**SATELLITE COMMUNICATIONS (SATCOM) SUPPORT**

**PERFORMANCE WORK STATEMENT**

***\*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.\****

# General

This is a non-personal services contract to provide Satellite Communications (SATCOM) Support Services.

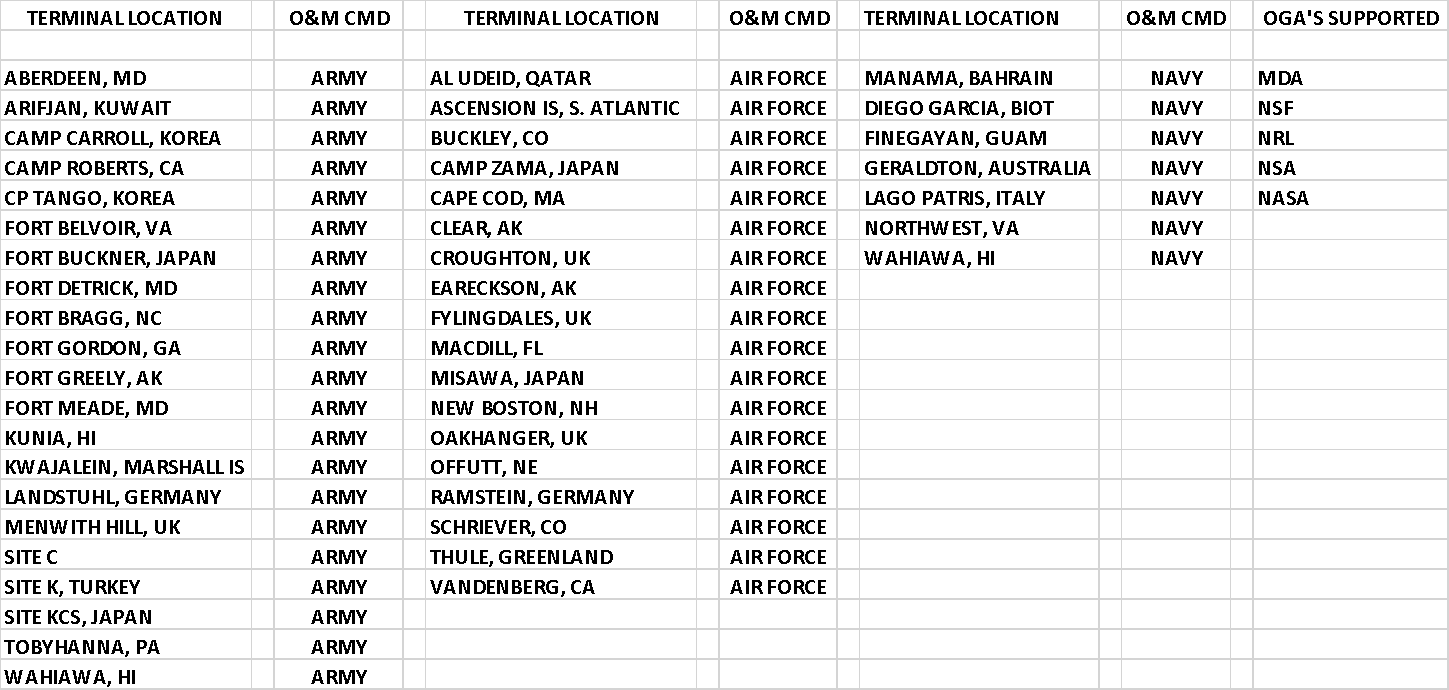
## Objective

The objective of this effort is to acquire SATCOM support services to keep satellites communications systems fully functional and operational.

## Background

PdM WESS is responsible for managing the acquisition, development, and modernization of enterprise SATCOM systems and state-of-the-art satellite systems portfolios. Under PdM WESS, Project Office Satellite Terminal Systems (PO STS) is responsible for acquisition, fielding, and life-cycle management of enterprise wideband Military Satellite Communications (MILSATCOM) earth terminals, and associated sub-systems. PO STS also procures, fields, and provides sustainment support on behalf of other DoD Services and Agencies as required. PO STS SATCOM terminal systems are large aperture satellite earth terminals that include the AN/GSC-52 Modernization (52 MOD) program family of terminals, the AN/GSC-70 Ka-Band Satellite Transmit & Receive System (KaSTARS), the AN/GSC-52B (V) Modernization of Enterprise Terminals (MET), and the Direct Communications Link (DCL). PO Satellite Baseband Systems (SBS) is responsible for the development, engineering, acquisition, fielding, Configuration Management (CM), and life-cycle sustainment in support of the PdM WESS mission. They will implement their responsibility executing various projects related to SATCOM baseband systems to include modems, multiplexers, Internet Protocol (IP) modernization, electrical power distribution, new facility equipment planning, and legacy system overhauls. PdM WESS/STS satellite terminals are at approximately 50 SATCOM locations worldwide as found in Table 1.

**TABLE 1. SATCOM Facility Locations**



Earth terminal equipment includes antennas; antenna sub systems, antenna structures, and foundations; de-icing systems; radomes; up converters; down converters; high power radio frequency (RF) amplifiers; low noise amplifiers; block up, and down converters; waveguide and coaxial transmission lines; power, signal, and data cables; air drying and dry air distribution equipment; control monitor and alarm systems; inter-facility links; interconnect facilities; power distribution equipment; and all equipment typically supporting the RF equipment found within the SATCOM facilities.

In addition to satellite terminal fielding and sustainment, PdM WESS/STS performs systems engineering, acquisition, installation, integration, test, and sustainment of SATCOM terminals, modems, inter-facility links, and associated communications complexes on behalf of the MDA and other users.

**TABLE 2. Serviceable SATCOM Equipment**

|  |  |
| --- | --- |
| **Equipment** | |
| AN/GSC-39C AN/GSC-52A AN/FSC-78B | LBIU |
| AN/GSC-52B (MET) | EBEM Modem |
| AN/TSC-86A/C/D/E/F | ESEM Module |
| AN/GSC-70 (KaSTARS) | PAAWNS Modem |
| AS-3199 Antenna | OM-88 Modem |
| Modified QRSA Super-Q Antenna | MIDAS |
| Promina 8000 | ICC / ICF |
| ICF/Convergence Router (Army) | RT-100/200 Power Racks |
| RT-86 Timing Rack | PTR Distribution Rack |
| AN/USC-28 Modem | GTC3S/TCCC |
| TRCC | ICF/Convergence Router (AF) |
| T Berd 8000/A | FIMS |
| DISN-TE | Antenna deicing sets |
| Foreseer | C&Ku band terminals |
| DCL/SNLC | Radomes |
| Linkway Modem | SLC3S |
| UCCX | iDirect Modem |
| PSAX | Riverbed Modems |
| CONEGA Perkins F/O | Dowkey Matrix Switch |
| EMCORE Optiva F/O |  |

## Scope

The scope of this PWS is to provide facility, sustainment and maintenance support including: on-site support to systems which includes installation of systems, site planning and preparation, warranty, sustainment training, incidental procurement, engineering, depot level support and life cycle support for the Global, Joint, and Wideband DoD SATCOM infrastructure encompassing various satellite communication programs, associated equipment, and any other SATCOM systems and tasks as identified by PdM WESS.

Services include all personnel, equipment, supplies, transportation, tools and materials necessary to perform Depot services and support services required by this service contract. The Contractor shall accomplish maintenance support to keep satellites communications systems fully functional and operational.

## Type of Contract.

This contract will be a hybrid which includes Firm Fixed Price, Time and Material and Cost Reimbursement Contract Line Item Number (CLIN) structure

### Severable/Non-Severable Services.

This PWS identifies services that are severable.

## Period of Performance.

The period of performance shall include one 12 month base year, four (4) 12 month option years, and a six (6) month extension per FAR 52.217-8.

## General Information

### Organizational Conflict of Interest (OCI)

#### **1.6.1.1 Non-Disclosure Agreement (NDA)**

1. Due to the nature of the work to be performed on this contract, the Contractor will be required to submit signed NDA forms for all personnel working under this contract. Without exception, all Contractors are required to report potential OCI issues to the Contracting Officer (KO) immediately regardless of the stage of the acquisition/contract/order (e.g., pre-solicitation, pre-award, post award, etc.) and regardless of what provisions and clauses are provided for in the contract/order. The cognizant KO will provide the specific certificate of non-disclosure when applicable.
2. Organizational Conflicts of Interest (OCI). Per Federal Acquisition Regulation (FAR) 9.5, OCI may result when factors create an actual or potential conflict of interest on a contract, or when the nature of the work to be performed on the contract creates an actual or potential conflict of interest on a future acquisition. In this procurement, the Army has particular concerns that any proposal received from an offeror which would have the potential to perform services on any implementation contract to which that offeror is organizationally connected, is likely to result in an impermissible “Impaired Objectivity,” “Unequal Access to Information,” or “Biased Ground Rules” OCI (one or more), and thus be ineligible for award under FAR 9.5. Therefore, with respect to this contract, the Contractor agrees that, in consideration of the award of this contract, the Contractor, any Sub-Contractor, consultant, or employee of the Contractor, any joint venture involving the Contractor, any entity with which it is or becomes affiliated by common ownership or with or into which it merges, or any successor or assignee of the Contractor, shall not provide services as a prime, Sub-Contractor, or consultant under any systems integrator contract for current or future Army Program Executive Officer, Enterprise Information Systems programs. The Contractor shall include this requirement in sub-contracts at all tiers. The Contractor agrees that this restraint shall extend throughout this contract period of performance, including any exercised options. The Contractor agrees and acknowledges that compliance with this restraint at all tiers is a material requirement of this contract. (FAR 9.505-1) The only exception to these restrictions will be if the Contractor submits a comprehensive mitigation plan to the KO that, at the sole discretion of the KO, gives the Government confidence that any current or potential OCIs will be satisfactorily neutralized.
3. The Contractor agrees that if it assists in the preparation of non-developmental specifications or of work statements for a system or services under this contract, or assists in the development of acquisition strategies or evaluation criteria or otherwise provides acquisition support under this contract, it will not be allowed to furnish these items or services, either as a prime Contractor, a Sub-Contractor, or as a consultant (FAR 9.505-2).
4. The Contractor agrees that if it gains access to proprietary data of other companies, it will protect such data, and it will not use such proprietary data in supplying systems or components in future competitive procurements (FAR 9.505-4). In addition, the Contractor agrees to protect the proprietary data and rights of other organizations disclosed to the Contractor during performance of this contract with the same caution that a reasonably prudent Contractor would use to safeguard highly valuable property. The Contractor also agrees that if it gains access to the proprietary information of other companies that it will enter into an agreement with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.
5. The Contractor agrees that it will not distribute reports, data, or information of any nature arising from its performance under this contract, except as provided by this contract, or as may be directed by the KO.
6. The Contractor agrees that it will neither evaluate nor advise the Government with regard to its own products or activities. The Contractor will objectively evaluate or advise the Government concerning products or activities of any prospective competitors.
7. The Contractor agrees that it will include the above provisions, including this paragraph, in agreements with teaming partners, consultants, or Sub-Contractors at any tier, which involve access to information covered above. The use of this language within such agreements shall be read by substituting the word "teaming partner," "consultant," or "Sub-Contractor" for the word "Contractor" whenever the latter appears.
8. Personal Conflicts of Interest. In the course of performance pursuant to this contract, Contractor employees will be participating personally and substantially in duties that have a direct and predictable effect upon other non-Federal entities. The Contractor agrees to use its best efforts to ensure those employees and others performing services under this contract avoid conflicts of interest or the appearance thereof. To that end, the Contractor agrees that its employees and others performing services under this contract will, prior to the commencement of performance, sign the Certificate of No Conflict of Interest provided by the KO.
9. Personal and Substantial. To participate personally means to participate directly. It includes the direct and active supervision of the participation of a subordinate in the matter. To participate substantially means that the employee's involvement is of significance to the matter. Participation may be substantial even though it is not determinative of the outcome of a particular matter. However, it requires more than official responsibility, knowledge, perfunctory involvement, or involvement on an administrative or peripheral issue. A finding of substantiality should be based not only on the effort devoted to a matter, but also on the importance of the effort. While a series of peripheral involvements may be insubstantial, the single act of approving or participating in a critical step may be substantial. Personal and substantial participation may occur when, for example, an employee participates through decision, approval, disapproval, recommendation, investigation, or the rendering of advice in a particular matter.
10. Non-Disclosure. In the course of performance pursuant to this contract, the Contractor will access nonpublic information, including acquisition sensitive information. The Contractor agrees that it will not use or disclose any such information unless authorized by the Contracting Officer’s Representative (COR). Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the COR and the Contracting Officer. To that end, the Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Non-Disclosure provided by the cognizant KO.

