

USAFA COMMUNICATION SUPPORT SERVICES
PERFORMANCE WORK STATEMENT

DRAFT

Rev. 1



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1.0 GENERAL INFORMATION

1.1 Scope of Work. The scope of work under this task order is to provide the United States Air Force Academy (USAFA) with Communications Support Services to support the USAFA Mission which is to prepare the next generation of Air Force (AF) leaders. Services include telecommunications, network operation and support, information assurance, Polaris Hall AV support, routine information technology, equipment maintenance/repair and other related services for over 9,000 USAFA personnel and tenant organizations. Place of performance is USAFA, CO 80840.

1.2 PWS Organization. Section 1.0 General Information provides information which applies to all sections of this PWS and Attachments. Section 2.0 Description of Services provides specific requirements applicable to each specific organizational and/or functional requirement. Section 3.0, Services Summary (SS), includes service summary items for all requirements.

1.3 The Contractor shall interface with USAFA agencies and Contractors in performance of the PWS requirements.

1.4 Contractor Responsibilities/Support. The Contractor shall:

1.4.1. The Contractor shall provide all supervision, personnel, equipment, tools, materials, vehicles, software necessary to perform all tasks and functions as defined in this performance work statement (PWS) and its Attachments.

1.4.2. Be the single point of contact for all PWS requirements.

1.4.3. Provide support to USAFA personnel and sponsored events outside the USAFA area as specified in specific section 2 paragraphs and in accordance with travel reimbursement policies specified in paragraph 1.36.

1.4.4. Ensure all subcontractor performance meets the requirements of this PWS.

1.5. USAFA Critical Activities. Critical activities are identified in Appendix 7, Critical Activities List. They are recurring, special interest, high visibility activities that require heightened management awareness and support. Contractor personnel shall:

1.5.1. Attend planning meetings as required by the Contracting Officer Representative (COR) in support of critical activities.

1.5.2. Provide Subject Matter Expertise in support of the Section 2.0 requirements

1.5.3. Provide after action reports on capabilities and issues as they relate to Section 2.0 requirements.

1.6. Guidance/Instruction Changes. The Contractor shall notify the Government immediately of all guidance and instruction changes affecting the PWS requirements.

1.7. For Official Use Only (FOUO) Material. The Contractor shall immediately notify the COR of any unauthorized access to FOUO information/materials and fully cooperate with any investigation. Contractor shall comply with DoD 5200.01, Volume 4, and Enclosure 3 DoD Information Security Program: Controlled Unclassified Information requirements.

1.8. Base Civil Engineering Work Requests. Contractor shall obtain a Base Civil Engineering Work Clearance Request, USAFA Form 144, and/or an AF Form 332 (USAFA Form 144 throughout this PWS), prior to any trenching, digging, or facility work. Trenching, excavation, confined spaces entr

1.9. y, confined spaces atmospheric testing/forced air ventilation. Marking and barricading of open

trenches shall be performed in accordance with (IAW) Occupational Safety and Health Act (OSHA) standards, USAFA Environmental Specifications, and other provisions of this contract (see Appendix 6).

1.10. Contractor Generated Information.

- 1.10.1. All information generated and maintained under this contract, to include Government-furnished information
- 1.10.2. , shall be available for Government review upon request.
- 1.10.3. The Contractor concurs that any information collected as a result of efforts under the task order is the property of the US Government and shall not be released either formally or informally without the consent of the Government.
- 1.10.4. Any Contractor produced documentation that could be considered Government official records shall be maintained IAW AFI 33-322, *Records Management Program* paragraph 1.1, 5, and the AF Records Management System.
- 1.10.5. The Contractor shall designate, in coordination with the Government COR, a Functional Area Records Manager (FARM) and work center Record Custodians (RC) to maintain Contractor generated Government records IAW AFI 33-322 paragraphs 6.5 and/or 6.6. A notice of these designations shall be submitted to the COR IAW Attachment 12 Contract Data Requirements List (CDRL) A001.

1.11. Core Hours of Operation. USAFA core operating hours are generally Monday through Friday, 0730-1630, unless different hours are specified in section 2.0 Description of Services.

1.11.1. Federal Holidays. The following Federal Holidays are observed by this installation, but may not always be observed by the Contractor due to mission requirements.

- a. New Year's Day, January 1st or the Friday preceding or Monday following
- b. Martin Luther King's Birthday, 3rd Monday in January
- c. President's Day, 3rd Monday in February Memorial Day, Last Monday in May
- d. Independence Day, July 4th or the Friday preceding or Monday following
- e. Labor Day, 1st Monday in September
- f. Columbus Day, 2nd Monday in October
- g. Veteran's Day, November 11th or the Friday preceding or Monday following
- h. Thanksgiving Day, 4th Thursday in November
- i. Christmas Day, December 25th or the Friday preceding or Monday following

1.10.2 Adverse Weather Conditions. The Contractor shall continue to PWS requirements that have not been cancelled due to adverse weather conditions. Delayed-reporting or early release (for Government employees) does not constitute cancellation of requirements or relieve the Contractor of PWS performance. The Contractor shall coordinate with the COR to confirm service requirement during adverse weather conditions.

1.12. Contractor Liability. The Contractor shall maintain insurance during the entire performance period in accordance with contract clauses. The Contractor shall submit a written insurance certification IAW Exhibit A CDRL A002

1.13. Performance of Services during an Emergency/Crisis. If a crisis is declared, the Contracting Officer (CO) or COR will notify the Contractor by any means of communication available. Some services under this task order shall be provided during an emergency/crisis. Only costs incurred for essential services performed during a crisis will be paid. Services to be performed during a crisis are specifically referenced in Appendix 8. Submit the Contingency Plan IAW Exhibit A CDRL A003. For services that are required, the Contractor shall:

- a. Establish and maintain a complete contingency plan that shall ensure continuation of identified

services during periods of crisis IAW Defense Federal Acquisition Regulations (DFARS) clause 252.237-7023.

- b. Provide the contingency plan no later than 60 days after contract award, which the Government will review and accept the plan or return the plan to the Contractor with requests for corrections or changes within 30 days of receipt.
- c. Ensure Contractor personnel report to the normal place(s) of performance the next business day after the crisis has been declared over, unless requested by the Government to report the same day as notified.

1.13. **Contractor Transition.** The Contractor shall accomplish phase-in and phase-out as indicated in the following sub-paragraphs.

1.13.1. **Phase-in Transition Period.** If a phase-in transition period is implemented, following award the Contractor shall be allowed access to the facilities to familiarize supervisors, key personnel and staff with equipment, reporting, work scheduling and procedures.

The day after the transition period ends the Contractor shall perform all PWS requirements.

1.13.2. **Transition Plan Changes.** Any changes to the transition plan after award and before the full assumption date shall be submitted to the CO for acceptance. Either the Contractor or Government may suggest changes.

1.13.3. **Phase-out Transition Period.** If a phase-in transition period is implemented, the Contractor shall:

- a. Provide familiarization to any follow-on Contractor or Government personnel if services revert to the Government.
- b. Perform all PWS requirements during the phase-out familiarization period. The Government reserves the right to conduct site visits in all Contractor-operated facilities in conjunction with a solicitation of offers for a follow-on contract, or Government assumption of services.
- c. Interface and fully cooperate with other Contractors and Government personnel. The incoming Contractor shall be permitted to post a recruitment notice in each facility. The incumbent shall not prevent the incoming Contractor from contacting its employees.

1.14. **Work Environment.** USAFA missions are frequently interrupted by base exercises or actual ongoing base security events. The Contractor is required to participate in all exercises.

1.15. **Quality Control Plan.** The Contractor shall establish and maintain a complete written Quality Control Plan (QCP) to ensure the requirements of the contract are provided as specified. Submit the QCP to the CO IAW Exhibit A CDRL A004. The QCP shall remain in effect during the term of the contract (including any option periods, if exercised). The quality control plan shall at minimum address compliance in the areas identified in 3. Services Summary (SS). The QCP shall also include the methods that the Contractor shall utilize to ensure that their internal quality control is established and followed so that each of the requirements of the PWS are met. At a minimum, the QCP shall contain the following:

1.15.1. The Contractor shall develop and maintain a QCP inspection plan that encompasses all functions of the contract.

1.15.2. The Contractor shall develop and maintain a QCP ensuring the Governments interests are protected. Personnel performing the QC function shall have sufficient, well-defined responsibility, authority, and the organizational freedom to identify and evaluate quality problems and to initiate, recommend, or provide solutions.

1.15.3. The Contractor shall maintain adequate records of all audits and inspections. QA records shall indicate the nature and number of observations made, number and type of deficiencies found and

the nature of corrective action taken as appropriate.

- 1.15.4. Quality Status Reports (QSR) shall be generated on a monthly basis by the contractor. Details of audits and inspections accomplished, significant deficiencies noted, trend analysis of contractor's performance and current status of all issues yet to be resolved shall be provided. QSRs shall be distributed monthly to the Contractor's program management and Government representatives concurrently. At a minimum, the QSRs shall include metrics which verify whether the performance standards in the Service Summary have been met.
- 1.15.5. The contractor's QC function shall ensure that timely and effective corrective action is obtained for all deficiencies identified by the Government. All deficiency responses shall include identification of the cause of the deficiency to preclude recurrence and an analysis of the quality program's effectiveness in the area of the deficiency.
- 1.15.6. The contractor's QC function shall develop and maintain a training program designed to provide all Contractor personnel are clearly aware of the contractual requirements and are current with any changes throughout the life of the contract.
- 1.15.7. The Contractor shall notify the on-site C in writing of any changes to their Quality Control Plan. The contractor shall make revisions at no additional cost to the Government.
- 1.16. **Customer Feedback Process.** Customer feedback is an important gauge of the Contractor's performance. The Contractor shall make available a customer feedback process that is available to the Government for review.
- 1.17. **Contractor Personnel.** The Contractor shall be solely responsible for ensuring that sufficient personnel are assigned to this contract and that all personnel are experienced and qualified to perform the services listed in this PWS. All Contractor employees shall be able to understand, read, write, and speak the English language.
 - 1.17.1. **Availability.** During core operating hours, the program manager or alternate shall be available within one (1) hour to meet on the installation with Government personnel to discuss important program issues. Outside of core operating hours, the manager or alternate shall be available by phone to support coordination of services.
 - 1.17.2. **Key Personnel.** The Contractor shall submit a listing of the names and phone numbers of all management and supervisory personnel IAW Exhibit a CDRL A006.
 - 1.17.3. **Contractor Personnel Identification.** Contractor employees shall wear a Government issued badge at all times to identify themselves as a contractor. Contractor employees shall identify themselves as being a contractor when attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious to third parties (e.g., clients, vendors, customers, public contacts, etc.) to avoid creating an impression that they are Government officials. The Contractor shall also ensure that all documents or reports produced by the Contractor are suitably marked as contractor products or that contractor participation is appropriately disclosed.
 - 1.17.4. **Image of Contractor Personnel.** Contractor personnel shall present a neat and professional appearance. The Contractor is expected to behave in a professional manner and provide courteous customer service at all times. The following items of civilian clothing are unacceptable attire and shall not be worn: undergarments worn as outer garments, transparent or

loose weave clothing worn without under-clothing; any ornamental symbol expressing derogatory or obscene words, gestures or connotations; any ornament, insignia or symbol implying disrespect for the United States, the United States flag, or military service; cutoffs, shorts, bathing suits, frayed trousers, workout clothes, such as sweatpants or tops, tank tops, crop tops or spandex.

- 1.17.5. **Hiring of U.S. Government Employees.** The Contractor shall not employ any person who is an employee of the US Government if employing that person would create a conflict of interest, or the appearance of a conflict of interest. The Contractor shall comply with the Joint Ethics Regulation (JER) in regard to the employment of current and/or former Government employees. Additionally, the Contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives proper approval. The Contractor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies in AFI 64-106 *Air Force Industrial Labor Relations Activities* paragraph 3. The Contractor is prohibited from employing off-duty Government COR(s) who are managing any contracts or subcontracts awarded to the Contractor. The abrupt absence of any Contractor personnel does not at any time constitute an excuse for nonperformance under this contract.
- 1.17.6. **Background Checks.** Contractor employees shall be able to pass all Federal, Department of Defense, Air Force, and USAFA requirements to include Personal Security Investigation (PSI) or Local Background Check as applicable for installation, facility and/or network access and shall abide by all security regulations of the installation. The inability for a Contractor employee to meet minimum security standards shall not excuse the Contractor from providing services as outlined in this document.
- 1.18. **Contractor Personnel Vehicles.** All Contractor employee vehicles shall meet local, state, federal and installation safety and insurance requirements.
- 1.19. **Escort Privileges.** The Contractor shall escort any subcontractor personnel while they are on USAFA property. The Contractor shall identify personnel to the CO to have escort privileges identified on their USAFA Contractor badge. Contractor personnel shall keep all escorted individuals in their sight and control at all times until such personnel are no longer on USAFA property. The Contractor shall provide a list of personnel requiring escort privileges to the CO and Contract Specialist (CS) IAW Exhibit A CDRL A007.
- 1.20. **Maintaining Clean Work Areas.** The Contractor shall ensure all work areas assigned under the PWS are maintained in a neat and clean manner at all times and immediately report any facility and safety discrepancies to the Government.
- 1.21. **Contractor Manpower Reporting for Contract Performance Work Statements.** The Contractor shall report ALL contract labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the U.S. Air Force. The Contractor shall fill in all required data fields at <http://www.ecmra.mil>. See Attachment 1 Contractor Manpower Reporting.
- 1.21.1. **Reporting inputs** shall be for the labor executed during the period of performance during each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the CMRA help desk.

- 1.21.2. **Uses and Safeguarding of Information.** Information from the secure web site is considered to be proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the Contractor name and contract number associated with the data. User manuals for Government personnel and Contractors are available at the CMRA link at <http://www.ecmra.mil>.
- 1.22. **Contractor Environmental Responsibilities.** The Contractor shall comply with all federal, state and local environmental regulations and base directives. The Contractor shall ensure facilities (facilities the Contractor is responsible for), work areas, personnel and programs on the USAFA comply with environmental laws, regulations and permits. Immediately notify the Government COR when potential violation conditions exist. The Contractor shall ensure policies and procedures are established that protect the health and safety of employees and the community to minimize or eliminate the risk of environmental pollution.
- 1.22.1. **Notification of Environmental Spills.** If the Contractor observes anyone who spills/releases any hazardous substance into the environment (substance list is located in table 302.4 at Title 40 Protection of Environment Code of Federal Regulations (CFR) 302), the Contractor shall immediately report the incident IAW local procedures and notify the Environmental Coordinator and the COR or, in his/her absence, the Functional Commander/Functional Director (FC/FD).
- 1.22.2. **Hazardous Materials.** IAW AFI 32-7086, Hazardous Materials Management, paragraph 2.5.5., no hazardous materials will be brought on the installation until approval has been received from the Hazardous Material Management Process (HMMP) Team. No pesticides will be used by the Contractor, without prior coordination with Base Environmental Personnel/719-333-6455. If Hazardous Materials (hazmat) materials are required, the Contractor shall contact the Hazmat Office/719-333-2651, a minimum 10 days prior to , or as soon as it becomes known that hazardous materials will be required, so a Hazmat Account can be established and their assigned Hazmat monitor can be briefed on the required documentation needed to receive hazmat approval. The hazmat monitor will also need to arrange for on-line access and training to Enterprise Environmental Safety and Occupational Health Management Information System (EESOH-MIS) Air Force Tracking System. Once the hazmat account and processes have been established the monitor will then be required to contact the Hazmat Office to request and track labels for their account. The monitor will ensure that only approved and authorized material is obtained and used on the installation. The monitor and Project Manager will be the only liaisons between the Hazmat and their hazmat account.
- 1.23. **Fire Prevention and Protection.** The Contractor shall comply with all local, state and federal laws required in the performance of the contract. Base fire prevention personnel may make periodic Government provided facility inspections for regulation compliance.
- 1.24. **Safety Requirements and Precautions.** The Contractor shall attend a safety briefing provided by the USAFA Safety office which will address applicable local, state and federal laws, OSHA, National Fire Protection Agency (NFPA) and National Electrical Codes (NEC). The Contractor shall conduct a job safety analysis for each of their work centers to determine the need for any safety requirements IAW company, local, state or federal laws. The job safety analysis shall be filed in each applicable work center and shall be available for review by the Government upon request.
- 1.24.1. **Incident/Mishap Reporting.** In the event of a safety incident/mishap, the Contractor shall take reasonable and prudent action to establish control of the scene, prevent further damage to persons or property and preserve evidence until released by the investigative authority. Immediately

report the incident to the COR and the USAFA Safety Office. If the Government elects to conduct an investigation, the Contractor shall cooperate fully and assist Government personnel until completed.

1.25. **Security.** The Contractor is responsible for meeting the following security requirements:

1.25.1. **Network Security Requirements.** The Contractor shall comply with USAFA, AF and Department of Defense (DoD) security requirements during the performance of services under this PWS. Personnel utilizing unclassified automated information systems shall have an appropriate favorable Personal Security Investigation IAW AFI 31-501, *Personnel Security Program Management* chapter 3. The Contractor employee requiring access shall sign a USAFA Network User License Agreement (NULA) form and an AF Form 4394, Air Force User Agreement Statement – Notice and Consent Provision. The Government reserves the right to deny access to Government networks for personnel waiting on approval of favorable background checks. The Contractor shall enforce and adhere to DoD, AF and USAFA policies and procedures regarding the use and security of computer hardware and software systems and ensure that Contractor employees receive guidance/assistance on computer security policies and procedures IAW AF and USAFA requirements AFI 33-200 *Information Assurance (IA) Management*, Section D-Training; and policies listed on USAFA NULA. The Contractor shall notify their local Client Service Technician (CST) or Information Assurance Officer (IAO) when employees no longer require access to Government networks so that log-ins and e-mail accounts can be deleted. All work on the Government networks is subject to monitoring without notification for the safety and security of all Government networks resources.

1.25.2. **Privacy.** The Contractor shall comply with the provisions of the Privacy Act of 1974, the Health Insurance Portability and Accountability Act (HIPAA) of 1996, AFI 33-332, *The Air Force Privacy and Civil Liberties Program*, Chapters 2, 6 and 9 and the Computer Security Act to protect personal information the Contractor may encounter while completing the tasks associated with this contract.

1.26. **Contractor Provided Software and Hardware.** The Contractor shall obtain approval utilizing CIPS WOMs process prior to purchasing software and computer hardware for use on Government networks. The Contractor shall maintain all licenses for Contractor software connected to Government networks. When software use is no longer required, the Contractor shall remove the software from both Government and Contractor provided computer systems connected to the Government networks.

1.27. **Data Rights.** The Government has unlimited rights to all data and deliverables created in performance of this task order (e.g. designs, associated code and/or executable code, documentation and affiliated work products). The Government will retain custody of all records (hard and soft copies) associated with Contractor management and shall have exclusive control in the distribution of all deliverables and products. Services provided shall be in compliance with all Department of Defense and U.S. Air Force Software development regulations, data management and associated certification processes as needed.

