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SECTION C DESCRIPTIONS AND SPECIFICATIONS

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PERFORMANCE WORK STATEMENT (PWS)

CREDENTIALS ANALYSIS SUPPORT FOR NAVY TRAINING PROGRAMS

in support of the

CENTER FOR INFORMATION DOMINANCE Corry Station and
Headquarters Marine Corps

640 Roberts Ave. Pensacola, FL 32511-5138

1. PURPOSE

This Performance Work Statement (PWS) provides Program Management support for the Center for Information Dominance (CID), Corry Station, Pensacola, FL, and Credentialing Program Office support for the Department of the Navy (DoN) Credentials Programs (USN and USMC).

2.0 SCOPE

This PWS describes the efforts to support Credentialing Program analysis, data collection, voluntary and CSWF Credentialing exam support, ITC Credentialing exam support, and data maintenance efforts at the Center for Information Dominance (CID) Corry Station, Pensacola for DoN. This PWS provides for Program Management support in the analysis, integration, testing and documentation change, update support, and credentialing exam support to implement Credentialing Program efforts specific to DoN.

3.0 SPECIFIC REQUIREMENTS

The contractor shall perform task assignments within the parameters of the specific tasks and requirements outlined in this section.

3.1 Task Area A: Navy Credentials Analysis. The contractor shall provide credentials analysis on Navy Ratings; Officer Designators, Sub-Specialty Codes, and Additional Qualification Designations; and Jobs for the Navy's Credentials Program. This support shall include, but not be limited to:

3.1.1 The Contractor shall:

3.1.1.1 Conduct analysis of programs for certification, license, and apprenticeship training & opportunities.

3.1.1.2 Assist the Credentials Program manager in development of solution planning for implementation of the Navy's Credentialing program.

3.1.1.3 Provide evaluation of training opportunities at the Navy's fourteen Learning Centers and subordinate learning sites' to expedite implementation of credentialing goals and objectives.

3.1.1.4 Investigate, analyze, and make recommendations to the Navy's Credentials Program manager on civilian training and education systems to reduce the training gap analysis.

3.1.1.4.1 Develop methods for applying credentialing related solutions to subordinate training sites.

3.1.1.5 Liaise with required Navy Learning Centers to ensure Navy training databases (to include Fleet Training

Management and Planning System (FLTMPS) and Total Workforce Management Services (TWMS)) are reflecting accurate and up-to-date training opportunities and credentialing completion data.

3.1.1.6 Develop a process for records and general documentation tracking for certifications and licenses affecting Navy Learning Center training resources and requirements.

3.1.1.7 Analyze and provide recommendations for achieving the Secretary of the Navy Manual (SECNAVMAN) 5239.2 Cyber Security Workforce (CSWF) credentialing requirements while maintaining existing program office staffing levels in support of the Navy's Cyber community.

3.1.1.8 Perform analysis and provide written recommendations in support of maintaining Navy's Credentialing Opportunities Online (COOL) web site, including liaison with other COOL contractors.

3.1.1.9 Provide training to the Navy Learning Center's domain personnel on the Navy's credentialing strategy and implementation processes.

3.1.1.10 Perform technical analysis, and identify and coordinate with other DoD, federal government, and civilian credentialing agencies to promote information exchange, and data and product sharing of services.

3.1.1.11 Initiates collaboration with civilian credentialing agencies and credentialing exam providers to:

3.1.1.11.1 Identify specific needs associated with credentialing.

3.1.1.11.2 Analyze and provide recommendations to Navy Learning Centers on ways to adapt existing curriculum to improve instructional delivery leading towards credentialing.

3.1.1.12 Voluntary/Discretionary Credentialing Exam support. The contractor shall provide credentials exam support for Navy enlisted certifications. Exam support will be at the Navy's Credentials Program Office, Corry Station, Pensacola, FL. This support shall include, but not be limited to:

