Performance Work Statement

Information Resource Center (IRC) Support

For the Capability Program Executive Chemical, Biological, Radiological, and Nuclear Defense (CPE CBRND)

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Provided by DEVCOM Chemical Biological Center (CBC)

Rock Island Arsenal, Rock Island, Illinois

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1 General Information

This is a non-personal services contract to provide CPE CBRND Information Resource Center Support. The government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the contractor who, in turn, is responsible to the government.

1.1 Description

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items

and non-personal services necessary to perform inquiry management services as defined in this Performance Work Statement (PWS) except for those items specified as government furnished property and services. The contractor shall meet the standards in this contract.

1.2 Background

The CPE CBRND supports the Information Resource Center and the JACKS Defense Business System. Together, these services provide the Warfighter and the DoD acquisition community with relevant information about CBRN equipment and acquisition programs. The Information Resource Center (IRC) assists anyone in the DoD, from the Warfighter to acquisition personnel, with CBRN inquiries. The IRC manages inquiries and maintains a vast collection of inquiry information. Personnel, world-wide, including other Federal agencies, such as DHS, CDC, HHS, or State and Local first responders rely on the IRC to respond to their CBRN inquiries. The CPE CBRND relies on the information collected and maintained in the IRC information system Ticket Tracker (IRC-IS) to gain analytical insight into CBRN equipment trends and program information.

1.3 Objectives

Response to inquiries shall be accurate, timely, complete, courteous, and result in high levels of customer satisfaction.

Maintain accuracy of inquiry data input and updates in the IRC-IS (a.k.a. Ticket Tracker)

Complete all training such as AT/OPSEC, TARP, and any other required government training not specifically mentioned in this PWS as requested. Many of the training is required annually. They will be required each year the government exercises a contract option year.

Correctly adhere to all relevant government policy directly affecting performance, including but not limited to information security, classification, categorization, physical security, Rock Island Arsenal access, force protection, and health protection conditions.

1.4 Scope

The types of services to perform include call management, research, data entry of inquiries, and reporting during the hours specified in this PWS. The contractor will use the IRC-IS, a GOTS information system, internet-based resources, and a number of additional tools to manage, and respond to inquiries. The contractor shall perform these services while maintaining high levels of customer service and support.

The contractor shall adhere to all policies, existing or new, that affect the operation of the CBRN-IRC. This includes but is not limited to safety, cyber security, information systems acceptable use policies, classified information, controlled unclassified information, Rock Island Arsenal access and security, health protection conditions and reporting.

1.4.1 Call Management

Manage telephone, email, and web inquiries and meet the AQL for each type of inquiry. The contractor shall learn and use proprietary GOTS information systems to include but not limited to:

1. JACKS
2. NIPR version of the IRC-IS

1.4.2 Data Entry

Manage inquiry data in the IRC-IS that meets the AQL. This includes updating records when the government adds new data fields to the IRC-IS. The contractor shall adhere to procedures for categorization, and prioritization of inquiries in the operation of the IRC. The procedures are subject to change based on government needs and priorities and include the following:

CBRN-IRC Service Desk Guide – The Service Desk Guide is a government generated and maintained document, which is intended to provide background information on the CBRN-IRC, instructions for the IRC-IS or related systems, definitions, terminology and acronyms of different aspects of the CBRN-IRC, inquiry category information as well as other helpful information for the CBRN-IRC.

1.4.3 Reporting

The contractor shall report QCP data that ties inquiries received to inquiries managed in the IRC-IS. The government will inspect this while conducting the QASP. See 7.2 Attachment 2 – Deliverables Schedule.

The contractor shall report on the status of training requirements of this contract.

The contractor shall report on the status of compliance with all operational, regulatory, requirements of this contract.

1.5 Period of Performance

Base Year	25 SEP 26 to 24 SEP 27
Option Year One	25 SEP 27 to 24 SEP 28
Option Year Two	25 SEP 28 to 24 SEP 29
Option Year Three	25 SEP 29 to 24 SEP 30
Option Year Four	25 SEP 30 to 24 SEP 31

The PoP shall be for one Base Year of 12 months and four 12-month option years.

1.5.1 Monthly PoP for Surveillance and Invoicing

The government shall establish a monthly PoP by subdividing each PoP listed in Table 1 – Periods of Performance, by 12. Each subdivision shall start on the 25th of the month, starting with 25 SEP 26, and end on the 24th of the following month, not to exceed the end of the PoP in Table 1 – Periods of Performance. The COR shall conduct the QASP and consider performance in each monthly PoP.

The contractor shall submit 12 monthly invoices consisting of 1/12 of the contract costs for the annual period of performance. The government will accept the invoices after completing surveillance for the monthly PoP for fully delivered service.

If there is a deficiency in the delivery of the services, the COR shall notify the contracting officer and management.

The contractor may submit invoices at any time suitable to their business practice. For acceptance, the government will consider

the submitted invoice to be for services rendered during the monthly PoP defined herein.

The contractor shall indicate the monthly PoP in the WAWF invoice submission.

The contractor shall include the acceptor email address when submitting invoices in WAWF. This will ensure timely notification of the arrival of an invoice for acceptance.

