PERFORMANCE WORK STATEMENT (PWS)
FOR VOICE SERVICES
FOR
NAVAL STATION NORFOLK AND
JOINT EXPEDITIONRY BASE LITTLE CREEK/FORT STORY

1.0 SCOPE

1.1 This PWS defines the contractor efforts required to provide commercially available integrated voice services via Central Office based, dial tone facilities to defense activities located at:

- Naval Station (NAVSTA) Norfolk, VA to include the Naval Support Activity (NSA) Hampton Roads, Norfolk, VA and Lafayette River Annex, Norfolk, VA
- Joint Expeditionary Base Little Creek/Fort Story (JEBLC/FT STORY), Norfolk/Virginia Beach, VA

Telephone and data communications services are provided to these command locations and their tenant commands by the Naval Computer and Telecommunications Area Master Station Atlantic (NCTAMS LANT), Base Communications Office (BCO).

1.2 Commanding Officer, NAVSTA Norfolk is located at 1530 Gilbert Street, Suite 2000, Norfolk, VA 23511. The NCTAMS LANT BCO is located at building M51, 9625 Moffett Avenue, Norfolk, VA 23511. The BCO maintains approximately 17,340 telephone numbers in use at this location. The telephone lines are acquired from a local service provider. These services are delivered to Rate Demarcation Point (RDP) locations at NAVSTA Norfolk buildings N-26 (with tie cable to CEP-151A and W150A) and V-117; building NH-17 at the NSA; and building B at the Lafayette River Annex. The Navy will extend the services from the RDP to the telephone instruments. A maximum of ten percent of unused numbers shall be retained at the Central Offices for use in supporting extended Centrex lines, “800” (toll free), Mini-Message Board service and other similar functions for NAVSTA and JEBLC/FT STORY. The following is a list of telephone numbers reserved for use at NAVSTA Norfolk:

- 757-322-0000 through 757-322-3999
- 757-322-5000 through 757-322-5999
- 757-322-6300 through 757-322-7999
- 757-322-9000 through 757-322-9999
- 757-444-0000 through 757-444-9999
- 757-445-0000 through 757-445-3199
- 757-445-4000 through 757-445-9999

1.3 Commanding Officer, JEBLC/FT STORY is located at 2600 Tarawa Ct., Suite 100, Norfolk, VA. The NCTAMS LANT BCO maintains 4,832 telephone numbers in use at this location. The RDP is located at building 3150 and building 2083. The following is the range of telephone numbers reserved for use at Joint Expeditionary Base Little Creek/Fort Story: 757-462-0000 through 757-462-9999.

1.4 Security Clearance: All personnel requiring access to classified spaces in buildings at the bases identified under this PWS shall have a final Secret clearance based on a favorable National Agency Check with Local Agency Checks and Credit Check (NACLC). In addition, the information that is available to personnel working under this PWS when aggregated together has the potential of a classification at a minimum of Confidential. Personnel requiring access only to Level II unclassified but sensitive restricted areas shall be subject of a favorable Facility Access Determination (FAD) National Agency Check with Inquiries (NACI). Requests for NACI's shall be processed under the provisions of SECNAV M-5510.30. Personnel who do not receive a favorable determination will be denied site access and lose their eligibility to perform their job assignment under this PWS.

2.0 BACKGROUND

2.1 The mission of NCTAMS LANT: Deliver and defend responsive, resilient, and secure computer and telecommunications systems, providing information superiority for global maritime and joint forces. NCTAMS LANT’s vision is a world class communications infrastructure that ensures information superiority by providing

assured command and control to operational forces globally throughout all dimensions of warfare systems, providing information superiority for global maritime and joint forces.

For this PWS, "business days" shall be construed to mean all weekdays excluding the ten Government holidays to include New Years' Day, Dr. Martin Luther King, Jr. Day, President's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

4.0 LOCATION OF SERVICES

Services required by this PWS shall be performed at:

- Naval Station Norfolk; Norfolk, VA
- Joint Expeditionary Base Little Creek/Fort Story, Norfolk/Virginia Beach, VA

5.0 APPLICABLE DOCUMENTS

5.1 Military Specifications - The following documents are mandatory for Defense Switched Network (DSN) interoperability:

a. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01b dtd 23 Sep 2001 "Policy for Department of Defense Voice Networks."
b. Defense Information Systems Agency (DISA) Joint Interoperability and Engineering Organization (JIEO) Report #8249, Defense Information Systems Network (DISN) Circuit Switched Subsystem, DSN Generic Switching Center Requirements (GSCR), March 1997.
c. CJCSI 6212.01B, 8 May 2000, "Interoperability and Supportability of National Security Systems and Information Technology Systems."

5.2 Standards and regulations – The contractor shall conform to, and be compliant with established International Telecommunications Union – Telecommunications Standardization Sector (ITU-T), Federal Communications Commission (FCC) rules and regulations, American National Standards Institute (ANSI) standards, National Fire Protection Association (NFPA) codes and standards, National Electrical Code (NEC), National Electrical Safety Code (ANSI C2), and Occupational Safety and Health Administration (OSHA) General Industry Standards. The contractor shall stay in conformity with evolving standards. In addition to the aforementioned, the contractor is responsible for compliance with Navy OSH, environmental, and safety regulations.

6.0 REQUIREMENTS: The requirements identified in this Section are features/services that are an integral part of the Central Office (CO) Centrex operating system and each provides a specific function that is used by users of this type of telephone system. Each requirement identified make up the entire system but are functions that work independent of each other.

