

PERFORMANCE WORK STATEMENT (PWS)

ARMY THEATER WIDE ENTERPRISE LAND MOBILE RADIO MAINTENANCE AND REPAIR

Part 1

General Information

1. Introduction: This is a non-personal services contract to provide enterprise land mobile radio (ELMR) maintenance and repair (M&R). The Government will not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government. Contractor shall provide management, materials (parts), labor, tools, transportation and equipment necessary to provide required Enterprise Land Mobile Radio (ELMR) M&R services for United States (U.S.) Army installations within the European Theater. Equipment shall be maintained in accordance with (IAW) Original Equipment Manufacturer (OEM) specifications. The overall objective is to maintain and repair an operable ELMR system for the U.S. Army within the European Theater. The Contractor shall perform to the standards in this contract.

1.1 Background: U.S. Army utilizes ELMR for communications across Europe. As such, this requires ELMR Operation and maintenance (O&M) support and services for ELMR systems and equipment. These ELMR communication systems are necessary for mission requirements for the Combined Headquarters, United States Army, Europe, Africa, Installation Management Command Europe, and Seventh Army training Command. The ELMR repair and services for Government-Owned ELMR equipment encompasses the Directorates of Emergency Services (DES), Fire Protection Services (FPS) and other Installation Management Command – Europe IMCOM-E directorates, 9th Military Police (MP) Detachment and Protective Services Detachments (PSD) from Headquarters U.S. Army Europe (USAREUR-AF), Africa Command (AFRICOM), National Atlantic Treaty Organization (NATO) Brussels and Strategic Air Command (SACEUR).

1.2 Responsibilities: The Contractor shall assume total responsibility for all requirements stated herein on the commencement date of the performance period. The Contractor shall perform as specified in this contract and under the direction of the Contracting Officer (KO). Services for ELMR equipment are for U.S. Army Installations in Germany, Italy, Belgium, the Netherlands, Bulgaria, Romania, and Poland. Additional locations in the European theater may be added as required.

1.2.1 Work Responsibility: The Contractor shall perform all work and assume responsibility for planning, programming, administering, managing, and executing all functions necessary to provide the services specified in this PWS. The Contractor shall conduct work IAW this PWS and all applicable United States (U.S.), German, and local laws, regulations, standards, provisions, and directives to include applicable publications in Section C-6. The Contractor shall ensure that all work meets the level of service, performance standards, or tolerances specified in the PWS or in applicable referenced documents.

1.2.2 Administrative Responsibility: The Contractor shall perform all related administrative actions required to provide services or perform work such as material requisitioning, Quality Control (QC), meetings, and correspondence. The Contractor shall also maintain accurate and complete records, files, and libraries of documents to include all U.S. and host nation regulations, standards, provisions, codes, laws, technical manuals, and Manufacturers' instructions and recommendations that are necessary and related to the functions being performed. The Contractor shall compile historical data, prepare required reports, and submit information as specified by the Deliverable List presented in this PWS.

1.3 Objectives: Work performed by The Contractor under this PWS is intended to support Task Areas listed below.

Task Number	Support Area	PWS Section
Task 1	ELMR Support, Maintenance and Repair (M&R) Services	5.2

1.4 Functional Areas: The Contractor shall provide the effective and timely delivery of ELMR O&M support and services as outlined in the tasks stated herein. (see PWS Part 5)

1.5 Period of Performance: This contract has duration of 8.5-months, and provides additional Period of Performance (POP) information to include specific Contract Line Item Numbers (CLINs) and their

corresponding location and DoD Activity Address Code (DoDAAC).

1.6 Management and Administration:

1.6.1 Project Management: The Contractor shall perform continual management of the functional areas contained in this PWS and shall provide a Project Manager (PM) during normal duty hours. The PM shall conduct overall management coordination and shall be the central Point of Contact (POC) with the Government for performance of all work under the PWS. At the Post Award conference, the Contractor shall submit to the Contract Officer Representative (COR), in writing, the name, title, office, home and mobile telephone number of the PM. A contractor employee shall be designated to act for the PM when work is being performed outside of duty hours, or during the PM's absence. Both the PM and the contractor employee filling in for the PM, shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.

1.6.2 Contractor Responsiveness: The PM or designated alternate shall be available for telephone communication or site attendance, with the COR, as required by the COR. A personal answering service is permitted at other than normal contract workdays and work hours for receipt of COR emergency response work requirements, provided that the PM or designee responds to all calls within two (2) hours after notification. The PM and any individuals designated to act in that capacity shall have full authority to contractually bind the Contractor for prompt action on matters pertaining to execution of the PWS.

1.6.3 Meetings, Conferences, and Briefings: The Contractor shall attend, participate in, and furnish input to scheduled and unscheduled meetings, conferences, and briefings, that relate to the functions and services herein, as required by the Government to provide effective communication and impart necessary information. The PM or designated representative shall attend meetings as requested by the Government. Meeting attendees shall at times include Contractor managerial, supervisory, and other personnel knowledgeable of the subject matter. Meetings may start or end outside of regular duty hours.

1.6.4 Hours of Operation: The Contractor is responsible for conducting business, between the core hours of 0800 to 1700 Central European Time (CET), Monday thru Friday except American federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential. The Contractor is not required to perform during recognized federal holidays.

The Government will work with the Contractor to determine scheduled access to specific areas. The Contractor may be required to perform work outside of normal duty hours, in the evenings and on weekends.

The Contractor shall be prepared to follow this work schedule. A written request to modify this work schedule shall be submitted to the COR/ELMR No Later Than (NLT) 14 calendar days in advance of the start date of the requested modified schedule. The Government will provide approval or disapproval NLT five (5) calendar days after submission. Priority service is a work effort outside the defined normal work schedule. The Contractor may elect, at their discretion, to perform during priority hours. In such cases, the Government will not be billed for priority service hours. Performance during priority service hours is dependent on successful coordination with the Network Enterprise Center (NEC) POC for access to Government facilities.

1.6.5 Training Holidays: USAREUR-AF has historically granted military personnel training holidays as compensation for time that they spent in field training. These are typically combined with regular holiday leave schedules (for example, Christmas half days or day on day off schedules). Training Holidays may affect access to military operated facilities. If scheduled work or access to facilities is required, coordination with occupants shall be necessary or the work in affected facilities shall be rescheduled after the training holiday. However, announced training holidays or exodus of military personnel may provide the Contractor with an opportunity for unrestricted access to facilities and areas. The Contractor shall take full advantage of such opportunities by planning maintenance or actions that are better accomplished when such areas are vacant.

1.6.6 Quality Control (QC) and Quality Assurance (QA)

1.6.6.1 Contract Quality Requirements. As defined IAW Federal Acquisition Regulation (FAR) 2.101, and further defined by Army Contracting Command (ACC) Acquisition Instructions (AI) Part 46, to include contract requirements/terms contained in the PWS that articulate service, and deliverable requirements, and any PWS

quality requirements, such as, quality management plan, Quality Control Plan (QCP), and so forth. QC is the responsibility of the Contractor. The Contractor is responsible for the control of their quality to ensure delivery of quality services to the Government IAW the terms and conditions IAW applicable inspection clauses.

1.6.6.2 Quality Control Plan (QCP). The Contractor shall develop, implement and maintain an effective QC System which includes a written QCP. The QCP shall implement standardized procedures/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. Specific performance metrics appear in part 7, paragraph 7.1, Performance Requirements Summary.

a. An optimal QCP shall identify potential problem areas and evolve over the life of the contract. Contractors' QCP must contain a systematic approach to monitor operations to ensure acceptable services are provided to the Government.

b. The QCP, as a minimum, shall address continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy identification and correction; corrective action procedures to include procedures for addressing Government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent re-occurrence of discrepancies; procedures for trend analysis; procedures for collecting and addressing customer feedback/complaints.

c. The Contractor upon request shall provide to the Government their QC documentation.

d. The Contractor shall provide the Government with an electronic copy of their comprehensive QCP in Microsoft (MS) Word format or Portable Document Format (PDF) within 15 calendar days after the post-award conference to the Contracting Officer (KO) and COR for approval. After acceptance of the QCP, the Contractor shall submit any proposed changes to the KO no less than five (5) calendar days prior to proposed implementation, and shall receive the KO's acceptance in writing prior to implementation of changes.

1.6.6.3. Quality Assurance (QA). The Government will evaluate the Contractor's performance under this contract IAW the Quality Assurance Surveillance Plan (QASP). This plan is a Government only document primarily focused on what the Government must do to assure that the Contractor has performed IAW the requirements of the contract. The Government has the right to conduct inspections and performance evaluation at any time. If any aspect of the performance is not in conformance with the requirements of this contract, the Government has the right to issue to the Contractor a Nonconformance Report (NCR).

1.6.6.4. Corrective Action. At any time, it is determined by the KO that the QC system, personnel, instructions, controls, tests, or records are not providing results, which conform to contract requirements, action shall be taken by the Contractor to correct the deficiency. If a NCR is issued, the Contractor shall develop a Corrective Action Plan (CAP), which identifies the root cause, Corrective Action (CA) for the root cause, CA for the specific nonconformance and CA to the root cause to prevent recurrence and a timeline for completion.

1.6. 6.4.1 Nonconformance Report (NCR).

a. The NCR is a letter to a Contractor that identifies nonconformance of a contract requirement(s) or identifies business system deficiencies and requests Contractor corrective action with the purpose to both correct the immediate nonconformance/deficiency, and also prevent reoccurrence. Nothing in the NCR changes any terms or conditions of the contract, or waives any rights the Government has under the contract or in law.

b. The NCR is not a contract action nor a contract remedy, but it can be a precursor to one (though not required). It is also not a punitive action (though multiple uncorrected problems or ineffective corrective action could lead to contract remedies). It is a tool and process used to document failure(s) to meet contract requirements and to work with Contractors to resolve performance issues with the goal to prevent the need for contractual remedy. It is also a tool to provide the Contractor an opportunity to correct or replace nonconforming work when it can be accomplished within the delivery schedule.

c. There are three (3) types of nonconformance, as defined in FAR 46.101, Minor, Major, and Critical.

d. NCRs are a part of the performance records, but at the discretion of the assessing official, may be include in the Contractor Performance Assessment Reporting System (CPARS).

