

[THIS TEMPLATE OF THE PWS IS PROVIDED TO FACILITATE IN THE CONTRACT EFFORTS. THIS TEMPLATE WAS MADE SPECIFICALLY FOR THE N66001-19-D-0019 IDIQ BUT REQUIRES CUSTOMIZATION THAT IS SPECIFIC TO EACH TASK ORDER]

**TEMPLATE**

PERFORMANCE WORK STATEMENT (PWS)

As of February 21, 2019

Contract Number:	N66001-19-D-0019
Task Order Number:	TBD
Tracking Number	TBD
Follow-on to Previous Contract and TO number	TBD if applicable

1. Contracting Officer Representative (COR).

a. Primary COR.

Name:	[TO COMPLETE]
Organization:	[TO COMPLETE]
Department of Defense Activity Address Code (DODAAC):	[TO COMPLETE]
Address:	[TO COMPLETE]
Phone Number:	[TO COMPLETE]
Fax Number:	[TO COMPLETE]
E-Mail Address:	[TO COMPLETE]

TO Title. [TO COMPLETE]

2. Background. [TO COMPLETE]

*[Example: XXX is an initiative to install a common and secure Information Technology (IT) Infrastructure. It is based on XXX architecture and designed to be interoperable with XXX, XXX, and XXX. XXX incorporates a new network infrastructure including servers and transmission lines with existing and new workstations to provide integrated information technology. Users will have standardized hardware and software, a centralized help desk, access to an OCONUS email directory, increased information security, a standard email address, increased SIPRNET availability (as applicable), and remote access.]*

3. Objectives: [TO COMPLETE]

*[Example: The contractor shall perform efforts under this Task Order in support of XXX engineering, production/upgrade, and installation using Applicable Documents 4.0 for guidance. Contractor personnel supporting this task order who are performing Information Assurance (IA) functions that are designated as XXX positions in accordance with the Attachment 1 - Applicable Document 4.6 shall be trained and certified in accordance with all appropriate trainings and certifications. The contractor shall submit a Monthly Status Report to the government detailing status, issues, monthly activities, and upcoming activities.]*

4. Scope. [TO COMPLETE]

**[The contractor shall provide System Engineering and Technical Support for XXX.]**

5. Performance Requirements. [TO COMPLETE]

6. Performance Standards.

The table below identifies the minimum standards of support. Revisions and additions shall be identified at each TO.

	# Performance Objectives	Performance Standards
1	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Provide DoD customer with blue-badge technical support.	Performance occurs with no required re-performance or re-work at least 95% of the time. Problems that occur are minor and are resolved in a satisfactory manner during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
2	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist to define customer requirements.	Provide engineering, architecture and technical support to verify that the customer requirements and design information are consistent with this PWS. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
3	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist to develop conceptual architecture design and engineering with customer teams.	The AQL is 95% during the business hours determined at the TO Level. Materials contain required information and are delivered in accordance with this PWS. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
4	Subtasks 5.1– 5.11 and Subtasks 6.1– Migrations and implementation.	Assist with the customer analysis report and migration schedule documentation. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
5	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist with defining project structure and planning. Identify Project tasks, milestones and schedule. Define roles and responsibilities.	Verify that the materials contain required information in accordance with this PWS. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
6	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist with the customer Migration: Perform pre-migration steps, tests and processes to ensure upgrade is prepared for lab environment.	Provide engineering, architecture, test plans and technical support to verify that the requirements and design are consistent with the PWS at the TO level. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.

7	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.– Assist with the customer environment stabilization. Assistance with the development of testing and refinement processes.	Assist with test plans, process documentation and technical support to verify that customer portal requirements and design information are consistent with this PWS at the TO level. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
8	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6– Maintenance: Provide maintenance and engineering support for pre and post migration sites.	Provide technical services. Per the PWS, the AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
9	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6	Provide technical services. Per the PWS must be staffed at 95%

# Performance Objectives		Performance Standards
	– Support the Customer Management Teams implementation process by simultaneously supporting up to six Technical Working Group (TWG) functional subcategory product selections.	during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
10	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Provide research assistance as it relates to technical analysis, engineering designs, architectural designs and solutions in support of requirements from new customer proposals, or other proposals.	Provide technical services, per the PWS, must be staffed at 95% during business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
11	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist the TWGs as they determine/recommend solutions for optimization for the computing and communications architecture DoD emerging enterprise and customer requirements.	Provide Program and Project Management technical support to verify that materials contain required information and are delivered in accordance with this PWS. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
12	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6– Assist DoD customer as they perform Technical Solution analysis to recommend facility and architectural upgrades and/or required procurements for the computing and communications architecture enterprise/portal/ infrastructure.	Provide migration support with no more than commercially reasonable required re-performance. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.