#### **1.6.1.2 General OCI Situations Where Conflicts May Arise**

The following information is provided for clarity pertaining to the general OCI situations where conflicts may arise. OCI categories include, but are not limited to:

1. Unequal Access to Information: A Contractor has access to nonpublic information as part of its performance under a contract that leads to an unfair advantage in the competition for a later contract. Example: A support Contractor obtains source selection sensitive information relating to a procurement and competes for that procurement.
2. Biased Ground Rules: A Contractor sets the ground rules for a future competition. Example: A Contractor develops requirements (such as the PWS or SOW) then competes to provide products or services to satisfy those requirements, thus obtaining a competitive advantage.
3. Impaired Objectivity: A firm is asked to perform tasks that require objectivity, but another role the firm plays casts doubt on the firm’s ability to be truly objective. Example: Where a Contractor’s work under a contract entails evaluating itself, a subsidiary or affiliate, or a competitor.

### Place of Performance

Place of performance include Contractor facilities and Government locations. Government locations are identified in Table 1, or as designated by PdM WESS.

#### **On-Site Activities**

The contractor shall not perform any onsite activities without concurrence from the COR. Before any onsite activities take place, the contractor shall develop a task description detailing the work to be performed. This task description shall be provided to the Government at least two months prior to the activity to be performed, other than onsite technical assistance. The Government will coordinate the task description and provide comments or concurrence. The contractor shall incorporate any comments, and after concurrence by the COR the contractor shall provide a cost estimate for the defined activity. The Government will review the cost estimate, which could result in changes, and once the cost estimate is approved by the COR and the Contracting Officer, the contractor shall proceed with the work, based on the availability of funding. Task descriptions shall include any past maintenance performed on a particular site, as well as any site surveys performed on this contract or provided as GFM. The Government will provide project objectives for: Site preparation, radome de-installation or installation, and facility maintenance.

### Hours of Operation

The Contractor is responsible for conducting business between the hours of 0600 - 1700 Eastern Time (ET), Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government-directed facility closings. These hours are established as part of the routine business hours. These hours may change due to on-site meetings, site surveys, installations, or other efforts requiring extended work hours. The contractor may travel on weekends in order to meet project schedules. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

A standard workweek will consist of 40 hours, Monday through Friday, covering core working hours. Core working hours to be covered for personnel any Contractor facility are from 9 AM to 3 PM ET. Lunch breaks shall be unpaid and shall not be part of the standard 8 hour workday; the Contractor shall not bill the Government for any lunch periods.

The Contractor shall be available to work on-call or extended hours to perform mission essential tasks that are within the service contract scope. The COR will identify the parameters of on-call or extended duty, and notify the Contractor. The Contractor shall receive concurrence via e-mail by the COR prior to working any extended hours. Extended hours shall be charged at the current labor rate. The COR shall certify that there are sufficient funds available on the labor contract line item number(s) to cover the extended hours and associated costs prior to approving such requests. Travel will be to CONUS and OCONUS destinations. Travel will be cost-reimbursable - no fee.

The Contractor shall provide notification of key personnel being out of the office for more than three work days at least one week in advance with the exception of emergency leave. The Contractor shall provide replacement key personnel when individuals will be out of the office for five business days or more.

### Contingency Operations Plan

The Contractor shall prepare and submit a Contingency Operations Plan to the Government. The Contingency Operations Plan shall document Contractor plans and procedures to maintain support during an emergency. The Contingency Operations Plan shall include the following:

* A description of the Contractor’s emergency management procedures and policy
* A description of how the Contractor will account for their employees during an emergency
* Planned temporary work locations or alternate facilities
* How the Contractor will communicate with Government during emergencies
* A list of primary and alternate Contractor POCs, each with primary and alternate telephone numbers
* Procedures for protecting Government Furnished Equipment (GFE)/Government furnished property (if any)
* Procedures for safeguarding sensitive and/or classified Government information (if applicable)

### Recognized Holidays

New Year’s Day Labor Day

Martin Luther King Jr.’s Birthday Columbus Day

President’s Day Veteran’s Day

Memorial Day Thanksgiving Day

Independence Day Christmas Day

Normally, services will not be required to be performed on recognized holidays. Every effort will be made to prevent work being performed on recognized holidays; however, it may be necessary to perform services on recognized holidays to meet baseline schedules or to prevent interruption of operations during onsite activities.

### Contracting Officer’s Representative (COR)

The COR will be identified by separate appointment letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the KO and Contractor of any deficiencies; coordinate availability of GFP, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

### Key Personnel

The following positions, to include minimum qualifications, are considered key personnel by the Government:

Program Manager:

* 10 years of experience supporting SATCOM sustainment prime contracts within the last 10 years
* 10 years of experience managing multiple funding line items from numerous sources with differing appropriation categories on contracts in excess of $30M
* Current PMP certification
* Degree in Business (MBA) or related field
* Available for regular and impromptu meetings with PdM WESS personnel at Ft. Belvoir, VA

SATCOM Support Warehouse Manager:

* 10 years of experience managing engineering and technical personnel in support of SATCOM related project
* 10 years of experience as a Project Manager in support of SATCOM related projects
* 8 years of experience managing a SATCOM sustainment support warehouse
* Available for regular and impromptu visits to Tobyhanna Army Depot (TYAD)
* 5 years of experience managing the disposition of Government assets through the DRMO process
* 5 years of experience managing an incident tracking data base to document all warehouse related transactions including receipts, stock movements, shipments, dispositions, repairs, and calibrations
* 5 years of experience handling and safe guarding Controlled Cryptographic Items
* 5 years of experience shipping to and from OCONUS locations commercially, having a complete understanding of the export control compliance requirements

SATCOM Support Subject Matter Expert (SME):

* 10 years of experience in SATCOM maintenance, sustainment and support services, including engineering and design development. Experience must include extensive support of the following systems: Teleport C&Ku terminals (16.0 meter C band antenna and 9.0 meter Ku band antenna), RHN terminals (9.2 Ku and Ka band antennas), SLC3S BBSN terminal (9.0 Ku antennas).
* 10 years of experience in managing the interaction between site preparation/facility design and the installation of new SATCOM systems and radomes. This includes managing the development of site specific, site preparation design packages, coordinating these design packages with the customer, and implementing the design.
* 10 years of experience in gathering site unique radome requirements, including the interface with an existing facility, and the development of site specific specifications and work statements for 22-93 foot radomes, including accessories and installation, and ECUs and insulation, as required.
* Bachelor Degree in Engineering

SATCOM Antenna SME:

* 10 years of experience in antenna design and development technology
* Subject matter expert in Radio Frequency (RF) technology for SATCOM applications
* Subject matter expert in interaction between antenna performance and radome performance, including testing in X and Ka bands
* Bachelor Degree in Engineering

SATCOM Antenna Sustainment SME:

* 10 years of experience in maintenance and sustainment of large antenna systems and shelters, including teleport C& Ku terminals, RHN terminals, SLC3S BBSN terminals, AN/FSC-78C terminals, AN/GSC-52B terminals, AN/GSC-39C terminals, AN/USC-38 EHF terminals, RT-1828 UHF terminals
* 10 years of experience as a field supervisor for SATCOM antenna maintenance crews covering the terminals listed above
* SME in corrosion protection of fielded antenna systems listed above and ancillary equipment
* Experience with roped and scaffold access for the maintenance/refinishing of large SATCOM antennas
* Available for travel to OCONUS locations for extended durations

### Contractor Personnel Performance/Replacement

The contractor is required, at a minimum, to be staffed in accordance with the following:

* + 50% staffed 20 days after award.
  + 100% fully staffed 60 days after award.

Substitutions of proposed Key Personnel should not be allowed for a period of 6 months after award, except under extreme circumstances. Any substitution or replacement Key Personnel shall have the necessary experience/knowledge required to perform the duties in support of the task defined herein. For temporary and/or permanent replacement of Key Personnel, the Contractor should provide a resume for each individual to the COR. Resumes should be provided at least two weeks (or as mutually agreed upon) prior to making any personnel changes.

### Special Qualifications

The Contractor shall recruit, manage, and retain a workforce with the requisite mix of skills and experience to meet the Government’s objectives and execute the tasks identified in this PWS. The following is a list of key capabilities that need to be met by the contractor’s work force. The Contractor shall notify the COR when a deficiency or loss of skillset occur.

Depot support-capability to run a warehouse with 165,000 square foot of indoor storage and 21,000 square foot of outdoor storage on an everyday basis, controlling an estimated 25,000 number of line items, shipping an estimated 40 items per month and receiving an estimated 300 parts per month, disposing of an estimated 150 parts per month through DRMO, shipping to and from CONUS and OCONUS locations, repairing critical communications equipment, such as high power amplifiers and low noise amplifiers, managing warranties on teleport and non teleport equipment, including an estimated 855 items plus licenses. Capability to manage export compliance, to manage asset management tools, to provide and manage incident reporting for worldwide sites, including requests for parts, requests for repairs, and requests for technical assistance. **Minimum years of relevant experience-10 years.**

Engineering support-capability to have an engineering staff that has design, production, test and installation experience on the commercial SATCOM equipment spelled out in paragraph 1.2 of the PWS. Engineering disciplines need to include RF engineering, in particular the capability to conduct and develop obscuration studies, to understand the interactions between antennas and radomes, to develop test procedures for newly installed antennas; mechanical engineering, in particular the capability to modify mechanical and structural components within antennas, radomes and shelters; civil engineering, in particular the capability to conduct all phases of site planning and site preparation design and the implementation for MET and for radome installation; electrical engineering, in particular the capability to modify or upgrade electrical systems, power systems and control systems at SATCOM facilities. **Minimum years of relevant experience-12 years, including at least 1 site preparation design package and site preparation implementation at a MET terminal location.**

Radome de-installation and installation-capability to de-install and reinstall the same radomes at an existing site and to install new radomes from 22 foot radomes to 93 foot radomes of all manufactured types. This includes planning activities, determining the correct heavy equipment and special tool requirements, staging de-installation and installation activities, replacing mechanical and chemical anchor bolts, evaluating radomes for maintenance and recommending and implementing maintenance activities. **Minimum years of relevant experience-10 years, including 1 radome de-installation and 1 radome installation of a MET compliant 63 foot radome.**

Onsite maintenance-capability to perform onsite maintenance up to 3 sites simultaneously for the commercial SATCOM equipment spelled out in paragraph 1.2 of the PWS. This includes maintenance on antennas, shelters, and radomes. This includes lubrication services, replacement of failed items, modifying items onsite that are beyond economical repair. This includes painting and corrosion control from touch up painting to complete antenna refinishing, meeting all local, state and federal environmental requirements. This includes development of maintenance check lists, site coordination to arrange for ASIs, shipment of tools and arrangement for heavy equipment rentals, development of comprehensive maintenance reports that details all work that was done onsite, and work that was deferred. **Minimum years of relevant experience-10 years.**

Technical assistance-capability to provide immediate telephonic technical assistance for the SATCOM equipment spelled out in paragraph 1.2 of the PWS and to provide experienced engineering and technical personnel to worldwide sites to resolve complex problems on short notice. **Minimum years of relevant experience-10 years.**

Site preparation- capability to plan, design and implement unique site preparation for MET and other SATCOM sites to include large scale civil and electrical work. . **Minimum years of relevant experience-5 years, including at least 1 site preparation design package and implementation at a MET terminal location.**

Training-capability to plan and implement C&Ku terminal onsite training as spelled out in paragraph 4.12. **Minimum years of relevant experience-2 years SATCOM instruction with MOS 25S or 5 years SATCOM instruction at C&Ku terminal sites**.

TYAD project and technical support-capability to provide support to TYAD for a variety of fabrication, repair, rework, modification, and installation projects as spelled out in paragraph 4.11.3.**Minimum years of relevant experience- 20 years, including 15 years working at TYAD in support of SATCOM programs.**

### Transition-In/Transition-Out

To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall provide a transition-in and transition-out plan as follows:

#### **Transition-In Plan**

The Contractor shall submit, as part of its proposal, a detailed description of the procedures it will employ during the Transition-In period (which shall be the initial 90 days after award) to meet full mission and operational capability. These procedures shall describe the steps the Contractor will take and processes it will use in order to be prepared to assume complete responsibility for performance of this PWS no later than the end of the Transition-In period. These procedures shall include a detailed milestone chart and narrative describing the chronological sequence of events that will be accomplished during the Transition-In period. Additionally, the Contractor shall include with the Transition-In plan a recruitment strategy which the Contractor proposes to utilize in order to meet the PWS requirements. Particular emphasis shall be placed on the phase-in period. This ramp up period shall include a schedule for implementation of Full-Time Equivalents (FTEs) by labor category. The Contractor shall provide to the COR the qualifications and experience of proposed personnel. The Contractor is required to reach full mission and operational capability within this 90 calendar day Transition-In period.