1.6.6.4.2 Corrective Action Plan (CAP) Requirements. Contractor shall provide a CAP in response to a NCR

within 10 business days of receipt or as instructed in the NCR.

- a. Actions planned or taken to correct the specific nonconformance.
- b. Root cause analysis of the nonconformance.
- c. Corrective action planned or taken to eliminate the root cause(s) and prevents recurrence of the nonconformance, to include addressing people, process, and/or tools as necessary.
- d. Determination of whether other processes/products/services/work are affected by the root cause(s), including product/service/work already delivered to the Government.
- e. Corrective action milestones and target date(s) for implementation.

1.6.7 Performance Evaluation Meetings: The Contractor shall meet periodically with the COR to review contract performance. Meetings shall include review and analyses of key process indicators, analyses of process deficiencies, and problem resolution. At these meetings, the COR and the Contractor will discuss the Contractor's performance as viewed by the Government and particularly the reconciliation of the Government's QA Inspection Findings with the Contractor's own QC findings. The Contractor will take appropriate action to resolve outstanding issues. The Contractor will make a mutual effort with the COR to resolve any and all problems identified. The Contractor shall prepare and submit meeting minutes within three (3) working days of the meeting.

1.6.8 Meeting Frequency: These meetings shall be held weekly during the first 60 calendar days of the contract period (in person or virtually depending on local health conditions), and as needed, but not less than quarterly, thereafter. A meeting shall be held upon notification by the COR when a Contract Discrepancy Report (CDR) DD form 2772 is issued.

1.6.9 Meeting Minutes: The COR may keep an electronic recording of these meetings. Written minutes of these meetings shall be prepared by the Contractor, signed by the COR, the PM, or their designated representatives, and provided to the KO. Should the COR not concur with the minutes, the COR will state in writing any area of non-concurrence within one (1) working day after receipt of minutes. The KO will take appropriate action to resolve any area of disagreement.

1.6.10 Performance Report/Monthly Status report: The Contractor shall submit to the COR a monthly Performance Report no later than the 10th calendar day of the following month and include it in the Monthly Status Report. The workload data shall reflect all work accomplished by the Contractor's staff. The workload data shall be subject to review and comment by the COR.

1.6.10.1 Contractor shall submit a Monthly Status Report listing all corrective and maintenance actions completed that month; all purchased spare & repair parts; and all after-hours support. Any changes to the density list shall be included in the report. Report shall be submitted via email to the COR within 10 days after the end of each month. Contractor shall maintain hard and soft copies of the monthly status reports for review by the KO and/or COR.

1.6.10.2 Contractor shall prepare and track repair tickets with a unique tracking number for any equipment sent by the Contractor to the equipment manufacturer's depot service center. The Contractor shall condense these service and repair forms to be included into the monthly status report submitted to the COR (reference paragraph 1.6.10.1).

1.6.11 Place of Performance: The work to be performed under this contract will be performed at multiple geographic locations in support of United States (U.S.) Army Installations, including but not limited to, Germany, Italy, Belgium, the Netherlands, Bulgaria, Romania and Poland. This contract supports the U.S. Army European Theater and new locations may be added by contract modification. **ACCESS TO CLASSIFIED INFORMATION IS LIMITED TO GOVERNMENT WORK LOCATIONS. NO CLASSIFIED INFORMATION SHALL BE DISCUSSED, PROCESSED, OR STORED IN THE CONTRACTOR'S FACILITY.**

1.6.12 Type of Contract: The Government will award a Firm Fixed Priced (FFP) performance-based contract.

1.6.13 Security Program: Contractor shall comply with FAR 52.204-2, Security Requirements. This clause involves access to Information classified "Confidential," "Secret," or "Top Secret" and requires contractors to comply with the Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M) and its

replacement 32 CFR Part 117 (NISPOM). The NISPOM Cross reference tool is available at https://www.cdse.edu/documents/toolkits-fsos/32CFR_Part117_NISPOM_Rule_Cross_Reference_Tool.xlsx).

1.6.13.1 This requirement will require access to classified and controlled or sensitive information and facilities. Highest level security clearance requirement for this work effort is SECRET. Upon performance start date, all Contractor personnel shall possess and maintain during the contract life the required security clearance in accordance with DD Form 254, Contract Security Classification Specification. Contractor personnel shall comply with all applicable security and safety regulations, guidance, and procedures, including local, referenced in this PWS and in effect at the work sites. All Contractor personnel shall be U.S. citizens. New or replacement personnel who require a security clearance to perform under this contract shall have the required security clearance at work performance start date. Contractor personnel may require access to SIPRNET or other classified systems in support of this work effort. Access to SIPRNET or other classified systems shall only be at specified Government work locations and sponsored by the COR.

1.6.13.2 COMSEC is not a requirement for this contract. Furthermore, DACAP is not required during generation of AES key using the Motorola system; however, **IF** the type 1 key is required from a KMI Operating Account, then it will mandate DACAP and will require a modification to the contract by updating the requirements in this PWS and the DD-254.

1.6.13.3 Threat Awareness and Reporting Program (TARP) Training: All contractor personnel assigned to this contract shall complete initial and annual TARP training. Completion of training shall be reported to the COR. Detailed requirements on TARP are stated in the DD Form 254.

1.6.13.4 Intelligence Oversight (IO) Training. IAW Fragmentary Order (FRAGORD) 01 to US Army Cyber Command (ARCYBER) Task Order 2020-022 and AR 381-10, US Army Intelligence Activities, all contractor personnel assigned to this contract shall attend initial Intelligence Oversight (IO) training within 30 calendar days of assignment to this contract and shall attend IO refresher training, as directed by the COR. The Contractor shall maintain record of training for all personnel and shall provide copies to the COR, upon request. The Prime Contractor shall include this requirement in all subcontracts.

1.6.13.5 Access and General Protection Security Policy and Procedures: Contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by the installation Provost Marshal Office (PMO), Director of Emergency Services (DES), or Security Office. Contractor workforce shall comply with all personal identity verification requirements of FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in Contractor security matters or processes.

1.6.14 Protection:

1.6.14.1 Cybersecurity:

1.6.14.1.1 Cyber Training: All Contractor personnel as a condition of access to Government information systems and networks shall successfully complete all required initial and annual Cyber awareness training as specified in AR 25-2, DA Pam 25-2-6, and as specified by the Government requiring activity. Training is available at <https://cs.signal.army.mil>.

1.6.14.1.2 Contractor employees and subcontractor employees performing work under this contract who have access to Government information systems and networks shall create a user account and profile in the Army Training and Certification Tracking System (ATCTS) website at <https://atc.us.army.mil> , under the unit container designated by the COR. Contractor employees shall document, update, and retain their training and certification status in ATCTS.

1.6.14.1.3 The Contractor shall ensure that all contractor employees and subcontractor employees requiring Cyber Awareness training complete the training at the start of work performance on this contract and annually thereafter for the duration of this contract.

1.6.14.1.4 The Contractor shall ensure that all contractor employees and subcontractor employees sign an Acceptable Use Policies (AUP) at the same time the Cyber Awareness training is completed at the start of work performance on this contract and annually thereafter for the duration of this contract. The AUP is available in ATCTS under documents or at <https://cs.signal.army.mil>.

1.6.14.2. Information Assurance Workforce Certification. Defense Federal Acquisition Regulation Supplement (DFARS) clause 252.239-7001 (Information Assurance Contractor Training and Certification) applies to this contract. This contract is subject to the mandates of DoD 8570.01-M and DoD 8140.01, which establishes baseline technical and management Cyber skills for personnel performing functions within DoD and outlined on the DoD Cyber Exchange: [Steps to Obtain a DoD 8570 Baseline Certification – DoD Cyber Exchange](#) . Functions spanning multiple levels require certification of the highest-level functions. Contractor personnel performing functions in multiple categories or specialties shall obtain certificates of training appropriate and maintain certifications appropriate to the functions performed in each category and specialty.

1.6.14.2.1 The Contractor shall ensure all contractor employees or subcontractor employees performing work under this contract have the baseline certifications corresponding to their functions, as defined in Chapters 3, 4, 5, 10, and 11, and Appendix 3 of DoD 8570.01-M at work performance start date. Contractors shall obtain all other required certifications or qualifications within six (6) months of being engaged. The IAT Level I baseline certification is the minimum requirement for unsupervised privileged access. The Contractor shall ensure that all employees' certifications remain active and renewed at the end of the certifications cycle.

1.6.14.2.2 Contractor employees performing cybersecurity functions shall be assigned to the position in writing and shall upload a copy of their qualified baseline certification and other appropriate training certifications for their work role to ATCTS in their registered profile and provide copies to the COR for continuous compliance monitoring and reporting. The ATCTS Manager is required to verify the individual's certification(s).

1.6.14.2.3 Table 1 reflects the personnel type network access and Cyber Workforce Specialty requirements, aligning the Cyber functional responsibilities and access levels to the contract tasks, IAW DoD 8570.01-M.

Table 1. Information Technology Access and Cyber Certification Requirements.

Functional Category	Network Type Account	Security Clearance	Investigation Required	IA Certification Category and Level (IAW DOD 8570.01-M and BBP 05-PR-M-	Computing Environment Certifications
Project Manager (PM)	Authorized/ (General User) User	SECRET	Tier 3 (T3)	IAM-I	No
System Manager (SM)	Limited Privileged User	SECRET	T3	IAT-I	Yes
Intermediate Service Technician (ST)	Limited/Privileged User	SECRET	T3	IAT-I	Yes
Journeyman Service Technician (ST)	Limited/Privileged User	SECRET	T3	IAT-I	Yes

1.6.14.3 Privately and Contractor Owned Information Technology: The Contractor shall comply with AR 25-1 and AR 25-2. The Contractor shall not install or connect non-Government-owned or privately-owned systems, devices, or tools to Government systems or networks without the COR's coordinating and obtaining proper authorization from the appropriate Information System Security Manager (ISSM), ensuring that all software has been authorized under the Risk Management Framework (RMF) Assess Only process. The non-Government-owned computing systems or devices to include items such as removable media such as external hard drives, optical media such as compact disk (CD)/digital video disk (DVD), flash media such as memory cards, Universal Serial Bus (USB) flash drives, thumb drives, solid-state drives, and multifunction mobile devices such as smartphone, personal digital assistant (PDA), or wireless tablet. No mobile or removable devices or tools shall be installed or connected to the Government systems or networks without the COR and ISSM authorizations.

