

**PERFORMANCE WORK STATEMENT**  
***INFORMATION AND TECHNOLOGY***

***INFORMATION AND TECHNOLOGY SYSTEMS***

**1.0 INTRODUCTION/BACKGROUND**

The XXXXX is procuring Technical Support Services for the XXXXXX Section.

The XXXXX Section assists and advises XXXXX in matters pertaining to operational communications support to XXXXX including necessary liaison with external commands and other XXXXX for communications coordination, support, equipment, and training. The XXXXX Section provides integrated communications planning, coordination, control, and management for communications and information systems within XXXXX in order to maximize business process automation, information management, operational support, combat readiness, and sustainment.

**2.0 SCOPE**

The scope of this effort is to provide Technical Support Services to the XXXXX section by providing a information technology integration team in support of XXXXX operations in garrison and tactical environments. This effort will reliably integrate C2 systems and support information exchange requirements across the XXXXX and XXXXX and provide staff support on C2 system operations, coordination and execution in support of the XXXXX.

**3.0 REQUIREMENTS**

**3.1 Basic Requirements**

Contractor support is required to provide technical support services to assist XXXXX in achieving their goals and objectives. This Performance Work Statement (PWS) specifies the tasks to be performed, deliverables to be provided and performance objectives to be met in support of the XXXXX.

The Contractor shall furnish all work, management, supervision, labor and materials necessary to ensure the effective and efficient performance of functions identified throughout this PWS which make up this requirement. The Contractor must be capable of providing flexible, responsive, and high-quality services and support. The Contractor will conduct travel and reviews that are necessary to ensure the effective and efficient performance of functions identified throughout this PWS which make up this requirement.

**3.1.1 Period of Performance**

Work shall be performed during a Base Period of 6 months, estimated to begin 22 January 2022. There is an expectation of five (5) 6-month option periods.

**3.2 Performance Requirements**

The Contractor shall perform the following tasks to accomplish the requirements of this contract. The Contractor shall provide the necessary timely support to meet emergent requirements as requested by the program manager, technical point of contact, or other properly designated authority.

**3.2.1 Command and Control Systems Integrator**

**3.2.1.1** The contractor shall support the staff sections by coordinating and de-conflicting Command and Control(C2) systems integration with higher, adjacent, and supporting organizations within the Department of Defense which may affect the XXXXX command and control network and critical systems as defined by XXXXX stakeholders.

**3.2.1.2** The contractor shall discover, request, and maintain C2 systems ports and protocols for pertinent XXXXX C2 systems and coordinate requests within the XXXXX.

**3.2.1.3** The contractor shall advocate and assist in the integration of warfighting systems within XXXXX to support operations and exercise objectives to include but not limited to ensuring network firewalls and virtual local area networks (VLAN), are established to enable C2 systems functionality on garrison and tactical domains.

**3.2.1.4** The contractor will support and coordinate with XXXXX staff sections to support project management for C2 systems and information technology in support of garrison and tactical functions.

**3.2.1.5** The contractor shall provide recommendations to align and prioritize resources, assets, and shall coordinate directly with each staff section to understand each staff's C2 application requirements to include programs of record Joint Tactical Common Operational Picture Workstation (JTCW), Tactical COP Server (TCS), and Advanced Field Artillery Tactical Data System (AFATDS).

**3.2.1.6** The contractor shall coordinate with the staff sections to help sections identify and prioritize information exchange requirement and pertaining systems that support each phase of an exercise/operation supporting Command and Control in a Denied or Degraded Environment (C2D2E).

**3.2.1.7** The contractor shall support development and execution of appropriate Information Management Conduct of Operations (CONOPS), plans, and annexes K/U. Provide governance and oversight on the employment and integration of C2 systems in accordance with XXXXX TTPs.

**3.2.1.8** The contractor shall advise on the creation of Technical Directives (TECHDIRs) and Operational Directives (OPDIRS) to assist with the de-confliction of the C2 communications architecture.

**3.2.1.9** The contractor shall develop and assess operational metrics, analyze feedback, and recommend the integration and employment of new technologies.

### **3.2.2 Microsoft Application Support Analyst**

**3.2.2.1** The contractor shall provide technical support and training of O365 applications such as: Teams, SharePoint Online, OneDrive, Power Apps, and Power Automate.

