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U.S. ARMY AVIATION AND MISSILE COMMAND SUPPLY CHAIN OPTIMIZATION SUPPORT PERFORMANCE WORK STATEMENT

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1 VISION STATEMENT

Deliver exceptional professional service support to the U.S. Army Aviation and Missiles Command (AMCOM) Logistics Center (ALC) Supply Chain Management Directorate (SCMD), ensuring supply availability and timely delivery of products and services to the warfighter.

1.1 Introduction

This contract provides innovative, efficient, and responsive supply availability (SA) service support to AMCOM ALC SCMD, including Class IX Non-Performance Based Logistics (PBL), B-64, and B17 Source of Supply (SOS) systems, to meet evolving mission requirements.

1.2 Mission

The contractor will support key AMCOM ALC SCMD supply chain functions, including forecasting, demand and supply planning, sourcing, operations management, inventory management, warehousing, logistics, distribution, advanced data analytics, and risk management, to achieve AMCOM's supply availability priorities.

1.3 Background

This Performance Work Statement (PWS) outlines the performance requirements for services that may be required by AMCOM ALC SCMD, both within the Continental United States (CONUS) and Outside the Continental United States (OCONUS).

1.4 Scope

Services under this PWS will support supply chain management operations at Fort Bliss, TX, and Redstone Arsenal, AL. The scope includes all tasks related to the management, operation, and oversight of supply support operations, logistics materiel management, and depot activities, collectively referred to as Centralized Distribution Activities (CDAs). The Government reserves the right to execute any or all requirements as needed.

1.5 Applicable Documents

All documents relevant to this contract are listed in the Document Summary List (DSL) in Appendix A of this PWS. The specific document versions identified in the DSL take precedence over any generic references cited elsewhere in the PWS.

2 GENERAL REQUIREMENTS

This section describes the general requirements for the Non-PBL, B64 Missile and B17 Aviation SOS systems under the SCMD portfolio.

2.1 Non-Inherently Governmental Functions

The contractor shall not perform inherently governmental functions as defined by the Federal Activities Inventory Reform (FAIR) Act, Federal Acquisition Regulation (FAR) Part 7.5, and Office of Federal Procurement Policy (OFPP) Policy Letter 11-01. Any

concerns regarding inherently governmental functions must be reported to the Contracting Officer (KO) immediately.

2.2 Non-Personal Services

This is a non-personal services contract. Contractor personnel are not subject to Government supervision or control as would be the case with Government employees. Any concerns about personal services must be reported to the KO.

2.3 Business Relations

The contractor shall coordinate all activities required to fulfill this PWS, ensuring timely issue identification, corrective action, proposal submission, and effective subcontractor management. Customer satisfaction and professional conduct are required at all times.

2.4 Technical and Proprietary Data Rights

The contractor shall not use limited or restricted rights data without KO approval and must protect proprietary or confidential data accessed during contract performance.

2.5 Contract Administration and Management

The contractor shall establish clear lines of authority, maintain continuity with corporate offices, and ensure effective contract and personnel administration. A single point of contact shall be designated for all Government interactions.

2.5.1 Hours of Operation and Overtime

The Contractor shall provide services during a standard 40-hour workweek at the location of supported operations, maintaining responsibility for determining daily duty hours necessary to meet all PWS requirements. In alignment with Federal Acquisition Regulation (FAR) 7.108, the Contractor may authorize situational remote work for extenuating circumstances, provided mission functions are executed without degradation; furthermore, the Contracting Officer's Representative (COR) may authorize situational off-site performance during inclement weather or facility closures for tasks that do not necessitate a physical presence. Any deviations from the established 40-hour schedule require prior written approval from the COR. Overtime may be authorized to support urgent, Government-approved supply chain and warehouse operations, such as asset handling or addressing sporadic bottlenecks, provided it does not exceed 46 hours per week or 92 hours per two-week pay period. All overtime must comply with the Contract Work Hours and Safety Standards Act (CWHSSA) and the Fair Labor Standards Act (FLSA), with compensation applied only to hours actually worked, excluding non-work hours such as paid holidays and leave.

2.5.2 Subcontract Management

The contractor is responsible for managing all subcontractor activities to ensure effective integration and performance in support of this requirement. The prime contractor must oversee work distribution to prevent any Organizational Conflict of Interest (OCI). Subcontractors may be added to the team with prior notification to the KO or COR.

2.5.3 Personnel Qualifications

The contractor shall employ qualified personnel with the necessary education, training, certifications, and experience to perform all tasks. The contractor is responsible for compliance with all applicable laws and regulations.

2.5.4 Operational Requirements

As an independent contractor and not an agent of the U.S. Government, the contractor shall provide all personnel, supplies, tools, materials, services, and other resources necessary to plan, analyze, establish, operate, and sustain fully mission-capable operations and activities for ALC SCMD weapon systems, except for items designated as Government Furnished Property (GFP) or those identified as incidental to the place of performance.

2.5.5 Project Management

The contractor shall manage all contract requirements and ensure compliance with applicable federal, state, and local laws in the execution of this PWS

2.5.5.1 Site Operations Management

The contractor shall manage receiving, warehousing, and distribution operations at Fort Bliss, TX, and provide supply chain management and analysis support at Redstone Arsenal, AL. This includes forecasting, demand planning, data analytics, and process improvement initiatives

2.5.5.2 Technical Service Support

The contractor shall provide AMCOM ALC SCMD with administrative graphics, illustration, and technical support for reviews, and analysis activities. This includes preparing briefing charts, presentations, poster boards, signage, catalogs, booklets, brochures, flyers, and business cards for supply chain-related meetings and conferences IAW CDRL A005. When in the Government's best interest, the contractor may also provide conferences, meetings, and work areas for official business.