3.1.1.12.1 The Contractor shall:

3.1.1.12.1.1 Maintain credentialing exam voucher numbers.

3.1.1.12.1.2 Issue credentialing exam voucher numbers to fleet customers.

3.1.1.12.1.3 Record results of exam use (pass/fail results), as reported by fleet customers and/or test center.

3.1.1.12.1.4 Input pass/fail results into credentialing databases.

3.1.1.12.1.5 Input data into Navy's Credentials Program Office credentialing database.

3.1.1.12.1.6 Input data upon review of Navy's TWMS and FLTMPS databases

3.1.1.12.1.7 Provide statistics and reports to CID and Navy's Credentials Program Office.

3.1.1.12.1.8 Provide customer support for fleet customers and test center.

3.1.1.12.1.9 Provide credentialing support for Navy's Credentials Program Office Analysts.

3.1.1.13 Personnel Qualifications and Job Descriptions.

Credentials Analysis personnel shall have experience in the Navy's Credentialing Program, managing, training towards, and support of the process of attaining credentials as well as an understanding of civilian credentialing and its ties to Navy requirements. Analysts shall have an Associate's degree or higher; an understanding of the science of learning, education theory, and program management in an integrated learning environment; experience in methods for assessment of training processes and systems; proficiency in using Microsoft Office products; good communications skills. Analysts without the required experience shall be reviewed by Navy Credentials Program

manager for adequate background/experience in related work, prior to contract agency hiring. Prior military experience preferred.

3.1.1.14: CSWF Credentialing Exam support.

The contractor shall provide credentials exam support for Navy personnel (Officer, Enlisted, Civilian) requiring CSWF certifications. Exam support will be at the Navy's Credentials Program Office, Corry Station, Pensacola, FL. This support shall include, but not be limited to:

3.1.1.14.1 The Contractor shall:

3.1.1.14.1.1 Maintain credentialing exam voucher numbers.

3.1.1.14.1.2 Issue credentialing exam voucher numbers to fleet customers.

3.1.1.14.1.3 Record results of exam use (pass/fail results), as reported by fleet customers and/or test center.

3.1.1.14.1.4 Input pass/fail results into credentialing databases.

3.1.1.14.1.5 Input data into Navy's Credentials Program Office credentialing database.

3.1.1.14.1.6 Input data upon review of Navy's TWMS and FLTMS databases

3.1.1.14.1.7 Provide statistics and reports to CID and Navy's Credentials Program Office.

3.1.1.14.1.8 Provide customer support for fleet customers and test center.

3.1.1.14.1.9. Provide credentialing support for Navy's Credentials Program Office Analysts.

3.1.1.15 Personnel Qualifications and Job Descriptions.

CSWF Credentials Exam support personnel shall have experience in the Navy's Credentialing Program, managing, training towards, and support of the process of attaining credentials as well as an understanding of civilian credentialing and its ties to Navy requirements. CSWF Credentials Exam Management personnel shall have an Associate's degree or higher; an understanding of the science of learning, education theory, and program management in an integrated learning environment; experience in methods for assessment of training processes and systems; proficiency in using Microsoft Office products; good communications skills. Personnel without the required experience shall be reviewed by Navy's Credentials Program manager for adequate background/ experience in related work, prior to contract agency hiring. Prior military experience preferred.

The contractor should provide the following staffing at a minimum, where a full-time equivalent (FTE) equals 1920 hours:

Project Manager 1 FTE
Program Analyst 6 FTE

3.2 Task Area B: ITC Credentialing Exam support.

The contractor shall provide credentials exam support for Navy enlisted requiring IT-related certifications at CID. Exam support will be at the Navy's Credentials Program Office, Corry Station, Pensacola, FL. This support shall include, but not be limited to:

3.2.1 The Contractor shall:

3.2.1.1 Maintain credentialing exam voucher numbers, purchased by CID.

3.2.1.2 Issue credentialing exam voucher numbers to CID CSWF students and/or Course Managers.

3.2.1.3 Record results of CSWF exam use (pass/fail results), as reported by CSWF students and/or Course Managers and/or test center.

3.2.1.4 Input CSWF student data and pass/fail results into credentialing databases.

3.2.1.4.1 Input data into Navy's Credentials Program Office credentialing database.

3.2.1.4.2 Input data upon review of Navy's TWMS and FLTMS databases

3.2.1.5 Provide statistics and reports to CID and Navy's Credentials Program Office.

3.2.1.6 Provide customer support for CSWF students, CID, and test center.

3.2.1.7 Provide credentialing support for Navy's Credentials Program Office Cybersecurity Workforce Analysts.

3.2.1.8 Personnel Qualifications and Job Descriptions.

CSWF Credentials Exam support personnel shall have experience in the Navy's Credentialing Program, managing, training towards, and support of the process of attaining credentials as well as an understanding of civilian credentialing and its ties to Navy requirements. CSWF Credentials Exam Management personnel shall have an Associate's degree or higher; an understanding of the science of learning, education theory, and program management in an integrated learning environment; experience in methods for assessment of training processes and systems; proficiency in using Microsoft Office products; good communications skills. Personnel without the required experience shall be reviewed by Navy's Credentials Program manager for adequate background/ experience in related work, prior to contract agency hiring. Prior military experience preferred.