**3.2.2.2** The contractor will work with the sections to conduct business analysis and process improvement to advise best business practices through implementation of Office 365 solutions, on premise SharePoint 2013/2016 environments.

**3.2.2.3** The contractor will integrate within the project and change management lifecycle of the XXXXX to promote and integrate new technology and initiatives.

**3.2.2.4** The contractor will implement SharePoint Online and On Premise solutions using both OOTB solutions, custom designed web parts, pages, views, lists and document libraries.

**3.2.2.5** The contractor shall provide O365 application and on premise SharePoint support before, during and after exercises, deploying forces, and deployed forces.

**3.2.2.6** The contractor shall plan, deploy and maintain a SharePoint and Office Online Server on premise and provide technical support in development of on-site SharePoint services, to include all necessary support software required to operate on-site SharePoint services to include SQL, Office Web Server, Windows Server, VMs, etc.

**3.2.2.7** The contractor shall provide technical support in the development of customized SharePoint web parts using HTML, PHP, XML, C++, PERL, VBA, Access Basic, Visual Basic, Microsoft Scripting, MS SQL, JavaScript, CSS, and SharePoint Designer.

**3.2.2.8** The contractor shall support trouble tickets, executing up to (100) service tickets per week, providing support to customer and resolving 75% of tickets each week.

### **3.2.3 Systems Solution Developer**

**3.2.3.1** The contractor shall develop software solutions using programming languages such as JavaScript, HTML, CSS and React to provide enhanced user experiences and increase the availability of information for decision making.

**3.2.3.2** The contractor shall consult with XXXXX, system users, and stakeholders, such as uniformed, civilian, and contractor personnel within XXXXX Staff and XXXXX, to design software based on system information flows, data usage, and work processes.

**3.2.3.3** The contractor shall support development operations (DevOps) initiatives within XXXXX to plan and support technical solutions for information exchange requirements.

**3.2.3.4** The contractor shall leverage cloud platform solutions, such as AWS, for Security Development Operations (SecDevOps) to develop and employ application solutions leveraging the GovCloud environment.

**3.2.4.5** The contractor shall provide and document best practices for cloud development and employment to provide confidentiality, integrity and availability.

### **3.2.4 Full Stack Developer**

**3.2.4.1** The contractor will actively engage with clients before, during and after the build of solutions to ensure both expectations are met and long term adoption is achieved.

**3.2.4.2** The contractor will participate in code reviews with peers and managers to ensure that each increment adheres to original vision as described in the user story and all standard resource libraries and architecture patterns as appropriate.

**3.2.4.3** The contractor will create and update documentation in support of development efforts. Documents may include detailed specifications, implementation guides, architecture diagrams or design documents.

**3.2.4.5** The contractor will work with product owners and other development team members to determine new features and user stories needed in new or revised applications.

**3.2.4.6** The contractor will respond to support calls for applications in production in order to maintain high availability.

#### **4.0 SPECIAL REQUIREMENTS**

##### **4.1 Security and Safety**

Contractor personnel performing under this task order will be U.S. Citizens and ARE required to obtain / retain a security clearance.

Work performed by the contractor requires access to information that is:

SECRET

The contractor will be required to attend meeting classified at:

SECRET

DD Forms 254: Overarching security requirements and Contractor access to classified information shall be as specified in the basic DD Form 254, which will be further identified in the DD Form 254 for each task order, as required. All contractor personnel with access to unclassified information systems, including e-mail, shall have at a minimum a favorable National Agency Check (NAC).

##### **4.2 Transition**

The contractor shall follow the transition plan submitted as part of the proposal and keep the Government fully informed of status throughout the transition period. Transition plans shall be prepared and presented to the Government within sixty days (60) of contract and or Option Period award. Transition plans shall adhere to all minimum requirements in the original solicitation. Throughout the transition period, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission. The contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods.

