



DEPARTMENT OF THE AIR FORCE
AIR FORCE LIFECYCLE MANAGEMENT
CENTER WRIGHT-PATTERSON AIR FORCE
BASE OHIO

**PERFORMANCE WORK STATEMENT
FOR**

**MAINTENANCE, REPAIR AND OVERHAUL INITIATIVE
IMPLEMENTATION TRAINING**

ORDER NUMBER:

DATE: 18 Nov 22

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1. Objective

- 1.1. The purpose of this effort is to obtain Contractor support to deliver functional end-user training for the Maintenance, Repair, and Overhaul initiative (MROi) Program Management Office (PMO) to Maintenance and Financial user communities using Government-provided training materials.

2. Scope

- 2.1. The Program Office for MROi is located at WPAFB, OH and is responsible for the capability delivery of the logistics business systems associated with the Air Force (AF) acquisition process for maintenance procedures. The scope of services for this contract is to conduct initial end-user training for the implementation of the MROi maintenance and financial management program with Government-provided training materials and Government-provided Subject Matter Experts (SMEs).
- 2.2. MROi is the single Air Force Sustainment Center (AFSC) enterprise solution to plan, schedule and execute maintenance (Mx) and integrates capture of auditable financial transactions at the point of work. It enables AFSC optimization of resource and workload allocation and provides one sustainment maintenance system for weapon system customers. MROi will implement a configured Oracle E-Business Suite (EBS) commercial off-the-shelf (COTS) software product with required report, interface, conversion, extension, and workflow (RICE-W) objects. MROi will support approximately 20,000 users as it fields through a series of incremental software builds under an agile software development program. Minimum Viable Product (MVP) releases are scheduled overtime with system implementation to be conducted at the Authority to Proceed (ATP) decisions at MVP4 and MVP6.

3. Specific Requirements

- 3.1. Contractor shall provide an overall task lead for the implementation and training team to serve as a central focal point to the Government training lead on the status of delivering all training team Performance Work Statement (PWS) tasks.
- 3.2. Training shall be provided to end-users in both the maintenance and financial fields. Training course materials will be Government-provided and Contractor shall ensure that all training supports and meets the learning objectives as established by the Government. Contractor shall utilize Government-provided MROi Subject Matter Experts (SMEs) providing Over-the-Shoulder (OTS) support during training classes. The SMEs will be responsible for supporting Contractor-led training with operational insight. Contractors expected to deliver training shall participate in specific Government-directed immersion activities to increase instructor readiness.

3.3. The Contractor shall provide MROi training to Maintenance (Mx) end-users at the following locations: Warner-Robins Air Logistics Complex (WR-ALC) at Robins AFB, GA; Oklahoma City Air Logistics Complex (OC-ALC) at Tinker AFB, OK; Ogden Air Logistics Complex (OO-ALC) at Hill AFB, UT; Randolph AFB, San Antonio, TX; Aerospace Maintenance and Regeneration Group (AMARG) at Davis-Monthan AFB, AZ; and Kadena AB, Japan. Maintenance end-users within the Depots and their geographically separated units (GSUs) are organized by maintenance groups as follows: Aircraft Maintenance Group (AMXG), Commodities Maintenance Group (CMXG), Electronics Maintenance Group (EMXG), Missiles Maintenance Group (MMXG), Propulsion Maintenance Group (PMXG), Maintenance Support Group (MXSG), and Software Engineering Group (SWEG), although not each ALC has each of these MXGs. The units at AMARG, Randolph AFB, and Kadena AB fall under (OO)-ALC. The numbers of personnel, subject to slight variations due to hiring changes year by year, for each location are noted below.

Mx GROUP	LOCATION		
	OC-ALC	OO-ALC and AMARG	WR-ALC
AMRS	0	344	0
AMXG	4212	2074	3138
CC	0	2	0
CMRS	0	136	0
CMXG	1937	1477	1082
COMPLEX	255	148	104
EMXG	0	645	815
MMXG	0	673	0
MXDE	0	8	0
MXDS	0	81	0
MXSG	135	212	31
PMXG	1841	0	0
QA	0	26	0
SPTS	0	174	0
SUBTOTALS:	8,380	6,000	5,170
GRAND TOTAL:	19,550		

Table 1: MROi MX Users by Location

3.4. The Contractor shall provide MROi training to the Financial Management (FM end-users) listed below. The FM users are located across the 3 ALCs, AMARG, Randolph AFB, Kadena AB, and Defense Finance and Accounting Service (DFAS) in Columbus, OH. Wright-Patterson AFB (WPAFB), OH, and the Pentagon, Washington, D.C. personnel will travel to DFAS Columbus for training.

LOCATION	FM TOTALS
OC-ALC	100
OO-ALC	120

AMARG/Kadena	10
WR-ALC	100
Randolph AFB	20
DFAS, Columbus, OH	100
WPAFB and Pentagon	20
TOTALS:	450

Table 2: MROi End Users (rounded), Finance (FM) by Location

3.5. Training will be conducted in a lecture style environment or a computer-equipped classroom environment depending on the role of the end-user. End-users with the Maintainer (Technician) role will train in a lecture style environment. All other end-users will train in a standard, dedicated classroom environment with hands-on training through the use of Government computers. If Government-provided, dedicated facilities are not available, and alternate, commercial facilities need to be utilized, Contractor shall be responsible for providing appropriate hardware and establishing IT configuration and training environment connectivity. Table 3 below shows the maintenance end-users by role and location.