6.1 Centrex Voice Service - Provide analog and Integrated Services Digital Network (ISDN) telephone service for approximately 17,340 lines at NAVSTA Norfolk and 4,832 lines at JEBLC/FT STORY. The contractor shall provide this service utilizing the telephone exchanges and number blocks identified in sections 1.2 and 1.3. The telephone lines shall be provided from a local exchange CO within the local dialing area of NAVSTA Norfolk and JEBLC/FT STORY locations. The telephone service shall have the capability to place in-house calls (four/five digit dialing) between the telephone numbers within an exchange. Telephone calls placed between the exchanges are to be considered local calls. The contractor shall provide and maintain the cable infrastructure delivery services to the RDP locations throughout NAVSTA and JEBLC/FT STORY campuses. Lines shall be provisioned for "Touch Tone" dialing. The quantities of services specified within the contract are Not to Exceed (NTE) quantities. These quantities are subject to monthly review by the BCO and the contractor. Subsequently, the quantity of services may vary throughout the life of the contract. The Government has the right to cancel services, at no cost, which are no longer required to support mission requirements. The Government may also order new services through contract modification as needed to meet mission requirements. At a minimum, the following optional Centrex features shall be available for use:

Features to be Available on Centrex Lines	
• Three Way Calling • Call Forwarding Variable with Activation Confirm • Call Hold • Call Forwarding Busy Line • Call Forward Don't Answer – All Calls • Distinctive Ring Tone (Originating/Termination • Automated Attendant (NAVSTA Norfolk only)	• Call Pickup • Call Transfer Internal Only • Add-on Consultation • Hold Incoming Only • Automatic Route Selection -Basic • Toll Restriction

6.1.1 Provide Class of Service (COS) and Category (CAT) Code configurations to accommodate the following line restrictions:

NAVSTA Norfolk

- Five-digit dialing within the Centrex only; no off station incoming or outgoing calls
- Five-digit dialing within the Centrex, and access to the DDSN)
- Five-digit dialing and access to the Public Switched Telephone Network (PSTN) and Verizon Business NETWORX Universal (NETWORX) long distance facilities
- Five-digit dialing within the Centrex; access to the DSN, PSTN and NETWORX long distance facilities.
- Call forwarding over Private facilities
- Caller's Menu, Hunting, Individual additional telephone number

JEBLC/FT STORY

- Four-digit dialing within the Centrex only; no off base incoming or outgoing calls
- Four-digit dialing within the Centrex, and access to the DSN
- Four-digit dialing and access to PSTN and NETWORX long distance facilities
- Four-digit dialing within the Centrex; access to the DSN, PSTN and NETWORX long distance facilities.
- Call forwarding over Private facilities
- Caller's Menu, Hunting, Individual additional telephone number

6.1.2 Analog Service - Provide analog, loop start telephone circuits (approximately 14,600 consisting of 11,800 in the NAVSTA Norfolk exchanges and 2,800 in the JEBLC/FT STORY exchanges at the respective RDP locations. The contractor shall provide service utilizing the existing telephone numbers currently in service, which are listed in sections 1.2 and 1.3. Circuits shall be provisioned for touch-tone dialing. There shall be no charge for Analog service de-installation when termination is requested.

6.1.3 ISDN Basic Rate Interface (BRI) Service – Provide Custom and National ISDN BRI services (approximately 11,101 consisting of 8,618 in the NAVSTA Norfolk exchanges and 2,483 in the JEBLC/FT STORY exchanges at respective RDP locations. The standard configuration is two phone numbers per BRI at the RDP. The contractor shall provide ISDN BRI services utilizing the existing telephone numbers currently in service, which are listed in sections 1.2 and 1.3. Voice, voice/data and VTC ISDN services shall be required. Of the 8,618 ISDN BRI lines for NAVSTA Norfolk, voice only and voice/date requirements are equally distributed at 4,309 lines each. Of the 2,483 ISDN BRI lines for JEBLC/FT STORY, voice only and voice/date requirements are respectively distributed at 2,000 and 483 lines each. There shall be no charge for ISDN BRI service de-installation when termination is requested.

6.1.3.1 ISDN Configurations - The contractor shall provide ISDN configuration groups. Attachment I provides configuration groups required at NAVSTA Norfolk and JEBLC/FT STORY. Groups may be added or deleted over the contract period. Additionally, ISDN configurations shall include provisions for adding or changing call appearances, adding or changing key designations in an existing group, adding or changing intercom groups, and adding or changing ISDN features.

6.1.4 Centrex Automatic Route Selection (ARS) capabilities shall include:

a. Common Equipment - Central Office memory utilized to provide ARS capability

b. Pattern - Choice available for completion of long distance calls as relates to call routing i.e., NETWORX, DSN.
c. Only, per Pattern - ARS uses the area code only to determine if call is unauthorized and should be blocked
d. Per Number Plan Area and Central Office Codes, per Pattern - ARS uses area code and first three digits of phone number to determine if call is unauthorized and should be blocked
e. ARS updates – New area codes and/or prefixes will automatically be updated within the ARS once opened as a valid exchange.

6.1.5 Centrex Lines/RDP Optimization – The contractor shall monitor line utilization and ensure lines are available at RDPs to meet operational requirements. The technical point-of-contact will notify the contractor in advance of unusually large requirements. The contractor shall tag (label) cable terminations and cross connects at RDPs at NAVSTA Norfolk and JEBLC/FT STORY. Tags shall display the telephone circuit number assigned to cable pairs. The Navy shall make connection to the tagged cable termination and extend services to the telephone instrument.

6.1.6 Centrex Customer Move and Change (CMAC) – Centrex service shall include CMAC management tool capability to allow Move, Add and Change administration in Centrex line and/or feature configuration for analog and ISDN lines within the Centrex service from NCTAMS LANT facilities at NAVSTA Norfolk building M-51. Equipment, software, connection (dedicated), and training shall be provided at no cost to the Government.

6.1.7 SMDR Equipment Usage and Data – Centrex service shall include Station Message Detail Record (SMDR) "common equipment" at the central offices serving NAVSTA Norfolk and JEBLC/FT STORY for analog and ISDN services. The contractor shall provide SMDR "Call Detail per Record" information for inbound and outbound calls to the Government on a monthly basis. CD ROM is the desired format for this report.