1.28. **Access Requirements.** The Contractor shall adhere to all installation security and access requirements. Detailed requirements are outlined in AFI 31-113 USAFA Supplement, Installation Perimeter Access Control. When work under this contract requires unescorted entry to controlled areas, the Contractor shall comply with AFI 31-101, *Integrated Defense* paragraph 5.6.3. – 5.6.3.2.; AFI 31-501, *Personnel Security Program Management*, Section 3.24.; and USAFA Plan 31-1, *Integrated Defense Plan (IDP)* Tab A To Appendix 4 To Annex C paragraphs 3.6.1. - 3.6.3.6. The

Contractor shall ensure that each employee obtains pass and identification items as applicable for Contractor personnel and non- Government owned vehicles as required in performance of the PWS. The Government will provide the Contractor access to all facilities, equipment and Government documents necessary to complete tasks. The Contractor shall meet the personnel security requirements established by Government instructions and local policies to be allowed access to the installation and facilities. Failure of Contractor employees to meet access requirements does not relieve the Contractor from full performance specified herein. The Contractor shall park in designated parking areas only.

- 1.29. **Physical Security.** The Contractor shall safeguard all Government property and any controlled forms or products. At the close of each work day/period, facilities, support equipment and materials shall be secured. The Contractor shall designate a custodian(s) and alternate(s) to receive and account for Government-furnished facilities and equipment. Submit notification of designations IAW Exhibit A CDRL A006. Contractor shall immediately report all thefts, vandalism or destruction of property and/or equipment (Government or Contractor owned) to the Security Forces upon discovery.
- 1.29.1. **Key Control.** The Contractor shall establish and implement methods of making sure all keys provided to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The Contractor shall not duplicate any keys issued by the Government. The Contractor shall control access to all Government provided lock combinations to preclude unauthorized entry. The Contractor shall immediately report to the COR or CO any occurrences of lost, unauthorized uses or unauthorized duplication of keys, badges or lock combinations.
- 1.29.2. **Distribution of Keys.** The Contractor shall prohibit the use of keys issued by the Government by any persons other than the Contractor's employees and the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in performance of contract work requirements in those areas.
- 1.29.3. **Lock Combinations.** The Contractor shall control access to all Government provided lock combinations to preclude unauthorized entry. The Contractor employees shall not record security containers, secure rooms or vaults combinations without written approval by the Government functional director. The Contractor shall not change combinations to security containers, secure rooms or vaults without written approval by the security officer and the Government functional director.
- 1.29.4. **Corrective Action(s).** In the event keys, other than master keys, are lost or duplicated, the Contractor may be required, upon written direction of the CO, to rekey or replace the affected lock or locks without cost to the Government. The Government may, however, at its option, replace the affected lock or locks or perform rekeying and deduct the cost of such from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.
- 1.30. **Operations Security (OPSEC) Considerations.** All information obtained and/or created under this task order shall not be released either formally or informally to anyone without the written consent of the COR.
- 1.31. **Security Clearances.** Security Clearances may be required as specified in each section of the PWS. The Contractor shall submit proof of clearance for applicable employees IAW Exhibit A CDRL A010. Security clearances shall be certified by the security manager representing the

appropriate functional area through submission of the stated CDRL prior to personnel performing work that requires a clearance. The cost to obtain and maintain security clearances for applicable Contractor personnel shall be the responsibility of the Contractor.

- 1.32. **Government Furnished Resources.** The Government will provide Government furnished resources as outlined in the PWS sections below. The Government will not be providing GFE/GFP on this contract.
- 1.32.1. **Government Furnished Facilities.** The Government retains the authority to modify or realign facilities and space provided to the Contractor based on current AF guidelines for space utilization, mission and personnel requirements of the Contractor. All facilities and personnel shall only be used in performance of this contract. The Contractor shall return the facilities to the Government in the same condition as received less fair wear and tear and approved modifications.
- 1.32.2. **Reports of Survey.** The Contractor shall be required to provide information to a Government employee should a Report of Survey be required to investigate missing asset(s).
- 1.32.3. **Government-furnished Furniture.** Office/shop furniture may be made available to the Contractor as specified in each applicable section. Removal of any furniture shall be coordinated with the COR and turned in to Base Supply.
- 1.32.4. **Government-furnished Utilities.** The Government will furnish utilities on the installation. The Contractor shall make sure employees practice utility conservation and operate under conditions that prevent the waste of utilities.
- 1.32.5. **Network Access.** The Government will provide "Official Use Only" network Internet/intranet access through the Government network for approved systems and workstations required for accomplishment of work in support of this PWS. Network access for Contractor employees requires a Common Access Card (CAC) provided by the Government.
- 1.32.6. **Custodial Services.** The Government will provide custodial services for occupied Government-provided facilities at the same level provided to Government employees. All other services shall be the responsibility of the Contractor.
- 1.32.7. **Refuse Collection.** The Government will make available refuse collection and disposal services for the Contractor at Government expense in direct support of the PWS. Emptying of individual trash receptacles into Government-provided dumpsters is the responsibility of Contractor employees. Dumpsters are available for Contractor use for the disposal of items. The Contractor shall follow guidelines established by the base regarding proper disposal of refuse. The Contractor shall not dump prohibited items in dumpsters. The Contractor shall comply with all base-recycling programs.
- 1.32.8. **Telephone Services.** The Government will provide local and Defense Switched Network (DSN) telephone service. The Government will provide all maintenance service on Government-provided phone lines and instruments and will relocate subject service when the relocation is approved by the Government. Government provided telephone service shall be used for official calls necessary in the performance of the PWS. All commercial long distance expenses shall be the Contractor's responsibility. The Lead COR, at his/her discretion, may grant certain

Contractor personnel access to Government long distance service. Otherwise, the Contractor shall provide his or her own non- Government telephone service through off-base switching equipment for personal or unofficial business.

- 1.32.9. **Emergency Police, Medical, and Fire Protection.** Emergency police, medical, and fire protection can be accessed by calling 911.
- 1.33. **Contractor Furnished Vehicles.** All Contractor furnished vehicles shall meet local, state, federal and installation safety and insurance requirements, at no additional cost to the Government. Vehicle state licensing shall be the responsibility of the Contractor.
- 1.33.1. **Operator License Requirements.** All Contractor vehicle operators shall possess a valid state driver's license. This license shall meet the federal, state and local highway system requirements for the type of licenses required for the activity being performed to include specialty license and/or commercial driver's license. This licensing requirement is the responsibility of the Contractor.
- 1.33.2. **Flight Line Operations.** Contractor personnel operating motor vehicles on or around restricted areas of the flight line shall be required to attend flight line-driving classes as provided by the Government annually to obtain a flight line driver's license.
- 1.34. **Contractor Maintained Training.** The Contractor shall ensure that Contractor employees maintain suitable and adequate technical skills/qualifications (e.g. skills in software, information technology, communications, etc.).
- 1.35. **Government Provided, Government Funded Training.** The Contractor employees may be required to complete Government-provided computer based training as required in any functional area at no additional cost to the Government. The Contractor shall ensure the appropriate personnel receive initial and recurring Government provided training in support of the appropriate sections of this PWS. Attendance at training sessions does not relieve the Contractor of providing support as required by the PWS.
- 1.36. **Reimbursable Travel.** The Government will reimburse at cost (no profit), travel necessary in the performance of the contract outside the local area. However, receipts are required, and the Contractor shall comply with the Joint Federal Travel Regulations (JFTR), which can be found at <http://www.defensetravel.dod.mil/site/travelreg.cfm>. The Contractor shall not travel unless funds are available and only when the travel is pre- approved by the COR. Local area travel is defined in USAFAI 65-103 Financial Management Policy paragraph 3. See Section 2 of the PWS for travel requirements pertaining to each functional area.

2. COMMUNICATION AND TELECOMMUNICATION SERVICE

2.1. COMMUNICATION AND TELECOMMUNICATION SERVICES

2.1.1. **Overview.** The mission of the 10th Communications Squadron (10 CS) is to provide The United States Air Force Academy (USAFA) with communication and information technology services to prepare the next generation of Air Force (AF) leaders. Services include Communications - Electronic and communications related support for over 9,000 USAFA personnel. The ultimate goal of the Contractor shall be the establishment of a quality customer-focused team meeting the needs of all USAFA

customers. The Contractor shall provide all supervision, personnel, equipment, tools, materials, vehicles, software and other items and services necessary to perform all tasks and functions defined in the PWS. The Contractor is required to manage the quality of the services delivered using their internal management structure. The Contractor shall interface with other Contractors, and other USAFA agencies as required.

2.1.1.1. Scope of Work. The Contractor shall provide the supervision, personnel, equipment, tools, materials, vehicles, and other items necessary to provide installation, repair, maintenance, and support services for Communications - Electronic (C-E) equipment, Base Telecommunications System (BTS) Operation and Maintenance (O&M), Global Positioning System (GPS) Services, Communications Focal Point (CFP), Personal Wireless Communication Systems Support (PWCS), Access Control System (ACS) Maintenance, Management, and Issue, Presentation, Public Address, Video Teleconferencing (VTC), Telephone Switchboard Operation, IT Hardware/Software Accountability, Information Management, and Official Mail Center to USAFA and all tenant organizations and other USAFA contracted Contractors. Place of performance includes USAFA, Farish Recreation Area, Bullseye Auxiliary Airfield, Saylor Park, Away Football Game Locations, and 306th Detachment.

2.1.1.2. Potential Future Scope Changes. The following projects and system upgrades may potentially be implemented, via contract modification, during the period-of-performance of this contract. The below potential scope changes will be implemented via a 3rd party.

- a. CCTV - A new base wide CCTV project may be, adding ~2000 cameras and upgrading existing CCTV. Key locations where new cameras may be located include: Cadet Dorms, Fairchild Hall/Annex, Preparatory School Dorms/Facilities, Athletic Department Facilities/Athletic Fields, Arnold Hall, and Santa Fe Trail. DVR storage may be housed is in the 10th Communications Squadron, Building 4199.
- b. Voice Mail – The existing Call Pilot system may be replaced/upgraded.
- c. Optical Transport – The existing Optera transport system may be replaced/upgraded.
- d. Voice over Internet Protocol – The USAFA Base Telephone System (BTS) and telecom services may migrate or transition to a VoIP based platform.

2.1.2. MAINTENANCE

2.1.2.1. Maintenance. The Contractor shall repair, maintain, and provide first look/operational checks of all Government owned equipment referenced in paragraph 2.1.1.1. Preventive Maintenance List, equipment described in Attachment 1 – Government Resources Available for Use (equipment, not facilities or furniture), and Attachment 5 Current Equipment Descriptions. Any hardware or software additions implemented during this contract by the Contractor shall be considered part of the system configuration and shall be maintained by the Contractor.

2.1.2.2. First Look/Operational Check. Upon receipt, notification, or detection of a trouble condition, the Contractor shall provide a full and comprehensive visual and operational inspection to ensure equipment is operating correctly. The Contractor shall perform any on the spot adjustments necessary to restore equipment to operational condition. When necessary, the Contractor shall provide customers with instruction on the correct use of equipment to ensure optimal performance.

2.1.2.3. Communication and Electronic Equipment Repair. The Contractor shall perform maintenance and repair on all Government owned C-E equipment and systems such as the BTS, Voicemail, Inside Plant (ISP), Outside Plant (OSP) (to include Inside Wiring), Video Teleconferencing (VTC), Internal and External Public Address Equipment and Systems, Television (TV), Digital Video Disc (DVD), Cable Television System Equipment (CATV), Closed Circuit Television System Equipment (CCTV), Customer Premise Equipment (CPE), football headset equipment, satellite receivers, all audiovisual equipment, Land Mobile Radios (LMR) and LMR equipment, 10th Civil Engineering (10 CES/CEF) vehicle intercom systems, and ACS. The Contractor shall ensure that any sub-contractor used to maintain these systems and equipment shall be authorized and qualified to work on the equipment to prevent voiding any existing warranties.

2.1.2.4. Repair. The Contractor shall return all malfunctioning C-E equipment to operational condition IAW manufacturer specifications. The Contractor shall perform analysis, troubleshooting, removal, parts replacement, installation, alignment, and testing. The Contractor shall respond to and repair outages within the timeframes outlined in paragraph 2.1.10. Restoral Priority List (RPL). Replacement parts and equipment will be reimbursed by the Government IAW paragraph 2.1.4.1, Reimbursable Material/Equipment. Items under warranty shall be processed for repair/return/replacement as needed with applicable warranty providers. All outages shall be reported to the CFP immediately. All Priority 1 or 2 outages shall be reported to the Contracting Officer Representative (COR) immediately. Based on mission needs, the COR may change or re-prioritize any outage to a higher or lower priority.

2.1.2.5. Maintenance Support for the Trunked Land Mobile Radio System (TLMR) is currently provided through a separate Air Force contract. The Contractor shall process and coordinate with this TLMR Contractor for technical support, parts replacement, outages, and escort requirements.

2.1.2.6. Maintenance and Installation Stock. To expedite repairs, maintenance and installation activities, the Contractor shall build, maintain, and replenish an adequate stock (reimbursed IAW paragraph 2.1.4.1, Reimbursable Material/Equipment) of commonly used and critical maintenance and installation components (e.g., copper/fiber-optic cable and repair/splice materials, ACS circuit boards and readers, connectors, patch-panels, telephones, jacks, cable, bulbs). The COR may identify changes/additions/deletions to the Contractors stock components and levels to ensure the Contractor maintains appropriate levels of critical items that may be needed on short-notice. Government material may be used to augment the Contractors stock.

2.1.2.6.1. Spares and Replacement Log. Contractor shall create, update as depleted, and maintain a spare equipment and replacement log. Spare equipment log shall include, as a minimum, Part Number (PN) or Product Engineering Code (PEC), serial number (if applicable), description, quantity, and manufacture. Spares replacement log shall include applicable details such as: date replaced, reason for replacement, Return Material Authorization (RMA) number, shipping date, and material return date. The Contractor shall maintain the Government supplied inventory of spare parts for repair of all non-warranted items. The log shall be electronic and available in a location accessible to the COR.

2.1.2.7. On-Call Repair. The Contractor shall respond to outages and perform repairs IAW paragraph 2.1.10. Restoral Priority List. Contractor shall provide the COR hourly status updates on the repair, unless otherwise directed by the COR.

2.1.2.8. Uninterruptible Power Supply (UPS) Maintenance. The Contractor shall install, repair and maintain UPS's for all C-E and Base Local Area Network (LAN) systems and equipment. Installation and maintenance includes purchase, delivery and mounting of UPS in racks and/or cabinets, battery

replacement, removal of old, abandoned, or non-repairable UPS equipment and disposition IAW PWS 2.1.2.19. UPS and supplies shall be reimbursed IAW paragraph 2.1.4.1, Reimbursable Material/Equipment.

2.1.2.9. Scheduled Outages. The Contractor shall identify and coordinate with the CFP to schedule service outages. Outages shall be scheduled to minimize inconvenience to users, based upon Government user work schedules.

2.1.2.10. System Administration. The Contractor shall perform system/database administration for all equipment and software listed in Attachment 5.

2.1.2.11. Cybersecurity Requirements. The Contractor shall ensure all C-E equipment security configurations are implemented per the Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIG). The C-E equipment shall be patched and anti-virus software shall be implemented, and maintained. All residual findings shall be documented in a Plan of Actions and Milestones (POA&M) and provided to the USAFA Cybersecurity office for review and tracking purposes. The Contractor shall coordinate with the USAFA Cybersecurity office for all C-E equipment accreditation package updates.

2.1.2.11.1. Elevated Privileges. The Contractor personnel with elevated access (passwords) to servers/systems shall be DoDI 8140.01 certification level 2 (Security +) at a minimum. The Contractor shall ensure all DoDI 8140.01 certifications remain current. Certifications and other continuing education (Continual Professional Education) shall be conducted on the Contractor's own time.

2.1.2.12. Management Internal Control Toolset (MICT). The Contractor shall complete and update all MICT checklists and correct any discrepancies found applicable to equipment and assigned additional duties. The Contractor shall complete the checklists annually (Defense Switched Network (DSN) MICT checklist is biannual) in the month scheduled by the Unit Self-Assessment Program Manager.

Abbrev	MICT Checklist
33-150-CFP	AFI 33-150, Management of Cyberspace Support Activities--Communications Focal Point
33-150-CIPP	AFI 33-150, Management of Cyberspace Support Activities--Communications Inspection Policy Program
33-150-CSMR	AFI 33-150, Management of Cyberspace Support Activities--Communications Systems Maintenance Records [Base]
33-150-CSMR	AFI 33-150, Management of Cyberspace Support Activities--Communications Systems Maintenance Records [Land Mobile Radios]
33-150-CSMR	AFI 33-150, Management of Cyberspace Support Activities--Communications Systems Maintenance Records [Telecom ISP/OSP/Voice]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXSCA]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CD]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CF]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CM]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CO]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CR]
AFI 33-322	AFI 33-322 Records Management Program- Record Custodian [10 CS CTR/SCXS CW]
BRM	AFI 33-322 Records Management Program - BRM
AFI 33-322	AFI 33-322 Records Management Program- FARM [10 CS-CTR-FARM]
SAC A6-3-2	AFI 33-360, Publications and Forms Management

DSN STIG	DSN STIG - V6
AFI 23-101	Supply Equipment Management [Account 734RP]
AFI 23-101	Supply Equipment Management [Account 734VT]
AFI 23-101	Supply Equipment Management [Account 738CX]

2.1.2.13. Preventive Maintenance Inspections (PMI)

2.1.2.13.1. Maintenance Support Plan (MSP). The Contractor shall perform PMIs IAW a Contractor created MSP, and load, track, and manage PMIs in the Integrated Maintenance Data System (IMDS). The Contractor shall utilize IMDS for PMI scheduling, tracking, documentation, etc. The Contractor shall develop the MSP and submit it to the COR within 15 business days of contract start date. When changes occur that affect the plan, revisions shall be submitted by the Contractor within 10 business days after the effective change (e.g. modification, adding equipment) unless otherwise approved by the COR (e.g. with the proposal to add new equipment to maintenance). The Government shall review and accept, or provide the Contractor with required corrections, within 30 calendar days. Changes may be implemented only after COR approval. The MSP shall, at a minimum, contain:

- a. A schedule of PMIs due on each piece of equipment maintained (see 2.1.11) IAW equipment manufacturer's recommendations.
- b. Specific maintenance tasks to be performed on the system, malfunctions or problems annotated on record with equipment data, serial number, etc.; and the corrective action taken by the Contractor.
- c. BTS remote alarm monitoring procedures and response. (2.1.2.21)
- d. BTS, Voicemail and ACS data backup procedures and schedule. (para 2.1.2.14)
- e. Communication Equipment Room (CER) Cleaning Schedule (para 2.1.2.14.3)

2.1.2.13.2. Equipment Warranty. The Contractor shall electronically track all equipment warranty information in a location accessible to the COR. Newly installed or removed equipment shall be added/updated in the MSP/IMDS as applicable within 30 days.