MX Functional ROLE	ALC SITE		
	OC-ALC	OO-ALC and AMARG	WR-ALC
Industrial Engineering Technician (IET) Planner	335	283	287
IT Support Technician	6	10	1
Maintainer (Technician)	6,034	4,155	3,605
Maintenance Supervisor	559	425	289
Management	391	303	255
Management Analyst	223	183	186
QA Inspector	95	139	153
QA Supervisor	11	0	15
Scheduler	0	340	0
Scheduler/PST	670	57	326
Production Support Technician (PST)	0	86	0
Workloader	56	19	53
TOTAL	8,380	6,000	5,170

Table 3: MROi Functional Roles (rounded), Maintenance (Mx), by Location

- 3.6. There will be approximately 15 different financial modules and 15 different role-based maintenance courses, although the number and role of each course is still in determination.
- 3.7. Classrooms and associated hardware/software will be provided by the Government. Contractor shall be responsible for providing hardware, IT support and environmental connectivity should alternate or surge facilities need to be utilized. The Government will provide all lecture and classroom facilities.
- 3.8. Training delivery will begin at MVP4 ATP and will be executed at DFAS Columbus and for PMXG at OC-ALC. The remainder of training delivery will begin at MVP6 ATP. Training delivery will follow a determined implementation schedule still in development.
- 3.8.1. MVP4 implementation will require training delivery at OC-ALC and DFAS Columbus. Contractor shall plan for OC-ALC to have at least one auditorium and two classrooms available. Contractor shall plan for DFAS Columbus to have at least one classroom available. Contractor shall conduct concurrent training to the maximum extent practical based on facility availability, staffing and travel considerations, and the implementation schedule.
- 3.8.2. MVP6 implementation will require training delivery at all three ALCs, AMARG, Kadena AB, and Randolph AFB. Contractor shall plan for each ALC to have at least one auditorium and two classrooms available and all other locations to have at least one auditorium and one classroom available. Contractor shall conduct concurrent training to the maximum extent practical based on facility availability, staffing and travel considerations, and the implementation schedule.
- 3.9. Training materials will be provided by the Government and will consist of, but are not limited to, Computer Based Training (CBTs), hands-on scenarios developed for a Production level environment, and Job Aids. These materials will be role-based, and training delivery will be by role with currently projected roles and course lengths to be:

Course	Course Length (days)	Hands On?
Executive Summary	1.0	N
Mx Supervisor	2.0	Y
Mx Planner	5.0	Y
Mx Scheduler	5.0	Y
Mx Production Support Technician	2.0	Y

Mx Maintainer	0.5	N
Mx Quality	3.0	Y
Analyst	3.0	Y
Engineer	1.0	Y
Mx Workloader	1.0	Y
Fn Fed Admin	3.0	Y
Fn Fixed Assets	3.0	Y
Fn General Ledger	3.0	Y
Fn HRMS	3.0	Y
Fn Inventory	3.0	Y
Fn Payables	3.0	Y
Fn Projects	3.0	Y
Fn Purchasing	3.0	Y
Fn Receivables	3.0	Y
Fn Time and Labor	3.0	Y
OTL Administration	1.0	Y
OTL Users	0.25	N

Table 4: Tentative Course Breakdown

- 3.10. Oracle Time and Labor (OTL) training will be incorporated into the role-based hands-on training with OTL instructions provided for local leadership to train those that do not participate in role-based training.
- 3.11. The Contractor shall schedule and coordinate a Project Kick-Off Meeting within ten (10) business days after the award of the contract at a location approved by the Government. The meeting shall provide the opportunity to discuss technical, management, contractual, and security issues, as well as travel authorizations and reporting procedures. At a minimum, the attendees shall include key Contractor personnel such as Contracting Officer and Program Manager, representatives from the MROi Integrated Program Office (IPO), other key Government personnel, and the Contracting Officer Representative (COR). The Government will provide the Contractor with the number of participants for the kickoff meeting and the Contractor shall provide sufficient copies of the presentation for all present. The agenda shall include but is not limited to:
- Introduction of team members and capabilities
 - Overview of contract scope, schedule, and deliverables
 - Security requirements/access procedures
 - Points of contact
 - Other MROi training support issues
 - Staffing plan
 - Submission and discussion of the Incoming Phase-in Plan (IPIP)
 - Additional issues or concerns

Deliverable: CDRL A003 - Technical Report-Study/Services – Incoming Phase-In Plan (IPIP)

3.12. The Contractor shall employ a staff with sufficient experience and expertise to perform the tasks in the PWS. The Contractor shall provide instructors with some or all of the following qualifications:

- A teaching certification or a current Curriculum Design certification or
- Experience training in a business environment

3.12.1. Enterprise Resource Planning (ERP) expertise or experience (Oracle preferred) is desired but not required for instructors.

3.13. Contractor shall provide professional instructors capable of delivering MROi course material in a classroom and lecture facility setting to MROi users, including audiences comprised of civilians, military and contractors, with the support of Government-provided SMEs to address technical questions beyond the scope of the course material. Contractor shall conduct each training session with up to two professional instructors and a Government-provided SME.

3.14. Contractor shall determine the locations and number of training teams necessary, based upon facilities and student throughput, to meet or exceed the implementation timeline. Contractor shall provide the locations and number of instructors and training teams necessary to meet these requirements while accounting for other factors including but not limited to absences, vacancies, make-up sessions, and opportunities to surge additional concurrent sessions. Contractor shall provide the number and makeup of each training team as part of the Incoming Phase-in Plan.