1.6.14.4 Protection of Sensitive Unclassified Data: The Contractor shall ensure any sensitive information, including, but not limited to, PII, CUI, proprietary information, and Law Enforcement Sensitive information residing on Portable Electronic Devices (PEDs) or other external media, is protected IAW current Government IS guidelines and requirements. The Contractor shall use authorized, approved, and prescribed solutions that comply with current in transit and at rest processes and tools. The PEDs include, but are not limited to, laptop, netbook, notebook, or tablet computers, and blackberry or equivalent devices. External media include optional disk media such as CDs, DVDs, USB drives (also referred to as flash or thumb drives) (when authorization to use them is restored), and other portable digital storage devices.

1.6.15. Antiterrorism:

1.6.15.1 Antiterrorism Level I Training: All Contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The Contractor shall submit certificates of completion for each affected Contractor employee and subcontractor employee to the COR or to the KO, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <https://jko.jten.mil>.

1.6.15.3 iWATCH: The Contractor and all associated Subcontractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity Antiterrorism Office. This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract start date and within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract start date. The Contractor shall maintain all iWATCH training records and shall provide copies to the COR upon request.

1.6.15.4 Emergencies and Force Protection Conditions: During declare emergencies and/or elevated Force Protection Conditions (FPCONs) Charlie or Delta, Contractor performance under this contract shall be determined by the COR or KO. All Contractor employees providing services under this contract are required to report for duty as scheduled and remain on duty during declared emergencies and/or elevated FPCON levels unless otherwise directed by the KO or COR. The Contractor PM shall keep the COR apprised of all personnel whereabouts when in a temporary duty (TDY) location.

1.6.15.5 Operations Security (OPSEC): The Contractor is not required to develop an OPSEC Plan. However, the Contractor shall comply with DoD Directive 5205.02E, Army Regulation 530-1, and the requiring activity OPSEC program. Per AR 530-1 Operations Security, the Contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter. The Contractor shall maintain all OPSEC training records and shall provide copies to the COR upon request.

1.6.16 Security Requirements: Contractor shall comply with all applicable security regulations, guidance, and procedures, including U.S. forces regulatory, force protection security requirements local and referenced in this PWS and DD form 254, Contract Security Classification Specification and in effect at all work locations. Contractor personnel shall attend all Government provided security and security awareness training as specified by the Government requiring activity. This includes successful completion of all required on-line security training, as directed by the Government requiring activity.

1.6.16.1 Contractor Identification Requirements: IAW FAR 37.114 (c), all contractor personnel attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious are required to identify themselves as such to avoid being mistaken for Government officials. Contractors performing work at Government workplaces shall provide their employees with an easily readable identification (ID) badge indicating the employee's name, the Contractor's name, the functional area of assignment, and a recent color photograph of the employee. Contractors shall require their employees wear the ID badges visibly when performing work at Government workplaces. Contractor personnel shall also ensure that all e-mails, documents or reports they produce are suitably marked as Contractor products and/or that Contractor participation is appropriately disclosed. All signature blocks on e-mails shall indicate that the sender is a Contractor employee and include the Contractor's company name. Contractor identification badges shall be worn in conjunction with any Government provided identification cards or badges.

1.6.16.2 Access to Protected Information: Protected information means all non-public information, including, but not limited to, trade secrets or proprietary information of other Contractors, Government source selection information, Privacy Act, PII, CUI, or any other information with distribution limited by the U.S. Government. If, during the performance of this requirement, Contractor personnel obtain access by any means to protected

information, they shall not disclose, publish, divulge, release, or make known, in any manner or to any extent, the information except as necessary to carry out duties under this contract. Protected information shall be given only to persons specifically granted access to this sensitive information and may not be further divulged without specific prior written approval from an authorized U.S. Government individual. Further, contractor employees may use any non-public information for official/authorized U.S. Government purposes, and they shall not use the information for their personal gain, the gain of their employer, or the gain of anyone else. The Contractor shall notify the KO of any potential Organizational Conflict of Interest (OCI) created by any such access; however, a nondisclosure agreement will not overcome an OCI as defined in FAR Subpart 9.5. Moreover, the Trade Secrets Act prohibits releasing proprietary information without the owner's consent. Accordingly, all Government Contractors are required to mark their proprietary information, and any time the Contractor is given inadvertent access to such marked information, the Contractor shall inform the KO of the access.

1.6.17 Physical Security: The Contractor shall be responsible for safeguarding all Government equipment, information and property provided for Contractor use IAW AR 190-13, AR 190-51, and AR 380-5.

1.6.17.1 Reporting of Criminal Violations: The Contractor shall immediately report any suspected, alleged, or actual criminal incidents, which may have an adverse effect on the Army in Europe mission. Incidents shall be reported to the COR or Contracting Officer in writing of any and all incidents within one (1) working day. Criminal incidents which concern/affect Army in Europe personnel, facilities, activities, or assets shall be reported regardless of the location of the incident affiliation or jurisdiction.

1.6.17.2 Installation Pass: Installation passes are issued at the Installation Access Control System (IACS) Office. The Contractor shall be responsible for ensuring all the Contractor's employees performing work under this contract obtain necessary installation and facility access as required by AE Regulation 190-13 (USAREUR Physical Security Program) and AE Regulation 190-16 (Installation Access Control) both can be accessed via this link: [Army in Europe Regulations](#) . Government-provided identifications, access tokens and passes shall be returned to the Government when the employee no longer performs work under this contract.

1.6.18 Key Control: The Contractor shall control and account for all Government issued keys IAW AR 190-51, Appendix D and local Standard Operating Procedures (SOPs). All references to keys include key cards. The Contractor shall ensure all keys/key cards issued to the Contractor by the Government are not lost, misplaced or used by unauthorized persons. The Contractor shall not duplicate Government-issued keys. The Contractor shall include procedures covering key control in the QCP. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrence of lost or duplicate keys to the COR.

1.6.18.1 The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees in performance of this contract. The Contractor shall not permit entrance of locked areas by persons other than Contractor employees engaged in the performance of assigned work or personnel authorized entrance for the KO or COR.

1.6.18.2 Lock Combinations: The Contractor shall ensure all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. The Contractor shall include these procedures in the Contractor's QCP.

1.6.19 Common Access Cards (CAC): The Government will provide special access badges as necessary. The Prime Contractor Facility Security Officer (FSO) shall ensure that all contractor personnel acquire and maintain CACs. The approving Government Trusted Agent (TA) may give access to the FSO using the online Trusted Associate Sponsorship System (TASS), <https://tass.dmdc.osd.mil/tass> . Contractor eligibility remains in force during employment under the contract for those employees who have a valid and recurring requirement for access to Government facilities or automation systems to perform those duties stipulated in the contract. The Contractor shall use a valid CAC to access the Government domain. The Contractor shall immediately return the CACs to the COR when the Contractor employee's employment is terminated or upon expiration of the contract. The CACs expire when Contractor employee's eligibility terminates or three (3) years from the issuance date, whichever occurs first. The Contractor is responsible for all CACs and shall report all lost or stolen CACs to the COR immediately.

1.6.20 Special Qualifications: Contractor shall provide qualified and appropriately certified employees to conduct the associated work they are required to accomplish.

1.6.20.1 Qualified and Certified Employees/Technicians: The Contractor shall ensure that field service technicians possess, or shall have the specialized training on servicing Motorola LMR equipment prior to the execution of the contract. The Motorola Specialized training program site lists the specialized training offerings

located here: https://www.motorolasolutions.com/en_us/products/training.html The Contractor shall ensure employed technicians continuously receive current technical information and training on all ELMR equipment covered in this PWS. The Contractor shall provide the COR with a Certificate of Competency for completion of specialized training in the following areas: Voice Privacy Equipment – Digital Encryption Standard (DES) Extended Range (XL), Advanced Encryption Standard (AES); control consoles – gold- elite consoles base stations, and trunking systems. The Contractor shall maintain a file containing certificates and an updated list of personnel training dates and provide the list to the COR upon request.

1.6.20.2 Qualified and Certified System Manager (SM): The Contractor shall provide a System Manager who shall be a dedicated Motorola ASTRO ® 25 ELMR Subject Matter Expert (SME) dedicated full-time to supporting the Army/USAREUR ELMR system. The System Manager shall be a factory-authorized technician with all appropriate factory training completion certificates. The System Manager shall have a relevant associate or technical degree and/or equivalent, and a minimum of three (3) years of experience in the Telecommunications/ELMR maintenance field with specific experience in field support of the following:

1. ASTRO ® technology
2. Project 25 technology
3. AES
4. OTAR
5. Dispatch console systems
6. Project 25 subscriber radios
7. System fleet mapping
8. Computer skills in all applicable databases and products
9. Extensive knowledge in code plug creation
10. Security + certification

1.6.20.3 Postal Operations: Contractors that handle accountable mail shall be US citizens. At contract start date, these personnel shall be required to have and maintain a U.S. secret security clearance. This includes Contractors that are working with shipping and receiving of accountable mail and/or classified shipments and they shall be handled in accordance with AR 710-1 and AR 710-2. Additional mail handling qualifications will be in accordance with AR 600-8-3 (Postal Operations) Chapter 2-4.

1.6.21 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office IAW Federal Acquisition Regulation Subpart 42.5. The KO, COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings, the KO will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues.

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

1.6.23 Key Personnel: Contractor shall provide a Project Manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the manager is absent shall be designated in writing to the KO. The Project Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The Contract Manager or alternate shall be available between 8:00 am to 5:00 PM, Monday thru Friday except Federal holidays or when the Government facility is closed for administrative reasons.