3.3 Task Area B: Marine Corps Credentials Analysis. The contractor shall provide credentials analysis on Marine Corps Military Occupational Specialties (MOS); Officer Designators, Sub-Specialty Codes, and Additional Qualification Designations; and Jobs for the Marine Corps' Credentials Program. This support shall include, but not be limited to:

3.3.1 The Contractor shall:

3.3.1.1 Conduct analysis of programs for certification, license, and apprenticeship training & opportunities.

3.3.1.2 Assist the Marine Corps' Credentials Program manager in development of solution planning for implementation of the Marine Corps' Credentialing program.

3.3.1.3 Provide evaluation of training opportunities at the Marine Corps' Training Centers and subordinate learning sites' to expedite implementation of credentialing goals and objectives.

3.3.1.4 Investigate, analyze, and make recommendations to the Marine Corps' Credentials Program manager on civilian training and education systems to reduce the training gap analysis.

3.3.1.4.1 Develop methods for applying credentialing related solutions to subordinate training sites.

3.3.1.5 Liaise with required Marine Corps Training Centers to ensure Marine Corps training databases (to include Marine Corps Training Information Management System (MCTIMS) and other Marine Corps HR systems) are reflecting accurate and up-to-date training opportunities and credentialing completion data.

3.3.1.6 Develop a process for records and general documentation tracking for certifications and licenses affecting Marine Corps Training Center training resources and requirements.

3.3.1.7 Perform analysis and provide written recommendations in support of maintaining Marine Corps' Credentialing Opportunities Online (COOL) web site, including liaison with other DON COOL contractors.

3.3.1.9 Provide training to the Marine Corps' Training Centers' domain personnel on the Marine Corps'

credentialing strategy and implementation processes.

3.3.1.10 Perform technical analysis, and identify and coordinate with other DoD, federal government, and civilian credentialing agencies to promote information exchange, and data and product sharing of services.

3.3.1.11 Initiates collaboration with civilian credentialing agencies and credentialing exam providers to:

3.3.1.11.1 Identify specific needs associated with credentialing.

3.3.1.11.2 Analyze and provide recommendations to Marine Corps Training Centers on ways to adapt existing curriculum to improve instructional delivery leading towards credentialing.

3.3.1.12 Voluntary/Discretionary Credentialing Exam support. The contractor shall provide credentials exam support for Marine Corps enlisted certifications. Exam support will be at the Navy's Credentials Program Office, Corry Station, Pensacola, FL. This support shall include, but not be limited to:

3.3.1.12.1 The Contractor shall:

3.3.1.12.1.1 Maintain credentialing exam voucher numbers.

3.3.1.12.1.2 Issue credentialing exam voucher numbers to Marine Corps customers.

3.3.1.12.1.3 Record results of exam use (pass/fail results), as reported by Marine Corps customers and/or test center.

3.3.1.12.1.4 Input pass/fail results into credentialing databases.

3.3.1.12.1.5 Input data into Marine Corps' Credentials Program Office credentialing database.

3.3.1.12.1.6 Input data upon review of Marine Corps Training Information Management System (MCTIMS) and other HR databases.

3.3.1.12.1.7 Provide statistics and reports to Marine Corps' Credentials Program Office.

3.3.1.12.1.8 Provide customer support for Marine Corps customers and test center.

3.3.1.12.1.9 Provide credentialing support for Credentials Program Office Purchase Agent.

3.3.1.13 Personnel Qualifications and Job Descriptions.

Credentials Analysis personnel shall have experience in the Marine Corps' Credentialing Program, managing, training towards, and support of the process of attaining credentials as well as an understanding of civilian credentialing and its ties to Marine Corps' requirements. Analysts shall have an Associate's degree or higher; an understanding of the science of learning, education theory, and program management in an integrated learning environment; experience in methods for assessment of training processes and systems; proficiency in using Microsoft Office products; good communications skills. Analysts without the required experience shall be reviewed by Marine Corps Credentials Program manager for adequate background/experience in related work, prior to contract agency hiring. Prior military experience preferred.