Deliverable: CDRL A003 - Technical Report-Study/Services – Incoming Phase-In Plan (IPIP)

- 3.15. All selected instructors shall fluently read, write, understand, and speak the English language.
- 3.16. Contractor employees shall perform work as specified in the PWS as directed by the Contractor's designated project manager, who shall have full responsibility for the assignment and monitoring of Contractor employee training activities.
- 3.17. Contractor shall be provided opportunity for onboarding and CAC access and shall participate in an immersion process, estimated at approximately 2 months in length, in order to become familiar with MROi application, roles, developed training materials and program responsibilities. This immersion will consist of Program Management Office elements, Functional Management Office elements, ALC familiarization, and training material familiarization. Immersion may include observation and participation in the delivery of training to system testers and validation of the training materials, depending on schedule alignment. The initial cadre of trainers shall attend Train-the-Tester training for MVP4 if that training is scheduled to occur after Contract kick-off. If participation in Train the Tester training for MVP4 is not executable based upon schedule, then the initial cadre of trainers shall attend alternative immersion activities directed by the Government. A second cadre of trainers shall attend Train-the-Tester training for MVP6. Any trainers not participating in these events or those trainers at MVP6 that need immersion in MVP4 training materials shall receive that training from within their own company.
- 3.18. Contract performance shall be monitored by the COR in accordance with the Government's Quality Assurance Surveillance Plan (QASP).
- 3.19. The customer and recipient of all work performed under this contract is the MROi PMO which will work in conjunction with Air Force Materiel Command (AFMC) and Air Force Sustainment Center (AFSC) at Wright-Patterson Air Force Base, Ohio.

3.20. Program/Project Management

- 3.20.1. The Contractor shall utilize program/project management skills, tools and methods to ensure adherence to defined scope, schedule, cost, performance and quality requirements.
- 3.20.2. The Contractor shall provide risk/issue identification and management support limited to the training activities.
- 3.20.3. The Contractor shall provide project administrative support to the MROi PMO Training focus area to include, facilities management, course improvement suggestions, scheduling de-confliction, etc.
- 3.20.4. The Contractor shall support all training delivery, planning and execution duties and responsibilities as required to include meeting preparation, conference room coordination, travel planning, records management, etc.
- 3.20.5. Determination of the requirement for Contractor office space and Government furnished equipment is still ongoing.

3.21. Meetings and Briefings

- 3.21.1. Training focused meetings. Contractor shall conduct meetings and briefings with SMEs and appropriate Government representatives, to include appropriate presentation materials and documentation for the target audience, on a quarterly basis at a minimum.
- 3.21.2. Integrated Program Office (IPO) MROi meetings and briefings. Contractor shall have a site representative attend IPO, Organizational Change Management (OCM), and Government training meetings as requested.

3.22. End User Training Implementation Plan Development

- 3.22.1. The Contractor shall coordinate resources necessary to meet the execution of a training delivery plan. The training delivery plan shall include:
- A role-based training plan for both Maintenance and Finance end-users.
 - Coordination for roles and work shifts within Maintenance and Finance and how those roles and shifts will affect duration and content of training (ranging from 0.5 days to 5 days, role-dependent). OC-ALC requires MX end users to be trained on first shift. WR-ALC requires that personnel be trained during normal tour-of-duty shift. OO-ALC also requires personnel to be trained during normal tour-of-duty shift, and furthermore, utilizes a 5/4/9 working calendar. Multiple shift training is expected at OO-ALC and WR-ALC.

Deliverable: CDRL A007 - Technical Report-Study/Services – Training Delivery Plan (TDP)

3.23. Training Materials and Provisions

- 3.23.1. Contractor shall deliver and assist in the maintenance of instructor-led pre-implementation training courses for MROi Maintenance and Financial management users. The Contractor shall provide any recommended/proposed changes to the training materials to the Government for consideration and the Government and/or System Implementer (SI) shall provide any system updates to the training materials/packages.
- 3.23.2. Contractor shall develop, publish and maintain site-specific Standard Operating Procedures (SOPs) for site-leads and SMEs in preparation for implementations and when system changes drive ad hoc updates. Elements of the SOPs shall include:
- Perform facility reservation tasks with appropriate POCs to support all training events.
 - Ensuring training materials are aligned with course delivery prior to each training session to ensure accuracy and applicability to the target audience.
 - Performing activities associated with information technology (IT) environment compatibility and functionality requirements. This includes ensuring instruction environment is accessible and ready at the start of each course.
 - Validate in advance of training courses that the current Standard Desktop Configuration (SDC) versions is on classroom computers to ensure compatibility with MROi. Any issues shall be worked with the Government.
 - Conduct cursory assessment of each implementation site's Air Force standard desktop and IT infrastructure to determine functionality of the MROi application and coordinate with site POCs on corrective actions at least 2 weeks prior to the start of any initial training.

- Validate training instance set-ups and configurations to include provisioning of all “reusable” student accounts and separation of site training environments so that different sites can be trained simultaneously.
- Manage and conduct data refresh or resets of training data, with operations divisions oversight, for all classes.
- Responsible for printing and reproduction of all training materials that require distribution. These materials should include classroom specific requirements as well as Learner’s Guides, Learner’s Handouts and Learner’s Job Aids for each student participating. Although the use of Government Printing Services is preferred if available, Contractor shall determine the most economical and efficient manner of material production, opting for Government Services if there is no differentiation.

Deliverable: CDRL A008 - Technical Report-Study/Services – Training Delivery Standard Operating Procedures (TSOP)

3.24. Training Implementation

- 3.24.1. Contractor shall manage, develop, and coordinate classroom facilities to support training sessions prior to each implementation and as requested by the Government.
- 3.24.2. Contractor shall have the ability to support concurrent training sessions across various sites. This includes considerations for shift work as described in paragraph 3.22.1. In the event that users are unable to attend assigned training, efforts shall be made to develop make-up training sessions to address their needs. Make-up training sessions shall be provided without change to contract price. In the event that an end-user isn’t able to complete training, remedial training opportunities shall be provided without change to contract price.

3.25. Training Data Collection and Evaluation

- 3.25.1. Contractor shall develop, maintain, and conduct post training student surveys, addressing the effectiveness of the trainer and suitability of the training material.
- 3.25.2. Contractor shall analyze surveys, to include the averaging of survey scores, report on post-course survey results, and provide recommendations to the appropriate Government authority. Contractor shall implement approved, recommended actions as appropriate.
- 3.25.3. Contractor shall ensure instructors collect and securely store user completion data. User completion data shall be transmitted to the appropriate Government authorities after each training sessions.

