of***

***10 years of experience directly related to airdrop. Experience in Aerial Delivery Rigging a plus.***

* + - ***1 Engineer FTE - Anticipated Expertise Required, Mechanical Engineering or similar discipline with a minimum of 2-5 years of experience directly related to airdrop.***
    - ***1 Sr. Technician FTE / Anticipated Expertise Required – Sr. Technician with a minimum of 5 years of experience directly related to airdrop. Experience in Aerial Delivery Rigging a plus.***
    1. Participate with Government personnel team in product quality discrepancy report investigations (approximately 25 per year).
    2. Prepare Engineering Change Proposals (ECP) for Government review and approval (approximately 8 per year).
    3. Troubleshoot and resolve technical problems with root cause analysis and corrective action development related to fielded helicopter sling load equipment, and personnel and cargo parachute systems. Provide technical reviews of drawing packages, specifications, and technical/field manuals within 30 days. The completed technical reviews will be provided to the Government for review and approval.
    4. Disposition request for waivers and deviations for government review and approval (approximately 75 per year).
    5. Participate in parachute and airdrop equipment design reviews (approximately 2 per year).
    6. Parachute packer qualifications. Provide instruction to non-conventional parachute manufacturers, to manufacture, inspect and pack LCADS high velocity and low velocity parachutes (approximately 2 weeks per month). Evaluate for conformance with contract and technical data package requirements.
    7. Provide technical expertise, with experience in aerial delivery rigging, to support

engineering assessment with responsibilities to include engineering assessments of aerial delivery items, inspection of first article test samples, testing of airdrop hardware, and developing airdrop and helicopter sling load rigging procedures.

* 1. **Airdrop Electrical Engineering Support.** The Aerial Delivery Engineering Support Team (ADEST) has been established to ensure military users receive equipment properly built to allow them to conduct their mission. The team is comprised mainly of mechanical engineers, aerospace engineers, and textile technologists. To date, this composition has been adequate to support the “dumb” systems and low technology level used for aerial delivery. As we move forward into the future, technology developments in general appear to be more electronic in nature. This has already infiltrated our equipment ranks through the Joint Precision Airdrop System (JPADS) and Advanced Cargo Parachute Release System (ACPRS). ADEST does not have an organic technical competency to support contracts or malfunctions of these systems.

## Anticipated Level of Effort:

* + - ***1 FTE Electrical Engineer - Anticipated Expertise Required, Electrical Engineer with a minimum of a B.S. in Electrical Engineering that understand general circuits, has a working knowledge of printable circuit board (PCB) fabrication, and can help establish policy for sustainment of these systems. Preferable the candidate will have some PCB development experience, knowledge of electronic technical data packages and requirements, and integral knowledge of Gerber Format Specification.***
    1. ADEST currently has a new timing circuit board in development for use in airdrop. The contractor will act as project manager on ADEST and coordinate with the developers to ensure the circuit design is as requested theoretically and physically. They will further support ADEST mechanical engineers in the assembly and testing of the boards in the newly design electro-mechanical timer.
    2. ADEST is responsible for supporting Defense Logistics Agency (DLA) and Integrated Logistics Support Center (ILSC) purchase order contracts. The contractor will support the ADEST cognizant engineer with JPADS and ACPRS inspections and review of test reports and certifications of conformance for all electrical components. Additionally, the vendor may submit a Request for Variance. It will be the contractor’s responsibility to pursue the requested changes for all electrical components.
    3. The contractor will work to establish a program for sustainment for all electrical components. It is understood that the rapid pace of electronic development renders some components obsolete in a very short time. As the sustainment engineers, ADEST needs a process for ensuring obsolete components are identified and replacements tested prior to releasing purchase contracts.
    4. The contractor will work to establish a standardized technical data package set for all electronic components. Currently, the government release Gerber Format Specification files with the technical data packages (TDP). These may allow manufacturers to produce a part, but does not define within the TDP what the PCB is intended to do.
    5. Task may require changes to the TDP. This is completed through the engineering change proposal (ECP) process. The contractor will be expected to generate ECP’s and assist the drafting staff in seeing them through to completion.
    6. The majority of contracts ADEST supports are for mechanical components. When available, the contractor will be asked to perform review and inspection of the parts.
    7. ADEST also works to certify loads for airdrop and helicopter sling load. On a case- by-case basis, the contractor may be asked to perform some basic energy studies in support of certification.
  1. **Airdrop Textile Support.** The on-site contractor will provide technical textile support to ADD in the areas of personnel and cargo parachutes and helicopter sling load. The contractor will not be involved in the approval process of any documents which would define the Government’s requirement for acquisition actions or conduct any evaluation of acquisition documents.

