Performance Work Statement

USAF Laboratory Personnel Demonstration Project

Contract

Date

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GENERAL INFORMATION

The following sets forth the general requirements and guidelines for executing the tasks detailed in this Performance Work Statement (PWS).

1.0 DESCRIPTION OF SERVICES

1.1 Scope

The objective of this effort is to support the Air Force Research Laboratory (AFRL) in both maintaining and enhancing the Contribution-based Compensation System Software (C2S2). This includes coding system software and providing help desk support to AFRL/DPPP. The contractor shall provide technical support to maintain and improve the system and user experience to effectively utilize the system. Additionally, the contractor shall conduct data analysis and collection to provide a comprehensive evaluation and provide recommendations to optimize the effectiveness and administration of the DoD Science and Technology Reinvention Laboratories (STRLs) and AFRL Laboratory Personnel Demonstration Project System (Lab Demo) for scientists and engineers, business management and professionals, technicians, and mission support personnel.

1.2 Background

AFRL plans and executes Department of the Air Force (DAF) programs in the areas of basic research, applied research, and advanced technology development, AFRL plays an integral role in leading the discovery, development, and integration of affordable warfighting technologies for our air, space, and cyberspace force. AFRL/DPP and AFRL/DPPP serve as the corporate C2S2 help desk and superuser for the AFRL Enterprise. C2S2 is a system that provides management and employee support, facilitating the administration of Lab Demo personnel processes. The contractor shall support AFRL/DPPP to ensure the system operates effectively and efficiently to benefit the workforce.

1.3 Objective

The objective is to acquire services to support AFRL/DPP in administrating Lab Demo. At a minimum, these services include the following: Assist in planning, implementation, design and execution of Lab Demo flexibilities and authorities; data analyses, customer support; C2S2 help desk support; software development, maintenance and enhancement; and the development and maintenance of all C2S2 training materials as well as the computer-based Lab Demo training materials for users.

1.4 Requirements

In accordance with the requirements set forth in this PWS, the contractor shall satisfy the following:

- The contractor shall support and assist in the design of additions and/or modifications to Lab Demo initiatives based on provided requirements and historical knowledge of Lab Demo. These initiatives include but are not limited to employee assessment, compensation, broadbanding, position classification, and other personnel flexibilities.

- The contractor shall assist in analyzing topics such as Lab Demo employee assessment and

compensation results, workforce impact and trends, cost studies, and initiative effectiveness, and document the analysis in reports and/or briefings. Analysis results may be provided and reviewed by the Air Force and Department of Defense (DoD).

- The contractor shall provide meeting, legislative, and policy analysis support for the Office of the Under Secretary of Defense for Research and Engineering (OUSD(R&E)) on Lab Demo at the individual STRL and aggregate DoD Level.

- The contractor shall provide meeting, legislative, technical, training, and policy analysis support, software/database design, revisions, testing, training, and user support.

- The contractor shall support the re-certifications and accreditation of the AFRL Contribution-based Compensation System Software (C2S2) and cybersecurity compliance requirements in coordination with the hosting organization to maintain Enterprise Business System (EBS) Authority to Operate (ATO).

- The contractor shall develop and maintain simulation models that enable leadership to more effectively plan and manage the costs of their Lab Demo workforce. This planning shall be based on anticipated hiring, attrition, promotion, and other salary and payroll dynamics.

- The contractor shall develop and assist in implementation of initiatives that assure the ability of the DoD STRLs to effectively recruit, retain, and manage workforces to meet STRL missions and DoD S&T priorities.

- The contractor shall analyze and perform comparative analyses of selected other pay plans to Lab Demo pay system focusing on cost comparison and effectiveness.

    - The contractor shall provide an analysis of annual salary compensation costs for employees including salary and awards costs; and an assessment of how the demonstration project impacts mission goals, employee recruitment, retention and satisfaction and other data elements available through the Federal Employee Viewpoint Survey data for the STRLs.