The Transition-In Plan shall ensure minimum disruption to vital Government business. Ensure there shall be no service degradation during or after transition. The contractor-developed transition plan shall provide for, at a minimum:

- a. An overview of the transition efforts
- b. A schedule with milestones and tasks
- c. Description of activities to transition
- d. Transition of Government funded property
- e. Transition knowledge and information regarding risk or problem areas

##### **4.3 Government Furnished Material**

Consistent with FAR 45.000(b)(5), the Government will provide adequate working space in Government facilities, all equipment (e.g., desk, chair, computer, drafting equipment, printer, copier, telephone, etc.), utilities, janitorial services and expendable operating supplies for the duration of this task order. It is not

provided or defined as Government Furnished Property (GFP). The contractor shall maintain the assigned office space in a neat and orderly manner. Personal or company use of phones, utilities, computers, printers, copiers, etc., not directly related to required services is strictly prohibited. Contractor shall not remove any Incidental Government Property from the worksite without the express written permission of the Contracting Officer's Representative or Contracting Officer.

#### 4.4 Applicable Directives and References

| Document Source       | No./Version       | Title   |
|-----------------------|-------------------|---|
| Department of Defense | DoD 5200.40       | Department of Defense Information Technology Security Certification and Accreditation Process |
| Department of Navy    | SECNAVINST 5239.3 | Department of the Navy Information Systems Security   |
| Department of Navy    | N/A               | Department of the Navy Chief Information Officer Information Technology Standards Guidance    |
| Department of Navy    | 5239-01           | Introduction to Information Systems Security  |
| Department of Navy    | 5239-04           | Information Systems Security Manager's Handbook   |
| Department of Navy    | 5239-07           | Information Systems Security Officer's Guidebook  |
| USMC HQMC             | MCDP-6            | Command and Control   |
| XXXXXX                | XXXXXX 2281.1A    | Communication Security Standing Operating Procedures  |
| XXXXXX                | XXXXXX 5200.3B    | XXXXXX Staff Regulations  |
| XXXXXX                | XXXXXX 5200.3     | XXXXXX Knowledge Information Management Plan  |

#### 5.0 DELIVERABLES

The contractor shall provide deliverables as described and specified by the government. Format and delivery schedule for deliverables shall be outlined per the PWS, TO, and/or other means as required. The Contractor shall provide the following deliverables within the timeframe specified:

| Products/Deliverable   | Schedule/Date Required               |
|--|--------------------------------------|
| Trends Analysis from requests of the customer  | Monthly over Period of Performance   |
| Project Status Report of Current Initiatives   | Monthly over Period of Performance   |
| Presentations and Training for Individual Staff Sections                                     | On-Call during Period of Performance |
| Presentations and Training for Joint and Reserve Personnel                                   | On-Call during Period of Performance |
| System Architecture Diagrams for C2 Documents  | Quarterly over Period of Performance |
| Annex U, Workflow Diagrams, Annex K Recommendations, Information Management Plan Inputs      | On-Call during Period of Performance |
| Updated and Refined Table of C2 Applications   | On-Call during Period of Performance |
| Rapid Force Deployment (RFD) Input Regarding C2 and Collaborative System and Staff Processes | Quarterly over Period of Performance |
| Trends Analysis from requests of the customer  | Monthly over Period of Performance   |
| Project Status Report of Current Initiatives   | Monthly over Period of Performance   |
| Presentations and Training for Individual Staff Sections                                     | On-Call during Period of Performance |
| Presentations and Training for Joint and Reserve Personnel                                   | On-Call during Period of Performance |

All deliverables shall be submitted to the Contracting Officer Representative (COR). The COR is

responsible for tracking and acceptance. The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which the contractor assures that the work complies with the requirements of the contract. After acceptance of the quality control plan, the contractor shall receive the contracting officer's acceptance in writing of any proposed change to the QC system.

### 5.1 Quality Assurance Surveillance Plan

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). Performance will be measured in accordance with the following table:

| <b>PERFORMANCE ELEMENT</b>         | <b>PERFORMANCE REQUIREMENT</b>   | <b>SURVEILLANCE METHOD</b>  | <b>ACCEPTABLE QUALITY LEVEL</b>  | <b>INCENTIVES/ DISINCENTIVES</b>  |
|------------------------------------|--|---|--|---|
| Personnel                          | Qualified staff provided within the timeframes specified in the task orders.   | Verification by the COR   | Qualified staff available for tasking within seven (7) days after task order, or option period start date. | Past performance will be considered in determining best value for future task order awards. |
| Information and Technology Support | Accurate and timely. Responses returned and information updated within 24 hours of request   | Verification by the COR   | >95% of the deliverables per paragraph (5) are timely and accurate.  | Past performance will be considered in determining best value for future task order awards. |
| Prepared Travel Request            | Accurately entered, tracked, and routed for approval within 3 days of request.   | Verification by the COR and possible approval by the Contracting Officer (KO) | >95% of the requests are submitted in a timely and accurate fashion by the Contractor.                     | Past performance will be considered in determining best value for future task order awards. |
| Contract Deliverables              | Contract deliverables furnished as prescribed in the PWS, CDRLs, and task orders.  | Verification by the COR   | >95% of deliverables submitted timely and without rework required.   | Past performance will be considered in determining best value for future task order awards. |
| Overall Contract Performance       | Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual Performance report. | Assessment by the COR   | All performance elements rated Satisfactory (or higher).   | Past performance will be considered in determining best value for future task order awards. |

|          |  |                                      |   |   |
|----------|--|--------------------------------------|---|---|
| Invoices | Invoices in accordance with contract procedures are timely and Accurate. | Review and acceptance of the invoice | 95% of contractor's initial submitted invoices are approved by the COR without rejection. | Past performance will be considered in determining best value for future task order awards. |
|----------|--|--------------------------------------|---|---|

## 6.0 MINIMUM TECHNICAL REQUIREMENTS

### 6.1 Basic Requirements

Each member of this contract shall possess:

- a. Active or interim SECRET clearance.
- b. Microsoft 365 Certified: Fundamentals (Exam MS-900) or AWS Cloud Practitioner Certification
- c. Each member of this contract shall adhere to DoD 8570.01m and poses the requisite certification per DOD 8140

### 6.1 Resume Requirements

#### 6.1.1 Command and Control Integrator shall demonstrate:

- a. Have 8+ years' experience as a Company Grade Officer military experience, (active or reserve) at an operational or joint level specifically at the XXXXX Major Subordinate Command (MSC) or XXXXX Level. Equivalent Company Grade Officer experience at a sister service Operational Planning level is acceptable.
- b. Have familiarity of staff processes and battle drills at a higher headquarters level, specifically at the XXXXX MSC or XXXXX Level. Equivalent Company Grade Officer experience at a sister service Operational Planning level is acceptable.
- c. Be knowledgeable in the integration of Intelligence, Maneuver, Fires, Logistics and Collaborative C2 Systems. Specifically, have working knowledge of XXXXX Operational Orders and process, and demonstrate the ability to contribute to Annex K, U, and B of the XXXXX Operational Order. Equivalent Company Grade Officer experience at a sister service Operational Planning level is acceptable.
- d. Hold an Industry-recognized project management certification.

#### 6.1.2 Systems Solution Developer and Full Stack Developer shall also possess:

- a. 5+ years experience in building client applications using React, React Native, Angular, or VUE and Redux, Saga, etc.
- b. 5+ years of experience in developing with TypeScript / JavaScript.

- c. 5+ years of experience in managing GitHub repositories within a team environment.
- d. 3+ years of experience in building, deploying, maintaining cloud based applications.
- e. 3+ years of experience working with serverless solutions and cloud native services such as: AWS SNS, SQS, Lambda, API Gateway, EC2, VPC, WAF, ElasticSearch, CodeCommit, Amplify.
- f. 2+ years deploying cloud solutions using CI/CD pipelines and using automation scripts to provision IaaS, PaaS, SaaS, and FaaS solutions.
- g. AWS Developer Associate.

**6.1.3 Microsoft Application Support Analyst must also possess:**

- a. 2+ years of experience in building client side SharePoint solutions using JavaScript, jQuery, CSS, HTML.
- b. 4+ years of experience working directly with clients, developing and executing SharePoint, O365 project plans.
- c. 3+ years of experience in managing, training and documenting O365 environments and applications
- d. Possess one of the following Microsoft certifications:
  - o Microsoft 365: Managing MS Teams (MS-700)
  - o Microsoft 365: Power Platform Functional Consultant Associate (PL-200)
  - o Microsoft 365: Power Platform App Maker Associate (PL-100)
  - o Microsoft 365 Identity and Services (MS-100)