2.1.2.14. Data Backups. Contractor shall perform full and complete backups of the BTS, Voicemail, and ACS. The Contractor shall perform weekly system backups, transport, and store backup media at building 8130 or as coordinated with the COR. Backups shall consist of at least 2 weeks of data and be rotated to preserve the preceding backup.

2.1.2.14.1. TLMR PMI. The Contractor shall coordinate with and schedule an annual TLMR PMI with Government provided maintenance contractor.

2.1.2.14.2. Lecture Hall Equipment. PMIs on equipment located in lecture halls or classrooms shall be accomplished between cadet graduation and prior to the start of the academic school year. The Contractor shall also obtain end user's written release prior to taking equipment off line.

2.1.2.14.3. CER Cleaning. Contractor shall include biennial CER cleaning in the MSP. Cleaning includes sweeping, emptying trash, disposing of excess equipment, removing dust from equipment. The Contractor shall identify to the COR any work orders required to resolve CE type issues, such as electrical heating, lighting, etc.

2.1.2.14.4. Reimbursable PMI Supplies. Replacement or consumable parts or supplies required for or discovered during the PMI will be reimbursed by the Government IAW paragraph 2.1.4.1, Reimbursable

Material/Equipment.

2.1.2.15. Access Control System

2.1.2.15.1. Access Control System (ACS) Maintenance. The Contractor shall be responsible for software, hardware and database maintenance and management of the complete ACS.

2.1.2.15.2. ACS Software Upgrades. The Contractor shall provide delivery, installation and troubleshooting of all new ACS upgrades. Install shall include installing upgrades of SAFENET software or those software upgrades or modifications developed specifically for the U.S. Air Force Academy. The Contractor technicians shall hold and maintain a current SAFENET certification.

2.1.2.16. Communications on Wheels (COW) Support. The Contractor shall deploy the COW package. Typical setup consists of, configuration, testing, radio programming, and tear-down of the LMR and Satellite portions of the COW package annually. Locations include, Saylor Park and USAFA (depending on mission requirements). The Government provides transport of the COW trailer.

2.1.2.17. Design Review and Meetings. The Contractor shall review program or project drawings and provide Subject Matter Expert (SME) review and comments concerning C-E requirements within five business days from receipt and provide to the Project Manager (PM) on a USAFA Form 1018. Contractor shall participate in designated design review meetings and provide SME support and pertinent advice/recommendations to the Government representatives on C-E systems. The Contractor shall document and provide meeting input and recommendations given during the meeting to the PM within 2 days following the meeting.

2.1.2.18. C-E Systems Interoperability Support. The Contractor shall provide technical support of USAFA infrastructure to determine interoperability between various C-E assets. This involves an interchange of information on technical parameters and capabilities to support USAFA customer requests over systems which may include any combination of C-E equipment.

2.1.2.19. Excess Equipment. The Contractor shall coordinate with the COR and dispose of non-accountable excess equipment. Excess Equipment may include: telephones, ISP or OSP cable scraps and cable installation/removal residue, electronic circuit cards and components, audio/video components, etc. Disposition may include disposing in waste collection bins, transportation to local Defense Logistics Agency (DLA) Disposition Services and/or local recycling center.

2.1.2.20. Confined Space. The Contractor shall attend biannual Confined Space Program Team (CSPT) meetings with Base Safety. The Contractor shall submit quarterly metrics to Base Safety on the types and numbers of confined space entries.

2.1.2.21. Base Telecommunications System (BTS)

2.1.2.21.1. BTS Alarm Monitoring. The Contractor shall monitor BTS alarms 24/7 and respond to and repair alarms IAW paragraph 2.1.10. Restoral Priority List. The Contractor shall document remote monitoring procedures and response in the MSP.

2.1.2.21.2. Software Functions. Contractor shall perform software functions and translations for any trunk or circuit configurations required by on-base systems or users; perform adds, moves, changes,

deletes, and query of circuit or system data; and provide directory assistance information, service orders, trouble assistance, and records administration as a function of switch operations.

2.1.2.21.3. Telephone Switch Security. Contractor shall follow and implement security guidelines IAW AFMAN 17-1202, *Collaboration Services and Voice Systems Management*, paragraph 2.4.4 and Technical Order (TO) 00-33A-1108, Voice Systems Management, Chapter 2. The Contractor shall manage and complete the DSN STIG and checklist.

2.1.2.21.4. Call Accounting System (CAS). Contractor shall operate the CAS (currently UCall), including: generating reports, storage and output of records and formatting of the switching system.

2.1.2.21.5. Voice Mail. Contractor shall perform all voice mail operations. This includes management and administration of the system, additions, deletions and modifications to user's mailbox, call trees, password resets, etc.

2.1.2.21.6. Traffic Measurement and Analysis. Contractor shall perform semi-annual traffic measurement and analysis. The traffic study shall cover no less than a five-day period, (Monday-Friday). The Contractor shall create a report that contains an analysis of the traffic measurements with recommendations based on the analysis. Recommendations shall address expansion of switch hardware and software. The report shall also include a trunk traffic summary and individual analysis of each trunk group. The report shall be submitted to the COR semi-annually.

2.1.2.22. Inside Plant (ISP) and Outside Plant (OSP) Maintenance.

2.1.2.22.1. ISP and OSP Maintenance. Contractor shall maintain all Government ISP and OSP cable and equipment IAW applicable standards and documents listed in paragraph 2.1.7. Reference Materials and Publications.

2.1.2.22.2. Cable Location Staking and Marking. Contractor shall provide location, staking, and marking services on all Government underground or direct buried C-E cables, such as: OSP copper and fiber-optic cables, audio, video, ACS, and radio. The Contractor shall:

2.1.2.22.2.1. Locate and mark buried cable within one foot of the actual location at ten-foot intervals and at direction changes.

2.1.2.22.2.2. Utilize orange marking paint, flags and/or whiskers as appropriate for the terrain or weather conditions. The marking shall begin two feet from the point of entry into the work area and shall continue two feet past the point of exit from the work area.

2.1.2.22.2.3. Receive USAFA Form 144, *Base Civil Engineering Clearance Requests*, locate and mark Government C-E cable, and approve USAFA Form 144s.

2.1.2.22.2.4. Visit and pick-up new dig permits daily from the CE Production Control office.

2.1.2.22.2.5. Complete location, staking and marking within the specified time listed below from notification.

- a. Emergency: Within two hours
- b. Rush: Same business day

c. Routine: Within 5 business days

2.1.2.22.2.6. Cable Installation/Repair Test Results. The Contractor shall provide a cable installation/repair test results report to the COR within five (5) business days after the installation or repair of an OSP cable. The report shall contain the associated work order number, purpose of test/inspection; complete identification of item tested/inspected and test equipment used; complete description of the physical set-up (e.g., item, facility, and equipment used); complete description of procedures used; copy of results/analysis; actual recorded data (e.g., footage length, instrument readings); conclusions and recommendations.

2.1.2.22.3. Communications and Information Systems Installation Record (CSIR). The Contractor shall manage work center CSIRS IAW TO 00-33A-1001, para 7.4. The Contractor shall create, update, and post changes to C-E records or documents using Cyberspace Infrastructure Planning System (CIPS) Visualization Component (CVC) or Microsoft Visio within 5 business days after completion of associated tasks. The records shall be for ISP and OSP, audio, video, ACS, TLMR and/or other Government C-E systems, cables or equipment. This includes updating CSIRs for 3rd party installations. Upon detection or notification of drawing errors or 3rd party installations, the Contractor shall correct and/or update the CSIR information on associated drawings within 5 business days.

2.1.2.22.4. CSIR Reviews. Annually upon request of the CSIR Manager, the Contractor shall review CSIRs for accuracy and update any omissions, errors, changes, modifications, etc. Reviews and updates shall be completed within 10 business days, unless otherwise approved by the COR.

2.1.2.23. Global Positioning System (GPS) Service. The Contractor shall provide GPS Service to collect Geospatial data on the repairs, modifications or additions to the OSP cable installation pathway. This data, known as Communication Feature Location Data (CFLD), consist of geospatial location and attribute information on physical features in the cable installation pathway. GPS data shall be used to update the CVC. Features include C-E cables (buried, underground, open trench, and above ground) and associated structures and equipment such as manholes, handholes, ductbanks, conduits, splice points, and pedestals. Information on the method for recording entities, attributes and domains for required communication feature location data will be specified by the Government. The Contractor shall:

2.1.2.23.1. Contractor shall provide geospatial coordinates and feature description data of cable installation pathway, which includes data on new, modified, and repaired underground, buried and aerial C-E cables, cable trenches, ducts, duct banks, manholes, handholes, building entries, terminals, distribution pedestal terminals, and splices. Contractor shall ensure data compatibility with the CVC database and shall upload the data into the CVC database.

2.1.2.23.2. Contractor shall utilize GPS equipment supplemented with land surveying, necessary to collect required CFLD following the Federal Geographic Data Committee (FGDC) - STD-007.4-2002.

2.1.2.23.3. Locate spatial Coordinates of communication features to an accuracy of not less than one meter in the horizontal plane with a 95% spatial accuracy confidence level.

2.1.2.23.4. Record spatial coordinates for the location of manholes and cable vaults for the center of the manhole lid. Spatial coordinates for the location of handholes, pedestals, and buried splices shall be recorded for the top center of the feature. Spatial coordinate data for the location of utility lines shall be recorded at a minimum every 50 feet. Each turn or bend in a cable installation pathway shall be recorded so that the coordinates for any point along the turn pathway fall within the allowable accuracy.

2.1.2.23.5. Contractor shall provide all required equipment including software, hardware, and any other tools, labor, and materials necessary to provide CFLD on electronic storage media in the specified formats.

2.1.2.23.6. Store and submit the GPS collected CFLD attribute, metadata, and location information in an Environmental Systems Research Institute (ESRI) Shape File format. The shape files shall be compatible with the CVC Viewer/Editor web-browser application, currently accessible at <https://cipsaf.tinker.af.mil/cips/mycips.aspx>. Its format shall be within a folder named the same as the prefix of the shape file. For example, if the shape file is named "points_usafa_28.shp" the folder would be named "points_usafa_28". The folder shall contain all the files that make up the general shape file, i.e., ".shp", ".shx", ".dbf", etc. along with the specified metadata file. The shape files shall have a geospatial reference (.prj) file included that specifies the parameters of the coordinate system.

2.1.2.23.7. Contractor shall utilize GPS to determine horizontal position of communication features and format CFLD entry using the entity naming convention, attribute fields and domain values as specified in Attachment 2, Communications Feature Location Data.

2.1.2.23.8. Contractor shall collect CFLD in GPS data loggers using Attachment 2 to create the CFLD data dictionary for the logger.

2.1.2.23.9. Complete all metadata elements marked mandatory and mandatory-if-applicable as defined by the FGDC –STD-001- 1998 for each set of CFLD collected. Contractor Metadata shall be formatted and stored as an Extensible Markup Language (XML) document that is compatible with the submitted shape files and software.

2.1.2.23.10. Submit calculation worksheets showing compliance with National Standard for Spatial Data Accuracy (NSSDA) accuracy statement at the 95% confidence level as an Excel (.xls) file. Example calculation worksheets in Excel format can be downloaded from the FGDC website: <http://www.fgdc.gov/>.

2.1.2.23.11. Overlay geospatial data on the installation's current GeoBase Common Installation Picture (CIP) provided in the Air Force Portal accessible CVC. The collected data shall incorporate the datum and the coordinate and projection system of the USAFA CIP, which is: USAF Academy Geodatabase, North American Datum (NAD) 83/92 State Plane Colorado Central FIPS 0502.

2.1.2.23.12. Contractor shall utilize a topology build and clean routine and assure the CFLD has the following, ensuring quality control:

1. No erroneous overshoots, undershoots, dangles or intersections in the line work.
2. Features shall be snapped where applicable, for example, Comm_Dbsplice snapped to Comm_Path_Segment.
3. Lines should all be continuous, with no pseudo-nodes. Nodes should only exist where the attributes of a line change.
4. No sliver polygons.
5. All polygons completely close and have a single unique centroid.
6. Digital representation of the common boundaries for all graphic features shall be coincident, regardless of feature layer.

2.1.2.23.13. Contractor shall electronically submit all CFLD shape files, metadata XML files, quality control reports and calculation worksheets validating the NSSDA accuracy statement.

2.1.2.23.14. Contractor shall store all collected outside plant infrastructure features and communications pathways shape files in the local Government provided computer workstation, and shall transcribe information from the local workstation shape file into the CVC database using the CVC Outside Plant Viewer/Editor web-browser application, accessible at <https://cipsaf.tinker.af.mil/cips/mycips.aspx> or search for CIPS at the Air Force Portal.

2.1.2.24. Installations

2.1.2.24.1. **Installation Requirements Scope.** The Contractor shall provide installations such as: BTS and CPE moves/adds/changes, ISP/OSP/inside wiring/ video/audio cable and ancillary equipment (rack, patch panel, fiber optic patch panels, connector blocks, ladder racking, hand holes, manholes, fusion splices, etc.), excavation/trenching/directional boring, seeding and surface restoration (IAW Attachment 4 Erosion Control Revegetation and Tree Care Standards), CCTV systems, ACS readers, public address systems, amplifiers, projectors, monitors, removal of old equipment, and cabling, etc. Contractor installations shall comply with applicable standards and documents listed in 2.1.7. Reference Materials and Publications. All fiber-optic splices shall be fusion spliced. Fiber-optic terminations shall use preconnectorized pigtails and be fusion spliced. Telephone installations and maintenance includes affixing Government furnished 911 and DD Form 2056 stickers to the telephone instrument, when missing or illegible, and placement of an AF Form 440 Bomb Threat Aid with local call trace procedures at each telephone.

2.1.2.24.2. **Rough Order of Magnitude (ROM) Estimates.** Contractor shall perform ROM estimates. The Contractor shall provide the ROM within five business days from receipt. Extensions to time limit may be approved by COR.

2.1.2.24.3. **Work Orders.** Upon receipt of a CIPS Work Order requirement, the Contractor shall perform a site survey, develop and implement technical solutions for all C-E system installation jobs and projects submitted to the Contractor.

2.1.2.24.3.1. The COR will determine the type of Work Order (WO), and annotate within CIPS Work Order Management System when assigning to the Contractor.

Type 1 – Quick Work Order. A Type-1 WO consists of routine and simple tasks and typically requires little or no bench stock material. A Type-1 WO will be annotated with “T1” by the COR and will be considered approved and implementation shall start immediately. The Contractor shall complete the WO and fulfill the requirement (and provide the COR the completed Form O-341) within 5 business days of receiving the WO (unless otherwise approved by COR). A WO is not considered accomplished until a completed O-341 is received by the COR.

Some examples of T1 work orders are:

1. Telephone Install, Relocate, Disconnect, Feature Change, Phone # Change
2. Voicemail/Call Tree Add/Remove/Change
3. Fiber/copper circuit Install/Relocate/Removal
4. Drop Install/Relocate/Removal
5. Speaker Install/Relocate/Removal
6. TV/Projector Install/Relocate/Removal
7. Operational Check/Test/Status

Type 2 – Standard Work Order. A Type-2 WO consists of larger or more complicated tasks. A Type-2 WO will be annotated with “T2” by the COR. The Contractor shall survey, evaluate, design and provide a technical solution to the COR within five business days from receipt of the WO, unless a longer period is agreed to by the COR.

Some examples of T2 work orders are:

1. Building Re-Wire
2. OSP Install/Relocate/Removal
3. Rack/Cabinet Install/Relocate/Removal
4. CCTV Install/Relocate/Removal
5. ACS Install/Relocate/Removal

2.1.2.24.3.2. T2 Work Order Completion. Once a T2 technical solution is approved by the COR, it will become a WO. WO's shall be completed by the Contractor within time frame annotated on the O-341, unless a longer period is agreed to and documented with the COR. A WO is not considered accomplished until a completed O-341 is received by the COR.

2.1.2.24.3.3. WO Priority Classifications. The default WO classification is Routine. The COR may classify (or re-classify) WO's as Priority or Emergency. Contractor shall comply with the time frames below from the time of receipt. Extensions to time limits may be allowed, with the written approval of the COR.

- a. Routine. Completed within T1 or T2 requirements listed above
- b. Priority. Completed within 1 business day
- c. Emergency. Immediate response, continuous work until completed

2.1.2.25. (Base Year Only) Telephone Management System (TMS) Update Task: Contractor shall conduct a field survey and trace all active OSP/ISP fiber-optic circuits (end-to-end) and update TMS (currently CAIRS.net) with applicable data such as: Circuit # or Name, Type, Organization, Circuit Description, Building(s), Fiber Cable/Strand, Cross-connects, Tie-Cables, etc. The Contractor shall ensure the TMS Update Task captures all fiber-optic cable utilization (in use, vacant strands, etc.) and completes/updates any missing data in TMS for all fiber-optic cables. The TMS Update Task is for all fiber-optic cable/circuits, such as: .mil, .edu. CCTV, Giant Voice, LMR, Environmental Management Control System (EMCS), Fire Alarm, Network, Voice, Security Alarm, ACS, etc. The Contractor shall disconnect any fiber circuits found to be not in use or otherwise abandoned. During the TMS Update Task, the Contractor shall replace missing, illegible, or incorrect physical/logical fiber tags or fiber panel labels with new and correct labels and re-designate cable names/number to deconflict with CVC as needed. The Contractor shall clean unused fiber connectors on all vacant fiber strands and recap or provide and install new dust caps. The TMS Update Task shall be completed within the base year of the contract period. For quality assurance by the COR and monthly billing, the Contractor shall develop and adhere to schedule of monthly TMS updates, and provide a monthly completion document for review and approval by the COR. The schedule shall be provided to the COR within 30 days of contract award. The Contractor shall complete a minimum of 12% of the total scheduled TMS updates each month.

2.1.2.26. CUSTOMER SERVICES

2.1.2.26.1. Communications Focal Point (CFP). The Contractor shall provide an on-site CFP. The CFP shall be the single point of contact for customers requesting 10 CS services or status updates. The CFP shall maintain the capability to answer and process at least three (3) simultaneous phone calls between 0730-0900hrs, at least four (4) simultaneous phone calls between 0900-1630hrs, and at least one (1) phone call between 1630-1800hrs. The Contractor shall enter all calls, maintenance, repairs and

requirements into the appropriate Government provided database (CIPS, Remedy, Integrated Maintenance Data System (IMDS), Asset Inventory Management (AIM) and PMI Access Database) daily. The Contractor shall assign work orders and tickets based on a Government provided flowchart or list. The Contractor shall review, reconcile and update the status of all open or unresolved Remedy tickets on a weekly basis.

