

**REMOTELY PILOTED AIRCRAFT SQUADRON OPERATIONS
CENTER (RPA-SOC) ENTERPRISE SUPPORT**

**PERFORMANCE WORK STATEMENT
(PWS)**

DRAFT Revision 8

09 June 2021

Table of Contents

SECTION A – DESCRIPTION OF SERVICES	5
1) SCOPE OF WORK.	5
1.1. Mission.....	5
1.2. Scope.....	5
2. PROGRAM MANAGEMENT.	5
2.1. General Requirements.	5
2.2. Resource Management.....	7
2.3. Quality Management.	7
2.4. New Requirements.	8
2.5. AF Records Management.....	8
2.6. Publications and Forms.....	9
2.7. Commercial Off-the-Shelf.	9
2.8. Data Management System (DMS).....	9
3. OPERATIONS & MAINTENANCE.	10
3.1. SATCOM Relay Site(s).....	11
3.2. SOC Systems and Software Applications.	12
3.3. Video Teleconferencing System.....	18
3.4. Cable System.....	18
3.5. Telephone Services.	18
3.6. Engineering Support.	18
3.7. System Testing.	19
3.8. Contingency Action Plan.	19
3.9. Ground Control Stations.	19
4. Install/Warehouse Operations.....	20
4.1. Warehousing	20
4.2. Warehouse Specifications.....	20
4.3. Shelving and Storage.....	21
4.4. Security	21
4.5. Flooring.	21
4.6. Fire Protection.	21
4.7. Major Tasks for Warehousing.....	22
4.8. Inventory Management and Control.	23

4.9.	Kitting	24
4.10.	Engineering Services.	24
4.11.	Installation.	24
5.	SOC-Enterprise Services(ES)/Helpdesk Operations.	26
 5.1. SOC-ES/Helpdesk Roles and Responsibilities:	
	26
6.	MISSION SUPPORT.	31
6.1.	Security.	31
6.2.	Logistics.	34
6.3.	Civil Engineering.	39
	SECTION B – SERVICE SUMMARY	42
1.	SERVICE SUMMARY NARRATIVE.	42
1.1.	Purpose.	42
1.2.	Components.	42
1.3.	Quality Assurance Surveillance Plan.	42
1.4.	Right to Surveil.	42
1.5.	Service Summary Table.	43
2.	MEASUREMENT, ANALYSIS, AND IMPROVEMENT.	47
2.1.	Quality Assurance.	47
	SECTION C – GOVERNMENT FURNISHED PROPERTY AND SERVICES	49
1.	GENERAL INFORMATION.	49
2.	GOVERNMENT FURNISHED PROPERTY.	49
2.1.	Facilities.	49
2.2.	Equipment Inventory.	49
2.3.	Technical Orders, Publications, Forms, and Equipment Manuals.	49
3.	PROGRAMS.	49
3.1.	Occupational, Safety, Health, and Environmental	49
3.2.	Security/Fire Protection.	50
3.3.	Morale, Welfare, and Recreation.	50
4.	CIVIL ENGINEERING.	50
4.1.	Utilities.	50
4.2.	Refuse Collection.	50
4.3.	Pest, Insect, and Rodent Control.	50
4.4.	Maintenance and Repair of Real Property Facilities.	50
4.5.	Base Civil Engineer Mission Support Services.	50
5.	COMMUNICATIONS.	51

5.1.	Installation Distribution.	51
5.2.	Telephone Services.	51
6.	TRAINING.	51
7.	CONTRACTOR SUPPORT SERVICES.....	52
7.1.	Ramstein AB Germany.	52
SECTION D – GENERAL INFORMATION		53
1.	TRANSITION.	53
1.1.	Assuming Functional Responsibility.....	53
1.2.	Transition/Phase-In Plan.	53
1.3.	Phase-Out.....	54
1.4.	Bidder’s Library.	54
2.	CONTRACTOR PERSONNEL	55
2.1.	Contractor Employees.....	55
2.2.	Laws, Directives and Regulations.....	55
2.3.	Terminations.	55
2.4.	Licenses & Certifications.	55
2.5.	Contractor Manpower Reporting.	55
3.	HOURS OF OPERATION AND TRAVEL.....	56
3.1.	Hours of Operation	56
3.2.	Overtime.	58
3.3.	Travel.....	58

SECTION A – DESCRIPTION OF SERVICES

1) SCOPE OF WORK.

1.1. Mission. Sustainment of RPA-SOC mission systems, the operations and maintenance (O&M) of equipment, design/development, and installation of systems in support of Combat Air Patrols (CAP).

1.1.1. Background. The RPA-SOC provides capability for squadron level mission planning, airspace coordination, tasking/targeting updates, threat warning, data archival and retrieval, establishing and maintaining situational awareness, dissemination and support in areas of mission execution, intelligence, weather administration and communications. RPA-SOCs are also an enabler for Remote Split Operations (RSO) for RPAs across the globe. The RPA-SOC is comprised of Commercial-Off-The-Shelf (COTS) servers, workstations, exploitation equipment, network communications devices for interfacing and communicating between the crew in the Ground Control Station, forward aircraft, and Command and Control centers worldwide at the unclassified, Secret, and Top Secret/Sensitive Compartmented Information (TS/SCI) levels. This system of systems will provide critical command and control data and voice interconnectivity to enable pilots and sensor operators to fly and control RPA Combat Lines (CL) worldwide. The RPA-SOC entered as a funded program of record (PoR) in FY17 that currently supports Air Combat Command (ACC), Air National Guard (ANG), Air Force Special Operations Command (AFSOC), and Air Education and Training Command (AETC). The 577th Software Engineering Squadron (SWES) is used as the Prime Integrator Office (PIO) by the RPA SOC System Program Office (SPO) to design and maintain the RPA SOC for all the major commands (MAJCOM).

1.2. Scope. At government designated locations, install, configure, operate, maintain, manage, and troubleshoot equipment and networks to support long-haul communications (both satellite and terrestrial), and provide help desk function. Sustain RPA-SOC operations, RSO, video dissemination and provide system administration for associated system networks. Provide personnel, supervision, management, transportation and other services necessary to support, operate, maintain, configure, and repair Command, Control, Communications, Computer, Intelligence, Surveillance and Reconnaissance (C4ISR) systems, equipment, and circuits supporting RPA missions at Continental United States/Outside the Continental United States (CONUS/OCONUS) facilities within established demarcation points. RPA SATCOM Relay Site(s) require(s) 24/7 on-site coverage.

2. PROGRAM MANAGEMENT.

2.1. General Requirements.

2.1.1. Project Management. The contractor shall create internal processes to develop, manage, document, track and brief all projects supporting the RPA-SOC mission. The contractor shall report status via the Progress, Status, and Management Report IAW CDRL A003.

2.1.2. Meetings. Support all meetings and conferences at the request of the GPM or CO. The Government will reimburse the contractor for any Government-required travel requirements to support conferences, meetings, and reviews outside of the normal commuting area. Provide information to support meetings/briefings in the format requested by the Government.

2.1.2.1. Technical Interchange. The contractor shall participate in technical interchange

meetings with Government personnel/representatives for the purpose of discussing technology/services managed by the contractor under this PWS. The contractor shall support the acquisition of new equipment/software and review data for trend analysis that may indicate failing systems or un-optimized configurations.

2.1.2.2. Program Management Reviews. The contractor shall meet with the GPM and CO for program management evaluation and review every six months. During contract performance meeting the GPM and/or CO will apprise the contractor on how the Government views the contractor's performance and the contractor shall advise the Government of problems and/or concerns and recommend solutions for those identified problems and/or concerns.

2.1.2.3. Planning Support. The contractor shall coordinate with analysts, managers, and senior leaders within the AF, Department of Defense (DoD), and Intelligence Community (IC) to gather, define, document, brief, and integrate required computer, communications, and intelligence capabilities to enhance ACC-controlled/monitored RPA-SOC support.

2.1.3. Technical Expert Status Accreditation. Meet all host nation personnel, labor, and travel requirements at OCONUS locations. Coordinate Technical Expert Status Accreditation (TESA) applications or similar country-specific requirements with ACC Acquisition Management and Integration Center (AMIC) prior to hiring employees. TESA procedures and information can be found at the U.S. Army Europe and Africa - Department of Defense Contractor Personnel Office website (<https://www.europeafrica.army.mil/contractor/>). The host country has sole approval authority for all TESA applications.

2.1.4. CDRLS. All plans, instructions, reports, and special publications developed in support of this contract shall be considered an integral part of this contract and shall be nonproprietary in nature. All documentation and data shall be the property of the Government and reported via Appendix B. Make all current and archived/historical deliverables available on SharePoint and/or as required by the GPM and CO. The contractor shall if SharePoint is inaccessible, provide notification by alternate means. The contractor shall incorporate appropriate security measures so that only authorized recipients have access to the CDRLs.

2.1.5. Advisory. The contractor shall advise the GPM and CO in writing of any services considered over and above contract requirements and shall only perform them upon written approval from the CO. The contractor shall make notifications and request approvals in accordance with procedures and timelines established in the PWS.

2.1.5.1. Mission Operations Notification Procedures. Notify the GPM and CORs immediately of significant events, which could impact the operational capability/availability of mission systems and SATCOM Relay Site(s). Likewise, deviations from guidance given in Methods and Procedures Technical Order (MPTO) 00-33A-1001, General Cyberspace Support Activities Management Procedures and Practice Requirements, or local Information Assurance (IA) processes shall be reported as well. Furthermore, notify the GPM, and CORs if any part of the mission systems will be inoperative for more than 24 hours.

2.1.5.2. Government-Required Travel. Required travel in support of this contract shall be pre-approved by the GPM on a Cost Reimbursable (CR) basis, exclusive of fee. In addition, the contractor shall submit detailed cost expenditures for approval prior to travel. The contractor shall be responsible for making arrangements for airfare, car rental, lodging, and

subsistence. Transportation costs shall 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 travel as set forth in Joint Travel Regulation (JTR). The contractor shall provide a trip report within 10 calendar days after trip completion to the GPM, to include summary of activities and final costs.

2.2. Resource Management.

- 2.2.1. Personnel.** Provide overall management, supervision, personnel, and services necessary to execute RPA-SOC requirements. At a minimum, employees shall possess the required credentials IAW Appendix K.
- 2.2.1.1. Key Personnel.** The contractor shall provide Government-required key personnel IAW Appendix L. In addition, the contractor may identify other key personnel, by position, qualification, and certification to maintain task coverage. Develop and submit Key Personnel Manning Reports IAW CDRL A001. Identified key personnel shall be in place at contract start. These positions must be manned at all times. Permanent replacements must be named and in place no later than 45 days from vacancy.
- 2.2.2. Program Management Office.** The contractor shall provide a Program Management Office (PMO) responsible for the schedule and performance of this contract. The CPM or alternate shall directly interface with GPM and CO. The CPM or alternate shall be available within two hours of notification to meet (face-to-face or through telephonic communications) with the Government to discuss contract issues. This communication shall take place during normal duty hours for AMIC, located on Langley Air Force Base (AFB), VA, Monday through Friday 0800-1700 Eastern Time Zone. After Government normal duty hours, the CPM or alternate shall be available within 3 hours. The CPM or alternate(s) shall have full authority to act for the service provider on all contract matters relating to daily operation of this contract.
- 2.2.3. Site Management.** Provide effective and efficient site management services, leadership for contractor personnel, and be responsible for execution of all contracted activities. Serve as single point of contact (POC) for all contractor support activities on a daily basis. Attend various meetings and brief appropriate Government representative on status of support operations as required. This individual or alternate shall be available within one hour of notification to meet with the Government WRT Section D, para 3.1.
- 2.2.4. Contractor Training.** The contractor shall submit a cost estimate and travel plan to the GPM and CO for approval when contract personnel require training to facilitate new or increased support for RPA-SOC mission systems equipment/software. The Government reserves the right to provide training. Support for any new/additional equipment or software may not commence until Government-provided or Government-funded training is complete. Contractor training is on a CR basis, exclusive of fee, once training is approved by the GPM and CO.

2.3. Quality Management.

- 2.3.1. Quality Management System.** Develop, document, implement, maintain, and continuously improve a comprehensive higher-level Quality Management System (QMS) that assures compliance with all requirements of this PWS, (see (Request for Proposal (RFP), Part I, Section E, Contract Clauses, 52.246-11, 52.246-4, and 52.246-5). Utilize and comply with the most current version of American National Standards Institute (ANSI)/International Organization for Standards (ISO)/American Society for Quality (ASQ) 9001 Quality Management Systems

Requirements, and Appendix G of this contract. Participate in Air Force Smart Operations (AFSO) 21 initiatives. The contractor may use ANSI/ISO/ASQ 9004, Quality Management Systems – Guidance for Performance Improvement, to facilitate continuous improvement efforts.

2.3.2. Performance Evaluation. Contractor performance outputs are subject to surveillance by Government Contracting Officer Representatives (CORs) to ensure compliance with this PWS.

2.3.3. COR Surveillance. At a minimum, the contractor shall allow CORs unrestricted access to work areas and data, provide support, and do not interfere with the CORs and other designated personnel in the performance of their official duties. Access shall be provided as soon as possible.

2.4. New Requirements.

2.4.1. System Relocation. The contractor shall plan and support the relocation of any associated mission-related equipment from currently occupied facilities to new facilities without downtime to existing operations. The contractor shall address, as part of the Relocation Plan (CDRL A017), schedule, reutilization, disposition, and decommissioning of the equipment located in the previously occupied facility.

2.4.1.1. Relocation Equipment. The contractor shall include all necessary parts, cabling, and equipment to support fully operational capabilities. The contractor shall notify the Government of any potential issues (service deliverables/warranty issues) for all required installation/ relocation/dismantle efforts. The equipment to support a relocation effort shall be provided on a CR basis, exclusive of fee.

2.4.1.2. Phases. The relocation process includes two phases of support (pre-relocation and execution) which, when combined, shall not exceed the scheduled completion date published in the Relocation Plan (CDRL A017) (excluding any delays that are beyond the control of the contractor).

2.5. AF Records Management. All contractor-generated records, documents, databases, other electronic media, and associated papers shall become Government property and will remain in place upon contract termination or completion. Records, documents, databases, other electronic media, and associated papers shall be available for Government review at all times. They shall be easy to locate, easy to read, and shall be kept current. Provide correspondence and reports using official formats approved by Government. Maintain records resulting from processes in this document IAW AFI 33-322, Records Management and Information Governance Programs located at <https://www.my.af.mil/gess-af61a/afirms/afirms/rims.cfm>. Coordinate with supporting records custodians for matters concerning records management and disposition.

2.5.1. Master Library. Establish and maintain a master library containing copies of, or electronic access to, all contractor prepared or acquired publications, manuals, Operating Instructions (OIs), special publications, agreements, leases, commercial publications, system/technical drawings, engineering drawings, schematics, as-built drawings, computer programs, computer program documentation, and training materials. Reproduce archived hard copies in digital format as required by CO. Maintain/archive copies of all test data. Assist external agencies in updating drawings for approved changes. Establish and implement a method of controlling master library items. Master library shall be located at approved Government Furnished Facilities (GFF). Establish and maintain a current list of all items in the Master Index IAW

CDRL A014. Establish and maintain a Technical Order Distribution Account (TODA) function under the host base Technical Order Distribution Office (TODO). Maintain technical publications sufficient to support deployments.

2.5.2. Functional Library. Establish and maintain a functional library at all work locations. Each functional library shall contain current publications, technical manuals, commercial manuals, contractor-generated plans/instructions, special publications, drawings, software documentation, and other data required to accomplish mission support. Establish and implement a method of controlling functional library items.

2.5.3. Libraries. The libraries shall be used by the incumbent and incoming contractors to accomplish a successful transition between contracts. The contents of the library are Government property and shall remain at the site at the end of the contract unless otherwise required by the CO. Incoming contractor shall use the contents of the library until updated and revised plans are submitted and approved by the CO to ensure continuity of O&M services.