- The contractor shall analyze and provide feedback on the outcomes of implementing Lab Demo initiatives, focusing on their effectiveness and success. Additionally, address statutory and congressional issues relevant to AFRL as they arise, providing insights into the potential impacts and benefits of implementation.

- All submitted analyses and materials (including briefing charts, reports, spreadsheets, etc.) shall be thorough and understandable. Unless an alternative standard is explicitly mentioned, they shall be 98% accurate with any identified errors to be corrected by the contractor within the specified timeframe outlined in the task description of this PWS.

- The contractor shall resolve products and requests for C2S2 identified as high priority by following the priority levels identified in the Service Level Agreement (SLA), section 3.9 and changes will be submitted to the EBS Support Center within 48 hours of notification or

identification of required resolution. The C2S2 software is a critical component used to ensure AFRL employees are accurately assessed and compensated; therefore, no critical errors affecting employees' assessment and/or pay are allowed. If errors are identified, a write-up will be issued every day the issue remains unresolved. Responses to communications from the Lab Demo team must be provided within a 2-hour timeframe, unless an alternative deadline is explicitly stated in the request.

1.4.1 Task 1 – Lab Demo Project Evaluation Review Committee (PERC)

Provide data analysis and administrative support for the PERC.

1.4.1.1 Subtask 1 – PERC Analyses

The contractor shall analyze the overall effectiveness of Lab Demo for the previous Contribution-based Compensation System (CCS) assessment cycle and document the results of the analyses in briefing charts and reports for all pay pools and provide Enterprise-wide comparison. A format provided by AFRL/DPP shall be utilized for each of these charts and reports. These briefing charts will be used during the Project Evaluation Review Committee (PERC) meeting which takes place at least once, but up to twice per year. These materials will provide context for Lab Demo effectiveness in order to interpret changes or trends over time and provide recommendations to the PERC. Thus, there is a requirement to update the charts with the current year's information and to compile data from previous years. This will help illustrate clear differences and trends in the data. Following the PERC, all comments and suggestions from the meeting will be compiled by the contractor and used to update the briefing charts and reports, and to prepare the CCS Results Briefing Templates for the Pay Pools as well as the Cycle Results Briefing for AFRL.CA and Pay Pool Managers. The results will also be used by the contractor to create an *Assessment & Compensation Cycle Data Analysis* report. This report provides an analysis of the current cycle year and comparison of the last five cycles. The analysis includes but is not limited to the evaluation of the assessment, compensation and broadband movement data. (CDRL A001)

1.4.1.2 Subtask 2 – Administrative Support

The contractor shall provide analytical and administrative support for up to two meetings of the PERC each year. Support shall include preparing and distributing meeting materials (hard copy and/or electronic) such as agendas, meeting minutes, etc. and providing other administrative support for the meeting. DPP will review and specify material requirements prior to finalizing the product.

1.4.2 Task 2 – Monthly Status Report

The contractor shall prepare and submit a Monthly Status Report outlining milestones achieved during the reporting period and providing an update on progress toward upcoming deliverables. This report shall also address any significant issues that may hinder the Contractor's ability to maintain the project schedule, include details of any planned travel related to the contract, and provide a summary of monthly costs incurred. (CDRL A002)

1.4.3 Task 3 – Cost Discipline Analysis

Conduct cost Discipline Analysis and Policy Analyses and create reports.

