STATEMENT OF WORK

FOR

UNITED STATES SPECIAL OPERATIONS COMMAND (USSOCOM)

J6 PROGRAM MANAGEMENT OFFICE SUPPORT SERVICES (PMOSS)

1.0 BACKGROUND. USSOCOM was formed in 1987 and is a unified combatant command of the Department of Defense (DoD). USSOCOM's mission is to develop and employ fully capable special operations forces to conduct global special operations and activities as part of the joint force to support persistent, networked and distributed combatant command operations and campaigns against state and non-state actors to protect and advance U.S. policies and objectives. USSOCOM is responsible for training and equipping all DoD SOF to perform missions anywhere in the world at any time. Specific responsibilities of USSOCOM include developing, acquiring, integrating, fielding, and supporting special operations peculiar equipment, material, supplies and systems and ensuring the interoperability of equipment and forces. USSOCOM is comprised of: a headquarters at MacDill Air Force Base (AFB), FL; one sub-unified command—the Joint Special Operations Command (JSOC)—at Fort Bragg, NC; and four component commands: the United States Army Special Operations Command (USASOC) at Fort Bragg, NC; the Naval Special Warfare Command (NSW) at Coronado, CA; the Air Force Special Operations Command (AFSOC) at Hurlburt Field, FL; and Marine Corps Forces Special Operations Command (MARSOC) at Camp Lejeune, NC. In addition, each of the Combatant Commanders has an attached TSOC that provides theater-related special operations strategy and planning efforts.

2.0 PURPOSE. The purpose of this effort is to provide a myriad of augmentation support to the government, specifically providing program management and program administration services in support of various IT programs and contracts which provide both real-time and strategic IT support to HQ USSOCOM, its Components and TSOCs. In addition, this augmentation support will provide analytical planning/process development, technical assessments, strategic resource planning/management, and budget execution to senior leadership within HQ USSOCOM, its Components and TSOCs.

3.0 DESCRIPTION OF SERVICES. USSOCOM requires program support, encompassing strategic planning, resource planning, program management and administration, quality assurance development/reporting, Contract Data Requirements List (CDRL) review, strategic resource planning support (POM submissions/Spend Plans), budget execution (funding document processing/invoice review), and technical and application assessment support.

3.1 Program Management/ Administration Support

3.1.1 The Contractor shall provide advice and assistance in support of the program management and administrative functions necessary for the multitude of IT programs and contracts.

3.1.2 The Contractor shall provide program strategy development, acquisition planning, documentation development, program administration, and requirement reviews. The contractor shall utilize local web portals to track and organize program and contractual documentation.

3.1.3 The Contractor shall assist with the development and review of documentation associated with various IT requirements and programs, including Statements of Work/Statement of Objectives/Performance Work Statements, Pricing Structures, CDRLs/Reports, and DD254 Security Clearances documentation.

3.1.4 Service Level Monitoring/Quality Assessment Surveillance & Reporting.

3.1.4.1 The Contractor shall utilize the IT contracts' quality and performance deliverables to assist with the monitoring, measuring, and reporting of the overall contractor performance for each applicable contract. The Contractor shall assist the Government in generating reports which analyze and assess each contract's performance achievements against the contractual Service Level Agreements (SLAs) and/or Quality Assurance metrics and CDRL data.

3.1.4.2 The Contractor shall operate, configure, maintain, and update existing Government electronic reporting system tools to provide current and historical reporting of program performance and progress information related to USSOCOM mission success requirements and service level achievement and quality assurance objectives. Reporting capabilities shall be segmented by various USSOCOM management viewpoints and presented as a "scorecard."

3.1.4.3 The Contractor shall assist in monitoring, coordinating, and collecting data on the day-to-day operational service delivery requirements, performance, relationships, and compliance with USSOCOM policies and procedures, and service delivery activities of the specified contracts supporting USSOCOM.

3.1.4.4 The Contractor shall coordinate all service level/quality assurance monitoring and reporting with Government representatives, Government Subject Matter Experts (SMEs), and applicable contract holders.