Additionally, the contractor shall deliver specialized programmatic support for operational coordination, including program support services, oversight and evaluation, administrative management, planning, and metrics. This support encompasses records management, minute recording and distribution, appointment scheduling, conference room management, and supply requisition coordination. Other responsibilities include tasker tool management and consolidation, meeting and working group coordination, in/out processing of personnel, submitting LUMA role updates, and preparing documents in PDF and Microsoft Office formats. The contractor shall support established administrative policies, regulations, and practices, and maintain office publications and directives, ensuring they are current and updated as required.

2.5.5.3 Use of Government Supply Sources

With written authorization from the Contracting Officer (KO), the contractor may use Government Supply Sources to fulfill delivery orders under this contract and may purchase tools and equipment necessary to meet contract requirements. All such actions must comply with FAR 51.102 regarding the use of U.S. Government Supply Source contracts. The contractor shall prepare and deliver materials in accordance with CDRL A006.

2.5.6 Property Control and Government Property

The contractor shall maintain a property control system in accordance with FAR and DFARS requirements, serve as the primary hand receipt holder, and assist with inventories and audits of Government Furnished Property (GFP).

2.5.6.1 Property Control System

The contractor shall prepare and maintain IAW Federal Acquisition Regulation (FAR) 45.1 and DFARS 245.1 a complete property control system. As required by 252.245-7002, all Losses are to be reported via the loss tool via the Government Furnished Property (GFP) Module in Procurement Integrated Enterprise Environment (PIEE). The disposition of assets not on a post, camp, or station shall be dispositioned via the DFARS 252.245-7004 requirements. The contractor shall use as guides applicable portions of Army Regulation (AR) 725-50, Requisitioning, Receipt and Issue System, AR 735-5, Policies and Procedures for Property Accounting and Standard Finance System User.

2.5.6.2 Property Administration

The contractor shall serve as the primary hand receipt holder for all property on this contract, to include GFP and Contractor Acquired Property (CAP). The contractor shall prepare and implement a property system to optimize property control procedures in accordance with (IAW) Federal Acquisition Regulation (FAR) 52.245-1, with emphasis on sections (b) & (f). The contractor shall examine the levels of Government Furnished Property to determine the condition code. The contractor shall prepare detailed reports on inventory operations, stock levels, and adjustments. The contractor shall perform analysis to predict potential inventory problems. The contractor shall assist the Government with property accountability inventories and audits.

2.5.6.3 Stock Control and Locator System

The contractor shall establish and maintain a stock control and stock locator system on all Government property in its possession, and title and ownership to such stock control and stock locator system shall remain in and with the Government.

2.5.6.4 Government Furnished Property/Government Furnished Material

The Government may provide GFP/Government Furnished Materiel (GFM) to the contractor in support of AMCOM ALC SCMD activities when it is in the best interest of the Government. The contractor shall assist the Government with annual GFP/GFM

inventories and audits. The contractor shall prepare and deliver property reports IAW CDRL A013, CDRL A014, and CDRL A015.

2.5.6.5 Incidental Property

The Government may provide the contractor property that is incidental to the place of performance when the contract requires contractor personnel to be located on a Government site or installation, and when the property used by the contractor within the location remains accountable to the Government. Items considered incidental to the place of performance include office space, desks, chairs, telephones, computers, printers, copiers, and fax machines.

2.6 Travel Requirements

Travel may be required to fulfill contract requirements. All travel must be approved in advance by the Contracting Officer's Representative (COR) and comply with FAR Part 31.

2.7 Materiel Purchase Requirements

Consumable and non-consumable purchases are limited to $2,500 per transaction without COR approval. Purchases may not be split to circumvent this threshold. The contractor shall prepare and deliver the request IAW CDRL A006.

2.8 Contractor's Standard Operating Procedures

The contractor shall develop and deliver Contractor Standard Operating Procedures (CSOPs) to support daily operations. Each CSOP shall identify all major processes for each function, outline the coordination of responsibilities, and list all personnel involved. CSOPs shall be delivered in accordance with CDRL A007.

2.9 Facilities and Equipment

The Government will provide necessary facilities and equipment as incidental property. If Government facilities are unavailable, the contractor may lease commercial facilities with KO approval.

2.9.1 Government Owned Contractor Operated

The Government will provide the following facilities for contractor use solely to execute the requirements of this PWS:

- Building 722 Holbrook Road, Fort Bliss, TX 79916-5801
- Building 1116 Aleshire Road, Fort Bliss, TX 79916-5801
- Office space within the Sparkman Center, Redstone Arsenal, AL 35898

2.9.2 Lease of Facilities

If the Government is unable to provide suitable facilities, the contractor may be authorized to lease commercial facilities on a cost-reimbursable basis, with prior approval from the Contracting Officer (KO) on a case-by-case basis.

2.9.3 Ancillary Functions

The contractor shall perform all required ancillary functions, including safety, storage, material disposal, security, and maintenance housekeeping, in accordance with Public Law, local installation directives, and contract terms and conditions. For work conducted on a post, camp, or military installation, the contractor shall use the nearest Defense Logistics Agency Disposition Services (DLA-DS) facility for the disposal of excess material, property, scrap, hazardous waste, and items requiring demilitarization, as authorized by the Contracting Officer (KO).

2.10 Performance and Cost Report

The contractor shall prepare and submit performance and cost progress and status reports IAW CDRL A008.

2.11 Reporting and Problem Resolution

The contractor shall submit required performance and promptly notify the COR of any issues affecting contract performance.

3 PERFORMANCE REQUIREMENTS

The following section outlines the performance objectives and elements required for the AMCOM ALC Supply Chain Management Directorate in support of Non-PBL B64 and B17 Source of Supply (SOS) operations.