1.4.3.1 Subtask 1- Lab Demo Cost Discipline Analysis

The contractor shall conduct a Cost Discipline Analysis and create a report to support the Incentive Increase ("I") recommendation for the next cycle and document the analyses and results in a report and briefing charts. The contractor shall utilize Demo workforce and government comparison group data and other appropriate methodologies to conduct analyses focused on cost discipline. (CDRL A003)

1.4.3.2 Subtask 2 – OUSD Analytics

The contractor shall provide legislative and policy analysis support for OUSD(R&E) on Lab Demo implementation at the individual STRL level and aggregate DoD level. The contractor shall analyze and summarize in a report, data on matters such as Demo cost, workforce trends, Lab Demo assessments, broadband movements, and other interventions. The contractor shall also provide an analysis in a report of annual salary compensation costs, assessment of the impact of the demonstration project on mission goals, employee recruitment, retention and satisfaction. The report shall consist of workforce characteristics and significant trends from the baseline time to present time, to include tracking changes in the workforce over a period of time and an analysis on cost discipline. The contractor shall analyze and perform comparative analyses of other personnel systems to the Lab Demo system. The contractor shall analyze personnel system evaluation metrics and frameworks and submit a report on implementation mechanisms. (CDRL A004)

1.4.4 Task 4 – Workforce Trend Analysis

The contractor shall analyze government-provided workforce data and document trend analysis results in a report in order to assist AFRL management in making informed decisions. The Workforce Trend report shall consist of workforce characteristics and significant trends from the baseline time to present time, tracking changes in the workforce over time. (CDRL A005)

1.4.5 Task 5 – Internal Evaluation Summary Report

The contractor shall analyze and summarize data on matters such as cost analysis, workforce trends, CCS analysis data, and other flexibilities and authorities in a report. The Government will supply the contractor with all required data on lab demo personnel and flexibilities and authorities to facilitate the completion of their reporting. The contractor shall compare the current results with the data from historical collections efforts. Using these measures, the contractor shall evaluate the overall effectiveness of the flexibilities and authorities in meeting AFRL goals for the Demonstration Project. (CDRL A006)

1.4.6 Task 6 – AdHoc Requirements

The contractor shall conduct unplanned analyses and respond to unanticipated questions from AFRL/DPP. An initial response shall be provided within 24 hours, and any requested product shall be

delivered within two business days unless an alternative timeframe is specified or approved by the AFRL/DPP team member who requested the analysis. The final product should contain no more than 3 errors. The results may be presented in various forms such as charts, tables, spreadsheets, briefing slides, etc. Additionally, the contractor shall assist AFRL/DPP in developing briefings for management and attend those briefings as required.

1.4.7 Task 7 – C2S2 Maintenance and Modifications

C2S2 is developed using oracle APEX pages, report queries and layouts, supplemented by stored procedures programmed with PL/SQL, JavaScript, CSS, HTML and VBA programming within Microsoft Excel spreadsheets. The system adheres to a least-privilege, role-based model of access control ensuring users have appropriate authorization to application modules and data based on their assigned role, organization and supervisory structures. C2S2 contains core modules, Mid-Cycle Feedback, Assessment, and Managers Meeting, designed to facilitate supervisors and managers in documenting the evaluation of their employee's contributions, as well as support modules for Data Maintenance and Report generation. The AFRL/DPPP C2S2 Project Manager will determine the priority of unscheduled revisions and issues as they arise.

1.4.7.1 Subtask 1 – Defining Modifications

The contractor shall recommend and support the Government in identifying modifications to the appearance, functionality and content of the application and the associated spreadsheets, reports, and offline tools, to a "best fit" level as required by the Government. Modification requests will be initiated by the AFRL/DPPP C2S2 Project Manager at least biannually but could be more frequent depending on process changes or as required due to Oracle APEX upgrades. Modifications shall be implemented within the available resources and according to the specified schedule.

1.4.7.1.1 Defining High Priority Modifications

The contractor shall support modifications and resolve all inaccuracies affecting the annual CCS assessment process and the tabulation of pay pools' compensation scenarios. Additionally, the contractor shall address required changes to the employee compensation file upload process to the Official Personnel System of Record. The response shall be provided within 4 hours, unless another alternative timeframe is specified or approved by the AFRL/DPPP C2S2 Project Manager.