3.1.5 Documentation

3.1.5.1 The Contractor shall assist the Government in the development and maintenance of a comprehensive documentation library that will be utilized by the specified contract holders delivering services to USSOCOM. Maintenance of this documentation library will include any required revising, updating, reproducing, distributing, and archiving all delivered contractual documentation.

3.1.5.2 The Contractor shall assist the Government in briefing/training all applicable contract holders on the Tactics, Techniques and Procedures (TTPs) of preparing, developing, distributing, and/or complying with all USSOCOM and Government documentation standards, security and quality requirements, review and approval processes, and library usage.

3.1.5.3 The Contractor shall assist with the validation and review of the acquisition documentation and deliverables submitted by the contract holders to ensure they are submitting correct, accurate, and up-to-date documentation in accordance with contractual requirements.

3.2 Strategic Resource Management Planning & Budget Execution

3.2.1 The Contractor shall assist the Government in the development of financial administration practices and procedures related to increases and decreases in resource requirements.

3.2.2 The Contractor shall assist the Government in the development of financial cost reports as it relates to internal budgetary constraints for presentation to senior government leadership.

3.2.4 The Contractor shall assist the Government in the development of near and long-term cost estimates for potential requirements.

3.2.5 The Contractor shall provide data to assist the Government in invoice reconciliation.

3.2.6 The Contractor shall support accounting actions associated with conducting a formal Dormant Account Review – Quarterly (DAR-Q) within the Financial Management (FM) Suite.

3.2.7 The Contractor shall assist the Government with providing internal Government training on the Dormant Account Review – Quarterly (DAR-Q) process with respect to GAFS/IAPS, reconciliation systems, Mechanization of Contract Administration Services (MOCAS), Wide Area Workflow (WAWF), and other training as required.

3.2.8 The Contractor shall perform super module manager and Group Administration Management (GAM) roles for specified Government financial systems.

3.2.9 The Contractor shall assist with managing and maintaining the financial data structure to ensure the accountability of USSOCOM resources within various service accounting systems, which requires a complex set of crosswalks and coding processes to effectively integrate this data for consolidated visibility.

3.2.10 The Contractor shall facilitate the integration of all coding structures associated with new Service Enterprise Resource Planning Systems (ERP's) i.e. Defense Enterprise Accounting and Management Systems (DEAMS), General Fund Enterprise Business Systems (GFEBS), Navy Enterprise Resource Planning (ERP) and the planned DoD Electronic Funds Distribution (EFD) System.

3.2.11 The Contractor shall assist in reviewing and comparing the Financial Information Systems (FIS) to the 1002 and the service legacy systems, reconcile discrepancies and analyze trends for the Components, and coordinate the classified portion of USSOCOMs Fiscal Year-End Close-Out process.

3.2.12 The Contractor shall monitor, analyze, research, and coordinate adjustments and payments applicable to cancelled and expired appropriations.

3.2.13 The Contractor shall aid in the role of Information Technology (IT) Resource and Capability Sponsor. The Contractor shall assist the Government with the preparation and submission of the USSOCOM Information Technology Budget exhibits into Select and Native Programming Data Input System – Information Technology (SNaP-IT) to the DoD/Chief Information Officer (CIO).

3.2.14 The Contractor shall coordinate the submission of Work Plans for Major Investments by assisting in the compilation of Performance Plans and investment risks, and updates to the Life Cycle Cost Estimates (LCCE), Approved Schedules, and Operational Analysis for all operational Investments.

3.2.15 The Contractor shall assist with preparing and submitting the specified USSOCOM Budget Estimate Submission (BES), President's Budget (PB) submission and the Program Objective Memorandum (POM) submission internally within the headquarters for review and approval.

3.2.16 The Contractor shall assist the Government by serving as the Government customer's point of contact for budget related issues. The Contractor shall support the budget execution process by serving as a liaison between the CIO and SOF AT&L Program Managers, the budget division, and other staff offices connected with the budget process. The Contractor shall participate in budget related meetings and/or working groups and present any information and findings to the Government customer for action. The Contractor shall assist in comparing the Government approved POM versus the actual execution of resources on a routine basis to provide planned vs actual execution analysis for Government review.