1.6.23.1 The Contractor shall ensure monitoring services are provided by Motorola's Federal Secure Support Center and all systems and software integrating with the ELMR cores shall be certified Motorola products to ensure 100 percent operability and functionality with existing ELMR infrastructure. Remote system monitoring,

technical support, and dispatch.

1.6.23.2 Contract personnel must be capable of reading, writing, speaking, and understanding English with the appropriate proficiency to effectively perform the duties outlined within the PWS, as well as other duties required to effectively perform Government contracts.

1.6.23.3 The Contractor shall provide a system manager dedicated to the ELMR network and will coordinate all aspects related to the support, monitoring, and maintenance of the ELMR network, from day-to-day routine upkeep of the system to managing quick response for emergency service calls, coordinating additional technical support and following up on repairs.

1.6.23.4 The Contractor shall provide dedicated Motorola ELMR Subject Matter Expert dedicated full-time to supporting the Army/USAREUR ELMR system.

1.6.23.5 Provide Security Technical Implementation Guide (STIG) validation and benchmarking (Security Content Application Protocol – SCAP) on 100 percent of the ELMR system. The Contractor shall analyze results and submit reports to the COR and USAFE A6 for validation.

1.6.25 Contractor Travel: Travel associated with performance of installation and removal of all fixed equipment (i.e., base stations, base station antennas, repeaters, repeater antennas, dispatch consoles, logging recorders and playback capabilities) shall be included in Contractor's price. Relocation of ELMR equipment shall also be covered. Replacement of auxiliary items (i.e., batteries and antennas) shall only be approved by the KO.

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

1.6.27 Safety:

1.6.27.1 Safety Plan and Program:

1.6.27.2 Emergency Fire and Safety: The Contractor shall comply with all applicable fire prevention and protection regulations IAW U.S. Government and local host nation regulations. The Contractor shall participate in police and fire programs, drills and instructions. The Contractor shall ensure that **all** contractor employees are made aware of fire safety requirements on an annual basis.

1.6.27.3 Vehicle Safety Requirements: The Contractor's personnel operating motor vehicles on a U.S. Government facility or installation shall possess a valid driver license for the category of vehicle being operated and shall comply with traffic regulations identified in AR 385-10 (The Army Safety Program). Violations of posted traffic regulations shall be treated accordingly by PMO and could potentially constitute grounds for withdrawal of an employee's facility or installation pass depending on the level of infraction.

1.6.27.4 Reporting of On-Site Accidents or Injuries: The Contractor shall notify the COR within two (2) hours of occurrence of all accidents involving personal injury or property damage and report the accidents IAW DA PAM 190-45, https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/ARN13928_PAM190-45_FINAL_FOR_WEB.pdf. The notification is to be followed by a written notification within three (3) working days.

1.6.28 Environmental Compliance: The Contractor shall comply with all applicable environmental and protection laws and regulations IAW U.S. Government and local host nation laws and regulations.

1.6.28.1 Environmental Compliance Plan and Program: The Contractor shall participate in environmental programs, planning programs and instructions. The Contractor shall ensure that all contractor employees are made aware of environmental requirements on an annual basis. The Contractor shall maintain an updated list of personnel training dates and provide the list to the COR upon request.

1.6.30 Emergency Essential Personnel

1.6.30.1 The Contractor shall submit the name, address, home phone number, cell phone number, security clearance, and duty title of the designated emergency essential personnel to the KO and COR within 10 working days after contract award. The Contractor shall update the KO/COR as changes occur and remain current during the entire period of performance.

1.6.29 Individual Logistical Support (ILS):

1.6.29.1 In accordance with (IAW) AER 715-9, certain Contractors may require individual logistical support in some overseas areas in order to meet contract obligations. The requiring activity shall coordinate with the Department of Defense Contracting Personnel (DOCPER) office and Northern Law Center, Shape Belgium to register the contract and seek approval for the Contractor(s) to receive ILS. The Contractor shall provide all information/documentation required applicable regulations in order to facilitate the ordering activity efforts in obtaining ILS privileges.

1.6.29.2 The DOCPER-Italy, and the Northern Law Center, Shape Belgium serves as the Government final approving authority in determining whether Contractors are eligible to receive ILS.

1.6.29.3 ILS, which may be provided by the Government hereunder; includes but is not limited to, use of the following: Military or other U.S. Government Clubs, exchanges, and non-appropriated fund organizations; Military or other U.S. Government commissary; Military or other U.S. Government postal facilities; Utilities and services IAW priorities, rates and tariffs established by military or other U.S. Government agencies; Military Payment Certificate (MPC), where applicable; Military or other U.S. Government banking facilities.

1.6.29.4 In cases where the DOCPER or Northern Law Center disapproves a Contractor ILS, the COR will coordinate for the issue of USAREUR-wide Installation Passes, which shall facilitate Contractor access onto U.S. Forces military installations/bases for the purposes of performing preventive maintenance/repair on ELMR equipment.

PART 2 DEFINITIONS & ACRONYMS

2. Definitions And Acronyms:

2.1 Definitions:

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

Contracting Officer (KO) - A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

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

Defective Service - A service output that does not meet the standard of performance associated with the Performance Work Statement.

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

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

Physical Security - Actions that prevent the loss or damage of Government property.

Quality Assurance (QA) - The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

Quality Assurance Surveillance Plan (QASP) - An organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

Quality Control (QC) - All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

Subcontractor - One that enters into a contract with a Prime Contractor. The Government does not have privity of contract with the subcontractor.

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

Work Week - Monday through Friday, unless specified otherwise.

2.2 Acronyms:

AES	Advanced Encryption Standard
AR	Army Regulation
ATO	Authority to Operate
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
DA	Department of the Army
DD FORM 254	Department of Defense Form Contract Security Classification Specification
DES	Digital Encryption Standard
DES XL	Digital Encryption Standard Extended Range
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
FAR	Federal Acquisition Regulation
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
POC	Point of Contact
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TA	Trusted Agent
TASS	Trusted Associate Sponsorship System

PART 3
GOVERNMENT FURNISHED PROPERTY
AND SERVICES

3. Government Furnished Items and Services

3.1 Facilities: Government will furnish and/or make available applicable facilities, work space/work areas described in Appendix 3.

3.1.1 The Contractor shall maintain Government provided facilities in a clean and orderly condition.

3.2 Utilities: The Government will provide electricity, water, sewage and heating. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

3.3 Government Furnished Property: There will be no Government Furnished Property under this contract. IAW FAR Part 45.00 (5) the Government will make available Government property that is incidental to the place of performance.

3.4 Incidental Property: The Government will make available property incidental to the place of performance, when the contract requires contractor personnel to be located on a Government site or installation, and when the property used by the Contractor within the location remains accountable to the Government. The Government considers laptops that are provided with Virtual Private Network (VPN) capability or authorized bootable media as incidental property, and when the property used by the contractor within the location remains accountable to the Government. Items considered incidental to the place of performance include normal office type property, for example, office space, desks, chairs, telephones, computers, printers, plotters, fax machines and computer peripherals. It does not include any equipment, special test equipment, special tooling, material or real property. Contract personnel shall not relocate Government Furnished telephone equipment or in any way tamper with the telephone distribution system.

3.4.1 The Contractor shall use only Government property to access the VPN. Per DA Pam 25-1-1, the only authorized access from DoD-owned computers, Government provided bootable media, systems, and networks to the Internet is via the NIPRNET. The VPN allows remote DoD computers to meet this requirement by providing a secure tunnel to the NIPRNET. The VPN shall be used at all times that the DoD-owned computer or Government approved DoD bootable media is accessing the Internet when using commercial Internet Service Providers. Bootable media shall be utilized IAW its Authorization to Operate (ATO), and shall not be modified from the government approved and issued version. The Contractor shall verify that they are using the most recent version of approved bootable media, and that the bootable media has a valid and current ATO. Unauthorized split-tunneling of VPN connections by the Contractor is prohibited. Authorized split-tunneling configurations will be accompanied by a signed Authorizing Official (AO), GO/SES level, risk assessment.

3.4.2 Contractor or Employee-owned Information Systems (EOIS) used to access or process controlled Unclassified information (CUI) (that is, official data) is restricted and only permitted with AO approval. If approved by the AO, EOIS and Contractor-owned and operated information systems, shall meet all security requirements for government owned hardware and software when managing, storing, or processing Army or DOD CUI information, or conducting official communications or business IAW NIST SP 800-171 Rev 2 (or current version), and their local NEC requirements and policies. However, Remote privileged access to DOD systems using privately owned IT is prohibited IAW AR 25-2 paragraph 4-25c.

3.4.3 Contractor Property. The Contractor shall provide all equipment, and items required to perform the requirements of this contract unless provided as incidental as indicated above or listed. All Contractor provided equipment shall be clearly marked and stored separately from Government property. Upon completion or termination of this contract, the Contractor shall remove all Contractor-owned equipment/property. If the Contractor does not remove Contractor-owned items NLT thirty (30) calendar days after the conclusion of the contract, the Government will properly dispose of the items.

3.6.1 Network Access Request: The Government will provide an official use only Internet access through the Government Furnished LAN. The Contractor shall prepare and submit to the COR, System Authorization Access Requests (SAAR) DD-2875, IAW applicable Army in Europe procedures.

3.6.2 Account Management: The Contractor shall coordinate access for new contractor employees, or terminate access for departing contractor employees with the COR.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. Contractor Furnished Items and Responsibilities:

4.1 Secret Facility Clearance Level: The Contractor shall have and maintain a **FINAL SECRET** facility clearance level from the Defense Counterintelligence and Security Agency (DCSA).

4.2 Materials: The Contractor shall have and maintain materials (parts), tools, transportation and equipment necessary to provide required ELMR M&R services, sufficient to meet restorable times, IAW this PWS.

4.3 Equipment: The Contractor shall maintain sufficient calibrated test/support equipment IAW AR 750-43, commensurate with the technology level of the equipment being maintained. Equipment shall be calibrated IAW OEM specifications and will be annotated in a log or on the physical test/support equipment. This will facilitate completion of all contract maintenance requirements within the prescribed timelines. This test equipment shall include, but is not limited to, spectrum analyzer, frequency counter, RF field strength meter, test bench power supply, digital multi-meters, programming computers, RF frequency generator and dummy loads.