3.1 Supply Chain Management

The contractor shall be proficient in Army Working Capital Fund (AWCF) and Single Stock Fund (SSF) operations, and perform all supply chain management tasks, including inventory, requisition, material release, transportation, packaging, hazardous material management, and property book oversight. The contractor shall perform the full range of supply chain management tasks for weapon systems under this contract. These tasks include, but are not limited to:

- Wholesale and retail inventory operations
- Requisition and Materiel Release Order (MRO) processing
- Management of unserviceable items and materiel retrograde operations
- Requirements determination
- Line of balance reviews
- Transportation management
- Packaging management
- Hazardous material management
- Classified and sensitive material management
- Warehouse management
- Property book management and oversight
- Review and analysis of supply management operations
- Budget review and execution
- Contingency operations and mobilization support
- Logistics systems integration support

- Hardware and software engineering support
- Operation and maintenance of Logistics Modernization Programs (LMP)
- Use of Standard Army Management Information System (STAMIS)
- Controlled substitution (cannibalization) operations
- Army Total Package Fielding (TPF)
- Basis of Issue Plans (BOIPs)
- Spare parts analysis from a materiel management perspective
- Disposition of material and equipment, as directed by the KO, through the local Defense Logistics Agency Disposition Services (DLA-DS).

3.2 Technical Proficiencies

The contractor shall have the capability to operate standard Army network systems, including STAMIS, LMP, GCSS-Army, APAS, IGE/GTN, i3Log, and Material Trackers. The contractor must possess expertise in supply concepts, inventory management, and trend analysis, and be thoroughly familiar with the supply operations of AMCOM ALC SCMD-supported systems. The contractor shall analyze current supply operations and recommend improvements for greater efficiency. Additionally, the contractor must understand Army transformation initiatives and their impact on supply operations as part of the Objective or Future Force. The contractor shall effectively communicate technical inventory and supply information among users, HQ AMC, AMCOM, ALC, SCMD, PEOs, other Army Material Command (AMC) Life Cycle Management Commands (LCMCs), Defense Logistics Agency (DLA), other Department of War (DoW) services and agencies, DoW Disposition Service, Army DEPOTs, and Original Equipment Manufacturer (OEMs).

3.2.1 Logistics Analytics

The contractor shall provide specialized analytics focused on logistics and supply chain operations, utilizing data analytics techniques to optimize and enhance logistics processes (In Accordance With) IAW CDRL A004. Logistics analytics includes:

- Inventory management: Analyzing stock levels, turnover rates, and demand forecasting.
- Transportation management: Optimizing shipping routes, modes, and costs.
- Warehouse operations: Improving storage, picking, and packing efficiency.
- Order fulfillment: Monitoring order accuracy, lead times, and customer satisfaction.
- Supply chain visibility: Tracking goods, shipments, and assets in real time.
- Performance metrics: Measuring key logistics Key Performance Indicators (KPIs) such as on-time delivery, fill rate, and logistics costs.

3.2.2 Data Analytics

The contractor shall collect, process, and analyze data to extract meaningful insights, identify patterns, and support decision-making. Utilizing tools and technologies such as data mining, Artificial Intelligence (AI), machine learning, and data visualization, the contractor shall transform raw data into actionable information.

The contractor shall provide advanced data mining, statistical analysis, trend analysis, and causal analysis, serving as a technical lead to monitor and deliver monthly support for supply chain activities IAW CDRL A004. Responsibilities include preparing reports, correspondence, and other written materials in accordance with established regulations and guidelines and making recommendations on organizational matters affecting program support.

The contractor shall integrate multiple disciplines within an operations research team, translating analytical methods into practical applications for operational managers. Duties include implementing quality control methods, collecting and analyzing data for key enterprise metrics (such as Material Requirements Planning (MRP) adherence, forecast accuracy, supply availability, and excess inventory), and preparing and updating processes to support the use of analytic tools, procedures, and methodologies.

The contractor shall distill both structured and unstructured data into cohesive analytical products for functional business areas, support pattern analysis to develop recommendations for operational managers, and prepare reports and briefings to communicate courses of action to senior leadership. Data analytics may include:

- Descriptive analytics: Understanding historical data and what has happened
- Diagnostic analytics: Determining the causes of events
- Predictive analytics: Forecasting future trends or outcomes
- Prescriptive analytics: Recommending actions based on data analysis

3.2.3 Trend Analysis

The contractor shall continuously monitor and analyze supply, demand, receipt, and issue activities, using Army Regulation (AR) 725-50 and AR 710-2 as guidance. Trend analysis and status reports shall be prepared and submitted in accordance with CDRL A009.

3.2.4 Customer Satisfaction

The contractor shall monitor customer satisfaction and prepare and submit customer satisfaction reports in accordance with CDRL A010. To ensure comprehensive and actionable monitoring, the contractor shall select and implement appropriate methods, which may include:

- Distributing structured surveys to end users and stakeholders to gather feedback on service quality, responsiveness, and overall satisfaction.
- Conducting interviews or focus groups with key customers to obtain qualitative feedback and identify areas for improvement.
- Tracking and analyzing KPIs, such as response times, order accuracy, and issue resolution rates.

- Monitoring and analyzing customer complaints, service tickets, and issue logs to identify and address recurring issues.
- Holding regular review meetings with customer representatives to discuss performance and gather feedback.
- Conducting after-action reviews following major projects or deliveries to assess satisfaction and identify lessons learned.

3.2.5 Classified/Sensitive Materiel Management

The contractor shall control classified and sensitive material in accordance with, or exceeding, the guidelines specified in the applicable Weapon System Security Classification Guides Appendix G and H of this PWS. The contractor shall also comply with Army Regulation 190-13 and the DoW National Industrial Security Program Operating Manual (NISPOM) 5220.22-M for controlled access to classified Army operating systems and facilities.

3.2.6 Hazardous Materiel Management

The contractor shall ensure that trained and certified personnel are available onsite for hazardous material handling, packaging, and transportation. The contractor shall provide certification and evidence of completion for the Defense Packaging of Hazardous Material for Transportation Course and the Defense Hazardous Materials and Waste Generator Compliance Course.