3.3 Technical Assessment/Development

3.3.1 The Contractor shall design (as required) and maintain a portal dashboard to assist the Government in administering designated contracts. This site will contain all processes and procedures used by designated Government Contract Officer Representatives (CORs), along with defined roles and responsibilities of each contract holder. The associated dashboard will allow CORs and Government SMEs the capability to manage the content.

3.3.2 The Contractor shall design (as required), implement, and maintain a portal dashboard which will allow the Government to monitor contract holder performance of SLAs and Quality Assurance metrics. This site will contain performance data associated with all the applicable contracts. The site will be used to automate the tracking of SLAs and Quality Assurance metrics results.

3.4 Organizational/Strategic Analytical Planning/Process Development

3.4.1 The Contractor shall assist the Government in developing and analyzing organizational plans and metrics to identify, manage, and direct resources and develop procedures to support USSOCOM mission strategies and priorities.

3.4.2 The Contractor shall analyze federal, DoD and other higher-level plans and strategies, and identify potential implications to USSOCOM, its Components and TSOCs.

3.4.3 The Contractor shall analyze industry strategic and organizational planning best practices and identify opportunities for improvement at USSOCOM.

3.4.4 The Contractor shall prepare briefs, talking papers, etc., to support the communication and dissemination of organizational efforts.

3.4.5 The Contractor shall monitor the NetOps status pages and other mediums for major service disruptions, incidents or issues. The Contractor shall use its technical background and experience to track status and facilitate questions for, or status updates to, designated leadership.

3.4.6 The Contractor shall assist the Government as the primary steward of the SIE Management Framework. The Contractor shall assist in preparing charters for the boards and working groups, coordinating activities between the boards, communicating the roles and responsibilities of each SME, developing maps, charts and other documents related to the process, flow and procedures, facilitating meetings, and monitoring the output and outcomes of the boards and working groups. Additionally, the contractor shall recommend potential improvement areas to the Government.
3.4.7 The Contractor shall facilitate all administrative aspects of all designated steering/working group meetings and VTCs, to include coordination between all stakeholders for identification of the meeting topics and agenda, development and consolidation of the slide presentations based on stakeholder input, and distribution of the agenda and slides to the HQs, Components and TSOCs.

3.4.8 The Contractor shall collect and track various metrics for operations on equipment, software, operating systems, applications, Active Directory (AD) objects, domains, Point of Contacts (POCs), and other data as required.

3.4.9 The Contractor shall act as the SME for the Releasable (REL) User Enclave implementation and guidelines, special conditions for authorized partner nation use, and team lead for configuration and problem-solving events as needed.

3.4.10 The Contractor shall review presentations and documents for designated leadership and attend meetings on various operational subjects to record and facilitate actions directed by designated leadership.

3.4.11 The Contractor shall maintain an event schedule list with a 6 - 12-month projection and a weekly battle rhythm meeting schedule for designated leadership.

3.4.12 The Contractor shall coordinate scheduling of events and activities relevant to designated key personnel that often involve the need for multi-discipline collaboration.

3.4.13 The Contractor shall track issues and coordinate with other activities as requested by designated leadership.

3.4.14 The Contractor shall perform technical editor duties on various documents and track progression to final approval.

3.4.15 The Contractor shall assist the Government in preparing strategic and tactical plans to identify, manage, and direct resources to support USSOCOM mission strategies and priorities. The Strategic and Tactical Plans shall identify mission goals, objectives, requirements, risks, resource constraints, and schedule parameters. The Plan(s) shall translate the goals, objectives, requirements, resource constraints, risks, and schedule into clear, measurable, actionable activities to be implemented to achieve the parameters specified in the strategic plan.

3.4.16 The Contractor shall assist in defining governance framework, to include execution and measurement of the strategic and tactical plans.

3.4.17 The Contractor shall act as the SME for Communications Contested Environments (CCE) and Denied, Disrupted, Intermittent, and Limited (bandwidth) (DDIL) conditions.

3.4.18 The Contractor shall facilitate a monthly CCE Working Group (WG) with stakeholders from SOF Enterprise, Joint Force, and DoD.