PART 5 SPECIFIC TASKS

5.1 Basic Services: The overall objective is to maintain and repair an operable ELMR system for the U.S. Army within the European Theater.

5.2 Task 1 –ELMR Support, Maintenance and Repair (M&R) services: The Contractor shall provide recurring operational, services for LMR equipment based on the density list (PWS 7.3 Attachment 3/Technical Exhibit 3 – Density List).

5.2.1 The Contractor shall provide all labor, material, equipment, transportation, supervision and other items necessary to perform M&R of Government owned ELMR equipment listed in density list (PWS 7.3 Attachment 3/Technical Exhibit 3 – Density List).

5.2.2 The Contractor shall notify the COR immediately of any major corrective action required that falls outside normal repair.

5.2.3 The Contractor shall have technical/service manuals available for all ELMR equipment associated with this contract.

5.2.4 The Contractor shall M&R all ELMR associated equipment arising from normal use of equipment IAW Original Equipment Manufacturer (OEM) specifications. The Contractor shall adhere to acceptable standards in the performance of all maintenance accomplished under this contract to include OEM and Electronic Industries Alliance (EIA) standards.

5.2.5 The Contractor shall maintain an operational system to sustain connectivity with, and ATO under, the USAFE LMR zone core network.

5.2.6 The Contractor shall provide engineering documentation to assist in maintaining configuration management of the ELMR networks. The Contractor shall provide assistance in analyzing network architecture and recommending improvements via consultations to be scheduled during standard business hours.

5.2.7 Site Maps: The Contractor shall maintain detailed schematic site drawings/maps for all repeater locations and configuration. The Contractor shall maintain personnel with access to Communications Asset Survey and Mapping (CASM) tool with access provided through NETCOM G3 Current Operations (CUOPS). The Contractor shall ensure all USAREUR ELMR sites are updated in CASM. The Contractor shall ensure this documentation is updated whenever any changes are made.

5.2.8 The Government reserves the right to commission and/or relocate ELMR equipment and repeaters as required. The Contractor shall provide engineering and installation support for repeater site commissioning and relocation. This includes the analysis of radio coverage from identified sites, equipment preparation, transport, and installation/de-installation. Removal includes items such as the actual physical labor involved in the removal of previously installed radio equipment, antennas, cables, control units, speakers, microphones, and associated hardware, accessories, and any equipment options. Installation includes items such as the actual physical effort involved in mounting the radio equipment and its antenna(s), cables, control units, speaker, microphone, and associated hardware, accessories and any equipment options.

5.2.9 The Contractor shall fuse all mobile radio wiring IAW OEM specifications. The Contractor shall ensure holes drilled in buildings to run wiring are fitted with commercial weather resistant plugs or sealant.

5.2.10 The Contractor shall ensure antenna criteria are applied to standard commercial antenna installations or removal practices from the base of the tower to the top of the tower including tower light beacons and lightning protection rod. The installation and/or removal of antenna transmission lines from the antenna to the facility point of entry are part of the fixed equipment antenna installation when a new or replacement antenna is installed.

5.2.11 The Contractor shall perform frequency, function, and/or mode changes on all ELMR equipment covered under this contract on an as required basis. The Government will be responsible for ensuring all frequencies are licensed by the proper authorities. The Contractor shall assist the Government in preparing the necessary documentation for licensing of frequencies.

5.2.12 The Contractor shall ensure Digital Encryption Standard (DES), Digital Encryption Standard Extended Range (DES XL), Advanced Encryption Standard (AES) assets are maintained according to OEM specifications while undergoing repair. The repair or replacement of DES, DES XL and AES assets which fail during normal usage shall be considered normal recurring maintenance.

5.2.13 The Contractor shall ensure any product, which is DES, DES XL capable, or equipped is maintained by a Motorola-certified technician. Additionally, the Contractor shall store and maintain 100% accountability of ELMR encryption modules at all times in order to fulfill mission requirements. Additionally, the Contractor shall provide special services for repair and care of intrinsically safe Unified Laboratories (UL) approvals for ELMR equipment in accordance with Telecommunications Industry Association (TIA)-4950, <https://standards.globalspec.com/std/14317475/TIA-4950>. The Contractor shall ensure the repaired radios are 100% certified to comply with the standards and procedural methods in accordance with all applicable standards.

5.2.14 ELMR Database: The Contractor shall prepare and maintain a database that accounts for all ELMR assets to include subscriber units, mobile radios, and dispatch consoles by serial number, location, and unit of possession/ownership. The Contractor shall record in the database any repair actions on each piece of equipment, as well as dates on when the radio was last programmed and loaded with an encryption key. The Contractor shall make the database available to the COR for reference of warranty of all equipment.

5.2.15 Equipment Turnaround

5.2.15.1 The Contractor shall use Equipment Inspection and Maintenance Worksheet (DA Form 2404) or a Service Supply Ticket (provided by the Contractor) to sign for all Government-owned ELMR equipment received from a customer.

5.2.15.2 The Contractor shall travel to the user's location to pick up non-fixed equipment for M&R following notification of services required. All M&R of equipment shall be performed at the nearest radio repair shop listed in Appendix 3. The Contractor shall provide an established telephonic notification and response process with a 24/7 days a week service for trouble shooting and maintenance as required for Romania, Bulgaria, and Poland mission essential LMR equipment. The Contractor shall dispatch a technician within three (3) working days for maintenance of mission critical essential and five (5) working days for non-mission critical LMR equipment in Romania, Bulgaria and Poland that cannot be satisfactorily resolved via telephone.

5.2.15.3 The Contractor shall ensure non-fixed equipment (e.g. portables, knobs or any ancillary equipment needed to operate the equipment) is restored to an operational status and notification to the customer within 10 working days.

5.2.15.4 The Contractor shall travel to all sites with fixed-equipment and to vehicles on military installations requiring ELMR equipment repair, which cannot be brought to the servicing facility, (e.g., large fire trucks, limited availability of emergency response vehicles, etc.).

5.2.15.5 The Contractor shall ensure fixed equipment (e.g. dispatch consoles, Base Station Repeaters) is repaired and returned to the customer within three (3) workdays following notification of services required. In the event the repair cannot be completed within the specific timelines, the Contractor shall advise the user, or designated representative accordingly. Also, the Contractor shall specify the plan of action and expected timeline to resolve the problem.

5.2.15.6 Warranty and other repairs that require equipment to be sent to the manufacture's service depot shall not be covered by the time parameters listed in this document. The Contractor shall be responsible for shipping and tracking any equipment sent to the manufacturer. The Contractor shall ensure all equipment is shipped by approved methods (US Registered Mail), and have frequencies and encryption keys deleted prior to shipping. Accountable mail is considered Certified, Registered, and/or Overnight Express Mail delivery which are means of transmitting classified material secret and below. Handling and safeguarding of mail is IAW DOD 4525.6 M (Department of Defense Postal Manual), paragraph C15.10, AR 600-8-3, (Postal Operations) and AR 380-5. Contractors that handle accountable mail shall be US citizens. At contract start date, these personnel shall be required to have and maintain a U.S. secret security clearance. This includes Contractors that are working with shipping and receiving of accountable mail and/or classified shipments and they shall be handled in accordance with AR 710-1 and AR 710-2. Additional mail handling qualifications will be in accordance with AR 600-8-3 (Postal Operations) Chapter 2-4. For outbound shipments, the Contractor shall package and crate material; program and mount remote tracking devices; coordinate pickup by either military transporters or third-party logistics carriers; and perform all related administrative tasks, to include tracking of shipments and obtaining required customs clearance documents. For

inbound shipments, the Contractor shall use DD Form 361, Transportation Discrepancy Report, to document the loss, shortage or damage to government material and to support the filing of claims against Transportation Service Providers for Government reimbursement.

5.2.15.7 The Contractor shall prepare repair and track tickets with a unique tracking number for any equipment sent by the Contractor to the equipment manufacturer's depot service center. The Contractor shall condense these service and repair forms into its monthly report to the COR.

5.2.15.8 The turn-around time for subscriber units to receive repair service from radio repair depots in the Balkans areas will vary depending on the Army Post Office (APO) services available. However, the Contractor shall make every effort to return subscriber units to customers between seven (7) and ten (10) working days.

5.2.16 Technical Support: The Contractor shall provide a toll free contact number 24-hours per day, seven (7) days per week, 365 days a year for technical customer service requests.

5.2.16.1 The Contractor shall provide 24-hours per day, seven (7) days per week, 365 days a year remote ELMR network monitoring to detect abnormal conditions and initiate support activities to sustain normal system operations.

5.2.16.2 Technician Availability

5.2.16.2.1 For recurring maintenance, contract personnel shall be available between the core hours (0800 to 1700), Monday through Friday, excluding American Federal holidays to perform the requirements of the PWS.

5.2.16.2.2 Contract technicians shall respond to outages and trouble calls on Government ELMR equipment on and off U.S. military installations, or pickup and deliver equipment, parts and supplies for Government ELMR equipment. The Contractor shall make and provide directions and/or instructions to the technicians. Response time for service calls for fixed equipment (non-portable) is eight (8) hours.

5.2.16.2.3 The Contractor shall establish and maintain procedures to ensure a backup field service technician is always available to restore priority service-related actions.

5.2.16.3 The Contractor shall respond to non-emergency calls within eight (8) hours on the next standard business day.

5.2.16.4 On-Site response also covers control stations (consolettes) and remotes.

5.2.17 Preventative Maintenance: The Contractor shall provide an operational test and alignment of infrastructure equipment once per calendar year at each performance location to ensure that all equipment meets original manufacturer's specifications. The Contractor shall ensure the Annual Network Preventative Maintenance Inspection (PMI) also searches for potential issues that might lead to a malfunction and shall include standard industry preventative practices such as physical inspection of equipment, equipment cleaning and dust removal, and any required adjustments of equipment to meet original manufacturer's specifications.