3.3 Transportation Activities

The contractor shall ensure that trained and certified personnel are available onsite to perform transportation duties for Class IX repair parts and equipment. At least two individuals must provide evidence of completing the CONUS Freight Management Electronic Transportation Acquisition Training Course to serve as AMCOM Transportation Agents to the Transportation Officer. The contractor shall also assist with the shipment of managed or controlled items from other AMCOM agencies when authorized in writing by the COR. Radio Frequency Identification (RFID) shall be used in accordance with DFARS 211.275-2 and DFARS 252.211-7006

3.4 Operation of Equipment

The contractor shall operate Government Furnished Property (GFP), including forklifts, pickup trucks, stake bed trucks, warehouse material handling equipment (MHE), and other Government-owned or authorized military equipment in support of supply and maintenance activities. All personnel operating Government-owned equipment must be properly licensed in accordance with installation or post regulations and must comply with Occupational Safety and Health Administration (OSHA) requirements. At least two individuals shall hold a Class A Operator’s Permit, and at least three individuals shall hold a Class B or higher Operator’s Permit.

3.5 Materiel Release Order Processing

The following subsections detail the requirements for Materiel Release Order (MRO) processing. The contractor shall process MROs in accordance with AR 725-50, MILSTRIP, MILSTRAP, and MILSTAMP, and shall also process Stock Transport Orders (STOs) as required. The contractor shall obtain proper requisition documentation before issuing secondary items from stock and verify customer signature cards to ensure authorization for the receipt and turn-in of material.

3.5.1 MRO and Receipt Processing Standards

The contractor shall access, download, and deliver all MROs and STOs within one day of receipt, meeting the following minimum standards:

- Non-Mission Capable Supply (NMCS) requirements: within 4 hours of receipt
- Issue Priority Group (IPG) 1 MRO/STO: within 4 hours of receipt
- Office of Secretary of Defense (OSD) Joint Chiefs of Staff (JCS) project code requirements: within 4 hours of receipt
- IPG 02 and IPG 03 MRO/STO: no later than close of business on the day of receipt

The contractor shall use AR 725-50 as guidance and process all receipts in accordance with MILSTRIP and MILSTRAP procedures. All receipts, regardless of Document Identifier Code (DIC), shall be processed on the same day they are received, with the following minimum processing standards:

- DIC D4 and DIC D6: within 8 hours of receipt
- All other DICs: within 24 hours of receipt

3.5.2 Discrepant Shipments

The contractor shall process discrepant shipments in accordance with MILSTRIP and MILSTAMP regulations. Appropriate Supply Discrepancy Reports (SDRs) and Transportation Discrepancy Reports (TDRs) shall be submitted through the Army Electronic Product Support network or other applicable Government network. The contractor shall maintain a database of all SDRs and TDRs and initiate follow-ups until all reports are satisfactorily resolved.

3.5.3 Packaging

The contractor shall be responsible for packing and crating Class IX supply items. The commodity manager will provide the required Packaging Data Sheets. The contractor shall ensure all packaging and preservation of Army supplies and equipment comply with AR 700-15 and DA PAM 746-1.

3.5.4 Basic Care of Supplies in Storage

The contractor shall perform basic Care of Supplies in Storage (COSIS) functions to maintain stored inventory, including re-packaging, re-labeling, and conducting technical inspections to verify item condition.

3.6 Inventory Control and Warehouse Operations

The contractor shall manage inventory cycles, warehouse utilization, and denial rates, and process material turn-ins and receipts in accordance with Army regulations.

3.6.1 Inventory Cycles

The contractor shall use AR 740-26 as guidance for storage and supply activities physical inventory control. Each stock item shall undergo a physical inventory at least annually. Special inventories shall be conducted on the same day they are requested by the inventory manager

3.6.2 Warehouse Utilization

The contractor shall perform wholesale warehousing of inventory, optimize warehouse space utilization, and maintain inventory control and stock accountability. Efficient warehouse management practices, including proper stock rotation and adherence to the first-in, first-out (FIFO) principle, shall be implemented.

3.6.3 Warehouse Denial

The contractor shall use AR 740-26 procedures to track and report warehouse denials and adhere to established time standards. Denial rates must remain below 3 percent for all issues. Warehouse denial reports shall be prepared and submitted in accordance with CDRL A009.

3.6.4 Warehouse Workload History

The estimated yearly workload history for key warehouse functions is as follows:

- MRO/STO processing: 3,000 transactions
- Receipt processing: 2,000 transactions
- Automatic Return Item (ARI) processing: 500 transactions
- DLA-DS processing: 50 transactions
- Total Package Fielding (TPF) processing: 50 transactions
- Inventory: 4,000 lines
- Classified inventory: 100 lines

3.7 Materiel Turn-In Processing Standards

The contractor shall inspect and process serviceable materiel turn-ins in the appropriate accountable record within 4 hours of receipt. Unserviceable materiel turn-ins shall be inspected and processed within 8 hours of receipt. As part of ARI processing, the contractor shall inspect and document all unserviceable materiel, verify serviceability, identify missing parts, confirm NSN/part numbers, determine the source of repair, and track item disposition in accordance with MILSTRAP and MILSTAMP. Reports shall be prepared and submitted in accordance with CDRL A009.

3.8 Government Performance Objectives and Measures

The contractor shall allocate the necessary resources to meet the objectives and requirements of this PWS. Performance will be evaluated using the Performance

Standards, Acceptable Quality Levels (AQLs), and Monitoring Methods specified in the Performance Requirements Summary (PRS) matrix in Appendix D and E of this PWS. Performance incentives will be determined based on the Government's past performance assessment in accordance with FAR Part 42, and evaluations will be conducted in accordance with the Quality Assurance Surveillance Plan (QASP).