3.4.19 The Contractor will engage with research and development organizations and assist in the assessment of technology for CCE capabilities, evaluate tech readiness levels, and recommend projects for investment, if appropriate.

3.4.20 The Contractor shall research and track DoD, Joint and Service efforts related to operating in CCE and GPS-denied environments.

3.4.21 The Contractor shall collaborate with SOCOM POCs for Training, Exercises, Wargames, and Experimentation on CCE topics.

3.4.22 The Contractor shall develop (as required) and maintain a CCE portal to include members of the CCE WG, a list of validated operational gaps, a catalog of candidate solutions, and an archive of CCE/PNT information created internally or received from external organizations.

3.4.23 The Contractor shall prepare briefs and documents related to CCE objectives.

3.5 Acquisition and Supplier Management

3.5.1 The Contractor shall assist the Government in the implementation and monitoring compliance with enterprise-wide policies, and procedures to be used for the acquisition of new products and services.

3.5.2 The Contractor shall research, analyze, and provide recommendations for acquisitions of new and upgraded SIE infrastructure components (e.g., hardware, software, circuits) as well as services provided from 3rd party commercial providers (e.g., maintenance services, break fix services, custom development services).

3.5.3 The Contractor shall assist with the maintenance and updating of the SIE technology refreshment plan and provide technology acquisition timing and fitness recommendations in accordance with the refreshment plan.

3.5.4 The Contractor shall assist with the market research process to identify generation/evolutionary technologies.

3.5.5 The Contractor shall document and maintain the Standard Process and Procedures Manual, Acquisition and Management procedures that meet requirements and adhere to defined policies.

3.5.6 The Contractor shall identify contract holder and supplier relationships and develop and maintain lists of suppliers/providers.

3.5.7 The Contractor shall coordinate delivery and installation of new products and services, as required.

3.5.8 The Contractor shall prepare various contractual documents for approval by the Government Contracting Officer for pre-award and/or post-award functions for a variety of supply and/or services. The Contractor shall ensure all documentation and requirements are completed to support any internal Government review and approval processes.

3.6 Architecture Framework

3.6.1 The Contractor shall participate in planning meetings, working groups, conferences, Operational Planning Teams (OPTs), technical exchange meetings, and rapid response teams.

3.6.2 The Contractor shall support exercise design, including creation of Master Scenario Events List (MSEL) injects and validation of training objectives.

3.6.3 The Contractor shall gather, analyze, and validate information exchange requirements across SOCOM, TSOC, and Component staffs to develop and coordinate comprehensive communications plans.

3.6.4 The Contractor shall provide support through all phases of the Joint Exercise Life Cycle (JELC).

3.6.5 The Contractor shall support Joint Staff and HQ USSOCOM level communications planning for exercises, contingencies, OPLANS, and CONPLANs in accordance with the Strategic/Joint Planning Guidance (S/JPG).

3.6.6 The Contractor shall assist in coordination and liaison activities with communications planners and mission partners from service components, TSOCs, and partner forces.

3.6.7 The Contractor shall advise on network architecture design at headquarters, TSOC, and component levels.

3.6.8 The Contractor shall review and assess the impact of DoW, Military Service, Joint, DISA, or IC proposed architecture or architecture guidance on the SIE.

4.0 TRANSITION-IN.

4.1 The contract shall include a 60-day transition-in period. During this period, the Contractor shall work with the incumbent Contractor to become familiar with performance requirements in order to commence full performance of services. The Contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the transition-in period.

4.2 The Contractor shall ensure the Program Manager (Key Personnel) is in place by day 15 of the transition-in period. The Contractor shall ensure 100% of fully qualified personnel are in place by day 45 of the transition-in period. The Contractor shall ensure no interruption of mission occurs during the transition-in period

4.3 The Contractor shall provide weekly transition status updates to the Government and identify any issues that may arise.

