

Performance Work Statement EODGRU TWO Communications Support Technician

1.0 SCOPE. This effort is designed to provide administrative, technical, and customer service support to Explosive Ordnance Disposal Group TWO's Communications (N6) Departments.

1.1 BACKGROUND

1.1.1 Explosive Ordnance Disposal Expeditionary Support Unit TWO (EODESU TWO) is responsible for providing logistical support to EODGRU TWO, four Explosive Ordnance Disposal Mobile Units (EODMUs), Mobile Diving and Salvage Unit TWO (MDSU TWO), Explosive Ordnance Disposal Training and Evaluation Unit Two (EODTEU TWO) while also acting as a force provider to deployed EOD Battalions and Units across the globe.

1.1.2 Increased command and control (C2) tasking and responsibilities, without adequate manning or the appropriate skillsets to match, has negatively impacted EODESU TWO's ability to support operational requirements while simultaneously maintaining garrison functions.

2.0 PERIOD OF PERFORMANCE

The period of performance shall be for a twelve month base year plus four option years to be exercised at the discretion of the Government.

3.0 PLACE OF PERFORMANCE

The primary place of performance is Virginia Beach, VA 23459.

4.0 SPECIFIC REQUIREMENTS

4.1 Two (2) subject matter experts in information technology with the ability to support data entry, inventory management, organizational level maintenance checks, and general ADP trouble ticket processing of the Navy Marine Corps Intranet (NMCI) as part of the normal daily operations of the N6 Department.

4.2 Contractors must also meet the following education, qualification, and experience requirements:

4.2.1 Minimum of six (6) years of professional experience in the Information Technology career field with ample background in providing administration support for global networks and relevant technological equipment. (Military / DoD experience preferred)

4.2.2 SECRET Security Clearance

4.2.3 Minimum of four (4) years of DoD inventory management experience

4.2.4 Minimum of four (4) years of Material Maintenance Management (3M) experience

4.2.5 Qualified or able to qualify in 3M 301-304

- 4.2.6 Proficient in Standardized Electronic Shipboard Scheduling Program (SKED), Operational Material Maintenance System (OMMS), and Current Ships Maintenance Projects (CSMP)
- 4.2.7 Proficient knowledge of Readiness Cost Reporting Program (RCRP) and Advanced Base Functional Components/Table of Allowance (ABFC/TOA) requirements.
- 4.2.8 Professional competency of Microsoft Office (Word, Excel, PowerPoint, SharePoint), NMCI Enterprise Tool, E-MarketPlace, Active Directory, and barcode inventory management programs

5.0 PERFORMANCE REQUIREMENTS

Contractors will be required to assist in a number of tasks associated with the efficient daily operations of the Communications Department. The following areas of support are required:

5.1 Communications Technical Support

- 5.1.1 Provide customer service support for communications-related trouble calls. This may include but is not limited to: mapping printers, changing screen configurations, account systems authorization access requests, share drive access, and other administrative items.
- 5.1.2 Manage daily, weekly, quarterly, and cycle schedule boards. Submit and track required feedback reports.
- 5.1.3 Perform basic organizational level maintenance checks as stated on Maintenance Requirement Cards for “green gear” communications equipment (i.e. connex box, surge suppressors, uninterruptable power supply, etc.)

5.2 Data Entry

- 5.2.1 Collect, consolidate, and input applicable technical data into RCRP, Configuration Data Management (CDM), and other required databases.
 - 5.2.1.1 Technical data may include but is not limited to: UIC, location, USN, VIN, year make and model, Equipment Functional Description (EFD), serial numbers, item numbers, National Stock Numbers (NSN), Allowance Parts List (APL), and Equipment Codes (EC).
- 5.2.1 Maintain, review, and update related documents and supporting data into required databases in connection with TOA and accountability efforts.

5.3 Inventory Management / Expeditionary Logistics Overhaul (ELO)

- 5.3.1 Maintain accurate inventory databases within WASP, Defense Property Accountability Service (DPAS), RCRP, and other locally generated inventory spreadsheets.
- 5.3.2 Provide COSAL parts verification and validation
- 5.3.3 Conduct regular inventories of communications equipment

- 5.3.4 Properly issue, inventory, receive, and return TOA communications gear loadouts to EODGRU TWO and its subordinate Echelon V and VI units.
- 5.3.5 Identify broken and repairable gear during the ELO process, collect DD200 forms and coordinate the replacement/repair of gear

6.0 SECURITY REQUIREMENTS

6.1 All contracted personnel shall have a current Defense Security Service issued Secret clearance with a current single scope background investigation, which must be maintained during the performance of this contract.

6.2 Contractor shall conform to the provisions of OPNAVINST 5510.1 (series) and Department of the Navy Information and Personnel Security Program regulations. DD Form 254 will be provided at the time of award.