2.6. Publications and Forms. Assume responsibility for, or establish where none exists, an up-to-date publications and forms library. Obtain the publications and forms necessary to meet the requirements of this PWS. Establish and maintain files for forms and publications. Research publications to ensure all performance outputs meet publication guidelines and specifications. AF publications and forms are located at <http://www.e-publishing.af.mil>.

2.7. Commercial Off-the-Shelf. The contractor shall provide commercial software to support this PWS requirements. The contractor shall forward the request to purchase any commercial software to the GPM and CO for approval. Software funded by the Government shall be considered Government property. Software charges shall be CR, exclusive of fee. Manage all Commercial off-the-shelf (COTS) and AF-unique software acquired by the AF IAW AFMAN 17-1203, Information Technology (IT) Asset Management (ITAM), Chapter 3. All data contained within automated information systems pertaining to contract performance shall be made available in a non-proprietary format upon contract performance completion or CO request. The contractor shall coordinate with third party software vendors for installation on Government network systems. The contractor shall evaluate commercially available computer systems IAW established Government performance parameters, AF directives and instructions, and the Air Force Evaluated/Approved Product List (AF E/APL). Contact the GPM or CO for validation as needed.

2.8. Data Management System (DMS).

2.8.1. Classified Data Management. The Government will provide a classified computer-aided DMS through Secure Internet Protocol Router (SIPR) and Joint Worldwide Intelligence Communications System (JWICS) networks at contract start. The contractor shall coordinate with the Government and obtain approval on the content and format of the classified data. The contractor shall continue to populate the system with all open work orders and requisitions. All data shall be accurate and updated within 48 hours of occurrence (unless otherwise specified), and all data shall be maintained for the life of the contract. The contractor shall provide remote system access to authorized Government users and provide quarterly DMS training on how to access and retrieve data based on user roles and permissions. The contractor shall provide the Government access to program management information through the DMS. The Government shall retain ownership of all records generated in the performance of this contract, and the data shall be provided to the Government in a format specified, upon request at the end of the contract.

- 2.8.2. Unclassified Data Management.** The contractor shall provide an unclassified computer-aided data management system through the government approved cloud-based collaboration site at contract start. The contractor shall coordinate with the Government and obtain approval on the content and format of the unclassified data. The contractor shall populate the system with all open work orders and requisitions no later than 30 days after contract start. The Government will provide this data at transition and update this data at the contract start. The contractor shall provide a fully populated and operational DMS within 30 days after contract start. All data shall be accurate and updated within 48 hours of occurrence (unless otherwise specified) as well as maintained for the life of the contract. The contractor shall provide remote system access to authorized Government users and provide quarterly DMS training on how to access and retrieve data based on user roles and permissions. The contractor shall provide the Government access to program management information through the DMS. The Government shall retain ownership of all records generated in the performance of this contract, and the data shall be provided to the Government in a format specified, upon request at the end of the contract.
- 2.8.3. Computerized Maintenance Management System.** The Government will provide access upon contract start for the approved Computerized Maintenance Management System (CMMS) (i.e., Microsoft Service Manager (MSM)). The contractor shall utilize this system to document, track and maintain all maintenance actions not tracked in Integrated Maintenance Data System (IMDS). The contractor shall routinely extract data to ensure the most up to date information is provided as a Maintenance Action Report IAW CDRL A009.
- 2.8.4. IMDS.** The Government will provide access for IMDS. The contractor shall utilize IMDS for all IMDS-coded equipment. The contractor shall make all required entries into IMDS and equipment forms for all IMDS coded equipment. The contractor shall support and participate on the Data Integrity Team for all IMDS-related actions. Maintenance actions shall be documented IAW Technical Order (TO) 00-20-1, Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures and MPTO 00-33A-1001. The contractor shall routinely extract data to ensure the most up to date information is provided as a Maintenance Action Report IAW CDRL A009.
- 2.8.5. Metrics.** Develop, maintain, and analyze metrics for assigned system requirements, and continually explore opportunities for process improvements; as a minimum meet or exceed metrics contained in the Service Delivery Summary. Provide the Government access to the metrics.
- 2.8.6. Compatibility.** Use software compatible with the AF standard, currently Microsoft Office. All contractor data exchange shall be via electronic means, unless prior CO approval is received for hard copy transmission. The Government will consider any cost-effective proposals submitted by the contractor detailing alternative and supplemental methods of data interchange
- 2.8.7. Historical Data.** The Government will provide available historical data IAW Appendix H. The contractor shall maintain historical data in the format provided by the Government in the DMS.
- 2.8.8. System Overview Familiarization/Demonstration.** Provide system overview familiarization/demonstration as needed. This familiarization/demonstration is provided to Government personnel as an introduction to SOC Enterprise systems and is typically in an informal/one-on-one environment, occurring approximately six times per month.

3. OPERATIONS & MAINTENANCE. Interface with third parties as applicable to establish and

maintain a System/Network/Circuit Information Guide for the entire architecture IAW CDRL A010. Perform operational checks on equipment and systems to verify all equipment is serviceable and able to support mission requirements. Work with mission owners within lines of demarcation/point of presence/responsibility point to affect prompt resolution of outages, service activations, etc. Maintain video quality, bandwidth utilization for command and control and video dissemination IAW this PWS, Section B. Equipment/Systems listed in Appendix O shall meet or exceed published Operational Availability (Ao) rates in Appendix M..

3.1. SATCOM Relay Site(s). The contractor shall provide organizational level O&M support for all assigned mobile and fixed satellite earth terminals, subsystems, ancillary equipment and supporting C4ISR systems within established demarcation points as listed in Appendix I to the levels listed in Appendix Q. Receive, setup, maintain, and relocate mobile satellite earth terminals and transportation platforms, components, and assemblies. Maintain, troubleshoot, and repair all earth terminal systems and equipment IAW applicable publications, directives, guidance, and TOs listed in Appendix C. Provide solutions to integrate Government requests and time compliance technical orders (TCTOs) to upgrade satellite earth terminals, subsystems, ancillary equipment, and supporting C4ISR systems. Facilitate between the RPA community and commercial satellite providers to actively identify, monitor, and resolve satellite interference. Make carrier wave adjustments and optimized configurations for both receive and transmit signals. Utilize and support emerging technologies to sustain and enhance operations; e.g., ArcLight for IP-based operations, Spectrum Monitoring System (Monics), and Command Console. Provide notification, within 15 minutes (immediate for live operations), to designated Operation Centers/Cells for the following events: hardware failures, unscheduled maintenance activities, lost link condition, power failures, heavy local weather affecting signal strength, moving communication patches linked to Ground Control Stations (GCSs) between threads/satellite, and other issues that can have immediate impact on on-going missions. Report the events IAW CDRL A009, Maintenance Actions Report. Perform validation and verification for organizational-level TCTOs as required.

3.1.1. ArcLight. The contractor shall assist in organizational level tier 0/1 support for the ArcLight and associated equipment.

3.1.2. SATCOM Remote Video Terminal. The contractor shall provide organizational level O&M and tier 0/1 support for the SATCOM Remote Video Terminal (SRVT) and associated equipment.

3.1.3. Levels of Repair for RPA SATCOM Relay Site-Associated Equipment. The contractor shall provide the appropriate level of repair as defined below:

3.1.3.1. Organizational-Level Maintenance. Maintenance normally performed by an operating unit on a day-to-day basis in support of its own operations. The organizational-level maintenance mission is to maintain assigned equipment in a full mission-capable status while continually improving the process. Organizational-level maintenance can be grouped under categories of "inspections", "servicing", "handling", and "preventive maintenance".

3.1.4. SATCOM Relay Site Operations and Maintenance. The SATCOM Relay Site operations provide critical connectivity using satellite and networking resources. The contractor shall provide all personnel, supervision, management, and other services necessary to support, operate, maintain, configure, and repair C4ISR systems, equipment, and circuits supporting missions IAW Appendix K. The contractor shall establish, obtain, and maintain spares for equipment and systems IAW CDRL A006, Life-Cycle Management Report. RPA SATCOM Relay Sites require 24/7 on-site coverage. Operational direction shall be accepted for satellite

earth terminal configurations only from approved designated SOCS. Maintain, troubleshoot, and repair all circuits/equipment IAW Appendix C. The contractor shall verify all equipment is serviceable to support mission requirements. The contractor shall identify any Single Point of Failure concerns/issues IAW CDRL A008, Maintenance Control Plan

3.1.4.1. SATCOM Relay Site Reporting. The contractor shall report, at a minimum, the following events listed in subparagraphs below to the PAROC via secure communications IAW Section B, Paragraph 1.5, Service Summary Table. Events initiated by notification from the PAROC do not require an initial report from the SATCOM Relay Site. Generate after action report upon resolution of an event IAW COMSPOT/Communications Status (COMSTAT) protocols via SIPR email to 432 Wg, PAROC, AMIC, and 732 OG distant-end Government sites.

3.1.4.1.1. Hardware failures and/or unscheduled maintenance activities affecting missions.

3.1.4.1.2. All lost link conditions due to equipment malfunction at the RPA SATCOM Relay Site.

3.1.4.1.3. All power failures affecting site operations to include transferring site to or from backup generator power.

3.1.4.1.4. Local weather causing significant disruption to satellite system transmit/receive signal strength. PAROC weather personnel will assist with assessing weather severity and duration of the disruption to the SATCOM Relay Site and all GCSs.

3.1.4.1.5. Signal anomalies/interference that impact communications links. Report all suspected or observed Electromagnetic Interference (EMI) incidents IAW AFI 17-221, Spectrum Interference Resolution Program. Also, report all suspected or observed satellite interference IAW PAROC, and 9 AW policies. Reported interference may require subsequent measurements and status reports.

3.1.4.1.6. Other issues within the control of the SATCOM Relay Site personnel that have immediate impact to on-going MQ-9 and RQ-4 missions.

3.1.4.1.7. Emergency Generators and UPS. The contractor shall create Standard Operating Procedures (SOP) IAW CDRL A016.

3.2. SOC Systems and Software Applications.

3.2.1. Operations. The contractor shall operate, maintain, install and integrate computer systems and software applications, connection of peripherals, and the installation and removal of user software to support the RPA-SOC mission planning software (e.g., Microsoft Office, IWS/mIRC Chat, Intelink, and TACSIT.). Computer systems and software applications are installed with updated configurations.

3.2.2. System Administration. The contractor shall perform system administration of RPA-SOC databases and software. The contractor shall analyze, troubleshoot and maintain RPA-SOC

computer and network systems including troubleshooting LAN/WAN communications, firewalls, operations support for Microsoft Windows operating systems, and networks at classification levels of : Top Secret/Sensitive Compartmented Information (TS/SCI) and Secret and Unclassified not supported by the local base communications.

- 3.2.3. Intelligence System Support/ Multi-Int Analysis Archive System (MAAS).** Provide administration and maintenance support for RPA-SOC systems, applications, end user devices and minimal server and database archive support. Update and monitor application performance, troubleshoot errors and issues and ensure availability and stability of the MAAS environment to include ClearCom and FMV connectivity. The contractor shall be proactive and review logs daily to mitigate degradation of services and maintain a logbook for continuity of operations and knowledge transfer. Provide data management for end user devices, and server and database archive support as needed.
- 3.2.4. Troubleshooting.** The contractor shall troubleshoot connectivity issues for both C2 and mission equipment between the various nodes of the RPA-SOC enterprise system at classification levels of: Top Secret/Sensitive Compartmented Information (SCI), Secret and Unclassified not supported by the local base communications. System components (hardware, software, and networks) are managed and maintained (including COTS license and warranty renewals) to support performance thresholds. The components shall be replaced prior to becoming obsolete or non- supportable unless the Government determines otherwise.
- 3.2.5. System Protection.** The contractor shall use Air Force, National Guard Bureau (NGB), and Air Force Special Operations Command-approved electronic combat procedures and computer crime protocols to protect equipment, software, and data before, during, and after crimes, viruses, and attacks. The contractor shall initiate protective or corrective measures in response to security incidents and shall conduct periodic reviews to ensure compliance. The contractor shall support the Government in management of COTS license and warranty renewal schedules to maintain the systems operational capability
- 3.2.6. Cyber Awareness.** The contractor shall promote user awareness concerning unauthorized or illegal use of computer hardware or software. The contractor shall work with the appropriate government Computer Systems Security Officer (CSSO) to ensure users do not use shareware or public domain software. The Authorizing Official approves software such products and after the CSSO ensures the products are free of viruses, hidden defects, and/or copyright infringements.
- 3.2.7. Network Security.** The contractor shall provide network security services and implement software patches and security fixes to meet Enterprise Network Operations Security Center and daily Air Force Computer Emergency Response Team requirements as required. The contractor shall also test and validate that all systems have the proper operation and configuration and appropriate patches and fixes, as required, prior to installing any device to the network. Implement and maintain controls to prevent unauthorized access to all network systems IAW AFI 17-130, *Cybersecurity Program Management*.
- 3.2.7.1. Information System Security Officer (ISSO).** The contractor will serve as ISSO IAW AFI 17-101. The ISSO is responsible for ensuring the appropriate operational security posture is maintained for the assigned IT. The contractor shall perform the following activities related to maintaining situational awareness and initiating actions to improve or restore cybersecurity posture:
- 3.2.7.1.1.** Implement and enforce all AF cybersecurity policies, procedures, and

countermeasures.

- 3.2.7.1.2.** Complete and maintains required cybersecurity certification IAW AFMAN 17-1303. Individuals in this position must be U.S. citizens.
- 3.2.7.1.3.** Ensure all users have the requisite security clearances and need-to-know, complete annual cybersecurity training, and are aware of their responsibilities before being granted access to the IT according to AFMAN 17-1301.
- 3.2.7.1.4.** Maintain all authorized user access control documentation IAW the applicable AF Records Information Management System.
- 3.2.7.1.5.** Ensure software, hardware, and firmware complies with appropriate security configuration guidelines (e.g., security technical implementation guides /security requirement guides).
- 3.2.7.1.6.** Ensure proper configuration management procedures are followed prior to implementation and contingent upon necessary approval. Coordinate changes or modifications with the system-level ISSM, SCA, and/or the Wing Cybersecurity office and to the CO and GPM
- 3.2.7.1.7.** Initiate protective or corrective measures, in coordination with the ISSM, when a security incident or vulnerability is discovered.
- 3.2.7.1.8.** Report security incidents or vulnerabilities to the system-level ISSM, wing cybersecurity office according to AFI 17-203, Cyber Incident Handling and to the CO and GPM
- 3.2.7.1.9.** Initiate exceptions, deviations, or waivers to cybersecurity requirements.

3.2.8. Email and Databases. The contractor shall assist in the setup and maintenance of RPA-SOC email and database servers (e.g., NIPRNET, SIPRNET and JWICS) to the extent permitted by local base communication guidance. The contractor shall assist the Government to, assign, modify, and delete passwords and user privileges in accordance with Air Force and local base communications guidance for identification and authentication. The contractor shall ensure email services for identified personnel are submitted to the Communications Squadron within 2 hours, and for password resets, requests are submitted in less than 30 minutes.

3.2.9. Long-Haul Communications. The contractor shall maintain, operate, configure, manage, install, and troubleshoot equipment and networks to support long-haul communications requirements to sustain operations, video distribution, and access to distribution mission crew concepts operations across the system enterprise. The contractor shall interface directly with Air Force, National Guard Bureau (NGB), and other contractor communications maintenance personnel for the Ground Control Station (GCS) and long-haul communications support.

3.2.10. Network Administration. The contractor will ensure proper configuration of network equipment to include but not limited to routers, switches, firewalls, crypto and other communications equipment necessary for the successful operation of the system enterprise. This includes moderate level of troubleshooting and maintenance of Audio MLS. The Contractor shall interface directly with Air Force, DoD, and other contractor communication maintenance personnel for the GCS, Video Distribution Hub and long-haul communication support for

system enterprise connectivity. The contractor shall comply with DoD, AF, and IC computer/network security protocols and advise the appropriate IA Officer whenever unauthorized hardware/software is detected on supported equipment IAW applicable IA publications in Appendix C.