13	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Create Technical White papers for the computing and communications architecture for customer requirements.	Verify that the materials contain required information in accordance with this PWS; and are delivered as mutually agreed to appropriate Program TPOC. The AQL is 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
14	Subtasks 5.1– 5.11 and Subtasks 6.1– Discussion/Meetings to define the requirements and develop an architectural environment for customer environment.	The AQL is 95% to attend meetings and provide support during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
15	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Provide research to support DoD as they develop Bill of Materials (BOMs) for development of architectural environment for customer requirements.	The AQL is 95% to provide support during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
16	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – System design assistance to include Windows that will support the computing and communications architecture for customer requirements and emerging enterprise.	Provide technical services and design support, per the PWS, must be staffed at 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
# Performance Objectives		Performance Standards
17	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Support future studies and research on new technologies and/or initiatives to enhance computing and communications architecture for customer requirements and emerging enterprise strategy.	Provide technical services and research support, per the PWS, must be staffed at 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
18	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Assist DoD as they perform technical analysis, engineering designs, architectural designs and solutions in support of requirements from new customer proposals, or other proposals.	Provide technical services, per the PWS, must be staffed at 95% during the business hours determined at the TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
19	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6– Prepare Contract Management Plan.	The AQL is 95%. IAW this PWS. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.

20	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6– Support Consolidation Efforts.	95% of the following deliverables will meet due dates as identified in PWS at TO Level. Revisions and problems shall be resolved in accordance with the PWS at the TO Level. Technical White Papers Lessons Learned Documentation Feasibility Evaluation Operational Changes Report.
21	Subtasks 5.1– 5.11 and Subtasks 6.1 – 6.6 – Engineering SharePoint Microsoft SQL Server Support and enterprise- wide Configuration.	The AQL is 95%. All work is critical in nature and must be completed on time and tested for validity. All errors must be corrected promptly to ensure availability of application systems to DoD customers. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
22	Subtask 6.1– 6.6 – Support Incident/Hotfix Reports.	The AQL is 95%. All work is critical in nature and must be completed on time and tested for validity. All errors must be addressed and corrected promptly to ensure availability of application systems to DOD customers. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.
23	Subtask 7.5 (Table 1) – Problem Resolution Support Matrix	The AQL is 95%. All work is critical in nature and must be completed on time. Problems shall be resolved in accordance with the PWS. Revisions shall be resolved in accordance with the PWS at the TO Level.
23	Subtask 7 – Cyber Security Plan	The AQL is 95%. All work is critical in nature and must be completed on time. All errors must be addressed and corrected promptly to ensure availability of plan to meet DOD policy. Materials contain required information and are delivered in accordance with this PWS. Revisions shall be resolved in accordance with the PWS at the TO Level.
24	Subtask 8 – Quality Control Plan (QCP) and Transition Plan	The AQL is 95%. IAW this PWS. Revisions and problems shall be resolved in accordance with the PWS at the TO Level.

7. Place of Performance. [TO COMPLETE]
8. Travel. [TO COMPLETE]
9. Period of Performance. [TO COMPLETE]
10. Delivery Schedule. [TO COMPLETE]

11. Security

The Contractor will require access to unclassified, classified and/or controlled facilities and therefore shall be required to have a security clearance as potentially high as the Top Secret level. Top Secret/Sensitive Compartmented Information (SCI) access eligibility for some personnel will be in accordance with the individual Task Order's DD Form 254, Contractor Security Classification Specification. Clearance level indicated within the task order will be required at the start of the order and must be maintained throughout the life of the order. Derivative classification information will be generated in performance of this contract and the individual TOs. A general DD254 is provided in this IDIQ as Attachment 2. Specific DD254s will be incorporated for individual orders, as

required. The Contractor shall comply with all applicable security and safety regulations, guidance, and procedures, including those that are local, referenced in this PWS and in each individual TO.