5.2.18 The Infrastructure Repair (IR) with Advance Replacement: The Contractor shall repair all equipment manufactured and supplied by Motorola, to include equipment from third-party infrastructure vendors. The Contractor shall supplement the Government stock of spares from a centralized inventory of critical equipment. In advance of the Contractor repairing a malfunctioning unit, a replacement unit shall be provided.

5.2.19 Local Combo Radio Service: The Contractor shall provide the first echelon and depot level repair services for radios. The Contractor shall make first echelon repairs to the radio locally where possible or have radios sent for depot repair as needed. The Government is responsible for bringing the radio to the local service facility for service.

5.2.20 On-Site Option: The Contractor shall provide pickup and delivery service at the customer's location. The Contractor shall ensure equipment is picked up and delivered to the Government's location within mutually agreed upon schedule. Additionally this allows for the troubleshooting of Mobile radio issues at Government location to determine if the problem is with the radio or the vehicle. (IE: wiring, battery issues)

5.2.21 Local Radio Support Service: The Contractor shall provide an operational check at Government location but does not include depot level repair for radios that are under warranty.

5.2.22 Programming Services: The Contractor shall provide reprogramming services of radios as needed to make changes to frequencies, modes, functionality for events, exercises, and changes in operations.

5.3 Dedicated System Manager: The Contractor shall assist with the development of the USAREUR fleet map for all of the garrisons in the region. The Contractor shall provide database management, oversee the implementation of trunked ELMR network, and coordinate user training. This will involve interfacing with user groups and conducting regular meetings to review their operational requirements to enable system functionality and radio programming tailored for user needs. System performance reports are routine parts of the job.

5.3.1 The dedicated System Manager plays a key role in maintaining the ELMR system, enabling the Government to focus on organizational goals, reduce the customer's investment risk, and shifts accountability of system performance. The Contractor shall provide the following:

1. Document and maintain a consolidated ELMR system fleet map
2. Document and maintain Radio codeplugs
3. ELMR Dispatch, Radio, and Network Mgt. User Database Mgt.
4. Provide ELMR Encryption Key Management
5. ELMR Local/Store and Forward and OTAR(over the air rekey)
6. Authentication Management
7. ELMR oversight of Password and Patch management
8. Audio Logging Recorder back up/export
9. Assist in developing Disaster/Emergency plans as related to the ELMR network
10. Review and present ELMR system statistical information upon COR request in electronic and paper format
11. Management of network fault and security alarms through resolution
12. Coordinate cross system (USAFE/USAREUR) activities
13. ELMR Patching, Upgrades, System-Level events, etc.
14. Maintain inventory databases (infrastructure and subscribers) – Inventory Report to be provided by the 10th of each month to the COR, within 30 days of contract award.

5.3.2 The Contractor shall provide dedicated Motorola ELMR Subject Matter Expert dedicated full-time to supporting the Army/USAREUR ELMR system. The Contractor shall be factory-authorized with all appropriate factory training completion certificates. The Contractor shall have a relevant associate or technical degree and/or equivalent, and a minimum of three (3) years of experience in the Telecommunications/ELMR maintenance field with specific experience in field support of the following:

1. ASTRO ® technology
2. Project 25 technology
3. AES
4. OTAR
5. Dispatch console systems
6. Project 25 subscriber radios
7. System fleet mapping
8. Computer skills in all applicable databases and products
9. Extensive knowledge in code plug creation
10. Security + certification

5.4 Technical Assistant

The scope of this effort includes assisting in the management, Subscriber Unit maintenance, and training of the ELMR system and system end users. The Contractor shall provide expert assistance to the USAREUR ELMR staff in the operation, Subscriber Unit maintenance, management, oversight, education, etc., of the new ELMR system. Duties of the ELMR technical assistant are identified below. The Contractor shall perform the following:

5.4.1 Provide system and Subscriber Unit training as needed to the USAREUR ELMR team and end users. This training shall include both formal and informal training methods (i.e. formal classroom training and on-the job training). The USAREUR ELMR Team shall be trained in all aspects of the Trunked ELMR system including but not limited to the System Management Terminal (SMT), Key Management Facility (KMF), Dispatch Consoles, Subscriber Units, Interoperability Gateway, repeater functions and all features/functions of the system to include Over-the-Air-Rekeying (OTAR) and Over-the-Air-Programming (OTAP).

5.4.2 Assist the maintenance, update, assignment, and control of all radio identifications to include, block identifications, radio identification numbers, talk group identifications and encryption secure codes used on the system. Coordinate with using activities in order to determine specific programming requirements. Analyze, formulate, and develop system resources to match requirements for complexity and flexibility. Evaluate Subscriber Units by reading unit data, research radio variables and determine capabilities.

5.4.3 Assist the ELMR Team in loading/programming data into radios, label radios with identifications, and save files of each radio by serial number. Program all radio variables into the LMR System to include, setting priority levels, interconnect capabilities, time allotments, and site authorizations.

5.4.4 Serve as liaison between organizations, both fixed and visiting, in fulfilling requirements for current events, special events, or future military exercises as well as normal day-to-day operations. This requires attending meetings or briefings on new customer requirements.

5.4.5 Assist the ELMR Team in developing a SOP for meeting the daily requirements of the ELMR end users.

5.4.6 Assist the ELMR Team in developing a SOP to meet the requirements for current/annual events (Exercises etc.), special events or future military exercises.

5.4.7 Provide new customer orientation training on system operation as needed and provide guidance on integration between talk groups and procedures on obtaining authority to share resources.

5.4.8 Assist the ELMR Team in developing a SOP for any warranty or routine maintenance required on infrastructure. This SOP shall include instructions on contacting the authorized service center or Technical Assistance Center (TAC), and shall be IAW the current maintenance contract. This SOP shall include standard tests that the ELMR team should run to evaluate the entire system for proper operation and reliability. Monitor and track radio system maintenance programs and radio subscriber repair.

5.4.9 Assist the ELMR team in developing and maintaining a spares database. Maintain spares database.

5.4.10 Manage all databases associated with the trunking radio system including maintaining the fleet map and radio identification database. When databases are modified the Contractor shall provide a report as to what modifications were made, and the reason for the modification. Please provide database report monthly to the Government.

5.4.11 Oversee all user training programs as required or mandated by higher authority. Specifically identifying the training programs that the contractor will work and the extent of the Contractor's performance.

5.5 Service Contract Reporting: The requirement for contract manpower reporting shall be in accordance with FAR clause 52.204-14, Service Contract Reporting Requirements.

5.6 System for Award Management (SAM) Service Contract Report (SCR): The Contractor shall report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the US Army Europe via a secure data collection site. The Contractor is required to completely fill in all required data fields through the following web address: www.SAM.gov. Reporting inputs will be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk by clicking "View Assistance for SAM.gov" which is located at the top of the SAM.gov website. From there, you can select "Contact Our Service Desk" which will allow you to contact SAM.gov directly. If contract period of performance ends prior to September 30, the Contractor has 30 calendar days from end date of the contract to complete the SAM SCR requirement.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.
5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information:
 - **Total Amount Invoiced:** Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).

- **Prime Contractor Hours Expended:** Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Employee (FTE) equivalent, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.
6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.
 7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

Steps for Editing a Submitted Report

1. Follow steps 1-4 above. Any previously submitted SCR will have a View/Edit button instead of an Add button.
2. Select View/Edit. You will be able to view the current SCR, edit available fields, and resubmit the record. You can also delete previously entered information altogether.

STD: All information provided by the Contractor shall be accurate, complete, and not exceed suspense dates noted in corresponding paragraph above.

AQL: 100% Compliant

{Insert Deliverable #}

PART 6

APPLICABLE PUBLICATIONS

6.1 Applicable Documents. The following publications form a part of this contract. The publications below with which the Contractor shall comply are “Mandatory.” The Contractor shall use current commercial practices and publications whenever possible. A significant number of Army regulations that govern the conduct of the required work are listed below. The PWS may set a higher standard of performance than an applicable Army regulation. The PWS will have precedence over the regulations unless a particular PWS provision is in direct conflict with the applicable provision of the Army regulation. Unless otherwise noted, the Army Regulation (AR) are available at [Army Publishing Directorate https://armypubs.army.mil/](https://armypubs.army.mil/); DoD documents are available at [DoD Issuances Home \(whs.mil\) https://www.esd.whs.mil/dd/dod-issuances/](https://www.esd.whs.mil/dd/dod-issuances/). Upon request, the Government will provide those publications not available on a web site. The Contractor shall comply with changes to publications. Additional technical design and policy reference information governing the SIPRNET can be accessed at <https://cyber.mil/#> and <http://cyber.mil/stigs/> or commercially available at <https://public.cyber.mil>.

Department of the Air Force Instruction/Manual (AFI/AFMAN)

AFI 17-130, Air Force Cybersecurity Program Management

AFMAN 17- 1301, Computer Security (COMPUSEC)

Department of the Army Pamphlets (DA PAM)

DA Pam 25-1-1, Army Information Technology Implementation Instructions

DA Pam 25-2-6, Cybersecurity Training and Certification Program

DA Pam 25-2-7, Army Information System Privileged Access

DA Pam 25-2-9, Wireless Security Standards

DA Pam 25-2-14, Risk Management Framework for Army Information Technology

Department of the Army CIO/G-6 Policies

Army CIO/G-6 List of Network Enterprise Centers (NEC) Service Level Agreement (SLA)/Operational Level Agreement (OLA) (Implemented by the Secretary of the Army (Office, Chief Information Officer, via OASA memorandum, SAIS-AOI, subject: Army Command, Control, Communications, Computers, and Information Management (C4IM) Services List current version is available from the R-NEC.