1.6 Quality Control

The contractor shall develop and maintain an effective quality control program. The QCP shall ensure performance of services in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. The contractor shall submit the QCP with their proposal; they shall submit three copies of a comprehensive written QCP to the KO, and the COR within five (5) working days when changes are made thereafter. After acceptance of the quality control plan, the contractor shall receive the contracting officer's acceptance in writing of any proposed change to the QC system.

1.6.1 Quality Assurance

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan primarily focuses on what the government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how to apply the performance standards, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.6.2 Recognized Holidays

The contractor shall not work on the following Federal holidays:

New Year's Day	Martin Luther King's Birthday
President's Day	Memorial Day
Juneteenth	Independence Day
Labor Day	Columbus Day
Veteran's Day	Thanksgiving Day
Christmas Day	

The Office of Personnel Management published holidays shall serve as the authoritative source.

1.6.3 Hours of Operation

The contractor is required to provide IRC support services as outlined in the PWS from 08:00 AM to 16:00 PM CST, Monday through Friday.

The contractor must always maintain an adequate workforce for the continuous and uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential.

The contractor shall not perform services on the listed Federal holidays, or when the government facility closes due to local or national emergencies, administrative closings, or similar government directed facility closings.

Approving leave for contract personnel performing on this contract is the contractor or sub-contractor’s responsibility. The

contractor QCP shall consider how to balance contract personnel leave requests with ensuring continuous delivery of services.

The government can discuss any delivery of services concerns the contractor has with any leave planned for contract personnel, including any new holiday proclamations.

1.6.4 Place of Performance

The performance under this contract is primarily at government facilities. At certain times, the contractor can perform the work from an alternate work site with government approval.

The government may have alternate work sites where it has a mission interest such as a Continuity of Operations Plan site or working from home using GFP and VPN connections.

If the government includes a location that is outside the Rock Island Arsenal and the local commuting area, the KO will modify the contract if travel reimbursement is required.

1.6.5 Alternate Work Site

Contract personnel cannot perform any portion of the PWS from a location other than the government facilities without the approval of the government.

The government recognizes that there will be times where it is practical and advantageous to require contract personnel to work from a location other than the government facilities. Therefore, the government will approve contract personnel to perform work from locations other than the government facilities on a case-by-case basis.

At no time will the contractor interpret any portion of this exception to the government facilities to mean that they are at liberty to perform or request telework.

The government will not expend funds solely to support contract personnel working locations other than the government facilities. Expenses such as home internet, personal devices or mobile hotspots are the responsibility of the contractor and their employer.

The contract personnel performing on this contract will maintain availability during their regular scheduled hours within the contract support hours in PWS.

In case of an emergency, contract personnel performing on this contract from an alternate site, shall follow contractor procedures, and contact contractor management. The contractor will notify the government of any impact to performance due to contract personnel emergencies.

The contract personnel shall only use GFP to access secure government web sites. For example: DoD Webmail, JACKS, IRC-IS, etc. This also includes networks access points, such as a VPN.

The contractor and the government shall review the changes to procedures that result from working at an alternate site. Examples may include but are not limited to voicemail, change in IRC email access and forwarding procedures in case of limited or no VPN access. All changes in procedure must adhere to the requirements of the PWS and not cause a change to the contract. Should the proposed changes cause a change to the contract, the KO shall review and appropriately modify the contract, if needed.

1.6.5.1 Accountability

The contract personnel shall check in with govt reps each day in the manner directed by the COR. Contract personnel shall

continue to report time, attendance, leave, etc. in accordance with contractor processes.

The hours will be consistent with the hours of operation on the contract. The government does not authorize any overtime. The contractor remains responsible for adjusting personnel schedules to meet the level of effort on the contract.

1.6.6 Type of Contract

The government will award a firm fixed price (FFP) contract.

1.6.7 Security Requirements

Contract personnel performing work under this contract must possess a SECRET security clearance at the time of proposal submission and prior to commencing any work on the contract. Security requirements are outlined in the attached DD254, and the government will not permit personnel to begin work without meeting this requirement.

The contractor shall provide the government with all necessary information for vetting personnel to obtain a Common Access Card (CAC) and access to government facilities before they start work on the contract. Refer to the Personnel On-Boarding Attachment 3 for additional details. Only personnel cleared by a government security officer or applicable vetting process will be accepted to begin work on the contract. Failure to provide accurate and timely personnel information may result in delays, potentially leading to deficiencies in contract performance.

The contractor shall adhere to all security requirements specified in this Performance Work Statement (PWS), in accordance with AR 380-49 Industrial Security Program, the National Industrial Security Program

Operating Manual (NISPOM), and the security and safety requirements of the respective installations. A facility security clearance of no less than SECRET is required for this classified contract, and all contract personnel must hold and maintain a SECRET clearance prior to starting work.

Contract personnel performing under this PWS must have a favorably adjudicated National Agency Check with Local Agency and Credit Check (NACLC) or an Interim SECRET clearance before beginning work. In the event of personnel changes, replacement personnel must hold a SECRET clearance prior to their start date. The contractor or subcontractor Facility Security Officer (FSO) is responsible for initiating and processing NACLC background investigations for their employees.

Contract personnel must be knowledgeable of government security regulations and experienced in handling secure information systems and classified information. If contract personnel are embedded or integrated into government activities or offices, they must participate in relevant Army, Command, installation, and operations security training programs.