1.4.7.2 Subtask 2 – Testing

The Government will conduct comprehensive testing of the web-based software, including the communication links between various clients and the server. This testing is designed to evaluate the software functionality, performance under heavy usage loads, and to validate the implemented changes. The contractor shall support the test by establishing and maintaining a test site that runs at a minimum, the production version of the software, as well as establishing and maintaining the accompanying test database. When modifications have been requested by the Government, the contractor shall conduct thorough testing on the functionality of the modifications. AFRL/DPPP will validate the capability functions as requested using the

established test site and database. Testing activities shall be conducted according to a predefined schedule established in collaboration with the Government.

1.4.7.3 Subtask 3 – Software Training

The contractor shall provide software training to AFRL/DPPP personnel, as needed, on the utilization of C2S2 as a Full Access data administrator. If the contractor has to code new application modules, processes, functions, and/or features as a result of software updates or government requested modifications, the contractor shall provide follow-on training to AFRL/DPPP personnel, with emphasis on new modules, processes, functions, and/or features. If separate training database instance(s) are required as a part of the training delivery, the development and maintenance of the training databases(s) shall be the responsibility of the contractor.

1.4.7.4 Subtask 4 – C2S2 Tutorial

The contractor shall review the C2S2 Tutorial annually and update, if applicable, by July 1. Additionally, the contractor shall update the C2S2 Tutorial to reflect any AdHoc modifications or additions to the software, including any process changes identified by AFRL/DPPP, within 8 working hours. In all situations, the C2S2 Tutorial will be reviewed and approved by AFRL/DPPP prior to the contractor posting to C2S2.

1.4.8 Task 8 – Software Maintenance

The contractor shall annually update the Software Design Description (SDD) document. Additionally, the contractor shall provide software maintenance documentation in the form of a Software Product Specification (SPS) spreadsheet on an annual basis. Both documents shall be comprehensive enough to facilitate the continued development and utilization of the software by the Government. (CDRLs A007 and A008).

1.4.9 Task 9– Certification and Accreditation (C&A) Requirements

The contractor shall undertake necessary actions to ensure continued compliance with Certification and Accreditation (C&A) requirements for C2S2. C2S2 information processing assets are re-accredited every three years from the date of accreditation, or when a major change occurs impacting security. Controls and testing shall be reviewed annually from the date of accreditation. Security shall be reviewed every six months, with input from the C2S2 Project Manager in AFRL/DPPP. C2S2 C&A documentation will be in accordance with current DoD, DAF, and other Information Technology Compliance policies, issuance, & law. (CDRL A009)

1.4.10 Task 10 – Network Advisories and Functionality is accomplished in coordination with AFRL's infrastructure-as-a-service (hosting environment) requirements and specifications.

The contractor shall support the hosting environment by implementing applicable Time Compliance Network Orders (TCNOs), Maintenance Tasking Orders (MTO), and Integrated Vulnerability Management System (IVMS), as needed.

1.4.11 Task 11 – Helpdesk Support

The contractor shall provide comprehensive functional support, including software user support, help desk, and database support, throughout the entire period of performance. Help desk activity typically peaks during the assessment period, from October through January. The support shall encompass training AFRL/DPPP personnel, assisting AFRL/DPPP in responding to end-user questions, and addressing problems with C2S2 functionality. AFRL/DPPP performs Tier 1 support for C2S2 users, resolving basic database and user-error issues. If AFRL/DPPP cannot resolve the issue, they will determine the appropriate Tier 2 Help Desk, either the contractor for application and/or database issues, or the hosting environment for issues related to their services. If the issue is with the hosting environment's service, AFRL/DPPP may consult with the contractor, or include the contractor in conversation with the hosting environment on the resolution process. (CDRL A010)