This transition plan shall include, but is not limited to the following actions:

* + Coordinate with Government representatives.
  + Review, evaluate, and transition current support services Transition historic data to new Contractor system.
  + Complete Government-approved training and certification process.
  + Transfer hardware warranties and software licenses (if applicable).
  + Transfer of all available system/tool documentation to include, at a minimum: user manuals, system administration manuals, training materials, maintenance reports, trip reports configuration control documents, and all other available documents required to operate, maintain, and administer systems.
  + Transfer compiled and un-compiled source code, to include all versions, maintenance updates, and patches (if applicable).
  + Perform orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes.
  + Distribute Contractor purchased Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.
  + Transfer GFE, Government Furnished Information (GFI), and GFE inventory management assistance.
  + Complete applicable briefings and personnel in-processing procedures.
  + Coordinate with the Government to account for Government keys, ID/access cards, and security codes.

##### **Transfer-In Equipment Accountability**

Thirty calendar days prior to the completion of the current contract an observation period shall occur, at which time management personnel of the incoming workforce may observe operations and performance methods of the incumbent Contractor. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure the continuity of services. The incumbent Contractor shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding Contractor. The incumbent Contractor shall fully cooperate with the succeeding Contractor and the Government so as to not interfere with their work duties.

##### **Transition - Out Plan**

The Contractor shall establish and implement plans for an orderly transition-out period of the contracted operations at the expiration of the contract. The Contractor shall submit a transition-out plan. The transition-out procedures shall not disrupt or adversely affect the daily conduct of business. The Contractor shall provide the KO with copies of changes and revisions for review and approval prior to implementation.

#### **Transition- Out**

Thirty calendar days prior to the completion of the contract (to include option periods), an observation period shall occur, at which time management personnel of the incoming workforce may observe operations and performance methods of the incumbent Contractor. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure the continuity of services. The incumbent Contractor shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding Contractor. The incumbent Contractor shall fully cooperate with the succeeding Contractor and the Government so as to not interfere with their work duties.

This transition plan shall include, but is not limited to the following actions:

* Coordinate with Government representatives.
* Review, evaluate, and transition current support services Transition historic data to new Contractor system.
* Complete Government-approved training and certification process.
* Transfer hardware warranties and software licenses (if applicable).
* Transfer of all system/tool documentation to include, at a minimum: user manuals, system administration manuals, training materials, disaster recovery manual, requirements traceability matrix, configuration control documents, and all other documents required to operate, maintain, and administer systems and tools.
* Transfer compiled and un-compiled source code, to include all versions, maintenance updates, and patches (if applicable).
* Perform orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes.
* Distribute Contractor purchased Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.
* Transfer GFE, GFI, and GFE inventory management assistance.
* Complete applicable briefings and personnel in-processing procedures.
* Coordinate with the Government to account for Government keys, ID/access cards, and security codes

##### **Transition-Out Property Accountability**

One month prior to expiration, an inventory of all GFP shall be conducted by the Contractor and observed by the Government. The Contractor shall prepare, certify, and submit a detailed final inventory report. The inventory shall include the same information called for in the initial inventory. During the final inventory, all GFP shall be jointly inspected. All discrepancies shall be disclosed and shall be corrected as determined by the KO. At contract completion, the Contractor shall return all Government property, inclusive of all addition and minus transfers or dispositions. Returned GFP shall be in the same condition as it was when it was originally furnished, less normal wear and tear.

### Post Award Conference

Within 15 business days following the contract award date, the Contractor shall conduct a one-day Kick-Off Meeting. The Kick-Off Meeting will review goals and objectives, and to discuss technical requirements, administrative matters, and security requirements. Discussion will also facilitate Government Furnished Information/Materials/Equipment (GFI/GFM/GFE), schedule, review cycles, and invoicing. The Kick-Off Meeting shall include:

a. All key personnel shall attend the Kick-Off Meeting

b. Prepare a Meeting Agenda **f**or the meeting. The agenda shall include at a minimum all of the following twelve elements:

1. Contractor’s organizational structure with named personnel

2. Roles and responsibilities of key personnel and points of contact

3. Organizational Change Management and Training Approach

4. Program Management Plan (PMP)

5. Projected schedule with major milestones

6. Tools to be used in execution of the contract

7. Presentation Materials based on the approved Meeting Agenda

8. Deliverables

9. Communications - Procedures for monitoring and reporting progress

10. Procedures for managing risks and issues

11. Contract administration and contract change procedures

12. Key contract terms

### Quarterly Program Reviews (QPR)

The Contractor shall host QPRs either at the Contractor site or at venues mutually agreeable to the Contractor and the Government. The first program review and subsequent program reviews shall convene at the determination of the Government, but no more frequently than quarterly.

The Contractor shall provide a draft agenda to the Government 10 working days prior to the start of each program review, for review and approval. No more than 10 Government personnel shall attend program reviews.

The program reviews shall be no more than two days in duration. The Contractor shall respond to action items raised at the program reviews as required. Topics for discussion may include but not be limited to:

* Progress against the order PWS, and contract deliverables
* Integrated Master Schedule (IMS)
* Risk, impact, mitigation plans
* Action item status
* Contractual issues
* Financial issues
* Activities planned for next reporting period
* Other items the Government and/or the Contractor consider relevant

### Quality Management System

Contractors performing under this award shall ensure that they have an approved Quality Management System that is certified to ISO 9001:2008 standards.

### Quality Control Plan (QCP)

The Contractor shall develop and maintain an effective QCP to ensure services are performed in accordance with (IAW) this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor’s QCP is the means by which he assures himself that his work complies with the requirement of the contract. The QCP will be evaluated for completeness and realism. The Contractor uses its QCP to guide and document the implementation of the required management and quality control (QC) actions necessary to achieve the specified results of the PWS. The QCP shall be submitted IAW DI-QCIC-81722. The Contractor shall submit a QCP NLT 30 working days after award of contract. The Government will have 15 working days for review and acceptance or rejection of the QCP. The Government and Contractor will reach consensus on the efficacy of the proposed QC system and will provide a recommendation for acceptance by the KO. After acceptance of the QCP, the Contractor shall receive the KO’s acceptance in writing and any proposed changes to the QC system.

### Quality Assurance (QA)

The Government shall evaluate the Contractor’s performance under this contract IAW the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the Contractor has performed IAW the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

### Contractor Travel

Contractor will be required to travel CONUS/OCONUS during the performance of this contract to attend meetings, conferences, testing, installation, and training events. The Contractor may be required to travel to off-site training locations and to ship training aids to these locations in support of this PWS.

Contractor will be authorized travel expenses consistent with the Joint Travel Regulation and the limitation of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR. The Contractor shall process all travel requests and visitor access requests for employees (to include Sub-Contractor employees as required).

All Contractor overseas travel will be processed through the web based Synchronized Pre-deployment & Operations Tracker (SPOT) and the Aircraft & Personnel Automated Clearance System (APACS). The Contractor shall request theater and/or country clearance via APACS, as required by the DoD Foreign Travel guide.

The Contractor will be responsible for all SPOT and APACS input. All travel will be pre-approved by the COR.

All necessary travel meeting the above criteria shall be reviewed in advance by the COR.

All travel requires COR approval/authorization at least 7 days prior to travel. A Trip Report in the Contractors format shall be submitted to the COR within 5 business days after conclusion of each travel. Contractor will be required to travel to OCONUS and CONUS locations to provide support to site personnel where terminal and baseband and sub-systems covered by this PWS are located.

### Trip Reports

The Contractor shall also provide detailed trip reports. At the minimum, the report shall include:

* Include to whom the report is addressed, the report’s author, the subject of the report, and the date it is written.
* Purpose and date of the trip
* Describe the reasons for the trip, and include whatever background information the readers need to understand the context of the trip.
* Travel location.
* POC/site contact information, including names, commercial phone numbers and email addresses
* Technical assistance trip reports shall be provided in accordance with paragraph 4.4.
* For a seminar, mention who the keynote speakers were. For a business meeting, specify the company and summarize the trip. If it was a fact-finding trip, describe what the findings were. If it was a seminar, review the highlights.
* Ensure all written reports are free from punctuation, grammatical, and spelling errors.

### Other Direct Costs (ODCs)

These costs must be submitted with supporting documentation and be preapproved by the COR and the Contracting Officer. Supporting documentation includes competitive quotes, market value documentation and historical data. This category includes travel, reproduction, shipping expenses, material purchases, software licenses, IT hardware and associated warranties. It could also entail the rental of suitable training venues if applicable. When invoicing for ODCs, supporting documentation shall be attached to the invoice. Supporting documentation for invoiced travel invoiced must be in accordance with the Joint Federal Travel Regulation and includes, but is not limited to, hotel receipts, rental car receipts, parking receipts, gas receipts, baggage receipts, conference fees etc.

### Travel Costs

Travel costs must be submitted with supporting documentation and be preapproved by the COR and the Contracting Officer. Supporting documentation will include costs for flights, rental car, per diem and miscellaneous travel expenses with justification, if required. Current Government per diem rates will apply to all travel both CONUS and OCONUS.

Costs for transportation shall be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel. The Joint Travel Regulations (JTR), while not wholly applicable to Contractors, shall provide the basis for the determination as to reasonable and allowable. Maximum use is to be made of the lowest available customary standard coach or equivalent airfare accommodations available during normal business hours. All necessary travel meeting the above criteria shall be reviewed in advance by the COR and the Contracting Officer.

### Identification of Contractor Employees

All contract personnel attending meetings, answering Government telephones, communicating via email, , and working in other situations where their Contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by Contractors are suitably marked as Contractor products or that Contractor participation is appropriately disclosed.

### Security Requirements

Contractor personnel performing work under this contract must have a SECRET security clearance at time of the proposal submission, and must maintain the level of security required for the life of the contract. The security requirements are IAW the attached DD Form 254, DoD Contract Security Classification Specification incorporated in this contract. In addition, the Contractor shall meet the following requirements upon contract award:

* The Contractor facility shall have a SECRET safeguarding capability at a minimum of two cubic feet.
* Contractors may require a SECRET clearance facility with SECRET safeguarding capability limited to two (2) cubic Ft; and For Official Use Only (FOUO) information. The contractor will also require access to Security/Program/Classification Guides
* All Contractor personnel will require access to Non-Sensitive Compartmented Information (SCI) intelligence information and For Official Use Only (FOUO) information. In performing this contract, the Contractor will receive and generate classified information, and have Operations Security (OPSEC) requirements, IAW the DD Form 254.
* In performing this contract, the contractor may receive classified material; have access to classified information outside the U.S., Puerto Rico, U.S. possessions and trust territories, be authorized the use of the Defense Technical Information Center (DTIC) or secondary distribution center and have Operations Security (OPSEC) requirements.
* The Contractor shall provide storage capability for safeguarding of Controlled Cryptographic Items (CCI) to include STE, STU III, KIV-7, and KIV-19.
* All public release of information will require COR concurrence, however all information FOUO or higher will be cleared in accordance with Section 12 of the DD 254.
* The contractor shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services of Security officer. Contractor workforce must comply with all personal identity verification requirements as directed by DoD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.
* The Contractor shall comply with Security Requirements. Access to information classified “Confidential,” “Secret,” or “Top Secret” and requires Contractors to comply with— (1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (NIPSOM) (DoD 5220.22‐M); (2) any revisions to DOD 5220.22‐M, notice of which has been furnished to the Contractor.
* Administrative duties performed by the Contractor will not require a clearance, but may require an investigation for IT sensitive duties.
* OPSEC Training. Per Army Regulation (AR) 530-1, *Operations Security*, new Contractor employees must complete Level I OPSEC training within 30 calendar days of reporting for duty. All Contractor employees must complete annual OPSEC awareness training.
* For Contracts that Require an OPSEC Standard Operating Procedure (SOP)/Plan. The Contractor shall develop an OPSEC SOP/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC Officer, per AR 530-1. This SOP/Plan will include the Government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the Contractor shall identify an individual who will be an OPSEC Coordinator. The Contractor will ensure this individual becomes OPSEC Level II certified per AR 530-1.