## Anticipated Level of Effort:

* + - ***2 FTE Textile Technologists Scientists - Anticipated Expertise Required, Textile Technologist, with a minimum of a BS/BA from an accredited institution in the areas of textile science and a minimum of 5 years of experience.***
    1. Technical textile support for the CCDC-SC Aerial Delivery Engineering Support Team, through inspection, analysis, evaluation of test data, reviewing/ updating specifications, and providing guidance to any textile inquiries.
    2. Participate with Government personnel in the inspection of personnel parachute systems. This would require understanding of Technical Drawing Packages (TDP) and specifications. Visiting parachute manufacturers to conduct on-site inspection to collect and compile Quality Control (QC) data from the inspection to analyze and provide written report on findings within one week for government review and approval.
    3. Review and update Parachute Industry Association (PIA) specifications. Track specifications up for review and approval; notify/advise Government Engineers, Equipment Specialists and Textile Technologist of schedule and status in a tri-annual report (note: this would be after every PIA spec meeting).
    4. Troubleshoot and resolve technical problems with Root Cause Analysis and Corrective Action Development for fielded helicopter sling load equipment, and personnel and cargo parachute systems. Provide technical reviews of drawing packages, specifications, and technical/ field manuals within 30 days for approval by authorized Government personnel.
    5. Provide technical textile support to the field, DLA, ILSC, PM-SCIE, and PM FSS.
    6. Prepare test request and submit materials for testing; track the status of testing weekly and provide a report with recommendations on the received data within one week of data receipt to Government personnel.
    7. Participate with CCDC-SC- ADEST in various Army, DoD and Industry Forums. These forums can range from the Tri-annual Malfunction Review Board to the Bi-annual Parachute Industry Association.
    8. Discuss, document, and resolve issues with Root Cause Analysis and Corrective Action Development for textile materials with Government personnel. Contractor decisions made are based on technical competency and are usually accepted as final. The contractor is expected to document/discuss decisions and advise assigned Team Leader or other chain-of- command official on conclusions and decisions rendered in writing within 2 weeks of issue resolution.
  1. **Aerial Delivery Design and Fabrication.** The on-site contractor will provide design and fabrication support to Aerial Delivery Design and Fabrication Team.