1.4.12 Task 12 – Lab Demo Online Training Course

The contractor shall be responsible for developing, modifying and maintaining the Lab Demo on-line training course, which focuses on the fundamentals of Lab Demo for employees new to the Lab Demo Personnel System. The training modules will be hosted on a designated Air Force site. The contractor shall collaborate with AFRL/DPPP to define the target audience and objectives utilizing the ADDIE Methodology (Analyze, Design, Develop, Implement and Evaluate) to develop and maintain the training. The contractor shall ensure the course complies with 508 standards. The course shall be offered in a modular format, so components of the training can be repurposed. For example, embedded videos and animations formatted for use as stand-alone job aids, if necessary. The basic course content shall be developed using current software standards. The content shall be re-usable, and easily maintainable. All templates, source images, and multimedia development files shall be provided to AFRL/DPPP. Whenever possible, XML files should be used to drive the interactive components so that they can be updated as needed. The contractor shall use industry standard Commercial-Off-The-Shelf (COTS) software to extend the lifespan of the training once it has passed the initial fielding. Contractor shall meet annually with AFRL/DPPP in the Apr-May timeframe to gather and discuss updates to the training. Other updates shall be made within 10 business days of the request unless the AFRL/DPPP team agrees upon a different timeframe.

1.4.13 Task 13 – Analyze Initiatives and Provide Technical Support

1.4.13.1 Subtask 1: AFRL initiatives and technical support

Recommend initiatives for AFRL Lab Demo implementation consideration that would ensure the ability of AFRL to effectively recruit, retain, and manage workforces of sufficient quality to help meet national security requirements. Analyze outcomes of Lab Demo implemented initiatives and provide informed advice to AFRL/DPPP on optimizing initiative impacts on Lab Demo. All analyses and support materials provided by the contractor (including briefing charts, reports, spreadsheets, etc.) shall be thorough and understandable. Unless otherwise stated, analyses and support materials shall be 98% accurate with all errors to be corrected by the contractor within the timeframe specified by DPPP. (CDRL A011)

1.4.13.2 Subtask 2: OUSD initiatives and technical support

The contractor shall analyze OU~~U~~SD-level initiatives and address statutory and congressional

issues relevant to defense laboratories, as they arise. All analyses and support materials provided by the contractor (including briefing charts, reports, spreadsheets, etc.) shall be thorough and understandable. Unless otherwise stated, analyses and support materials shall be 98% accurate with all errors to be corrected by the contractor within the timeframe specified by DPPP. (CDRL A012)

2.0 SERVICES SUMMARY

This Services Summary documents the performance objectives and performance thresholds for the AFRL Laboratory Demonstration Project support contract. The first column, PWS #, serves as a cross reference to a requirement defined in the PWS. The Performance Objective column is a brief summary of the PWS task's performance objective, and the performance threshold identifies the acceptable level of performance of the task. These performance thresholds enhance the task completion and/or performance.

PWS Ref/CDRL #	Performance Objective	Performance Thresholds
1.4.11/CDRL A010	Provides 0700 to 1700 and on-call after-hours support for Customer Support	99% of disruptive maintenance work or outages shall be scheduled for after hour period, or periods of least impact to user community
1.4.11/CDRL A010	Maintain Help Desk services	100% of service calls and/or user requests are logged, assigned to the appropriate technical group, tracked, and resolved
1.4.11/CDRL A010	Maintain Help Desk services	90% of all inquiries answered and/or resolved within 4 hours
1.4.11/CDRL A010	Maintain Help Desk Services	90% of High priority issues resolved within 1 hour. 90% of medium priority issues resolved within 8 working hours.
1.4.13.1/CDRL A011	AFRL initiatives and technical support.	As needed; All analyses and support materials provided by the contractor (including briefing charts, reports, spreadsheets, etc.) will be thorough and understandable. Unless otherwise stated, analyses and support materials will be 98% accurate with all errors to be corrected by the contractor within the timeframe specified by DPPP.
1.4.13.2/CDRL A012	OUSD initiatives and technical support	As needed; All analyses and support materials provided by the contractor (including briefing charts, reports, spreadsheets, etc.) will be thorough and understandable. Unless otherwise stated, analyses and

		support materials will be 98% accurate with all errors to be corrected by the contractor within the timeframe specified by DPPP.