Deliverable: CDRL A001 - Monthly Status Report (MSR) and CDRL A009 - Technical Report-Study/Services - Training Survey (SURV)

3.26. Training Sustainment

- 3.26.1. Contractor shall develop and maintain instructor scripts and teaching notes for all classes. These scripts and teaching notes shall be updated as appropriate to reflect the content of current training materials.
- 3.26.2. Contractor shall maintain current course curriculum and contribute input to the development of additional course curriculums, as required by functional changes or new/additional requirements.
- 3.26.3. Contractor shall perform all administrative functions associated with training preparation and delivery, to include updating classroom materials (e.g., Instructor and Student Exercise Data Sheets, briefing slides, etc.), coordinating training schedules and trainee registration, creating classroom events, monitoring student registrations and communicating with the MROi Site Leads and Base Points of Contact (POCs).

3.27. Services Delivery Summary

Performance Objective	PWS Para.	Performance Standard	Performance Threshold	Surveillance Method	Incentive/Remedy
(SS-1) Ensure documentation is delivered on-time in accordance with the applicable CDRL	3.11, 3.14, 3.22.1, 3.23.2, 3.25.3, 4.1, 5.5, 5.6	The Contractor shall provide the applicable documents by the due date and time specified in the associated CDRL.	100% compliance with no deviation from performance standard	100% Inspection and review upon receipt of report	Failure to meet 3 delivery dates will result in the remedies set forth in FAR clause 52.246-4, Inspection of Services – Fixed Price and a negative comment in CPAR. Re-performance and redelivery is required.
(SS-2) Provide accurate Training Technical and Planning documentation and Training Execution results	3.11, 3.14, 3.22.1, 3.23.2, 3.25.3, 4.1, 5.5, 5.6	Deliverables shall meet the requirements of the content stated in the CDRL. Documents are written with clarity, accuracy, and without grammatical errors or misspellings. The technical documents must thoroughly capture results of the analysis to include background details, analytical methodology employed, summary, and any recommendations or suggestions.	100% compliance with no deviation from performance standard	100% Inspection and review upon receipt of report	Unacceptable performance will result in the remedies set forth in FAR clause 52.246-4, Inspection of Services – Fixed Price and a negative comment in CPAR. Re-performance and redelivery is required.

<p>(SS-3) Develop, maintain, and conduct post training student surveys addressing the effectiveness of the trainer and suitability of the training material</p>	<p>4.1, 3.25.1, 3.25.2, 3.25.3</p>	<p>Surveys shall be scored and transmitted to the designated Government representative following each training class and a composite of survey results will be a required element of the monthly status report.</p>	<p>100% compliance with no deviation from performance standard</p>	<p>100% Inspection and review upon receipt of report</p>	<p>Unacceptable performance will result in the remedies set forth in FAR clause 52.246-4, Inspection of Services – Fixed Price and a negative comment in CPAR.</p>
<p>(SS-4) Ensure that no training event is delayed/cancelled based upon failure to adhere to and execute the requirements of pre-delivery planning as stated within this PWS and as included in the developed training delivery TSOP</p>	<p>3.22.1, 3.23.1, 3.23.2, 3.24.1, 3.24.2, 3.24.3, 3.26.1, 3.26.2, 4.1</p>	<p>Deliverables shall meet the requirements of the content stated in the CDRL. Documents are written with clarity, accuracy, and without grammatical errors or misspellings. The technical documents must thoroughly capture results of the analysis to include background details, analytical methodology employed, summary, and any recommendations or suggestions.</p>	<p>100% compliance with no deviation from performance standard</p>	<p>100% Inspection and review upon receipt of report</p>	<p>Unacceptable performance will result in the remedies set forth in FAR clause 52.246-4, Inspection of Services – Fixed Price and a negative comment in CPAR.</p> <p>Re-performance and redelivery is required.</p>

4. Contract Data Requirements List (CDRL) (Still in development)

4.1. The following are the current CDRL requirements under consideration and development:

- Monthly Status Report (MSR)
- Technical Report-Study/Services - Trip Report (TrpR)
- Technical Report-Study/Services - Incoming Phase-In Plan (IPIP)
- Status of Government Furnished Equipment (GFE) Report
- Technical Report-Study/Services - Phase-Out Transition Plan (POTP)
- Technical Report-Study/Services - Vacancy and Turnover Report (VTR)
- Technical Report-Study/Services - Training Delivery Plan (TDP)
- Technical Report-Study/Services - Training Delivery Standard Operating Procedures (TSOP)
- Technical Report-Study/Services - Training Survey (SURV)

5. General Information

5.1. Security Requirements

Any information, records, or data the Contractor may have access to may be highly sensitive. The Contractor shall not divulge any information about Government files, source selection activities and processes, or any other sensitive information to anyone not authorized access to such information. The Contractor may be required to sign a non-disclosure agreement (SF Form 312) to access sensitive or classified information. It shall be the Contractor's responsibility to ensure that their personnel have the proper authorities. The Contractors shall comply with the Defense Acquisition Regulations (DFARS) 252.239-7001 and all cybersecurity requirements stipulated in the contract. Contractors shall submit to the Contracting Office (CO) and Government Program Manager a list of personnel who require a Common Access Card (CAC) and Government-Furnished Equipment. The Contractor shall identify each person by full legal name, their proposed assigned position, duty location, security clearance required by the contract, the company for which they work, full contract number (including task order, if applicable), and the contract end date. The prime Contractor shall include the information for all subcontractors.