- 3.2.11. Video Streaming and Distribution.** The contractor shall maintain, configure, operate, manage, install and troubleshoot equipment and networks to support the Video Distribution Hub. The contractor shall sustain equipment configurations and video dissemination services. The contractor shall be responsible for providing redline corrections to drawings of the video architecture when changes occur with local and distant-end connectivity. Drawing updates are to be sent to the 577th SWES network engineer.
- 3.2.12. Interfaces.** The contractor shall maintain the RPA-SOC to GCS interface requirements. This includes, but is not limited to: providing maintenance support for all RPA-SOC to GCSs and its subsystems, and technical solutions/recommendations to integrate government requests to upgrade RPA-SOC to GCS systems. The contractor is not responsible for GCS operations and maintenance except for AFSOC. The contractor is responsible for operating and maintaining all C2ISR systems and infrastructure interfacing or supporting RPA-SOC to GCS operations within established demarcation points in Appendix I.
- 3.2.13. Intercom System.** Covers support to the system telecommunication intercom system. This includes but is not limited to Voice over Internet Protocol (VOIP), VO Secure IP, intercom system, and local intercom access to the AF Distributed Common Ground System Ground Station Crew Communications System, Secure Terminal Equipment, and commercial phones.
- 3.2.14. Host Processes.**
- 3.2.14.1.** Adhere to host organizations' processes and measures to ensure the confidentiality, availability, and integrity of classified and sensitive information processed by, stored in, and moved through the systems and applications.
 - 3.2.14.2.** The host will provide necessary resources required for the contractor to perform duties, including telephone, network access, accounts, software, supplies and support.
 - 3.2.14.3.** The government host will allow the contractor to utilize the government network to connect to the contractor's sites network to perform duties under the contract as long as it does not introduce cyber vulnerabilities and is no additional cost to the government.
- 3.2.15. Maintenance Support.** System components (hardware, software, and networks) shall be managed and maintained to support performance thresholds as stated in the Service Summary.. The contractor shall monitor hardware and software systems for failures. Additional maintenance management support requirements, addressed in MPTO 00-33A-1001, General Cyberspace Support Activities Management Procedures and Practice Requirements, will be coordinated between the designated unit representative and the contractor's on-site lead. This information shall be included as part of CDRL A008, Maintenance Control Plan, and a courtesy copy will be provided to the GPM and the COR for documentation.
- 3.2.16. System Deficiencies.** The contractor shall identify and report system status to include any infrastructure or system deficiencies and provide recommended solutions to the government (CDRL A018, System Reporting).

- 3.2.17. Risk Management Framework.** The contractor shall provide expertise for DoD information technology programs to address life cycle security from inception of the program through accreditation, and obsolescence. The contractor shall review and provide documentation required for the application, system, network, and site RMF process. The contractor shall perform assessments including IA assessments of proposed and existing systems. The contractor shall identify and assess security requirements and deficiencies suggesting risk mitigation strategies IAW Government policy and procedures in applications, systems, and switching, transmission and signaling networks. The contractor shall provide technical services to conduct system accreditation IAW AFI 17-101, Risk Management Framework (RMF) for Air Force Information Technology. AFCAP and comply with NIST 800-53 (AC-5 and AC-6(2)). The contractor shall conduct reviews and provide recommendations for resolution of inconsistencies within existing DoD RMF policies and procedures. The contract shall support the implementation and compliance of DoD, NIST and AF RMF standards. The contractor shall assist in the compliance inspection process to ensure the established accreditation baseline is maintained. This requirement also includes a validation process to ensure that corrections to the security baseline are implemented and enhance the security posture.
- 3.2.18. Training.** Where required, the contractor shall use the syllabi attached in Appendix T as a guide for OJT respective to the associated Air Force Specialty Code (AFSC) of the military personnel being trained. Any required updates to the syllabi in Appendix T shall be redlined and provided to the GPM, CO, designated unit representative, COR, 577th SWES, and RPA-SOC SPO to ensure it is always up to date. To the extent possible, the contractor shall ensure the full list of items in the syllabi is addressed and marked-off when completed. The intent is that the trainee is familiar with routine operations and troubleshooting measures and that normal operation is maintained. Priority shall always be given to mission operations. The contractor shall also assist on skills short-fall to aid in scheduling of training for Air Force personnel. Training requiring the use of RPA-SOC equipment shall be incorporated into the monthly schedule and coordinated by the designated unit representative COTR and contractor representative. Completion of training at each site shall be included in the Progress, Status and Management Report IAW CDRL A003.
- 3.2.19. Plans, Scheduling and Documentation.** The contractor shall perform planning, scheduling, and complete documentation functions in conjunction with the on-site Air Force personnel. This includes but is not limited to: scheduling RPA-SOC activities, review of applicable directives, publications, hardware/software configuration change documentation, and Time Compliance Technical Orders (TCTO). Additionally, the contractor shall provide feedback to the Government on schedule impacts, inadequate documentation, and testing as directed by the Government. The contractor shall conduct analyses for recommending improvements and developing concepts of operations and standard operating procedures to enhance mission effectiveness. At least 24 hours in advance, the senior contractor employee will be briefed, or provided access to documentation of all changes to the hardware and software systems covered by this contract. This however does not apply to changes made during failure recovery actions.
- 3.2.20. Users' Guide.** The contractor shall create, support and maintain SOC-E Users' Guides IAW CDRL A016, identifying all networks and network interfaces, hardware specifications, software configurations, system and root passwords, and detail system administration functions. The contractor shall update the Users' Guides when changes to the equipment or operating procedures are required. The Users' Guide shall be considered government property and will be accessible for immediate reference to by either government or contractor personnel.

- 3.2.21. Configuration Management.** The contractor shall support Configuration Management (CM) processes pursuant to the requirements of the local supported unit, to include the site Configuration Management Plan, CDRL A011, covering system hardware and software configuration control and management. The contractor shall also follow the RPA-SOC Program Office baseline Configuration Management Plan. The contractor shall report any conflicts between site CMP and SOC SPO baseline CMP. The contractor shall assist Air Force personnel in maintaining the currency and accuracy of site wiring, software and hardware configuration diagrams for SOC and provide updates according to the on-site CM Plan, and to the RPA-SOC Program Office (AFLCMC/WIIV) Configuration Management Plan.
- 3.2.22. Client Systems Support.** Perform client systems support for all SOC systems and equipment identified in Appendix O and to the level designated in Appendix C IAW MPTO 00-33A-1001, General Cyberspace Support Activities Management Procedures and Practice Requirements, AFMAN 17-1301, Computer Security (COMPUSEC), and AFI 17-130, Air Force Cybersecurity Program Management.
- 3.2.23. Technical Assistance.** Provide the following support to authorized external agencies to facilitate and sustain technical connections between RPA-SOC mission systems equipment and authorized external agency equipment. Advise requestor if physical connection is available. Provide connection information (example – pass IP address to an external agency that is authorized to connect their equipment to a 432 WG and PAROC server). Update permission authorizations on controlled systems (example – update 432 WG and PAROC server software permissions to allow connection from authorized external agency). Provide connections to authorized external agencies. Provide technical assistance to facilitate a connection and track IAW CDRL 009, Maintenance Actions Report. Install Government-approved configuration software to facilitate a connection.
- 3.2.24. Administrative Support Levels.** The contractor shall provide Systems Administrators or Network Administrators, “Full” or “Administrative” levels of installation, administration, troubleshooting, maintenance, and sustainment support for each type of system listed in Appendix O.
- 3.2.24.1. Full Support.** Full support includes installation, administration, and troubleshooting. The contractor shall accomplish all required installation tasks (to include physically mounting equipment elements on ceilings, wall, etc.). Support does not include modification of facilities (i.e., adding/removing walls or other building structural elements). The contractor shall exercise full control over user accounts and system operation IAW AFMAN 17-1303, Cybersecurity Workforce Improvement Program, Chapters 1, 2, 3, 4, and Table A2.1 and AFI 17-130, Chapter 3. The contractor shall provide the same level of troubleshooting assistance to users that the equipment/software manufacturer can provide.
- 3.2.24.2. Administrative Support.** Administrative support includes installation, cooperative administration, and troubleshooting. If support required exceeds the levels defined in this paragraph, the contractor shall advise the CO or GPM. The contractor shall connect and arrange supported equipment/install software, but shall not perform installation tasks (e.g., hang or mount equipment on ceilings or walls). The contractor shall coordinate with Government administrators to manage user accounts and system operation IAW AFI 17-130. The contractor shall provide troubleshooting assistance to the level of applicable equipment/software operations and maintenance manuals. The contractor shall coordinate

with the equipment/software manufacturer when assistance is required.

3.2.25. Circuit Support.

3.2.25.1. Circuit Support. Monitor, troubleshoot, configure, repair, and modify all communications systems/equipment and RPA SATCOM Relay Site-circuitry supporting connections between GCSs, SOCs, PAROC, RPA SATCOM Relay Sites, VDH, and Defense Information Systems Agency (DISA) Unified Video Dissemination System (UVDS) nodes within established demarcation points. Provide connectivity support to external agencies as requested to support mission requirements. Coordinate with Government and third party contractor personnel and troubleshoot problems that span the integrated Command, Control, Communications, Computer, and Intelligence (C4I) network. Develop and submit Telecommunications Service Requests (TSRs) to appropriate agencies when changes to existing service is required or when new service is required. Reconfigure circuits to support mission requirements, tests, and special projects. Maintain, troubleshoot, and repair SATCOM Relay Site circuits/equipment IAW applicable Commercial off-the-shelf (COTS) publications, directives, TOs, OIs, and COTS service manuals. Via email or telephone communication, provide GPM, CORs and mission owners with the following: Communications Posture (COMSPOT), Communications Critical Incident (CCI), and PAROC daily reports that include Authorized Service Interruption (ASI) schedules. Coordinate any required changes with the PAROC and/or 9 RW NOC prior to moving GCSs to a new thread/satellite terminal. Maintain an immediate response time for all -SOC Enterprise related SATCOM Relay Site outages.

3.2.25.2. Reconfiguration. Reconfigure circuits to support mission requirements, tests, and special projects.

3.3. Video Teleconferencing System. The contractor shall support and maintain Video Teleconferencing System (VTC) facilities assigned to each SOC listed in this PWS. Provide standby support during scheduled teleconference sessions. Document and maintain system configuration and distribute reports IAW System/Network/Circuit Information Guide, IAW CDRL A010. System Configuration includes technical organizational level support (including coordination with DISA for troubleshooting) for up to Top Secret clearance with Sensitive Compartmented Information (TS/SCI)-capable VTC Suite in the locations listed in Appendix E of this PWS. Perform preventive maintenance and maintain the video compression and teleconferencing equipment IAW approved Maintenance Control Plan, CDRL A008 as well as applicable commercial/technical manuals.

3.4. Cable System. The contractor shall provide technical services to advise/assist in the maintenance of the internal copper and fiber optical cable system(s). The contractor shall maintain all building internal communications cable supporting RPA-SOC mission systems and terminal equipment supporting communications between video distribution units, video switchers, video monitors, multiplexers, channel banks, fiber distribution panels, power supplies, terminal blocks, circuit cards, cabling, fuses, filters, equipment shelves, and equipment racks.

3.5. Telephone Services. The contractor shall maintain the telephone sets and associated internal building communications cabling that support the RPA-SOC mission up to the building demarcation point for the facilities listed in Appendix E. Telephone issues beyond the building demarcation point or requests for new service shall be submitted to the owning communications squadron(s).

3.6. Engineering Support. The contractor shall support emerging technologies, and conduct engineering and analysis studies to enhance RPA-SOC system, infrastructure, and mission. Submit Technical

Report – Study/Services IAW CDRL A004. The contractor shall conduct engineering, scientific analysis, and test/evaluation studies and practical experiments to facilitate the development and improvement of hardware, software, networking, and communications systems related to the RPA-SOC program. Submit Engineering and Analysis Scientific Study Report IAW CDRL A007. All documentation and data obtained from studies and experiments shall be the property of the Government. All documentation and data shall be nonproprietary. The contractor shall obtain GPM or CO approval prior to implementation of hardware, software, networking, and communications systems improvements derived from engineering, scientific analysis, and test/evaluation studies.

3.7. System Testing. The contractor shall submit a proposed test plan for hardware and software integration, upgrade, and configuration changes to the Government for approval. Adhere to test procedures provided in Government-approved test plans. Provide written test reports in Government-approved format. All documentation and data obtained from studies and testing become the property of the Government. All documentation and data shall be nonproprietary.

3.8. Contingency Action Plan. Contractor shall develop and submit contingency plan for RPA-SOC operations IAW CDRL A005, Contractor Contingency Plan, and RPA ACN NMP Continuation of Operations Plan (COOP).

3.8.1. Emergency Action Plan. Develop an emergency action plan (Standard Operating Procedure) IAW CDRL A016.

3.8.2. Maintenance Control Plan (MCP). Develop, implement, and maintain a comprehensive MCP IAW CDRL A008.

3.9. Ground Control Stations. Provide organizational maintenance support of the AFSOC GCSs. . Support the GCSs that represent the primary weapons system and mission control segment of the RPA Operations Center’s functional system. This support includes functional system integration and support; weapons system maintenance management; supply support; Command, Control, Communications, Computer, Intelligence, Surveillance and Reconnaissance Systems (C4ISR); local configuration management, and Environmental, Safety, and Health (ES&H) Program.

3.9.1. Operations and Maintenance GCS. Provide organizational level maintenance support for AFSOC GCSs and subsystems meeting RPA Operational Readiness Requirements and report data daily IAW CDRL A018, Systems Reporting and monthly IAW CDRL A003, Monthly Maintenance Report. Support AFSOC Operational Assessments (OA) at designated deployed locations as required, to support SOF missions. Design, test and implement technical solutions to integrate new technologies. Conduct Operational assessments encompass OEM and specialized SW testing of the multiple Programs of Record (PoR’s) that are integrated into the SOF RPA cockpit. All OA conducted in concert with the Government to ensure continuous, uninterrupted mission support for real-world combat missions. Continually support current and future GCS Block integrations and de-integrations and converts GCSs from mobile to fixed as needed for GCSs to meet mission requirements. Maintain all SOF capabilities and configurations.

3.9.2. RPA GCS Simulator Aircrew Trainer and Network Support. The contractor will be responsible for physically connecting and maintaining aircrew trainer (Simulator) network connectivity to include: SOF-Peculiar peripheral equipment not associated with baseline simulator, tactical situational awareness and administrative electronic systems, mission execution software (classified and unclassified networks), and associated hardware. The contractor will not be responsible for the overall functionality of aircrew trainer (simulator)

except for what is stated above.

3.9.2.1. RPA GCS Simulator Aircrew Trainer Peripherals. The contractor will be responsible to modify form-fit-function of aircrew trainer (simulator) to facilitate the replication of GCS SOF-Peculiar peripherals.

3.9.3. Reach Back Facilities. Coordinate with government or other contractors supporting the RPA Reach Back facility when necessary to resolve issues in support of AFSOC deployed operations.

4. Install/Warehouse Operations.

4.1. Warehousing. The contractor shall provide warehousing of the procured materials. The government will accept ownership of the materials once received into the ALMSS COTS Module and invoices submitted to Intelink for Wide Area Workflow (WAWF) payment.

4.1.1. The warehouse will provide an inventory upon request in excel format of all assets housed in the warehouse. This inventory will also notate the number of spares available of each item and the number of reserved per each project.

4.1.2. The contractor will kit by site and for each sustainment kit. Sustainment kit ship lists will be provided by 577 Engineering.

4.1.3. The contractor will determine a recommended sparing pool, in concert with the government Material Manager, that will be approved by 577th Engineering and maintain adequate spares.

4.1.4. The contractor shall inspect incoming equipment for proper working functionality; to ensure all equipment under going functionality check is in condition code B. Once the assets passes functional inspection, it will be placed into condition code A.

4.2. Warehouse Specifications.

4.2.1. Minimum Dimension

4.2.1.1. 2000 square feet of office floor space.