6.1.8 Telephone Number Management and Support – The contractor shall reserve telephone number blocks associated with the telephone number ranges and exchanges listed in sections 1.2 and 1.3 exclusively for Centrex service at NAVSTA Norfolk and JEBLC/FT STORY. The Government shall manage Centrex telephone number assignments for NAVSTA Norfolk and JEBLC/FT STORY from the blocks of numbers assigned to the Navy to support these facilities.

6.1.9 Route local area calling where usage charges (Message Units) apply - To the NETWORX network. Message Unit charges shall not be billed under this contract**.**

6.1.10 Route regional toll calling where commercial toll rates apply - To NETWORX Neither regional toll or intra-LATA toll charges shall be billed under this contract**.**

6.1.11 Provide access to local directory assistance services - Long distance directory assistance services will be routed via FTS facilities.

6.1.12 Provide access to the emergency 9-1-1 system - Government Emergency Telecommunications Service (GETS) and the Relay Network for the hearing impaired. Calling calls will be issued by NCTAMSLANT for this service.

6.1.13 Provide access to Government owned facilities (NETWORX and DSN) on all telephone lines, and provide the ability to control which telephone numbers access these facilities in accordance with CAT codes. Access to DSN facilities is accomplished when a caller dials "8" at NAVSTA Norfolk and "6" at JEBLC/FT STORY. Access to commercial facilities is accomplished when a caller dials 9. Long distance calls will only be routed to the NETWORX facilities when 9-1-XXX-XXX-XXXX or 9-011-XXX-XXX-XXXX is dialed.

6.1.14 Interoperability Requirements - The switches to be used under this delivery order will be part of a joint use network that is required to comply with Department of Defense (DOD) interoperability policy. This policy states that primary switching facilities for installations' long distance voice service by interconnection with DSN nodal facilities are considered End Offices (EO). Hardware, software and firmware used for base switches serving as primary switching facilities are required to be certified as interoperable prior to use by the Government. DOD interoperability policy and directives are contained in references 5.1a through 5.1c.

6.1.15 Joint Interoperability Test Center (JITC) Certification Testing - The contractor shall be responsible for a full and complete JITC DSN interoperability certification for primary base switches used for this delivery order and connected to the DSN. The Government will not use any hardware, software or firmware for primary switching facilities without an accompanying Joint Interoperability Certification Letter or "intent-to-certify" document. The scheduling of certification testing and the burden of funding for the testing shall be the sole responsibility of the contractor. The Joint Interoperability Certification requirements shall apply throughout the life of each delivery order and to any modifications made to the delivery order. Switch certification testing shall be done in accordance with test procedures developed by the JITC.

6.2 Other Centrex Services

6.2.1 Simulated Exchange Access Trunk (SEAT) - The contractor shall provide SEAT service associated with access to the Public Switched Telephone Network. Should the Federal Communications Commission modify the Federal Subscriber Line Charge embedded in SEAT pricing, the contractor shall notify, in writing, both the Contracting/Ordering Officer and the NCTAMS LANT point-of-contact in section 9.1 within ten days of the contractor becoming aware of such a change.

6.2.2 Digital Facility Termination (DFT) - The Contractor shall provide DFT monthly service associated with DSN private network access for NAVSTA Norfolk and JEBLC/FT STORY. All DSN network facilities shall be in place prior to commencement of this contract to insure uninterrupted private network long distance service, which is essential to the mission of the DOD.

6.2.3 Primary Rate Interface (PRI) Termination - The Contractor shall provide PRI termination monthly service associated with FTS long distance network access for NAVSTA Norfolk and JEBLC/FT STORY. All commercial long distance calls shall be routed to NETWORX trunks. All NETWORX network facilities shall be in place prior to commencement of this contract to insure uninterrupted long distance service, which is essential to the mission of the Department of Defense.

6.2.4 Caller ID – Contractor shall provide Caller ID. There shall be no installation or other one-time charge for call ID service.

6.2.5 Intercepts – Contractor shall provide intercepts (in the event of disconnects or number changes) to route calls to recorded announcements. This service shall be priced in one-month increments from one (1) to twelve (12) months.

6.2.6 Tie Lines - The contractor shall provide tie line service to extend Centrex service for the quantity of lines and locations detailed follows:

Location	Activity	Quantity
NAVSTA Norfolk	Naval Medical Center Building CD2	24
NAVSTA Norfolk	Naval Dental Center Building CD3	15
NAVSTA Norfolk	Lafayette River Medical Clinic	7
NAVSTA Norfolk	Robin Hood Road TRICARE Center	2
JEBLC/FT STORY	Naval Medical Clinic Building 3505	31

The contractor shall provide tie trunk services to provide dedicated circuits to interconnect PBX's at various assigned locations. Tie trunk services include all signaling arrangements and any other contractor provided items required to provide this service.

6.2.7 Project Management – The contractor shall provide technical support for telecommunications planning and implementation of projects associated with Centrex services at NAVSTA Norfolk and JEBLC/FT STORY.

6.2.8 Foreign Central Office Channel Terminal and Mileage – The contractor shall provide Foreign Central Office (FCO) channel terminal for designated lines. Foreign Central Office (FCO) service is an exchange service

furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished. FCO mileage shall be charged as required.

6.2.9 Interexchange Channel Terminal – The contractor shall provide Interexchange channel terminal for designated circuits. Interexchange, interoffice mileage to extend off premises to the central exchange shall be provided as required.

6.2.10 Intraexchange Channel Terminal - The contractor shall provide Intraexchange channel terminal for designated circuits. Interexchange, interoffice mileage to extend off premises to the central exchange shall be provided as required.