BASE SUPPORT/GOVERNMENT FURNISHED PROPERTY

- The Government will provide, or otherwise make available to the contractor, computer software resources necessary for assessment software development, testing, and training at no cost for their use in direct support of the tasks outlined in this PWS.
- The contractor shall adhere to the SLA and any additional policies and processes related to developing and maintaining C2S2 outside of the SLA.

2.1 Non-personal Services

The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to or prepare work schedules for individual contractor employees. The contractor shall manage its employees and guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor believes that any actions constitute or are perceived to constitute personal services, or are outside the scope of this task order, the contractor shall notify the Contracting Officer (CO) immediately.

2.2 Inherently Governmental Functions

The contractor shall not perform any inherently governmental functions (as defined by RFO~~FAR~~ Subpart 7.5). All decisions relative to programs supported by the Contractor shall be the sole responsibility of the Government. The contractor shall not counsel, mentor, make judgments and/or discretionary decisions or perform any other activities related to supervision of Government personnel. If the contractor believes that any actions constitute or are perceived to constitute inherently Governmental functions, the contractor shall notify the CO immediately.

2.3 Ethics

The contractor shall be highly visible to the entire acquisition community as a result of providing assistance to the Government. Consequently, the contractor shall present an unblemished appearance in regard to ethics, discretion, and protection of information, including the guidelines for electronic mail use listed in AFMAN 33-152.

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2.4 Data Rights

The Government will retain unlimited rights to all data and deliverables developed at Government expense. At any time and per the Government request, any records, documents, and associated papers shall be available for review.

2.5 Timeliness

The contractor shall adhere to all schedule timelines, milestones, delivery schedules and administrative requirements that contribute to or effect schedule variance, to include scheduled on-time delivery of reports, data products, billing invoices, staffing of personnel, and action items. Deliverables include but are not limited to: CDRL requirements, vouchers, research & development analyses, and studies.

2.6 Place of Performance

The primary work location under this PWS is at the contractor's facility. Additionally, contractor performance shall be required at AFRL locations as determined by AFRL/DPP.

2.7 Normal Duty Hours

The contractor shall provide support within AFRL/DPP's operating hours of 0700 to 1700 EST, Monday through Friday, excluding Government-observed holidays. If variances to the operating hours are required, the contractor shall obtain permission from the CO prior to working those hours. Additionally, the contractor shall report all scheduled leave to AFRL/DPP 2 business days before leave begins. All communications with AFRL/DPP shall take place via TEAMS or government email accounts.

GOVERNMENT HOLIDAYS

New Year's Day (January 1)
Birthday of Martin Luther King, Jr. (3rd Monday in January)
President's Day (3rd Monday in February)
Memorial Day (last Monday in May)
Emancipation Day (June 19)
Independence Day (July 4)
Labor Day (1st Monday in September)
Columbus Day (2nd Monday in October)
Veteran's Day (November 11)
Thanksgiving Day (4th Thursday in November)
Christmas Day (December 25)

2.8 On-Call Services

The contractor shall provide on-call, emergency operational assistance and problem resolution support on a 24x7 basis. This support falls under Task 1.4.7.1.1. and shall meet the timelines specified in the task. The contractor is responsible for addressing C2S2 functional issues and the AFRL hosting environment is responsible for addressing system issues. The AFRL/DPPP C2S2 Project Manager or Supervisor will contact the contractor POC if an after-hours issue is an emergency.