4.2.1.2. 13,650 square feet of warehouse floor space.

4.2.1.3. 354,900 cubic feet of warehouse space usable for storing equipment and hardware.

4.2.1.4. 5000 square feet of staging floor space suitable for staging and kitting of equipment.

4.2.1.5. 750 square feet of product testing.

4.2.1.6. Dock Doors. Supply a warehouse with dock heights of a minimum of 46 inches from driveway surface. Dock doors shall be at least 9 feet high and 8 foot wide to accommodate pallets and loading equipment.

4.2.1.6.1. Warehouse dock doors shall be roll-type vertically sliding doors and will open or close manual or electric.

4.2.1.6.2. Warehouse docks shall have dock pads on outer portion of loading dock.

4.2.1.6.3. Docks shall be located in an easily accessible location to accommodate large trucks.

4.2.1.6.4. The contractor shall adjust receiving and shipping docks as volume and shipment size dictate.

4.3. Shelving and Storage.

4.3.1. Contractor shall evaluate the requirement for adequate shelving/pallet storage that ensures proper protection of warehouse items. This evaluation shall outline the height of ceiling, shelving type and size, along with empty floor space for storing large pallet items.

4.3.1.1. Weight on shelving shall not exceed 75% to 80% of the designed capacity.

4.3.1.2. Shelving shall be arranged in a configuration that will allow clear and unobstructed access to exits.

4.3.1.3. Shelving shall be arranged to accommodate projected warehouse machines (e.g., pallet jacks, forklifts and scissor lift).

4.3.1.4. Shelving shall be arranged to accommodate lighting and electrical access.

4.3.1.5. Shelving shall be marked in a manner that items can be easily and quickly located.

4.4. Security.

4.4.1. Contractor shall evaluate the security requirement and establish access control procedures into the warehouse and identifies all personnel authorized access clearance to the warehouse.

4.4.2. Warehouse doors shall have locks and access codes, and windows shall be secured to prevent unauthorized access.

4.4.3. Windows, if any, shall be blocked with blinds or other material to prevent outside viewing of warehouse.

4.5. Flooring.

4.5.1. Ensure the warehouse flooring is concrete slab with a dust coating of paint and/or sealant. Tile is also acceptable.

4.5.2. Contractor shall ensure floor covering will accommodate size and weight of items stored and warehouse equipment used.

4.5.3. The warehouse's floor shall be rated to carry the maximum load of both item traffic and storage.

4.6. Fire Protection.

4.6.1. The Contractor shall keep warehouse space clean, organized and free from obstruction.

4.6.2. The Contractor personnel shall comply with current federal, state, local, Department of Defense (DoD), and Air Force regulations, plans, and policies including all applicable parts of

the Air Force Occupational Safety and Health Standard (AFOSH) and United States Department of Labor Occupational Safety and Health Administration (OSHA).

- 4.6.2.1. The Contractor's inspection records shall be kept throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract. Upon request, the Contractor shall immediately make these records available to the Government.

4.7. Major Tasks for Warehousing.

4.7.1. Distribution Services. Support shall consist of:

- 4.7.1.1. Offloading and receiving/inspection of inbound hardware and software delivered to warehouse from contractors, sub-contractors or supported sites/units under this contract, within five business days of delivery.
- 4.7.1.2. Receiving, condition code tagging, and inspecting of all material in the applicable warehouses.
- 4.7.1.3. Verifying material against documentation, processing material received, and processing receipt transactions in the ALMSS COTS Module as a data management system within five business days of delivery.
- 4.7.1.4. Condition Code tagging shall follow policies laid out in MIL-STD-129R MILITARY MARKING FOR SHIPMENT AND STORAGE (5.10.21 Materiel condition marking).
- 4.7.1.5. Inspection shall follow procedures found in: AFI 23-101 Section 5C Physical Asset Management and DFARS 246.4 Government contract quality assurance.
- 4.7.1.6. Issuing material from stock.
- 4.7.1.7. Loading outbound freight/cargo.
- 4.7.1.8. Deliver supply documentation between supply buildings and applicable consignees and provide a copy to the Material Manager.
- 4.7.1.9. The Contractor shall provide expedited shipping to include overnight shipping, only with the written approval of the government PM or PM's designee, and input tracking information into the ALMSS COTS Module within 1 business day.

- 4.7.2. **Housekeeping.** The Contractor shall be responsible for maintaining the cleanliness of all assigned spaces/buildings.

- 4.7.3. **Project Management.** The Contractor shall have the Project Manager/Site Lead or other competent supervisor on the work site at all times during the prime shift. The Contractor shall provide the COR, in writing, points of contact that meet this qualification for warehousing and during installs. The listing must include the name, address, and telephone number of the person or persons who may act for the Contractor in the absence of the Project Manager.

- 4.7.4. **Government Owned Property.** The Contractor shall agree that any and all equipment, machines etc. proposed by the contractor for warehouse transition costs shall be the property of the Government, unless specifically documented that any items are covered in Contractors

overhead (G&A) within contract proposal.

4.7.5. Receiving/Inspection. At installation locations, offloading and receiving/inspection of delivered inbound hardware and software shipped from the warehouse, contractors, sub-contractors/vendors, or other sites, will be the responsibility of Government personnel at the installation locations. However, when requested by the Government, the contractor shall support the offloading and receiving/inspection of delivered inbound hardware and software shipped from the warehouse, contractors, sub-contractors/vendors, or other sites, at installation locations.

4.8. Inventory Management and Control.

4.8.1. Automated Logistics Management Support System (ALMSS). Contractor shall utilize the ALMSS COTS Module Inventory Control System (unless directed otherwise by the Government) as the accountable property system of record to track, analyze, store and account for all warehoused equipment. Full Inventory must be entered in the ALMSS COTS Module by the Contractor semi- annually in accordance with AFI 23-101 and DLM 4000.25 Volume 2, DEFENSE LOGISTICS MANAGEMENT STANDARDS “SUPPLY STANDARDS AND PROCEDURES”. Contractor shall provide Security of information with controlled access that is instantly available. The contractor shall be able to complete the following:

- 4.8.1.1. Manage inventory at warehouse
- 4.8.1.2. Track inventory by location (site), serial number, or pallet.
- 4.8.1.3. Run inventory report by warehouse location (site).
- 4.8.1.4. Provide any deltas between the ALMSS COTS Module and any other data management system monthly to the Material Manager.
- 4.8.1.5. Track when items arrive and leave the warehouse.
- 4.8.1.6. Check items in and out to customers and or employees.
- 4.8.1.7. Provide the capabilities to print barcode labels for shipping, products or location tags.
- 4.8.1.8. Create, customize, and print barcode and data labels with integrated labeling software.
- 4.8.1.9. Attach labels to items, sites, locations, or documents.
- 4.8.1.10. Customize reports to meet Government needs.
- 4.8.1.11. DD Form 1149 and Form 1349-1A shall be used as the requisition and invoice/shipping document and signed by the Program Manager or designee.
- 4.8.1.12. View critical count levels, including total available, in transit, checked out, in stock, on order, and committed.
- 4.8.1.13. Quickly perform audits with a mobile computer to ensure 98% accuracy.
- 4.8.1.14. Easily conduct weekly/monthly/quarterly cycle counts.

4.8.1.15. Use a scanner to add new inventory for existing inventory items.

4.8.1.16. Attach images or files to inventory records for easy access.

4.9. Kitting.

4.9.1. Kitting requirements involve the packaging of hardware and software necessary for site technical refreshes and new installs into site-specific kits for shipping to a site. Provide kitting requirements that are identified for each project but a standardized process that will ensure the correct kits are built and shipped in an efficient and effective manner while maintaining inventory data integrity.

4.9.2. Kitting shall be completed for the build out equipment as well.

4.10. Engineering Services.

4.10.1. The contractor shall provide engineering expertise that will enable the contractor provide diagrams, configuration documentation, technical evaluation of the COTS solution, and compatibility of hardware and software solutions. Engineering expertise shall be available to support field troubleshooting issues as requested.

4.10.2. The contractor will review and submit comments on drawings provided within 30 calendar days of receipt of drawings and draft drawings to 577th CM.

4.10.3. The contractor shall provide redlines and a consumable list to the Program Integration Office (PIO) within 20 business days of initial drawing review/delivery.

4.10.4. The contractor will provide engineering support to the 577th help desk and DET3 in resolving DR's and AF Form107's that are received from the field. This support is limited to the systems installed by the contractor. The contractor will provide site equipment lists in Xacta format to include serial numbers to 577th and site cyber personnel.

4.11. Installation.

4.11.1. The contractor shall install all hardware and equipment that supports the hardware such as server racks at the RPA SOC location. Within 60 days after contract award, the contractor shall be able to support installation at 2 RPA SOC sites with up to 50% schedule overlap at any instance of time.

4.11.1.1. The Contractor shall provide installers with the capability to conduct hardware/software fielding requirements and accountability.

4.11.1.2. The Contractor shall ensure all applicable supply documentation is completed and signed by applicable consignees and provide a copy to the Material Manager.

4.11.1.3. Site drawings will be provided by 577th SWES Configuration Manager 60 days prior to beginning of SOC installation (Phase 1) and 2 weeks prior to firewall, GCS Mods, triages or any other smaller install.

4.11.1.4. The contractor shall only use drawings and documents which are provided from the CM data repository managed by the 577th SWES Configuration Manager. Any use of other documents will require an approving verification email from a CM team member or the

COR.

- 4.11.1.5.** The contractor shall provide redlines and a consumable list to the PIO within 20 business days of initial drawing review/delivery.
- 4.11.1.6.** Any and all changes from the Engineering and Installation documentation package and drawings must be approved by the 577th SWES Engineering Team.
- 4.11.1.7.** The Contractor shall provide deployment of equipment support as necessary. Efforts will include site surveys and preparation, equipment setup, technical support/troubleshooting, and failure analysis. Troubleshooting does include all hardware configurations. In addition, this support shall also encompass integration, demonstrations, and testing.
- 4.11.1.8.** The Contractor shall provide the ability and skillsets to accomplish the following during an installation:
 - 4.11.1.8.1.** Cabling and labeling installation.
 - 4.11.1.8.2.** Hardware Installation.
 - 4.11.1.8.3.** SOC modifications for GCS installations.
 - 4.11.1.8.4.** Testing of hardware.
 - 4.11.1.8.5.** Troubleshooting and resolving hardware and software configuration issues
- 4.11.1.9.** Installation and associated tasks include but not limited to:
 - 4.11.1.9.1.** RPA SOC system hardware needed for the installation.
 - 4.11.1.9.2.** All system cabling.
 - 4.11.1.9.3.** All system labeling.
 - 4.11.1.9.4.** Grounding within racks.
 - 4.11.1.9.5.** Power connections within racks.
 - 4.11.1.9.6.** System firmware.
 - 4.11.1.9.7.** BIOS.
 - 4.11.1.9.8.** Network device installation to include but not be limited to:
 - 4.11.1.9.8.1.** Switches
 - 4.11.1.9.8.2.** Routers
 - 4.11.1.9.8.3.** Firewalls
 - 4.11.1.9.8.4.** ACN

- 4.11.1.9.8.5. Video Distribution Systems
- 4.11.1.9.8.6. Audio systems and components
- 4.11.1.9.8.7. SOC modifications for GCS installations
- 4.11.1.9.8.8. Phone systems
- 4.11.1.9.9. System Testing
- 4.11.1.9.10. Integration Testing
- 4.11.1.9.11. Troubleshooting Support for Operational Testing Support.
- 4.11.1.9.12. Test reports shall be provided for all testing events the contractor support.

5. SOC-Enterprise Services (ES)/Helpdesk Operations.

5.1.1. 5.1. SOC-ES/Helpdesk Roles and Responsibilities: The following details the contractor's roles and responsibilities: **Aircraft Control Network (ACN):** The ACN is the global architecture providing command link and return link for operations. The contractor will be responsible for configuring, maintaining, 24/7/365 monitoring, backing up, and troubleshooting all three enclaves of the ACN including transport (aka black/cypher text side), SECRET enclave, and Training/Unclass enclave. The following applies to all three enclaves.

5.1.1.1. Maintain Network Management System (NMS) Server for real-time network performance monitoring to include but not limited to up/down status, bandwidth utilization, packet delay variation (jitter), latency, packet loss, errors, quality of service monitoring, CPU utilization, memory utilization and in-depth analyses.

5.1.1.1.1. Incorporate network manager modules to manage or control specific functions of components or systems. Government approved Network Performance Monitor (NPM) provides network health and situational awareness of the network.

5.1.1.1.2. Provide event correlation, performance management, fault management, incident management (logging), and situational awareness via a common operating picture.

5.1.1.1.3. Utilize the Simple Network Management Protocol (SNMP) standard to collect traps from all SNMP capable devices (routers, switches, firewalls, CTPs, etc..), collect get-requests from the network agent (device) or send set-requests (polling) from the manager (NMS).

5.1.1.1.4. Enable and monitor real time traffic analyzer (NetFlow) traffic on capable devices..

5.1.1.1.5. Weekly backup all network devices (switches, routers, firewalls, CTPs, etc.) configurations. Review configurations for any unauthorized configuration changes and report any anomalies to cyber security immediately.

5.1.1.2. Network topology mapping of all critical network devices (i.e., routers, switches, CTPs, etc.). Remote read only access via a web interface will be provided to SOCs, Relay Site

facilities, and outside agencies.

5.1.1.2.1. Real-time view of the status of circuit connections between devices.

5.1.1.2.2. Real-time view of the status of computer and network devices.

5.1.1.2.3. Visual notifications of changes in network status based on faults or established performance thresholds.

5.1.1.3. Support and maintain an Authorization, Access, and Accountability (AAA) Service for each enclave providing access security, logging of users and their actions and accountability for transport, SECRET, and Training/Unclass enclaves. Add and delete accounts as directed by the government. Implement and maintain Cisco Identity Services Engine (ISE) with TACACS+ to provide various user level accesses based on policy and role of the position assigned and authorized.

5.1.1.3.1. Accounts and logs all user logins and actions while logged into the network.

5.1.1.3.2. Supports multivendor devices.

5.1.1.4. Circuit-to-Packet (CTP).

5.1.1.4.1. Contractor shall configure, manage, and monitor CTPs in both the SOC and Relay Sites. Local sites will perform the initial information per the TO with the information provided by the contractor. Once the initial configuration is complete and contractor confirms remote access, local sites will provide CTP visual and touch maintenance only.

5.1.1.4.2. Maintain a primary and back up CTP-View server for both SECRET and Training/Unclass enclaves.

5.1.1.4.3. Maintain an authentication servers for both SECRET and Training/Unclass enclaves to support CTPs and CTP-View servers for improved access security, logging of users and their actions and accountability.

5.1.1.4.4. Configure the Auto-Switch function on GCS CTPs providing redundancy to the Relay Site CTPs.

5.1.1.4.5. Backup all CTP configurations

5.1.1.5. Firewalls.

5.1.1.5.1. Monitor, maintain, and troubleshoot the demarcation firewalls between the ACN and sensors networks to include Air Handler's architecture.

5.1.1.5.2. Providing secure 2 way communication between ACN and sensor customer.

5.1.1.6. High Assurance Internet Protocol Encryptor (HAIPE).

5.1.1.6.1. Centrally manage, configure, and monitor all ACN HAIPE devices (ie GEM One Encryptor Manager).

5.1.1.6.2. Detect and respond to HAIPE issues 24/7/365

5.1.1.7. Virtual Machine Server and Backup Services.

5.1.1.7.1. Provide enterprise-level security controls, workstation/server patching, and information management compliance reports (i.e. SolarWinds Patch Manager or Microsoft Windows Software Update Services (WSUS) server)

5.1.1.7.2. Domain Control: Authorization, authentication, and accounting of logins for ACN clients and users.

5.1.2. Sensor Product Dissemination Network (SPDN). The SPDN has been referred to as PredNet, Mission Red, Mission Black, and many other names in the past. The SPDN plain text (aka red side) is the network connected to the GCS routers, video encoders, and integrated with the MISP dual firewall solution. The SPDN is primarily known for full motion video (FMV) distribution, but also provides transport and 2-way data transfer for other sensors and communication systems. SPDN leverages UVDS architecture for transport (ie cypher text/black side).