- 11.1. The contractor shall provide sufficient personnel with the required security clearances to perform the work as specified in the individual TO. The personnel shall be cleared personnel in accordance with the clause entitled Security Requirements. The contractor shall bear the cost of any security clearances required for order performance.
- 11.2. Contractor personnel must comply with local security requirements for entry and exit control for personnel and property at the Government facility.
- 11.3. Contractor employees will be required to comply with all Government security regulations and requirements. Initial and periodic security training and briefings will be provided by Government security personnel. Failure to comply with security requirements can cause for removal and the contractor will not be able to provide service on this contract.
- 11.4. The contractor shall not divulge any information about the DoD files, data processing activities or functions, user identification, passwords, or any other knowledge that may be gained, to anyone who is not authorized to have access to such information. The Contractor shall observe and comply with the security provisions in effect at the DoD facility. Identification shall be worn and displayed as required.
- 11.5. The contractor will require access to Formerly Restricted Data and the Secure Internet Protocol Router Network (SIPRNet). The contractor shall receive the North Atlantic Treaty Organization (NATO) awareness brief and complete the derivative classification training prior to being granted access to SIPRnet; training is provided by the facility security officer
- 11.6. As required by National Industrial Security Program Operating Manual (NISPOM) Chapter 1, Section 3, contractors are required to report certain events that have an impact on: 1) the status of the facility clearance (FCL); 2) the status of an employee's personnel clearance (PCL); 3) the proper safeguarding of classified information; 4) or an indication that classified information has been lost or compromised. Contractors working under SSC Pacific contracts will ensure information pertaining to assigned contractor personnel are reported to the Contracting Officer Representative (COR)/Technical Point of Contact (TPOC), the Contracting Specialist, and the Security's COR in addition to notifying appropriate agencies such as Cognizant Security Agency (CSA), Cognizant Security Office (CSO), or Department Of Defense Central Adjudication Facility (DODCAF) when that information relates to the denial, suspension, or revocation of a security clearance of any assigned personnel; any adverse information on an assigned employee's continued suitability for continued access to classified access; any instance of loss or compromise, or suspected loss or compromise, of classified information; actual, probable or possible espionage, sabotage, or subversive information; or any other circumstances of a security nature that would affect the contractor's operation while working under SSC Pacific contracts.
- 11.7. If foreign travel is required, all outgoing Country/Theater clearance message requests shall be submitted to Commanding Officer, Attn: Foreign Travel Team, Space and Naval Warfare Systems Center Pacific, 53560 Hull Street, Building 27, 2nd Floor -Room 206, San Diego, CA 92152 for action. A Request for Foreign Travel form shall be submitted for each traveler, in advance of the travel, to initiate the release of a clearance message at least 30 days in advance of departure. Each Traveler must also submit a Personal Protection Plan and have a Level 1 Antiterrorism/Force Protection

briefing within one year of departure and a country specific briefing within 90 days of departure. Anti-Terrorism/Force Protection (AT/FP) briefings are required for all personnel (Military, DOD Civilian, and contractor) per OPNAVINST F3300.53C. Contractor employees must receive the AT/FP briefing annually. The briefing is available at Joint Knowledge Online (JKO): <https://jkodirect.jten.mil> (prefix): course number: US007; title: Level 1 Anti-terrorism Awareness Training, if experiencing problems accessing this website contact [ssc\\_fortrav@navy.mil](mailto:ssc_fortrav@navy.mil). Forward a copy of the training certificate to the previous email address or fax to (619) 553-6863. Sere 100.2 Level A code of conduct training is also required prior to OCONUS travel for all personnel. Sere 100.2 Level A training can be accessed at <http://jko.jfcom.mil> (recommended), <https://jkodirect.jten.mil/atlas2/faces/page/login/login.seam>, recommended course: prefix: J3T: course #: A-US1329, for civilian, military, and contractors. Personnel utilizing this site must have a CAC. A Sere

Level A training disk can be borrowed at the SSC Pacific Point Loma Office or Old Town Campus Office. Specialized training for specific locations, such as SOUTHCOM human rights, or U.S. forces Korea entry training, may also be required; SSC Pacific security personnel will inform you if there are additional training requirements. Finally, EUCOM has mandated that all personnel going on official travel to the EUCOM AOR must now register with the Smart Traveler Enrollment Program (STEP). When you sign up, you will automatically receive the most current information the State Department compiles about your destination country. You will also receive updates, including Travel Warnings and Travel Alerts. Sign up is one-time only, after you have established your STEP account, you can easily add official or personal travel to anywhere in the world, not just EUCOM.

<http://travel.state.gov/content/passports/en/go/step.html>

12.8 Operations Security (OPSEC). OPSEC is a five step analytical process (identify critical information; analyze the threat; analyze vulnerabilities; assess risk; develop countermeasures) that is used as a means to identify, control, and protect unclassified and unclassified sensitive information associated with U.S. national security related programs and activities. All personnel working under this task will at some time handle, produce or process Critical Information or Critical Program Information, and therefore all Contractor personnel must practice OPSEC. All work is to be performed in accordance with DoD OPSEC requirements, and in accordance with the OPSEC attachment to the DD254.

12. Government Furnished Property. [TO COMPLETE]

13. Government Furnished Equipment (GFE)/Government-Furnished Information (GFI). Individual TO's will identify provided GFE/GFI. [TO COMPLETE]

14. Section 508 Accessibility Standards

The following Section 508 Accessibility Standard(s) (Technical Standards and Functional Performance Criteria) are applicable (if box is checked) to this acquisition.

Technical Standards

- 1194.21 - Software Applications and Operating Systems
- 1194.22 - Web Based Intranet and Internet Information and Applications
- 1194.23 - Telecommunications Products
- 1194.24 - Video and Multimedia Products

- 1194.25 - Self-Contained, Closed Products
- 1194.26 - Desktop and Portable Computers
- 1194.41 - Information, Documentation and Support

The Technical Standards above facilitate the assurance that the maximum technical standards are provided to the Offerors. Functional Performance Criteria is the minimally acceptable standards to ensure Section 508 compliance. This block is checked to ensure that the minimally acceptable electronic and information technology (E&IT) products are proposed.

#### Functional Performance Criteria

- 1194.31 - Functional Performance Criteria