5.0 SECURITY REQUIREMENTS.

5.1 Contractor Security. Security shall be in accordance with the attached DD254. The contractor personnel supporting this contract requires a TOP SECRET clearance to perform on-site project work. Contractors shall obtain COR approval prior to allowing contractor personnel with the requisite security clearances to perform services under this contract. Contractors supporting the Base Contract will require access to Communications Security (COMSEC) material in performance of this effort. Base Contract contractors will not require access to government computer systems in performance of this effort. Contractor will be authorized to courier classified information up to TOP SECRET/ SCI in performance of official duties upon approval of and designation by the COR. Contractors supporting associated Task Orders may require access to Sensitive Compartmented Information (SCI), Non-SCI Intelligence Information, Alternative Compensatory Control Measures (ACCM), Foreign Government Information (FGI), North Atlantic Treaty Organization (NATO) and Restricted Data (RD), Critical Nuclear Weapon Design Information (CNWDI), Formerly Restricted Data (FRD), material in performance of this effort. At the discretion of the government, selected individuals supporting this contract/task order will require access to Special Access Program (SAP) information. Access to SAP information requires the requisite security clearance based on a security investigation with a date less than 5 years old and requires employees to undergo additional personnel security screening meeting the DoD SAP-accessing directives and policies. The Contractor may require access to Non-Secure Internet Protocol Router Network (NIPRNet), Secret Internet Protocol Router Network (SIPRNet), and Joint Worldwide Intelligence Communications System (JWICS), JSOC Information Automated Network (JIANT), Battlefield Information Collection and Exploitation Systems (BICES), Combined Enterprise Regional Information Exchange (CENTRIX), Cloud Computing Services (CCS), and SAP computer

systems at Government facilities only. Contractor will reference DISA Department of Defense Cloud Computing Security Requirements Guide when utilizing CCS for information impact levels (ILS), and associated security requirements. Contractor will require access to Commercial Solutions for Classified (CSfC) devices for use outside of cleared government and contractor facilities. Select contractors may require the use of Commercial Solutions for Classified (CSfC) Mobile Devices in performance of this effort. Contractor may be authorized to courier classified information up to TOP SECRET/SCI in performance of official duties upon approval of and designation by the COR. IAW USDI & DOD CIO Memo, Security and Operational Guidance for Classified Portable Electronic Devices, dated 25 Sep 2015, cleared and trained DoD Contractors are authorized to use Commercial Solutions for Classified (CSfC) Mobile Devices outside of secure government and/or contractor facilities in order to effectively accomplish their mission. Contractors requiring the use of CSfC devices will submit a USSOCOM IMT 33, CSfC Device User Agreement & Hand Receipt and an Authorization of Issuance (AOI) Memorandum to their Contracting Officer's Representative/Program Manager (COR/PM). Authorization of Issuance Memorandums must be endorsed at the 0-6 or GS/GM-15 level at a minimum. The COR/PM will forward the IMT 33 and AOI memo to their local Industrial Security Office. As acknowledged in the User Agreement, contractor will ensure safeguarding measures are adhered to and necessary privacy is available to eliminate the possibility of compromise of classified information. HQ USSOCOM users will follow guidance as outlined in USSOCOM Manual 380-19, Mobility and Wireless Communications. USSOCOM issued devices will not be introduced into cleared contractor facilities or be connected to SIPRNet other than through the USSOCOM network. Any misuse of the device outside of mission purposes or security incidents associated with or involving the device, may result in contractor's termination of access or subject the contractor to appropriate disciplinary or criminal action.

5.2 Safeguarding Classified Information and Materials
The contractor shall ensure requirements for safeguarding classified information and classified materials, for obtaining and verifying personnel security clearances, for verifying security clearances and indoctrination of visitors, for controlling access to restricted areas, for protecting government property, and for the security of automated and non-automated management information systems and data are fulfilled. The contractor's management system shall prevent unauthorized disclosure of classified and sensitive unclassified information. The government shall be immediately notified if any security incident or any indication of a potential unauthorized disclosure or compromise of classified or sensitive unclassified information.

5.2.1 The contractor will provide immediate notification of departing employees occupying SCI billets; as well as a Monthly Contractor Status Report to HQ USSOCOM Special Security Office (SSO) Personnel Security. Employee Departure Notifications and Monthly Contractor Status Reports will be forwarded to CNP@socom.mil.