5.1.2.1. RPA-ES will provide the same support to SPDN as ACN: Realtime 24/7/365 monitoring; maintain NMS (i.e., SolarWinds), AAA for all devices; HAIPE management, and VM solution.

5.1.2.2. RPA-ES will maintain the SOC and Relay Sites customer edge devices (aka routers) connected to UVDS. UVDS monitors and maintains their transport architecture.

5.1.2.3. Provide FMV and other sensor monitoring and serve as single point of contact for PED customers, UVDS, and SOCs coordinating, tracking, isolating, and resolving any SPDN issues.

5.1.3. SATCOM Relay Monitoring.

5.1.3.1. Site Monitor.

5.1.3.1.1. Satellite terminal integration for all Relay Site locations.

5.1.3.1.2. Fixed terminal monitoring and management.

5.1.3.2. MONICS. KRATOS MONICS is a Satellite Carrier Monitoring System. MONICS is an automatic system designed for monitoring, management of satellite link performance, and policing of transponder capacity. The MONICS system uses a distributed architecture, such that the measurement and analysis of RF spectra is completed at the same point as the data is collected.

5.1.3.2.1. Monitoring and management of satellite link performance, and policing of transponder capacity at all relay sites.

5.1.3.2.2. Maintain the Central Database Server; MONICS Database and Application server.

5.1.3.2.3. Maintain the Local Network Server; MONICS Measurement Server at each location.

5.1.4. Multi-Intelligence Signal Processing (MISP) and Dual Firewall. The MISP dual firewall solution incorporates multiple network screening enforcements on data entering and leaving the GCS. MISP provides full end-to-end communication to new and existing sensors allowing local and or remote operations via secure proxies while preventing the establishment of direct IP based connectivity into the internal GCS network.

5.1.4.1. Responsible for maintaining the MISP configuration and ensuring the security of MISP connection to the GCS internal network.

5.1.4.2. RPA-ES will provide the same support to MISP as ACN: Real-time 24/7/365 monitoring; maintain NMS, AAA for all devices; and backing up configurations.

5.1.5. RPA-Low (SIPRNet). Provides secure communication up to and including SECRET information. RPA-ES will monitor, maintain, provide cyber security including audits and patching of SIPRNet service.

5.1.5.1. Real-time 24/7/365 monitoring; maintain NMS (i.e., SolarWinds) and backing up network device configurations (ie firewalls, routers, and switches).

5.1.5.2. Server/SAN health monitoring.

5.1.6. SOC-E Cyber Security. The contractor will be responsible for coordinating conferences, configuration management and accreditation in relation to RMF and cyber security inspections.

5.1.6.1. SOC-E RMF. Responsible for protecting the SOC-E infrastructure, devices, networks, and data by coordinating, planning and implementing cyber security measures.

5.1.6.1.1. The contractor will be responsible for ensuring the security of each RPA system and ensuring that it is approved, operated and maintained throughout its life cycle per the authorizing official approved risk management framework documentation.

5.1.6.1.2. Contractor shall set and implement user access controls and identity and access management systems.

5.1.6.1.3. Contractor shall monitor network and application performance tools to identify any irregular activity.

5.1.6.1.4. Contractor shall perform regular audits to ensure security practices are compliant.

5.1.6.1.5. Set up maintain patch management systems to update workstations and servers.

5.1.6.1.6. Implement comprehensive vulnerability management systems across all RPA enterprise networks.

5.1.6.1.7. Work with RPA operations to set up a shared disaster recovery and contingency plan.

5.1.6.1.8. Contractor shall maintain XACTA packages for SPDN, Secure Comm and assist RPA sites as needed for continuous monitoring (audits, CM, patching, etc.).

5.1.6.1.9. Assist AFLCMC/WIE with ACN, MONICS, MQ-9 GCS, Relay Sites, and other accreditation packages as needed.

5.1.7. Configuration Management. The contractor shall support Configuration Management (CM) processes pursuant to the requirements of the SOC Enterprise Services, to include the CM Plan covering system hardware and software configuration control and management (CDRL A011). The contractor shall also follow the RPA-SOC Program Office and ACN Configuration Management Plans. The contractor shall report any conflicts between site CM plans. The contractor shall assist Air Force personnel in maintaining the currency and accuracy of site wiring, software and hardware configuration diagrams for RPA-ES and provide updates according to the CM Plans and to the RPA-SOC Program Office (AFLCMC/WIIV) Configuration Management Plan.

5.1.8. Help Desk. The contractor shall establish a centralized 24/7/365 Help Desk location TBD to service all RPA locations to process real-time trouble calls and assign the appropriate troubleshooting, restoral, and maintenance activity functions. RPA-ES shall support all enterprise service systems. The Help Desk functions will be integrated with the PAROC. The contractor shall provide Help Desk contact information to participating external agencies for the purpose of reporting problems with communications systems and/or video dissemination. The contractor shall work directly with AF/DoD and other contractor maintenance personnel to facilitate communications systems support.

5.1.9. Master Station Log (MSL). Contractor shall maintain a master station log (MSL) system to track and maintain historical data for all trouble calls. The contractor shall log all trouble calls upon notification. All actions shall be logged into the MSL regardless of outage duration. Logging all outages and anomalies allows for trend analysis and system improvement. Log all actions, durations, and steps taken to restore service. Logs shall be review quarterly to identify any trends or adjustments needed.

5.1.10. Circuit Support. Contractor shall monitor, troubleshoot, configure, repair, and modify all SOC-E communications systems/equipment and SATCOM Relay Site-circuitry supporting connections between GCSs, SOCs, PAROC, RPA SATCOM Relay Sites, VDH, ACN, UVDS, SIPRNet, and Defense Information Systems Agency (DISA) nodes within established demarcation points. Provide connectivity support to external agencies as requested to support mission requirements. Coordinate with Government and third party contractor personnel and troubleshoot problems that span the integrated Command, Control, Communications, Computer, and Intelligence (C4I) network. Develop and submit Telecommunications Service Requests (TSRs) to appropriate agencies when changes to existing service is required or when new service is required. Reconfigure circuits to support mission requirements, tests, and special projects. Maintain, troubleshoot, and repair SOC-E circuits/equipment IAW applicable Commercial off-the-shelf (COTS) publications, directives, TOs, OIs, and COTS service manuals.

5.1.11. Engineering Support. Upon request of the government, the contractor will research new and existing technologies, providing technical solutions for new modifications and or resolving SOC system deficiencies.

5.1.11.1. The contractor will support Program of Record requests for engineering recommendations on integrated end-to-end solutions. Contractor will provide assistance with Air Force Forms 107 and delinquent reports (DRs) resolutions and recommend improvements through detailed implementations plans.

5.1.11.2. Provide the day to day analytical, technical guidance, troubleshooting, management and logistical support for the all SOC, GCS, Relay Site, ACN, and any related RPA enterprise network.

5.1.12. Testing and Evaluation Support. RPA-ES will assist RPA evaluation and testing units to include assist in developing test plans, evaluation, and integration of any systems to be integrated RPA-ES systems.

6. MISSION SUPPORT.

6.1. Security. (Reference Appendices N and R)

6.1.1. Physical Security. Safeguard all US Government-owned facilities, infrastructure, Government-furnished property, and equipment provided for contractor use. Comply with all applicable Government property security requirements IAW Federal Acquisition Regulation (FAR) Part 45.5.

6.1.1.1. Checklist. Secure all Government facilities, equipment, and materials at the end of each work period. The contractor shall record findings on Standard Form (SF) 701 or equivalent. Keep on file in the security manager's office and destroy IAW security protocols and records dispositions.

6.1.1.2. Controlled/Restricted Area Access. An AF Form 2586, Unescorted Entry Authorization Certificate, shall be completed and signed by the sponsoring agency's Security Manager before a restricted area badge is issued. Contractor employees requiring restricted area access shall have a favorable National Agency Check plus Written Inquiries (NACI) Investigation or higher before receiving a restricted area badge.

6.1.1.3. Key Control. Acquire necessary keys from appropriate Facility Managers and implement control procedures to account for Government issued keys. Report any lost, stolen, or duplicated keys to the CO and PM. In addition, report any events involving master keys to the CO and PM. The facility management authority approves all replacement keys with the exception of master keys, which will be approved by the CO. The contractor shall prohibit the use of keys issued by the Government to any persons other than the contractor's employees. The contractor shall also prohibit employees from opening locked areas to permit entrance of person's other than contractor employees engaged in performance of contract work requirements in those areas.

6.1.1.3.1. Replacement. In the event keys, other than master keys, are lost, stolen, or duplicated, the contractor may be required by the CO, to re-key or replace the affected lock(s) without cost to the Government. In the event a master key is lost or duplicated due to contractor fault, the contractor shall replace all locks and keys for that system at the contractor's expense. The contractor shall not duplicate any keys issued by the Government.

6.1.1.3.2. Lock Combinations. Control access to all Government-provided lock combinations to preclude unauthorized entry. The contractor is not authorized to record lock combinations without approval from the CO. Records with written combinations for authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers. Coordinate

with the Facility Manager(s) to change combinations to locks and safes whenever an individual knowing the combination no longer requires access. Use Government-approved containers for Communications Security (COMSEC) material.

- 6.1.2. Information Security.** Information, irrespective of media, shall be controlled and maintained IAW AFI 16-1404, Air Force Information Security Program; Air Force Policy Directive (AFPD) 16-14, Security Enterprise Governance, Attachment 2; DoD Manual (DoDM) 5200.01-V1, DoD Information Security Program and AFMAN 14-403, Sensitive Compartmented Information Security and Intelligence, Surveillance, and Reconnaissance Systems Cybersecurity and Governance.
- 6.1.3. Incident Reporting.** Notify GPM, CO and CORs immediately when any security deviations involving information systems, classified material, or information occur.
- 6.1.4. For Official Use Only.** Comply with DoD 5400-7R, DoD Freedom of Information Act Program, Chapters 4 and 5 for policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material. When classified and/or for official use only (FOUO) publications are required, prepare an AF Form 1846, Request for and Record of Organizational Account or equivalent, listing those publications and submit through the CO for approval and submission to Air Force Publishing Distribution Center.
- 6.1.5. Computer Security.** All US personnel shall obtain a favorable NACI and complete the Cyber Awareness Challenge computer-based training (CBT) prior to gaining access to ".mil", ".smil" or ".ic" domains IAW AFI 33-200, Paragraph 3.5, and AFI 33-115, Chapter 5. The CBT is located at: https://golearn.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True. Additional user training may be developed locally to reflect local needs and concerns.
- 6.1.6. COMSEC.** Obtain, remove, replace, operate, store, transport, support, and manage all COMSEC items and key materials required to operate and sustain PAROC/SOCs, VDH, ACN, and RPA SATCOM Relay Sites IAW AFMAN 17-1302-O, Communications Security (COMSEC) Operations.
- 6.1.6.1. COMSEC Access.** Perform user duties IAW AFMAN 17-1302-O and the supporting base COMSEC account manager, requirements. Personnel required to manage the COMSEC program and handle/load KEYMAT shall require a full active clearance equivalent to KEYMAT classification. COMSEC-qualified personnel shall be on-site one hour prior to scheduled KEYMAT changes and one hour after.
- 6.1.6.2. RPA SATCOM Relay Site COMSEC Access.** Perform COMSEC Responsible Officer (CRO) duties IAW AFMAN 17-1302-O, Paragraph 4.1.6.1 and the supporting base COMSEC account manager.
- 6.1.7. Classified Material Handling.** Develop a plan for the protection, removal, or destruction of classified material in case of fire, natural disaster, civil disturbance, terrorist activities, or enemy action, to minimize the risks of its compromise. The level of detail and amount of testing and rehearsal of these plans shall be determined by an assessment of the risk of hostile action, natural disaster, or terrorist activity that might place the information in jeopardy IAW DoDM 5200.01-V1. Include plan in CDRL A005, Contractor Contingency Plan.
- 6.1.8. Security Support.** The contractor shall provide administrative SCI security clearance

management, support and assistance as required by the Government official for the 432 WG. The support and assistance is broken down into four (4) categories (personnel security, information security, industrial security, and physical security) but each is expected to overlap with the other so as to support all Special Security Officer (SSO) functions and requirements. The security support shall include the duties in Appendix N and Appendix R. Support is required for personnel security at Creech AFB, Holloman AFB, Whiteman AFB, and future locations; however, the contractor security support need not have a physical presence at Holloman AFB and shall support user requirements using telephone, fax, and electronic mail.

6.1.8.1. Facility Security Clearances. The contractor must obtain and maintain a TS Facility Security Clearance throughout the life of the contract.

6.1.8.2. Visitor Group Security Agreement. Enter into a long-term Visitor Group Security Agreement (VGSA). This agreement shall outline how the contractor integrates security requirements for assigned contract operations with the Government to ensure effective and economical operation on the installation. The agreement shall be approved by base Industrial Security Program Manager (ISPM). Provide a copy of the VGSA to the CO upon approval. Security support provided by the Government will include storage containers for classified information/material, use of destruction equipment and classified reproduction equipment, use of classified mail services, security badging, visitor control, investigation of security incidents, installation traffic regulations, the use of security forms, and conducting inspections required by DoD 5220.22-R, National Industrial Security Regulation and AFI 31-601, Industrial Security Program Management. Security support requiring joint Government and contractor coordination includes packaging classified information, mailing and receiving classified materials, implementing emergency procedures for protection of classified information, security checks, and internal security controls for protection of classified material and high-value pilferable property. The long-term VGSA may take the place of the need for Standard Operating Procedures (SOPs) otherwise develop SOPs IAW CDRL A016.

6.1.8.3. Reporting. Report to Security Forces/Force Protection Office any information or circumstances that may pose a threat to the security of DoD personnel, contractor personnel, resources, and classified or unclassified defense information. Immediate supervisor shall brief new contractor employees during initial training and orientation.

6.1.9. Contractor Security/Personnel Management.

6.1.9.1. Escorting. Contractor personnel without appropriate security clearance shall be escorted within controlled and restricted areas IAW AFI 31-101, Integrated Defense, Paragraphs 9.11, 9.12, and 22.2.

6.1.9.2. Personnel Security. Personnel shall be cleared IAW AFI 31-501, Personnel Security Program Management, Paragraph A3.2, Note 5, AFI 31-601, Paragraph 2.4.1, and DoD 5200.2- R, DoD Personnel Security Program, Paragraph C3.4.2 at the appropriate level prior to starting work.

6.1.9.3. Security Clearances. All contractor personnel located at locations other than training squadrons shall have a clearance IAW Appendix N and Appendix R. Contract personnel at training squadrons shall require a minimum of secret clearance. Contractor personnel providing support to RPA-SOC control stations, Operations Centers, and/or VDHs designated, as SAP areas must be capable of filling a SAP billet where required. For a

complete list of security requirements for each Operation Center, refer to Appendix N and Appendix R.