2.1.2.26.1.1. The Contractor shall process repair requests immediately upon receipt.

2.1.2.26.1.2. The Contractor shall process CIPS WO's requests within 2 hours of receipt.

2.1.2.26.1.3. The Contractor shall close incident/Remedy tickets after all actions have been completed.

2.1.2.26.1.4. The Contractor shall provide on-call CFP personnel to process after-hours priority outages and notify appropriate work centers. The Contractor shall establish and implement procedures for on-call requests for other than core hours.

2.1.2.26.1.5. Contractor shall perform all requirements as outlined in T.O. 00-33A-1001 paragraphs 3.4. through paragraph 3.7.9 (excluding paragraphs 3.4.2, 3.5.1, 3.6.1.dd., 3.7.1.3., and 3.7.4.). The Contractor shall also perform Security Incident Management requirements as outlined in T.O. 00-33B-5007 paragraphs c, g, 3.2.3a to e.)

2.1.2.26.1.6. The Contractor shall appoint a Terminal Area Security Officer (TASO) to create and manage IMDS accounts for 10 CS work centers.

2.1.2.26.1.7. **Secure Internet Protocol Routing (SIPR) Room End of Day Checks.** Contractor shall perform End-of-Day security checks of the SIPR room in Building 4199 utilizing Government supplied checklist.

2.1.2.26.1.8. **AFCOLS Data Collection.** The CFP shall collect quarterly Air Force Common Output Level Standard (AFCOLS) metrics from 10CS work centers, and provide to the 10CS AFCOLS Point of Contact (POC).

2.1.2.26.1.9. The CFP shall maintain and update the CFP SharePoint site and Virtual Enterprise Support Desk (vESD) with current outage or network status information.

2.1.2.26.1.10. **Spectrum Management.** The Contractor shall designate primary and alternate personnel to serve as Installation Spectrum Manager. The Installation Spectrum Manager shall manage USAFA frequencies IAW Air Force Instruction (AFI) 17-220, *Spectrum Management* paragraph 3.1.4., 3.1.6.3, 3.1.6.4., 3.1.7. and 4. and AFI10-707, *Spectrum Interference Resolution Program* paragraph 5.7.

2.1.2.26.1.11. **E911 Database.** Contractor shall update 911 records after completion of task/work orders. The Contractor shall add, change, delete and update the information in the E911 database. This includes telephone number, street address, building number, room number, and miscellaneous information. Updates shall be made within two business days of completion of the associated installation or maintenance task, or upon detection or notification of an error.

2.1.2.26.1.12. **Telephone Management System (TMS).** Contractor shall perform TMS (currently CAIRS) updates. Contractor shall complete TMS record updates within two business days after circuits/service have been assigned/installed/relocated/disconnected or otherwise changed (to include mass office symbol changes or updates). Records shall be for all telecommunication circuits, and include such data as; telephone number, circuit ID, cable/strand assignment, set type, building/room/jack

number, Line Equipment Number, etc. Upon detection or notification of TMS errors, the Contractor shall correct and update the TMS information within two business days.

2.1.2.26.1.13. Meet-Me Conference Management. Meet-Me conference is a feature available on the BTS that provides telephone conferencing capability. Customers may reserve a Meet-Me number for these teleconferences. The Contractor shall coordinate and schedule Meet-Me conferences as requested.

2.1.2.26.1.14. Voice Protection System. Contractor shall process and coordinate Voice Protection System (VPS) updates with the Helpdesk or VPS administrator. This service includes processing or coordinating requests to query, add, remove, change, or re-categorize telephone numbers in the VPS. Utilizing Government provided software, the Contractor shall run VPS system inquiries and reports (directory information, call traffic reports, call trace reports, etc.). Contractor shall not be responsible for VPS maintenance or programming.

2.1.2.26.2. Escort Service. The Contractor shall escort other vendors or maintenance personnel into communications rooms, manholes, facilities and/or spaces. The Contractor shall remain on-site and observe the activities of other vendors or maintenance personnel and report to the COR any activities that may jeopardize C-E equipment or services. The Contractor shall notify the COR of any concerns with activities of the other vendors or maintenance personnel. Entrance to communications facilities shall be fulfilled within 1 hour of notification, unless otherwise scheduled, or approved by the COR.

2.1.2.26.3. Contractor Interface and Support for other Vendors. The Contractor shall contact, escort and coordinate repair/replacement, with any other contract support services (Motorola, NeoPost, Century Link, Falcon Broadband, AT&T etc.) in support of this PWS. The Contractor shall cooperate, share and exchange routine or available technical and system equipment interface information with other vendors in support of this PWS.

2.1.2.27. Switchboard Operations.

2.1.2.27.1. Business Hours. The Contractor shall provide switchboard service Monday through Friday, 0600-1800hrs.

2.1.2.27.2. Call Handling and Processing. Call handling shall be courteous, informative, and timely. The switchboard operator shall provide call handling and processing to facilitate call completion or information. Call handling shall include call origination, call termination, conferencing, directory assistance, emergency assistance, and crisis management participation. Call processing includes placing calls, switchboard feature operations, using the dialing plan, maintaining a list of key numbers, and use of Government telephone networks. The switchboard operator shall answer all calls with their switchboard operator identification. Calls shall be answered within 30 seconds.

2.1.2.27.3. Call Answering Priority. The priority of answered calls shall be as follows:

- 1 . DSN calls from Flash Override to Priority in order of precedence
2. DSN Routine, Federal Telecommunications System (FTS), and local calls in order received

2.1.2.27.4. Extending Calls. The Contractor shall place station-to-station requests; extend outgoing Government-official calls to DSN and FTS Long-Distance networks.

2.1.2.27.5. Assistance. The Contractor shall provide assistance and research when the customer is unable to provide enough information to establish a call.

2.1.2.27.6. **Health, Welfare, and Morale.** The Contractor shall place morale calls for personnel identified on the morale program list provided by the 10th Force Support Squadron Manpower and Personnel Flight (10FSS/FSMP).

2.1.2.27.7. **Directory and Information Assistance.** The Contractor shall provide directory number and information assistance and extend the call within one minute. The switchboard operator shall perform research to reply to the customer's information request. Should the research become extensive, the switchboard operator shall determine whether the customer can be called back to provide the requested information.

2.1.2.27.8. **Locator.** The Contractor shall release Base Locator information for personnel assigned to USAFA. The Base Operator will receive periodic roster updates from 10FSS/FSMP.

2.1.2.28. **Access Card Management.**

2.1.2.28.1. **ACS Card Issue.** The Contractor shall issue Circulation Control Badges (CCB) and program access cards to approximately 13,000 system users. CCBs shall be a printable access type. Contractor shall provide equipment necessary to take photos of users and print cards. Photos shall be stored on electronic media in the event of card reissue. Contractor shall issue and program cards from Pass and Registration, Building 8486. In addition, Contractor shall issue and program cards from a second location deemed essential by the Government, currently Fairchild Hall room 2J7, the Communications "Help Desk".

2.1.2.28.2. **Annual Cadet In-processing.** Contractor shall program Access cards and issue CCBs cards during Cadet in-processing from a separate location provided by the Government other than the stations described above. In-processing personnel will be in place for no longer than two weeks.

2.1.2.28.3. **Out-processing.** The Contractor shall out-process personnel according to AFMAN 31-113, USAFA Supplement, *Installation Perimeter Access Control*. The Contractor shall delete the Access card from the system in order to ensure it can no longer provide any level of access and maintain an accountability system, which shall track issue and turn-in. CCBs shall be physically destroyed in a manner that renders them unusable; Access Cards shall be returned to 10th Security Forces Squadron (10 SFS) or 10 FSS as required. Contractor shall ensure cards are automatically removed from the system upon expiration within 48 hours.

2.1.2.28.4. **Re-issue.** The Contractor shall delete all lost cards from the ACS within 48 hours and adhere to local instructions for replacement cards to include mass reissue. Any card redesigns shall be coordinated through the Government COR.

2.1.2.28.5. **Temporary Cards.** The Contractor shall provide organizations with T-badges IAW AFMAN 31-113, USAFA Sup.

2.1.2.28.6. **Programming Access Restriction/Permissions.** The Contractor shall program access restrictions on each user's account IAW AFMAN 31-113, USAFA Supplement.

2.1.2.28.7. **ACS Reporting.** When directed by the Government, the Contractor shall provide data pertaining to access by individual(s). Information may contain when and where an individual(s) has/have accessed the system or what individual(s) has/have accessed a particular lock on the system. ACS

reporting may be required outside of core hours based on security requirements.

2.1.2.29. Presentation, Public Address, VTC Services.

2.1.2.29.1. Presentation, Public Address, VTC Services (PPAV). The Contractor shall provide professional PPAV services to all USAFA and tenant organizations, and support military related events and services IAW USAFAI 33-304 *Presentation/Public Address and Video Teleconferencing Support*. The Contractor shall validate and process all PPAV work requests on Form 99, Presentations/Public Address Support Request. Upon receipt of a work request, a priority code shall be assigned IAW USAFAI 33-304. If a work request cannot be fulfilled due to conflicts with official guidance the Contractor shall notify the customer within one (1) business day. Work orders may be submitted by customers either on hardcopy forms or electronically to the CFP. The Contractor shall maintain electronic copies of completed work orders and ensure completion of all required fields on the Form 99.

2.1.2.29.2. Support Venues. The Contractor shall provide PPAV support regularly in the Superintendent's conference room, and provide PPAV support and equipment for official function(s) at various locations on USAFA. This support shall be provided by utilizing a combination of methods determined through coordination with the requestor. Support may be a combination of, or separate requests of the following types:

1. **Venues that have complete PPAV systems present.** In this case the Contractor shall test the system prior to use to verify its usability and operate in-house systems during events.
2. **Venues where PPAV systems are incomplete.** In this case the Contractor shall augment the existing PPAV system with Contractor provided equipment (wireless/wired microphones, multi-boxes, mixers, podiums, etc.) to ensure PPAV requirements are met. The Contractor shall test the system prior to use to verify its usability and operate the system during events.
3. **Venues where PPAV systems do not exist.** In this case the Contractor shall provide all PPAV equipment necessary to ensure customer requirements are met. The Contractor shall test the system prior to use to verify its usability and operate these Contractor assets during events.

2.1.2.29.3. Customer Interaction. The Contractor shall acknowledge and confirm with the customer within one (1) business day of receipt of the request. The Contractor shall ensure that all systems are set-up, tested and operational at least thirty (30) minutes prior to the functions scheduled start time and shall be required to be present during pre-function practices when requested. The Contractor shall provide safe and reliable PPAV systems that meet customer requirements for the selected venue. The Contractor shall be capable of providing up to a combination of four (4) simultaneous PPAV setups as described in para 2.1.2.29.4.

2.1.2.29.4. PPAV Support. The Contractor shall pack, load, transport (to and from), operate, track, and accomplish safe setup and teardown of equipment at required locations. The Contractor shall be capable of providing, presentation and public address support equipment as follows:

1. **Large Image Magnification (IMAG):** One (1) presentation setup including all required equipment that is capable of projecting sharp and vivid imagery/video onto dual projector screens with a minimum area of 200" diagonally each.
2. **Small Presentation Support:** Two (2) presentation setups including all required equipment that is capable of projecting sharp and vivid imagery/video onto separate dual projector screens with a

minimum area of 100" diagonally each.

3. **Large PA Setup:** Two (2) large venue public address setup that are capable of projecting audio outputs to a large area (either indoors, or outdoors) that is intelligible and of sufficient volume, free from distortion, extraneous noises and feedback. These audio systems shall be capable of utilizing multiple inputs to accommodate both wired and wireless microphones in addition to other audio inputs. They shall also be capable of providing outputs for the press, or other vendors/Contractors.
4. **Small PA Setup:** Four (4) small venue public address setups that include equipment capable of projecting audio output to small coverage areas that are intelligible and of sufficient volume, free from distortion, extraneous noises and feedback as much as possible. These audio systems shall be capable of utilizing at a minimum two (2) inputs to accommodate a wired or wireless microphone in addition to another audio input.

2.1.2.29.5. **Self-Help Support.** The Contractor shall make available, issue, and provide set-up/operational guidance for two Government provided portable public address systems and two portable projectors for customer self-help support. The Contractor shall coordinate equipment issue with the COR prior to issuing self-help equipment.

2.1.2.29.6. **Video Teleconferencing (VTC).** The Contractor shall provide unclassified and classified point-to-point, multi-point, Integrated Services Digital Network (ISDN) and Internet Protocol (IP) based VTC services up to and including SECRET level to all authorized users and users authorized by the Communications Systems Officer (CSO). VTC Services shall include scheduling, coordinating, and facilitating multiple VTC conferences at building 4199 and the Superintendent's office. Some special events may also require VTC support, see 2.1.2.30

2.1.2.29.7. . The Contractor shall coordinate with the participating facilities (distant-end), as required, to establish the connection(s). The Contractor shall maintain a current on-line schedule of conferences and meetings. The Contractor shall be capable of facilitating at least two (2) simultaneous VTC conferences. The Contractor shall ensure the VTC facility is set-up for use, orient the users to the capabilities and limitations of the facility, and operate VTC equipment during conferences and meetings. The Contractor shall coordinate troubleshooting directly with the Defense Video Services provider and other sites involved in the VTC.

2.1.2.30. **Special Event Support**

2.1.2.30.1. **Event Planning Support.** Contractor personnel shall be required to attend planning meetings, provide SME review and comments concerning C-E support, coordinate with PMs, and provide after action reports for supported events

2.1.2.30.2. **Operational Standby/Special Events.** The Contractor shall transport set-up, tear-down, test, and remain on station to operate and monitor the status of communication systems at events identified in paragraph 2.1.8. Critical Activities Listing. This support shall include telephone, PWCS, presentations, public address system(s), CATV/CCTV system(s) (including monitors), and audiovisual systems. The Contractor is responsible for ensuring all systems are operational one hour prior to event start time or within time frame specified by customer for practice runs. The Contractor shall be prepared to provide immediate restoration of outages and special requests during these events.

2.1.2.30.3. USAFA Graduation Support. The Contractor shall provide annually, a concert quality sound system in Falcon Stadium for use during the USAFA graduation ceremony (see pictures of sample system at Attachment 3). This system shall be capable of providing a reliable audio output that is intelligible and of sufficient volume throughout the entire coverage area, free from distortion, extraneous noises and feedback. The Falcon Stadium in-house sound system cannot be utilized as the main sound system due to graduation configuration requirements. This system shall be set up one day prior to graduation, tested and ready six (6) hours prior to graduation start. The Contractor shall setup, install, and remove up to 150 telephone instruments annually to support Cadet Gradation. Locations include: Falcon Stadium, Stadium Command Post, Cadet Fieldhouse, and Thunderbird Hill. The telephones shall be set up, tested, and ready at least one day prior to graduation. Given the dynamic support needed for Gradation, the Contractor shall immediately respond to PM or COR requests to move, add, or change the setup for Gradation. The Contractor shall operate these Contractor assets during the graduation ceremony. The Contractor shall provide a plan to accomplish this support with their proposal.

2.1.2.30.4. CORONA Support. Contractor shall provide; Presentation setup including all required equipment that is capable of projecting (3) three sharp, vivid High Definition audio/video with true 16 x 9 High Definition (HD) format images/video onto a single 8'X21' screen. Projectors shall meet security requirements of classified projection and shall not utilize non-volatile memory. Public Address support may include speaker podiums, microphones and desktop microphones. Classified and unclassified VTC support in multiple locations may also be required. Support includes delivery and pick-up of Information Technology Assets with coordination of CORONA PM. The Contractor shall setup, install, and remove up to 150 telephone instruments annually to support CORONA. All requirements shall be set up, tested, and ready at least three days prior to CORONA. There may be multiple locations to include Falcon Club, Polaris Hall, Carlton House and Rampart Lodge. Given the dynamic support needed for CORONA, the Contractor shall immediately respond to PM or COR requests to move, add, or change the setup for CORONA. CORONA presentation requirements are fluid and may require standby support, multiple locations and Spouse Conference support.

2.1.2.30.5. Home Football Games. The Contractor shall provide on-site support for all home intercollegiate football games. This support includes telephones, PWCS/TLMR/LMR assets, public address systems, CATV/CCTV systems (including monitors), audio/video feeds, referee wireless microphone system, roof mounted boom microphone, coaches' headset system (both on the field and in the coaches' booth), post-game press conference system, and press box (Blue/Silver/Superintendent's Box/Command Post/Press Area) communication systems. The Contractor is responsible for ensuring all these systems are operational at least three hours prior to kickoff. The USAFA Athletic Department (AD) will be responsible for the cost of the replacement parts over \$50. The Contractor shall coordinate with the AD for replacement parts needed to support the USAFA intercollegiate football program.

2.1.2.30.6. Away Football Games. The Contractor shall set-up, teardown, test, operate, and remain on site to monitor the status of the headset system (both on the field and in the coaches' booth) at away intercollegiate football games. The Contractor is responsible for ensuring the headset system is operational at least three hours prior to kickoff. AD will be responsible for the cost of the replacement parts over \$50. The Contractor shall coordinate with the AD for replacement parts needed to support the USAFA intercollegiate football program. Contractor travel to away football games will be reimbursed IAW paragraph 1.36. Reimbursable Travel.

2.1.2.30.7. Mountain West Conference Provided Instant Replay System. The Contractor shall maintain, repair and configure the infrastructure that supports the Instant Replay System. This includes headsets, cabling, phones, and any other interconnectivity between system components necessary to ensure operation of this system. Game day operation of the Instant Replay System is the responsibility of

the Mountain West Conference. The AD will be responsible for the cost of the replacement parts over \$50; therefore, the Contractor shall coordinate with the AD for replacement parts needed to support the USAFA intercollegiate football program.

2.1.3. INFORMATION MANAGEMENT

2.1.3.1. Information Technology (IT) Management

2.1.3.1.1. IT Hardware/Software Accountability Management. The Contractor shall identify a Base Equipment Control Officer (BECO) to manage and track inventory accountability of all Government owned computer hardware to include training, inventory, distribution, and handling of excess equipment IAW AFMAN 17-1203, *IT Asset Management*, paragraph 1.2.9, 1.2.11 and Section 2A.

2.1.3.1.2. Unit Property Manager (UPM) Training. The Contractor shall provide and track initial and annual training for all base UPMs IAW AFMAN 17-1203, paragraph 1.2.11.2.

2.1.3.1.3. IT Asset Inventory. The Contractor shall ensure all base UPMs accomplish an annual inventory. The Contractor shall maintain the required documentation necessary to ensure accountability and tracking of all Government hardware IAW AFMAN 17-1203, Section 2A and Section 2C. The hardware inventory shall be accurately maintained within Air Force Equipment Management System (AFEMS) Asset Inventory Management (AIM) system and other customer accessible database as directed by the COR.

2.1.3.1.4. IT Asset (ITA) Distribution Warehouse. The Contractor shall manage the Government provided ITA hardware warehouse. This includes receiving ITA equipment, storing, inventorying, coordinating, and delivering all new hardware to the appropriate UPM. The Contractor shall make the delivery of new equipment within ten (10) business days of receipt, unless the Contractor coordinates and documents an agreed to later delivery date with the customer. Contractor shall expect annual surge requirements for delivery of equipment during life cycle replacement (high volume period is September to November), while maintaining normal operations. ITA for turn-in shall also be coordinated and picked-up by the Contractor within ten (10) business days of notification. The Contractor shall update the appropriate ITA accounts within one (1) business day of computer equipment transactions.