## Anticipated Level of Effort:

* + - ***1 FTE Senior Technician - Anticipated Expertise Required, Senior Technician with a minimum of 5 years of experience directly related to airdrop. Experience in Aerial Delivery Rigging preferred.***
    - ***2 FTE Technicians - Anticipated Expertise Required, Technician with minimum of 2 years of experience directly related to airdrop. Experience in Aerial Delivery Rigging preferred.***
    1. Participate in design, development and fabrication of parachute components and assemblies: Ascertain characteristics to be designed into the items and contribute suggestions and design ideas for solving problems encountered during fabrication and development. Assist Government personnel developing corrective actions for defects found. Search for available information and develop a design approach.
    2. Follow industry developments for possible application to military requirements. Make preliminary layouts, work out design details, and fabricate prototypes.
    3. Draw upon knowledge of construction techniques, production methods, materials availability, and design practice. Consider loads, tensile strengths, finishes, sizes, weights, and other design aspects. Confer with design draftsmen to explain design and fabrication details.
    4. Assist project officers by fabricating experimental and prototype parachutes and related airdrop items such as personnel parachutes (Troop type, emergency rescue and ejection seat), cargo delivery, and other airborne operations.
    5. Interpret work orders, blueprints, sketches, and verbal ideas presented by project engineers. From this information, prepare design layouts for fabrication of parachutes by making freehand sketches, in order to obtain desired contour and radii and marking out according to specified dimensions, the shapes, figures and angles required in fabrication of various parachute canopy arrangements, packs containers, harness and lines or other assemblies. Advise project engineers as to the feasibility of ideas and fabrication techniques and methods to be used for different purposes from knowledge of industrial fabrication techniques. Make layouts to demonstrate practicability of concepts to assists in the accomplishment of realistic parachute designs.
    6. Repair parachutes by basting of new pieces of materials and making very fine and precise seams to attain strength equivalent to that in original assembly; remove stitches, damaged panels or lines, and sew in replacement parts.
    7. Scale and revise patterns and mock-up by varying ratios and proportions for components.
    8. Assist Government personnel in the inspection of canopies and other components prior to acceptance.
    9. Provide assistance in the conduct of such tests and recovery of equipment following

test.

* 1. **Drafting Support Services** – The contractor will provide drafting support in the areas of CDDC-SC systems.

# Sr. CAD Designer:

## Anticipated Level of Effort:

* + - ***1 FTE Sr. CAD Designer - Anticipated Expertise Required, ASME or equivalent with 10 years of experience developing and preparing Product Level drawings. Familiar with Military commodities is desirable with E/M Packaging Design experience.***
      1. Prepares complete set of complex drawings utilizing AutoCAD or Solidworks that includes multiple views, detail and Assembly drawings, Parts lists and all required documents to complete a Product Level TDP to allow competitive procurement of the items. Requires superior skill set utilizing Solid works 2010/2011 as primary software tool.
      2. Knowledge of solid modeling and capable of breaking down models preparing 2D Product Level drawings with all required functional dimensions and required data.
      3. Drawings to include complex design features that require considerable drafting skills to visualize and portray all required features to control Form, Fit, Function and interchangeability of commodities as required.
      4. Demonstrates knowledge of a variety of fabrication techniques and manufacturing processes as applicable with commodity design.
      5. Provides and supports NSC engineering with technical expertise for development and structure of the required TDP.
      6. Demonstrates knowledge of MIL-DTL-31000 and ANSI Y14-100 for preparation of Product Level drawings meeting all DoD requirements.
      7. Provides technical guidance and direction to additional CAD personnel assigned to task.

# CAD Draftsmen:

## Anticipated Level of Effort:

* + - ***3 FTE CAD Draftsmen - Anticipated Expertise Required, ASME or equivalent with 10 years of experience developing and preparing Product Level drawings. Familiar with Military commodities is desirable with E/M Packaging Design experience.***
      1. Prepares a variety of new Product Level drawings to support TDP development for Military commodities.
      2. Prepares necessary detail drawings, Assembly drawings, Sub-Assembly drawings and Parts Lists as required.
      3. Insures all drawings in compliance with Mil-Dtl-31000 and ANSI Y14-100 for Product Level drawings
      4. Prepares ECPs and NORs for required drawing changes incorporates drawing revisions as required.
      5. Supports Sr. Designers and Engineering personnel with other duties as assigned.
  1. **Environmental Testing:** Environmentally test hardware to ensure it is suitable for use aboard military aircraft and/or other austere operational environments.