Army Information Technology Metrics Program (available from the R-NEC)

Department of the Army Regulations (AR)

AR 5-12, Army Use of the Electromagnetic Spectrum

AR 25-1 Army Information Technology

AR 25-2, Army Cybersecurity

AR 25-13, Army Telecommunications and Unified Capabilities

AR 25-55, The Department of the Army Freedom of Information Act Program

AR 190-13, The Army Physical Security Program (CUI (previously FOUO) requires AKO access)

AR 190-51, Security of Unclassified Army Resources (Sensitive and Non-sensitive)

AR 350-1, Army Training and Leader Development

AR 380-5, Army Information Security Program

AR 380-49, Industrial Security Program

AR 380-67, Personnel Security Program

AR 381-10, US Army Intelligence Activities

AR 381-12, Threat Awareness and Reporting Program

AR 525-13, Antiterrorism (CUI (previously FOUO) requires AKO access)

AR 530-1, Operations Security (OPSEC)

AR 710-2, Supply Policy below the National Level

Department of Defense Instructions (DoDI)

DoDI 4650.01, Policy and Procedures for Management and Use of the Electromagnetic Spectrum

DoDI 5200.48, Controlled Unclassified Information (CUI)

DODI 5220.22, National Industrial Security Program (NISP)

DoDI 5400.11, DoD Privacy and Civil Liberties Programs

DoDI 6055.1, DoD Safety and Occupational Health (SOH) Program

DoDI 8500.01, Cybersecurity

DoDI 8510.01, Risk Management Framework (RMF) for DoD Information Technology (IT)

DODI 8520.2, Public Key Infrastructure (PKI) and Public Key (PK) Enabling

DODI 8551.1, Ports, Protocols, and Services Management (PPSM)

Department of Defense Directives (DoDD)

DODD 3020.26, Defense Continuity Program (DCP)

DODD 5500.07, Standards of Conduct

DoDD 8100.2, Use Of Commercial Wireless Devices, Services, and Technologies in The Department Of Defense (DOD) Global Information Grid (GIG)

DoDD 8140.01, Cyberspace Workforce Management

Department of Defense Manuals

DoDM 5200.01-V1, DoD Information Security Program: Overview, Classification, and Declassification

DoDM 5200.01-V2, DoD Information Security Program: Marking of Information

DoDM 5200.01-V3, DoD Information Security Program: Protection of Classified Information

DoD 5205.02, DoD Operations Security (OPSEC) Program Manual

DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM) replaced by 32 CFR Part 117

DoDM 5220.22-V2, National Industrial Security Program: Industrial Security Procedures for Government Activities

DoD 8570.01-M, Information Assurance Workforce Improvement Program

Defense Information Systems Agency (DISA)

DISA Cir 300-115-3, Defense Information Systems Network (DISN) Secret Internet Protocol Routing Network (SIPRNet) Security Classification Guide

Committee on National Security Systems (CNSS) (available at <http://www.cnss.gov>)

CNSSI 4009, National Information Assurance Glossary

CNSSI 7003, Protected Distribution System

CNSSAM TEMPEST 1-16, Maintenance and Disposition of TEMPEST Equipment

NETCOM Regulations

NETCOM Regulation 380-5, Information Security

NETCOM Regulation 380-67, Personnel Security

National Institute of Standards and Technology (NIST) Special Publication (SP)

NIST SP 800-44, Guidelines on Securing Public Web Servers

NIST SP 800-171 Rev 2, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations

Telecommunications Industry Association (TIA)/ Commercial Industry Standard

TIA 102 Series, Suite of Standards to support the Land Mobile Radio Network

TIA-4950, Requirements for Battery-Powered, Portable Land Mobile Radio Applications

TIA-603-C, Land Mobile FM or PM Communications Equipment Measurement and Performance Standards

Miscellaneous

32 CFR Part 117, National Industrial Security Program Operating Manual (NISPOM) replacing DoD 5220.22-M (NISPOM Cross reference tool is available at https://www.cdse.edu/documents/toolkits-fsos/32CFR_Part117_NISPOM_Rule_Cross_Reference_Tool.xlsx)

ICD 703, Protection of Classified National Intelligence, Including Sensitive Compartmented Information

Deputy Secretary of Defense, Memorandum, 19 July 2018, Subject: Enhancing Cybersecurity Risk Management for Control Systems Supporting DOD Owned Defense Critical Infrastructure (CUI (previously FOUO) available from the Government requiring activity)

Under Secretary of Defense for Intelligence Memorandum, 31 January 2019, subject: Derivative Classification Training

Department of the Army/DCoS G2 Memorandum, 27 August 2020, subject: Implementing Guidance for Department of Defense Instruction 5200.48, Controlled Unclassified Information.

Department of the Army/DCoS G2 Memorandum, 31 July 2019, subject: Implementation of Security Clearance Requirements for Army Personnel (available from the Government requiring activity)

U.S. Army Cyber Command and Second Army: Security Classification Guide for Cyberspace Operations and Security, 29 May 2016 and all subsequent editions (CUI (previously FOUO), available from the Government requiring activity)

Fragmentary Order (FRAGORD) 01 to U.S. Army Cyber Command (ARCYBER) Task Order (TASKORD) 2020-022 Intelligence Oversight Compliance dated 05 March 2020.

Army CIO/G6 Best Business Practice (BBP) 05-PR-M-0002, Information Assurance (IA) Training and Certification

JP 6-0, Joint Communications System, 10 June 2010 [JP 6-0, Joint Communications System, 10 June 2015, Incorporating Change 1, 04 October 2019 \(jcs.mil\)](#)

Manual of Regulations and Procedures for Federal Radio Frequency Management-(Redbook),
[Federal Register :: Manual of Regulations and Procedures for Federal Radio Frequency Management](#)

DoD DWDC Portal [DMDC Web \(osd.mil\)](#)

DoD RMF KS Portal <https://rmfks.osd.mil/rmf/Pages/default.aspx>

2d Theater Signal Brigade Security SOP

6.3 Government Forms: The Contractor shall use E-Forms (electronic), available at <http://www.apd.army.mil/>, to the maximum extent possible. Sample of non-standard Government forms required for the fulfillment of this requirement will be available for Contractor review upon request.

6.4 Changes to Publications/Forms: The Contractor will remain up-to-date with all updates, revisions and necessary changes to publications and forms.

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. Attachment/Technical Exhibit List:

7.1 Attachment 1/Technical Exhibit 1 – Performance Requirements Summary

Performance Objective	Standard	Performance Threshold	Incentives/Disincentives for Meeting or Not Meeting Performance Standards
1. Maintain 100% security, storage and accountability of ELMR encryption modules required to fulfill mission requirements. <i>PWS 5.2.15.</i>	The Contractor shall properly document, store and maintain encryption modules	Effectively control ELMR encryption modules with 100% accountability at all times.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
2. Installation of fixed and mobile ELMR equipment and accessories <i>PWS 5.2</i>	Then Contractor shall complete installation of all fixed and mobile ELMR equipment	90% of all installations in a given month pass inspection by COR.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
3. The Contractor shall M&R ELMR and related equipment IAW manufacturer's recommendations and standard commercial practices. <i>PWS 5.2.1</i>	The Contractor shall ensure properly certified people are performing repairs on ELMR equipment.	90% of all repair actions in a given month pass inspection by COR.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
4. The Contractor shall provide qualified and appropriately certified employees. <i>PWS 1.6.20</i>	The Contractor a provided qualified and appropriately certified employees to conduct the associated work they are required to accomplish.	95% of proposed/identified positions are filled and with qualified individuals	Positive and negative performance will be documented in monthly COR reports and past performance reports.
5. The Contractor shall provide quality records and reports of services provided. <i>PWS 1.6.6.1</i>	The Contractor performed all work IAW applicable quality standards identified in the PWS. Submit all required reports and deliverables error-free and on time	2 Defects per month	Positive and negative performance will be documented in monthly COR reports and past performance

			nce reports.
6. The Contractor shall provide status reporting. <i>PWS 1.6.10.1</i>	The Contractor provided monthly status report delivered by the 10th of each month following the reporting period	Reports are delivered 95% on time (excluding Government holidays)	Positive and negative performance will be documented in monthly COR reports and past performance reports.
7. The Contractor shall ensure technical support is provided during normal operating hours. <i>PWS 1.6.4</i>	The Contractor provided onsite technical support during normal operating hours based on a 40-hour work week.	Provide 95% of scheduled support	Positive and negative performance will be documented in monthly COR reports and past performance reports.

Performance Objective	Standard	Performance Threshold	Incentives/Disincentives for Meeting or Not Meeting Performance Standards
8. The Contractor shall provide adequate support, M&R services. <i>PWS 5.2</i>	The Contractor provided adequate support for ELMR system, technical guidance, systems integration, engineering assessments and testing, documentation of issues, recommending solutions	Provides 95% of responses	Positive and negative performance will be documented in monthly COR reports and past performance reports.
9. Reserved			
10. The Contractor shall provide dedicated ELMR system management and coordinate ELMR services support. <i>PWS 5.3</i>	The Contractor provides documentation and management of ELMR fleet map.	Documents 95% of ELMR hardware and location information.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
11. Reserved			
12. The Contractor shall provide priority services to troubleshoot and/or repair ELMR equipment, or systems required to maintain mission essential communications. <i>PWS, 5.2.16.1</i>	During or outside normal duty hours and recognized holidays. Priority services may be required 24 hours a day/7 days a week.	Provide 100% of scheduled support	Positive and negative performance will be documented in monthly COR reports and past performance reports.
13. The Contractor shall use Equipment Inspection and Maintenance Worksheet (DA Form 2404) or a Service Supply Ticket (provided by the Contractor) to sign for all Government-owned ELMR equipment received from a customer. <i>PWS, 5.2.15.1</i>	The Contractor provides documentation and management of all Government-owned ELMR equipment received from a customer.	Provide 100% of equipment receipt documentation.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
14. Reserved.			

15. Reserved.			
16. The Contractor shall dispatch a technician within three (3) working days for maintenance of mission critical essential ELMR equipment in Romania, Bulgaria and Poland that cannot be satisfactorily resolved via telephone. <i>PWS, 5.2.15.2</i>	The Contractor shall dispatch a technician within five (5) working days for non-mission critical ELMR equipment in Romania, Bulgaria and Poland that cannot be satisfactorily resolved via telephone.	Provide 100% support.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
17. The Contractor shall ensure any product, which is DES, DES XL capable, or equipped is maintained by a Motorola-certified technician. <i>PWS, 5.2.13</i>	The Contractor shall store and maintain 100% accountability of ELMR encryption modules at all times.	The Contractor shall ensure the repaired radios are 100% certified.	Positive and negative performance will be documented in monthly COR reports and past performance reports.
18. The Contractor shall provide special services for repair and care of intrinsically safe Unified Laboratories (UL) approvals for ELMR equipment in accordance with Telecommunications Industry Association (TIA)-4950, <i>PWS, 5.2.13</i> https://standards.globalspec.com/std/14317475/TIA-4950 .	The Contractor shall ensure the repaired radios are 100% certified to comply with the standards and procedural methods in accordance with all applicable standards.	The Contractor shall ensure the repaired radios are 100% certified.	Positive and negative performance will be documented in monthly COR reports and past performance reports.