During contract performance, the contractor may require access to live data at another contractor's facility or a government activity. The contractor shall not disclose any information related to files, data, processing activities, user IDs, passwords, or other sensitive knowledge to unauthorized individuals. The contractor must comply with all DoD and Army rules, procedures, and standards of conduct, and sign a Classified Information Non-Disclosure Statement upon contract award to access classified information. Information protected under the Privacy Act of 1974 must be safeguarded from unauthorized disclosure by all personnel assigned to this task. The contractor will require access to Controlled Unclassified Information (CUI) and must have the capability to receive, store, and generate CUI. Examples of secure communication methods include PKI digital certificates for encrypted emails or the use of DoD SAFE (https://safe.apps.mil/).

Cybersecurity requirements for Controlled Unclassified Information (CUI) on contractor owned and operated information systems:

- Ref: DoDI 5200.48, para 3-3, 3-10: Non-DoD information systems processing, storing, or transmitting CUI will provide adequate security, and the appropriate requirements must be incorporated into all contracts, grants, and other legal agreements with non-DoD entities in accordance with DoDI 8582.01. The NIST-SP 800-171 identifies the baseline system requirements for processing CUI for industry.
- Ref: DoDI 5200.48, para 5.3:

  -CUI will be identified in all Army contracts to include the applicable security clauses and security standards associated with the CUI in accordance with DoDI 5200.48.

  -Whenever the Army provides CUI to, or CUI is generated by, non-DoD entities, protective measures and dissemination controls, including those directed by LRGWP, will be articulated in the contract, grant, or other legal agreement, as appropriate.

  -Army contracts must require contractors to monitor CUI for aggregation and compilation based on the potential to generate classified information pursuant to security classification guidance addressing the accumulation of unclassified data or information.

  -Army contracts will outline the requirements contractors have to report the potential classification of aggregated or compiled CUI to the Army requiring activity.

  -Army contractors will submit unclassified Army information for review and approval for release in accordance with the standard Army release requirements under AR 360-1.

  -All CUI records must follow the approved mandatory disposition authorities whenever the Army provides CUI to, or CUI is generated by, non-DoD entities.

Cybersecurity Maturity Model Certification (CMMC):

-In accordance with the final ruling of DFAR clause 252.204-7021, cleared defense contractors that will store/transmit/process controlled unclassified information (CUI) on contractor owned (not government furnished) information technology equipment will require an assessment of CMMC level 2:

Requirements:

- Either a self-assessment (Phase 1 of the CMMC DFAR implementation) or an independent assessment (Phase 2 and beyond) by an authorized CMMC Third-Party Assessment Organization (C3PAO) every three years, as specified in the solicitation. Self-assessment and attestation of compliance must be entered into the DoD Supplier Performance Risk System (SPRS) which will be validated by the Army contracting office prior to contract award.
- Decided by the type of information processed, transmitted, or stored on the contractor or subcontractor information systems.
- Annual affirmation, verify compliance with the 110 security requirements in NIST SP 800-171 Revision 3.
- Reference https://dodcio.defense.gov/cmmc/About/ for CMMC implementation phase dates.

Cybersecurity requirements for Safeguarding Covered Defense Information and Cyber Incident Reporting.

- Contractor personnel will comply with DFAR 252.204-7012 (Change 1/31/2023) DFAR 252.204-7012 Safeguarding Covered Defense Information and Cyber Incident Reporting for Cybersecurity incidents involving DoD information occurring on non-federal owned and controlled information systems.

1.6.7.1 Anti-Terrorism and Operations Security (AT/OPSEC) Training Requirements

The following are the AT/OPSEC requirements the contractor shall meet at contract start. This PWS defines contract start as the start of the base year, and then the start of each option year exercised by the government.

1.6.7.1.1 AT Level I

All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the COR or to the KO, if a COR is not assigned within 30 calendar days after completion of training by all contract personnel. AT Level I awareness training is available at the following website:
https://jko.jten.mil/courses/atl1/launch.html

1.6.7.1.2 OPSEC Training

Per AR 530-1, the contract personnel must complete Level I OPSEC Awareness training. New contract personnel must complete the training within 30 calendar days of their reporting for duty, and annually thereafter.

1.6.7.1.3 Threat Awareness Reporting Program (TARP) Training

The Threat Awareness Reporting Program Training is for all contractors with security clearances. Per AR 381-12, Threat Awareness and Reporting Program (TARP), contract personnel must receive annual TARP training by a Cl agent or other trainer as specified in 2-4b.

1.6.7.2 Formal OPSEC Program

The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, which the responsible government OPSEC officer will review, and approve. This plan will include a process to identify critical information, where it is located, who is responsible for it, how, and why to protect it. The contractor shall implement OPSEC measures as ordered by the commander. In addition, the contractor shall have an identified certified Level II OPSEC coordinator per AR 530-1.

1.6.7.3 Access and General Protection/Security Policy and Procedures

Contractor personnel and all associated subcontractor employees performing work within an Army-controlled installation, facility, or area must provide all required information for background checks to meet installation access requirements, as conducted by the installation Provost Marshal Office, Director of Emergency Services, or Security Office. The contractor workforce must adhere to all personal identity verification requirements in accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, as directed by DoD, HQDA, and/or local policy.

Additionally, in the event of a change to the Force Protection Condition (FPCON) at any specific facility or installation, the government may require modifications to contractor security procedures or processes, in addition to any changes authorized under the changes clause of this contract.