## Anticipated Level of Effort:

* + - ***COST reimbursable approximately $3,500 per test, up to $75K***

The contractor shall:

# Test Support:

* + - 1. The contractor shall perform required tests in accordance with MIL-STD- 810G or MIL-STD-810H, tailored to meet the needs of the Government and the specific program. The contractor shall be responsible for test set-up, execution, and clean-up.
      2. The contractor shall have the equipment and expertise necessary to perform the following MIL-STD-810G or MIL-STD-810H tests: 500.5 Low Pressure (Altitude, Procedures 1, 2, 3), 500.6 (procedure III), Rapid Decompression, 501.5 High Temperature (Procedures 1,2), 502.5 Low Temperature (Procedure 1,2), 503.5 Temperature Shock, 504.1 Contamination by Fluids, 505.5 Solar Radiation (Sunshine, Procedures 1,2), 506.5 Rain, 507.5 Humidity, 508.5 Fungus, 509.5 Salt Fog, 510.5 Sand

and Dust, 511.5/511.6/511.7 Explosive Atmosphere, 512.5 Immersion, 513.6 Acceleration, 514.6 Vibration, 516.6 Shock, 517.1 Pyroshock, 520.3 Temperature, Humidity, Vibration, and Altitude, 521.3 Icing/Freezing Rain, 524 Freeze/Thaw, 526 Rail Impact, 528 Mechanical Vibrations of Shipboard Equipment (Type I – Environmental and Type II – Internally Excited).

* + 1. **Reporting:** The contractor shall provide detailed post-test reports to the Government to include a description of the test set-up, all data collected during the testing, photos of the test setup and execution (as applicable), and any observations made during the test. Any test failures shall be well documented with photos and descriptions and the test assets returned to the government.
  1. **Optional TASKS –** The potential exists that the Government may require additional future support positions during the performance of this PWS related to any of the Tasks outlined above. The Contracting Officer may exercise an optional task by written notice to the Contractor within 30 days. Delivery of added optional labor shall continue at the same rate as like labor negotiated in the order, unless the parties otherwise agree.

## Anticipated Level of Effort:

* + - ***Up to 2 Sr. Engineers - Anticipated Expertise Required, Sr. Engineer or Acquisition Specialist with a BS in mechanical engineering or similar discipline with a minimum of 10 years of experience directly related to Airdrop/Aerial Delivery, DOD shelters and shelter systems.***
    - ***Up to 2 Draftsmen - Anticipated Expertise Required, Draftsmen ASME or equivalent with 5 years of experience developing Product Level drawings in compliance with DoD specifications.***
    - ***Up to 1 Sr. Technician FTE - Anticipated Expertise Required, Sr. Technician with minimum of 5 years of experience directly related to airdrop/aerial delivery or DOD Shelters and shelter systems.***
    - ***Up to 1 FTE Technicians - Anticipated Expertise Required, Technician with a minimum of 5 years of experience directly related to airdrop. (Road Warriors - Experience in Aerial Delivery Rigging preferred)***
  1. **QUALITY ASSURANCE**
  2. **Service Summary Requirements**: The Contractor shall ensure the performance objectives and thresholds are achieved as follows, as they relate directly to mission essential items. These thresholds are critical to mission success.
     1. **Performance Objectives:** The Contractor shall achieve performance objectives identified in table 5-1 below in Section 5.1.4 and in the Performance Plan; the Government will exercise surveillance over these performance objectives. The absence of any contract requirement from the PWS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract.
     2. **Performance Thresholds:** The Contractor shall achieve performance thresholds for each required service identified in table 4-1. Performance thresholds are designed to:
        1. Align contractor performance with objectives
        2. Focus on critical success factors in meeting performance objectives
        3. Reflect performance goals
        4. Promote continuous improvement in performance
     3. **Surveillance Methods.** The Contractor shall support surveillance methods utilized by designated Quality Assurance Personnel (QAP) in monitoring PWS performance. The Government will use a Performance Plan (PP) to evaluate the Contractor’s performance for the listed performance objectives. Performance will be monitored to determine if it meets the contract thresholds as set forth in table 5-1 below. A variety of surveillance methods that may be used by the QAP include:
        1. Random sampling of recurring service outputs
        2. One-hundred (100) percent inspection
        3. Periodic inspection
        4. Customer Complaints
     4. **Evaluation of Performance.** The Contractor shall support the evaluation of performance. The Government will evaluate the service of the Contractor to determine whether it meets the performance measures. In the event performance measures are not met, the Contracting Officer, will issue written notification to the Contractor, who will respond appropriately as deemed necessary.