#### **Other Security Requirements**

Per the DD Form 254 (Standard Contract Provision and Clause Text Applicability and/or Additional PWS Language), the Contractor shall adhere to the following security requirements:

* Anti-Terrorism (AT) Level I Training. This provision/contract text is for Contractor employees with an area of performance within an Army-controlled installation, facility, or area. All Contractor employees, to include Sub-Contractor employees, requiring access to Army installations, facilities, or controlled access areas shall complete AT Level I awareness training within 60 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever applies. The Contractor shall submit certificates of completion for each affected Contractor employee and Sub-Contractor employee to the COR, or to the KO, if a COR is not assigned, within 14 calendar days after completion of training by all employees and Sub-Contractor personnel. AT Level I awareness training is available at: <https://atlevel1.dtic.mil/atl>
* AT Awareness Training for Contractor Personnel Traveling Overseas. This training is required for US-based Contractor employees and associated Sub-Contractor employees to make available and to receive Government-provided AT awareness training specific to the area of responsibility (AOR) as directed by AR 525-13. Specific AOR training content is directed by the combatant commander, with the unit Authority to Operate (ATO) being the local POC.
* Access and General Protection/Security Policy and Procedures. This standard language is for Contractor employees with an area of performance within an Army-controlled installation, facility, or area. The Contractor and all associated Sub-Contractors’ employees shall comply with applicable installation, facility, and area commander installation and facility access and local security policies and procedures (provided by the Government representative). The Contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the installation Provost Marshal Office, Director of Emergency Services, or Security Office. The Contractor workforce must comply with all personal identity verification requirements as directed by DoD, Headquarters, Department of the Army (HQDA), and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in Contractor security matters or processes.
* Contractor Employees Who Require Access to Government IS. All Contractor employees with access to a Government IS must be registered in the ATCTS at commencement of services, and must successfully complete the DoD IA Awareness training prior to access to the IS and then annually thereafter.
* For IA/IT Training. All Contractor employees and associated Sub-Contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All Contractor employees working IA/IT functions must comply with DoD and Army training requirements in Department of Defense Directive (DoDD) 8570.01, DoD 8570.01-M, and AR 25-2 within six months of employment.
* For IA/IT Certification. Per DoD 8570.01-M, DFARS 252.239.7001, and AR 25-2, the Contractor IA Engineer supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award. The Contractor’s Cybersecurity IA Engineer in will be responsible for administering any updates to fielded systems. All other supporting activities, including any work on our standalone classified systems, should be considered developmental or test systems and are not required to comply with the subject regulations included in this paragraph.
* Combat Trafficking in Persons. Mandatory General Awareness. All Contractor employees and associated Sub-Contractor employees must complete. <http://ctip.defense.gov/>

#### **Physical Security**

The Contractor shall be responsible for safeguarding all Government equipment, information and property provided for Contractor use IAW NIPSOM. At the close of each work period, Government facilities, equipment, and materials shall be secured.

#### **Key Control**

The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons.

**NOTE:** All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the QCP. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the KO.

* In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the KO, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.
* The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor’s employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas or personnel authorized entrance by the KO.

#### **Lock Combinations**

The Contractor shall establish and implement methods of ensuring all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need-to-know of such combinations. These procedures shall be included in the Contractor’s QCP.

Before CAC issuance, the Contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an equivalent or higher investigation IAW Army Directive 2014‐05. The Contractor employee will be issued a CAC only if duties involve one of the following: (1) both physical access to a DoD facility and access, via logon, to DoD networks on‐site or remotely; (2) remote access, via logon, to a DoD network using DoD‐approved remote access procedures; or (3) physical access to multiple DoD facilities or multiple non‐DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the Federal Bureau of Investigation (FBI) fingerprint check and a successfully scheduled NACI at the Office of Personnel Management.

#### **Information Security (INFOSEC) and other miscellaneous requirements**

1. Contractor personnel must comply with local security requirements for entry and exit control for personnel and property at the Government leased facility or any Government facilities where work is being performed.
2. Contractor employees will be required to comply with all Government security regulations and requirements. Initial and periodic security training and briefings will be provided by Government security personnel. Failure to comply with security requirements can cause for removal and the Contractor will not be able to provide service on this contract.
3. The Contractor shall not divulge any information about DoD files, data processing activities or functions, user identifications, passwords, or any other knowledge that may be gained, to anyone who is not authorized to have access to such information. The Contractor shall observe and comply with the security provisions in effect at the Government leased facility or any other Government facilities where work is being performed. Identification shall be worn and displayed as required.
4. Contractor personnel will generate or handle documents that contain FOUO information at Government facilities. Contractor may have access to, and handle classified material only at Government facilities. Contractor deliverables shall be marked FOUO when directed by the Government. The Contractor shall comply with the provisions of the DOD Industrial Security Manual for handling classified material and producing deliverables.
5. The Contractor shall afford the Government access to the Contractor’s facilities, installations, operations, documentation, databases, and personnel used in performance of the contract. Access shall be provided to the extent required to carry out a program of IT inspection (to include vulnerability testing), investigation and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of data or to the function of IT systems operated on behalf of DISA or DoD, and to preserve evidence of computer crime.
6. The Contractor and all associated Sub‐Contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance with the results reported to the COR not later than 45 calendar days after contract award (DACA).
7. For all Contractors with security clearances. Per AR 381‐12, Threat Awareness and Reporting Program (TARP), Contractor employees must receive annual TARP training by a CI agent or other trainer as specified in 2‐4b.

#### **Access to Government Systems**

IAW DoD Directive Number 7045.14, contractors are not allowed access to any DoD system without explicit authorization of a relevant Government official, and that is based on a need-to-know basis only. Individuals getting access must have the appropriate clearance for access to a particular system.

### Data Rights

The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the KO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

### Safety and Environment

The Contractor shall comply with all applicable federal, state and local safety, health and environmental regulations, including the National Environmental Policy Act (NEPA). When proposed work under this contract is to occur on a military installation, e.g., Ft Belvoir, the environmental consequences of all facility and mission work to be accomplished must be reviewed and approved by the installation environmental office prior to execution of work. All permitting activities, e.g., Clean Water Act, Title 5 Air Permits and other required approvals must be obtained thru the installation environmental office to ensure the installation and commander are in full compliance with the installations operating permits.

### System Safety and Health Hazards

The Contractor shall identify and evaluate system safety and health hazards, define risk levels, and establish a program that manages the probability and severity of all hazards associated with contractual tasks. Safety and health hazards shall be managed consistently with mission requirements. All inherent hazards shall be identified, evaluated and either eliminated or controlled to ensure minimum risk to the environment and personnel. Records shall be kept for the life of the contract plus two years. These records shall be made available to the Government upon request. The Contractor shall use the Government and Industry Standard Practice for System Safety, MIL-STD-882D, in all developmental and sustaining activities. The Contractor shall integrate the Environment, Safety, and Occupational Health (ESOH) risk management strategy into the systems engineering process.

#### **Hazardous Materials**

The Contractor shall implement a Hazardous Material Management program to reduce and control hazardous materials utilized in the performance of this contract. The use of hazardous or corrosive materials shall be reduced in accordance with DODD 4210.15.

No Class I Ozone Depleting Substances shall be used or delivered in the performance of this contract.

#### **Pollution Prevention Program**

The Contractor shall implement a Pollution Prevention Program to minimize the environmental impact and costs associated with environmental compliance. Pollution shall be prevented or reduced at the source whenever feasible. Pollution that cannot be prevented or recycled shall be processed in an environmentally safe manner, and in accordance with applicable environmental regulations.

### Materials

Only material necessary to the service of this contract shall be acquired. There shall be no production of any variance under this contract. All necessary material meeting the above criteria shall be reviewed and approved in advance by the COR and the Contracting Officer.

## Contractor Manpower Reporting (CMR)

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor will report ALL Contractor manpower (including Sub-Contractor manpower) required for performance of this contract. The Contractor is required to completely fill in all the information in the format using the following web address:

https://cmra.army.mil/

The required information includes:

* Contracting Office, KO, Contracting Officer’s Technical Representative;
* Contract number, including task and delivery order number;
* Beginning and ending dates covered by reporting period;
* Contractor name, address, phone number, e-mail address, identity of Contractor employee entering data;
* Estimated direct labor hours (including Sub-Contractors);
* Estimated direct labor dollars paid this reporting period (including Sub-Contractors);
* Total payments (including Sub-Contractors);
* Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each Sub-Contractor if different);
* Estimated data collection cost;
* Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purposes of reporting this information);
* Locations where Contractor and Sub-Contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website);
* Presence of deployment or contingency contract language;
* Number of Contractor and Sub-Contractor employees deployed in theater this reporting period (by country).

As part of its submission, the Contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed twelve (12) months ending 30 September of each Government fiscal year (FY) and must be reported by 31 October of each calendar year. Effective 30 September 2005, Contractors filing their Contractor Manpower Reports will receive immediate e-mail confirmation that their reports have been received in the system. This should facilitate final payment to Contractors and expedite contract closeout. Administrative contracting staff should accept this confirmation as proof of completion of this contract deliverable.

The Contractor Manpower Reporting Application (CMRA) web site maintains a “Frequently Asked Questions and Answers” https://cmra.army.mil/ that is updated periodically. Any technical or implementation questions not addressed on this site can be discussed and coordinated through the CMR Help Desk at 703-377-6199, or https://cmra.army.mil. An updated CMRA business process, Version 3.0, has been implemented starting with the reporting of the FY 06 information. This version no longer accepts XML files. The basis for and guidance on reporting FY 06 information via Version 3.0 can be found on the above site under “User Guides” link on the tool bar.

All requirements of paragraph 1.7 of this PWS apply to this effort. This contract shall be addressed in the Contractor’s Progress, Status, and Management Report.

Army CMR System requirements apply to this effort and all manpower requirements shall be input into System as required. The Contractor shall prepare and submit CMR IAW DI-MGMT-81466A.

To fulfill this Army reporting requirement, the following COR’s information is provided:

The UIC for the COR is: W6DYAA

The FSC for the COR is: L058

The Command Code for the COR is: 5T21

Fiscal Funding Station Code: S28043

# 2.0 Definitions and Acronyms

**2.1 Definitions**

**2.1.1. Contractor.**

A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

**2.1.2. Contracting Officer (KO).**

A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

**2.1.3. Contracting Officer’s Representative (COR).**

An employee of the U.S. Government appointed by the KO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

**2.1.4. Defective Service.**

A service output that does not meet the standard of performance associated with the PWS.

**2.1.5. Deliverables.**

Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

**2.1.6. Key Personnel.**

Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

**2.1.7. Physical Security**.

Actions that prevent the loss or damage of Government property.

**2.1.8. Quality Assurance (QA).**

The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

**2.1.9. Quality Assurance Surveillance Plan (QASP)**.

An organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

**2.1.10. Quality Control (QC).**

All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

**2.1.11. Sub-Contractor.**

One that enters into a contract with a prime Contractor. The Government does not have purview of contract with the Sub-Contractor.

**2.1.12 System**.

Hardware, Software and Tools collectively forming a complex/intricate whole to provide a function.

**2.1.13. Work Day.**

The number of hours per day the Contractor provides services IAW the contract.

**2.1.14. Work Week.**

Monday through Friday, unless specified otherwise.

**2.1.5 International Traffic in Arms Regulations (ITAR) and the Export Administration Regulations (EAR)**

Both are export control regulations designed to help ensure that defense related technology does not get into the wrong hands. An export license is a general term for both ITAR and EAR controlled items in which the US Government has granted permission to transport or sell regulated items to foreign countries or parties.

ITAR, which is managed by the State Department and is the more stringent of the two sets of regulations, was written for articles with direct defense-related applications. Articles specifically designed or otherwise intended for military end-use are enumerated on the United States Munitions List (USML).