The Key Performance Objectives are:

- High Quality Technical Performance: Deliver accurate, timely, and reliable supply chain services and solutions.
- Resource Control: Efficiently manage labor, materials, and financial resources to meet mission requirements.
- Facilities, Equipment Accountability and Materiel Security: Safeguard and account for all Government Furnished Property (GFP) and equipment.

The Performance Measures/Metrics are:

- Local and Off-Post Materiel Release Order (MRO) Processing
- Receipt Process Standards
- Materiel Turn-In
- Customer Satisfaction
- Resources
- Warehouse Management

3.8.1 Standards

Performance objectives, standards, and Acceptable Quality Levels (AQLs) shall be implemented annually. The Government will conduct informal interim counseling sessions with the contractor at least quarterly to identify any performance not meeting AQLs and to provide the contractor with an opportunity to improve.

3.8.2 Performance Notification

The contractor will receive written notification of the Government's assessment of performance for each objective, including any instances where Acceptable Quality Levels (AQLs) were not met, as outlined in the Quality Assurance Surveillance Plan (QASP).

3.9 Quality Control Program

The contractor shall implement a Quality Control Program (QCP) to monitor and enhance service quality and shall submit a QCP Plan in accordance with CDRL A011.

4 SPECIAL REQUIREMENTS

The contractor shall comply with all security requirements, including personnel clearances, facility access, and handling of classified information. All contractor personnel must meet security clearance requirements and complete mandatory training, including information assurance, anti-terrorism, and operational security.

4.1 Security

Overarching security requirements and contractor access to classified information shall be as specified in the basic DD Form 254. All contractor personnel with access to unclassified information systems, including e-mail, shall have at a minimum a favorable Tier 1 investigation. The contractor shall sign a Contractor Visitor Group Security Agreement to protect classified information involved in performance under this contract.

The Agreement will outline responsibilities in the following areas: Contractor security supervision; Standard Practice Procedures; access, accountability, storage, and transmission of classified material; marking requirements; security education; personnel security clearances; reports; security checks; security guidance; emergency protection; protection of Government resources; DD Forms 254; periodic security reviews; and other responsibilities.

4.2 Security Requirements

The contractor shall provide security to a level necessary to meet the requirements of the tasks requested Appendix G of this PWS. The contractor's work effort shall not be above the level of SECRET. All contract and subcontract personnel shall retain a SECRET level clearance for the duration of the contract. The contractor shall comply with the appropriate security classification guides listed in Appendix H of this PWS. The contractor shall ensure that each individual authorized access to the Army/DoW information management system possesses an appropriate clearance. Individuals afforded access to wholesale and retail management information systems, LMP, Defense Property Accountability System (DPAS), GCSS-A, or STAMIS shall be required to have a background check on file. Key positions, as identified by the Government, shall be required to have a Tier 3 investigation and security clearance on file as prescribed by Contract Security Classification Specification Appendix G of this PWS.

4.2.1 Identification Media

The contractor and all associated sub-contractor employees shall clearly display the prescribed identification at all times while they are working within Government facilities and performing official duties in execution of contract requirements. All employees requiring access to a Government information system and require Government facility access to perform official duties shall coordinate with their Government sponsor and initiate an application through the MP ICAM Portal to obtain a common access card (CAC). The MP ICAM website is https://mpartnerspnrweb.dmdc.osd.mil/mpartnerspnrweb/app/

4.2.2 Access and General Protection/Security Policy and Procedures

Contractor and all subcontractor employees shall provide all information required for background checks to meet installation access requirements, to be accomplished by the installation Provost Marshall Office, Director of Emergency Services, and/or Security

Office. Contractor workforce must comply with all personal identity verification requirements per FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, as directed by DoW, HQDS, and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation changes, the Government may require changes in contractor security matters or processes.

4.2.3 Access to DoW Facilities or Installations without a Common Access Card

Contractor and all associated subcontractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (Army Directive 2014-05/AR 190-13), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative); or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations.

4.2.4 Common Access Card Issuance

Before Common Access Card (CAC) issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an equivalent or higher investigation in accordance with Army Directive 2014-05. The contractor employee will be issued a CAC only if duties involve one of the following:

(1) Both physical access to a DoW facility and access, via logon, to DoW networks on-site or remotely;

(2) remote access, via logon, to a DoW network using DoW-approved remote access procedures; or

(3) physical access to multiple DoW facilities or multiple non-DoW federally controlled facilities on behalf of the DoW on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management.

4.2.5 Handling or Access to Classified Information

The contractor shall comply with FAR 52.204-2, Security Requirement (Mar 2021).

(a) This clause applies to the extent that this contract involves access to information classified "Confidential," "Secret," or "Top Secret."

(b) The Contractor shall comply with

(1) The Security Agreement DD Form441), including the National Industrial Security Program Operating Manual (32 CFR part 117); and

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(c) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(d) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

4.2.6 Controlled Unclassified Information

The contractor and all associated sub-contractor employees shall comply with DFARS clause 252.204-7012, and NIST 800-171. The contractor shall maintain an adequate NIST SP 800-171 summary assessment score within the Supplier Performance Risk System (within PIEE). If the score doesn't show a medium- or high-level assessment with a score of 110 or better (as described in the "NIST SP 800-171 DoW Assessment Methodology"), the contractor shall provide a "system security plan" and "plan of action" for NIST SP 800-171 verification and assurance by Army security officials.

4.2.7 Personnel Security Clearances

The contractor and all associated sub-contractor employees shall possess at a minimum an interim security clearance equal to or greater than that to which access is afforded. Each employee’s Defense Information Security System (DISS) record shall reflect each person as having both eligibility and access to classified information at the appropriate level of classified information for the task involved, prior to performing work and charging labor in support of this contract.

4.2.8 Personnel Security

The contractor shall ensure that personnel authorized access to classified materiel possess a security clearance equal to or greater than that to which access is afforded. The contractor shall ensure that each individual authorized access to U.S. Government information systems possess an appropriate clearance or Tier 3 investigation, as appropriate. Key positions, as identified by the Government, shall be required to have a security clearance on file as proscribed by DD Form 254, Contract Security Classification Specification Appendix G of this PWS.