2.9 Travel

2.9.1 The contractor shall travel up to twice a year in support of this PWS. Travel costs are reimbursable in accordance with the Joint Regulations (JTR) and RFO~~FAR~~ 31.205-46. The travel shall be approved by the Contracting Officer Representative (COR) and CO in advance. Conditions and limitations applying to travel associated under this PWS are:

2.9.1.1 Travel greater than a 20-mile radius from the assigned location is considered travel outside of the local area. Government approved TDY for the PERC and to support Government training and/or briefings are reimbursable. When TDY travel is required, per diem costs are reimbursable.

2.9.2 Travel vouchers shall include proof of payment for cost reimbursement. Local vehicle travel for off-base material pick-up, shall include- trip tickets containing the following information:

- Name of the person performing the travel
- Date of travel
- Miles traveled
- Methods of travel (i.e. POV, rental car, and contractor vehicle)
- Amount claimed with breakout of costs (i.e. mileage rate, parking, and tolls)

2.10 Contractor Employee and Training Requirements

2.10.1 The contractor shall provide necessary personnel to accomplish all work identified in the PWS within Government specified timeframes.

2.10.2 The contractor shall provide their personnel with the necessary licenses, certifications, training, experience levels, and security clearances that are required, including Federal, State, and local laws and regulations. The contractor will ensure that all developers are properly accredited and certified in compliance with DAFMAN17-1301, Computer Security (COMPUSEC), DoD Directive 8570.01 Certification Requirements and DoD 8570.01-M Information Assurance Workforce Improvement Program.

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2.10.3 The contractor shall be responsible for all cost including labor hours associated with the equivalent training of replacement personnel when contractor personnel who have received Government-funded training and are replaced.

2.11. Contractor Point of Contact (POC)

The contractor shall identify one employee as the company POC. This will be the individual that shall coordinate with the Government in matters of contract performance.

Written notification of the name, address, telephone and email address of the POC and his or her alternate shall be provided to the Contracting Officer Representative (COR) on the first day of contract performance and thereafter as changes occur. This individual or in his or her absence, the designated alternate, shall have full authority to act for the contractor on all matters relating to the day-to-day operations of the contract.

2.12 Sensitivity of Data

The contractor shall be required to have access to live personnel and other current systems data during the performance of this contract. Any information, records, or data to which the contractor shall have access to will be of a sensitive nature. The contractor shall not divulge any information about Government files, or any other sensitive information to anyone not authorized to access such information. The contractor shall comply with the requirements set forth in RFO~~FAR~~ 52.224-3, entitled “Privacy Training” which pertains to the safeguarding of Personally Identifiable Information

(PII). In addition, the contractor shall complete all applicable cyber awareness training as mandated by the contracting agency. The Contractor shall maintain and, upon request, provide documentation of completion of training to the Contracting Officer or COR.

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2.13 Security and Identification Procedures

2.13.1 Operations Security (OPSEC) is an integral part of our daily activities. Department of Defense policies mandate a high degree of security throughout the acquisition process. However, heightened security awareness and threat-based countermeasures are particularly essential during the research and development phase when our technology is most vulnerable to espionage, sabotage, or exploitation. It is the obligation of each employee or persons involved on this contract to be constantly aware of and strictly adhere to security requirements designed to protect sensitive unclassified and other information and resources produced by acquisition, research and development, and technological security efforts outlined in this PWS. The contractor shall ensure employees receive initial and recurring Information Security training and follow appropriate Operations Security (OPSEC) measures during the performance of the contract.

2.13.2 DoD military, civilian, consultants, and contractor personnel using unclassified automated information systems, including e-mail, must have at a minimum, a completed favorable National Agency Check with Inquiries (NACI) in accordance with DoD 5200.2-R Personnel Security Program, January 1987. The contractor shall complete the application and apply for a NACI, for any employee not currently having an NAC or NACI, where the employee will have access to automated information systems. Contractor shall diligently pursue obtaining NACIs for its employees. Non-Disclosure Agreements, with original signatures, are required from contractor personnel who obtain an initial NACI, within 14 days of favorable NACI adjudication.