## 2.2 Acronyms

|  |  |
| --- | --- |
| Acronym | Definition |
| ACAT | Acquisition Category |
| AFWET | Air Force Wideband Enterprise Terminal |
| AOR | Area of Responsibility |
| APACS | Aircraft & Personnel Automated Clearance System |
| APM | Assistant Project Manager |
| AR | Army Regulation |
| ARL | Army Research Laboratory |
| ASMO | Army Spectrum Management Office |
| AT | Anti-Terrorism |
| ATCTS | US Army Training and Certification Tracking System |
| ATO | Authority To Operate |
| AUP | Acceptable Use Policy |
| BMDS | Ballistic Missile Defense System |
| C3BM | Command, Control, Communication and Battle Management |
| C&A TdB | Certification and Accreditation Tracking Database |
| CAC | Common Access Card |
| CAEIAE | Center of Academic Excellence in Information Assurance Education |
| CCB | Configuration Control Board |
| CCP | Contract Change Proposal |
| CECOM | US Army Communications-Electronics Command |
| CI | Configuration Item |
| CIO | Chief Information Officer |
| CM | Configuration Management |
| CMP | Configuration Management Plan |
| CMR | Contractor Manpower Reporting |
| CMRA | Contractor Manpower Reporting Application |
| CND | Computer Network Defense |
| COE | Corp of Engineers (US Army) |
| COMSEC | Communication Security |
| CONOPS | Concept of Operations |
| CONUS | Continental United States |
| COR | Contracting Officer Representative |
| CPR | Contract Performance Reports |
| CSF | ConfigServer Security & Firewalls |
| DACA | Days After Contract Award |
| DAWIA | Defense Acquisition Workforce Improvement Act |
| DCATS | Defense Communications and Army Transmission Systems |
| DCMA | Defense Contract Management Agency |
| DCSS | Digital Communications Satellite Subsystem |
| DFAR | Defense Federal Acquisition Regulation |
| DIACAP | DoD Information Assurance Certification and Accreditation Process |
| DISA | Defense Information Systems Agency |
| DISN | Defense Information Systems Network |
| DoD | Department of Defense |
| DoDD | Department of Defense Directive |
| DoDI | Department of Defense Instructions |
| DSCS | Defense Satellite Communications System |
| DSS | Defense Security Service |
| EBEM | Enhanced Bandwidth Efficient Modem |
| ECP | Engineering Change Proposal |
| ECR | Engineering Change Request |
| ERB | Engineering Review Board |
| ET | Eastern Time |
| ETS | Earth Terminal Systems |
| EVM | Earned Value Management |
| EVT | Earned Value Techniques |
| E3 | Electromagnetic Environmental Effects |
| FAR | Federal Acquisition Regulation |
| FBI | Federal Bureau of Investigation |
| FDMA | Frequency Division Multiple Access |
| FISMA | Federal Information Security Management Act |
| FOUO | For Official Use Only |
| FPCON | Force Protection Condition |
| FSC | Federal Service Code |
| FTE | Full-Time Equivalent |
| FY | Fiscal Year |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| GFP | Government Furnished Property |
| G3P2 | Generation 3 Phase 2 |
| HEMP | High-Altitude Electro-Magnetic Pulse |
| HQDA | Headquarters, Department of the Army |
| HVAC | Heating, Ventilation, and Air Conditioning |
| I&I | Implementation and Integration |
| IA | Information Assurance |
| IAM | Information Assurance Manager |
| IAT | Information Assurance Technical |
| IAW | In Accordance With |
| IBR | Integrated Baseline Review |
| ILS | Integrated Logistics Support |
| IMS | Integrated Master Schedule |
| INFOSEC | Information Security |
| IP | Internet Protocol |
| IPT | Integrated Product Team |
| IS | Information System |
| IT | Information Technology |
| JIPM | Joint IP Modem |
| KO | Contracting Officer |
| LAN/WAN | Local Area Network/Wide Area Network |
| LCCE | Life Cycle Cost Estimate |
| MDA | Missile Defense Agency |
| MET | Modernization of Enterprise Terminals |
| MILSATCOM | Military Satellite Communications |
| MIL-STD | Military Standard |
| NACI | National Agency Check with Inquiries |
| NATO | North Atlantic Treaty Organization |
| NDA | Non-Disclosure Agreement |
| NEC | National Electrical Code |
| NFPA | National Fire Protection Association |
| NIPSOM | National Industrial Security Program Operating Manual |
| NIST | National Institute of Standards and Technology |
| OCI | Organizational Conflict of Interest |
| OCONUS | Outside the Continental United States |
| OPSEC | Operations Security |
| OSAT | On-Site Acceptance Tests |
| PAAWNS | Protected Anti-Scintillation, Anti-Jam, Wideband Net-Centric System |
| PDR | Preliminary Design Review |
| PIT | Platform Information Technology |
| PL | Product Lead |
| PM | Program Manager |
| PM | Project Manager |
| PMP | Program Management Plan |
| PMR | Program Management Review |
| PO | Project Office |
| POC | Point of Contact |
| PR | Problem Reports |
| PRS | Performance Requirements Summary |
| PWS | Performance Work Statement |
| QA | Quality Assurance |
| QASP | Quality Assurance Surveillance Plan |
| QC | Quality Control |
| QCP | Quality Control Plan |
| QPR | Quarterly Program Review |
| RF | Radio Frequency |
| RMA | Return Merchandise Authorizations |
| RMF | Risk Mitigation Framework |
| SATCOM | Satellite Communication |
| SBS | Satellite Baseband Systems |
| SCI | Sensitive Compartmented Information |
| SCP | Software Change Proposal |
| SDWIPT | System Design Working Integrated Product Team |
| SETA | Systems Engineering and Technical Assistance |
| SEWG | System Engineering Working Group |
| SME | Subject Matter Expert |
| SOP | Standard Operating Procedure |
| SOW | Scope of Work |
| SPOT | Synchronized Pre-deployment & Operations Tracker |
| STRATCOM | Strategic Communications |
| STS | Satellite Terminal Systems |
| TARP | Threat Awareness and Reporting Program |
| TIM | Technical Interchange Meeting |
| TLCM | Total Life Cycle Management |
| TMDE | Test, Measurement, and Diagnostic Equipment |
| TPF | Total Package Fielding |
| TPO | Teleport Program Office |
| TRCC | Transportable Radar Communications Complex |
| UIC | Unit Identification Code |
| ULO | Unliquidated Obligations |
| VPN | Virtual Private Network |
| WBS | Work Breakdown Structure |
| WESS | Wideband Enterprise Satellite Systems |
| WGS | Wideband Global SATCOM |
| WIPT | Working-Level Integrated Product Team |

# 2.3 Government Furnished Items and Services

## 2.3.1 Government Furnished Property (GFP)

The following equipment may be furnished by the Government: physical work space, desk, phone, computer equipment (to include all necessary hardware and software), an electronic mail (e-mail) account, use of the Government telephone, facsimile machine and copier, and virtual private network (VPN) access as required. GFE will be provided at the discretion of the Government, as required to meet requirements for continued operational and sustainment support.

## 2.3.2 Services

N/A

## 2.3.3 Utilities

All utilities in the facility where onsite work is performed at a Government site will be available for the Contractors use in performance of duties outlined in this PWS. The Contractor shall instruct employees in utilities conservation practices.

## 2.3.4 Property

Government furnished property is subject to the terms of FAR 52.245-1, "Government Property (Alt I) (AUG 2010)." Joint inventory of Government furnished property will be accomplished within sixty (60) days after the date of award of the Service. Closing joint inventory of Government property to be turned in to the Government and shall be accomplished thirty (30) days before the end of the Service contract performance period.

## 2.3.5 Facilities

Contractors shall be escorted and have Common Access Cards (CAC) as required, to access PdM WESS buildings.

## 2.3.6 Equipment

Except for those items specifically stated to be Government Furnished Equipment (GFE) found in attachment 0010, GFE Update and Master Inventory found in attachment 0008, Master Inventory, the Contractor shall furnish everything required to perform this PWS.

## 2.3.7 Materials

The Government shall provide all furniture, and regulatory materials to support training and set-up required for commencement of operations. The Government shall provide all official forms. All other expendable supplies will be provided by the Contractor. The Government shall not be responsible for Contractor owned property.

# 2..4 Contractor Furnished Items and Responsibilities

## 2.4.1 General

The Contractor shall furnish all services, equipment, and materials required to perform work under this contract that are not directly and expressly provided by the government.

## 2.4.2 Utilities

The Contractor shall be responsible for operating under conditions that preclude the waste of utilities. The contractor shall be responsible for arranging for and paying for utilities (electric, gas, trash pickup, local phone and long distance, internet) security monitoring, cleaning services, office trailer, and equipment rental associated with supply support and transportation at the PdM WESS SATCOM support warehouse.

## 2.4.3 Contractor Materials

The USG may require the Contractor to purchase hardware, software, and related supplies to support specific projects in performance of the PWS. Once a requirement for procurement is identified, the Contractor shall submit a request to the USG for approval to purchase. The request shall include the purpose, specific items, direct cost, and rationale. For all ARMY Information Technology purchases, the Contractor shall use the Computer Hardware, Enterprise Software and Solutions (CHESS) Contract as the primary source for procuring commercial Information Technology (IT) Hardware and Software, IAW AFARS 5139.101-90 and Secretary of the Army Memorandum, Army Waiver Process for Commercial Off-the-Shelf Information Technology Procurement outside the CHESS Program, July 6, 2013. If the purchase requirement is not available through CHESS, the Contractor shall obtain a Statement of Non-Availability from the CHESS web site at https://chess.army.mil and then request an Information Technology Approval System (ITAS) waiver to use non-CHESS vehicles through the Chief Information Officer G6.

Warranties for all equipment/software purchased by the Contractor on behalf of the USG must name the USG as the warrantee. Utilization of CHESS is mandatory where applicable.

The Contractor shall obtain three quotes for all purchases over the current micro-purchase threshold identified in the FAR and purchase the lowest quote. The Contractor shall provide all supporting documentation including waivers, quotes and receipts to the USG, upon request.

Hardware Procurements: Although this contract is targeted to meet the requirements as detailed in the PWS the primary mechanism for all IT hardware procurements is through CHESS. Any hardware procured shall be compatible with current USG equipment. Contract Officer’s Representative (COR) approval is required prior to any Contractor purchase.

Software Procurements: IAW DFARS 208.74, in situations where the purchase of commercial software, including preloaded software, is needed to satisfy the requirements of a particular order, requirements shall be fulfilled with the DoD Enterprise Software Initiative (ESI). When authorized by the USG, the Contractor shall order from the DoD ESI sources to obtain the software to satisfy the requirement. If use of software from ESI sources is not specified initially in an order, the Contractor shall coordinate with the ordering activity prior to using another source. The Contractor is responsible for reviewing available DoD ESI sources. The listing of COTS software available from DoD ESI sources can be viewed on the following website:

http://www.esi.mil/. Alternatively, the Contractor may be required to utilize software provided by the USG as Government-furnished property.

# 3. Commercial Software License

a) Commercial software and software documentation delivered under this DO shall be subject to the terms stated within this RFDOP and IAW the governing commercial product license, to the extent the latter is consistent with Federal law and FAR 12.212, Computer Software. Notwithstanding the foregoing, the commercial product license shall apply only if a copy of the license is provided with the delivered product. In the event of conflict between this RFDOP and the commercial software product license, this RFDOP shall govern.

b) All software shall, as a minimum, be licensed and priced for use on a single computer or for use on any computer at a particular site.

c) The license shall be in the name of the USG.

d) The license shall be perpetual (also referred to as a nonexclusive, paid-up, world-wide license).

e) Software documentation shall be identical to that provided to a customer in the general public in the course of a private sale. The Government’s right to software documentation shall be no less than the rights provided with the associated software.

f) The license shall apply to any software changes or new releases.

# 4. General Support Requirements

The Contractor, as an independent Contractor and not as an agent of the Government, shall provide the necessary resources (except those furnished by the Government) to accomplish tasks of the type set forth below. The Government shall not exercise any supervision or control over the Contractors service providers (subcontractors) performing the services herein. Such contract service providers shall be accountable solely to the Prime Contractor who, in turn is responsible to the Government.

The supported projects include:

1. Teleport

2. Direct Communications Link (DCL)

3. Defense Satellite Communications Systems (DSCS)

4. Wideband Global Satellite (WGS)

5. Army Regional Hub Network (RHN)

6. Global Terrestrial Critical Control Circuit System (GTCS3)

7. Terrestrial Critical Control Circuit Remote User (TCCC)

8. Senior Leadership Command, Control & Communication System (SLC3S)

9. Protected Anti-jam/ Anti-scintillation Net-Centric System (PAAWNS)

10. Transportable Radar Communications Complex (TRCC)

11. Air Force Facility Monitoring System (FMIS)

12. Ka-Band Satellite Transmit & Receive System (KaSTARS)

13. Croughton Ku SATCOM Airborne Intelligence

Surveillance and Reconnaissance AISR

14. SNLC trailer and baseband equipment.

## 4.1 SATCOM Services

The Contractor shall provide services for sustainment and maintenance for systems and equipment including supply support, vendor support, depot support, installation/de-installation support and training. (Reference listing of specific terminals and the sites in attachment 0006, Terminal Maint List).