2.1.3.1.5. Excess IT Assets. The Contractor shall ensure appropriate disposition of excess computer equipment IAW AFMAN 17-1203, Section 2C. The Contractor shall complete all necessary documentation and prepare identified excess computer equipment for redistribution.

2.1.3.1.6. Excess IT Assets Turn-In. The Contractor shall make arrangements and deliver all excess ITA designated for turn-in to the regional Defense Logistics Agency (DLA) Disposition Services located at Fort Carson, CO, IAW AFMAN 17-1203 Section 2C at least monthly or as dictated by the availability of warehouse space, or as directed by the COR. IT Hard Drives, Blackberries, memory storage devices shall be prepared for DLA Disposition Services IAW AFMAN 17-1301, *Computer Security (COMPUSEC)* paragraph 8.1.2, 8.1.3 and 8.1.4. The IT Warehouse shall coordinate use of a Government owned degausser and disintegrator for use by units to sanitize and/or destroy classified IT equipment. Once the unit has sanitized or destroyed ITA, the BECO shall accept the asset as turned-in.

2.1.3.1.7. IT Asset Cannibalization. The Contractor shall make arrangements for ITA cannibalization as identified by the CSO IAW AFMAN 17-1203, paragraph 1.2.10.4.2. and 2.9.3.

2.1.3.1.8. IT Asset Staff Assistance Visits (SAV). The Contractor shall ensure each ITA Account

receives a SAV at least every twenty-four (24) months utilizing checklists provided by Air Force Network Information Commander (AFNIC), Headquarters Air Force (HAF) and/or the COR. A schedule of these SAVs shall be provided to the COR.

2.1.3.1.9. Personal Wireless Communications System Support (PWCS) Manager. The Contractor shall designate an Installation PWCS Manager and a 10 CS Unit Property Manager (PWCS only) to manage all PWCS/Trunked LMR (TLMR)/LMR assets IAW AFI 17-210, *Radio Management*, paragraph 3.8. and 3.10. These positions shall be identified in writing. The Contractor shall perform customer service and administrative support for PWCS/TLMR/ LMR Equipment Management. The Contractor shall process and coordinate equipment repairs and requirements for user devices, provide inventory management and PWCS telephone bill reconciliation. The Contractor shall manage and track issuance and turn-in of PWCS/TLMR/LMR equipment. The Contractor shall also ensure users complete all required documentation prior to issuance of PWCS/TLMR/LMR equipment. The Contractor shall provide a receipt to customers for equipment turned in for repair. In the event equipment is no longer repairable the Contractor shall obtain COR concurrence and turn the equipment in to the appropriate base or DLA Disposition Services function for disposal.

2.1.3.1.9.1. Government Emergency Telecommunications System (GETS)/Wireless Priority Service (WPS) POC. The Contractor shall appoint a GETS/WPS POC, and manage the GETS/WPS program. Contractor shall perform an annual inventory of issued GETS cards, order new or replacement cards, delete cards or change cards as needed. Contractor shall update changes to WPS accounts as needed.

2.1.3.1.9.2. Mobile Satellite System (MSS) Manager: The Contractor shall appoint a MSS Manager, IAW AFI 17-213 *Warfighting Integration Satellite Communications Resource Management* para 3.7.2.1.. The MSS Manager shall perform required duties IAW AFI 17-213 paragraph 3.7.2.

2.1.3.1.9.3. Trunked Land Mobile Radio (TLMR)/Land Mobile Radio (LMR) Operations Management. The Contractor shall coordinate the configuration and operation of the TLMR/LMR system with the Installation Spectrum Manager and COR. The Contractor shall operate and configure (program radios, assign announcement and talk groups, etc.) of the TLMR system. The Contractor shall recommend, and upon Government approval, make additions of Government provided TLMR/LMR's, deletions and modifications to the TLMR infrastructure and LMR equipment as necessary to meet the operational requirements of USAFA customers.

2.1.3.1.9.4. PWCS/TLMR/LMR Inventory Management. The Contractor shall manage the annual PWCS/TLMR/LMR equipment inventory process IAW AFMAN 17-1203, paragraph 1.2.14.2. Equipment that is issued and turned in shall be entered into AFEMS-AIM within two (2) business days of issuance or turn-in.

2.1.3.1.9.5. PWCS Bill Reconciliation. The Contractor shall receive, review and distribute official PWCS bills for verification to the appropriate Unit Property Manager. The Contractor shall maintain and update the PWCS bill spreadsheets located on a designated USAFA network drive. The Contractor provides a copy of the summary 10 CS bill to the COR for payment. For unofficial calls, the Contractor shall forward all payments received from UPMs to the 10 CS Resource Advisor.

2.1.3.1.10. Base Software License Manager (BSLM). The Contractor shall provide and identify a BSLM. The BSLM shall be the single point of contact for customers requesting software accountability issues. The BSLM shall develop and maintain a base software accountability program IAW AFMAN 17-1203, Chapter 3.

2.1.3.1.10.1. The BSLM shall verify new software acquisitions to ensure that CIPS WOs approval was

granted. New software shall not be added to a unit account if it was not purchased using the CIPS WO approval process. Any unit obtaining software outside the CIPS WO process shall be referred to 10 CS/SCXP and AFMAN 17-1203 paragraph 3.2. for coordination and guidance.

2.1.3.1.10.2. The BSLM shall work with each USAFA unit to maintain a documented software license management process IAW AFMAN 17-1203, paragraph 1.2.12.1 through 1.2.12.2.6., and chapter 3. This management process shall include at a minimum:

- a. A documented process to ensure that all software controlled by the unit (including freeware, shareware, licensed commercial-off-the-shelf (COTS) products, and pre-production versions) is free of viruses and malicious logic IAW AFMAN 17-1203 paragraph 3.1.6.
- b. Maintain a current list of all designated organization software representatives.
- c. Collect a beginning and annual baseline inventory for all non-enterprise software licenses which is certified by each organizational commander/director.
- d. Ensure each organization maintains the software inventory of all non-enterprise Government off-the-shelf software (Government-off-the-shelf GOTS)/COTS and associated licenses used by the organization.

2.1.3.2. **Information Management**

2.1.3.2.1. **Records Management.** The Contractor shall designate in writing a Base Records Manager (BRM) who shall administer the installation Base Records program and manage paper, hard media and digital information resources for USAFA users IAW AFI 33-322, *Records Management Program*, paragraph 2.10., 5 and 6.4.

2.1.3.2.2. **Record Searches.** The Base Records Manager shall manage, coordinate, monitor and report on required record searches and discovery/litigation holds IAW AFMAN 33-363, chapter 7, attachment 6, and paragraph 6.12.

2.1.3.2.3. **Records Disposition Schedule Changes.** The Contractor shall review and process any change request to AF Retention Schedule using AF Form 525, Records Disposition Recommendation, IAW AFI 33-364, *Records Disposition Procedures and Responsibilities*, chapter 11.

2.1.3.2.4. **File Plans.** The Contractor shall utilize the Air Force Records Information Management System (AFRIMS) according to AFMAN 33-363, Chapter 2 and 6, and adhere to the instructions contained within that system. The Contractor shall update pertinent information and approve new and revised file plans for each office of record on USAFA using AFRIMS as required. The Contractor shall use AFRIMS for recording other pertinent information for each office of record.

2.1.3.2.5. **Records Management Training.** The Contractor shall schedule and provide training for all military, civilian, and contract personnel who have been identified as Functional Area Records Managers (FARM), Records Custodians (RC) or as requested. The Contractor shall conduct this training within ninety (90) calendar days following notification of the person's assignment IAW AFI 33-322, paragraph 6.4.3. In addition the Contractor shall update the AFRIMS for all individuals who have been trained. The Contractor shall ensure that FARMS, RCs and CORs complete annual training as required by AFMAN 33-363, paragraph 6.1.1.2.6.1. The Contractor shall offer training classes at least monthly.

2.1.3.2.6. Records Management Staff Assistance Visits (SAV). The Contractor shall ensure each unit receives a SAV at least every twenty-four (24) months IAW AFI 33-322, *Records Management Program*, paragraph 6.4.1.12. During the unit SAV the BRM shall also perform a SAV on 10% of that unit's file plans. The Contractor shall provide a report on the results of the SAV to each unit within 30 days of SAV. The SAV shall be tracked, scheduled and accomplished utilizing AFRIMS. The Contractor shall provide the COR a 24 month SAV schedule at the beginning of each contract year.

2.1.3.3. Record Staging and Archiving

2.1.3.3.1. Document Imaging. Document imaging service supports archiving documents for USAFA. The Contractor shall provide microfilming, digital scanning, and customer support services.

2.1.3.3.2. Digital Scanning. The Contractor shall provide equipment and services to capture digital scanning images IAW National Association of Records Administration (NARA) Standards.

2.1.3.3.3. Microfilming. The Contractor shall provide microfilming services and equipment for archiving of products on microfilm. Government owned resources are available for microfilm developing. This service shall include maintenance of all records for archiving in the Government provided database and destruction of microfilm IAW AFMAN 33-363, Chapter 1 and 6, AF Retention Schedule and American National Standards Institute/International Organization for Standardization (ANSI/ISO) documents listed in 2.1.7. Reference Materials and Publications.

2.1.3.3.4. Formats. The customer's final product shall be provided in one or more of the following to meet customer needs within scheduled timeframe: 16mm, 35mm roll, microfilm cartridge, fiche, or any other format as identified by the Government. The Contractor shall return the original product to the customer.

2.1.3.3.5. Duplication. The Contractor shall duplicate utilizing Government owned equipment existing microfilm or other media based on customer requirements. The Contractor shall return original and duplicated copy to the customer.

2.1.3.3.6. Archiving. The Contractor shall archive the formatted documents when each job is finished. The Contractor shall use the Government provided tracking system for the purpose of retrieving the information that was originally furnished to the customer.

2.1.3.3.7. Customer Support Services. The Contractor shall facilitate customer viewing of microfilm.

2.1.3.3.8. Precious Metal Recovery. The Contractor shall dispose of microfilm (silver halide) at customers request IAW AFI 23-101, *AF Materiel Management*, paragraph 5.3.3.4.4., AFI 32-7042, *Waste Management* paragraph 3.9., and AFI 33-332, *The AF Privacy and Civil Liberties Program*, paragraph 6.4. Disposal records shall be maintained IAW the AF Retention Schedule.

2.1.3.3.9. Hazardous Material (HAZMAT) Procedures. The Contractor shall replenish and dispose of materials associated with document imaging service IAW AFI 32-7042.

2.1.3.3.10. Paper Records Staging. The Contractor shall provide staging for records to include storage, annual inventory, referencing services, destruction, and shipment of records to authorized Federal Records Centers. The Contractor shall provide these services IAW AFI 33-364, chapter 9.

2.1.3.3.11. Records Storage. The Contractor shall implement procedures to ensure accountability of all

Government records. The Contractor shall operate the record staging area to ensure the receipt and storage IAW AFI 33-364, chapter 5 and chapter 9; AFI 33-332, paragraph 6.4.; and AF Retention Schedule. Retrieval of records shall be provided IAW AFI 33-364, Chapter 4, Chapter 10 and Attachments 2 and 3. The Contractor shall use AFRIMS for recording the information from the Standard Form (SF) 135, *Records Transmittal and Receipt*, for retrieval, shipping and destruction requirements. The Contractor shall develop and maintain a Staging Area Records Protection Plan in coordination with the COR, outlining protection and restoration actions of records stored in the staging area. This staging area records protection plan shall be provided to the COR within 60 days of the beginning of the first contract period.

2.1.3.3.12. Shipment. The Contractor shall determine which records shall be shipped according to AF retention schedule. The Contractor shall ship records IAW AFI 33-364, paragraph 5.2, Table 5.1, Chapter 8, , and paragraph 9.9.2. Upon receipt from the federal records center, the Contractor shall provide the customer a copy of the SF 135, indicating shelf location at federal records center. Records shall be shipped utilizing the Logistics Surface Freight Office.

2.1.3.3.13. Destruction. The Contractor shall destroy records, IAW AFI 33-364, paragraph 5.10. and 9.9.1; AFI 33-332, paragraph 6.4., and the AF Retention Schedule. The Contractor shall send a listing of records to be destroyed to customers and USAFA/DFLIB, Special Collections, thirty (30) days prior to destruction (CY-JAN, AY-JULY, FY-OCT). The Contractor shall separate records into privacy act/non-privacy act, palletize, and provide destruction services at Contractor cost. Allowed destruction methods are shredding, burning, or pulverizing.

2.1.3.3.14. Review of Publications and Forms. The Contractor shall upon request, review publications and forms IAW AFI 33-322, paragraph 6.4.1.8, and shall provide comments to the COR for coordination within 10 business days of receipt.

2.1.3.3.15. Vital Records. The Contractor shall assist customers in identifying unit vital records and developing a unit vital records plan IAW AFI 33-364, paragraph 2.9., AFI 33-322, paragraph 6.2.10., and AFMAN 33-363 paragraph 6.8 and Attachment 5.

2.1.3.4. Publications and Forms Management Program. The Contractor shall designate in a written Publications and Forms Manager to manage the USAFA Publications and Forms Program IAW AFI33-360, *Publications and Forms Management* and USAFA Supplement. The Contractor shall provide procedures, taskings, templates, and assist customers in all areas of this program. The Contractor shall maintain all USAFA publication and form records sets IAW with AFI 33-360, paragraph 10.2.; and in a manner available for Government quality assurance observation. The Contractor shall also manage the USAFA Publications and Forms SharePoint site and publication and forms tasking in the Task Management Tool (TMT).

2.1.3.4.1. Publications. The Contractor shall review, coordinate, edit, and publish all USAFA publications, visual aids, and pamphlets IAW AFI 33-360 and USAFA Supplement. Prior to publication, the Contractor shall send publications to the AF Central Tagging Facility IAW guidance received from Air Force Departmental Publishing Office (AFDPO). The Contractor shall maintain and update the numerical index of USAFA publications (USAFIND 2), the index shall be posted on the USAFA Publications and Forms SharePoint site. In addition the Contractor shall maintain the USAFA publications and forms portion of the AF Product Index and notify customers with supplements of any changes to basic publication.

2.1.3.4.2. USAFA Publications. The Contractor shall also maintain, update and publish the USAFA

Directory 33-1, *Key Personnel Roster*, IAW AFI 33-360 and USAFA Supplement paragraph 2.8.18.2.

2.1.3.4.3. Forms Management. The Contractor shall analyze, design, and number all USAFA forms and USAFA Office Forms and approve reprints and overprints of existing forms IAW AFI 33-360 and USAFA Supplement. The Contractor shall maintain and update the numerical index of USAFA forms (USAFAIND 9) and the Office Forms Listing, this index and office forms shall be posted on the USAFA Publications and Forms SharePoint site. The Contractor shall assist the customers in the use of AF directed forms management software. The Contractor shall maintain electronic products prescribed in AFI 33-360, USAFA Supplement paragraph 12.1.5. and 12.1.6.

2.1.3.4.4. USAFA Publications and Forms Shared Site. The Contractor shall provide content updates to the USAFA Publications and Forms SharePoint site. SharePoint content, updates and revisions shall be coordinated with the appropriate Government office as identified by the COR.

2.1.3.5. Official Mail Center (OMC). The Contractor shall operate the OMC in accordance with Department of Defense Manual (DODM) 4525.8_AFMAN 33-306, *DoD Official Mail Manual*, DoDI 4525.08, *DOD Official Mail Management*, and *United States Postal Service (USPS) Domestic Mail Manual (DMM)*. The USPS DMM can be found at http://pe.usps.com/text/dmm300/dmm300_landing.htm. Personnel working in the OMC shall have a current A DD Form 285, Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly shall be completed IAW DODM4525.8_AFMAN 33- 306, paragraph C7.2.3. When personnel are relieved from mail duties the Contractor shall immediately retrieve the DD Form 285 from individual and return to OMM.

2.1.3.5.1. The Contractor shall provide customer service and transfer administrative communications between action offices for base customers. The OMC shall be staffed at the OMC between 0730-1630; Monday – Friday. The Contractor shall provide assistance to customers on policies and procedures concerning all OMC services and programs and work closely with the USAFA Official Mail Manager (OMM) and provide inputs on OMC related matters.

2.1.3.5.2. Mail Process. The Contractor shall provide official mail service to USAFA and tenant organizations. These services shall include processing incoming mail/administrative communications and processing outgoing mail. The Contractor shall refer all questionable mail to the OMM for official or nonofficial determination.

2.1.3.5.3. USPS Mail Pickup and Delivery. The Contractor shall provide pickup/delivery and metering services. The Contractor shall pickup incoming mail from USPS no later than 30 minutes after USPS processing Monday through Friday. The Contractor shall sign and account for each piece of accountable mail received from the USPS. All official mail delivered to the OMC before 1530 hours shall be metered and delivered to the USPS that same day. Priority and Next Day Air Packages received in the OMC before 1500 hours shall be processed the same day.

2.1.3.5.4. OMC Distribution Schedule. The Contractor shall establish and publish a distribution schedule that shall be provided to the OMM for approval. The schedule shall provide for delivery of official mail no less than once daily, during core operating hours on USAFA. All distribution times shall be within the required schedule, +/- fifteen minutes with the exception of inclement weather days and base down days, which may require schedule changes. Those offices that will be affected shall be notified of any changes.

2.1.3.5.5. Safeguarding Mail. The Contractor shall safeguard and protect all mail and administrative communications IAW USPS DMM and DODM4525.8_AFMAN 33-306 paragraphs C2.3.4., C7.5.1.2.,

C7.5.1.3.5., and DL1.1.65. Secure undelivered certified, registered, and Express Mail; items shipped through the General Services Administration's overnight contract carrier; items bearing DoD accountable container numbers; and similar items in a container approved for storing SECRET material. The safe shall be maintained and operated IAW AFI 16-1404, *Information Security Program* chapter 5. The Contractor shall immediately report the loss or possible compromise of accountable material to the OMM.

2.1.3.5.6. Accountable Mail. The Contractor shall obtain annually from each organization an AF Form 4332, *Accountable Communications Receipt Authorization* designating unit personnel authorized to sign for accountable mail and personnel serving as Activity Distribution Office (ADO) personnel. The Contractor shall ensure only authorized personnel sign for accountable mail, IAW DODM4525.8_AFMAN 33-306, paragraph C7.3.1.4. The Contractor shall maintain records for all accountable mail, including Certified Receipts, Certified and Registered logs, DD Form 2825, *Internal Receipt* and PS Form 3883-A, *Firm Delivery Receipt* to establish a chain of custody through the OMC. Undeliverable accountable mail shall be secured in the OMC safe. All outgoing accountable mail shall be processed IAW USPS procedures.