5.3 Security Management Support.

The Contractor shall provide security management support. Typical efforts include performing classified document control functions, classified materials inventories, program access requests, preparing and monitoring personnel indoctrination and debriefing agreements, and maintaining and using security-related databases.

5.4 Security Related Functions

If no government employee or military service member is otherwise available, the contractor may be required to conduct security related functions such as opening/closing of security containers, end-of-day checks for processing and safeguarding classified information/material, and arming/de-arming USSOCOM/U.S. Government Buildings, Secure Rooms, or SCIFs. If the contractor fails to properly conduct these responsibilities, and a security violation/incident occurs, the government will have the option to take action against the company IAW U.S. law. In addition, the company will be responsible for reviewing preliminary inquiry reports for any security violation/incident for which an employee is found culpable and provide a written response to the Government Contracting Agency (GCA) and the responsible Industrial Security Program Manager for actions taken against the employee.

6.0 CONTRACT DELIVERABLES.

The following contract deliverables are required as part of the contract award:

6.1 Program Management / Quality Control Plan (PM/QCP) (30 Days after Award):
The contractor shall document all support requirements in a PM/QCP within 30 days after award. The contractor shall provide the Government with the PM/QCP for review and approval by the Government.

The PMP shall include the following:

- Description of the proposed management approach.
- Detailed Standard Operating Procedures (SOPs) for all tasks.
- Milestones, tasks, and subtasks required in this TO.
- Overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations
- Description detailing the contractor's approach to risk management under this TO. and
- A description detailing the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor, the Government, and other contractors at the enterprise level.
- Include the Contractor's Quality Control Plan (QCP).

The PMP is an evolutionary document that shall be updated semi-annually at a minimum. The contractor shall always work from the latest Government-approved version of the PM/QCP.

6.2 Transition-Out Plan (120 Days prior to Contract Completion)

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to the incoming contractor or Government personnel at the

expiration of the contract. The Contractor shall provide a Transition-
Out Plan no later than 120 calendar days prior to the expiration of the contract for Government review and approval. The Contractor shall implement the approved Transition-Out Plan no later than 90 calendar days prior to the end of the contract period of performance.

The Contractor shall identify how it will coordinate with Government personnel to transfer knowledge regarding the following:

- Program management processes
- Points of Contact
- Location of technical and program management documentation/processes
- Status of ongoing initiatives
- Appropriate Contractor-to-contractor coordination to ensure a seamless transition
- Transition of Key Personnel
- Actions required by the Government

The Contractor shall also establish and maintain effective communication with the incoming contractor and Government personnel for the period of the transition via daily status meetings.

6.3 The following contract deliverables are reports that may be required as part of the daily performance of the requirements identified in this SOW:

- Monthly Contractor Status Report (Monthly)
- Standard Operating Procedures (As Rqd)
- Services & Procedures Recommendations (As Rqd)
- Monthly Quality Assurance Metrics Summary Report (Monthly)
- Invoice Trend Analysis (Weekly)
- Project Status Reports (As Rqd)
- In-Progress Reviews (As Rqd)
- Customized Financial Reports (As Rqd)
- Software Development Plan (As Rqd)
- Version Description Document (VDD) (Rqd)
- User manual (As Rqd)
- Detailed installation guide (As Rqd)
- Accreditation documentation (As Rqd)
- Operational Checklists/Reference Guide (As Rqd)
- After Action Report (AAR) (As Rqd)

7.0 SERVICE DELIVERY SUMMARY. Performance assessments will be provided to the Contracting Officer by the COR. Meeting or not meeting the thresholds identified in Appendix A – Service Delivery Summary will be the basis of that performance evaluation.

8.0 MATERIAL. The Government will provide necessary office space and materials to complete this contract.

9.0 PLACE OF PERFORMANCE/HOURS OF WORK. The primary place of performance shall be HQ USSOCOM (MacDill AFB, FL), USASOC (Ft. Bragg, NC), and NSW (Coronado, CA); however, other Government worksites may be required. Task Orders will specify the exact place of performance.

Normal working hours for this effort are 8 hours per day Monday through Friday, within core Command hours which are 0630-1730 Monday through Friday. The contractor is required to work 8 hours each day.