- 6.1.9.4. Security Administration.** Appoint a security manager to administer the RPA-SOC VGSA. The security manager shall provide employees with training required by DoDM 5200.01-V3, Enclosure 5, AFI 33-115, and AFI 16-1404. Provide initial and follow-on training to all contractor personnel. The security manager may be a full time position or an additional duty position.
- 6.1.9.5. Retrieving Identification Media.** Retrieve all identification media, including vehicle passes, from employees who depart for any reason before the contract expires; e.g., termination for cause, retirement. Provide security termination briefings IAW DoDM 5200.01-V3, Enclosure 5, Section 9, and AF Form 2587, Security Termination Statement, IAW AFI 16-1404.
- 6.1.9.6. Traffic Laws.** The contractor and its employees shall comply with base traffic rules and regulations.
- 6.1.9.7. Weapons, Firearms, and Ammunition.** Contractor employees are prohibited from possessing weapons, firearms, or ammunition on themselves or within their contractor-owned vehicle or privately-owned vehicle while on the Government installation.
- 6.1.9.8. Listing of Employees.** The contractor shall maintain a current listing of employees. The list shall include the employee's name and level of security clearance. The list shall be validated and signed by the company Facility Security Officer (FSO) and provided to the sponsoring agency's security manager and the CO and GPM. An updated listing shall be provided when an employee's status or information changes.
- 6.2. Logistics.** The contractor shall establish and operate a supply management system to control all Government furnished property (GFP) and contractor-acquired equipment and supplies. Provide and manage a cost-effective logistics system that includes all supply, transportation, equipment maintenance, and property control functions necessary to support the operating location. GFP shall be managed IAW FAR Part 45.
- 6.2.1. Logistics Management.** Provide and manage a cost effective logistics system that includes all supply, transportation, and maintenance functions necessary to support the RPA mission/locations. GFP shall be managed IAW FAR Part 52.245-1.
- 6.2.2. Purchasing System.** The contractor shall establish a contractor purchasing system that supports the requirements of this PWS. All purchases must be verified and approved by GPM or CO if they exceed the micro-purchase threshold in FAR Part 2. If a purchase is not approved IAW this PWS, and the contractor purchases the item(s), the contractor shall reimburse all costs associated with the purchase(s) if already billed and paid by the Government. The following CR purchases must be approved by the GPM or CO regardless of cost:
- 6.2.2.1.** All Test Measurement and Diagnostic Equipment (TMDE)
- 6.2.2.2.** All prime mission equipment
- 6.2.3. Equipment/Software Purchases.** Obtain GPM or CO approval prior to initiating acquisition actions for new or replacement equipment/software exceeding the micro-purchase threshold in

FAR Part 2.

- 6.2.3.1.** Identify obsolete hardware and software, review the need for updated computer resources, and make replacement recommendations to the Government. The contractor shall develop and utilize an equipment/software authorization request form for the purpose of obtaining GPM or CO approval for purchases. The form shall contain justification that substantiates the need for new or replacement equipment/software and contain three competitive quotes. Equipment/software requests shall be addressed and submitted directly to ACC AMIC. A GPM or CO letter will be used in lieu of an approved equipment authorization request. A copy of the GPM or CO letter will be filed or attached to receipt documentation to support the transactions.
- 6.2.4. Unique Item Identification.** The contractor shall ensure the following for equipment and repairable assets. The contractor shall utilize the Item Unique Identification (IUID) Registry located on the internet at <https://www.bpn.gov/iuid>, to manage GFP valued at or more than \$5,000 (Government acquisition cost). Affix tag/labels IAW Military Standard (MIL-STD) 129R, Military Marking for Shipping and Storage and MIL-STD-130N, Identification Marking of U.S. Military Property. The contractor shall provide Unique Item Identification (UID) management for all items listed in Appendix D IAW Defense Federal Acquisition Regulation Supplement (DFARS) Subpart 252.211.7003. All deviations to this information shall require GPM or CO approval.
- 6.2.4.1.** Provide DoD Unique Item Identifier (UII), or a DoD-recognized unique identification for all GFP items for which the Government's unit acquisition cost is \$5,000 or greater IAW with MIL-STD-130N, Identification Marking of U.S. Military Property, and the DoD Guidelines for the Virtual Unique Item Identifier (UII).
- 6.2.4.2.** Include manufacturer name, trademark, or manufacturer code (from Cataloging Handbook H4-1 or H4-2, Federal Logistics Data (FED LOG) or industry standard), identifying number, and equipment serial number (ESN) (when applicable) in the identification marking.
- 6.2.4.3.** Condition tags and labels, when required, shall be contractor's tags or labels conforming to the requirements of MIL-STD-129R or as approved by the GPM or CO. Contractor's forms, which indicate serviceable condition, shall not be any shade of green or red. All deviations to this information shall require GPM or CO approval.
- 6.2.4.4.** Assign a virtual UII for legacy GFP currently in use or in stock IAW the DoD Guidelines for the Virtual Unique Item Identifier (UII).
- 6.2.4.5.** The contractor shall ensure newly purchased equipment and repairable assets meet the UID requirement IAW DFARS Subpart 252.211-7003.
- 6.2.5.** MIL-STD-130N. Items purchased shall be marked prior to delivery IAW MIL-STD-130N. The National Stock Number (NSN) or manufacturer part number, serial number, and military type designation information shall be marked on major assemblies, units, groups, and sets.
- 6.2.6.** Report Purchases. Report all purchasing costs to the Government for each acquisition IAW CDRL A002. All contractor-acquired equipment/software shall become Government property.
- 6.2.7.** Cost Estimates. The contractor shall compile equipment lists with cost estimates for

Government purchase considerations.

- 6.2.8.** Requisitions. Validate requisitions and the estimated shipment date (ESD) to determine if the shipment date has expired. Requisitions shall be cancelled when requirements no longer exist.
- 6.2.9.** Follow-up Actions. Provide follow-up actions to the supply source for all requisitions exceeding the ESD.
- 6.2.10.** Equipment Management. Monitor and maintain the Custodial Authorization/Customer Receipt Listing (CA/CRL) R14 IAW AFMAN 23-122, Materiel Management Procedures, Chapter 5, Section 5D, Paragraph 5.4.15.3.2 and all subparagraphs. SPO provided equipment will be accounted for in the Automated Logistics Management Support System (ALMSS).
- 6.2.11.** Property Control. Provide and operate a property control system IAW procedures within the FAR Part 45 and FAR Part 52.245-1. Identify and code all assets according to their property class (e.g., material, equipment, ITAM). The contractor shall submit a property control plan IAW CDRL 012, Property Control Plan.
- 6.2.11.1.** Coding Assets. Identify and code all assets according to their property class (e.g., material, equipment, ITAM). At a minimum, the following fields shall be included in the property records: (1) Nomenclature/Description, (2) Part Number (P/N)/Stock Number (S/N), (3) Unit of Measure, (4) Quantity, (5) Unit Acquisition Cost, (6) Model Number, (7) Equipment Location, (8) Equipment Category, (e.g., material, repairable, equipment, ITAM), (9) Date of Last Inventory, (10) Asset Disposal Date, (11) Shelf Life Code, and (12) Date Property Assigned to Inventory List.
- 6.2.11.2.** Control and Accountability. Maintain accurate control and accountability of all GFP and supply assets to include warranty and guarantee requirements. The contractor shall safeguard, protect, and manage GFP within their control.
- 6.2.11.3.** Property Disposal. Implement property disposal procedures IAW FAR Part 45. All excess property shall be reported to AMIC/PLG with the exception of CA/CRL items. CA/CRL items will be handled IAW AFMAN 23-122.
- 6.2.11.4.** Deficiency Reports. Prepare deficiency reports to meet the objectives of TO 00- 35D-54 (or commercial equivalent) when an equipment item is received with material or quality deficiencies. A copy of the report shall be forwarded to AMIC/PLG. Also, submit reports relating to communications-electronic materials to AMIC/PMS.
- 6.2.11.5.** Inventory & Inventory Accuracy. The contractor shall perform a complete physical inventory of all GFP during contract transition, annually, and upon contract completion IAW FAR Part 52.245-1 and IAW CDRL A013, Government Furnished Property. Inventory losses and gains shall be identified and explained on an inventory adjustment document. Maintain an inventory accuracy rate of 90% for all non-COMSEC equipment and a 100% accuracy rate for all COMSEC equipment.
- 6.2.11.6.** Labeling. Identify all Government property IAW FAR Part 52.245-1. Tag all equipment with an ESN, control the equipment by the assigned ESN, perform equipment custodial responsibilities, and maintain auditable equipment authorization and in-use data records. These records become property of the Government and shall be made available upon request.

6.2.12. Life Cycle Management. Contractor shall perform IAW CDRL A006, Life-Cycle Management (LCM) Report.

- 6.2.12.1. Supply Management.** Establish and operate a supply management system to control all Government property and contractor-acquired equipment and supplies. Use the Standard Base Supply System (SBSS)/Enterprise Solution-Supply (ES-S) to the maximum extent possible. Establish and operate a maintenance supply support section IAW AFMAN 23-122.
- 6.2.12.2. SBSS/ES-S Interface.** Operate and manage a SBSS/ES-S interface to facilitate transaction processing.
- 6.2.12.3. Mission Capable.** Provide and manage a Mission Capable (MICAP) management system IAW AFMAN 23-122, Chapter 5, Section 5B, Paragraph 5.2.4. Submit MICAP Non-Mission Capable Supply (NMCS) requisitions using the force activity designator code applicable to the systems or weapon systems supported.
- 6.2.12.4. Requisitions.** Validate requisitions, validate ESD to determine if the current ESD has passed, and cancel requisitions when requirements no longer exist IAW AFMAN 23-122, Chapter 5, Section 5B, Paragraph 5.2.12.
- 6.2.12.5. Follow-up Actions.** Provide follow-up actions to the source of supply IAW AFMAN 23-122, Chapter 5, Section 5B, Paragraph 5.2.8.
- 6.2.12.6. Repair Cycle.** Manage a repair cycle asset control system IAW AFMAN 23-122, Chapter 4, Section 4C, Paragraph 4.3.
- 6.2.12.7. Awaiting Parts (AWP) Program.** Manage the AWP IAW AFMAN 23-122, Chapter 4, Section 4C, Paragraph 4.3.6.
- 6.2.12.8. Storage and Material Handling.** Implement and manage a uniform storage and materials handling system that meet the objectives of AFI 23-101, Air Force Materiel Management, and AFMAN 23-122, Chapter 5, Section 5C, Paragraph 5.3.2 and 5.3.3 or commercial equivalent. Pick up and deliver supply parts as necessary.
- 6.2.12.9. Shelf Life.** Provide and manage a shelf life control system IAW AFMAN 23-122, Chapter 5, Section 5C, Paragraph 5.3.13.
- 6.2.12.10. Supply Point Program.** Manage a supply point program IAW AFMAN 23-122.
- 6.2.12.11. Bench Stock Program.** Manage a bench stock program IAW AFMAN 23-122, Chapter 5, Section 5C, Paragraph 5.3.12.
- 6.2.12.12. Consolidated Tool Kit.** Contractor shall set up and administer a consolidated tool kit (CTK) program.
- 6.2.12.13. Test Measurement and Diagnostic Equipment.** Ensure only TMDE certified by the AF Precision Measurement Equipment Laboratory (PMEL) program is used to maintain and service GFP/GFE. Manage and maintain all TMDE IAW TO 33K-1-100-1, Calibration Procedure for Maintenance Data Collection Codes and Calibration Measurement Summaries, Chapter 3 and TO 00-20-14, Air Force Metrology and Calibration Program,

Chapters 3, 4, and 5. Seek calibration support from the closest Air Force PMEL. Coordinate all TMDE support functions (e.g., calibration, maintenance) with the appropriate PMEL. If calibration services are required from sources other than AF PMELs, coordinate support requirements through the GPM and ACC AMIC/PMSP. Ensure TMDE is properly packed to prevent damage, and transported or shipped to the servicing PMEL when due calibration, or when maintenance is required. Ship TMDE IAW local guidance, using traceable means, in a priority-commensurate mission requirement using appropriate shipping container and procedures.

6.2.12.14. TCTO Kit. Manage, maintain and monitor TCTO kits IAW AFMAN 23-122, Chapter 4, Section 4B, Paragraph 4.2.

6.2.12.15. Reusable Containers. Establish and manage a reusable container program.

6.2.12.16. SBSS Reports. Maintain and manage applicable SBSS reports and listings to include D18, D23, D04, D19 and S04 IAW AFMAN 23-122, Chapter 5, Section 5B, Paragraph 5.2.12.

6.2.12.17. Information Technology Equipment Custodian and ITAM. Administer, maintain, use, and seek disposition of computer systems as developed and/or provided by the Government IAW AFMAN 17-1203, Chapters 1 and 2. Appoint an Information Technology Equipment Custodian (ITEC), in writing, who is responsible for ITAM inventory, risk analysis/type accreditation, and maintaining application/operating system software libraries directly supporting this contract. When ITAM replacement becomes necessary, replace ITAM/software with Trade Agreements Act (TAA)-compliant items of equal or greater quality. The contractor shall be responsible for configuration management documentation and provide to the CO the identification of specific upgrades, replacement of, or augmentation to any Government-provided ITAM/software, for continued successful contract performance. All software and hardware procurements must be compatible with existing Government systems. The contractor shall not modify or delete any Government files/programs without the approval of the CO. Hardware/software charges shall be CR, exclusive of fee.

6.2.13. Transportation.

6.2.13.1. Vehicle Management. The contractor shall provide any transportation required to perform this contract. This includes repair materials, maintenance services, registration, and licensing.

6.2.13.2. General Purpose.

6.2.13.2.1. Contractor Furnished. Vehicles shall meet all safety and operational requirements established by state and local authorities. Vehicles shall be maintained IAW the manufacturer's manuals and commercial standards/practices. Contractor furnished and operated vehicles shall be maintained in a manner that presents a professional image at all times.

6.2.13.2.2. GP Vehicle Purchases. All General Purpose (GP) vehicles used by the contractor will be contractor-furnished in support of this contract. In addition, procurement or lease/rental of GP vehicles may be necessary throughout the duration of this contract and shall be separately negotiated.

6.2.13.2.3. Lease Authority. The contractor shall request GPM approval of lease authority when it is determined that lease is available and is more advantageous to the Government.

6.2.13.2.4. Movement of Parts and Commodities. The contractor will be responsible to pick up and deliver all Government property from one designated area (determined by the Government) to a specific location.

6.2.13.2.5. Contractor Procured. Vehicles shall be replaced once they are deemed no longer serviceable and shall be replaced by the contractor.

6.3. Civil Engineering.

6.3.1. Environmental, Safety, and Health Program. Implement an Environmental, Safety, and Health (ES&H) program IAW host base procedures. The contractor shall be liable and responsible for non-compliance of ES&H provisions in this PWS. Where conflicts between governing directives exist, the contractor shall comply with the highest level of environmental protection or safety.

6.3.2. Specific Environmental Requirements.

6.3.2.1. The contractor shall designate an environmental coordinator to the CO in writing within 30 calendar days after contract start date and within 10 calendar days as changes occur. The environmental coordinator shall be the focal point for all environmental issues regarding this PWS.

6.3.2.2. The Government indemnifies the contractor from pre-existing contamination. Correction of pre-existing conditions required by the Government is CR, including handling fee.

6.3.2.3. Environmental Protection Plan. The contractor shall develop, implement, and maintain an environmental protection plan (EPP) at each contractor-operated site IAW CDRL A015. Submit the EPP to the CO within 30 calendar days after contract start date.

6.3.2.3.1. Pollution Incident Spill Report. Report spills to base agencies IAW host base procedures. Report all spills to the CO and others as listed in CDRL A015.

6.3.3. Specific Safety and Health Requirements.

6.3.3.1. The contractor shall designate a base-specific safety and health (S&H) coordinator to the CO, in writing, within 30 calendar days after contract start date and within 10 calendar days as changes occur. A copy of the designation letter shall be forwarded to the host base safety office. The contractor's S&H coordinator shall contact the host base safety office for safety orientation within 10 calendar days of assignment, and shall attend safety meetings as required by the base Ground Safety Manager and the CO.

6.3.3.2. Safety and Health Plan. The contractor shall develop, implement, and maintain base-specific safety and health plans (S&HP) IAW CDRL A015. Submit the S&HP to the applicable host wing safety office and the CO within 30 calendar days after contract start date.