1.6.7.4 Common Access Card (CAC)

Prior to the issuance of a CAC, contract personnel must have a favorably adjudicated National Agency Check with Local Agency and Credit Check (NACLC) T3 investigation, or an equivalent or higher-level investigation, in accordance with Army Directive 2014-05. A CAC will only be issued to contract personnel if their duties involve one or more of the following:

Both physical access to a DoD facility and access to DoD networks via logon on-site.

Remote access to a DoD network via logon using DoD-approved remote access procedures.

Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of six months or longer.

At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable FBI fingerprint check and confirmation of a successfully scheduled NACI investigation with the Office of Personnel Management.

1.6.7.4.1 Procedures for Issuing CAC and Building Access

The contractor shall ensure all personnel will pass the requirements for obtaining a CAC before starting on the contract.

The contractor shall notify the COR 48 hours prior to start of work. All contracted personnel are required to obtain a Common Access Card (CAC).

The government will initiate sponsoring a CAC for the contractor once the contractor submits all required information, and the government favorably adjudicates the contract personnel by the government security officer.

Failure to meet these requirements will prevent the contract personnel from starting work on the contract.

The contractor FSO shall securely transmit required CUI information IAW the security requirements of this contract.

The government will grant facility access upon completion of issuing a CAC.

The contractor shall wear and display any required government / contractor ID at all times while working at a government facility.

The contractor shall return all badges, CAC, keys, and GFP to the government upon completion of the contract.

The contractor shall do the same when the contract personnel are no longer providing services on the contract.

See “7.7 Attachment 7” on contract personnel termination if the contractor is terminating their employee.

1.6.7.5 Access to Classified Information

The contractor shall comply with FAR 52.204-2, Security Requirements. This clause involves access to information classified "Confidential," "Secret," or "Top Secret" and requires contractors to comply with:

The Security Agreement (DO Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M) and,

Any revisions to DoD 5220.22-M, notice of which has been furnished to the contractor.

1.6.7.6 Physical Security

The contractor shall be responsible for safeguarding all government equipment, information, and property provided for contractor use.

The contractor shall secure government facilities, equipment, and materials at the close of each work period.

1.6.7.7 Key Control

The contractor shall establish and implement methods of making sure all keys issued to the contractor by the government are not lost or misplaced.

The contractor shall not allow use of keys by unauthorized persons. NOTE: All references to keys include key cards, and other physical access control mechanisms.

The contractor shall not duplicate any keys issued by the government.

The contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas.

The contractor shall immediately report any occurrences of lost or duplicate keys to the Contracting Officer (KO).

In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction of the KO, re-key or replace the affected lock or locks; however, the government, at its option, may replace the affected lock or locks or perform re-keying.

When the government replaces locks or re-keys, it shall deduct the total cost of re-keying, or the replacement of the lock or locks from the monthly payment due the contractor. In the event a master key is lost or duplicated, the government shall replace all locks and keys for that system, and the total cost deducted from the monthly payment due the contractor.

The contractor shall prohibit the use of government issued keys by any persons other than the contract personnel. The contractor shall prohibit the opening of locked areas by contract personnel to permit entrance of persons other than contract personnel engaged in the performance of assigned work in those areas, or personnel authorized entrance by the KO.

1.6.7.8 Government Security Regulations

Contract personnel shall obtain knowledge of Government security regulations and become experienced in handling/working with secure information systems and classified information. If performance or services by contract personnel will be occurring on the DA installation or the contract personnel are embedded/integrated into the DA activity or office, the contract personnel must participate in pertinent Army, Command, and Installation and Operations security training programs.

1.6.7.9 Contract Personnel Termination

The contractor shall contact the government prior to the termination of any contract personnel to arrange for the safe

return of all GFP, and to allow the government to safeguard all systems and data prior to contract personnel termination. Refer to “7.7 Attachment 7 - Employee Termination Procedure” in the attachments.

1.6.8 Special Qualifications

Contractor personnel shall possess a minimum of three (3) years of verifiable experience (within the last ten years) in Department of Defense chemical-biological systems in which they obtained knowledge of shelf-life, Part Number (PN) structure, National Stock Number (NSN) structure, and model number structure, along with knowledge of Chemical Biological Radiological Nuclear (CBRN) equipment.

All contractor personnel performing under the contract shall have the knowledge, and capability to use the following GOTS systems:

Logistics Information Warehouse (LIW)

Logistics Support Activity (LOGSA)

Federal Logistics Information Service (WebFLIS)

FEDLOG

Commercial and Government Entity (CAGE) Program

Vantage Data Analytics Platform (i3Log) search functions

Contractor personnel possess intermediate computer skills, which allow for efficient use of Microsoft Windows, Microsoft Outlook, Microsoft Office Suite, web-based data-entry forms and common internet search technologies. Contractor personnel must have basic typing skills, using Microsoft Word.

Contractor personnel shall also possess communication and customer support skills that will allow for effective and efficient verbal and written communication in order to facilitate the information gathering and

sharing between internal/external contacts, customers, individuals, and/or agencies. The personnel shall also have experience working in a team environment.

1.6.9 Contract Personnel Conduct

Contract personnel's conduct shall not reflect discredit upon the government. The contractor shall ensure that personnel present a professional appearance.