6.2.11 Uniform Call Distribution Center – The contractor shall provide all services required to maintain a uniform call distribution center. This includes all items in the below table:

Delay Announcement (Limit 1)	Make Busy Arrangement	Queuing (Common Equipment)
Delay Announcement (per line)	Night transfer Arrangement	Queuing (Line Arranged)
Delay Announcement (per trunk)	Per line in Hunting	Queuing (Queue Slot)
Hunting Group	Queuing (Centrex Line Usage – Exchange Access)	Queuing (Intercommunication)

6.3 Centrex Voice Messaging

6.3.1 Voice Mail Service - The contractor shall provide automated, 24 hour, Central Office based voice mail service, including reutilization and pass code reset for both analog and ISDN lines on a fixed-price basis. The service shall answer calls while subscribers are talking on the telephone or unable to answer calls. Two types of mailboxes shall be offered. Standard mailboxes shall have a storage capacity of 30 minutes. Large mailboxes shall have a storage capacity of 45 minutes. Callers shall be restricted to a maximum five-minute reply provided there is storage time available. Saved messages will be automatically purged after 30 days. There shall be no time limit on the storage of new messages. Mailbox announcements (greetings) can be up to thirty seconds long. Mailboxes shall be accessible from any touch-tone or tone-signaling telephone anywhere.

6.3.2 Mini Message Board Service - Mini Message Board Service shall provide interactive voice messaging applications making repetitive information available to callers. Callers are initially presented with a recorded announcement. Announcements can be up to three minutes long. Three types of mailboxes shall be offered to include installation services.

6.3.2.1 Mini Message Board Type I (Announcement Only) - Callers hear an announcement only. After the announcement, the call is automatically disconnected. There is no opportunity to leave a message.

6.3.2.2 Mini Message Board Type II (Announcement & Reply) - Callers hear an announcement and given the opportunity to leave a message. Recorded messages can be up to one minute long. The incoming message storage time for the mailbox is 45 minutes. Callers are disconnected after they leave a message.

6.3.2.3 Mini Message Board Type III (Multiple Announcement & Reply) - The mailbox can be partitioned into as many as eight sections or sub-mailboxes. Each partition will have its own main announcement and pass code. Callers hear the main announcement and can then select applicable options to hear a second announcement. After hearing the second announcement, the caller can then leave a message. Recorded messages can be up to one minute long. The total incoming message, storage time for the mailbox is 45 minutes to be dynamically allocated among mailbox sections (first come/first served basis). Callers will be disconnected after leaving a message in a main mailbox or sub-mailboxes.

6.3.3 Automated Attendant - An Automated Attendant shall handle calls to the Naval Station's main listed directory number of (757) 444-0000. Callers dialing this number are presented a menu enabling them to reach frequently called commands at Norfolk Naval Station, JEBLC/FT Story, Naval Air Station Oceana, Naval Air Station Oceana Dam Neck Annex, Naval Support Activity, Hampton Roads, Yorktown Naval Weapons Station/Cheatham Annex, Guantanamo Bay, Cuba, Norfolk Naval Shipyard and Naval Support Activity Northwest.

Commands included in the menu options are Ship Arrival and Departure, Medical and Dental Information, Personnel Support Detachments, Personnel Locator Services, BOQ/BEQ Information or Reservations, Navy Exchange Information and Ticket and Tours Information.

6.3.3.1 The Automated Attendant needed by the Naval Station shall be equipped, as a minimum, with forty-eight (48) dedicated access ports. The dedicated access ports allow for calls to be handled with no usage charge incurred by the Station and allow the service to operate in a fully integrated manner (no requirement to dial mailbox numbers again after entering the system). The contractor will provide monthly reports outlining call flows within the arrangement. The reports will provide details on calls into the arrangement as well as how they route once they are in. These reports will enable the Station to determine how effectively the calls are being handled as well as the ability to fine tune the menu tree to best utilize the system.

6.3.3.2 Callers shall be initially presented a "Welcome" announcement allowing them to immediately overflow in case of an emergency or if they are from a remote location calling to place a DSN call. The caller is also provided the option at every level of dialing "0" which directs them to an operator located at the station/base. This system shall be maintained and administered by the contractor. The Navy shall be able to, and responsible for, recording the actual announcement the callers hear when accessing the system. This arrangement allows the station/base flexibility to change this announcement at a moment's notice in the event of any type of emergency. The supervisor of the operators and several other key individuals shall be trained on how to make these changes, which can be initiated from on station/base or from remote sites at no cost to the Government. This capability is password protected with only those designated individuals being aware of the password. The contractor shall also provide a degree of disaster recovery for the system. The listed directory number (444-0000) terminates in a jack in the equipment room in the operator spaces at Building N-26. This number will be equipped with Call Forwarding Variable to route calls to a number assigned for the dedicated access ports of the system. In the event of a failure, or customer driven need, this number can be reprogrammed from on-site in a matter of seconds to redirect all calls back to the 444-0000 number direct to operator positions on the station/base. If for some reason the site would become inaccessible, the contractor shall have the capability to reprogram this number to route calls to any site designated by the station/base to receive these calls.

6.3.4 Enhanced Call Processing - The contractor shall provide enhanced call processing capability to meet enterprise requirements to include telephone answering, voice messaging and call processing. Mailbox features shall allow for the use of basic and enhanced types, various access arrangements and multiple selection of personal voice messaging options.

6.4 Transition

Transition is the coordinated transfer of service from the incumbent contractor to the new contractor awarded the contract. Transition includes both phase-in and phase-out requirements. It is estimated that the contractor will have approximately 180 days to accomplish a full transition of services from the incumbent contractor. The contractor shall be fully capable of providing any combination of required services specified within this PWS immediately following the 180 day transition period.