4.0 LOCATION AND PERIOD OF PERFORMANCE

The contractor shall perform the tasks of this PWS at: Center for Information Dominance, Corry Station, Pensacola, Florida, 32511, Building 502, room 104E. The period of performance shall be (SEE SCHEDULE).

4.1 Normal working hours are from 0700-1600 Central Time, Monday through Friday. 1 Hour staggered lunch breaks. No weekend or Holiday work.

4.2 This PWS does not authorize any premium pay (overtime pay).

5.0 TRAVEL AND OTHER DIRECT COSTS

Yearly Travel destinations and frequencies are estimated to be:

Task Area A travel requirements:

Pensacola, FL to Millington, TN	One Trip Four Days
Pensacola, FL to San Diego, CA	Two Trips Four Days
Pensacola, FL to Arlington, VA	Two Trips Four Days
Pensacola, FL to Norfolk, VA	Two Trips Four Days
Pensacola, FL to San Antonio, TX	Two Trips Four Days
Pensacola, FL to locations throughout U.S.	Three Trips Four Days

All Navy travel requirements will be approved by the Navy’s Credentials Program Manager prior to contractor travel. Contractor travel reimbursement will be based on existing Joint Travel Regulations Reimbursement rates at the time of travel. The contractor may also be required to attend training on behalf of the Center, and as directed by the TOM, to develop customized training solutions in support of the Center’s Revolution in Training (RiT) initiatives.

6.0 REPORTS, DATA, AND DELIVERABLES

The deliverables of this effort shall be:

6.1 Monthly Progress Reports

6.2 Meeting Agendas and Minutes

7.0 INSPECTION AND ACCEPTANCE

Inspection and Acceptance shall be conducted by the TOM.

8.0 GOVERNMENT FURNISHED EQUIPMENT/INFORMATION

To the maximum extent practical, the contractor shall use Government furnished facilities and equipment in support of this PWS. At the time this contract is awarded, the Government will provide the contractor with access to GFI and GFE at Center for Information Dominance, Corry Station, Pensacola.

9.0 Data Rights

DATA OWNERSHIP. Government shall own unlimited rights to all data produced under this PWS in accordance with DFAR 225.227-7013. Contractor may maintain, until requested by the Credentials Program Office TPOC/COR, data required to complete tasks under this PWS, but only for explicit use as part of this contract. Use outside of this contract is not authorized without written consent from the Credentials Program Office TPOC/COR.

10.0 Ethics

Contractor personnel shall familiarize themselves with the Navy Information Resources Management Program regarding use of proprietary software, and Office of Government Ethics Standards of Ethical Conduct for Employees of the Executive Branch, 5 CFR part 2635, and Section 704 in use of Government facilities and property

PERFORMANCE WORK STATEMENT (PWS) FOR CREDENTIALING EXAM VOUCHERS

1.0 SCOPE

1.1 The contractor shall provide civilian/ industry credentialing (certification and/ or licensing) exams for the Navy Credentialing Program at the Center for Information Dominance (CID), 640 Roberts Avenue, Corry Station, Pensacola. Purchased exams will be used by Navy Active Duty and Reserve Enlisted and Officer personnel. Credentialing exams that may be purchased are identified on the Navy COOL website (<https://www.cool.navy.mil/usn>) within the “Funded Certifications” section of Navy COOL pages. Examples of credentials to be purchased: Microsoft Certified Professional, CISSP, PHR, Six Sigma Green Belt, CompTIA A+, etc...

The contractor shall arrange, purchase, and provide credentialing exams within three business days from request by Navy’s Credentials Program Office. It is understood that certain credentials may take longer than three business days to purchase, which is acceptable, as long as the contractor endeavors to meet the 3-day turn-around as close as possible.

1.2 The contractor shall provide civilian/ industry credentialing (certification and/ or licensing) exams for the Marine Corps Credentialing Programs at the Center for Information Dominance (CID), 640 Roberts Avenue, Corry Station, Pensacola. Purchased exams will be used by Marine Corps Active Duty and Reserve Enlisted and Officer personnel. Credentialing exams that may be purchased are identified on the Marine Corps COOL website (<https://www.cool.navy.mil/usmc>) within the “Funded Certifications” section of Marine Corps COOL pages. Examples of credentials to be purchased: Microsoft Certified Professional, CISSP, PHR, Six Sigma Green Belt, CompTIA A+, etc...