6.3 Base Access: The Contractor shall adhere to all access requirements as established by the government facility to obtain access. The Contractor shall provide all required information and ensure that employees are capable of accessing the appropriate base prior to start of the contract

6.4 Common Access Card (CAC): The Contractor shall ensure each of its employees obtain a Common Access Card (CAC). The government CAC serves as the primary method of identification for the Contractor employees, as well as providing the basis of public key infrastructure access to the U.S. Navy/Marine Corps Intranet, websites, and systems (on and off site), as well as the Secret Internet Protocol Router Network (on site only). The Contractor MUST IMMEDIATELY surrender/return any/all CACs to the Government for employees no longer working on this contract or contract completion.

6.5 The Contractor shall advise the COR of contractor personnel who become an employee or ex-employee. The Contractor shall contact the COR whenever a contracted employee resigns, is dismissed, laid-off, or if a change to his/her personnel security clearance status occurs. Additionally, the Contractor shall ensure all ex-employee security access badges and vehicle stickers are returned to the appropriate military authority.

6.6 The Contractor shall designate in writing a Contract Security Officer (CSR). The CSR is the government point of contact and responsible for handling all contractors to government related security matters. Within five (5) calendar days after award of this delivery order, the CSR shall submit to the Contracting Officer (KO), EODGRU TWO, and EODESU TWO the security clearances for each contractor requiring access to EODGRU TWO units' facilities.

6.7 Information Security: All data provided to the contractor by the Government and/or developed by the contractor for the Government shall be protected from disclosure in accordance with the appropriate classification markings. All other information relating to the items to be delivered or services to be performed under this delivery order may not be disclosed by any means without prior approval by the Government. Dissemination or public disclosure includes, but is not limited to, permitting access to such information by foreign nationals or by any other person or entity; publication of technical or scientific papers; advertising; or, any other proposed public release. The contractor shall provide adequate physical protection to such information so as to preclude access by any person or entity not authorized such access by the Government.

6.8 Physical Security: The contractor shall establish and implement methods of making sure all keys and or electronic lock access codes issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government without authorization from the government. The contractor shall immediately report to the Contracting Officers Representative (COR) any occurrences of lost or duplicated keys and or lost electronic access codes. In the event keys are lost or duplicated and upon written direction of the COR, the contractor may be required at no cost to the government to re-key or replace the affected lock or locks.

8.0 GOVERNMENT FURNISHED INFORMATION

The government will supply all available documentation required to perform work. The government will make available all required regulations, directives, planning documents, policy documents, schematics etc., necessary to perform assigned tasks.

9.0 GOVERNMENT FURNISHED EQUIPMENT

The Government shall make available workspace, utilities, infrastructure, telephone access, computers, NMCI High access, NMCI Low access and administrative supplies required for contract performance.

10.0 DATA DELIVERABLES

The contractor is responsible for the following deliverables. All correspondence will have the contract number on the front sheet. The COR shall review all deliverables. Deliverables deemed unacceptable shall be returned to the contractor for re-work within fifteen (15) days and shall be resubmitted by the contractor no later than five (5) days after return.

<u>Document</u>	<u>Due</u>	<u>Classification</u>
Task Order Management Plan	Within 21 days of TO start	Unclassified
Trip Reports	Within 10 days after travel completed	Unclassified
Monthly Status Reports	15 th of following month	Unclassified
Technical Reports	As required	Unclassified Secret
Final Report	Within 15 days of PoP completion	Unclassified

10.1 Monthly Status Report. The contractor will provide Monthly Status Reports. The report will cover the period of the previous calendar month and is due to the COR by the 15th calendar day of the month following the reporting period. The report shall document and/or include:

- Significant work anticipated for the next reporting period
- Reimbursable travel accomplished to include dates, person, location, and purpose
- A Financial Status Report which includes Actual Summary of Hours and Actual Detailed Hours. The Detail of Hours shall include (as a minimum) employee names, skill levels, labor hours by project/module, rates, monthly costs, cumulative costs, and Other Direct Costs (ODC). Contractor format is acceptable.
- Progress for the Period: The Contractor shall provide a summary of work, and activities, accomplished during the reporting period. Significant technical and programmatic work accomplishments.

- **Activities Planned:** The contractor shall provide a brief summary of planned activities to occur in the next reporting period.
- **Problems Encountered:** The Contractor shall provide a brief summary of any problems, issues or delays identified/encountered and recommendations as to their resolution, or any corrective action that was taken to correct identified problems.

If significant variance with either the approved schedule or budget is discovered or an irresolvable issue is encountered, the contractor shall notify the Contracting Officer immediately and not depend on the monthly report to inform the government.

10.2 **Meeting Minutes/Conference Notes.** The contractor shall take all minutes and notes for all contract related meetings and provide them to the Contracting Officer within five days of the meeting for mutual concurrence.

10.3 **Final Report.** The Contractor shall provide a final report, to the COR, within 15 days from the conclusion of this contract period. The report shall summarize all monthly reports addressing: objectives achieved, significant issues, problems and recommendations to improve the process in the future.

10.4 **Task Order Management Plan (TOMP):** The contractor shall effectively convey the TOMP approach the contractor shall take to accomplish the effort contained in this PWS. This approach will address task organizational structure, personnel (including relevant experience) and a resource chart with corresponding labor categories and number of hours anticipated for work completion.

