BOARD OF INSPECTION AND SURVEY PERFORMANCE WORK STATEMENT (PWS) for

Administrative Assistant

1. INTRODUCTION

The Board of Inspection and Survey (INSURV) has identified a need for technical expertise to support OPNAVINST 4700.7L compliance, modernize inspection processes through better use of technology, and improve the working environment for command personnel. Contract support will improve INSURV's ability to determine the maintenance condition of the Fleet and fill a gap in civilian manning.

2. BACKGROUND

INSURV was established to advise SECNAV and the CNO in matters concerning the acceptance of newly commissioned ships and the suitability of active Fleet units for further service. The mission of INSURV is to keep higher authority informed of the material condition of the operating forces and is accomplished through appropriately scheduled ship inspections. OPNAVINST 4700.7L requires that the ship maintenance function have a Quality Management System (QMS) in place. INSURV assessment and auditing is a part of that QMS function. INSURV is currently involved in initiatives to take advantage of technology improvements and streamlining functions to enhance inspections in a fiscally responsible manner. Contractor support will enable INSURV to satisfy these requirements. The work involved will enable the Board of Inspection and Survey to not only meet Title 10 responsibilities, but also assist the Fleet Integration Executive Panel in cost-effectively maintaining adequate levels of material readiness through expected service life of the Fleet.

3. REQUIREMENTS

3.1. GENERAL REQUIREMENTS

3.1.a. The scope of this effort includes supporting the Fleet Commander's Annual Plan and INSURV's inspection process by providing administrative support services in the N1 directorate. The contractor will provide general administrative support to assigned personnel, military and civilian, as required with established N1 policies and procedures.

3.1.b. The contractor shall be required to provide monthly progress reports. (CDRL AOO1).

3.1.c. Non-Personal Service

The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute, personal services, it shall be the contractor's responsibility to notify the Procuring Contracting Officer (PCO) immediately.

3.1.d. Business Relations

The contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The contractor shall manage the timeliness, completeness, and quality of problem identification. The contractor shall provide corrective action, deliverable submittals, timely identification of issues, and effective management of subcontractors. The contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all contractor personnel.

3.2. PERFORMANCE REQUIREMENT

3.2.1. Administrative Assistant, The contractor shall:

-Process Incoming Correspondence

-Sort incoming correspondence. Receive correspondence and sort according to classification.

-Review correspondence for distribution. Research locator file to determine addressee's distribution symbol.

-Prepare route slip. Annotate correspondence control log. File route slip and make distribution.

-Monitor correspondence suspense files and call departments that have overdue action items.

-Remove and file/destroy action route slips.

-File correspondence.

-Process Outgoing Correspondence.

-Review correspondence for completeness.

-Obtain necessary approval and signature.

-Assign serial number, affix date, prepare address label, prepare mailing container if necessary, and deposit in outgoing mail bin.

-Track outgoing action correspondence and send tracer if necessary.

-File correspondence.

-Process Gains/Transfers/Separations

-Endorse orders, distribute check-in/out sheet, Get-to-know-you sheet, database sheet.

-Receive, input, file in command personnel files.

-Distribute Transfer Information Sheet and necessary transfer documents from PSD.

-Process overseas screening form.

-Upload Gain/Transfer/Separation Documents via Navy Transaction Online Processing System (TOPS).

-Receive/Process/Track all TOPS Transactions.

-Coordinate/Schedule TAPS Class for separating member.

4.0. DELIVERABLES:

The Contractor shall provide the following in accordance with Contract Data Requirements List (CDRL):

A001 Monthly progress reports.

5.0. PERSONNEL QUALIFICATIONS (MINIMUM)

5.1 Personnel assigned to or utilized by the Contractor in the performance of this Task Order shall, as a minimum, meet the experience and/or other background requirements set forth below and shall be fully capable of performing in an efficient, reliable, and professional manner and be physically capable to perform the duties.

5.1.1 If the Contracting Officer questions the qualifications or competence of any person performing under the contract, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.

5.1.2 The Contractor shall have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in the TO. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Contracting Officer and a review board consisting of the INSURV PM and other INSURV personnel as deemed necessary reserve the right to determine if a given work history contains necessary and sufficient experience to reasonably ensure the ability for effective and efficient performance. The Government reserves the right to review the qualifications of the Contractor's staff to ensure compliance with the intent of the work statement.