The contractor's employees shall observe and comply with all local policies and procedures concerning fire, safety, environmental protection, sanitation, security, and possession of firearms or other lethal or illegal weapons or substances.

The contractor is responsible for ensuring that any contract personnel providing services under this contract conduct themselves and perform services in a professional, safe, and responsible manner.

The contractor shall remove from the job site any employee for reasons of misconduct or security.

Refer to "7.7 Attachment 7 – Employee Termination Procedure".

In accordance with DOD Directive 5500.7-R, "Joint Ethics Regulation", contract personnel must avoid improper influence in the execution of their duties under the contract. The contractor should pay particular attention to acceptance of gifts / gratuities, and on non-disclosure of sensitive or classified information.

The contractor shall ensure employee conduct complies with 41 U.S.C 423 relative to release of acquisition related information or actions or discussions which may prejudice future competitions. Therefore, contract personnel co-located with government personnel shall sign the DEVCOM CBC Confidential / Business Sensitive Information Non-Disclosure and Non-Use Agreement pertaining to Controlled Unclassified Information (CUI), Close Hold, Procurement, or Business

Sensitive material, upon contract award and prior to performance of services.

The contractor shall ensure no contract personnel conduct political related activities or events on the government facilities.

1.6.10 Post Award Conference/Periodic Progress Meetings

The contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The KO, COR, and other government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the KO will appraise the contractor of how the government views the contractor's performance and the contractor will appraise the government of any problems experienced. The parties shall take appropriate action to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.6.11 Contracting Officer Representative (COR)

The (COR) will be identified by a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions:

Assure that the contractor fulfils the technical requirements of the contract.

Perform inspections necessary in connection with contract performance.

Maintain written and oral communications with the contractor concerning technical aspects of the contract.

Issue written interpretations of technical requirements, including government drawings, designs, and specifications.

Monitor contractor's performance and notify both the KO and contractor of any deficiencies.

Coordinate availability of government furnished property and arrange for site entry of contract personnel.

A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.12 Key Personnel

The government considers the following personnel to be key personnel:

Contract manager

Alternate contract manager

The contractor shall provide a contract manager who shall be responsible for the performance of the work. The contractor shall designate in writing to the KO the name of this person and an alternate who shall act for the contractor when the manager is absent.

The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract.

This is a non-personal services contract. As such, the contract manager shall oversee, monitor, and track the performance of the personnel assigned to work on the contract.

Ensure delivery of all services, and requirements in the manner prescribed in this PWS. For example, track training requirements and deliver report with certificates for government inspection.

The contract manager or alternate shall be available between 8:00 a.m. to 4:00 p.m., Monday thru Friday except Federal holidays or when the government facility closes for administrative reasons.

1.6.13 Identification of Contract Personnel

Contract personnel shall identify themselves as contractors by introducing themselves as a contractor and display their CAC in a manner easy for others to see, for meetings with government personnel.

With the exception of answering IRC inquiries in telephone calls, contract personnel shall appropriately identify themselves as a contractor in telephone conversations and in formal and informal written correspondence.

1.6.14 Data Rights

The government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be government owned and are the property of the government with all rights and privileges of ownership/copyright belonging exclusively to the government. The contractor shall not use or sell these documents and materials without written permission from the KO. All materials supplied to the government shall be the sole property of the government and may not be used for any other purpose. This right does not abrogate any other government rights.

1.6.15 Organizational Conflict of Interest

The contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing

information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.6.16 PHASE IN / PHASE OUT PERIOD

To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the contractor shall have personnel on board during the 30 calendar day phase in / phase out periods. During the phase in period, the contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date.

2 Definitions and Acronyms

2.1 Definitions

2.1.1 Contract Personnel

This term will collectively refer to any employee of the contractor, any employee of a sub-contractor, or both.

2.1.2 Contractor

A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.3 Contracting Officer

A person with the authority to enter into, administer, terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.4 Contracting Officer's Representative (COR)

An employee of the U.S. government, appointed by the KO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical directions to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have the authority to change the terms and conditions of the contract.

2.1.5 Defective Service

A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.6 Deliverable

Anything delivered physically but may include non-manufactured things such as meeting minutes, working schedules or reports.

2.1.7 Physical Security

Actions that prevent the loss or damage of government property.

2.1.8 Quality Assurance

The government procedures to verify that services performed by the contractor adhere to the acceptable standards.

2.1.9 Quality Assurance Surveillance Plan (QASP)

An organized written document specifying the surveillance methodology used for surveillance of contractor performance.

2.1.10 Quality Control

All necessary measures taken by the contractor to assure that the quality of a product or service shall meet contract requirements.

2.1.11 Subcontractor

A party that contracts directly with the prime contractor is considered a subcontractor; the government does not share privity of contract with such entities.

2.1.12 Workday

The number of hours per day the contractor provides services in accordance with the contract. Overtime should never be allowed.

2.1.13 Work Week

Monday through Friday, unless specified otherwise.