All services shall be performed onsite at the identified Government facilities. Situational telework **may** be authorized on an as-needed basis. Any situational telework support shall be authorized by the contractor Program Manager/Task Lead and the Government site lead. Regular/recurring telework **is not** authorized, unless properly documented and approved by the contractor and authorized by the Contracting Officer and/or Contracting Officer Representative.

10.0 QUALIFICATIONS. Personnel who require administrative access to USSOCOM networks must be in possession of the applicable DoD 8570/8140 certifications. Positions requiring certifications are identified in Appendix B – J6 PMOSS Position Descriptions.

11.0 PERSONNEL. Select positions will be identified as Key Personnel. As such, contractor shall submit resumes for all new and replacement candidates proposed IAW the key personnel clause of the contract.

12.0 TRAVEL. Travel is expected. No travel will be accomplished without prior Government approval by the COR or Contracting Officer. Travel costs shall be reimbursed at actual costs in accordance with the limitations set forth in FAR 31.205-46. Total travel costs shall not exceed allocated funding on the Travel CLIN.

APPENDIX A - SERVICE DELIVERY SUMMARY

J6 PMOSS

The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

PRS #	Performance Objectives	Performance Standards	Max Allowable Deviation (AQL) for Requirement	Remedy
1	The contractor shall provide accurate task order deliverables in a timely manner.	SOW Section 6.0	Timeliness: No more than 1 deliverable late per month. Accuracy: No more than 1 deliverable rejected by the Government per month.	Contractor shall provide a Corrective Action Plan (CAP) to the KO and COR.
2	The contractor shall provide timely, accurate and effective IT management support services in accordance with the SOW.	SOW section: 3.0	Client Satisfaction: No more than 2 substantiated negative feedback comments per quarter via the COR Performance Assessment Reports (PAR).	Contractor shall provide a Corrective Action Plan (CAP) to the KO and COR.
3	The contractor shall provide qualified personnel in accordance with the Position Description requirements.	SOW sections: 10.0 and Appendix B	There are no positions filled with unqualified personnel.	Contractor shall provide a Corrective Action Plan (CAP) to the KO and COR and provide an alternate candidate who meets all requirements.
4	The contractor shall provide qualified personnel to backfill vacant or new positions.	SOW sections: 10.0 and Appendix B	Timeliness: * Vacant or new positions are filled within 21 days or less.	Contractor shall provide a Corrective Action Plan (CAP) to the KO and COR. Positions vacant for 30 days or more will have the FFP reduced accordingly.

Appendix B: Position Descriptions for the J6 Program Management Office Support Services

United States Special Operations Command (USSOCOM)

DODAF ARCHITECT

The DOWAF Architect is responsible for the complete lifecycle of Enterprise Architecture (EA) engineering, utilizing the Department of Defense Architecture Framework (DoDAF) to ensure USSOCOM capabilities align with Joint and DoW requirements. Will assist the government in gathering, analyzing, and validating information exchange requirements to develop and coordinate comprehensive communications plans. Conduct coordination and liaison activities with communications planners and mission partners. Advise on network architecture design at headquarters, TSOC, and component levels.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.6 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

FINANCIAL ANALYST

The Financial Analyst has the responsibility for assisting the government in planning, performance and analysis of a budgetary portfolio. Will strategize and aide the maintenance of government contracts focused on accounting and reporting. Assists with monthly, quarterly and annual budgetary oversight and budget formulation, execution and justification. Perform financial analyses related to invoice reconciliation, budget forecast, and procurement status.

Educational Requirement: None

Certification Requirements:

- None

FINANCIAL ANALYST SR.

The Financial Analyst Sr. will lead analytical, forecasting, reporting and project support to the client and team. The Financial Analyst Sr. will have oversight on reviewing financial plans, analysis and budgetary portfolio. Will perform and advise on budget queries and manipulations from financial spreadsheets. Will require a strong working knowledge in financial modeling and excel.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.2 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

OPERATIONS ANALYST

The Operations Analyst shall assist the government in developing and analyzing organizational plans and metrics to identify, manage, and direct resources to support the SOCOM Information Environment (SIE) mission strategies and priorities. The candidate will analyze best practices in IT industry to identify opportunities for improvement based on existing process to ensure the SIE remains competitive.