5.1.1. Personnel Investigations, Clearances, and Computer and Network Access

The Contractors performing work under this contract must comply with all applicable security requirements. Contractor personnel shall have the appropriate security background investigation or security clearance (i.e., eligibility) prior to the performance of duties in support of this contract. Contractor Personnel must have, at a minimum, a favorable Tier 1 Investigation prior to network access and issuance of a Common Access

Card (CAC Contractors necessary to perform work within all Government-approved environments).

5.1.2. Common Access Card

IAW DoDI 5200.46, *DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card*, Enclosure 4, Paragraph 3, Application of the Standards; DoDI 5200.02, *Personnel Security Program*; Homeland Security Presidential Directive (HSPD)-12; and AFMC Guidance for the Credentialing of Un-cleared Contractors, 13 November 2018, Attachment, Paragraph 5a eligible Contractor personnel requiring physical access to a DoD or AF facility or installation as their normal work location; the Air Force Network (AFNet); a DoD Automated Information System (AIS); Controlled Unclassified Information (CUI), or any equipment not involving access to classified information shall obtain Common Access Cards (CAC).

Interim issuance of a CAC to a Contractor requires the completion of a Federal Bureau of Investigation (FBI) fingerprint check with favorable results and the successful submission of Tier 1 (equivalent or higher) background investigation to the Defense Counterintelligence and Security Agency (DCSA).

A final CAC determination requires a favorably adjudicated Tier 1 (equivalent or higher) investigation based on the basic and supplemental HSPD-12 credentialing standards as outlined in DODI 5200.46, Enclosures 3 and 4.

Once the request for a CAC has been approved, the employee shall go to Military to any local Defense Enrollment Eligibility Reporting System (DEERS) office to obtain their CAC. Contractor badges shall be worn and displayed at all times. In addition, the Contractor employee shall identify themselves as Contractor employees in e-mails, telephone usage, correspondence, and meetings, etc.

Contractors must maintain the satisfactory minimum requirements for justification of the issuance of a CAC throughout the period of performance.

Contractor personnel shall, within seven calendar days, return all identification badges and/or CAC to the AFLCMC/GB (WP) Security Office upon termination, separation, or expiration of this contract.

5.1.3. Local Security Requirements

The Contractor shall be responsible for assuring that all employees comply with all security requirements imposed by the local commander at all times while their employees are on the installation and shall follow instructions of the local organizational commander pertaining to security.

5.1.4. Security and Protection Of Information

- Controlled Unclassified Information (CUI)
 - Controlled Unclassified Information is any information that law, regulation, or Government-wide policy requires to have safeguarding or disseminating controls. CUI excludes information classified by:

- Executive Order 13526, Classified National Security Information, December 29, 2009
- The Atomic Energy Act of 1954, as amended, or
- A specific program or project Security Classification Guide
- The National Archives and Records Administration (NARA) CUI Registry (<http://www.archives.gov/cui/registry/category-list.html>) identifies approved CUI categories and subcategories; provides general descriptions for each; identifies the basis for controls; and sets procedures for the use of CUI.
- The Contractor shall comply with DoDI 5200.48, Controlled Unclassified Information; DoDM 5200.01/AFI 16-1404 Air Force Information Security Program, Volumes 1, 2, and 3 ; and Air Force Guidance Memorandum 2020-16-01, Air Force Guidance Memorandum for CUI, 23 July 2020.
- The Contractor shall consult the applicable security classification guide to determine if the aggregation of controlled and uncontrolled unclassified information creates a classified document, e-mail, or other communication.
- The Contractor shall comply with DoDM 5400.07/Air Force Manual 33-302, DoD Freedom of Information Act (FOIA) Program, requirements.
- The Contractor shall protect CUI and unclassified DoD information not approved for public release on non-DoD Information Systems IAW DoDI 8582.01, Security of Non-DoD Information Systems Processing Unclassified Nonpublic DoD Information.
- Unless specific categories of CUI require more stringent controls, the Contractor shall protect non-DoD Information Systems using guidelines set forth in NIST Special Publication 800-171, Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations.
- Covered Defense Information [Required for all solicitations and contracts. This includes solicitations and contracts that use FAR part 12 procedures for the acquisition of commercial items]
- The Contractor shall comply with DFARS 252.204-7012 Safeguarding Covered Defense Information and Cyber Incident Reporting (Dec 2019). This subpart applies to contracts and subcontracts requiring Contractors and subcontractors to safeguard covered defense information that resides in or transits through covered Contractor information systems. Safeguarding is done by applying specified network security controls. This DFARS subpart also requires reporting of cyber incidents. The subpart does not abrogate any existing Contractor physical, personnel, or general administrative security operations governing the protection of unclassified DoD information, nor does it impact requirements of the National Industrial Security Program.

5.1.5. Operations Security

All Contractors whose normal work location is in a DoD/AF facility or on a DoD/AF installation shall comply with Operations Security (OPSEC) requirements and training as set forth in DoD Directive 5205.02, *DoD Operations Security Program*, and AFI 10-701, *Operations Security*.

5.1.6. Required Security-Related Training

- **Cyber Awareness Challenge Training.** All Contractors that need a DoD or AF network account shall successfully complete Cyber Awareness Challenge (ZZ133098) Training. Initial training shall be completed prior to the creation of the network account. This is an annual requirement. Subsequent training must be completed on or before the one-year anniversary of the most recent training completion date. If training is not completed before the one-year anniversary, access to the network account is automatically suspended and not reinstated until proof of training completion is provided.
- **Force Protection and Anti-Terrorism Training.** All Contractors whose duty location is in a DoD/AF facility or on a DoD/AF installation successfully complete Force Protection Training (ZZ133079). Initial training shall be completed within 30 calendar days of the creation of their Air Force network account. This is an annual requirement. Subsequent training must be completed on or before the one-year anniversary of the most recent training completion date.
- **Controlled Unclassified Information Training.** All Contractors employed under this contract shall successfully complete Controlled Unclassified Information (CUI) Training (ZZZ2021CUI) within 30 calendar days of the creation of their Air Force network account.