- 6.3.3.2.1.** Mishap Notification. Notify the host wing safety office IAW host base procedures and others, as listed in CDRL A015, of all mishaps involving on-duty contractor or military personnel, AF assets, or AF operations that result in injury, illness, or damage. Notification will be made as soon as possible after mishap occurrence but not later than the next duty day IAW CDRL A015.
- 6.3.3.2.2.** Reporting. Report mishaps IAW host base procedures to the host wing safety office and others as listed in CDRL A015. Injuries to contractor personnel will be reported IAW Occupational Safety and Health Administration (OSHA) standards. Maintain records of contractor employee's occupational injuries, illnesses, and other related activities as required by federal, state, and local laws/regulations IAW CDRL A015.
- 6.3.3.2.3.** Investigations. The host wing safety office is responsible for investigating mishaps involving military personnel, AF assets, or AF operations that result in injury, illness, or damage. Cooperate fully and assist Government personnel in any Government mishap investigation until released by the mishap investigation authority. The contractor shall investigate mishaps involving on-duty contractor personnel, AF assets, or AF operations that result in injury, illness, or damage and submit a written report to the host wing safety office and others listed in CDRL A015 within 15 calendar days of occurrence with follow-up reports submitted as necessary. Contractor employees are subject to drug testing following a Class A, B, or C mishap IAW CDRL A015.
- 6.3.3.2.4.** Voluntary Protection Programs. Submit a Total Case Incidence Rate (TCIR) and Days Away, Restricted, and or Transfer (DART) Case Incident Rate and OSHA Form 300A annually to the host wing safety office and others not later than (NLT) 15 February of each contract year IAW CDRL A015. Detailed information on voluntary protection programs is available on the OSHA website at <http://www.osha.gov/dcsp/vpp/index.html>.

6.3.4. Confined Spaces.

- 6.3.4.1.** Confined Spaces Program. The contractor, upon demonstrating that confined spaces operations are part of the operational GFP/GFE areas/activities associated with this contract, will develop and maintain a written confined spaces program that meets specific OSHA requirements for proper evaluation and marking of identified spaces, issuing permits, training personnel, maintaining appropriate equipment required for entry, rescue, and work operations while in the space(s) etc., as required. The contractor will maintain all documentation associated with the written plan at the installation to which entries are being made as well as permits issued in the performance of confined spaces operations, as required.
- 6.3.4.1.1.** Reporting Identified Confined Spaces to Installation Wing Safety Office. The installation wing safety office manages the confined spaces program for all assigned units/operations at the base. Once a confined space has been identified and evaluated, the contractor will report the location of the space and the determination of the evaluation to the installation wing Ground safety office for documentation IAW AFI 91-203, Air Force Consolidated Occupational Safety Instruction.

- 6.3.4.1.2. Respiratory Protection.** The contractor will inform the Government that contractor personnel are utilizing respiratory equipment as part of confined spaces operations. The contractor will develop and maintain a respiratory protection program that properly documents the requirements and training of personnel utilizing respiratory equipment.
- 6.3.4.1.3. Rescue Plan.** The contractor will have a rescue plan as part of their confined spaces operations, as required. The contractor will communicate with all affected agencies (e.g., host base Fire Department, Security Forces) that could be affected by activation of the rescue plan prior to commencement of confined spaces operations, as required by the installation where entry is being made.
- 6.3.4.1.4. Incident Reporting.** The Contractor will report all incidents associated with confined spaces operations where issues/hazards arise during entries and/or interfere with the ability to conduct entry as it relates to other operations in/around location. NOTE: This does not include weather-related (i.e., severe weather) situations.

SECTION B – SERVICE SUMMARY

1. **SERVICE SUMMARY NARRATIVE.** This Service Summary (SS) identifies critical success factors for the contract. The SS items are listed in Table 1.5.
 - 1.1. **Purpose.** The SS lists performance objectives for the required services the Government will surveil. The absence of any contract requirement from the SS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract including the clauses entitled “Inspection of Services” and “Default”.
 - 1.2. **Components.** The SS states the performance objective (required service), and threshold (performance standard, accept and reject points (if applicable) in either a qualitative or quantitative fashion) for each critical success factor.
 - 1.3. **Quality Assurance Surveillance Plan.** The SS will be used as the baseline to develop a Government Quality Assurance Surveillance Plan (QASP). The QASP will identify the audit methods and procedures the Government will use to evaluate the contractor's performance.
 - 1.4. **Right to Surveil.** The Government reserves the right to surveil all services and requirements called for in this PWS to determine whether the contractor is meeting performance objectives and goals.
 - 1.4.1. **Non-conformance.** Any failure to comply with a contract requirement is a nonconformance. Non-conformances will be evaluated based on risk, and then categorized and communicated as described below.
 - 1.4.2. **Major Non-conformance.** A major nonconformance is a nonconformance that adversely impacts (or has the potential to impact) mission, safety of personnel and/or equipment, environment, performance (quality), schedule (delivery), and/or cost. This type of nonconformance is assessed at the moderate or high level on the 5x5-risk assessment model. The Government CO will communicate major non-conformances to the contractor on a Corrective Action Request (CAR) form with a suspense date for the contractor’s corrective action plan. As a minimum, contractor’s action plan will address:
 - 1.4.2.1. **Technical Data Violation.** An observation or determination by the Government of any person performing maintenance without the proper technical data available/available but not in use or not following the correct sequence of steps (if required) is considered a technical data violation (TDV). The technician must have knowledge of all general directives associated with the job prior to performing the task; however, those directives need not be present at the job site. A TDV is a major nonconformance.
 - 1.4.3. **Minor Non-conformance.** A minor nonconformance is a nonconformance, which by itself does not adversely impact mission, safety of personnel and/or equipment, performance (quality), schedule (delivery), or cost. This type of nonconformance is assessed at the low level on the 5x5-risk assessment model. Minor non-conformances are communicated through notices. First notices are issued for any identified minor nonconformance and second notices are issued for repeat minor non-conformances or failing to correct minor non-conformances within a reasonable amount of time. A formal corrective action plan is not required for notices.

1.5. Service Summary Table.

Success Factor	PERFORMANCE OBJECTIVE (PWS/Appendix)	Performance Threshold	Method of Surveillance
<p>SS-1 Program Management: Provide and maintain comprehensive, proactive, integrated Program Management that focuses on meeting or exceeding PWS requirements and ensures compliance to all mandatory instructions, directives, statutory, and regulatory requirements.</p>	<p>Reference: PWS Section A, Paragraph 2.0</p>	<p>IAW this PWS requirements:</p> <p>Personnel: Maintain qualified workers to maintain equipment IAW mission requirements Appendix K and L</p> <p>Data: CDRLs and Management Information System (MIS) 90% on time delivery and accuracy DMS</p>	<p>Periodic Surveillance</p> <p>Valid Customer Complaint</p>
<p>SS-2 Quality Management System: Implement, maintain, and comply with a comprehensive QMS.</p>	<p>Reference: PWS Section A, Paragraph 2.3 and Appendix G</p>	<p>Comply with most current version of ANSI/ISO/ASQ 9001 QMS requirements and PWS</p> <p>The contractor's comprehensive QMS shall be in place and performing NLT 30 days after full performance start date, (to include Operating Instructions, Site Operating Procedures, Work Instructions, etc. required to meet contract requirements)</p>	<p>Periodic Surveillance</p> <p>Valid Customer Complaint</p>

Success Factor	PERFORMANCE OBJECTIVE (PWS/Appendix)	Performance Threshold	Method of Surveillance
<p>SS-3 Operations & Maintenance: Provide all long haul, command and control, video dissemination, and mission-specific equipment maintenance to meet or exceed performance standards.</p>	<p>Reference: PWS Sect Paragraph 3.0</p>	<p>RPA-SOC GCSs remain in positive control of UAS $\geq 99.998\%$. RPA SATCOM Relay Circuits: Required response time during all Live Mission Operations shall be immediate. Operational availability (Oa) of mission-specific equipment; $\geq 99.998\%$. Full-motion video is delivered from the GCS to the Creech/Nellis DISA point of presence in 5 seconds or less $\geq 99.998\%$ of the time. Schedule, perform, and document preventive maintenance (PMI) and servicing for all equipment within 10% time deviation. The number of days will be rounded up to the nearest day so that, for example, a weekly PMI will have one-day variance or a monthly would have three days. Initial response time to point of failure within 15 minutes of call received by help desk 95% of the time. Notification provided to CORs and PAROC Director of major outages (refer to Notes below) /disruptions within 15 minutes of event 95% of the time, and disruptions for the remaining 5% shall not exceed 30 minutes. 732 OG only, notification provided to CORs and 732 OG of major outages (refer to Notes below) /disruptions within 15 minutes of event 95% of the time, and disruptions for the remaining 5% shall not exceed 30 minutes. COMSEC equipment inventory current and 100% accurate. ITAM inventory correct and current 90% of the time. Licenses and warranties lists are current 90% of the time.</p>	<p>Periodic Surveillance Valid Customer Complaint</p>

Success Factor	PERFORMANCE OBJECTIVE (PWS/Appendix)	Performance Threshold	Method of Surveillance
SS-4 Complete Timely Submission of All CDRLs	Reference: PWS Section A, Paragraph 2.0	Contractor met requirements in the PWS 95% of the time during Period of Performance. Identified deficiencies were successfully corrected within ten (10) workdays of notification.	Periodic Surveillance Valid Customer Complaint
SS-5 Maintain and Support Equipment and Software on RPA-SOC Systems	Reference: PWS Sect A Paragraph 3.0	System returned to 100% up time within two hours following hardware/software upgrades.	Periodic Surveillance Valid Customer Complaint
SS-6 Perform System Administration of RPA-SOC Databases, Software, and Local Area Network (LAN) and Wide Area Network (WAN) Communications Operations	Reference: PWS Sect A Paragraph 3.0	Time to return point-of-failure to service is less than two (2) hours, 95 percent of the time.	Periodic Surveillance Valid Customer Complaint
SS-7 Troubleshoot Connectivity Issues for Both C2 and Mission Equipment Between the Various Nodes of the RPA-SOC Enterprise System	Reference: PWS Sect A Paragraph 3.0	Identification of the connectivity issue and notification of the issue to responsible parties shall occur within 30 minutes of initial indications of connectivity failure, 100 percent of the time.	Period Surveillance Valid Customer Complaint
SS-8 Set Up and Maintain RPA-SOC Email Services	Reference: PWS Sect A Paragraph 3.0	Email services for identified personnel are submitted to the Comm Squadron within 2 hours, and password reset requests are submitted in less than 30 minutes.	Periodic Surveillance Valid Customer Complaint
SS-9 Comply with All Security Requirements	Reference: PWS Sect A Paragraph 6.0	Zero security violations during the contract period of performance due to the negligence of a contractor employee.	Periodic Surveillance

Success Factor	PERFORMANCE OBJECTIVE (PWS/Appendix)	Performance Threshold	Method of Surveillance
SS-10 Staffing: Comply with Certificate, Experience, and Security Clearance Requirements	Reference: PWS Sect Paragraph 3.0	Meet staffing levels, certificate requirements, experience levels and security clearance levels as required by PWS 90% of the time.	Periodic Surveillance
SS-11 Comply with occupational, environmental, safety and health requirements.	Reference: PWS Sect C Paragraph 6.0	Standard is no critical defects. A critical defect occurs where it is non-compliance with OSHA, AFOSH Standards, AFIs, AFMAN, EPA, OEBGD, NFPA, S&H OI/plan, or environmental OI/plan; and a safety or environmental incident or mishap is attributed to inadequate or non-performed S&H or environmental tasks; or missed or inadequately performed duties jeopardized the S&H of the environment, of personnel, or equipment.	Periodic Surveillance Valid Customer Complaint
SS-12 Maintain accurate equipment receipt records.	Reference: PWS Sect B Paragraph 4.0	Verify accurate equipment receipt records 95% of the time. Correct identified deficiencies within ten (10) workdays of notification.	Periodic Surveillance Valid Customer Complaint
SS-13 Ship materials and kitted equipment on time from the warehouse and provide inventory control.	Reference: PWS Sect B Paragraph 4.0	Perform audits to verify 98% accuracy of the inventory. (DoDI 5000.46) Correct identified deficiencies within ten (10) workdays of notification.	Periodic Surveillance Valid Customer Complaint

Success Factor	PERFORMANCE OBJECTIVE (PWS/Appendix)	Performance Threshold	Method of Surveillance
SS-14 Install SOC hardware and software in accordance with Government procedures and documentation.	Reference: PWS Sect B Paragraph 4.0	Meet the install requirement 95% of the time. Correct identified deficiencies within ten (10) workdays of notification.	Periodic Surveillance Valid Customer Complaint
SS-15 Submit redlined drawings and comment sheet.	Reference: PWS Sect B Paragraph 4.0	Submit required redlined drawings and corresponding comment sheet within 20 business days of initial drawing review/delivery or when required by the Government 95% of the time. Identified deficiencies shall be corrected within ten (10) workdays of notification.	Periodic Surveillance Valid Customer Complaint

NOTES: Success Factor 3

- 1) Loss of C2 link resulting in loss of positive control of UAS
- 2) Ao rate defined in Appendix M
- 3) Completed loss/outage of a mission system defined in Appendix O
- 4) Complete loss of video feed from UAS or loss of a complete circuit to a video customer

2. MEASUREMENT, ANALYSIS, AND IMPROVEMENT.

2.1. Quality Assurance. According to the Inspection of Services clause, the Government will evaluate the contractor's performance under this contract. The Government will use compliance and management audits to verify and validate contractor performance to this PWS. The primary compliance audit surveillance tool is the COR audit. Contract Performance Evaluation Teams (CPET), which are staffed with Government functional area expertise (and may include contractor quality control and/or functional area expertise), may be used for compliance and management audits. The Government may increase or decrease the scope and frequency of contract performance evaluations based on the contractor's past performance, risk assessment, and level of confidence provided by contract performance. The criteria for increasing or decreasing Government quality assurance are defined as follows:

2.1.1. Evaluations. Government audits will be performed on a periodic basis. At contract start, the Government will schedule/perform audits base on the normal condition as stated below. If contractor performance to specified requirements is exceptional and provides sound confidence and a decreased risk level, then Government contract evaluations may be reduced in scope and frequency. If contractor performance of specified requirements

significantly reduces confidence and raises risk to the increased risk level, then the Government may initiate a CPET to perform an in-depth systems audit on the contract requirement that is in violation of specified requirements.

DRAFT

SECTION C – GOVERNMENT FURNISHED PROPERTY AND SERVICES

1. **GENERAL INFORMATION.** In addition to the facilities and materials detailed in Appendices X and X, the Government will provide the property/services as described in this section.
2. **GOVERNMENT FURNISHED PROPERTY.**
 - 2.1. **Facilities.** The Government will furnish, or make available, facilities described in Appendix E. The Government retains the authority to modify or realign facilities and space provided to the contractor based on current AF guidelines for space utilization, mission, and personnel requirements. Government facilities have been inspected for compliance with OSHA and the Government will correct identified and subsequently identified hazards IAW site-wide safety and health priorities. No hazards have been identified. Should a hazard be subsequently identified, the Government will correct OSHA hazards IAW site-wide safety and health priorities. A higher priority for correction will not be assigned to the facilities merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that work-around procedures will not be necessary, or that the facilities as furnished will be adequate to meet the responsibilities of the contractor. The contractor shall comply with OSHA and other applicable laws and regulations for the protection of employees. The Government will assume no liability or responsibility for the contractor's compliance or noncompliance with such requirements, except for the aforementioned requirement to make corrections. The contractor shall return facilities to the Government in the same condition as received, fair wear and tear excluded.
 - 2.2. **Equipment Inventory.** An inventory of GFP must be accomplished IAW CDRL A013, Government Furnished Property. The contractor shall sign a receipt for all equipment provided by the Government. The CO shall be notified, in writing, of equipment missing or not in working order. The contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory.
 - 2.3. **Technical Orders, Publications, Forms, and Equipment Manuals.** The Government will provide all available TOs, publications and forms, and manuals required by this contract as listed in Appendix C.
3. **PROGRAMS.**
 - 3.1. **Occupational, Safety, Health, and Environmental.**
 - 3.1.1. **Bioenvironmental Engineering.** Evaluation of Government-furnished facilities, equipment, and materials as it relates to industrial hygiene and occupational health will be conducted as required. Evaluations will also include sound level measurement data on noise sources, ventilation system data (including specific parameters which were designed for airborne contaminant control), Radio



5. COMMUNICATIONS. The Government will provide electronic mail (e-mail) and LAN connectivity for the contractor to communicate with Government personnel. This capability will interface with Government ITAM systems and allows electronic transfer of CDRL reporting and PM documentation and correspondence. Use of e-mail /LAN connectivity shall be for official use only. Provide Common Access Cards (CACs) to contract employees working on Government installations. All contractor personnel supporting RPA-SOCs and RPA SATCOM relays will be considered Emergency Essential/Mission Essential and shall have the necessary classification annotated on the DD Form 1172-2, Application for Identification Card/DEERS Enrollment. The contractor shall be aware of, and abide with, all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit personnel or advertise job openings.