Educational Requirement: None

Certification Requirements:

- None

OPERATIONS ANALYST SR.

The Operations Analyst Sr. is responsible and will oversee the development and analysis of current organizational plans and metrics to identify, manage, and direct resources to support the SIE. The position will have a pivotal role in the current mission strategies and priorities to support the SOCOM operation. The Operations Analyst Sr. will advise, develop and integrate best practices into the current IT environment to allow opportunities for improvement.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.4 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

PROGRAM ANALYST

The Program Analyst is responsible for planning, analyzing and evaluating government contracts. Assists with monitoring, measuring and reporting on overall contractual requirements and performance. Delivers expertise to facilitate the development of initial assessments, initiative

design documents and monitoring of program and activities. The Program Analyst will execute and monitor contractual management requirements.

Educational Requirement: None

Certification Requirements:

- None

PROGRAM ANALYST SR.

The Program Analyst Sr. will be responsible for the coordination and oversight of the government contract requirements. Ensuring deliverables and contract actions are executed on a timely manner by planning, analyzing and evaluating the contracts status. Actions to assist the government include but are not limited to ensuring contract administrative duties, deliverables, objectives and quality of contract are executed. The Program Analyst Sr. will provide the government with a monthly assessment of the applicable contract management requirements.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.1 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

PROJECT MANAGER

The Project Manager will assist the government with the initiation, planning, execution and closure of projects for new capabilities in the SOCOM Information Environment (SIE). A project is a USSOCOM, Component Command, TSOC, or deployed forces' designated and approved activity, or group of activities, required to achieve the objective of creating, providing, delivering or enhancing a specific IT product or service. The candidate will follow current best practices in project management to successfully manage the project to closure and transition to operations.

Educational Requirement: None.

Certification Requirements:

- PMI Project Management Professional

PROJECT MANAGER SR.

The Project Manager Sr. will assist and lead initiatives, planning, execution and closures of projects for new capabilities in the SOCOM Information Environment (SIE). Requires the ability and experience to monitor, adjust and report on project's performance, budget and schedule. Executes the priorities and activities of the USSOCOM HQ, Component Command, TSOCS and/or deployed forces by ensuring project execution supports the advancement of IT product or service. Developing objectives to support the project execution such as creating, providing, delivering and/or enhancing best practices in project management is critical to the operation and functional role of the Project Manager Sr.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Sections 3.1 and 3.4 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- PMI Project Management Professional

PROGRAM MANAGER (KEY PERSONNEL)

The Program Manager shall provide program management support for the contract. To include the management and oversight of all activities performed by contractor personnel. Responsible for the formulation and review of the contract requirements, strategic plans, marketing plans and deliverable items. Provides leadership, direction and management support to customer and contractors.

Educational Requirement: Master's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.1 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

TECHNICAL WRITER

The Technical Writer will have advanced writing and editing skills in order to communicate complex information clearly and concisely across the SOCOM Information Environment (SIE). This position requires excellent interpersonal skills in order to elicit detailed information from government service owners and subject-matter experts to create and review SOPs, Work Instructions, and Templates etc. Technical Writers also need to be adept in document creation using applications such as Microsoft Word, Adobe Acrobat, and Microsoft PowerPoint.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.4 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None

TECHNICAL WRITER SR.

The Technical Writer Sr. will coordinate, execute and lead advanced writing and editing projects to communicate complex information related to technical and procedural requirements. Must be able to provide quality writing and editing capabilities on current and future government requests related to SOCOM Information Environment (SIE). Coordinates, executes and provides final products to meet the customers' needs related to SOPs, Work Instructions, and Templates etc. Will develop and ensure documents are completed timely, up-to-date and standardized.

Educational Requirement: Bachelor's Degree. Relevant experience, specifically performance of functions identified in SOW Section 3.4 in support of a Government agency, will be considered in lieu of formal education.

Certification Requirements:

- None