7.2 Attachment 2/Technical Exhibit 2 – Deliverables Schedule

Deliverable	Frequency	Standard	Medium/Format	Submit To
Identify Program Manager/Alternative Program Manager (PWS 1.6.1)	Contractor shall submit personnel list as prescribed in PWS at the Post Award conference or as needed.	Within 2 days of identification of a new Program Manager/Alternate Program Manager	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: KO and COR
Quality Control Plan (PWS 1.6.6.2 (d))	Provide QCP within fifteen 15 days after Post-award Conference.	Within 5 working days when changes are made thereafter.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered with 3 comprehensive written copies to, ATTN: KO and COR
Revised Quality Control Plan (PWS 1.6.6.2 (d))	Submit any proposed changes to the KO no less than five (5) calendar days prior to proposed implementation	Within 5 working days when changes are made thereafter.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered with 3 comprehensive written copies to, ATTN: KO and COR
Meeting Minutes (PWS 1.6.9)	Prepare and submit written minutes of the weekly or quarterly meetings, will be created by the Contractor.	Within 3 working days of the meeting	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered for signature to, ATTN: COR, Project Manager or designated representative
Monthly Status Report (PWS 1.6.10.1) Database Report (PWS 5.4.10)	To be provided by the 10th of each Month, within 30 days of contract award.	1 Copy to be provided by the 10th of each month, within 30 days of contract award.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR
Program (TARP) Training (PWS 1.6.13.3)	Status and dates are to be provided within 30 days of contract execution and annually	Completion of training or when changes occur, and upon request of KO or COR	Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	ATTN: COR
AT Level 1 Training (PWS 1.6.15.1)	List of Contractor personnel training status and dates provided within 30 days of contract execution.	1 Copy provided within 5 days of completion of training , when changes occur, and upon request of KO or COR	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR

iWATCH Training (PWS 1.6.15.3)	List of Contractor personnel training status and dates	1 Copy provided within 5 days of completion of training , when changes occur, and upon request of KO or COR	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR
Intelligence Oversight (IO) Training (PWS 1.6.13.4)	List of Contractor personnel training status and dates	1 Copy provided within 30 calendar days of contract assignment	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel	The deliverable is to be delivered to ATTN: COR
DOD CS/Cyber Training (PWS 1.6.14.1.1)	List of Contractor personnel training status and dates provided initially and annually.	1 Copy provided within 5 days of completion of training , when changes occur, and upon request of KO or COR	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR
Baseline certificate (PWS 1.6.14.2.2)	List of Contractor personnel training status and dates	1 Copy provided upon certification renewal.	The Medium is electronic and the format that the deliverable is to be provided in is PDF.	The deliverable is to be delivered, to ATTN: COR
OPSEC Standard DoD Directive 5205.02E, AR 530-1 and requiring activity OPSEC program (PWS 1.6.15.5)	Contractor must comply with directives and new employees must complete the Level 1 OPSEC Awareness training.	New employees are to be trained within 30 calendar days of reporting to their duty station and annually after that.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to ATTN: Responsible Government OPSEC Officer
Key Control (PWS 1.6.18)	Contractor shall immediately report.	Any occurrence of lost or duplicate keys	The Medium is electronic and the format that the deliverable is to be provided in is PDF	The deliverable is to be delivered, to ATTN: COR
Common Access Cards (CAC) (PWS 1.6.19)	Contractor shall immediately return the CACs to the COR when the Contractor employee's employment is terminated or upon expiration of the contract.	CACs expire when Contractor employee's eligibility terminates or three (3) years from the issuance date, whichever occurs first.	The Medium is electronic and the format that the deliverable is to be provided in is PDF	The deliverable is to be delivered, to ATTN: COR
Lost or Stolen Common Access Cards (CAC) (PWS 1.6.19)	Contractor shall report all lost or stolen CACs to the COR immediately.	CACs expire when Contractor employee's eligibility terminates or three (3) years from the issuance date, whichever occurs first.	The Medium is electronic and the format that the deliverable is to be provided in is PDF	The deliverable is to be delivered, to ATTN: COR

Emergency Essential Personnel (PWS 1.6.30.1)	Contractor shall submit the name, address, home phone number, cell phone number, security clearance, and duty title of the designated emergency essential personnel within 10 working days after contract award.	The Contractor shall update the KO/COR as changes occur and remain current during the entire period of performance.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to, ATTN: KO and COR
Certificate of Competency (PWS 1.6.20.1)	List of Contractor personnel training status and dates, with attached certificates.	1 Copy provided within 5 days of completion of training , when changes occur, and upon request of KO or COR	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR
Identify Project Manager (PWS 1.6.23)	Contractor shall submit personnel list as prescribed in PWS	Within 30 days of Contract Award	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: KO and COR
Organization Conflict of Interest (PWS 1.6.16.2)	Develop and submit an OCI Plan	When necessary	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to- ATTN: COR
Reporting of On-Site Accidents or Injuries (PWS 1.6.27.4)	Written notification of accident or injury	Written notification is to be provided within 3 working days	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: COR
Reporting of Criminal Violations (PWS 1.6.17.1)	Reporting of criminal violations which may have an adverse effect on the Army in Europe Mission	Written notification of any and all incidents is to be provided within 1 working day	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: COR

Environmental Compliance Plan and Program (PWS 1.6.28.1)	Develop and submit an Environmental Compliance Plan	Within 90 calendar days of contract award for approval by the Government	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to – ATTN: COR
Emergency Essential Personnel (PWS 1.6.30.1)	Contractor shall submit essential personnel list as prescribed in PWS	List is to be provided within day 10 of contract award and as changes occur	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: KO and COR
Site MAPS (PWS 5.2.7)	Provide updated MAPS whenever changes are made.	1 Copy to be provided To the COR whenever changes are made.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to, ATTN: COR
Inventory Report (PWS 5.3.1 sub 14)	To be provided by the 10th of each month, within 30 days of Contract award.	1 Copy to be provided by the 10th of each month, within 30 days of contract award.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and MS Excel.	The deliverable is to be delivered, to ATTN: COR
Equipment Turnaround (PWS 5.2.15.3)	Notification to the customer within 10 working days.	Notification to the customer within 10 working days.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to ATTN: COR and the customer
Equipment Turnaround - equipment sent by the Contractor to the equipment manufacturer's depot service center (PWS 5.2.15.8)	Contractor shall prepare repair and track tickets with a unique tracking number.	Condense these service and repair forms into its monthly report.	The Medium is electronic and the format that the deliverable is to be provided in MS Word and PDF	The deliverable is to be delivered, to ATTN: COR
Equipment Turnaround - Subscriber units (PWS 5.2.15.8)	Balkans areas will vary depending on the Army Post Office (APO) services available.	The Contractor shall make every effort to return subscriber units to customers between seven (7) and ten (10) working days.		The deliverable is to be delivered, to ATTN: COR
Security Technical Implementation Guide (STIG) (PWS 1.6.23.5)	Provide Written Annual STIG Report	30 Days Prior to Option Year Exercise	Word or Adobe .pdf	Deliverable to COR.

7.3 Attachment 3/Technical Exhibit 3 – Density List

	DES/PMO	FIRE	PSD	Airfield	Total
Portables	815	328	63	73	1279
Mobiles	249	153		0	402
Base Stations/ Consolettes,	15	8	0	3	26
KVL	5				5
RF Sites	37				37
Repeaters	162				162
Dispatch Sites	31				31
Dispatch Consoles	39				39
Logging recorders	2				2
Playback stations	24				24
Management Clients	6				6
KMF Server	2				2

7.4 Attachment 4/Technical Exhibit 4 – Government provided facilities/Work Areas/Work Space

- USAG Ansbach: The Government provides a 40 sq. /ft. workspace in building 5843A with electricity, water, heat, and one (DSN) telephone. Bismarck Barracks.
- USAG Germersheim: The Government provides 100 sq. /ft. workspace.
- USAG Italy: The Government provides work space/area, as required. There is no permanent (ELMR) field service technician, or maintenance shop in USAG Italy
- USAG Benelux: The Government provides work space/area, as required. There is no permanent (ELMR) field service technician, or maintenance shop in USAG Benelux
- USAG Stuttgart: The Government provides work space/area, as required. There is no permanent (ELMR) field service technician, or maintenance shop at Stuttgart, Germany.
- USAG Bavaria: The Government provides a work space/area, as required. There is no permanent ELMR field service technician, or maintenance shop at Bavaria, Germany.

USAG Vicenza: The Government provides two approximately 182 sq. /ft. portable cabins with electricity and DSN telephones each one located at Camp Ederle, Vicenza, Italy and the Motorola ELMR maintenance shop at Livorno, Italy.

USAG Wiesbaden: The Government provides approximately 60 sq. /ft. of work area with electricity, water, latrine, and one (DSN) telephone at building 1007, Clay Kaserne, Wiesbaden, Germany.

USAG Benelux: The Government provides approximately 375 sq. /ft. of workspace, with electricity, water, heat, latrine, and one (DSN) telephone at building 89, Chievres, Belgium.

USAG Ansbach: The Government provides a 2,710 sq. /ft. workshop (with two maintenance bays) and Storage Facility with electricity, water, heat, and one (DSN) telephone at building # to be determined (TBD), Barton Barracks, and Germany.

USAG Stuttgart: The Government provides work space/area, as required. There is no permanent ELMR field service technician, or maintenance shop at Stuttgart, Germany.

USAG Grafenwoehr: The Government provides a work space/area, as required. There is no permanent ELMR field service technician, or maintenance shop at Grafenwoehr, Germany.