### 4.1.1 Program Management

The Contractor shall provide Program Management personnel, processes, and tools necessary to effectively manage Administrative, Professional, and IT Services within schedule, quality, cost and performance requirements. Program support requires significant coordination and interface with various DoD and non-DoD activities located in and out of CONUS. Program management services includes but are not limited to:

* Performs analyses of data relative to the program;
* Develops and maintains program documentation and technical reports, conduct assessments and communicates results;
* Contributes to the evaluation, analysis, and development of recommended solutions;
* Monitors program progress and customer satisfaction; provide periodic status reports as needed;
* Facilitates efficient communication and program support between the client and external agencies;
* Assists in the preparation of program correspondence as needed;
* Assists in the development of program briefs;
* Performs detailed reviews of program documentation;
* Assists with data collection and implementation of accounting methods, budget tracking, Earned Value Management (EVM), status reports, and cost projections based on COR direction;
* Establishes, implements, and monitors program or project controls for consistency of approach on document control, contracts, project schedules, estimate to complete, budget projections, reports, letters, minutes, and other correspondence;
* Assists Program and Project Managers (PMs) in adhering to specific organizational QA/QC requirements and by regularly updating team on QC of deliverables based on project schedules;
* Provides inputs to weekly, monthly, quarterly, annual, and ad hoc financial reports for senior management;
* Presents financial reports and analysis to peers, management, and executives;
* Ensures that proper accounting procedures are followed on the program.
* Performs management of the various SLINs on contract to ensure that customer funds are managed appropriately. The major customers on this contract are: PdM WESS, NETCOM, ARSTRAT, the Navy, USAFE, AFWET, MDA, HQ USAF, 94 AAMDC and TPO.

### 4.1.2 Program Management Plan (PMP)

The Contractor shall develop a PMP to be submitted with proposal. The PMP must be developed IAW DI-MGMT-80004A. The PMP must include the following:

* Organization diagram
* Program Management Methodology
* Subcontract Management Methodology
* Performance Management Methodology
* Risk Management Methodology
* Contractor Work Breakdown Structure (WBS)
* Directory with the names, labor categories, and contact information of all personnel who will be working on this effort

### 4.1.3 Periodic Progress Meetings

The KO, COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the KO will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues.

### 4.1.4 Monthly Status Report – Deliverable 2

Monthly Status Reports shall be provided to the COR and the Functional Representative to include Metrics, Tracking, and Reporting data. The Monthly Status Report shall include, but not be limited to activities of those assigned to the project, any problems encountered, and all recommended corrective actions or actual actions taken to correct the problem/issue. In addition, the report shall include monthly workload performed and the QC results of workload performed. At a minimum, the Contractor shall address whetherstandards described in Technical Exhibit 1, Performance Requirements Summary (PRS), are being met. Meeting minutes from teleconference and any meeting with an agenda shall result in a report of the meeting.

Performs technical evaluations of site visits not limited to existing procedures, processes, techniques, models, and/or systems related to onsite problems or contractual issues, which would require a report and recommend solutions;

Supply support shall include inventory management, transportation and storage. The functions of inventory management are: create and maintain an inventory listing; mark equipment and register Unique Identification (UID) for future data calls and maintenance per DFARS 252.211-7007; perform 10% inventory on a monthly basis; prepare related documentation; maintain inventory system that can produce standard supply information and requests for data in a format accessible by the government, such as Microsoft Excel, XML. Provide a report in excel with the results of the 10% monthly inventory. The 10% monthly inventory will make up 100% of the entire warehouse inventory assets. Transportation and storage functions are: stock, store, issue and ship material locally and long-distance.

### 4.1.5 Activity Status and Financial Reports

The Contractor shall deliver an Activity Status Report to the COR not more than 30 days after the effective date of award and thereafter within five (5) business days after the end of the Contractor’s monthly finance cycle. The report shall be quantifiable in that it shall report details for each SLIN, such as, number of labors hours consumed for each labor category, brief description and dates of technical assistance rendered, quantity of items by part number inducted into a repair cycle or outsourced to a subcontractor, quantity of items by part number restocked after completion of repair, number of items remaining in repair carried over to next report period, list of items by site shipped to field sites, list of items by site received from field sites, list of material place on purchase order with estimated delivery date, etc. The report shall include the status of any onsite activity completed or ongoing during the reporting period, including any work to be performed by subcontractors. Any additional files submitted with the report will be referenced within the body of the report and identified as an appendix to the report. The file name of any such additional file must include “Appendix” and the applicable appendix letter or number.

### 4.1.6 Task Management

The Contractor shall provide services in task planning, program management, administrative support services, cost control, cost reporting, program review, technical status reporting and other ancillary collaboration and processes, such as quality assurance and data management to ensure the successful execution of the requirements stipulated in this PWS.

### 4.1.7 Task Management Plans and Schedules

The Contractor shall develop Task Management Plans and schedules to support in managing, planning, and monitoring tasks from origination to completion. Task Management Plans and Schedules must contain the following information:

* Origination Date
* Objectives
* Requirements/Deliverables
* Milestones
* Risks
* Issues
* Mediation
* Performance Status
* Contractor WBS
* Projected Cost
* Actual Cost

## 4.2 On-Site Technical Support

The Contractor shall provide on-site technical support during work hours, on-call or extended hours to perform mission essential tasks. The Contractors personnel providing on-site technical support shall possess the appropriate security clearances to execute the assigned tasks and have access to the work areas. The COR will coordinate with site personnel to provide the Contractor access to the site and system. The following general guidelines shall be adhered to by the Contractor for technical support:

* The Government will furnish to the Contractor the location of each of the respective site(s) as required.
* The Government will coordinate all required documents for OCONUS travel upon Contractor request. The Contractor shall use the web- based Synchronized Pre-deployment and Operational Tracker system (https://spot.altess.army.mil) to track the status and location of Contractor personnel while in OCONUS locations and provide details to the Government weekly.
* Contractor personnel must have a valid passport, visas, and full series of immunizations and security clearances for those required locations. Theater clearances will be provided, as required, by the Government.
* The Contractor shall furnish to the Government on request, the names, job titles, dates and places of birth, degree, and date of granting agencies for clearances, passport numbers and expiration dates, social security numbers, citizenship and other personal information to facilitate obtaining overseas theater or area clearances.
* All materials and equipment required in the performance of the technical support visits will be provided by the Contractor. The Contractor may purchase materials and services on an emergency basis up to $5,000.00 upon approval by the COR and the Contracting Officer. Based on unusual circumstances, a higher amount can be authorized by the COR and the Contracting Officer.
* The Contractor shall be responsible for preventing damage to all Government owned property while in Contractor personnel possession and shall repair all such damage at no additional cost to the Government.

### 4.2.1 Process for Initiating Onsite Activities

The contractor shall not perform any onsite activities without concurrence from the COR. Before any onsite activities take place, the contractor shall develop a task description detailing the work to be performed. This task description shall be provided to the Government with at least three weeks’ notice prior to the activity to be performed, other than onsite technical assistance. The Government will coordinate the task description and provide comments or concurrence. The contractor shall incorporate any comments, and after concurrence by the COR and the Contracting Officer, the contractor shall provide a cost estimate for the defined activity. The Government will review the cost estimate, which could result in changes. Once the cost estimate is approved by the COR and the Contracting Officer, the contractor shall proceed with the work, based on the availability of funding. Task descriptions shall include any past maintenance performed on a particular site, as well as any site surveys performed on this contract or provided as GFM. The Government will provide statements of work or statements of objectives for the following onsite activities: Site preparation, radome de-installation or installation, and facility maintenance

## 4.3 Technical Support

The Contractor shall provide technical support to any U.S. Army, Air Force and Navy, and other designated activities supported by PdM WESS. The technical support services shall include, but not be limited to, the provision of on-call technical support and reporting of hardware/software failures and fixes in sufficient detail to enable appropriate actions to be taken to overcome chronic failures. Additionally, software problems, fixes and version descriptions shall be documented and forwarded to the Contractors Post Deployment Software Support (PDSS) activity or the Governments PDSS activity for analysis and resolution. As part of this effort, the Contractor shall have the capability to provide technical training on incidental equipment procured under this contract or GFE.

The Contractor shall record the details for each technical support activity within thirty (30) days after completion of technical support.

## 4.4 Technical Assistance Visit Reports (TAVRs)

The Contractor shall provide Technical Assistance Visit Reports (TAVRs), written in Contractors format. As a minimum, the TAVR shall include the following information:

* Cover -Title, Site Visited, Date of Site Visit, Date of Report, and Contract Number.
* Body of Report - information related to the technical support visit, including
* Participants, dates, contacts on site, information related to pre-planning or post-activities as a result of the visit, technical data required to understand the problem and resolution, recommendations for further activity, such as trend or failure analysis.
* Attached information backup material to the report, which can include digital photographs and test data. Backup data shall always include a list of participants at site including commercial or Defense Switched Network (DSN) phone numbers and e-mail addresses.

## 4.5 Warehouse Management and Operations

The Contractor shall manage and maintain a Government leased facility to support supply activities above. The Government leased facility has the following address:

PdM WESS SATCOM Support Warehouse

253 Passan Drive suite 2

Building 6-2

Wilkes-Barre, Pa

Phone: 570-655-5335

DODAAC: W800VU

In managing and maintaining this facility, the contractor shall be responsible for arranging for and paying for utilities (electric, gas, trash pickup, local phone and long distance, internet) security monitoring, cleaning services, office trailer, and equipment rental associated with supply support and transportation. A list of material currently stored in the warehouse is contained as the Master Inventory.

The contractor shall manage and run the day to day operations for the Government leased facility in Wilkes Barre, PA. The contractor shall manage and staff the warehouse, which contains but not limited the below efforts to in order to maintain agile and expeditious daily warehousing operations: 165,000 square foot of indoor storage and 21,000 square foot of outdoor storage. The contractor shall control on an everyday basis an estimated 25,000 numbered line items, shipping an estimated 40 items per month and receiving an estimated 300 parts per month. The contractor shall also dispose of an estimated 150 parts per month through Defense Reutilization and Marketing Office (DRMO). The contractor shall ship to and from CONUS and OCONUS locations in accordance with paragraphs 4.6 and 4.7. The contractor shall repair communications equipment in accordance with paragraph 4.9. The contractor shall provide maintain incident reporting for worldwide sites, including requests for parts, requests for repairs, and requests for technical assistance. The contractor shall provide supply support activities in accordance with paragraph 4.6. Warehouse management and operations shall include as a minimum the provisioning and replenishment of warehouse stock, monitoring and management of stock levels, controlled storage of stock and other Government Furnished assets, and on-site and warehouse requisition, receipt, issue, packaging, handling and shipping activities for the supported terminal elements. The contractor shall be responsible to cover the utility costs spelled out in paragraph 2.4.2. The contractor shall not be responsible for building maintenance or renovations. The contractor shall be required to get COR approval for any warehouse related purchases, which could include but not limited to software licenses, packaging material, heavy equipment rentals, racks and shelving. The contractor shall use the currently approved Accountable Property System of Record (APSR) which is the Defense Property Accountability System (DPAS) or any other approved asset management software.

## 4.6 Requisition Turn-Around Times

The Contractor shall assure the replacement turn-around times are met for all items returned for repair or maintenance, including all installation spare and repair parts. The Contractor shall resolve all Priority Designators (PD) 01 requisitions within 72 hours from time requisition is received by the Contractor via the supply support system, e-mail, telephone, or other methods, to the time that the replacement part is on hand at the requester’s facility. All other PD requisitions shall be resolved in accordance with the DA Pamphlet 710-2-1 guidelines. The Contractor shall have the capability to ship via a variety of means, including GBL; commercial transportation; overnight commercial carrier; and U.S. Postal Service (USPS). The Contractor shall be responsible for acquiring the export licenses and other documentation required to ship commercially to and from those foreign countries that will receive equipment. Export compliance shall follow the parameters indicated below:

**EXPORT CLASSIFICATION**

When shipping an item from the United States to a foreign destination, the transaction is either under the jurisdiction of the U.S. Department of State (DoS) or the jurisdiction of the U.S. Department of Commerce (DoC).

## 4.7 Expedited Shipping

Expedited shipping will normally be by U.S. Express Mail, Federal Express or other equivalent commercial delivery service. Occasionally, the contractor will transport the material by vehicle and at other times, due to mission requirements, commercial overnight delivery service will be used and COR approval is only required if the cost is over $5,000.00. In an extreme emergency, courier on a commercial air carrier is authorized in support of this contract. Advance approval shall be obtained from the COR if commercial air courier service is necessary.

### 4.7.1 Material Shipping

OCONUS/CONUS shipments, funding and transport of components shall be by the Contractor unless stated otherwise. CONUS and OCONUS shipments shall normally be Commercial Bill of Lading (CBL), surface shipment. If directed by the Government, the Contractor shall coordinate with the regional DCMA transportation office for OCONUS shipments, which will normally be Government Bill of Lading (GBL), ocean shipment. The Contractor shall be responsible for packing, blocking, bracing, loading and unloading ISO dry freight shipping containers and shall be responsible for all material handling resources required for loading and unloading ISO containers such as forklifts, cranes, etc. The contactor shall pack the containers in such a manner that items required to begin installations can be unloaded from the container first. Any wood material used for OCONUS shipments, including dunnage and packaging material, shall meet and be labeled in accordance with International Standards for Phytosanitary Measures No. 15 (ISPM 15).