2.2 ACRONYMS

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AQL	Acceptable Quality Level
AR	Army Regulation
CBC	Chemical Biological Center
CBRN	Chemical, Biological, Radiological, Nuclear
CCE	Contracting Center of Excellence
CDC	Centers for Disease Control
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army

DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DEVCOM	Shorthand for Combat Capabilities Development Command
DFARS	Defense Federal Acquisition Regulation Supplement
DHS	Department of Homeland Security
DISS	Defense Information Security System
DLA	Defense Logistics Agency
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FEDLOG	Federal Logistics Database, published by DLA
FSO	Facility Security Officer
GOTS	Government Off-The-Shelf
GTM	Government Technical Monitor
HHS	Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act of 1996
I3Log	Intelligent Interactive Logistics
IRC	Information Resource Center
IRC-IS	Information Resource Center Information Systems (a.k.a. Ticket Tracker)
JACKS	Joint Acquisition Chem-Bio Knowledge System
JPAS	Joint Personnel Adjudications System
CPE CBRND	Capability Program Executive Chemical, Biological, Radiological, and Nuclear Defense
KO	Contracting Officer
LIW	Logistics Information Warehouse
NIPR	Non-classified Internet Protocol Router network
OCI	Organizational Conflict of Interest

OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PoP	Period of Performance
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SIPR	Secret Internet Protocol Router network
SME	Subject Matter Expert
SNOV	Secure Network Operations Vault
TE	Technical Exhibit
VPN	Virtual Private Network
VTC	Video Teleconference
WEB FLIS	Federal Logistics Information Service

3 Government Furnished Property, Equipment, and Services

3.1 Services

Government personnel will be available to provide technical input, answer questions, review completed draft deliverables and provide

feedback. Timely communication is essential to meet shortened suspense dates, particularly as it relates to documentation and informational meetings.

3.1.1 Emergency and Rescue

The government will furnish emergency medical and rescue service to prevent loss of life or limb or undue suffering on all military Installations. The government will send the medical billings directly to the contract personnel, their medical insurance company, or both as appropriate. The Installation Medical Treatment Facility is available for emergency treatment of the contract personnel. They deliver the services to non-TRICARE eligible personnel on a reimbursable basis.

The contractor shall follow emergency response and accountability procedures for the government facility.

The contractor shall account for all personnel, and report locations during an emergency. First responders will work with management. Therefore, the contractor must be able to respond to personnel accountability when asked by the government. This includes who is in the area of the emergency. This may include the government facility, areas outside the government facility, or both.

First responders use this information to determine the scope of their operations. Inaccurate and untimely information may put the first responders, others, or both at heightened risk for injury or death.

3.2 Facilities

The government will provide space furnished with office furniture and computer equipment for use during this contract. The contractor shall

also have access to group meeting rooms or the VTC or other areas needed to perform the tasks and deliverables with the approval of the COR.

3.3 Utilities

The government shall provide Fire protection, class A and C phone, network, utilities, and custodial, on site at the government facilities to the extent they are provided to the government operational environment. The contractor shall comply with the telephone service requirements of Army Regulation (AR) 25-The government provides desk telephones “for official use only”.

3.4 Equipment

Government furnished equipment shall include:

1. One Laptop computer and keyboard per contract personnel
2. One Docking Station per contract personnel
3. Two computer monitors per contract personnel

The contractor shall obtain prior government review and written approval from the COR and the installation’s Network Enterprise Center (NEC) office prior to connecting or disconnecting any contractor-furnished equipment to government-furnished communications systems, lines, or equipment.

The contractor shall have access to copying machines for reproduction of the project team related material.

The contractor will be required to meet any applicable office procedures regarding use of the copying machines.

The contractor shall be able to use facsimile machines to meet the requirements of the PWS.

3.5 Materials

Use of other office equipment, such as video equipment, videotapes, software, books, pamphlets, and other office equipment, as available, to meet the requirements of PWS, shall be authorized. If the contractor needs specific software to perform the requirements of PWS, or the government is the licensee for such programs, the government shall provide the contractor with the software for the duration of the contract for use in the contractor's office.

3.6 Accountability

The contractor shall maintain accountability for all property/equipment issued to the contractor, whether via GFP or via sub hand-receipt at all times. The contractor shall exercise appropriate care and due diligence in caring for all property to maximize operability and useful life.

3.7 Labels, Decals, Emblems, Signs

The contractor shall not mark or affix any decals, emblems, or signs portraying a commercial contractor’s name or logo to government property.

3.8 Loss of GFP

The contractor shall notify the government hand receipt holder (if applicable), GTM, COR and ACOR within three working days after the discovery of lost, damaged, or destroyed GFP or other property which has been issued for use by the contractor. The contractor shall investigate and submit a loss report of shortage, loss, damage, or destruction of GFP to the KO and COR within five (5) working days after the discovery, IAW FAR

52.245-1 and DFARS 252.245-7002. The contractor shall report the specific property affected, including NSN or other identifying codes and nomenclature; the circumstances surrounding the loss, damage, or destruction; the estimated cost of alleviating the problem, if required; and the expected impact on provision of contractor services, if any. The contractor shall not remove GFP from the installation, or other supported areas, without written approval from the KO, COR, ACOR, or GTM.

3.9 Replacement of GFP

The government will replace or refurbish GFP at the end of its useful life, as the government deems appropriate. The contractor shall return any government-owned equipment to the hand receipt holder at the end of the performance period as requested by the KO. The contractor shall submit turn-in documentation to the COR, ACOR, GTM, the hand receipt holder, and the KO.