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| **PERFORMANCE OBJECTIVE** | **PERFORMANCE THRESHOLD** | **METHOD OF SURVEILLANCE** | **METHOD OF REMEDY** |
| Responds to questions/concerns from customer, Program Manager, Contracting Officer and Contract Administrator within a reasonable time. | Response time is within a range of an hour up to one day depending on the urgency and complexity which will be determined at the effort level. | Customer Complaint | Contractor will have to respond to the question/concern. Both positive and negative customer service will be reported into CPARS and could impact follow-on ADD SUPPORT tasks. |
| Reports, invoices, payrolls shall be properly filled out as determined at the  effort level. | No more than three  (3) rewrites per quarter or as determined at the  effort level. | Periodic Sampling | Contractor shall re- perform at own expense. |
| Functional Support Services | Contractor skillfully and satisfactorily performs functional tasks as required in a manner that successfully meets the customer’s  goals, objectives and timely decision-making | Random Sampling, Periodic Sampling |  |
| Personnel Qualifications and Security Requirements | Contractor personnel meet all qualifications and adhere to all security requirements listed. | 100 % inspection |  |
| Quality Control/  Management | Contractor follows established quality control procedures and corrects problems by established suspense dates | Random Sampling, Periodic Sampling |  |
| Contract Management | Contractor provides professional and courteous support to the customer - responsiveness, adaptability, flexibility, and timeliness effectively supports AF decision-making | Random Sampling, Periodic Sampling |  |

Table 5-1 Performance Objectives

# DELIVERABLES/REPORTING REQUIREMENTS

All deliverables shall be submitted to the Government Contracting Office Representative via email and to the Contracting Officer, GSA Program Manager and Contracting Officer Representative (COR) through GSA Assisted Services Shared Information System (GSA ASSIST), Post Award Collaboration (PAC) Tool. Delivery format for reports, documentation presentations, briefings, and diagrams shall be via electronic media in the Microsoft Office 2013 software suite or later versions. Graphical formats of sufficient quality to render required readability detail, such as gif, jpg, bmp, tif, png, etc. are also acceptable for diagrams. All technical documentation and data exchanged between the contractor and the USG shall be protected from public disclosure with marking contained therein (i.e., classified in accordance with appropriate DoD and CDM approved security classification directives and guides).

GSA ASSIST is an online, web-based purchase order system designed to facilitate the development of delivery and purchase orders within FAS programs.

Deliverables are subject to review and, if warranted, may be returned within ten (10) business days to the contractor for revision. Upon receipt of Government Comments, the contractor will provide the final revised deliverable according to a schedule provided by the Government.

# Deliverables

* + 1. Quality Assurance Plan (QAP)

The Contractor shall be required to provide a Quality Assurance Plan (QAP, that is more detailed than the general system description provided with the proposal within 30 days of award. At a minimum, the detailed QAP shall address:

* + - * Best Practices,
      * Service Assurance, and
      * Key Personnel.

The Government will review and provide concurrence or make recommendations for adjustments as needed. Management representation from the successful offeror shall meet with the Contracting Officer’s Technical Representative (COR) and other Government personnel as required on a monthly basis to review the quality assurance plan and to discuss and coordinate workload and job scheduling priorities. The COR will be responsible for providing work orders to the Task Manager and will provide technical guidance to the offeror to meet the mission of CCDC-SC. There will be no supervision of the offeror’s employees by the COR. The offeror shall ensure that offeror personnel perform professionally and provide deliverables as required.