At the request of the government, the Contractor shall dismantle and erect shelves, ship, package, store and transport any and all material to directed locations, such as Defense Reutilization and Marketing Office (DRMO) for disposal, a government operated depot, a government leased destination, or any other location, as required.

The Contractor shall perform an analysis of the materials in storage as required. This analysis will include, but is not limited to: square-footage of floor space required for the materials; equipment requirements, storage environment requirements (indoor, outdoor or climate controlled), shelving requirements, economical transportation alternatives, and recommended equipment disposition with estimated costs, risks, and schedule. Movement will include coordination with material owners to determine disposition.

## 4.8 Vendor Support

Vendor support entails warranty support, non-warranty support, replacement and repair of equipment. The functions of warranty support are: track and maintain warranty list; renew, establish, and manage warranties, for instance, notifying the government of expiring warranties. These notifications, as required, will be included in the Monthly Status Report. The functions of non-warranty support are: maintain and track equipment list; manage the repair or replacement of non- warranty items. The functions of replacement and repair equipment are: telephonic technical troubleshooting; repair and replacement of equipment, including packaging, handling, storage and transportation (PHST) activities to and from the sites and storage facility; disposal, if the equipment is un-repairable or has met obsolescence. Regarding warranty support, the contractor shall manage a large number of equipment which have extended warranties. The terms of these warranties can be found in attachment 0007, Warranty Terms. The equipment covered under these warranties can be found in attachment 0011, Warranty Part List. Each year the Government will update the equipment being warrantied, based on the removal and addition of equipment procured, stored and fielded.

## 4.9 Repairs

The Contractor shall repair or replace spare and repair part items returned by the user, as directed by the COR. The Contractor shall provide calibration, maintenance and supply repairs and replacement services to support the systems and equipment called out in paragraph 1.2. If the repair cost of a returned item is more than 65% of its unit purchase price, the Contractor shall advise the COR of the details of the cost and await written disposition instructions. Upon receipt of written instructions from the COR, the Contractor shall repair/replace the item depending on Government’s instructions. Any item with a replacement cost of $1,000.00 or less shall not be repaired unless specifically directed by the COR. No items will be scrapped without Government approval. The Contractor shall provide services and materials to support depot level supply management for all candidates for maintenance and repair. This support shall include as a minimum the provisioning and replenishment of depot stock, monitoring and management of stock levels, controlled storage of stock and other Government Furnished assets, and on-site and depot requisition, receipt, issue, packaging, handling and shipping activities for the supported terminal elements

## 4.10 Depot Support

The Contractor shall conduct Depot support management, replacement and repair which may require technical site survey, life-cycle sustainment support to include the incidental hardware procurement, antenna maintenance, de-icer maintenance, radome maintenance and on-call duty, or even require antenna overhaul. Depot Support Management functions are: scheduling, generate and submit reports including initial equipment evaluation; recommendations, reconditioning procedures, assembly packing, long-term storage requirements, maintenance performed, and test results to the government NLT seven (7) days from initial disposition request is generated. A Technical Site Survey will include travel to site, site survey and report created and provided. Antenna Maintenance includes: antenna refurbishment and repair, Inter-Facility Link (IFL) repair, antenna painting/corrosion control, foundation evaluation and repair, antenna servicing, calibration and testing. De-icer maintenance includes annual inspection and maintenance Please note that antenna maintenance is site/equipment dependent and is based on the annual maintenance performed during the prior year. Radome maintenance includes providing services including cleaning, inspection, corrective maintenance and preventative maintenance. Cabling services shall include de-installing, installing, disposal, repairing damaged, unserviceable cabling (data, voice, RF, and fiber optic), adding, or relocating voice and data drops within and between buildings. Power system maintenance includes UPS and generator preventative maintenance and repair.

## 4.11 Installation/De-Installation Support

Installation/De-installation support includes: Radome and Terminal installation, site preparation with minor construction, site survey, de-installation, testing and management support. The functions involved with installation shall include but are not limited to: site survey, generation of the site survey report, site preparation including radome and antenna pads, chiller pads, conduits and cable troughs, shipping of Government Furnished Equipment to installation, testing of the terminal and associated equipment, submission of test reports and management support. The deliverable for site preparation must be under $1,000,000.00 of OMA funding per site per Title10 U.S. Code 2085(c). The site survey will include travel to site, survey of site and report created and provided. Testing involves testing and analysis of equipment to prove adequate functionality and operation as determined by the Government. Management Support includes the development of documents such as the schedule, the SRP, as built drawings, equipment manuals, PCMs with the responsibility to ensure the equipment is accessible in an Electromagnetic Interference (EMI) environment. Furthermore, has to ascertain that installed equipment does not interfere with local facilities.

### 4.11.1 Installation Bill of Materials (IBOM)

The Contractor shall be required to prepare an Installation Bill of Materials (IBOM). This document lists all the necessary hardware to accomplish any installation. A small sample of typical items on the IBOM would be cable trays, ground cables, bus bars, tie- down channels, and all the associated hardware. The Contractor may be required, at the discretion of the Government, to procure these items after the IBOM is approved by the Government. The Contractor may be required to obtain a Department of Defense Activity Address Code (DODAAC). The Contractor shall conduct analyses of system requirements; participate in studies, exercises, tests, evaluations and demonstrations for PM systems, as well as associated control networks as requested by PdM WESS. A sample BOM for a site preparation effort can be found in attachment 0009, Estimate For Camp Carroll.

### 4.11.2 Equipment/Systems Support

The Contractor shall provide all equipment, tools, labor and expertise required for satellite communications systems testing including mechanical system check-out and RF testing for parameters such as but not limited to: transmit/receive antenna patterns, gain, G/T, noise temperature, return loss, insertion loss, axial ratio, modem performance and passive inter-modulation (PIM) testing. The Contractor shall procure or lease equipment necessary to support these tests at on-site locations. The Contractor shall also have a test range or other facility adequately equipped and staffed for performing the above testing at their location. Facility shall be capable of supporting RF tests of complete antenna systems. The Contractor shall provide telephone or e- mail support to the site personnel as required for equipment/systems/cable services twenty-four (24) hours a day, seven (7) days a week. The Contractor shall respond to telephone or e-mail assistance requests within two hours of the request if an immediate response is required. The Contractor shall work with the on-site technician to identify the system fault and bring the system back to a fully operational status. The Contractor shall keep a log of all telephone or e-mail requests and the resultant actions associated with each request. In the event the Contractor cannot return the system to a fully operational status through telephone or e-mail support, the Contractor shall request the COR authorization to deploy a field service representative to the site requiring service along with the request for travel. The Contractor shall include a travel cost estimate, a material cost estimate and identify the anticipated travel dates. All verbal authorizations will be confirmed in writing by e-mail, fax, or memorandum within two (2) working days. The Contractor shall archive all requests and associated correspondence. The contractor shall maintain a Tier 1 help desk. The help desk shall be fully in place and operational no later than 30 days after contract award.

#### **4.11.2.1 Equipment/Systems Documentation**

The Contractor shall review and/or prepare test planning and procedures documentation. The Contractor shall prepare Facility Design Criteria (FDC), Interface Control Documents (ICDs), test plans and test procedures to indicate how the new equipment interfaces with existing equipment and utilities on site, or at TCF, or wherever the interface is to be located. These documents serve the installers as key installation instructions and, in addition, serve as a plan for the Government. The Contractor shall support the development and maintenance of integrated test schedules and plans, coordination of test events with other government agencies, develop, coordinate and publish test related documentation and provide support to the government during the conduct of tests.

### 4.11.3 Engineering Support

The Contractor shall provide engineering support to meet the maintenance, supply, facility, and sustainment requirements called out in this PWS with the capabilities spelled out in paragraph 1.6.9. The following is a list of typical engineering support activities that will be required under this contract:

Technical assistance in resolving complex site and equipment issues for the system/equipment called out in paragraph 1.2

* Detailed cost estimates and task descriptions for work to be performed under this contract
* Site specific radome specifications and work statements
* Test plans and procedures to test systems, system components, modifications to systems, including HEMP facilities
* Obscuration studies
* Design packages for site preparation including complex civil and electrical work
* Power studies to resolve electrical problems
* Engineering analysis to determine the impact of system upgrades or modifications, replacement of obsolete systems and components, and failure analysis
* Cooling/heating analysis for radomes and installed systems
* RF analysis for upgrades and modifications
* Embedded technical and project support personnel at TYAD to perform the following, as typical:
  + Assist TYAD in supporting the 52 MOD program high power amplifier and RF converter repair shop to include planning and scheduling workload, research vendors for repair parts, preparing shipments, participate in production meetings, and provide technical assistance.
  + Provide mechanical engineering technical support to include shelter, both HEMP and non-HEMP, and antenna testing, develop shop fabrication forms and material masters for fabrications, assist in resolving manufacturing problems, support shelter fabrication, update drawings, support rework and modifications done by TYAD, provide MET support in terms of crating and installation support items
  + Provide CAD support and updates to drawings
  + Provide technical data coordination and support of the PITT to include development of legacy terminal disposition plans, meeting with TYAD and PdM WESS personnel, assist in transportation, and assist in the upgrade of the PITT

### 4.11.4 Logistics Support

The Contractor shall develop and maintain appropriate Logistics related studies, spares tracking, trend analysis, and equipment accounting types of efforts. The contractor shall develop lifecycle analysis to determine the most effective support concept or system upgrades and modifications. The contractor shall evaluate the effectiveness and cost effectiveness of extended warranties.

## 4.12 Training Support

The Contractor shall provide instructors, course material and perform services at various locations. The requirements for instructors are: two instructors per for up to ten hours per day, for up to ten days, and up to fifteen training events per year. The training shall be 75% hands on instruction and 25% lecture/discussion of the concepts and fundamentals of the system and/or equipment operations. Training shall also encompass the operations and maintenance of equipment and equipment testing, based on equipment availability. The training materials will be relevant to the training event and will include tests and quizzes, as appropriate. Provide exportable materials in any format requested by the government to include training manuals. At the end of the training, instructors shall provide certificates. The locations will be at either contractor facilities or onsite locations.

## 4.13 Help Desk Support

The purpose of these requirements is to establish and maintain a tier 1 help desk in support of selected Product Lead Wideband Enterprise Satellite Systems (PdM WESS) and Air Force Wideband Enterprise Terminals (AFWET) systems. The help desk does not supersede on-site operations, maintenance, and supply procedures, nor does it supersede the DISA Scott AFB CONUS Mailbox Teleport Help Desk at Teleport sites. The contractor shall establish and maintain a tier 1 help desk in support of selected Product Lead Wideband Enterprise Satellite Systems (PdM WESS) and Air Force Wideband Enterprise Terminals (AFWET) systems. Tier 1 help desk requirements are defined as: The Helpdesk Technical Support Representative using individual expertise, manuals, guides, or other documentation and equipment at their disposal will immediately handle Tier 1 problems. Example of a tier 1 problem might be: unable to sync up modem with the tactical user equipment. The Technical Support Representative first logs into a tier 1 data base and enters a technical assistance number. The Technical Support Representative reviews the reported problem and provides a reference to help resolve the problem. The call is then documented into the Tier 1 data base for future reference.

The Technical Support Helpdesk operates and accepts calls received from site personnel 7 days a week, 24 hours a day via an operator. **THE CALL CENTER IS NON-SECURE SYSTEM. USERS, OPERATORS AND SUPPORT TECHNICIANS MUST NOT TRANSFER, PROCESS OR DISCUSS CLASSIFIEDS INFORMATION.**

The contractor shall establish a commercial telephone number that can be used for worldwide usage. The contractor shall also establish an email capability that can be used for contact purposes.