4.2.9 Classified Hardware

Items that retain classified information, residual or active, shall not be removed from the secured area for maintenance or shipment until it is certified by the Government as

cleared of all classified information. Those items that cannot be certified as being free of classified information shall be disposed of IAW the prescribed method for the destruction of classified material/equipment.

4.2.10 Specific Security Requirements
Specific clearances and security requirements are stated in the DD 254. Unless otherwise specified, the Government will provide storage space for all classified materials that the contractor is required to access to perform assigned duties. The contractor shall comply with AR 380-5, AR 25-2, AR 530-1, AR 380-40, AR 380-10, DoWD 5220.22-M, NISPOM, and supplements thereto. The contractor shall comply with installation security regulations. Access to these regulations will be made available by the requiring element at the work site upon award of contract.

4.3 Mandatory Training Requirements
The contractor shall complete all U.S. Government mandatory training. The following subsections specify requirements for mandatory training.

4.3.1 Army Training Certification Tracking System (ATCTS)
All contractor employees with access to a government information system must be registered in the Army Training Certification Tracking System (ATCTS) at commencement of services and must successfully complete the DoW Information Assurance Awareness prior to receiving access to the Information System (IS) and then annually thereafter.

4.3.2 Information Assurance (IA)/Information Technology (IT) Training
All contractor employees and associated sub-contractor employees shall complete the DoW IA awareness training before issuance of Government network access and annually thereafter. All contractor employees working in IA/IT functions shall comply with DoW and Army training requirements in DoW 8570.01, DoW 8570.01-M, and AR 25-2 within six months of employment.

4.3.3 Anti-Terrorism (AT) Level 1 Training
All contractor employees, to include subcontractor employees, requiring access to Army controlled area, facility, or installation, shall complete AT Level I Awareness training within 30 calendar days, after the contract start date or effective date of incorporation of this requirement into the contact; whichever is applicable. The contractor shall submit certificates of completion for each affected employee, to the COR or the Contracting Officer, if a COR is not assigned, within 30 calendars days after completion of training by all personnel. AT Level I Awareness Training is available at the following website: http://jko.jten.mil

4.3.4 Anti-Terrorism (AT) Awareness Training for Contractor Personnel Traveling Overseas

All contractor employees, to include subcontractor employees required to travel overseas shall complete AT Awareness training when traveling overseas IAW AR 525-13. In addition to AT Level I Training, and prior to travel, contractor employees traveling overseas will receive an area of responsibility specific AT Awareness briefing.

4.3.5 iWATCH Training

The contractor and all associated sub-contractors shall brief all employees on the local iWATCH Army program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and/or within 30 calendar days of new employees commencing performance. Results will be reported to the COR within 30 calendar days. iWARCH Army Training can be found at: https://www.dvidshub.net/feature/iWATCHArmy2023 and/or https://api.army.mil/e2/c/downloads/2024/08/07/aedc9d84/iwatch-army-brochure-ds-cruz-generic-2019-pages-webq.pdf.

4.3.6 Operational Security (OPSEC) Awareness Training

Per AR 530-1, Operations Security, the contractor employees must complete OPSEC Level I Awareness Training within 30 days of contract award and annually thereafter. New employees must complete the training within 30 calendar days after their start date and annually thereafter.

4.3.7 Counterintelligence Awareness and Reporting (CIAR) Training

Counterintelligence Awareness and Reporting (CIAR) Training - (formerly known as TARP) IAW AR 381-12, CIAR, Chapter 3, para 2a-b. Counterintelligence Awareness and Reporting Education. DA personnel will complete CIAR training within 30 days of assignment or employment to an organization, and every 12 months thereafter pursuant to DoW 5240.06. AR 381-12 defines Department of the Army personnel as persons employed by the Army, to include all military, civilian, contractors, and foreign nationals. To satisfy Army annual training requirements, DA personnel will complete “Counterintelligence Awareness and Reporting for DoW Employees” – CI116.16, located at: https://www.cdse.edu/.

4.4 Contractors Authorized to Accompany the Forces Deployed outside United States

All U.S. Contractor Personnel Authorized to Accompany U.S. Armed Forces Deployed outside the U.S., shall follow DFARS Clause 252.225-7040, when contractor personnel accompany U.S. Armed Forces deployed outside the U.S. in contingency operations, humanitarian or peacekeeping operations, or other military operations or exercises, when designated by the combatant commander.

4.5 Contractors Performing or Delivery in a Foreign Country

All contractor employees and associated sub-contractor employees that are required to provide performance or delivery in a foreign country for both contingencies and non-contingency support shall follow the requirements listed in DFARS Clause 252.225-7043's key AT requirement is for non-local national contractor personnel to comply with theater clearance requirements and allows the combatant commander to exercise oversight to ensure the contractor compliance with combatant commander and subordinate task force commander policies and directives.

4.6 Information Management

The contractor shall provide an Information Management Officer (IMO) and manage all information systems and communications in accordance with Army and DoW policies.

4.7 Automatic Data Processing (ADP)

The contractor shall perform ADP problem determination functions to include pick-up, delivery, and replacement of hardware.

4.8 System Design and Operation

The contractor shall perform systems analysis and design, systems engineering and administration, security requirements and control and other operational, administrative, and tasks associated with information management.

4.9 Communications

The following subsections specify requirements for communications.

4.9.1 Communications Network

The contractor shall operate and maintain a communications network and data link to transmit daily data activity requirements IAW the PWS and in support of contingency/deployment operations to AMCOM (AMAM-LS).