3.10 Reporting of GFP

Within fifteen (15) working days prior to exercise of option or the termination of services, the contractor, the designated government representative and government's administrator shall conduct a joint building and condition inventory of GFP and all installed equipment furnished to the contractor. All damage other than fair wear and tear, which was nonexistent at the time of service performance start date, will be documented and signed by the contractor.

4 Contractor Furnished Items and Services

4.1 General

The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

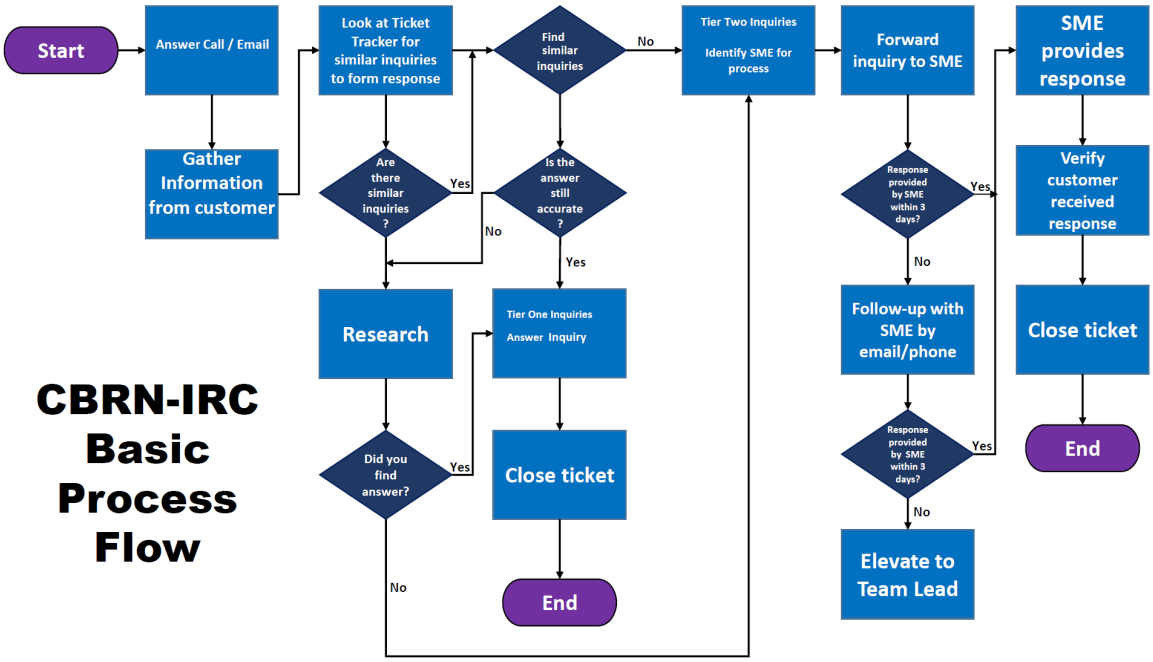
4.2 Secret Facility Clearance

The contractor shall possess and maintain a SECRET facility clearance from the Defense Counterintelligence and Security Agency. The contract personnel performing work in support of this contract shall have a SECRET security clearance granted by the Defense Industrial Security Clearance Office. The DD 254 is provided as "7.4 Attachment 4 – DD254"

5 Specific Tasks

5.1 Basic Services

The subject matter of the inquiries relates to the mission of CPE CBRND. Inquiries received for these programs will have distinct requirements for information/data entry, tracking, contractor responsibility for resolution as well as customer service and support. In general, the contractor will participate in the resolution of CPE CBRND related inquiries.



5.2 CPE CBRND Tier One Inquiries

These inquiries involve answering telephone calls, responding to e-mails, and taking caller information. For each inquiry, the contractor shall enter all relevant data into the IRC-IS, to include the customer's questions and profiles. The contractor shall then research the IRC-IS for similar inquiry history, verify the information is still accurate, provide a response to the customer via email, and close the ticket.

5.2.1 Key Performance Parameters for Tier One Inquiries

The contractor shall maintain an average response time of one (1) business day for Tier One inquiries. Response time is the difference between the date, time receiving the inquiry, and the date, time of the email response.

Inquiries shall be processed error-free at least 90% of the time.

Error free is defined as marking the inquiry with the correct category (See 7.3), subcategory, NSN, description, inquiry type

(intermediate or in-depth), free of grammatic and spelling errors and correct response attachment to ticket in the IRC -IS.

5.3 CPE CBRND Tier Two Inquiries

These types of inquiries involve answering telephone calls, responding to e-mails, and taking the caller information. For each inquiry, the contractor shall enter all relevant data into the IRC-IS, to include the customer's inquiry and profile. The contractor shall review the IRC-IS for similar inquiry history. For in-depth inquiries, there may not be sufficient historical information to answer the inquiry. The contractor may then conduct online research utilizing various systems and tools. If the contractor cannot find a resolution via conducting general research, the contractor shall then contact the appropriate SME and forward the inquiry to that SME. The contractor shall follow up with the SME as needed to ensure the SME responds in a timely manner and responds to the customer. The contractor then closes the ticket in the IRC-IS.

5.3.1 Key Performance Parameters for Tier Two Inquiries

The contractor shall ask for a response from the SME in three (3) business days.

The contractor shall ensure a response is provided to the customer within four business (4) hours of receiving a response from the SME at least 95% of the time over the course of each monthly PoP.

Inquiries shall be processed error-free at least 90% of the time.