### 4.13.1 Help desk process.

The contractor shall establish a tier 1 help desk process in accordance with the guidelines below:

* When receiving contact from a site, the technical support representative shall gather the following information:
  + The Name of the caller.
  + The Site name and location.
  + The POC on site responsible for trouble ticket.
  + The CML and DSN phone numbers.
  + The SATCOM System the call concerns.
  + A brief unclassified description of the problem.
* After receiving contact from the site, the technical support representative shall provide a trouble ticket number to the caller, shall let the caller know who to call or email for tier two support, and let the caller know when to expect a tier two support response.
* Based on the information received from the site, the technical support representative shall log all data into the technical assistance data base, and provide this information to the appropriate tier two support person so that person is aware that a technical assistance request is coming. The technical support representative shall include any identifying information in case the tier two support person needs to contact the technical support representative. The technical support representative shall attempt to contact the tier 2 level POC while the caller is still online in order to expedite the tier 2 process.
* The technical support representative shall be prepared to provide follow up status to the caller regarding a technical assistance request. The technical support representative should be prepared to ask the caller for the following information:
  + Trouble Ticket Number
  + The Name of caller
  + The Site Name
  + The CML and DSN phone number
  + A brief unclassified description of additional information
* The technical support representative shall follow up any tech assist call to its conclusion, to include any tier two or three resolution.
* The technical support representative shall determine and document whether a technical assist call is open or closed.
* The technical support representative shall document all technical assistance calls from initial contact to closure.

The contractor shall establish a tier one help desk to cover the sites in Table 1 and the systems in Table 2. Tier 2 POC information will be provided after contract award.

### 4.13.2 Help Desk Technical Assistance Database

The contractor shall maintain a technical assistance database that includes the following:

* Trouble Ticket Number- Sequential number obtained from the trouble ticket sequential log.
* Date- Date the Helpdesk request was posted.
* Time- The time the call was received into the voicemail system or via email.
* Site- The full name of the site.
* Site Point of Contact- Name of individual on site who can be contacted regarding this request.
* Site Technician- Name of the primary technician handling the request. This may or may not be the same as the site POC.
* Phone- Commercial and DSN phone number of the site.
* E-mail- E-mail address for the site. The dot mil email address is preferred.
* Helpdesk Technician- The name of the Helpdesk Support Representative.
* Additional Site Information- Any additional site identification information.
* Problem Description- A detailed description of the problem obtained during initial discussion with site personnel.
* Initial Action Taken- A brief description of action taken after the retrieving request message. Log hours expended.
* Action taken:
  + Helpdesk Technician-The name of the Helpdesk Support Representative.
  + Date-The date Helpdesk technician called back site
  + Time-The time the Helpdesk technician call back site. Log hours expended.
  + Action Suggested-Describe any suggestions you provide to the site technician in an attempt to resolve the problem.
  + Action Results Remarks- Describe the results of initiating your suggestion.
  + Action taken shall include any discussions with the tier 2 provider and any further discussions with the site to see if they will receive or have received tier 2 and tier 3 support. All hours in getting a technical assist action resolved and to conclusion shall be logged.
* Conclusion:
  + Resolved- Check if the problem has been resolved. The help desk provider will not conclude a problem unless the site agrees that it has been resolved, which could include any tier 1-tier 3 support.
  + Baseband Component Failure Report Number- BCFR number if initiated.
  + Remarks-The complete Tier1 Labor expended for this call and any additional commentary or remarks.

### 4.13.3 Help Desk Documentation

The contractor shall provide the following documentation:

1. User guide. The contractor shall develop a user guide that contains the following information

* Introduction
* Applicability
* Purpose of help desk
* Contacting the help desk
* Hours of operation
* Helpdesk classification
* Contact methods
* Helpdesk process
* Enterprise SATCOM Systems Supported by Helpdesk
* Enterprise Terminal Locations and Service O&M
* Tier 2 POC information
* Forms
* Suggestions for improvement

1. Monthly report. The Contractor shall provide monthly reports that document all tier 1 help desk calls during the reporting period. This shall include all relevant information from the technical assistance data base, including site requests, description of assistance requested and assistance provided, site information, metrics on when request was initiated and when incident was resolved. The report shall include any issues, such as high rate of incidents, a high rate of incidents from a particular site, issues about inappropriate use of the help desk, i.e. requesting parts. The last monthly report of the year following contract award shall include an annual report that summarizes the above information for the entire year. Monthly report shall include any suggestions for improvements.

### 4.13.4 Help Desk Onsite Activity Reports

The contractor shall provide a detailed onsite activity report within 30 business days of completion of any onsite activity, to include but not limited to system or antenna maintenance, site preparation, radome installations, radome de-installations, terminal installations, terminal de-installations, power upgrades, HEMP maintenance and testing. The onsite activity report shall include the following information, as a minimum:

1. To whom the report is addressed, the report’s author, the subject of the report, and the date it is written.
2. Purpose and date of the trip
3. Describe the reasons for the trip, and include whatever background information the readers need to understand the context of the trip.
4. Travel location.
5. POC/site contact information, including names, commercial phone numbers and email addresses.
6. For onsite maintenance trips, include details on each terminal/equipment maintained, details on any equipment that was repaired or replaced, including photographs. Include any maintenance that was deferred and the reasons for it being deferred and when and how this maintenance will be addressed and recommendations for maintenance in the future. Include sign off sheets, which document the work performed and any comments from the site, which are signed by the contractor and the site.
7. For any installation/de-installation trips, include details on each terminal/equipment installed/de-installed, including photographs. Include any installation/de-installation activity that was deferred and the reasons for it being deferred and when and how this will be addressed and recommendations for further actions in the future. Include sign off sheets, which document the work performed and any comments from the site, which are signed by the contractor and the site.

# 5.0 Regulations, Publications, Manuals, and Local Policies and Procedures.

The Contractor shall abide by the following all applicable regulations, publications, manuals, and local policies and procedures:

1. Cybersecurity - DoDI 8500.01
2. Professional Certification - DoD 8570.01-M
3. Local Acceptable Use Policy (AUP)
4. AR 23-2, Information Assurance
5. AR 330-1, Operations Security AR 353-13, Antiterrorism (AT)
6. AR 420-1, Army Facilities Management
7. AR 602-2, Manpower and Personnel Integration (MANPRINT) in the Materiel Acquisition Process AR 700-127 Integrated Logistics Support
8. AR 70-1 Research Development, and Acquisition; Army Acquisition Policy
9. AR 73-1 Army Test and Evaluation Policy
10. DA Pam 190-31, Risk Analysis for Army Property (Sensitive and Non-sensitive) DA Pam 73-1, Test and Evaluation in support of System Acquisition
11. DA Pam 700-56, Logistics Supportability, Planning and Procedures in Army Acquisition DoDI 3200.8, Physical Security Program
12. DoDD 3134.01, Under Secretary of Defense for Acquisition, Technology and Logistics (USD (AT&L)
13. DoDI 8320.03, Unique Identification (UID) Standards for Net-Centric Department of Defense (USD (AT&L)/USD (P&R) DoDI 8520.02, Public Key Infrastructure (PKI) and Public Key Enabling
14. DoDI 3000.2, Operation of Defense System Acquisition DoD Directive Number 7045.14
15. CJCSI 3170.01E, Joint Capabilities Integration and Development System CJCSM 3170.01C, Operation of the Joint Capabilities Development System

# Technical Exhibit List:

## 6.0 Technical Exhibit 1 – Performance Requirement Summary

### 6.1 PRS

The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

\* *Note: Threshold is the minimum Acceptable Quality Level (AQL) or maximum deviation from standard allowed that can still be considered satisfactory performance. For example, a trip report submitted in less than 5 days is exceptional performance, in 5 to 7 days is satisfactory performance and more than 7 days is unsatisfactory performance.*

|  |  |  |  |
| --- | --- | --- | --- |
| **PWS Reference** | | **Acceptable Quality Level** | **Method of Surveillance** |
| Administer Transition-In in accordance with approved Transition-In Plan | 1.6.10.1 | Contractor is in compliance and schedule of Transition-In Plan 98% of the time | 100% Inspection |
| Administer Transition-Out in accordance with approved Transition-Out Plan | 1.6.10.2 | Contractor is in compliance and schedule of Transition-In Plan 98% of the time | 100% Inspection |
| Quarterly Program Reviews | 1.6.12 | Contractor participates 100% of the time. | 100% Inspection |
| Administer quality control program including subcontractor management in accordance with QCP | 1.6.14 | Contractor is in compliance with QCP 97% of the time | Random Sampling |
| Quality Assurance | 1.6.15 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| Trip Reports | 1.6.17 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| Program Management | 4.1.1 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| Administers program management in accordance with Program Management Plan | 4.1.1 | Contractor is in compliance with Program Management Plan 97% of the time | Random Sampling |
| Periodic Progress Meetings | 4.1.3 | Contractor participates 100% of the time. | 100% Inspection |
| Monthly Status Report | 4.1.4 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| Administers task management in accordance with task management plans and schedules | 4.1.7 | Contractor is in compliance with Task Management Plans and Schedules 97% of the time | Random Sampling |
| Task Management | 4.1.7 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| On-Site Technical Support | 4.2 | Contractor is compliance with security clearance requirements and COR concurrence 100% of the time. | 100% Inspection |
| Technical Support | 4.3 | Contractor shall record the details for each technical support activity within 7 days after completion of technical support 95% of the time. | 100% Inspection |
| Technical Assistance Visit Reports | 4.4 | Contain required information, 95% accurate/error free, and delivered on time | 100% Inspection |
| Warehouse Management and Operations | 4.5 | Contractor shall control on an everyday basis an estimated 25,000 numbered line items, shipping an estimated 40 items per month and receiving an estimated 300 parts per month with 90% accuracy | Random Sampling |
| Requisition Turn Around Times | 4.6 | Stocked PD1 item shipped within 72 hours (urgent) except for DCMA arranged shipments which will be ready for shipment in the stated times 98% of the time | 100% Inspection |
| Supply Support | 4.1.4 | Perform 10% inventory on a monthly basis with 98% accuracy | Random Sampling |
| Vendor Support | 4.8 | The Contractor shall track and maintain warranty list; renew, establish, and manage warranties, for instance, notifying the government of expiring warranties with 98% accuracy | 100% Inspection |
| Repairs | 4.9 | Contractor shall provide services and materials to support depot level supply management for all candidates for maintenance and repair with 90% customer satisfaction | 100% Inspection, Customer Input |
| Depot Support | 4.10 | The Contractor shall schedule, generate and submit reports including initial equipment evaluation; recommendations, reconditioning procedures, assembly packing, long-term storage requirements, maintenance performed, and test results to the government NLT seven (7) days from initial disposition request is generated 95% of the time. | 100% Inspection |
| Installation/De-Installation Support | 4.11 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |
| Training Support | 4.12 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection, Customer Input |
| Help Desk Support | 4.13 | Performance/ Deliverables: Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection, Customer Input |
| Standard Deliverables | 6.2.4 | Contain required information, 90% accurate/error free, and delivered on time | 100% Inspection |

## 6.2 Technical Exhibit 2 – Deliverables

### 6.2.1 General

Deliverables identified in this contract shall be submitted to the COR. Deliverables shall be in electronic format unless otherwise directed. The Contractor may propose additional or alternative deliverables they believe are required by the Government for successful completion of tasks under this contract. The Contractor proposed deliverables should be consistent with the intended technical approach.

### 6.2.2 Inspection and Acceptance

The Government will have ten (10) working days from the date of delivery to accept or reject submitted deliverables. If the deliverable is rejected the Contractor will have five (5) working days to resubmit. When a deliverable is rejected it will immediately be reported as late. Upon second submission, if the deliverable is again rejected it will be considered a failure to deliver. Failed deliverables must be re-worked until acceptable at no additional cost to the Government.

Inspection and acceptance shall be at destination.

Ship to address is: 9351 Hall Road

Bldg. 1456

Fort. Belvoir, VA 22060

Requiring Activity DODAAC: W81X43

### 6.2.3 Inspection and Acceptance / Freight On Board (FOB)

Inspection and acceptance shall be at the Destination.

### 6.2.4 Standard Deliverables

Standard deliverables required at the contract level for each category under this contract are listed in the following table:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | **Deliverable** | **PWS REF** | **Format** | **# Copies** | **Submit To** | **Initial Submission** | **Frequency** |
| 1 | Technical Support | 4.3 | Electronic | 1 | COR | Per PWS | Per PWS |
| 2 | Monthly Status Reports | 4.1.4 | Electronic | 1 | COR | Per PWS |  |
| 3 | Repairs | 4.9 | Electronic | 1 | COR | Per PWS |  |
| 4 | Special Qualifications | 1.6.9 | Electronic | 1 | COR | Per PWS |  |
| 5 | Trip Reports | 1.6.17 | Electronic | 1 | COR | Per PWS | Per PWS |
| 6 | Activity Status and Financial Reports | 4.1.5 | Electronic | 1 | COR | Meeting Agendas at least 3work days prior to meeting | Per PMP |
| 7 | Quarterly Program Review (QPR) | 1.6.12 | Electronic | 1 | COR | Per PWS | Per PWS |
| 8 | Organizational Conflict of Interest (NDA) | 1.6.1 | Electronic | 1 | COR | All Contractors must sign a  NDA before beginning work  on the contract |  |