4.9.2 CONUS Communications

The contractor shall provide cellular phone or BlackBerry devices to personnel in key positions, as identified by the Government, with the capability to send and receive normal digital text and email messages, with connectivity ability for all 50 states. In the absence of key personnel, their alternates shall be identified to the COR; cellular phones shall be provided to these alternates. The contractor shall receive approval from the COR for additional personnel. All cellular phones and BlackBerry devices shall be used for official use and controlled unclassified information (CUI) only and are subject to audit.

4.9.3 OCONUS Communications

The contractor shall provide in-theater communication to include cellular phones for each personnel type and quantities stated in this work statement to support in-theater operations only. Communications to CONUS must use Government-furnished Defense

System Network capability. All cellular phones shall be used for official use and CUI only and are subject to audit.

4.9.4 Data Transmissions
Data transmission from CONUS and OCONUS sites to the contractor's corporate office shall be accomplished using Government-furnished Local Area Network connections, internet connections, or a combination of both mediums. The contractor shall have the capability and computer systems software and hardware to provide restricted discriminatory access to ALC information vaults including servers, firewall protection, and 128-bit encryption as appropriate to protect and allocate information to users with varying requirements and privileges.

4.10 Safety
The contractor shall establish a comprehensive safety program and appoint a Contractor Safety Officer (CSO).

4.11 Accident and Incident Notification and Investigation
The contractor shall maintain records of all accidents, incidents, and property damage. In the event of an accident, incident, or safety hazard, the contractor shall immediately notify the appropriate local authorities and inform the COR within 24 hours. If a mishap results in property damage or personnel injury, the contractor shall promptly secure the scene without disturbing evidence needed for investigation. The contractor shall take appropriate corrective actions following any accident, incident, or safety hazard.

4.12 Physical Security and Facility Access
The following subsections specify requirements for Physical Security and Facilities Access.

4.12.1 Physical Security and Facilities Access
The contractor shall establish and maintain a Physical Security Plan. The contractor shall implement this plan in each Government-owned/contractor-operated (GO/CO) facility operating under this PWS to prevent unauthorized access, vandalism, pilferage, and larceny; and to provide internal safeguards for the security of GFP and CAP in the possession of the contractor for the performance of required services. The contractor may use AR 190-13 to develop this plan. The program shall include a Key Control Plan.

4.12.2 Physical Security Officer and Facility Security Officer
The contractor shall appoint a Physical Security Officer (PSO) and a Facility Security Officer (FSO). The designation of the PSO and the FSO shall be provided to the COR within 5 days from the date of award. Future changes shall be provided in writing to the COR within 3 days of the change.

4.12.3 Cybersecurity
The Contractor shall adhere to cybersecurity regulations and policies including the National Security Act; Clinger-Cohen Act; Federal Information Security Management Act

(FISMA); AR 25-1 Army Information Technology; AR 25-2 Army Cybersecurity; Any applicable DoW 8500 series Directives and/or Instructions and their associated references (Cyber security); National Institute of Standards and Technology (NIST) SP 800 series Special Publications (SP) and their associated references; CNSSI No. 1253 Security Categorization and Control Selection for National Security Systems; Chairman of the Joint Chiefs of Staff Instruction (CJCSI) and Chairman of the Joint Chiefs of Staff Manual (CJCSM) 6000 Series; National Security Agency (NSA) Guides; Defense Information System Agency (DISA) Security Technical Implementation Guides (STIGs).

All authorized and privileged users, including those employed in Cyberspace and Information Technology positions, must be registered and monitored in the current cybersecurity tracking tool.

- Authorized Users: Personnel requiring general computer skills and baseline cybersecurity knowledge.
- Core Cyber DoW Cyberspace Workforce Framework (DCWF): Personnel responsible for designing, developing, operating, maintaining, and defending Army networks and systems.

All contractor and subcontractor privileged and general users requiring network/system access must complete the Cybersecurity Awareness Training prior to access and ensure training is refreshed annually.

All contractor and subcontractor employees performing 8140 cybersecurity workforce functions, as defined by DoWD 8140.01, DoWM 8140.03, and DFARS 252.239.7001, must obtain Foundational qualification prior to contract award.

The Department begun incorporating CMMC assessment requirements in applicable procurements on November 10, 2025, and when the revised Defense Federal Acquisition Regulation Supplement (DFARS) clause 252.204-7021 became effective. For further information on the Department's phased implementation plan, please see 32 Code of Federal Regulations (CFR) 170.3(e).”

4.12.4 Wide Area Workflow (WAWF) Invoicing
The contractor shall submit contractor invoices in the payment app identified as WAWF in the Procurement Integrated Enterprise Environment (PIEE) database located at https://piee.eb.mil/piee-landing/.

4.13 Transition
The contractor shall ensure a seamless transition-in and transition-out process, coordinating with outgoing or incoming contractors as required.

4.13.1 Transition-In Effort
To minimize productivity loss and prevent negative impacts on services, the contractor shall ensure personnel are available during transition-in and transition-out periods. During transition-in, the contractor shall become familiar with all performance

requirements to begin full service on the contract start date. A Transition-In Plan detailing the strategy to accomplish all PWS tasks within 30 days of award shall be submitted in accordance with CDRL A016. The transition-in period begins immediately upon contract award and must be completed within 30 days. This process is part of the operations effort and applies only if the incumbent contractor is not awarded the subsequent contract.

4.13.1.1 Transition-In Period

The contractor shall coordinate with the outgoing contractor for up to 30 working days after contract award to ensure a smooth and uninterrupted transition of required performance levels. The goal is to maintain all customer services, both wholesale and retail, without disruption. The incoming contractor shall establish and maintain effective communication with the outgoing contractor and Government personnel during the transition-in and transition-out periods through weekly electronic status meetings.