2.1.3.5.7. Business Reply Mail (BRM). Prior to accepting BRM, the Contractor shall ensure that the customer provides postage paid envelopes, marked with "BRM for Official Use" IAW USPS Domestic Mail Manual chapter 505 Return Services and obtains and provides a BRM Permit Number. The Contractor shall maintain records for all business reply expenditures. Customers with questions about proper permit procedures and marking will be referred to the OMM.

2.1.3.5.8. Postage Meter Funds. The Contractor shall request additional metering funds through the OMM when the postage meter reaches a \$5K balance.

2.1.3.5.9. Meter Equipment. The Contractor shall secure the Government provided postage meter at the end of each business day and when not in direct line of sight IAW DODM4525.8, AFMAN 33-306 C2.8.6. The Contractor shall ensure that annual meter PMIs are scheduled with Government provided contract and that equipment is maintained IAW DODM4525.8, AFMAN 33-306 paragraph C2.11.3.4.2. and C2.18.

2.1.3.5.10. Spoiled Postage. The Contractor shall submit spoiled meter errors to the postage meter leasing activity for credit.

2.1.3.5.11. Package Delivery Cost Comparisons. The Contractor shall assist customers and the OMM in determining the most cost-effective method for delivery services. A comparison will be made between USPS, United Parcel Service, DHL, and FedEx to find the most economical means to satisfy the required delivery date. A formal comparison report shall be provided to the OMM yearly. If it is found that USPS is not the most economical means customers will be referred by the Contractor to the Logistics Surface Freight Office for service.

2.1.3.5.12. Reimbursable Postal Expenditures. The Contractor shall establish and maintain the meter machine accounting system to track all unit's postal expenditures. The Contractor shall report Defense Commissary Agency, 10 Medical Group and Defense Logistics Agency (DLA) Document Services, Air Force Reserve Officer Training Corps (AFROTC) and Center of Excellence for Medical Multimedia (CEMM) monthly postal expenditures to the 10 CS Resource Advisor and COR; this list could change periodically. This information shall be submitted no later than the second workday of the month for the previous month's service.

2.1.3.5.13. Postage Report. The Contractor shall obtain semi-annual postage expenditure reports from

Department of Defense Medical Evaluation Review Board (DoDMERB) and Admissions mailrooms (USAFA/RR). The Contractor shall consolidate the information including OMC costs for the semi-annual USAFA expenditure report IAW DODM4525.8, AFMAN 33-306 paragraph DL1.1.60 and provide the information to the OMM.

2.1.3.5.14. Express/Overnight Mail Service. The Contractor shall provide express mail service IAW DODM4525.8_AFMAN 33-306 paragraph C1.10. The OMM will approve all requests for Express mail services.

2.1.3.5.15. Mail Referral Service. The Contractor shall provide referral/directory service for all mail incorrectly addressed including those sent to individuals without a functional address symbol IAW DODM4525.8_AFMAN 33-306 paragraph C7.3.1.8.

2.1.3.5.16. Package/Letter Scanning. The Contractor shall perform x-ray package and letter scanning services IAW the USAFA OMC Security Plan and Force Protection Condition (FPCON) instructions. Scanning is accomplished with Government provided equipment. The Contractor shall pick up parcels from USPS and return them to the USPS after scanning has been performed for USPS delivery. Suspicious parcels will be handled in accordance with the USAFA OMC Security Plan and USAFA Threat Response Checklist provided by OMM.

2.1.3.5.17. FPCON Scanning. Under FPCON Normal and Alpha, x-ray scanning shall be done IAW the USAFA OMC Security Plan. A parcel-scanning schedule shall be provided to the COR quarterly. Under FPCON Charlie and Delta, trained Government personnel shall supplement manning for x-ray scanning on all parcels and letters addressed to critical areas. An access key to the scanning area will be obtained from the Contractor and issued on a hand receipt to Government personnel for the duration of FPCON Charlie and Delta. At any time when contract personnel are not allowed on base, Government personnel will be responsible for the scanning equipment and the contents of the secured area. All scanned packages and letters shall be marked to easily identify they have been checked.

2.1.3.5.17.1. Critical Areas. Critical areas include the Cadet Area, Preparatory School, Airfield, and 10 Air Base Wing (ABW).

2.1.3.5.17.2. Scanner Personnel Training. The Contractor shall provide qualified personnel to operate x-ray equipment. Contractor shall train and document training of Government augmentees and replacement personnel. Augmentees shall be trained on appointment and every six months thereafter. The Contractor shall develop training curriculum to cover equipment operation and search for suspicious packages using manufacturer provided material, Federal Bureau of Investigations (FBI) bulletins, Office of Special Investigations bulletins, Alcohol Tobacco and Firearms (ATF) bulletins, USPS bulletins and OMM information. The Contractor shall ensure personal safety precautions are followed for lifting and working around radiation producing equipment.

2.1.4. GENERAL REQUIREMENTS

2.1.4.1. Reimbursable Material/Equipment. The Contractor shall source materials and equipment based on lowest-cost/best-value for the Government. Materials and equipment will be reimbursed at cost. Discounts and rebates provided to the Contractor shall be passed to the Government. Type 2 WO's or Remedy tickets requiring reimbursement will be approved by the COR prior to work start. For material/equipment purchases in support of maintenance, repair, and installations/removals, the Contractor shall obtain written COR approval prior to purchase. The Contractor shall obtain a minimum of three independent and competitive quotes for individual items in excess of \$1,000. The Contractor

shall provide all purchase documentation to the Government prior to COR acceptance of invoice for reimbursement. COR approval does not apply to incidental materials described below. Materials incidental to installation, services or maintenance, such as tie-wraps, tape, labels, glues, tags, pull string/ropes, fasteners (nuts, bolts, clamps, screws, anchors, fuses, etc.), jumper wire, lubricant, cleaning supplies, marking paint/flags/whiskers, etc., will not be reimbursed but are required to be provided by the Contractor. Ordering of items shall be accomplished within two workdays of approval of WO to avoid delay of work completion.

2.1.4.2. Client Systems Technician (CST). The Contractor shall identify personnel and perform the role of CST for Contractor utilized Information Technology Assets. The Contractor's CST shall maintain education and training requirements as outlined in AFMAN 17-1303, *Cybersecurity Workforce Improvement Program* paragraph 3.2. IAT Level I certification requirements and PWS para 2.1.1.11.1.

2.1.4.3. Unit Property Manager (UPM). The Contractor shall designate in writing Primary and Alternate personnel to perform the role of UPM for Government Furnished Information Technology Assets on accounts RJGA, SC32, DRMO, REUT, LOAN, and HOLD. These persons shall maintain the UPM accounts IAW AFMAN 17-1203. The Contractor shall also designate in writing Primary and Alternate personnel to perform the role of Property Manager Government Furnished Custodial Authorization/Custodial Report List (CA/CRL) Equipment on accounts 734RP, 734VT, and 738CX. These persons shall maintain the CA/CRL accounts IAW AFMAN 23-122 *Material Management Procedures*, chapter 5, section 5D and AFI23-101, chapter 5 section 5D.

2.1.4.4. Facility Manager. The Contractor shall perform facility manager duties (i.e., submit CE work order requests) for the unmanned buildings identified below. Square footages are approximate. The Contractor shall designate in writing Primary and Alternate Facility Managers, and perform facility management duties IAW USAFAI 32-2001, Fire Prevention Practices and Fire Protection Engineering Standards paragraph 2.4 - 5, and local procedures (CE Customer Service Handbook). The Contractor shall immediately report all thefts, vandalism, or destruction of property and/or equipment (Government or Contractor owned) to the 10th Security Forces and COR upon discovery.

Contractor is responsible for Facility Manager responsibilities for the following buildings.			
Building	4000	TLMR Control Site	Approx. 500 sqft
Building	4003	TLMR Control Site	Approx. 1000 sqft
Building	4004	TLMR Control Site	Approx. 200 sqft
Building	8130	Remote Switch Terminal 2	Approx. 625 sqft
Building	10016	Entire Pad	Approx. 169 sqft

2.1.4.5. Communications Security (COMSEC). Contractor employees shall complete Government provided COMSEC training and comply with COMSEC user requirements IAW AFMAN 17-1301, *Communications Security (COMSEC)*. The Contractor shall appoint Safe Container Managers for Contractor utilized safes. Currently there are safes in the OMC and building 4199.

2.1.4.6. Miscellaneous Training. Contractor personnel shall accomplish initial and annual Government provided Computer Based Training to include: Information Protection, Information Assurance, Anti-terrorism, OPSEC, COMSEC, FPCON, Records Management, and other training as identified and provided by the Government.

2.1.4.7. Metrics. Contractor shall collect and submit monthly metrics to the COR as specified in

paragraph 2.1.12. Communications /BTS Metrics Requirements.

2.1.4.8. **Logos.** The Contractor shall not attach company logos or company labels to Government owned equipment or documents.

2.1.4.9. **Contractor required Certifications.** The Contractor personnel shall hold and maintain the following certifications. All certifications shall be verified with documentation and provided to the CO within 30 days of contract award, and with any changes in personnel, or when requested by the CO/COR.

- **Maintenance Lead:** The Contractor Maintenance Lead shall hold and maintain a current Building Industry Consulting International (BICSI) Registered Communication Distribution Designer (RCDD) certificate.
- **Maintenance Technicians:** A minimum of 50% of the Contractor maintenance technician positions shall hold and maintain a current BICSI Technician certification.
- **CFP Personnel:** 75% of the Contractor CFP personnel shall hold and maintain AFMAN 17-1303, *Cybersecurity Workforce Improvement Program* paragraph 3.2. IAT Level II certification requirements, specifically Security +.
- **Spectrum Manager:** The Contractor Spectrum manager shall be certified in the use of SPECTRUM XXI.
- **BSLM:** The Contractor BSLM shall hold and maintain a IAT Level I certification; specifically Security +
- **CST:** The Contractor CSTs shall hold and maintain a IAT Level I certification; specifically Security +

2.1.5.

General Definitions	
Term	Definition
2-Way Trunk Group	The ability of a trunk group to originate calls in both directions. An incoming trunk group is a trunk group that can only terminate calls into the Private Automatic Branch Exchange (PABX). An outgoing trunk group is a trunk group, which can only originate calls outgoing from the PABX. With the exception of "radio type" communications, all trunk circuits are duplex operation. This means that whether the trunk is a 4-wire or 2-wire type voice communication can occur in both directions simultaneously. 4-wire circuits imply separate transmit and receive facilities/wire pairs; while 2-wire circuits imply transmit and receive.
Access	The ability to enter or gain admittance to a facility. The connection to a communications channel path or its equipment.
Average Busy Hour	Identifies the busiest hour periods during the study period.
Average Maximum Usage	Attempts to "smooth" the high busy hour traffic peaks for the study period. This prevents over and under measurement by averaging the peak busy measurements.
Average Maximum Usage/Trunk	Provides the average usage per each member of a trunk group.
Base Telecommunication System (BTS)	A system to provide total telephone service, to include the telephone switch, remote switching equipment, OSP, premise equipment, reserve power equipment, and other necessary ancillary equipment.

Central Office	Base telephone exchange, AF Network Control Center, or other Government node installation providing centralized communications services and facilities. These installations provide connectivity between customer premise workstations and on/off base network equipment. Also called Dial Direct Office.
Circuit	A means of two-way communications between two points.
Communications System	An overall term used to describe communications facilities including associated equipment and transmission media.
Contract Data Requirements List (CDRL)	The form (DD Form 1423) used as the list of data and information that the Contractor shall be obligated to deliver under the contract.
Contracting Officer (CO)	The only person authorized to obligate the Government to a course of action and is responsible for all contractual aspects of the contract.
Contractor Furnished Equipment (CFE)/Contractor Furnished Material (CFM)	Contractor assets furnished to the Government to perform a Government function.
Core Hours of Operation	Core operating hours are Monday through Friday, 0730-1630, unless otherwise stated.
Current GOS at Average Maximum Usage	Provides the GOS for the average measure peak service for the trunk group installed.

Customer Premise Equipment (CPE)	CPE consists of those items at or near the customer workstation area to conduct electronic communications. CPE includes telephone instruments, key systems, alarm systems, paging systems, and terminal equipment.
Data Administration (System Administration)	Effort required to add, remove, change, update, or query system data. Defined as follows: Customer Data Modification (CDM). Modification of directory numbers, classes of service, features, VPS, etc.; Office Data Modification (ODM). Modification of trunk group numbers, trunk type, service circuit type, digital and route translations, message routes, thresholds, test tables, network management control variables, etc.; Translation. Call routing process controlled by dialed digits and converted into a destination termination.
Directory Assistance Information	Provides the person's address as well as DSN phone number.
Figures	Provide a graphical representation for the data collected.
Global Positioning System	A network of earth orbital satellites and ground based stations that provide precision longitude and latitude data to ground based receivers.
Grade of Service (GOS)	Is an expression to relate the number of call attempts that were not successfully completed. In terms of trunk traffic studies, GOS is a reflection the number of calls blocked (not completed) due insufficient trunk circuits. Typically, the Poisson (pronounced POY-SON) GOS equation is used. This method assumes that calls are not held when trunks are busy and are cleared from the queue. Other GOS theories allow for calls being held in queue when blocked, however, generally the Poisson method will provide satisfactory

	<p>determinations. The GOS for an outgoing trunk group with the number of attempted calls blocked due to insufficient trunk circuits can be determined. Generally, the GOS for an incoming trunk group can be determined based on the traffic usage and the number of trunk members, however, the number of calls blocked due to insufficient trunk circuits will not be known. However, a high GOS value or high average traffic usage (33 CCS or higher) will indicate very possible call blockage for the incoming trunk group. GOS in terms of P.01 - For example, is the probability of 1 in 100 calls being blocked due to insufficient trunk circuits. Similarly, P.001 is the probability of 1 in 1,000 calls being blocked due to insufficient trunk circuits.</p>
Inside Plant	Equipment associated with a central office or communication room, which contains electronic equipment, a distribution frame, cable rack, and power system.
Isolation	The action required to locate a failure within a system using test equipment.
IT Assets	Mostly computer related equipment and peripherals to include net workable pieces of equipment (e.g. printers, scanners, monitors, laptops, desktop personal computers, etc.)
Local Area Network (LAN)	A telecommunications system designed to provide data, voice, imagery, video, graphics, and other forms of electronic communications.
Locate and Mark	Determine the underground route of cable and conduit facilities and identify the route of these facilities by means of paint, flags, stakes, etc. The marking of cable routes is addressed by PWS.
Maximum Usage	Reports the largest measured usage for the study period for a trunk group.
Measurements	Are based on hourly measurements, preferably from "on-the-hour" to "on-the-hour" during "normal" duty hours.
Normal Duty Hours	The hours of operation between 0730 through 1630, Monday through Friday, excluding the following recognized Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.
Number of Trunks Required for Recommended GOS	Provides the determined number for trunk group members (circuits) needed to sustain the recommended Grade of Service as determined by the CSO.
On-Call Duty	Technician is not required to be physically present in the work center. However, personnel performing on-call duty shall have a means of being contacted (cell phone, etc.) so they can respond to designated outages within a specified time limit.
Outside Plant	The OSP is a base-level information transfer network, which includes the transmission media (e.g., twisted pair, fiber optics, etc.) and associated hardware (e.g., distribution frames, multiplexer, modem, repeater). OSP cable demarcations at the vertical side of the central office distribution frame/patch panels and extends to the building entrance terminal. Inside Wire continues from the building terminal to the horizontal wire modular jack. Manhole and duct system and

	<p>other supporting structure are part of the OSP, but may be treated differently for maintenance because of real property rules. The following outside cable segment types are used to determine the area of the cable distribution: a. Feeder Distribution Cable - cable for a service zone area; b. Branch Distribution Cable - cable branching from a feeder cable to serve a building(s); c. Taper Point - cable transition from a larger count to a smaller count; d. Distribution Cable - (building entrance terminal cable) cable to a building entrance terminal block; e. Service Cable - 4/6-wire cable to a single user (not premise wiring); f. Trunk Cable - cable connecting two central offices</p>
Percent Occupancy at Average Maximum Usage	Provides information on trunk group usage for the average busy hour usage. For example, 50% occupancy would indicated that at the average peak usages only 50% of the trunk group was being used.
Premise Wire	See Inside Wiring.
Preventive Maintenance	The periodic inspection, cleaning, adjusting, and repairing to prevent problems before they affect service.
PWCS	Personal Wireless communication systems to include cellular phones, Blackberry's, iPhone's, LMR's etc.
Quality Control Records	Records to include all inspections of services and necessary corrective actions taken IAW Contractor's Quality Control Plan.
Reactivate	All services actions and efforts necessary to restore the end-to-end service and connectivity: "turn-on" service equipment, and update data/system administration records. Includes all labor, tools, and miscellaneous materials necessary to accomplish the restoration. Reactivating a service or equipment implies that the equipment and facilities are in place.
Relocate	Includes all labor, tools, and miscellaneous materials necessary to deactivate a service, move equipment to another location, and reactivate equipment or hardware at the new location. Typically, the relocation of active equipment involves removal of cross-connects from the old circuit path and installing cross-connects for the new circuit path. This effort includes the data/system administration actions necessary to complete the relocation.
Removal	Includes all labor, tools, and miscellaneous materials necessary to deactivate services, clear associated cross-connect from frames and terminals, remove, return, and dispose of equipment and/or hardware and material as determined by the COR.
Response Time	The time between notification and arrival at the location of a fault or degradation.
Restoration Priority List (RPL)	A list of systems, equipment, or circuits, and their restoration criteria established by the CSO. The Government will provide a new RPL as changes occur.
Rough Order of Magnitude (ROM)	These are non-binding estimates provided on a quick turn-around basis.

Service Verification	Verify fault is cleared, assure service is restored and initiate completion paperwork.
Shape File	A Geographic Information System file format developed by Environmental Systems Research Institute.
Switchboard Operation	The Operation of the switchboard shall include call handling and routing, call origination to commercial and Governments telephone networks, call answering and disposition, trap and trace procedures, trunk quality monitoring, monitoring telephone switch alarms and customer support for assistance and information.
System of Records	A group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol or other identifying particular assigned to the individual
Traffic Usage - CCS (Hundred Call)	Is a measurement of busy status of a measured trunk group. 36 CCS is a full period usage, that is, 36 CCS is one hour of usage per circuit. Typically measurements are made every 10 seconds or 100 seconds on the measured circuits. One Erlang is another way of also saying 36 CCS. For example, 1 Erlang is one full hour of measured usage; 1.5 Erlang is equivalent to 1 1/2 hour of usage on a trunk group measured during one hour. In this case, there shall be more than one circuit in the trunk group to obtain more than 1 Erlang (36 CCS) of usage in a one hour measured period.
Transmission Equipment	Equipment that sends or receives information signals. Includes multiplexers, T-1 spans, channel banks, microwave equipment, repeaters, data terminal equipment, modems, channel service units, data service units, etc.
Trunk	A communications channel between two switching system facilities.
Trunk Group	Refers to the entire group of circuits such as DSN, city incoming, or city outgoing. Trunk group members or trunk circuits refer to the individual circuits of a trunk group, such as 36 DSN trunk group member or circuits.
Voice Processing System (VPS)	A telephony firewall system manufactured by SecureLogix with a trade name of Telewall. This system is installed in a serial manner on voice trunks to monitor calls to identify modem, secure voice and related call activity to determine if consistent with security policy for that telephone line. VPS configuration is centrally managed and controlled.
Work Area	The area provided by the base or Contractor for employees to perform assigned work as required for Contractor operations.