6.4.1 Transition Plan: The contractor shall submit a transition plan with their proposal. This plan shall describe the contractor's approach to the project management of transition, including the contractor's project management process, procedures, and tools for all transition activities. The plan shall address all of the contractor's transition activities for all services and service locations. In addition the transition plan shall address at a minimum the following areas:

- Service and features. The contractor shall describe how all existing services and features will transition to the contractor's network in a manner that is transparent to end users. The transition plan shall detail the tasks required to execute the transition and provide timelines for the tasks.
- Partnership/Service Agreements. If applicable, the contractor shall describe any partnership or service agreements that either have in place or intend to negotiate with existing service providers and how these agreements will ensure a smooth transition and avoid a break in service following the expiration of the transition period.
- Interconnection plan. The contractor shall describe the interconnection arrangements between the existing services and the contracted services during the transition, including the interconnection arrangements with

the local exchange network, the IXCs, and Government private networks. The contractor shall describe how the service performance requirements will be met during the transition period and describe the phases of the transition.

- Transition contingency plan. The contractor shall describe how service will be restored if unforeseen difficulties are encountered at any stage of the transition. The contractor shall identify any risk or issues anticipated to arise during the transition and methods to mitigate those risks and overcome transition issues.
- Project management. The contractor shall describe how the project office will be staffed and its relationship to the contractor's headquarters and with the Government. The contractor shall describe how it will keep the Government apprised of the status of the transition and describe how routine and emergency communication with the Government will be accomplished.
- Management Support. The contractor shall address the billing, service ordering, trouble reporting, and customer service processes that are proposed for the transition period. The contractor shall describe these processes from the perspectives of the KO, COR, and authorized ordering official.
- Transition Costs. No additional fee or installation cost shall be charged for the transition of existing services.

Following contract award the transition plan will be discussed in detail. After receiving the Government's comments, the contractor shall submit a revised (if applicable) plan to the COR and Contracting Officer within 10 days of contract award and shall be updated as required.

6.4.2 The desired method of service implementation is to use the existing cable facilities presently in use at the Rate Demarcation Point (RDP) locations. If the contractor intends to use the existing cable, the contractor shall state this within their proposed transition plan. If the contractor does not intend to use the existing cable, the contractor shall state this within their proposed transition plan. The transition plan shall include, at a minimum, how and where any new facilities will be installed. It shall be the responsibility of the contractor, upon installing new cable facilities, to half tap all existing services and install the necessary cross-connects to the existing cable plant at the RDP. There shall be minimum interruption of service when circuits are transitioned to the new cable facilities. If the contractor intends to install a new cable feed system, the contractor shall demonstrate that such is fully operational prior to completion of the transition period and commencement of performance. New cross-connects required at the RDPs that result from installation of new cable facilities would be the responsibility of the contractor. The Government shall not incur any cost involved in cross-connecting existing circuits to the new cable facilities. The contractor shall be responsible for obtaining a record of cable pair assignments and telephone numbers to facilitate the cross-connect work. If new cable facilities are installed, the contractor shall incur all construction and material costs.

6.4.3 Transition Objectives and Responsibilities: The contractor shall be responsible for maintaining service transparency to the Government during transition to and from the contract by meeting all service delivery schedules and assuring that all services and features conform to contractual specifications and customer requirements. DoN will monitor the contractor's transition performance and assist in coordination between clients and contractors as required.

For each service order, the contractor shall provide a single point of contact for service implementation. The contractor shall ensure that the point of contact, or the designated alternate, is accessible by telephone or pager during the time periods when service implementation activities are taking place. The contractor shall coordinate with the COR, customers, subcontractors, and other service providers during the service implementation. The contractor shall inform the COR when activities, including installation and cutover testing, are scheduled at a building.

6.4.4 Phase-out: In the event that the incumbent is not the successful contractor for the follow-on contract award, the incumbent contractor hereby agrees to cooperate with the successor. Further, the contractor shall turn over to the successor contractor all administrative records and technical data acquired or formulated during the life of this contract.

6.5 Requirements for Billing and Invoicing – The contractor shall bill in arrears on a monthly basis in accordance with the standard billing procedures of NCTAMS LANT for NAVSTA Norfolk and JEBLC/FT STORY. Monthly

billing shall be submitted no later than the tenth day of the billing cycle. Invoices, reports, records and data shall be submitted to NCTAMS LANT BCO, 9625 Moffett Avenue, Code N00FM, Norfolk, VA. 23511-2784. The contractor shall describe in detail the method to be used for billing and invoicing this contract to include the content and format of invoices, reports, records and data. The description detailing the billing and invoicing method shall be submitted with the proposal.

6.5.1 A Monthly Statement Invoice shall reflect all charges from the first day of the month to the last day of the month. The contractor shall charge for all services, features and equipment within one billing cycle after the services are rendered.

6.5.2 The contractor shall ensure that each invoice contains all pricing components in sufficient detail to reconcile the charges with completed orders or actual usage. The contractor shall ensure that all charges, credits and debits are shown on the invoice.

6.5.3 For other reimbursable charges, the contractor shall ensure that the invoices reflect the contractor's actual charge for a specific service order. The Government will not pay any charges that are not agreed upon between the contractor and the Government point-of-contact, and that are not specifically stated in the service order. Examples of other reimbursable charge include but are not limited to the following: line connection, installation service charge and "add" service.

6.5.4 The contractor shall prepare and deliver a Monthly Statement Report in NCTAMS LANT format correlating Delivery Order line item numbers and quantities for both NAVSTA Norfolk and JEBLC/FT STORY. The report is to be cumulative over the life of the Delivery Order and shall show changes during the current reporting period with respect to the previous reporting period.

6.5.5 Customer Service Record (CSR) – The contractor shall provide electronically a monthly the CSR, and it supporting electronic database, showing, but not limited to, telephone numbers, location assignment, features, class of service and Pre-subscribed Inter-exchange Carrier (PIC) assignment.