5.1.3 All personnel shall be authorized to work in the United States (US Citizens or legal aliens with proper I-9 and E-verify documentation), some bases may require U.S. citizens only; and all shall be a minimum 18 years of age.

5.1.4 All personnel shall pass a criminal commercial and drug use background check.

5.1.5 Personnel unable to pass a background investigation or a drug use background check cannot gain access to base installations, and will therefore be unable to complete contract requirements.

5.2. Key Personnel Requirements:

5.2.1 The Contractor shall provide skilled, experienced, professional, and technical personnel for successful accomplishment of the work to be performed under this Task Order.

5.2.1.1. Travel/Supply Clerk shall:

-Possess working knowledge of DOD, Navy, and general office procedures.

-Be proficient in using Microsoft Office 2010 products.

-Demonstrate knowledge of and ability to interpret DOD instructions and policies.

-Demonstrate knowledge Navy Transaction Online Processing System (TOPS).

6.0. POST-AWARD REQUIREMENTS:

6.1 After receipt of a Task Order Award and prior to starting work all personnel must have a SECRET clearance.

6.1.1 The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Board Of Inspection And Survey (INSURV) via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: http://www.ecmra.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, beginning with 2013. Contractors may direct questions to the help desk at help desk at http://www.ecmra.mil/

6.1.2 Recognized Federal Holidays:

Below are the traditional Federal holidays in which Government facilities will be closed. With the exception of responsibilities, such as 24-hour operations to support training events/exercises and real world events, where prior approval has been granted by the COR to perform on-site at the Government installation, Contractor shall follow their corporate policy for work on recognized Federal holidays where on-site performance cannot be conducted:

New Year's Day, Labor Day, Martin Luther King Jr.'s Birthday, Columbus Day

President's Day, Veteran's Day, Memorial Day, Thanksgiving Day, Independence Day, and

Christmas Day

6.1.3 Mandatory Contractor Training

The Contractor is responsible for its employees (and subcontractors) supporting this contract completing and staying up to date on all training required by USFF and supported activities for individuals working on Government installations. Some examples of required training and their requisite course numbers/references are listed below. The required training is subject to change throughout the life of this contract; however, the Contractor should assume at least a total of eight (8) hours for all required training courses annually per Contractor/Subcontract employee. The Contractor shall provide documentation (copies of training certificates) to the COR confirming that Contractor employees have completed the required training within five (5) days of the specific training due date.

Program	Course	Reference
Cyber Awareness	DOD-IAA-V12.0 or DOD-IC-IAA-V12.0	SECNAVINST 5239.3B, para. 7(a)(4)
Privacy Act & PII	DOD-PII-V2.0	SECNAVINST 5211.5E, para. 18(d)(2)
Antiterrorism Awareness Level I	CENSECFOR-AT-010.1.0	DoDI 2000.16, para. E3.25.1.5 supported by E2.11; E3.18.6
OPSEC	NIOC-USOPSEC-2.0	OPNAVINST 3432.1A, para. 3 & para. 4c(3) and COMUSFLTFORCOMINST 3432.1, para. 8a(7)
Suicide Prevention	CPPD-GMT-SAP-1.0	OPNAVINST 1720.4A, para. 5a(1)
Records Management	DOR-RM-010	OPNAVINST 5210.20, para. 25c
Counterintelligence Awareness	NCIS Face-to-Face	SECNAVINST M-5510.30, chapter 4; employee (to include contractor) is defined in Appendix A
Security Awareness	Local Brief/Seminar	SECNAVINST M-5510.30, chapter 4 & para. 102; employee (to include contractor) is defined in Appendix A.
Active Shooter	CNIC-TRTAS-1.1	USFF Commander directed.

7.0. CONTRACT SECURITY CLASSIFICATION SPECIFICATION

7.1. The Department of Defense Contract Security Classification Specification (DD Form 254), attached hereto, itemizes the security classification requirements for this contract. The work to be performed under this contract requires access to, and the handling of classified information up to and including the SECRET security level. The Contractor shall obtain personnel clearances prior to starting work under this contract.

7.2. All personnel performing classified duties under this contract shall possess, at minimum, a SECRET Security Clearance.Contractor requests for visit authorizations shall be submitted in accordance with DOD 5520.2M (Industrial Security Manual for Safeguarding Classified Information).

8.0. TRAVEL

No travel is anticipated nor authorized under this task order.