5.1.7. In-Processing

- All Contractors performing work under this contract shall in-process with AFLCMC/GBC. The Government program manager or other Government point-of-contact will create an in-processing checklist and instruct the incoming contract on actions that must be completed.
- For classified contracts (i.e., contracts that have a DD254, Contract Security Classification Specification), the prime Contractor's Facility Security Officer (FSO) shall submit to Security Management Organization (SMO) Code WE1MFHYN6, via the Defense Information System for Security (DISS), a Visit Request that identifies all Contractors that require access to classified information or systems.
- The identity of Contractors that do not require access to classified information or systems may be submitted on company letterhead stationery (e-mailed pdf document is acceptable). The letter shall include each person's full, legal name; Social Security Number, and employer (to indicate if the person is with the prime- or sub-Contractor).
- The letter shall be addressed to
AFLCMC/GBC (WP) Security Office
Area A, Bldg 266, Rm N101
Wright-Patterson AFB, OH 45433-5722
aflcmc.hi.wpsecurity@us.af.mil

- For unclassified contracts, the prime Contractor's FSO, contract manager, or contract task lead shall submit to the AFLCMC/GB (WP) Security Office a visit request that identifies the persons who shall perform work under this contract. The letter may be submitted on company letterhead stationery (e-mailed pdf document is acceptable). The letter shall include each person's full, legal name; Social Security Number, and employer (to indicate if the person is with the prime- or sub-Contractor). The letter shall be addressed as shown above.

5.1.8. Out-Processing

- All Contractors performing work under this contract shall out-process with AFLCMC/GBC.
- Contractors moving to another Air Force contract may request transfer of CAC sponsorship to the Trusted Associate Sponsorship System (TASS) trusted agent (TA) associated with the new contract.
- Contractors ending their association with the Air Force shall surrender their CAC to the AFLCMC/GB (WP) Security Office. This may be done in person or, if the Contractor is not in the Wright-Patterson AFB vicinity, by mail (e.g., US Postal Service, FedEx, UPS, DHL, etc.).

5.2. Place of Performance

Work is to be performed at WPAFB, OH, and at training sites identified within this PWS. Alternate worksites/telework, whether permanently or temporarily, may be designated with Contracting Officer (CO) approval. If an alternate worksite/telework is approved, the labor rates for Government facility still apply.

5.3. Hours of Work

Contractor personnel are expected to perform their work within an average work week of 40 hours. The average workday is 8 hours and the window in which those 8 hours may be scheduled is flexible based upon the needs of the training audience. The Government may approve the Contractor to work on weekends or holidays as necessary to support the requirements of this PWS. Weekend/holiday work must be pre-approved by Government Contracting Officer (CO) prior to commencement of weekend work.

The Contractor shall observe Federal Government recognized holidays. Additional days may be declared as a Government holiday by Federal Statute, Executive Order or by the President's Proclamation during the performance of this contract. The Government will not require services be performed on these holidays; however, Contractors should follow their company policy. The Government shall not be billed for such holidays, except when services are required and approved in advance by the Government and are actually performed on a holiday. If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

5.4. Telecommuting/Telework

Telecommuting/telework is defined as authorization for an employee that generally works at the United States Government (USG) location, to work at an alternate location (i.e., at the employee's home or Contractor location) either permanently or temporarily. Contractor off-site location is defined as the permanent place of performance for specific employees, (i.e., not at the USG location). Long-term is defined at six or more months in duration.

Telecommuting/telework will be approved on a case-by-case basis by the COR. Telecommuting/telework is generally Customer-specific, and all telework approved equipment must be authorized by the Government for use. The Contractor shall maintain availability during core hours via e-mail and phone. All telecommuting/telework expenses for Internet, telephone connectivity, and other equipment services shall be borne by the Contractor. The Contractor shall provide a written request with appropriate rationale for the COR prior to any telecommuting.

Classified work is not authorized under telecommuting or the alternate worksite. Authorized telecommuting or alternate worksite locations does not abrogate the Contractor's requirement for complying with the protection of information IAW DoD and USAF regulations, Security and Protection of Information sections of this PWS, contract clauses or DD Form 254.

At alternate duty locations, the Contractor shall be available at all times during core hours via e-mail and phone. Operating costs associated with the Contractor using an alternate worksite shall not be assumed by the Government.

5.5. Vacancies and Turnover

The Contractor shall track all vacancy and turnover data and provide a monthly Vacancy and Turnover Report to the Government.

A vacancy shall be defined as any open position resulting from either a new position added to the task order or a turnover. A turnover is determined to have occurred any time an encumbered position becomes vacant. A newly added position that has not yet been filled is not considered a turnover. In general the Contractor shall be responsible for filling all new positions within 20 business days of performance start. Upon notification of a pending vacancy (i.e., turnover), the Contractor shall provide written documentation to the CO, PM, and the COR at least two weeks in advance of the vacancy, or sooner when possible. In the event of no-notice departure, the Contractor shall immediately (same day) notify the CO, PM, and COR in writing. This written notification shall include the date and time the position will be vacant, anticipated replacement date, management plan, and corrective action, if required, to ensure the Customer mission is not impacted or degraded. Additionally, the Contractor shall fill the vacancy within 20 business days. If the vacancy cannot be filled within the required 20 business days, the Contractor must provide written notification to the CO and the COR indicating the date the Contractor shall have the vacancy filled, and management plan and corrective action the Contractor shall take to ensure the Customer mission is not impacted or degraded. For hard-to-fill positions with complex requirements, the Contractor may request a waiver from the CO extending the time allowed to fill a position. Waivers will be granted at the discretion of the CO based on complexity of requirement and Customer need, and must be acceptable to the Customer. Furthermore, the Government reserves the right to request concessions for any vacancy.