4.13.1.2 Transition-In Activities

During the transition-in period, the Government will provide the contractor with written descriptions and procedures for ongoing or recurring activities, such as issue/receipt processing, ARI processing. The contractor is responsible for collecting, integrating, and reporting all subcontracting information. The contractor shall outline its approach for coordinating with the incumbent contractor and/or Government personnel to ensure effective knowledge transfer in the following areas:

- Project management processes
- Points of contact
- Location of technical and project management documentation, including inventory and work history databases
- Status of ongoing technical initiatives
- Knowledge transfer
- Contractor-to-contractor coordination for a seamless transition
- Transition of key personnel
- Schedules and milestones
- Actions required by the Government

4.13.1.3 Transition-In Documentation Access

Access to applicable documentation will be provided by the COR to the contractor during the Transition-In period.

4.13.1.4 Transition-In Security Requirements

The contractor shall complete all required documentation and security checks to obtain security clearances for processing and handling classified stocks. The contractor shall also complete all necessary steps to establish passwords/access for standard operating systems.

4.13.2 Transition-Out Effort

This process is part of the operations effort and applies only if the incumbent contractor is not awarded the follow-on contract. The incumbent contractor shall provide transition information and coordination to the incoming contractor as described below, to minimize productivity loss and prevent negative impacts on services.

4.13.2.1 Transition-Out Period

The incumbent contractor shall coordinate with the incoming contractor during a transition-in period of up to 30 working days following contract award. The Government will provide any additional workspace required during this period.

4.13.2.2 Transition-Out Activities

The incumbent contractor shall provide the COR with detailed written instructions and procedures for ongoing or recurring activities that require continued oversight during the transition-out period. This information shall be delivered in accordance with CDRL A012. The contractor is responsible for collecting, integrating, and reporting all subcontracting information, and shall outline its approach for coordinating with the incoming contractor and/or Government personnel to transfer knowledge in the following areas:

- Project management processes
- Points of contact
- Location of technical and project management documentation, including inventory and work history databases
- Status of ongoing technical initiatives
- Knowledge transfer
- Contractor-to-contractor coordination for a seamless transition
- Transition of key personnel
- Schedules and milestones
- Actions required by the Government

4.13.2.3 Transition-Out Documentation Access

The incumbent contractor shall return all applicable documentation, including Government-furnished manuals and operating procedures listed in Appendix I of this PWS, as well as all required passwords for Government-furnished programs, to the COR during the final 20 working days of the contract. No further changes to these passwords shall be made without notifying the COR

4.13.2.4 Transition-Out Criteria

Transition-out applies only if the incumbent contractor is not awarded the follow-on contract. The outgoing contractor shall establish and maintain effective communication with the incoming contractor and Government personnel during the transition-in and transition-out periods through weekly electronic status meetings.

4.14 Service Contract Reporting

The contractor shall report manpower data under applicable service contracts in the Service Contract Reporting (SCR) section of the System for Award Management (SAM) (http://sam.gov) to support the requirements of title 10, U.S.C, section 235 and 2330a. The contractor shall be registered in SAM, and the user responsible for reporting shall have an individual user account with the Service Contract Inventory (SCI) Reporter user role to access reporting functionality. The contractor shall manage their own roles in SAM. The contractor shall have at least one user with the Entity Administrator role; these users are able to assign the SCI Reporter role to other users in their organization.

The contractor may use DoW Guidebook for Service Contract Reporting in the SAM, available on the DoW Procurement Toolbox at https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-scr. This Guidebook is designed for both DoW users and contractors. GSA has also posted additional guidance such as quick start guides, informational videos, and frequently asked questions, go to https://sam.gov and search the “HELP” section. Also, reference the SAM Federal User Guide available in the “HELP” section for comprehensive instructions on navigating SAM. Should contractors have issues using SAM, they should contact the Federal Service Desk at https://www.fsd.gov.

4.15 Earned Value Management, (Option)

The contractor shall establish, maintain, and use an integrated performance management system. Central to this integrated system shall be an Earned Value Management System (EVMS) IAW Defense Federal Acquisition Regulation Supplement (DFARS) 252.234-7001, DFARS 252.234-7002, and the EVMS guidelines contained in the ANSI/EIA-748 for cost or incentive contracts and agreements valued at or greater than $20M and 12 months or greater in duration. The contractor shall have a validated EVMS system which complies with ANSI/EIA-748 for cost or incentive contracts and agreements valued at or greater than $50M. The contractor shall have an EVMS system, no validation required, which complies with ANSI/EIA-748 for cost or incentive contracts and agreements valued at or greater than $20M but less than $50M. The contractor shall prepare the following reports for cost or incentive contracts and agreements which are at or greater than $20M and 12 months or greater in duration.

- a common base Contract Work Breakdown Structure (CWBS) and CWBS Dictionary IAW CDRL A001 and MIL-STD-881 and shall be maintained/updated during contract execution.
- an Integrated Program Management Report (IPMR) IAW CDRL A002.
- a Contract Funds Status Report (CFSR) IAW CDRL A003.

The contractor shall flow down EVMS and reporting requirements to subcontractors who meet the EVMS reporting thresholds. For efforts meeting EVMS threshold, the contractor shall prepare for and support an Integrated Baseline Review (IBR) to be conducted within 6 months after contract award or when authorization to proceed has

been given by the KO. However, because the IBR is a continual process, an IBR may be conducted after major baseline changes.

5 SERVICE SUPPORT SURGE, (OPTION)

Upon written authorization, the contractor shall provide surge support, including programmatic management, data analysis, and additional labor as required. All surge activities must comply with the same standards and requirements as the base contract.

6 RELATED DOCUMENTS

The following is a list of appendices to this PWS.

- APPENDIX A: Document Summary List
- APPENDIX B: Contract Data Requirements List
- APPENDIX C: Labor Category Description-Qualifications
- APPENDIX D: Performance Requirement Summary
- APPENDIX E: Quality Assurance Surveillance Plan
- APPENDIX F: Government Furnished Property
- APPENDIX G: DD Form 254
- APPENDIX H: Security Classification Guides
- APPENDIX I: Standard Operating Instructions