6.5.6 The contractor shall deliver no later than the 10th of the following month Invoice and Billing Verification Data in one electronic CD-ROM database format compatible with the NCTAMS LANT BCO Norfolk accounting software and a hardcopy Toll Call Detail Record. The format is to contain a legend with detailed descriptions (no miscellaneous services). The contractor is to give the Government 30 day notice of modifications to the format. Notification is to detail changes. Written Government approval is required for all changes to the format

6.5.7 Monthly Activity Report– A detailed report of monthly activity (i.e., additions, deletes, changes, etc,) per contract line item and its supporting electronic database shall be required. The report is due monthly by the 10th of each month showing the previous month's activity.

6.5.8 Dedicated Technician Request (DTR) Report - A DTR Report (spreadsheet) showing DTR numbers, charges and effective dates is due monthly by the 10th of each month showing the previous month's activity.

6.5.9 Traffic Analysis Report – A Traffic Analysis Report with recommendations for Seat addition and/or removal is due quarterly on the 10th of March, the 10th of June, the 10th of September and the 10th of December.

6.5.10 The contractor shall be required to terminate service on a specific line or terminate a specific service on a line within 24 hours of receiving written notification from the Government. Any charges incurred after the 24-hour period following written notification shall be invalid and the Government shall not be responsible to pay for them.

6.5.11 The Government reserves the right to withhold a partial or entire payment of an invoice in dispute as detailed in FAR 52.232-1 (Payments).

6.5.12 Federal, State and Local Government Taxes, Fees, Surcharges, and Tariffs

The Federal, State and Local Government Taxes, Fees, Surcharges, and Tariffs Not to Exceed Line Item established in the Pricing Spreadsheet shall account for any and all applicable taxes, fees and surcharges at the current prevailing rates in accordance with applicable law. To ensure these rates remain accurate during the term of the contract, the contractor will provide substantiating documentation detailing the prevailing rates with each invoice. Each invoice shall contain the total amount and a breakdown of each service charge so that the Government may distinguish the taxes, fees and surcharges and verify that they are being billed in accordance with the prevailing rates.

7.0 PERFORMANCE

7.1 Performance Period - The contractor shall have in place at the beginning of the task order(s) performance period(s) all facilities as described in Requirements section. This shall include connections to Government switched networks, which are NETWORX and DSN.

7.1.1 The contractor shall describe its trouble reporting and escalation procedure, including telephone numbers to be used in reporting troubles and a single point-of-contact to serve as the trouble management coordinator. The contractor shall provide to the Government a list of management personnel contacts to be used by the Government point-of-contact in an escalation process in situations where troubles are not likely to be corrected within an acceptable time frame. The contractor shall be prepared to provide, in the execution of this contract, response to trouble notification within a time frame that is appropriate to the nature of the malfunction and be prepared to provide on-site support as necessary.

7.1.2 The contractor shall provide a center to receive trouble calls for all service failures. The trouble center shall be equipped with online testing capabilities, and the contractor's representative at the center shall perform these tests immediately upon receipt of the trouble report from a designated Government point-of-contact.

7.1.3 The Government requires trouble resolution of services as follows:

- Trouble with analog lines and services shall be resolved within four hours for outages designated as emergency/critical, eight hours for priority resolution and by the next business day for routine resolution.
- Trouble with Class of Service operation shall be resolved within three hours of the initial trouble report.
- Trouble connecting to GETS, Relay Network services and/or to directory assistance lines shall be resolved within three hours of the initial trouble report.
- Trouble with ISDN BRI voice, data and video circuits shall be resolved within four hours for outages designated as emergency/critical, eight hours for priority resolution and by the next business day for routine resolution.
- Trouble with NETWORX and DSN trunk shall be resolved within three hours when the cause of the trouble is known to be isolated to the local service provider. The contractor shall be required to interact with other Government contractors providing these private switched network facilities, and to coordinate trouble-shooting and resolution procedures with these contractors. Trouble reports shall be initiated under this contract by either the local Government point-of-contact, or by other Government contractors providing the long distance services.
- Troubles causing the inability to place local telephone calls shall be resolved within three hours.
- Troubles causing the inability to route Intra-LATA toll calls or long distance calls to the NETWORX long distance network shall be resolved within three hours when it is determined the source of the trouble is within the control of the local service provider under this contract.

7.1.4 At such time the contractor determines that trouble resolution is not possible within the specified time period, the escalation procedure shall be invoked, and the contractor's trouble management coordinator shall notify the Government point-of-contact that the service outage will likely exceed the expected duration. The contractor's trouble management coordinator shall take the necessary action within its organization to ensure the earliest possible resolution that is acceptable to the Government. The contractor shall provide the services of a qualified telephone technician to be dispatched to the Station at the request of the Government point-of-contact.

7.1.5 The contractor shall not allow service interruptions to occur on the emergency 9-1-1 system without a satisfactory alternative means of connecting with this service. This requirement applies to facilities that are under the control of this contractor only, and not external problems caused with the 9-1-1 system itself.

7.1.6 The Government requires that the contractor perform the installation and change of services in accordance with the below turnaround times. Requests for installations and changes will be communicated to the contractor using the BCO Dedicated Technician Request (DTR) form.

- Analog telephone lines shall be installed, tested and operational at the RDP within but no later than three (3) business days following receipt of the Government's telephone service request.
- Changes and/or additions to the Class of Service operation shall be effected within but no later than thirty (30) calendar days following receipt of the Government's telephone service request.
- ISDN BRI services, including voice, data and video, shall be installed, tested and operational at the RDP within but no later than fourteen (14) business days following receipt of the Governments telephone service request.
- Changes to the arrangement/configuration of access and terminations to the Government's private networks (DSN/NETWORX) shall be installed in conjunction with other long distance carriers providing these networks. The contractor shall coordinate DSN and NETWORX facilities changes with the long distance carrier. Service implementation dates shall be agreed upon by all parties to include the Government, the local service provider and the long distance carrier.