11.0 INSPECTION/ACCEPTANCE PLAN

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery by the COR, and in accordance with the Quality Assurance Surveillance Plan (QASP).

12.0 COR AND TECHNICAL ASSISTANT DESIGNATION

The Contracting Officer's Representative for this delivery order will be provided upon contract award.

13.0 OTHER CONDITIONS/REQUIREMENTS:

13.1 **Safety:** Safety shall be paramount. The Contractor will be working primarily in office space and shall comply with applicable OPNAV, NETC, OSHA and command safety instructions and standards governing these requirements. The Contractor shall maintain all employee qualification and certification records as required by these instructions.

13.1.1 **Contractor Responsibility for Safety:** Nothing in this PWS, nor any government action or failure to act in surveillance of this contract, shall relieve the Contractor of its responsibility for the safety of the Contractor's personnel and property, the Government's personnel and property, and the general public. Furthermore, nothing in this PWS shall relieve the Contractor of its responsibility for complying with applicable federal, state, and local laws, ordinances, codes, and regulations (including those requiring applicable licenses and permits) in connection with the performance of this contract.

13.1.2 **Emergency Action Plan:** The Contractor shall comply with the U.S. Navy Emergency Action Plan.

13.1.3 Mishap: If a mishap involving services under this contract results in an injury, the Contractor shall report the incident to the NECC COR/TA and procuring Contracting Officer (PCO) within 2 hours or as soon as possible once the proper emergency medical care has been initiated. If the U.S. Navy conducts an investigation of the accident, the Contractor (including all Sub-Contractors) shall cooperate with the government personnel until the investigation is completed. The Contractor shall allow authorized government representatives access to the Contractor's facilities, personnel, and safety program documentation.

13.1.4 Medical Care Requirement: Emergency medical care is available in government facilities to contractor employees who suffer on-the-job injury or illness. The Contractor shall make care reimbursement to the appropriate Navy collection agent upon receipt of statement(s).

13.2 Disclosure of Information: Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer. The contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

13.2.1 Performance of this effort may require the Contractor to access and use data and information proprietary to a government agency or government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the government and/or others.

13.2.2 Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the government, except to authorized government personnel, or upon written approval of the Contracting Officer (KO). The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the government between the contractor and the data owner which provides for greater rights to the contractor.

13.2.3 The Contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of normal duty hours and/or after normal duty hours, all government facilities, equipment and materials must be secured.

13.3 Hours of Work: Normal working hours are 7:30 AM to 4:00 PM, Monday through Friday, with the exception of Federal government holidays, or when the government facility is closed due to local or national emergencies, administrative closings, or similar government-directed facility closings. This includes an allowance for a 30 minute lunch period. Contractors' normal duty hours may be changed on an as required basis and/or on a temporary basis in order to maintain a 40-hour work week.

13.3.1 Government Holidays: The following government holidays are typically observed by government personnel: New Year's Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation.

13.4 Personal Appearance: Contractor personnel shall be available to perform duties in outdoor field conditions and in an environment in and around military vehicles, aircraft, helicopters, and similar conditions where moderate risks or discomforts require wearing of protective clothing and gear.

13.5 Contractor Interfaces

13.5.1 The Contractor and/or his subcontractors may be required as part of the performance of this effort to work with other contractors working for the government. Such other contractors shall not direct this contractor and/or their subcontractors in any manner. Also, this contractor and/or their subcontractors shall not direct the work of other contractors in any manner.

13.5.2 The Government Contracting Officer will establish an initial contact between the Contractor and other contractors and will participate in an initial meeting at which the conventions for the scheduling and conduct of future meetings / contacts will be established. The COR will be informed and or included in these meetings or conventions.

13.6 Contractor Personnel

13.6.1 The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this effort. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the Performance Work Statement including appropriate policies and procedures.

13.6.2 The Contractor shall maintain documentation for each contractor detailing that individual's qualifications in accordance with the requirements of the task. Substitution of Instructors or the addition of new Instructors during a course shall be communicated to the Contracting Officer's Representative (COR) prior to the convening date. The COR will have the authority to review and approve the Instructor's qualifications.

13.6.3 Any disciplinary problem between contract employees and military staff such as fraternization, sexual harassment, or racial discrimination shall be immediately reported to the Contractor's Project Manager and the COR. Upon notification, the Contractor shall investigate the complaint and submit a response to the COR within 24 hours. If the investigation determines the complaint is justified, the Contractor shall provide a course of action to be taken to resolve the problem within 3 working days of the notification. The government reserves the right to accept or reject the Contractor's recommended resolution.

13.6.4 Impaired Personnel: Should the contractor be found to perform unsatisfactorily or to be unfit for duty at any time during the course of the task order performance, the contractor may be asked to leave if it is deemed to be in the best interests of EODGRU TWO. The COR or TA on the site of unsatisfactory performance, in coordination with the Contracting Officer, shall make this decision. If an investigation determines the complaint and removal was justified, the contractor shall replace the individual.