9.0. PLACE OF PERFORMANCE

All services under this delivery order shall be performed at the INSURV headquarters facility located at JEBLTLC in building 1602, 2600 Tarawa CT, STE 250, Virginia Beach, VA 23459.

10.0 GOVERNMENT FURNISHED PROPERTY/INFORMATION

10.1 The Contractor shall be responsible for safeguarding all Government Property and Information provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be returned to the designated representative.

10.1.1 At the completion of performance of the Task Order, the Contractor, as directed by the Contracting Officer, shall return to the Government all Government-furnished property and Information not consumed in the performance of this contract.

10.1.2 All contractor personnel will work on-site at the government place of performance. Desks, chairs computers and phones will be provided as GFE.

11.0 CONTRACTOR FURNISHED FACILITIES, EQUIPMENT AND SERVICES

11.1 Contractor Identification. The Contractor shall provide identification cards to its workers identifying them as Contractors with the following (at a minimum) requirements: Name, Contractors Organization, current picture and expiration date of the identification card. Contractor employees shall be required to display their contractor issued identification cards at all times.

11.1.2 Transportation. The contractor shall provide transportation for all contractor personnel as needed to execute the requirements of this Task Order. Contractors driving a vehicle shall possess a valid and current state-issued driver's license, and maintain a valid and current registration and insurance for driving on government installations.

11.1.3 DoD installations are hands-free cell phone bases. Any cell phone operation while driving on base shall be hands free equipped.

12.0 SAFETY AND SECURITY

12.1 Safety. Contractors operating aboard naval ship and military bases are required to comply with Base safety orders and applicable State and Federal safety regulations. Contractor shall ensure the job site is maintained in a safe and healthful condition at all times.

12.1.1 Emergency Reporting . Emergencies should be reported by calling 9-1-1, whether from cellular phones or from any fixed facility location. Alternate emergency numbers, if available, will be provided.

12.1.2 Adherence to OSHA Regulatory Standard. The Contractor shall adhere to the requirements established by OSHA regulation 1910.142. Accidents and mishaps equal to or exceeding $2,000.00 involving Government property, Government employees, or contractor employees that are OSHA reportable shall be reported to the COR/COTR, Contracting Officer and appropriate safety office within one hour of the occurrence.

12.1.3 Personnel found to be intoxicated, or under the influence of medications, of either legal or illegal substance, that may impair their motor skills or judgment, will be removed.

13.0 QUALITY CONTROL

13.1 Quality Assurance. The Government will evaluate the Contractor's performance under this contract based on the Performance Work Statement. The Government will record all surveillance observations. When an observation indicates defective performance, the Contracting Officer's Representative (COR) will request the Contractor's representative to initial the observation and make corrections at no cost to the Government. Contractor personnel shall be subject to impromptu and scheduled physical inspections throughout the period of performance.

14.0 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR NON-PERSONAL SERVICES

Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

1. Critical performance processes and requirements. Critical to the performance of training instruction is the effective, accurate and thorough completion of all contract/task order requirements.

2. Performance Standards

a. Schedule- The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order(s).

b. Deliverables- The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) and the Quality Control Plan (QCP), if required by the contract, for the required content, quality, timeliness, and accuracy.

c. Past Performance - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

3. Surveillance methods: The primary methods of surveillance used to monitor performance of this contract will include, but not be limited to periodic or scheduled inspection, and validated customer complaints.

4. Performance Measurement: Performance will be measured in accordance with the following table:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contract Deliverables	Provision of all contracted support.	Command/customer appraisals.	At least once per quarter.	100% delivery of contracted services.
Monthly Contract Performance	Monthly contract performance report from vendor(s).	Command assessments.	NLT 5 working days after the end of each month.	100% delivery of contracted services.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	Assessment by the COR and Technical Assistants. Observe sampling of conducted events by TNCOR With multiple award, at least one observed event per vendor	NLT 30 after completion of contract.	>90% of all performance elements rated Satisfactory (or higher)

Invoicing	Monthly/event invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly or by event determined by contract award type.	100% accuracy

Contracting Officer Representative (COR): The INSURV COR is responsible for technical management of this program. The PCO (Procuring Contracting Officer) is the only person authorized to make and approve changes to this PWS or contract. The INSURV COR will also serve as the Contracting Officer's Technical Point of Contact (TPOC).