7.1.7 The service provider under this contract recognizes that NETWORX is the sole and exclusive commercial long distance carrier for other than regional toll requirements. By design, all toll calls will be routed to the NETWORX private network. The service provider of this contract will serve as billing agent for carriers submitting charges for official inbound collect calls. Telephone users at these sites will not be permitted access to selective long distance or regional carriers on a call-by-call basis to include 1-0-1-0-XXX. All regional toll traffic will be routed to the service provider under this contract. All long distance toll traffic will be routed to NETWORX only. The practices of long distance carriers known as SLAMMING or CRAMING will not be permitted to occur under this contract. As such, any charges appearing on the monthly invoice under this contract from toll carriers, other than collect inbound calls billed by miscellaneous carriers, will not be paid under this contract. (It should be noted that, individuals wishing to place personal calling card toll calls from telephone numbers supplied under this contract will access their personal carriers by using a toll free numbers.)

7.1.8 When and if the contractor is unable to effect repair or trouble resolution within the time limits specified in paragraph 8.1.3, or when total failures of these services exceeds the duration specified, the contractor will rebate to the Government the equivalent monthly charge for the service in question. When and if the contractor is unable to deliver requested new services within the time frames specified, the contractor will waive the one time nonrecurring charge for installation or purchase of the new service(s), and will forfeit the first month service charge.

7.1.9 Contractor performance will be monitored, measured and evaluated by the NCTAMS LANT BCO technical point-of-contact, who will be the Government point-of-contact and the Contracting Officer's Representative (COR). Periodic reviews will be conducted by the COR who will meet with the contractor's representative as needed but not less than twice annually. All performance issues will be discussed at these meetings, and the contractor will offer proposed solutions to rectify problems relating to performance issues. Performance measuring, evaluation and reviews will be used to determine the contractor's overall ability to perform under this contract, and this data will be used as required to measure the contractor's ability or inability to perform under this contract.

8.0 INVOICING

8.1 Contractor shall invoice only actually incurred charges in arrears for the previous month. The invoicing period shall be from the first day of the month to the last day of the month. The invoices are due NLT the 15th day after the end of previous monthly invoicing period. The invoice shall reflect the following data:

Contract, Delivery Order and Act Numbers
Line and/or subline item number
Amount being invoiced (current invoicing period)
Amount invoiced (cumulative)

Total of all invoiced costs (current invoicing period)
Total of all invoiced costs (cumulative)

8.2 Contractor shall be paid only for the actual services received. Service hours billed shall be substantiated by submission of invoice.

8.3 NCTAMS LANT BCO billing and certification point-of-contact will be provided at contract award.

9.0 GOVERNMENT FURNISHED INFORMATION – None
10.0 GOVERNMENT FURNISHED MATERIAL – None

11.0 GOVERNMENT FURNISHED FACILITIES – None

12.0 GOVERNMENT POINTS-OF-CONTACT

To be provided at contract award.

13.0 OTHER CONDITIONS/REQUIREMENTS

The contractor must be aware of contingencies. Due to the emergent nature of exercise and real-world communications requirements and schedules, if a change in the quantity of services is required prior approval shall be obtained from the Contracting Officer or Ordering Officer.

13.1 Adverse Weather Conditions. The contractor shall be required to maintain operations at NCTAMS LANT BCOs Naval Station Norfolk and Joint Expeditionary Base Little Creek/Fort Story, and perform all maintenance functions during inclement or adverse weather conditions such as hurricanes, rain storms, drought, etc.

13.2 Personnel. All employees who perform work under this PWS shall be employees of the contractor and not employees of the U.S. Government. The contractor shall provide personnel who meet, or exceed, the skill, education, and experience necessary to perform tasks under this PWS. All contractor employees shall be able to read, write and speak English sufficiently to perform assigned duties.

13.3 Maintenance of Contractor's List of Personnel. During the life of the contract, the contractor shall continually update the list of on-site contractor personnel when substitutions are made and when employees are terminated furloughed, suspended, or on extended leave of absence due to illness, death in family, or any other cause.

13.4 Standards of Behavior. Contractor personnel shall present a neat, clean and professional appearance as generally observed in a professional setting and shall adhere to the US Navy's no smoking policy. Smoking is allowed only in designated areas where it does not compromise the rights of non-smokers.

13.5 Personnel Removal. Government rules, regulations, laws, directives, and requirements which are issued during the contract term relating to law and order, installation administration, and security on the installation shall be applicable to all contractor employees or representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements may result in the command removing personnel from the base. Removal of employees does not relieve the contractor from the responsibility for the work defined in this PWS.

13.6 Removal by Installation Commander. The Installation Commander may bar an individual from the installation for conduct determined to be contrary to good order, discipline, or installation security.

13.7 Removal by Contracting Officer. The Contracting Officer may require the contractor to remove any employee, working under this contract, for reason of misconduct or security. Contractor employees shall be subject to removal from the premises upon determination by the Contracting Officer that such action is necessary in the interests of the government.

13.8 Special Requirements for Base Access. Entry Approval: No employee or representative of the contractor will be admitted to Naval Station Norfolk and Joint Expeditionary Base Little Creek/Fort Story without prior entry approval. The Contractor will submit to the Contracting Officer's Representative (COR) the full name, date and place of birth, and Social Security number of such persons. The COR shall receive this information 10 calendar days prior to the start of the contract period.

13.9 Identification of Employees. The contractor shall be responsible for furnishing identification cards to its employees as may be approved and directed by the COR. The contractor shall require its employees to display this identification at all times. Upon release of any employee, the contractor shall immediately take procession of the prescribed identification card.