* + 1. Monthly Progress Report (MPR)

The Contractor shall provide a written Monthly Progress Report no later than the tenth (10th) calendar day of the following month. The MPR shall include both a technical update on current status, summary of work accomplished during the reporting period and percent complete, problems encountered and resolutions, a funding profile showing hours expended by labor category for the month and a schedule of activities planned and estimated hours for the next reporting period and number of remaining hours to complete activities.

* + 1. Final Report – end of task
    2. Scientific and Technical Reports– as required
    3. Other Reports – as required

The Contractor shall generate reports and other written documents related to

specific trips, meetings, seminars, and events.

* + - * Meeting and Trip Reports shall include location, purpose, duration and dates, travelers’ names and mode(s) of transportation

# GOVERNMENT PROPERTY

* 1. **Government Furnished Property (GFP)**

As appropriate, the Government will furnish the following:

* + - Work space for the Contractor personnel.
    - Use of Government equipment necessary for Contractor personnel to complete the task and deliverables.
    - The Contractor shall ensure that sub-hand receipt documents are signed for all Government-furnished equipment used by the Contractor’s personnel.
    - The Contractor is responsible for compensating the Government for any lost or stolen property.
    - The Task Leader shall also ensure that Contractor employees are aware of, and understand and abide by the client agency’s established rules, regulations and practices.
    - The Contractor shall not connect any non-government equipment to the Government network.
    - Government issued cell phones will be made on a case by case basis however the FT Bragg Liaison position and DLA position will be provided a cell phone.

# 8.0 SECURITY REQUIREMENTS

This effort shall not involve classified work at this time. Should classified work be required in the future, the appropriate Form DD 254 will be included at that time.

# 9.0. Antiterrorism/Operations Security Requirements:

AT level 1 training (general): All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the COR or to the contracting officer, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel.

# TRAVEL AND OTHER DIRECT COSTS

* 1. **Travel**

CONUS travel is anticipated during the performance of this work assignment.

The contractor shall obtain approval from the Government COR prior to booking the travel

via email and upload this approval to the ITSS Post Collaboration Tool (PAC). The contractor will make every effort to make requests a minimum of 2-weeks prior to travel and will provide estimated travel costs as part of the request.

Travel will be reimbursed in accordance with FAR 31.205-46.

The contractor will visit CONUS Government sites, test sites, equipment manufacturers and other locations as directed by the COR. The number of trips and personnel traveling will be limited to the minimum required to accomplish work. Travel shall be scheduled during normal duty hours whenever possible. Locations may include, but not limited to: Yuma, AZ; Irvine, CA; Aberdeen Proving Ground, MD; Ft. Belvoir, VA; Ft. Lee, VA; Ft. Benning, GA; Ft. Bragg, NC; Westover AFB, MA

# Other Direct Costs (ODC)

Environmental tests costs are anticipated NTE $75,000 per year. See section 4.9.

# TECHNICAL AND DATA RIGHTS

* 1. **Software:** All source code, programs, algorithms, applications, modifications, and supporting documentation produced under this contract by the contractor, contractor personnel, and contractor subs shall be provided with UNLIMITED DATA RIGHTS.
     1. Unlimited rights give the Government the right to use, modify, reproduce, release, etc., to anyone data created exclusively with Government funds
  2. **Hardware:** All hardware and technical data, modifications, and supporting documentation produced under this contract by the contractor, contractor personnel, and contractor subs shall be provided with UNLIMITED DATA RIGHTS.
     1. Unlimited rights give the Government the right to use, modify, reproduce, release, etc., to anyone data created exclusively with Government funds

# PERSONNEL QUALIFICATIONS

The successful offeror shall have extensive experience working on military systems especially in the areas of personnel and cargo airdrop, helicopter sling load, and knowledge of Army and Air Force airdrop and rigging procedures.

* + - A resume is required for each person proposed by the Offeror.

# PERIOD AND PLACE OF PERFORMANCE

* 1. **Period of Performance (PoP)**

Twelve month base period and four twelve month option periods.

# Place of Performance

U.S. Army CCDC-Soldier Center General Greene Ave.

Natick, MA 01760-5017