5.1. Installation Distribution. Mail distribution service limited to official Government mail using the Official Mailing Center.

5.2. Telephone Services. Telephone service is for official Government use only. Telephone and fax services used for other than official Government use shall be completed at the expense of the contractor. When DSN access is required, the contractor shall coordinate support with local Government activity.

6. TRAINING. The contractor shall identify to the CO and PM any individuals that require the below training no later than 30 days after contract performance start, and again as necessary throughout the contract performance period. The Government will forecast and schedule training slots, as required. The Government will provide, at a minimum but not limited to, the below listed training for contractor employees during the performance of this contract:

a. Equipment Custodian (EC) (Block 3) (the Government will provide primary and alternate EC(s) the ability to log on to Contract Property Management System.)

b. Maintenance orientation (the Government will provide materials; contractor is responsible for conducting training). Training includes:

- Corrosion Control – Initial and Refresher
- Panel and Fastener Awareness
- Safety and Radio Frequency Radiation
- Spill Prevention/Storm Water Pollution

c. ITAM

d. Computer System Administrator

e. COMSEC

f. Operations Security (OPSEC), IAW AFI 10-701, Operations Security (OPSEC)

g. TODA

- h. Enhanced Technical Information Management System (ETIMS) Training
- i. IMDS
- j. HAZMAT
- k. Security Awareness Training & Education
- l. Tower Climbing Certification
- m. RPA SATCOM Relay Site(s) Back-up Power Generation
- n. RPA SATCOM Relay Site(s) Confined Space
- o. RPA SATCOM Relay Site(s) HVAC user-level

7. CONTRACTOR SUPPORT SERVICES.

7.1. Ramstein AB Germany. Upon qualified as a technical expert (TE) IAW with Article 73 of the Supplementary Agreement to the NATO SOFA in Germany IAW TESA requirements, the contractor shall be entitled to full individual logistical support authorizations (Package A) otherwise limited to American military personnel and civilians employed directly by DoD under the provisions of the NATO SOFA.

SECTION D – GENERAL INFORMATION

1. TRANSITION.

1.1. Assuming Functional Responsibility. At contract start, assume responsibility for all executable requirements.

1.2. Transition/Phase-In Plan. Submit a transition/phase-in plan for CO review and approval prior to transition start date.

1.2.1. Phase-In. The contractor shall submit a final transition/phase-in plan to the CO NLT 15 days after contract award for CO approval. Changes shall be limited to unforeseen conditions that occur prior to transition start.

1.2.1.1. New Contractor Orientation. The new contractor shall receive from the Contracting Officer Representative (COR) or designated representative, during this phase-in period, a complete orientation of all functions described in this PWS.

1.2.1.2. Joint Inventory. The contractor and a CO-appointed Government representative shall jointly inventory all equipment and facilities before contract start IAW this PWS Section C, Paragraph 2.2. The inventory shall be completed no later than 5 working days before contract start by the contractor and a CO-appointed Government representative. Any missing items shall be annotated on the inventory and the CO notified. The contractor shall be responsible for keeping enough materials on hand for the performance of the contract according to its terms.

1.2.1.2.1. GFP. The contractor and CO-appointed Government representative shall conduct a joint inventory of all GFP before contract start.

1.2.1.2.2. Receipt of Equipment. The contractor shall sign a receipt for all equipment provided by the Government. The CO shall be notified in writing of equipment missing or not in working order. The contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory.

1.2.1.2.3. Reporting/Documentation. Verify/sign inventory documentation NLT 30 days after contract start date. Submit all inventory and inspection reports to the CO and PM. Report any overused, underutilized, or excess property to the CO and PM.

1.2.1.3. Schedule. The transition/phase-in shall be 60 calendar days preceding contract start date.

- 1.2.1.4. Access to Facilities.** Contractor personnel with proper security clearances shall be allowed access to Government facilities subsequent to the transition start date. Access shall not interfere with the work efforts of current contractor or Government personnel. CO will arrange access to ensure interference does not occur. The contractor shall be able to familiarize supervisors, key personnel, and staff with existing equipment, reporting, work scheduling, and procedures.
- 1.2.1.5. Existing Conditions.** Identify substandard conditions or incomplete work to include environmental, safety health, facilities, inventory, incomplete work, maintenance conditions by site, and other support required to accomplish the requirements of this PWS. The findings shall be documented and provided to the CO NLT 90 days after contract start for approval. Corrective actions shall be reviewed and negotiated separately. Correction of existing conditions, not identified to the CO in the report, shall be considered new conditions and shall be corrected under the FFP of the contract or as required by the CO.
- 1.2.1.6. Backorder Parts.** Validate open requisitions and provide status documentation to the Government NLT 30 days after contract start. After validation, assume responsibility for continuous follow-up procedures to ensure receipt of the property.
- 1.3. Phase-Out.** Submit a phase-out plan for contract completion tasks when required by the CO. The requirements for the plan will be detailed in the CO tasking letter. Incumbent personnel shall remain on site and perform duties during phase-out at the end of this contract period. The plan shall address transition tasks, transition schedule, stock levels, and bidder's library.
- 1.3.1. Identify Tasks.** Identify all tasks required for complete contract transition.
- 1.3.2. Transition Schedule.** Schedule that identifies the recommended sequencing and duration of these transition tasks to include a joint inventory of all assets involving Government and follow-on contractor personnel, transfer of publications and TO accounts to the follow-on contractor, and providing current copies of all required system and site-specific plans to the Government.
- 1.3.3. Stock Levels.** The contractor shall maintain a stock level of spare parts, units, elements, and expendable material sufficient to ensure proper services for the RPA-SOC systems to sustain operations covered by this contract. It is recognized that the contractor shall place orders for such parts and materials which may be delivered by the suppliers beyond the period of time covered by this contract. The Government will accept delivery and make payment for such items even though delivered after the period of time covered by the contract provided that the contractor shall have placed such orders prior to the date of expiration or termination of this contract.
- 1.4. Bidder's Library.** Identify bidder's library information.
- 1.4.1. Re-competition of Contract.** When required by the CO, but no later than 365

calendar days before the end of the contract, provide a copy of all documents, plans, instructions, reports, audits, maintenance data, etc., pertaining in any way to the RPA-SOC Program for inclusion in the bidder's library. These copies shall be "sanitized" by the contractor to remove contractor employee personal data (e.g., names, payroll numbers) and shall be approved by the CO prior to removal. Provide access to all publications, TOs, commercial manuals, drawings, technical publications, etc., to anyone when required by the CO.

1.5. New Contractor Orientation. The contractor shall provide a complete orientation of all functions described in this PWS to the incoming contractor during the phase-in period.

2. CONTRACTOR PERSONNEL.

2.1. Contractor Employees. The contractor shall have designated key personnel in place at contract start. Contractor employees shall wear identifiers to specifically identify them as contractors on this program.

2.1.1. Identified As Contractors. Contractor personnel and their subcontractors must identify themselves as contractors during Government meetings, telephone conversations, in electronic messages, or any similar correspondence related to this contract.

2.1.2. Contractor Facilities. Contractor occupied facilities, such as offices, separate rooms, or cubicles, must be clearly identified with contractor supplied signs, name plates, or other identification, showing that these are work areas for contractor or subcontractor personnel.

2.2. Laws, Directives and Regulations. The contractor shall comply with the laws, regulations, and directives of the appropriate major command or military installation where contractor personnel are assigned or performing temporary duty.

2.3. Terminations. The CO may request the contractor, in writing, to remove any employee from their assignment to perform services under this contract when retention of such employee endangers life, property, national security, and/or the integrity and standards of the US Government. The CO may also request the contractor to remove any employee from their assignment who does not meet the minimum education and experience qualifications established in the contractor's technical proposal.

2.4. Licenses & Certifications. The contractor shall validate that employees have a valid driver's license/operator's license when required to drive Government or contractor-provided vehicles. The contractor shall validate that employees possess any required professional certifications before starting work under this contract.

2.5. Contractor Manpower Reporting. The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the AF, via a secure data collection site. The contractor shall completely fill in all required data fields at the Contractor Manpower Reporting Application (CMRA) website located at <http://www.ecmra.mil>.

2.5.1. Reporting Inputs. Reporting inputs shall 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 CMRA help desk.

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

2.5.3. User Manuals. Data for AF service requirements must be input at the AF CMRA link. However, user manuals for Government personnel and contractors are available at the Army CMRA link at <http://www.ecmra.mil>.

3. HOURS OF OPERATION AND TRAVEL.

3.1. Hours of Operation.

3.1.1. Creech AFB, NV Operating Hours. The contractor shall provide continuous support at 15 ATKS and 489 ATKS, 24 hours each day, 365 days per year. In addition, the contractor shall provide dedicated support to the 17 ATKS, 22 ATKS, 78 ATKS, 91 ATKS, and 867 ATAKS 24 hours each day, 365 days per year. The 11 ATKS Training Squadron requires 16-hour days Monday through Friday, and 16-hour days to support weekend flying up to six times per year. All 16-hour days are contingent on flight schedule. The 556 TES requires 16-hour days Monday through Friday, and 16-hour days to support weekend flying up to six times per year.

3.1.2. Ellsworth AFB, ND Operating Hours. The contractor shall provide continuous support at 89 ATKS 24 hours each day, 365 days per year.

3.1.3. Holloman AFB, NM Operating Hours. The contractor shall provide support at 6 ATKS, 9 ATKS, 29 ATKS, and 16 TRS 24 hours each day, 5 days a week.

3.1.4. Shaw AFB, SC Operating Hours. The contractor shall provide support to the 25 ATKG subordinate units, 24 hours each day, 365 days per year.

3.1.5. Nellis AFB, NV Operating Hours. The contractor shall provide (up to) 16 hours each day Monday through Friday depending on the operations window for the 26 WPS. The operations window, and thus duty hours, will shift each week based on USAF Weapons School syllabus requirements. This requirement will be coordinated on the Thursday prior to execution week. Weekend operations will be required up to six times per year to support syllabus requirements and will be coordinated approximately one month prior. The level of support starts 30 minutes before the scheduled syllabus event, as stated within the syllabus, and will end 30 minutes after syllabus event is completed.

- 3.1.6. RPA SATCOM Relay Sites Operating Hours.** The contractor shall provide continuous support at Ramstein AB, GE RPA SATCOM Relay Sites 24 hours each day, 365 days per year.
- 3.1.7. Whiteman AFB, MO Operating Hours.** The contractor shall provide continuous support at 20 ATKS 24 hours each day, 365 days per year.
- 3.1.8. Davis-Monthan AFB, AZ (ANG)** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.9. California (ANG).** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.10. Ebbing ANGB, AR.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.11. Des Moines ANGB, IA.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.12. Battle Creek ANGB, MI.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.13. Niagara Falls Air Reserve Station, NY (ANG).** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.14. Hancock Field ANGB, NY.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.15. Hector Field, ND (ANG).** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.16. Springfield-Beckley ANGB, OH.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.17. Horsham ANGB, PA.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.18. Berry Field ANGB TN.** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.19. Ellington Field Joint Reserve Base, TX (ANG).** Provide 16 hours 7 days per week (16/7) of coverage.
- 3.1.20. Warner-Robins AFB, GA (ANG).** Provide the 557th SWES 8 hours 5 days per week (8/5) of coverage.
- 3.1.21. Cannon AFB, NM (AFSOC).** The contractor shall provide continuous support 24 hours each day, 365 days per year.
- 3.1.22. Hurlburt AFB, FL (AFSOC).** The contractor shall provide continuous support 24 hours each day, 365 days per year.
- 3.1.23. Install/Warehouse Hours of Operation (Location TBD).**
- 3.1.23.1.** Operating hours established by the contractor shall be consistent with meeting the mission schedule as tasked by the Government. Operational hours

will be a 40 hour work week, with hours per day and days of the week being flexible to accommodate mission needs.

- 3.1.23.2.** During deployment of equipment support, if the schedule requires, the Contractor work hours may extend up to 7 days a week, 12 hours a day, 84 hour work week. Contractor personnel will not be compensated with Field Differential pay.
- 3.1.24. RPA-ES/Helpdesk Hours of Operation (Location TBD).** The contractor shall provide continuous support for the SOC Enterprise Help Desk, 24 hours each day, 365 days per year.
- 3.2. Overtime.** Overtime above the requirements stated in this PWS other than 24/7 operations in support of surges, deployments, and exercises shall be submitted to PM for CO approval. The overtime request shall include the number of personnel per job classification, labor rate(s), the type of support, number of hours associated, and justification. Overtime will be on a CR basis.
- 3.2.1. Weekend Flying Support.** Weekend operations will be funded under a CR Contract Line Item Number (CLIN). Handling rate will be allowed.
- 3.3. Travel.**
- 3.3.1. Travel.** Only Government-required travel is CR, exclusive of fee. All other travel, with the exception of OCONUS travel, is included in the FFP portion of the contract. Contractor requests for additional travel shall be approved by the CO prior to the travel occurring. All Government-required CR travel will be reimbursed as follows:
- 3.3.1.1. Non-Duty Day Travel.** Personnel required to travel on what is normally a non-duty day for the supported region may be compensated for no more than 8 hours of travel time for that travel day.
- 3.3.1.2. Air Travel.** Commercial air travel is authorized for contractor personnel traveling between their normal work location and the location of Government-required meetings and conferences. Transportation costs may be based on actual costs incurred, on a mileage basis, or on a combination thereof at the discretion of the GPM or CO. Transportation costs shall 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 travel, as set forth in JTR. The contractor is not authorized first-class airfare, and shall use economy/discount airfares. Costs incurred for lodging, meals, and incidental expenses will be reimbursed to the extent they are reasonable for the travel location. The contractor is not authorized deluxe accommodations.
- 3.3.1.3. Rental Fees.** The contractor is authorized rental fees and associated costs for not more than one midsize sedan per two employees per location during each CR travel period. Any deviation from this type of vehicle shall require

prior approval by the GPM or CO before the contractor incurs any costs. The contractor shall take advantage of reduced weekly rates to the maximum extent possible.

3.3.1.4. Negotiated Travel Costs. Reimbursable travel costs will be negotiated prior to commencement of each trip, unless exception is approved by the GPM or CO.

3.3.1.5. SOC Install Travel. Required travel for this contract shall be pre-approved by the COR or CO via email. The travel CLIN is based on 25 trips per install. Typical trips per install include a pre-construction site survey, three pre-Site surveys, hardware delivery, install for up to five months and an audit survey. Additional trips may be required based on specific site needs. Due to changing requirements, travel shall be required to any of the CONUS locations listed in paragraph 7.0 at any given time during the period of performance. All proposed travel shall be in accordance with the Federal Travel Regulations (FTR), the Joint Travel Regulations (JTR) and adhere to FAR 31.205-46. Travel costs shall be reimbursed in accordance with the FTR and JTR, and adhere to FAR 31.205-46 (Travel costs).

Requests for travel approval shall:

- Include a description of the purpose of the trip
- Include both departure and arrival locations
- When air travel is requested, the travel estimate shall include (a) the estimated airfare cost and (b) class of air travel (Economy Class, Premium Economy Class, Business Class, First Class).
- Be summarized by traveler
- Identify the task order CLIN
- Be submitted in advance of the travel with sufficient time (five (5) days) to permit review and approval