**6.1.4 Key Personnel / Desired qualification:**

The contractor agrees to assign to this contract those key persons identified as personnel whose resumes were submitted with this proposal and who are necessary to fulfill the requirements of this contract. No substitutions of personnel will be made except in accordance with this section. All requests for proposed substitutions will be submitted, in writing, at least ten (10) days in advance of the proposed substitutions to the Contracting Officer. Each request shall provide information required by section 6. All requests for substitutions and requests for additional personnel shall provide a detailed explanation of the circumstances necessitating the proposed substitution/addition, a resume for the proposed substitution/addition, and any other information requested by the Contracting Officer. All proposed substitutes/additional personnel will have qualifications equal to or higher than the qualifications stated in the PWS. If substituting a different key personnel than was proposed in the contractor's task order proposal, the proposed substitute shall have equal or higher qualifications than the individual the Contractor originally proposed. The Contracting Officer or his/her authorized representative will evaluate such requests and promptly notify the contractor of his/her approval or disapproval thereof and may waive any requirements at their discretion.



## **7.0 GENERAL INFORMATION**

### **7.1 Recognized Holidays**

The contractor is not required to perform services on the following 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    |

### **7.2 Hours of Operation**

The contractor is responsible for conducting business, between the hours of 0800-1600 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. **Extended hours, weekend and/or overnight support may be required to support a XXXXX and XXXXX exercises twice a year.** Contractor Workforce shall be notified in advance of extended hours, weekend and/or overnight support. The Contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within the AQL of the QASP 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.

### **7.3 Place of Performance**

Primary places of performance will be government facilities in the XXXXX, area, various military training locations in and around area. The Systems Solution Developer and Full Stack Developer may present opportunities to conduct remote or virtual work but must maintain the ability to conduct business on site. In addition, the Command and Control Systems Integrator may be required to work aboard U.S. Navy ships while underway in the Commander XXXXX area of responsibility. This is anticipated to be once a year for a short duration in support of XXXXX and XXXXX exercise.

### **7.4 Physical Security**

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

### **7.5 Post Award Conference/Periodic Progress Meetings**

The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The Contracting Officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer 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. These meetings shall be at no additional cost to the government.

### **7.6 Data Rights**

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 Contracting Officer. 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.

### **7.7 Organizational Conflict of Interest**

The contractor personnel performing work under this contract will not receive, access to nor participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) nor perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5.

### **8.0 TRAVEL**

Travel shall be approved by the COR in writing prior to actual travel and will be conducted in accordance with the Joint Travel Regulations (JTR). The contractor is expected for approximately 5 days 5 times a year on approximately to locations located in CONUS.

### **9.0 ADDITIONAL REQUIREMENTS/INFORMATION**

Throughout the conduct of the exercises, the contractor will be required to support with individual mentorship on C2 systems and services for service members ranging from E-3 through O-6. Many of these mentoring segments will require support beyond normal working hours, to include availability during weekends and nights. The contractor is allowed to reside with the service members in the field and ship environments; Billeting in field conditions or aboard a US. Navy vessel, if required, will be provided to the Contractor at no charge. Emergency care and transportation will be provided from point of injury to the appropriate echelon of care. The Contractor will bear the cost of any medical transportation or services rendered by the US military if applicable. Contractor is required to provide their own field equipment (tent, sleeping bag, jackets, helmets) while supporting events. Water for personal consumption and hygiene will be provided by XXXXX to the Contractor. Contractor may subsist with service members at the Contractor's own expense.

### **10.0 GOVERNMENT TECHNICAL POINT OF CONTACT**

The Contracting Officer shall designate a Contracting Officers Representative (COR) during the term of this contract. The COR will provide assistance in identification and resolution of problems, conflicts in priority, subtask requirement definitions, and other operations type problems within the scope of this Statement of Work. The COR will provide technical clarification and assistance in support of the contract requirements. The COR DOES NOT have the authority to make changes and/or give direction under this contract. The only authority under this contract authorized to make changes, give direction, and/or provide monetary adjustments is the Contracting Officer from the XXXXX

Contracting Officer Representative (COR):

Name: XXXXX

Phone Number: XXXXX

Email: XXXXX