In some cases, the Customer may request a position not be filled. Any direction in regards to a Do Not Fill shall come only from the CO and shall be in writing. If a “Do Not Fill” is directed, the Contractor shall continue to report the vacancy, however, there will be no impact to Contractor performance ratings. Contractors shall have 30 business days to fill a vacancy from the time a Do Not Fill is reversed, in writing, by the CO.

Deliverable: CDRL A006 - Technical Report-Study/Services - Vacancy and Turnover Report (VTR)

5.6. Travel Requirements

Travel may be required to various locations within CONUS and limited OCONUS sites to support the MROi program. All travel requirements (including destinations, plans, agenda, itinerary, dates) will be approved in advance by the COR or ACOR and will be performed in accordance with the Joint Travel Regulation (JTR). Local travel within 25 mile radius of the designated training sites will not be reimbursed.

The Contractor shall identify and estimate potential travel at least one month prior to training events and propose travel necessary to satisfy the requirements under each CLIN.

The Contractor shall complete a Travel Authorization Request (TAR) and submit the document to the COR and ACOR for approval no later than five (5) business days before travel begins. Travel authorized by the COR or ACOR will be within the continental United States and destinations will be coordinated between the Contractor and the COR or ACOR. The Contractor's TAR shall be in writing and will contain the dates, locations, and estimated costs of the travel. Changes to TAR/itinerary, especially for cost increases, shall be made in writing and via verbal communications to the COR or ACOR within 24 standard hours. Contractor shall await COR or ACOR approval and travel voucher invoices must be submitted to WAWF no later than the next billing cycle after completion of the travel event. A single Trip Report, shall be required after each trip, containing dates of the trip, travelers, personnel and offices contacted, summary of discussions/findings and action items.

Deliverable: CDRL A002 - Technical Report-Study/Services – Trip Report (TrpR)

5.7. Privacy Act

Work on this project may require that personnel have access to Privacy Act Information. As required, Contractor personnel shall adhere to the Privacy Act, U.S. Code, Title 5, Part 1, Chapter 5, Subchapter II, Section 552a and applicable agency rules and regulations.

5.8. Performance of Services during Crisis Declared by National Command Authority or Overseas Combatant Commander

This requirement has been determined not to be essential and does not require continued support during a crisis as defined in DODI 3020.37, E2.1.1 and E2.1.3.

5.9. Performance of Services during Emergency Conditions Declared by Wright-Patterson AFB Authority

In the event an emergency is declared for Wright-Patterson AFB, or other designated training sites, necessitating the implementation of an alternate work schedule (other than a standard 8-hour day, Monday-Friday work week), services provided under this contract may require implementation of an alternate work schedule, not to exceed a 40-hour work week unless approved by the Government. The Contracting Officer (CO) will make notification to the Contractor point of contact. A modified work schedule will be adopted for the duration of the declared emergency and the Contractor shall comply with the provisions of that alternate work schedule.

5.10. Voluntary Protection Program (VPP)

The Contractor shall ensure its personnel have a comprehensive understanding of VPP as well as full compliance with OSHA requirements. Contractors, whether regularly involved in routine site operations or engaged in temporary projects must follow the safety and health rules of the installation or VPP site. Detailed information on VPP is available on the OSHA website at: <http://www.osha.gov/dcsp/vpp/index.html>.

The Contractor shall provide their Total Case Incidence Report (TCIR), their Days Away Restricted and/or Transfer Case Incident rate (DART) rates and their OSHA Form 300A annually to the CO for consolidation and submission as part of the installation's annual VPP Safety and Health management report. TCIR and DART rates are due by the 15th of January of each year.

The Contractor is responsible for compliance with the OSHA (Public Law 91-596). The Contractor shall submit a Safety and Health Plan and corresponding site safety checklist to the Contracting Officer not later than 10 work days after contract award. Subsequent submissions shall be required for proposed updates and submission for Government approval. The Contractor's Safety and Health Plan shall include appropriate measures to ensure the Contractor reacts promptly to investigate, correct and track alleged safety and health violations and uncontrolled hazards in the Contractor work areas.

The Contractor shall identify the processes and procedures the Contractor uses to track compliance with the Safety and Health Plan, and the processes and procedures that are used to correct violations.

The Contractor's Safety and Health Plan shall demonstrate a management commitment to employee safety and health and shall identify the application of the Safety and Health Plan to subcontractors.

The Contractor's Safety and Health Plan shall identify the roles and responsibilities of the following individuals: management, supervisors, employees and safety coordinator.

The Contractor's Safety and Health Plan shall identify applicable safety rules and regulations and shall include a worksite hazard analysis to include baseline hazard identification and required control measures.

The Contractor's Safety and Health Plan shall include a job site analysis to include hazard of tasks required to control measures, identify employee safety and health training requirements and detail the documentation process.

The Contractor's Safety and Health Plan shall include a workplace inspection frequency to include identifying the individual conducting the inspections and shall include employee hazard and mishap reporting procedures.

The Contractor's Safety and Health Plan shall identify individual(s) responsible for correcting hazards and shall identify first aid and injury procedures, procedures for accident investigation and reporting, identify emergency response procedures and identify the process for tracking controlled hazards in Contractor work areas.

The Contractor is responsible for establishing these requirements for all subcontractors who qualify as applicable Contractors (meaning they are working more than 1,000 hours per quarter cumulatively on a Government installation under the same contract).