2.1.6. Acronyms

ACRONYM	FULL TITLE
10 CES	10th Civil Engineering Squadron
10 CS	10th Communications Squadron
10 FSS	10 th Force Support Squadron
10 SFS	10 th Security Forces Squadron
ABW	Air Base Wing
ACS	Access Control System
AD	Athletic Department
ADO	Activity Distribution Office
AF	Air Force
AFCOLS	Air Force Common Level Output Standards
AFDPO	Air Force Departmental Publishing Office
AFEMS	Air Force Equipment Management System
AFI	Air Force Instruction
AFMAN	Air Force Manual
AFNIC	Air Force Network Information Commander
AFRIMS	Air Force Records Information Management System
AFROTC	Air Force Reserve Officer Training Corps
AIM	Asset Inventory Management
ANSI/ISO	American National Standards Institute/International Organization for Standardization
ATF	Bureau of Alcohol, Tobacco and Firearms
AV	Audio Visual
AY	Annual Year
BECO	Base Equipment Control Officer
BRM	Base Records Manager
BRM	Business Reply Mail
BTS	Base Telephone System
CA/CRL	Custodial Authorization/Custodial Report List
CAS	Call Accounting System
CATV	Cable Television
CCB	Circulation Control Badge
CCTV	Closed Circuit Television System Equipment
CE	Civil Engineering
C-E	Communications Electronics
CEMM	Center of Excellence for Medical
CER	Communication Equipment Room

CFLD	Communication Feature Location Data
CFP	Communications Focal Point
CIP	Common Installation Picture
CIPS	Cyberspace Infrastructure Planning System
COMPUSEC	Computer Security
COMSEC	Communications Security
COR	Contracting Officer Representative
COTS	Commercial Off The Shelf
COW	Communications on Wheels
CPE	Customer Premise Equipment
CSIR	Communication System Installation Record
CSPT	Confined Space Program Team
CST	Client Service Technician
CVC	CIPS Visualization Component
CY	Calendar Year
DD	Department of Defense
DISA	Defense Information Systems Agency
DLA	Defense Logistics Agency
DMM	Domestic Mail Manual
DOD	Department of Defense
DODI	Department of Defense Instruction
DODM	Department of Defense Manual
DODMERB	Department of Defense Medical Evaluation Review Board
DREN	Defense Research and Engineering Network
DRMO	Defense Reutilization Management Office
DSN	Defense Switched Network
DVD	Digital Video Disk
EMCS	Environmental Management Control System
ESRI	Environmental Systems Research Institute
FARM	Functional Area Records Manager
FBI	Federal Bureau of Investigations
FedEx	Federal Express
FGDC	Federal Geographic Data Committee
FPCON	Force Protection Condition
FTS	Federal Telecommunications System
FY	Fiscal Year
GETS	Government Emergency Telecommunication system
GFE	Government Furnished Equipment

GOTS	Government Off The Shelf
GPS	Global Positioning System
HAF	Headquarters Air Force
HAZMAT	Hazardous Material
HD	High Definition
IAW	In Accordance With
IMAG	Large Image Magnification
IMDS	Integrated Maintenance Data System
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ISP	Inside Plant
IT	Information Technology
ITA	IT Asset
LAN/WAN	Local Area Network/Wide Area Network
LMR	Land Mobile Radio
MICT	Management Internal Control Toolset
MSP	Maintenance Support Plan
MSS	Mobile Satellite System
NAD	North American Datum
NARA	National Association of Records Administration
NSSDA	National Standard for Spatial Data Accuracy
O&M	Operation and Maintenance
OMC	Official Mail Center
OMM	Official Mail Manager
OSP	Outside Plant
PEC	Product Engineering Code
PM	Program Manager
PMI	Preventive Maintenance Inspections
PN	Part Number
POA&M	Plan of Action and Milestone
POC	Point of Contact
PPAV	Presentation, Public Address, Video Conferencing
PPAV	Presentation, Public Address, Video Teleconference
PWCS	Personal Wireless Communication System
PWS	Performance Work Statement
RC	Records Custodian
RMA	Return Material Authorization
ROM	Rough Order of Magnitude

RPL	Restoration Priority List
SAV	Staff Assistance Visit
SIPR	Secret Internet Protocol Router
SME	Subject Matter Expert
STIG	Security Technical Implementation Guide
TASO	Terminal Area Security Officer
TLMR	Trunked Land Mobile Radio
TLMR	Trunked Land Mobile Radio System
TMS	Telephone Management System
TMT	Task Management Tool
TO	Technical Order
TV	Television
UPM	Unit Property Manager
UPS	Uninterruptible Power Supply
UPS	United Parcel Service
USAFA	United States Air Force Academy
USPS	United States Postal Services
vESD	Virtual Enterprise Support Desk
VPS	Voice Protection System
VTC	Video Teleconferencing
WO	Work Order
WPS	Wireless Priority System
XML	Extensible Markup Language

2.1.7. Reference Materials and Publications

PWS Paragraph	Directive	Title	Date of Publication
2.1.2.22.1/2.1.2.24.1	BICSI 005-2016	Electronic Safety and Security Design Reference Manual	2016
2.1.2.22.1/2.1.2.24.1	BICSI	Information Technology Systems Installation Methods Manual, 6th Edition	Disk Dated 2012
2.1.2.22.1/2.1.2.24.1	BICSI	Outside Plant Design Reference Manual, 5th Edition	Disk Dated 2012
2.1.2.22.1/2.1.2.24.1	BICSI	Telecommunications Distribution Methods Manual, 13th Edition	Disk Dated 2012
2.1.2.22.1/2.1.2.24.1	BICSI 568-2006	Standard for Installing Commercial Building Telecommunications Cabling	2006
2.1.2.22.1/2.1.2.24.1	BICSI 607-2011	Standard for Telecommunications Bonding and Grounding Planning and Installation Methods for Commercial Buildings	2011
2.1.2.22.1/2.1.2.24.1	IEEE C2 (NESC)	National Electric Safety Code	Dec-12
2.1.2.22.1/2.1.2.24.1	MIL-HDBK-419A	Grounding, Bonding, and Shielding for Electronic Equipment and Facilities	Dec-87
2.1.2.22.1/2.1.2.24.1	MIL-STD-188-124B	Grounding, Bonding and Shielding for Common Long Haul/Tactical Communications Systems Including Ground Based Communications-Electronics Facilities and Equipment	Dec-00
2.1.2.22.1/2.1.2.24.1	NFPA 70	National Electric Code	Oct-13
2.1.2.22.1/2.1.2.24.1	NFPA 780	Standard for the Installation of Lightning Protection Systems	2014 Edition
2.1.2.22.1/2.1.2.24.1	RUS 1751F-630	Design of Aerial Plant	Jan-96
2.1.2.22.1/2.1.2.24.1	RUS 1751F-635	Aerial Plant Construction	Jun-96
2.1.2.22.1/2.1.2.24.1	RUS 1751F-640	Design of Buried Plant - Physical Considerations	Mar-95
2.1.2.22.1/2.1.2.24.1	RUS 1751F-641	Construction of Buried Plant	Jun-95
2.1.2.22.1/2.1.2.24.1	RUS 1751F-642	Construction Route Planning of Buried Plant	Jun-95
2.1.2.22.1/2.1.2.24.1	RUS 1751F-643	Underground Plant Design	Aug-02
2.1.2.22.1/2.1.2.24.1	RUS 1751F-644	Underground Plant Construction	Aug-02
2.1.2.22.1/2.1.2.24.1	RUS 1751F-650	Aerial Plant Guying and Anchoring	Jul-96
2.1.2.22.1/2.1.2.24.1	RUS 1751F-802	Electrical Protection Grounding Fundamentals	Apr-94
2.1.2.22.1/2.1.2.24.1	RUS 1751F-805	Electrical Protection at Customer Locations	May-95
2.1.2.22.1/2.1.2.24.1	RUS 1751F-815	Electrical Protection of Outside Plant	May-95

2.1.2.22.1/2.1.2.24.1	RUS 1753F-150	Specifications and Drawings for Construction of Direct Buried Plant	Sep-10
2.1.2.22.1/2.1.2.24.1	RUS 1753F-151	Specifications and Drawings for Construction of Underground Plant	Sep-01
2.1.2.22.1/2.1.2.24.1	RUS 1753F-152	Specifications and Drawings for Construction of Aerial Plant	Sep-01
2.1.2.22.1/2.1.2.24.1	RUS 1753F-153	Specifications and Drawings for Service Installation at Customer Access Locations	Sep-01
2.1.2.22.1/2.1.2.24.1	RUS 1753F-201	RUS Standard for Acceptance Tests and Measurements of Telecommunications Plant	Jun-97
2.1.2.22.1/2.1.2.24.1	RUS 1753F-401	RUS Standard for Splicing Copper and Fiber Optic Cables	Mar-95
2.1.2.22.1/2.1.2.24.1	TIA 942	Telecommunications Infrastructure for Data Centers	Aug-13
2.1.2.22.1/2.1.2.24.1	TIA-526-14	Optical Power Loss Measurements of Installed Multimode Fiber Cable Plant	Oct-10
2.1.2.22.1/2.1.2.24.1	TIA-526-7	Measurement of Optical Power Loss on Installed Single-Mode Fiber Cable Plant	Dec-08
2.1.2.22.1/2.1.2.24.1	TIA-568-C.0	Generic Telecommunications Cabling for Customer Premises	Aug-12
2.1.2.22.1/2.1.2.24.1	TIA-568-C.1	Commercial Building Telecommunications Cabling Standard	May-12
2.1.2.22.1/2.1.2.24.1	TIA-568-C.2	Balanced Twisted-Pair Telecommunications Cabling and Components Standards	Apr-10
2.1.2.22.1/2.1.2.24.1	TIA-568-C.3	Optical Fiber Cabling Components Standard	Oct-11
2.1.2.22.1/2.1.2.24.1	TIA-568-C.4	Broadband Coaxial Cabling and Components Standard	Jul-11
2.1.2.22.1/2.1.2.24.1	TIA-569	Telecommunications Pathways and Spaces	Mar-13
2.1.2.22.1/2.1.2.24.1	TIA-570	Residential Telecommunications Infrastructure Standard	Aug-12
2.1.2.22.1/2.1.2.24.1	TIA-598	Optical Fiber Cable Color Coding	Jan-05
2.1.2.22.1/2.1.2.24.1	TIA-606	Administration Standard for Telecommunications Infrastructure	Jun-12
2.1.2.22.1/2.1.2.24.1	TIA-607	Generic Telecommunications Bonding and Grounding (Earthling) for Customer Premises	Aug-13
2.1.2.22.1/2.1.2.24.1	TIA-758	Customer-Owned Outside Plant Telecommunications Infrastructure Standard	Mar-12
2.1.3.3.3.	ANSI/AIIM MS1-1996	Alphanumeric Computer-output Microfilms-Operational Practices for Inspection and Quality	Jan-96
2.1.3.3.3.	ANSI/AIIM MS14-1996	CI Specifications for 16MM and 35 MM Roll Microfilm	Jan-96
2.1.3.3.3.	ANSI/AIIM MS19-1993	Identification of Microforms	Jan-93
2.1.3.3.3.	ANSI/AIIM MS23-2004	Production, Inspection, and Quality Assurance of First Generation, Silver Microforms of	Jan-04
2.1.3.3.3.	ANSI/AIIM MS32-1996	Micro-recording of Engineering Documents on 35 MM microfilm	Jan-96

2.1.3.3.3.	ANSI/AIIM MS41-1996	Dimensions of Unitized Microfilm Carriers and Apertures (Aperture, camera, copy and image cards)	Jan-96
2.1.3.3.3.	ANSI/AIIM MS43-1998	Operational Procedures Inspection and Quality Control of Duplicate Microforms of Documents and From Com	Jan-98
2.1.3.3.3.	ANSI/AIIM MS45-1990	Recommended Practice for Inspection of Stored Silver-Gelatin Microforms for Evidence of Deterioration	Jan-90
2.1.3.3.3.	ANSI/AIIM MS51-1991	ISO Resolution Test Chart Description and Use	Jan-91
2.1.3.3.3.	ANSI/AIIM MS5-1992	Standard for Information and Image Management- Microfiche	Jan-92
2.1.3.3.3.	ANSI/ISO 18929-2012	Processed Silver-gelatin Type Black-and-white Film, Specifications for Stability	Apr 12
2.1.3.3.3.	ANSI/ISO 18901:2010	Imaging Materials-Processed silver-gelatin type black and white files- specifications for stability	Jan-10
2.1.3.3.3.	ANSI/ISO 18902-2011	Imaging Material – Photographic Processed Films, Plates and Papers – Filing Enclosures and Storage Containers	Jul 11
2.1.3.3.3.	ANSI/ISO 18911:2010	Imaging Materials-Processed safety photographic films-storage practices	Sep-10
2.1.3.3.3.	ANSI/ISO 5.2-2009	Density Measurements Part 2 Geometric Conditions for Transmission of Density	Dec 09
2.1.3.3.3.	ANSI/ISO 5- 3-2009	Density Measurements Part 3, Spectral Conditions	Dec 09

2.1.8. Critical Activities List

The Critical Activities List (CAL) is not a complete representation of all activities that occur. The CAL should not be used alone as an indicator of work requirements or frequencies. See the work load listed for individual areas. USAFA Plans change annually, USAFA and O-Plans specify support responsibilities, and will be available when the contract is awarded. Additional details can be found in sections 2.1. PWS.

	Time of Year	Number of Annual Occurrences	USAFA Plan
100th Night Celebration	February	1	Yes
Air Force Academy Assembly	Usually February	1	Yes
Annual Awards Banquet	Varies	1	
Athletics Press Conferences	Varies	5	
Basic Cadet In-Processing	June	1	Yes
Board of Visitors	Varies	2	Yes
Cadet Summer Training (includes BCT)	May-August	1	Yes
Cadet Wing Parades	During Academic Year	9	Yes
Commandants Challenge	Varies	2	
Commandants Leadership Series	During Academic Year	1	
Conference of Service Academy Superintendents (COSAS)	Spring	Once, every 5 years	Yes
CORONA	October/November	1	Yes
Falcon Heritage Forum	Varies	semi annual	
General Officer/ Equivalent Speaking Engagements	Throughout the Year	63	
Graduation Activities	May/June	1	Yes
Intercollegiate Away Football Games	August-January	7	
Intercollegiate Bowl Football Game	December-January	1	
Intercollegiate Home Football Games	August-January	7	Yes
National Character and Leadership Symposium (NCLS)	February	1	Yes
Parents Weekend	Labor Day Weekend	1	Yes
Prep School Graduation Week	May	1	Yes
Superintendent Social Events	Varies	30	
USAFA Homecoming Weekend and Class Reunions	Fall	1	Yes
USAFA Prep School Basic Military Training	July-August	1	
USAFA Team Support for Inspections	Varies	Biennial	Yes

2.1.9. Performance of Services During a Crisis

PWS Para	Title
2.1.2.1	Maintenance
2.1.2.2	First Look/Operational Check
2.1.2.3	Communication and Electronic Equipment Repair
2.1.2.4	Repair
2.1.2.5	Maintenance support for TLMR
2.1.2.7	On-Call Repair
2.1.2.8	UPS Maintenance
2.1.2.10	System Administration
2.1.2.14	System Data Backups
2.1.2.15.1	Access Control System Maintenance
2.1.2.18	C-E Systems Interoperability Support
2.1.2.21.1	BTS Alarm Monitoring
2.1.2.21.2	Software Functions
2.1.2.21.5	Voice Mail
2.1.2.22.1	Inside Plant (ISP) and Outside Plant (OSP) Maintenance
2.1.2.22.2	Cable Location Staking and Marking
2.1.2.24	Installations
2.1.2.26.1	Communications Focal Point
2.1.2.26.1.11	E911 Database
2.1.2.26.2	Escort Service
2.1.2.26.3	Contractor Interface and Support for other Vendors
2.1.2.27	Switchboard Operations
2.1.2.28.1	Access Card Issue
2.1.2.28.6	Programming Access Restriction/Permissions
2.1.2.28.7	Access Reporting
2.1.2.29.6	Video Teleconferencing (VTC)
2.1.3.1.9	PWCS Manager
2.1.3.1.9.1	GETS/WPS
2.1.3.1.9.3	TLMR/LMR Operations Management
2.1.3.3.11	Records Storage (records protection plan portion)
2.1.3.5	Official Mail Center (OMC)

2.1.10. Restoral Priority List (RPL)

All responses to or reports of Priority 1 or 2 outages shall be coordinated with the COR immediately. Based on mission needs, the COR may change or re-prioritize any Priority 1, 2, or 3 outage to a higher or lower priority. The Contractor shall respond to and repair those outages as re-prioritized by the COR and IAW the timeframes in the RPL.

For Special Events listed in paragraph 2.1.2.7.the Contractor shall be prepared to provide immediate restoral of outages.

Priority 1. These systems require an immediate response time (within 1-hour). Repair Time is continuous until repaired or released by the COR. The COR is authorized to re-prioritize any outage as needed to meet mission needs.	
PRI 1	E911 Circuits
PRI 1	TLMR Infrastructure and System
PRI 1	Building 4199 VTC
PRI 1	Superintendent's VTC
PRI 1	BTS/Optera Critical Alarms
PRI 1	Primary Crash Circuits
PRI 1	Secondary Crash Circuits
PRI 1	Giant Voice PA System
PRI 1	Falcon Voice PA System
PRI 1	Falcon Eye Surveillance (CCTV) System
PRI 1	Husky Voice PA System
PRI 1	DSN-Trunks
PRI 1	Local-Trunks
PRI 1	FTS-Trunks
PRI 1	333-2000
PRI 1	Access System devices
PRI 1	Command Post Circuits and Systems
PRI 1	Call Pilot Voice Mail System
PRI 1	Cable Cuts
PRI 1	UPS Outages
PRI 1	Urban Evasion Lab (when cadets in session)
PRI 1	Survival Evasion Resistance and Escape Compound (when cadets in session)

Priority 2. These systems require an immediate response time (within 2-hours) after all Priority 1 outages have been cleared. Repair Time is within 24 hours unless parts are ordered then within 24 hours upon receiving parts. The COR is authorized to re-prioritize any outage as needed to meet mission needs.