Error free is defined as marking the inquiry with the correct category (See 7.3), subcategory, NSN, description, inquiry type (intermediate or in-depth), free of grammatic and spelling errors and correct response attachment to ticket in the IRC -IS.

5.4 Complete Government Mandated Training and Reporting

The government may implement new procedures, systems, policies, and procedures, which may add new training requirements. The contractor shall complete the training prior to due dates, and report on progress as requested by management. Examples in recent history include but are not limited to:

Roll out of EO13556 requiring CUI labeling. This changed the use of Unclassified, For Official Use Only (U//FOUO) to CUI.

The Secretary of Defense required all civilian and contractors to take additional OPSEC training.

6 Applicable Publications

The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures. This includes, but is not limited to the following:

6.1 Army Regulations, Publications, Manuals, and Local Policies and Procedures

The contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

For the most recent Army publications, visit https://armypubs.army.mil/ProductMaps/PubForm/AR.aspx

AR 25-1 – Army Information Technology

AR 25-2 – Army Cybersecurity

AR 25-55 – The Department of the Army Freedom of Information Act Program

AR 380-5 – Army Information Security Program

AR 380-49 - Industrial Security Program and National Industrial Security Program Operating Manual (NISPOM)

AR 381-12 - Threat Awareness and Reporting Program (TARP)

AR 530-1 - Operations Security

6.2 DoD Regulations, Publications, and Manuals

For the most recent DoD publications, visit https://www.esd.whs.mil/DD/

DoDM 5200.01 – DoD Information Security Program

DoDM 5400.07 – DoD Freedom of Information Act (FOIA)

DoDI 5200.48 Controlled Unclassified information

DoD 5220.22-M National Industrial Security Program Operating Manual

DoD 8570.01-M Information Assurance Workforce Improvement Program.

6.3 Local Procedures

Contract Personnel Termination Procedure – Refer to “7.5 Attachment 5 – Employee Termination Procedure”

7 Attachment / Technical Exhibit Listing

7.1 Attachment 1 – Performance Requirements Summary

Performance Objective	Standard	Performance Threshold	Method of Surveillance
PRS #1 CPE CBRND Intermediate inquiries – Average response time	PWS 5.2.1	One (1) day average response time	The COR shall use the "Average Response Time", after verifying the accuracy of the list using a random sample.
PRS#2 CPE CBRND Intermediate inquiry – Error free rate	PWS 5.2.1	90% or more error free	The government team lead will indicate which inquiries contained errors and annotate the error for the contractor, who will use this information to improve performance IAW the QCP. The COR will use this information to calculate the error-free rate for the monthly PoP. Errors are

			defined as spelling, grammar, accuracy of labeling inquiries and assigning categories to the inquiry.
PRS#3 CPE CBRND in-depth inquiry – SME follow up	PWS 5.3.1	Follow up email sent to SME to ensure response within 3 business days.	The COR shall use the "SME Days to Respond", after verifying the accuracy of the list using a random sample.
PRS#4 CPE CBRND in-depth inquiry – In-Depth Customer Response Rate	PWS 5.3.1	Respond to customer within 4 hours of receiving response from SME 90% of the time during the monthly PoP	The COR will use "In-Depth Response Rate (percentage)" after verifying the accuracy of the list using a random sample.

PRS#5 CPE CBRND in-depth inquiry – In-depth error free rate	PWS 5.3.1	Inquiries shall be processed error-free at least 90% of the time.	The government team lead will indicate which inquiries contained errors and annotate the error for the contractor, who will use this information to improve performance IAW the QCP. The COR will use this information to calculate the error-free rate for the monthly PoP.

Table 3 - Performance Requirements Summary

7.2 Attachment 2 – Deliverables Schedule

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
CPE CBRND Inquiry Call List PWS 5.2	Monthly, 1 week prior to Invoicing	1	Microsoft Excel retrieved from JACKs Monthly Reports	COR or ALTCOR

Personnel On-Boarding Artifacts PWS 7.3	At start for new contract personnel	1	All artifacts in 7.3 Attachment 3 – Personnel On-Boarding	COR or ALTCOR
AT/OPSEC and TARP Training Completion Report PWS 1.6.7.1.1 thru 1.6.7.1.25	At start for new contract personnel and each option year executed	1	One submission of all certificates on or before the due date	COR or ALTCOR
Training Completion Certificates PWS 5.4	On or before due date for completion of training	1	One submission of all certificates on or before the due date	COR or ALTCOR

Table 4 - Deliverables Schedule

7.3 Attachment 3 – Personnel On-Boarding

The contractor shall adhere to the Personnel On-Boarding requirements in the attached file “ADM_SEC_In-Processing-Contract.pdf”.

Should the procedure change, the government will provide new versions of the file to the contractor.

The government may replace this file with a version controlled online version in the future.

7.4 Attachment 4 – DD254

The contractor shall use the attached PDF file with the filename "IRC_PRE_SEC_DD254.pdf" and "IRC_PRE_SEC_DD254-Instructions.pdf" as required by this PWS.

7.5 Attachment 5 – Employee Termination Procedure

The contractor shall use the attached PDF file with the filename "ADM_SEC_DEVCOMCBCEmployeeTerminationProcedure.pdf" prior to terminating the employment of any of their employees, sub-contractor employees, or both.