13.10 Transportation. The contractor shall provide contractor-owned vehicle/transportation for use during working hours. Only contractor's employees who possess a valid U.S. motor vehicle operator's identification card shall operate the vehicle. All contractor motor vehicle operators must comply with traffic safety program set forth in OPNAV Instruction 5100.12.

13.11 Drug Policy. The Secretary of the Navy has determined that the illegal possession and use of drugs and paraphernalia by civilian and contract employees in the military setting contributes directly to military drug abuse and undermines command efforts to eliminate drug abuse among military personnel. The policy of the Department of the Navy, including the Marine Corps, is to deter and detect drug offenses by civilian and contract employees on military installations. Measures to be taken to identify drug offenses on military installations, and to prevent introduction of illegal drugs and paraphernalia include routine, random inspections of vehicles and personal possessions on entry or exit, with drug detection dog teams, when available. Where there is probable cause to believe that a civilian or contract employee on board a Naval or Marine Corps installation has been engaged in use, possession, or trafficking of drugs, that employee may be restricted or detained for the period necessary until that employee can be removed from the installation or can be turned over to local law enforcement authorities having jurisdiction, as appropriate. When illegal drugs are discovered during an inspection or search of a vehicle operated by a civilian or contract employee, the employee and vehicle may be detained for a reasonable period of time necessary to turn the employee and the vehicle over to appropriate civil law enforcement officials; action may be taken to suspend, revoke, or deny installation driving privileges. Implicit with the acceptance of this contract is the Contractor's agreement to comply with Federal statues, laws, and regulations, including those regulations issued by the commander of the military installation.

13.12 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)

The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this PWS via a secure data collection site. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

(1) W, Lease/Rental of Equipment;
(2) X, Lease/Rental of Facilities;
(3) Y, Construction of Structures and Facilities;
(4) S, Utilities ONLY;
(5) V, Freight and Shipping ONLY.

The contractor is required to completely fill in all required data fields using the following web address https://doncmra.nmci.navy.mil.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs 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, linked at https://doncmra.nmci.navy.mil.

13.14 Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information (July 2013)

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type

Memorandum (DTM) 08-006 – "DOD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)" dated November 26, 2008 (or its subsequent DOD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

APPLICABILITY
This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DON or DOD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to contractor employees who access Privacy Act and Protected Health Information, provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Position, as advised by the command security manager. It is the responsibility of the responsible security officer of the command/facility where the work is performed to ensure compliance.

Each contractor employee providing services at a Navy Command under this contract is required to obtain a Department of Defense Common Access Card (DOD CAC). Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

ACCESS TO FEDERAL FACILITIES
Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DOD CAC. When access to a base, facility or activity is required, contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy Command and shall out-process prior to their departure at the completion of the individual's performance under the contract.

ACCESS TO DOD IT SYSTEMS
In accordance with SECNAV M-5510.30, contractor employees who require access to DON or DOD networks are categorized as IT-I, IT-II, or IT-III. The IT-II level, defined in detail in SECNAV M-5510.30, includes positions, which require access to information protected under the Privacy Act, to include Protected Health Information (PHI). All contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity's Command Information Assurance Manager. Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) which is a higher level investigation than the National Agency Check with Law and Credit (NACLC) described below. Due to the privileged system access, a SSBI suitable for High Risk public trusts positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g. system administrator, database administrator) require training and certification to Information Assurance Technical Level 1, and must be trained and certified on the Operating System or Computing Environment they are required to maintain.

Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The decision to authorize access to a government IT system/network is inherently governmental. The contractor supervisor is not authorized to sign the SAAR-N; therefore, the government employee with knowledge of the system/network access required or the COR shall sign the SAAR-N as the "supervisor".

The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

INTERIM ACCESS
The Navy Command's Security Manager may authorize issuance of a DOD CAC and interim access to a DON or DOD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the contractor employee working on the contract under interim access will be denied access to the computer network and this denial will not relieve the contractor of his/her responsibility to perform.

DENIAL OR TERMINATION OF ACCESS
The potential consequences of any requirement under this clause including denial or termination of physical or system access in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to government information, meaning information not authorized for public release.

CONTRACTOR'S SECURITY REPRESENTATIVE
The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three workdays after contract award, the contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer and Command Security Manager.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES
Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Navy recognizes contractor employees under this contract as Non-Critical Sensitive [ADP/IT-II] when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DOD computer/network, to perform unclassified sensitive duties. This designation is also applied to contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Positions. At a minimum, each contractor employee must be a US citizen and have a favorably completed NACLC to obtain a favorable determination for assignment to a non-critical sensitive or IT-II position. The NACLC consists of a standard NAC and a FBI fingerprint check plus law enforcement checks and credit check. Each contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent OPM investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than 10 years) throughout the contract performance period. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Regardless of their duties or IT, access requirements ALL contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy Command's Information Assurance Manager. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

The contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the Navy Command Security Manager. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy may render the contractor employee ineligible for the assignment. An unfavorable determination made by the Navy is final (subject to SF-86 appeal procedures) and such a determination does not relieve the contractor from meeting any contractual obligation under the contract. The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a determination.

If the contractor employee already possesses a current favorably adjudicated investigation, the contractor shall submit a Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS) or a hard copy VAR directly from the contractor's Security Representative. Although the contractor will take JPAS "Owning" role over the contractor employee, the Navy Command will take JPAS "Servicing" role over the contractor employee during the hiring process and for the duration of assignment under that contract. The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc.) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the United States (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DOD instruction) and
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a FBI fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed National Agency Check with Written Inquiries (NACI) or ensure successful FBI fingerprint results have been gained and investigation has been processed with OPM

Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

* Consult with your Command Security Manager and Information Assurance Manager for local policy when IT-III (non-sensitive) access is required for non-US citizens outside the United States.