5.11. Section 508 of the Rehabilitation Act of 1973 – N/A

5.12. Contractor Performance Assessment Report (CPAR) Applicability

FAR 42.1502 directs all Federal agencies to collect and report past performance information on services contracts with a value of \$1M or more. The Contract Performance Assessment Report (CPAR) assesses a Contractor's performance and provides a written record on a given contract during a specific period of time. All CPARs are accomplished using the automated Navy *Contractor Performance Assessment Reporting System (CPARS)* found on the web at <http://www.cpars.navy.mil/>. This system requires the Contractor to provide a designated representative to receive CPARs electronically. The Contractor shall submit their representative's name, telephone number, and email address with their proposal.

The following assessment criteria will be used to rate the Contractor's performance on this contract:

- a. Quality of Product or Service.
- b. Schedule (Timeliness). Assessment of the timeliness of the Contractor against the completion of the contract, task orders, milestones, delivery schedules, and administrative requirements.
- c. Business Relations. Assessment of the integration and coordination of all activity needed to execute the contract, specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, Contractor's history of reasonable and cooperative behavior, customer satisfaction, and timely award and management of subcontracts. Includes Earned Value Management (EVM) when applicable.
- d. Management of Key Personnel. Assessment of the Contractor's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel.

5.13. Contracting Officer Representative (COR)

The Government will evaluate the Contractor's performance. The COR and designated alternates are representatives of the Contracting Officer and shall participate in the administration of quality assurance under this contract. The COR or alternate shall inform the Contractor when discrepancies occur and shall request corrective action. The COR or alternate shall make a notation of the discrepancy with the date, time and discrepancy that was noted, and request the authorized Contractor representative to initial the entry and provide the appropriate corrective action. Should the Contractor not concur with the discrepancies and/nor provide corrective actions, the Contractor shall state any areas of non-concurrence in writing to the Contracting Officer with 10 calendar days of receipt.

5.14. Quality Assurance

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).

5.15. Contractor Liability

The Contractor shall conserve and protect Government resources. The use of these resources for non-Government use is prohibited. The Contractor shall repair any Government-owned equipment that is damaged through, or by the fault of, the Contractor with equipment of equal or better quality, at no cost to the Government.

5.16. Section 8108 of Public Law 112-10 of the Department of Defense and Full Year Continuing Appropriations Act of 2011 (Contractor Inventory/Manpower Reporting under the National Defense Authorization Act (NDAA) 2012)

The Contractor shall report ALL Contractor labor hours required for performance of services provided under this contract for MROi via a secure data collection site. The Contractor is required to completely fill in all required data fields at <https://www.ecmra.mil>.

Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year.

Contractors may direct questions to the Contractor Manpower Reporting Application (CMRA) help desk.

Information from the secure web site is considered proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time shall any data be released to the public with the Contractor name and contract number associated with the data.

Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for Government-personnel and Contractors are available at the Army CMRA link at <https://www.ecmra.mil>.

5.17. Government Furnished Property and Services

5.17.1. Facilities, Supplies, and Services

The Government will make available to the Contractor the following resources during the specified period of performance.

5.17.2. Workspace (Pending development and determinations)

Facilities at Wright-Patterson AFB, OH, area or designated training sites, may be provided if required and available: working space, telephones, tables, filing cabinets, and containers suitable for storage of reference material comparable to that provided to Government-personnel.

5.17.3. Computer Resources

Suitable computer access and tools (PC work stations, access to databases, and applicable software), will be provided, as required, to accomplish the tasks outlined in this PWS with the exception of those training systems defined and directed to be provided by Contractor for end user training delivery.

5.17.4. Access

Access to all Government-facilities as required to perform work IAW this PWS will be provided. Contractor personnel shall be subject to all Military Rules and Regulations while working on a military installation.

5.17.5. Information Sources

Access to required Air Force directives, publications, and documentation will be provided.

5.17.6. Access To Personnel

The Government will provide necessary, available, and reasonable access to personnel. All contacts with Government and other Contractor personnel shall be coordinated through AFLCMC/GBM.

5.17.7. Documentation

Requirements documentation will be provided to the Contractor as the requirements become available. The Government will also provide the Functional Description, Systems Specifications, Maintenance Manuals and other necessary MROi system documentation.

6. Points of Contact

6.1. Government Points of Contact (Tentative)

Contracting Officer (CO)

Jessica Tucker, AFLCMC/GBKA
4225 Logistics Ave
Wright-Patterson AFB OH 45433
Phone: (312) 257-2078
jessica.tucker.3@us.af.mil

Contracting Officer Representative (COR) (Primary)

Kartik Patel, AFLCMC/GBM
4225 Logistics Ave
Wright-Patterson AFB OH 45433
Phone: (937) 904-1995
kartik.patel@us.af.mil.af.mil

Contracting Officer Representative (COR) (Alternate)

Mylynnde Durand, AFLCMC/GBM
4225 Logistics Ave
Wright-Patterson AFB OH 45433
Phone: (937) 904-1995
mylynnde.durand@us.af.mil

MROi Program Manager

Eric Branum, AFLCMC/GBM
4225 Logistics Ave
Wright-Patterson AFB OH 45433
eric.branum@us.af.mil

MROi Deputy Program Manager

Kathleen Meyers, Lt Col, USAF, AFLCMC/GBM
4225 Logistics Ave
Wright-Patterson AFB OH 45433
Phone: (937) 904-0746
kathleen.meyers@us.af.mil

6.2. Contractor Point of Contact

A POC shall be identified in writing and provided to the contracting officer and the contract specialist with 10 days of contract award and then as required to keep POC updated. This list is for the Contracting Officer's use, should it be necessary to notify the Contractor of changes to work schedules, or any other emergency.

7. Revision History

REVISION	DATE REVISED	REVISED BY	GROUP	CHANGE
V6.0	29 July 2022			Original Version
V6.5.2	18 Nov 2022	PMO/FMO training team		New Version Baseline