2.13.3 The COR or Alternate shall coordinate with the local security office to enter information into the Contractor Verification System (CVS), for each contractor employee requiring access to the AFRL location or any other Government installation.

2.13.4 The contractor shall ensure that each contractor employee with an AFRL-issued Command Access Card (CAC) regularly (at least once every 30 days) logs in to the Wright-Patterson Active Directory Domain via the Virtual Private Network (VPN) client using their CAC to prevent their network accounts being disabled. All requests to revalidate CACs will be immediately routed to the contract COR. If a contractor's CAC is disabled, a write-up will be issued for each workday the individual is without a CAC.

2.13.5 The contractor shall observe and comply with all USAF and AFMC security provisions in effect during the contract period of performance, as specified in the DD Form 254 for this contract.

2.13.6 Due to the sensitive nature of work to be performed on this effort, the contractor shall not employ Foreign Nationals in any position.

2.13.7 Total Force Awareness Training and other training as required by the AFI 33-200, Information Assurance Management, AFRL or Base IA offices, shall be taken and must be passed by all on-site contractor personnel.

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2.13.8 Work on this project will require the contractor employees to have authorized access to Controlled Unclassified Information, specifically Personally Identifiable Information. Contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a, Executive Order 13556, and applicable agency rules, regulations, and training requirements.

2.14 Quality Control

Contractor shall develop and maintain a quality program to ensure services are performed in accordance with commonly accepted commercial practices. Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum, the contractor shall develop quality control procedures that address the areas identified in Paragraph 2.0, Services Summary.

2.15 Quality Assurance

The Government will evaluate the contractor's performance in accordance with the Performance Plan.

2.16 Service Contract Reporting

2.16.1 SAM

2.16.1.1 In accordance with FAR subpart 4.17, The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Air Force Research Laboratory via a secure data collection site. The contractor shall complete all required data fields at http://www.SAM.gov.

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2.16.1.2 Reporting inputs shall be for the labor executed during the period of performance for each government fiscal year (FY), which runs 1 October through 30 September. While labor hours are permitted to be documented and submitted at any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors shall direct questions to the SAM help desk.

2.16.2 Contract Performance Assessment Reports (CPARS)

The contractor's performance will be monitored by the Government and reported in Contractor Performance Assessment Reports (CPARS). Performance standards shall include the contractor's ability to provide or satisfy the following:

- Provide satisfactory solutions to requirements with the necessary customer support
- Provide solutions and services that meet or exceed specified performance parameters
- Deliver timely and quality deliverables to include accurate reports and responsive proposals
- Ensure solutions to requirements are in compliance with applicable policy and regulation

2.16.3 The contractor shall issue invoices monthly over the period of performance and will be delivered utilizing Wide Area Workflow (WAWF) within 10 business days after end of each month. Invoices will be submitted to AFRL/DPP for certification prior to payment. Invoices shall be sent to:

AFRL/DPP
1864 4th Street, Bldg. 15, Room 164
Wright-Patterson AFB, OH 45433-7130

2.17 Transition

2.17.1 Transition is defined as the tasks required in order to transfer support of the existing services from the incumbent Contractors to the new Contractor in a collaborative and supportive manner. During the start-up period, the Contractor management shall work closely with assigned government personnel to review policies and procedures to provide services outlined in the PWS. During the support period, the Contractor shall perform all service support functions; however, the Government may supplement the Contractor teams with Government personnel or their designated representatives to work with the Contractor and perform "hands on" service support and management functions. Automatic Data Processing Equipment (ADPE) accounts will be audited and validated prior to new Contractor taking responsibility for ADP equipment. The intent of the start-up transition is to minimize the risk associated with the potential disruption of service resulting from transferring responsibility from long-term incumbents to new staff. At the conclusion of the transition period, which will last 180 days, the Contractor shall assume complete responsibility for the performance of the work detailed within this PWS.