The contractor shall arrange, purchase, and provide credentialing exams within three business days from request by Marine Corps’ Credentials Program Office. It is understood that certain credentials may take longer than three business days to purchase, which is acceptable, as long as the contractor endeavors to meet the 3-day turn-around as close as possible.

2.0 TASKS/SERVICES/DELIVERABLES

2.1 The contractor shall provide civilian/ industry credentialing exams, in the form of pre-paid exam vouchers and pre-paid credentialing exam payments, to the Government using Firm Fixed Price. Exam funding will need to be purchased using a variety of funding methods, to include credit card, money order, check, PayPal, and electronic billing. The Government shall reimburse the contractor, on a monthly basis (via WAWF); funds expended to accomplish credentialing exam vouchers and prepaid credentialing exam payments. The contractor shall contact the credentialing exam vendor, arrange and make payment for the Sailors, and provide feedback to the Navy’s Credentials Program Office that the exams have been purchased. Purchased exams will be distributed by the Navy’s and Marine Corps’ Credentials Program Offices.

2.2 Service. The contractor shall provide various credentialing exam vouchers and pre-paid credentialing exam payments, as requested by the Government. The Government will determine and identify (by quantity and type) the certification vouchers required. A range of certification vouchers will be necessary to support a myriad of personnel requirements consistent with Navy’s and Marine Corps’ Credentialing Opportunities On-Line (COOL). Exam purchases will be single purchases, on-demand purchases, bulk purchases, and/ or a combination of these listed. Purchases will be made daily (less weekends & holidays).

2.3 Navy Maximum. Total orders for certification voucher requirements under this contract will not exceed a maximum of 25,000 in FY-2016.

2.4 Navy Minimum. Total number of orders for certification voucher requirements under this contract will be a minimum of 5,000 in FY-2016.

2.3 Marine Corps Maximum. Total orders for certification voucher requirements under this contract will not exceed a maximum of 1,000 in FY-2016.

2.4 Marine Corps Minimum. Total number of orders for certification voucher requirements under this contract will be a minimum of 100 in FY-2016.

2.5 The contractor shall deliver the certification vouchers within 3 business days after request from the Government.

2.6 The contractor shall provide monthly status report of funds expended in accordance with this contract. Monthly status reports will break-out costs, such as: exact exam costs, overhead costs, and other fees.

2.7 The contractor shall coordinate with credentialing agencies to purchase credentialing exams at best price to the Government.

2.8 The contractor shall coordinate, provide support, and resolve issues identified by the Navy's or Marine Corps' Credentials Program Office staff, to include: resolving exam funding issues between the Sailor and the credentialing agency, forward applications for credentialing exams along with credentialing payment, seeking reimbursement for returned exam vouchers, and any other necessary actions that involve exam funding.

3.0 PERIOD OF PERFORMANCE (POP)

3.1 The POP for this PWS will be SEE SCHEDULE.

4.0 LOCATION OF PERFORMANCE

4.1 The contractor shall perform the tasks of this PWS at: Center for Information Dominance, Corry Station, Pensacola, Florida 32511. Building 502 room 104E.

5.0 OPERATION HOUR

5.1 Normal working hours are from 0700-1600 Central Time, Monday through Friday. 1 Hour staggered lunch breaks. No weekend or Holiday work.

5.2 This PWS does not authorize any premium pay (overtime pay)

6.0 GOVERNMENT FURNISHED EQUIPMENT/MATERIAL

6.1 The government will provide all material, data, and other items required by the contractor to provide certification vouchers as required by this PWS.

7.0 HANDLING OF GOVERNMENT INFORMATION/MATERIAL

7.1 The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures in the performance of this contract.

7.2 The contractor shall not disclose procurement sensitive information, computer data, privacy data, and Government personnel work products that are obtained or generated in the performance of this task order.

7.3 The contractor shall safeguard the items listed in section 7.2 and the government computer system.

7.4 PRIVACY ACT COMPLIANCE

7.4.1 The Privacy Act clauses set for in Section I apply. The contractor shall ensure that employees assigned to this effort understand and adhere to the Privacy Act of 1974. The contractor shall identify and safeguard reports and data accordingly. The contractor shall follow Department of Navy policy and procedures detailed in SECNAVINST 5211.5D. The contractor shall ensure that contractor employees assigned to the contract are briefed trained annually on properly identifying and handling Privacy Act data and information. This training is available online at <http://privacy.navy.mil/>.

7.4.2 The contractor shall furnish documentation evidencing completion of such training to the Government up on request.