PRI 2	Fire Station PA Systems
PRI 2	Fixed PA Systems
PRI 2	LMR Base Station
PRI 2	LMR Vehicle Mobile units
PRI 2	BTS/Optera Major Alarms
PRI 2	Comm for Superintendent
PRI 2	Comm for Commandant
PRI 2	Comm for Dean of Faculty
PRI 2	Comm for ABW Commander
PRI 2	Comm for Superintendent's Quarters
PRI 2	Comm for Dean of Faculty Quarters
PRI 2	Comm for Commandant's Quarters
PRI 2	Comm for ABW Commander Quarters
PRI 2	Child Development Center CCTV
PRI 2	Child Development Annex CCTV
PRI 2	Youth Center CCTV
PRI 2	Organizational Commander's or Directors Communications (Mobile Device/LMRs/Phone/Cabling)
PRI 2	Fire Alarm Circuits
PRI 2	Security/Duress Alarm Circuits
PRI 2	333-4357 – Communications Focal Point
PRI 2	STARS Circuit
PRI 2	Communications On Wheels (when cadets in session)
PRI 2	Mitchell Hall Projectors
<p>Priority 3. These systems require response within 1 business day, after all Higher Priority outages have been cleared during Core Hours. Response time during non-core hours shall be by the next business day after all higher priority outages have been cleared. Repair Time is within 3 business days unless parts are ordered then within 3 business days upon receiving parts. The COR is authorized to re-prioritize any outage as needed to meet mission needs.</p>	
PRI 3	BTS/Optera Minor Alarms
PRI 3	All remaining C-E Equipment
PRI 3	All other telephone circuits

2.1.11. Preventive Maintenance List

<p>The following locations include C-E type equipment and systems that are part of Government owned infrastructure. The Contractor shall complete Preventive Maintenance Inspections of this equipment at the intervals noted. Equipment no longer repairable will be replaced by the Government.</p>		
Equipment/System	Location/Bldg	Inspection Frequency
Air Traffic Control Tower External Audio System	Tower	Annual
Fairchild and Consolidated Education Training Facility Classroom Projectors and associated equipment (~360 each)	2354/2355	Annual
Lecture Halls (13 each)	2354	Annual
H1 Lecture Hall	2354	Annual
F1 Lecture Hall	2354	Annual
CCLD AV Systems	2300	Annual
Giant Voice System	USAFA	Annual
Giant Voice Operational Check (each Tower)	USAFA	Monthly
Giant Voice Battery Replacements	USAFA	Triennial
Falcon Voice System	Cadet Area	Annual
Falcon Eye (CCTV)	USAFA	Annual
Child Development Center CCTV	5150	Annual
Child Development Annex CCTV	5150	Annual
Youth Center CCTV	5132	Annual
Mitchell Hall (Main)	2350	Annual
Falcon Stadium Sound System	4900	Annual
Superintendents Conference Room	2304	Annual
Cadet Chapel (Catholic)	2306	Annual
Cadet Chapel (Protestant)	2306	Annual
Cadet Chapel (Choir)	2306	Annual
Community Center Chapel	5134	Annual
Community Center Theater	5136	Annual
Fire Station 1	6202	Annual
Fire Station 2	4198	Annual
Fire Station 3	9224	Annual
Arnold Hall System	2302	Annual
Field House Basketball	2169	Annual
Field House Ice Rink	2169	Annual
Commandant's Conference Room	2354	Annual
Dean's Conference Room	2354	Annual

10 ABW/CC Conference Room	8034	Annual
10 MSG/CC Conference Room	8034	Annual
Husky Voice Equipment	Prep School	Annual
Access Control System and Readers	USAFA	Annual
Backup LMR Repeater and antenna	4199	Annual
Communications Closet/Network UPS	Various	Annual
TLMR Antennas	4003	Annual
Postal X-Ray Machine/Equipment	5136	Annual
Records Management Equipment	8110	Annual
BTS (includes Power & UPS)		
Host Switch	4199	MSP
RST1	5130	MSP
RST2	8130	MSP
RST3	2354	MSP
Optera System (includes rectifier and UPS in 2G19)	Varies	MSP
Call Pilot Voicemail System	4199	MSP
System Backups (BTS, Voicemail, Access System)	Varies	Weekly

2.1.12. Communications/BTS Metrics Requirements

The Contractor shall provide a monthly metrics report on the items listed below. This report shall be provided electronically in a spreadsheet or access database format. The number reported shall be monthly, and continue cumulatively for each Fiscal Year.

Item	Unit	PWS Paragraph
Number/Type of BTS circuit cards replaced	ea	2.1.2.3
Number of outside duty hours priority 1 responses	ea	2.1.2.7
Number of UPS repair actions	ea	2.1.2.8
Engineering support/design review meetings	ea	2.1.2.17
Number of confined space entries	ea	2.1.2.20
Number of phone calls processed by BTS	ea	2.1.2.21
Number of 333 extensions in use/available (Host, RST1, RST2, RST3)	ea	2.1.2.21
Number/Type/Size of OSP splices (copper, fiber, etc.)	ea	2.1.2.22
Cable Located/Marked	ft	2.1.2.22
Surface Area Restored/Seeded	sqft	2.1.2.24.1
OSP Trench/Bore	ft	2.1.2.24.1
Size/Type of OSP Conduit Installed	ft	2.1.2.24.1
OSP Type/Size Cable Installed (in Conduit) (25pr, 144, 600pr, etc.)	ft	2.1.2.24.1
OSP Type/Size Cable Installed (Direct Buried) (25pr, 144, 600pr, etc.)	ft	2.1.2.24.1
Number of Monitors Installed	ea	2.1.2.24.1
Number of Projectors Installed	ea	2.1.2.24.1
Number of Public Address Systems Installed	ea	2.1.2.24.1
Number of other Communication Systems Installed (excluding telephone and other reported items)	type	2.1.2.24.1
Telephone Installations	ea	2.1.2.24.1
Telephone Relocations	ea	2.1.2.24.1
Telephone Disconnects	ea	2.1.2.24.1
2-Wire Circuits Installed	ea	2.1.2.24.1
4-Wire Circuits Installed	ea	2.1.2.24.1
SM Fiber Circuits Installed	ea	2.1.2.24.1
MM Fiber Circuits Installed	ea	2.1.2.24.1
Cat5/6 Jack Installed	ea	2.1.2.24.1
ISP Type/Size Wire Installed (Cat5/6, Fiber, COAX, Speaker, Other)	ft	2.1.2.24.1
ISP Removed (Cat5/6, Fiber, COAX, Speaker, Other)	ft	2.1.2.24.1
Patch Panels Installed (Cat5/6/Fiber 12/24/48 port, etc.)	ea	2.1.2.24.1
Innerduct/Maxcell Installed	ft	2.1.2.24.1
TMS Update Task (Base Yr Only) # of fiber circuits verified/updated in TMS	ea	2.1.2.25
Communications Focal Point - number of reports	ea	2.1.2.26.1
Number of CFP Reports processed/provided	ea	2.1.2.26.1
Number of Remedy tickets processed by priority and NIPR/SIPR/EDU	ea	2.1.2.26.1
Number of CIPS WOs processed	ea	2.1.2.26.1
Number of CFP ASIs by type	ea	2.1.2.26.1
Number of Escort Services provided	ea	2.1.2.26.2
Number of Operator phone calls processed	ea	2.1.2.27.2
Number of Access Badges Issued (Cadet, Other, Contractor)	per type	2.1.2.28.1

Number of Presentation/Public Address/VTCs support actions (excluding Graduation/CORONA/Football)	ea	2.1.2.29.1
Number of Unit Property Managers (ITA/PWCS) Trained	ea	2.1.3.1.2.
Number of ITA Account Inventories completed	ea	2.1.3.1.3.
Number of ITA Account Inventories overdue (in reporting month)	ea	2.1.3.1.3.
IT Assets Received (excluding PWCS)	ea	2.1.3.1.4.
IT Assets Turned-in (DRMO)	pallets	2.1.3.1.6.
Number of ITEC Staff Assistance Visits	ea	2.1.3.1.8.
Number of PWCS Assets Issued	per type	2.1.3.1.9.
Number of PWCS Inventories Completed	ea	2.1.3.1.9.4
Number of PWCS Inventories Overdue (in reporting month)	ea	2.1.3.1.9.4
Number of Software Assets Received	ea	2.1.3.1.10.
Number of Records Management Individuals Trained	ea	2.1.3.2.5.
Number of Records Management Staff Assist Visits completed	ea	2.1.3.2.6.
Amount of Records Management Digital Scanning captured	image	2.1.3.3.2.
Amount of Records Staged (added)	cu ft	2.1.3.3.11.
Amount of Records Shipped	cu ft	2.1.3.3.12.
Amount of Records Destroyed	cu ft	2.1.3.3.13.
Number of Publications Processed	ea	2.1.3.4.1.
Number of Forms Processed	ea	2.1.3.4.3.
Number of Postal Items Metered	ea	2.1.3.5.3
Number of Accountable Items delivered (Official Mail Center)	ea	2.1.3.5.6.

2.2. CYBERSECURITY

2.2.1. CYBERSECURITY SUPPORT

The United States Air Force Academy (USAFA) requires CyberSecurity support, security testing, validation and risk mitigation, documentation creation, in addition to creation and maintenance of Assessment and Authorization (A&A) packages consistent with the Risk Management Framework (RMF) on multiple networks across the Academy. USAFA also requires Information System Security Officer (ISSO) support for multiple networks across the Academy. There are currently at least 30 networks and 17 accreditation packages across the base. (NOTE: The USAFA Superintendent is the appointed Authorizing Official for all USAFA-owned systems, excluding NIPRNet, SIPRNet, GEOBASE, and USAFA Voice Network System).

2.2.1.1. Contractor Requirements/Deliverables

The Contractor shall perform the following CyberSecurity activities:

(i) Assessment and Authorization (A&A):

A. System Information Systems Security Officer (ISSO): Contractor shall serve as the System ISSO for USAFA systems. The Contractor shall coordinate with the network administrators to provide guidance for network security configurations. The Contractor shall provide recommendation on new and existing firewall rule sets (ports, protocols, and services) in accordance with the DISA CAL and DISA PPS Vulnerability Assessment Reports. For deviations from Air Force and Department of Defense (DoD) policy, the Contractor shall complete and provide waiver requests to the USAFA Information System Security Manager (ISSM) for Authorizing Official (AO) risk decision. The System ISSO shall coordinate with the System Administrators and IT personnel to provide guidance on applying security patches and configurations IAW the DISA STIGs and the IAVM/A/B/Ts sent out by the DREN CNDSP. The System ISSO shall write/update security-related artifacts, policies and procedures for implementation into the maintenance of the system, and inclusion into the system's Assessment and Authorization (A&A) package. The System ISSO shall maintain the system's A&A package. If the A&A package is scheduled for reaccreditation, the system ISSO shall conduct testing on all devices, and deliver a completed A&A package to the USAFA ISSM for the Authorizing Official to make an authorization decision.

B. Using DISA-approved scanning tools (e.g. ACAS, Nessus, CIS-CAT, SCAP, HP Fortify, etc.) and DISA manual STIGs, the Contractor shall conduct an ongoing risk-based analysis of all USAFA systems (currently 30), network devices (switches, routers, and firewalls) and enclaves, based on DoD 8500.01, Enclosure 2, paragraph 13, o, p, and NIST publications. The Contractor shall provide an ongoing evaluation of the applicable security controls for each component system and shall determine and provide the aggregate risk assessment for each enclave to the USAFA Information System Security Manager (ISSM), the Government Contracting Officer Representative (COR), Information System Owner (ISO), and System Program Manager (PM). The Contractor shall coordinate with the system administrator and System Owner to provide guidance/recommendations on fix actions for issues found during the risk assessment of the system. Unmitigated findings shall be included in the system's POA&M section of the A&A package, which the USAFA ISSM shall brief to the AO for a risk decision. (NOTE: Prioritization of networks/systems/enclaves to conduct a risk-based analysis is subject to change as determined by USAFA/A6).

C. Contractor shall utilize ACAS, SCAP, Nessus, CIS-CAT, and other DISA-approved tools to perform scans on USAFA networks; analyzing test results for submission to the USAFA ISSM and Government COR. False positives shall be identified and negated from the risk assessment report. True security findings shall be identified to the Information System Owner, System Information Systems Security Officer (ISSO) and System Administrator to be mitigated. The Contractor shall coordinate with the Information System Owner, System ISSO, and System Administrator, provide guidance and assist the Government in mitigating the findings.

D. The Contractor shall perform switch/router/FW manual STIG testing. Contractor personnel shall manually analyze the switches, routers, and firewalls for vulnerabilities and report findings to the USAFA ISSM, Information System Owner, System ISSO, and System Administrator for mitigation. Findings report shall not contain false positives, and shall show true system vulnerability status for all devices on the network. Unmitigated findings shall be documented in the POA&M within the system's A&A package.

E. The Contractor shall perform Linux & Windows Operating System testing. Contractor personnel shall manually (or automated, if STIG allows), conduct scans on both UNIX and Windows platforms. Contractor personnel shall analyze both types of platforms for vulnerabilities and report findings, and include mitigations, to the USAFA ISSM, Information System Owner, System ISSO, and System Administrator. Unmitigated findings shall be documented in the POA&M within the system's A&A package. Contractor shall ensure that all scans and analysis accurately report the health of the network.

F. The Contractor prepare A&A SSS packages that meet USAFA staffing requirements. (NOTE: Prioritization of networks/systems/enclaves to prepare C&A packages for is subject to change as determined by USAFA/A6).

G. The Contractor develop and maintain mitigation plans (Plan Of Action & Milestones (POA&M)) for each networks/ systems/enclave. Contractor shall be required to meet at least monthly with the System Owner and/or Program Manager (PM) to coordinate on liens and conditions of the ATO letter and POA&M. (NOTE: Prioritization of networks/systems/enclaves to prepare POA&Ms for is subject to change as determined by USAFA/A6).

H. The Contractor shall input and maintain new and existing accreditation packages in eMASS, Maintain and update security controls as necessary for continuous monitoring of networks/ systems/enclaves in Enterprise Mission Assurance Support Service (eMASS).

I. The Contractor shall analyze new systems and provide recommendations based upon available documentation, contractor-conducted system security testing, site walk-downs, and input from developer and support teams. (NOTE: The Contractor shall provide a recommendation to the USAFA ISSM for the system to be a new accreditation package or to be included in an existing accreditation package).

1. If the Contractor determines that a system requires a new accreditation package, the Contractor shall conduct a risk assessment on the new system, and provide all supporting artifacts, Ports, Protocols, and Services (PPS), System Security Plan (SSP), RMF A&A package in eMASS, scan results and SSS package to the USAFA ISSM for review.

2. If the Contractor determines that a system will not require a new accreditation package, the Contractor shall run scans against the system, update or create new artifacts, and add the system to an appropriate accreditation package. (NOTE: In both examples above, the Contractor shall coordinate with the System Owner to mitigate the findings against the system, and document any residual

findings in a POA&M for review by the USAFA ISSM). Contractor is required to be onsite in order to fulfill the PWS requirements. Working remotely shall not be authorized unless the COR has approved any extenuating circumstances (e.g. inclement weather, natural disasters, or personnel injury).

K. The Contractor shall obtain/maintain the following access: RMF Knowledge Service login (PKI-enabled), DISA STIGs (to include PKI-enabled DISA webpages), NIST webpage access, Common Criteria webpage access, AF Community of Practice (CoP), and Secretary of the Air Force PKI-enabled websites, and remain current on applicable security controls and CyberSecurity-related updates and information.

L. The Contractor shall perform A&A requirements on networks/ systems/enclaves in an AFNET, EDU, and Research environment. The Contractor shall write and prepare A&A packages for both USAFA and the AF Authorizing Official Designated Representative (AODR), and the USAFA and AF Authorizing Official (AO) approval.

M. The Contractor shall develop and provide all documents required for the submission of Authorization and Accreditation packages for all USAFA systems (e.g. Ports Protocol and Services (PPS), POA&M, System Security Plan (SSP), risk assessment report, etc.).

(ii) Maintenance: The Contractor shall:

A. Provide reportable metrics for Information Systems (System A&A, POA&M, Annual Security Control Testing, Annual Security Review, Annual Contingency Plan Testing), to the USAFA ISSM in order to meet the Federal Information System Management Act (FISMA) reporting requirements.

B. Perform eMASS updates, write and update supporting artifacts, security control updates and testing, update POA&Ms, update accreditation packages, and coordinate with the Information System Owner and/or PMs to mitigate liens and conditions for existing networks/ systems/enclaves with current ATOs or IATOs. (e.g. Systems with a current accreditation decision are the following: ResearchNet (Core), Marquee System, KAFA System, VTCs, Falcon Telescope Network (FTN), WEdge Development Network (WEdeDevNet), SIPRNet, NIPRNet, ALOWeb, XOSTES, SSRC, USAFA Voice Network, CFAM, GEOBASE, and USAFA Educational Core Network. (NOTE: CAMIS II and CAMIS III accreditation packages are outside the scope of this PWS).

C. Provide reportable metrics for non-FISMA reportable Information Systems (e.g. RDT&E) to the USAFA ISSM. Perform eMASS and POA&M updates, and coordinate with the System Owner and/or PM to mitigate liens and conditions for existing non-FISMA-reportable networks/ systems/enclaves with current ATOs or IATOs.

D. Provide monthly status report updates for all A&A package efforts, FISMA reportable metrics, and non-FISMA reportable system status for all USAFA systems, to the USAFA ISSM and Government Contracting Officer's Representative (COR).

E. Coordinate with USAFA Information System Owners and PMs to mitigate all non-compliant security controls and risk assessment findings in each system's POA&M for networks/ systems/enclaves that are both FISMA-reportable and non-FISMA-reportable. Coordinate with the

USAFA Information System Owners and System Administrators to mitigate all POA&M findings, validate test findings, liens and conditions on the ATO letter (for all existing and newly accredited systems), track and save status in a location available to the Government COR and USAFA ISSM. Provide CyberSecurity recommendations to the USAFA ISSM for all A&A issues/risks on USAFA networks/systems/enclaves.

F. Coordinate with the Program Managers on the Plan Of Action & Milestones (POA&M), to ensure network security compliance and finding mitigation for all FISMA and non-FISMA reportable networks/systems/enclaves, such as: ResearchNet, ResearchNet sub-enclaves, Falcon Telescope Network (FTN), WEDGE Development Network (WEDGEDevNet), CASTle, all VTCs, CFAM systems, UAS and RPA, SSRC, Force Support Squadron (FSS) Point of Sale (POS), Civil Engineering Industrial Control System (and sub-systems), SIPRNet, NIPRNet, USAFA Voice Network, USAFA Educational Core Network, Marquee System, KAFA System, ALOWeb, XOSTES, GEOBASE, Waste Water Treatment Plant (WWTP), Energy Management Control System (EMCS), Fire Suppression System, Intoxilyzer I-9000, ADVANTOR, CBORD, Access Control System, SPARC, etc. (NOTE: Prioritization of networks/systems/enclaves to prepare POA&Ms for is subject to change as determined by USAFA/A6).

G. Provide mitigation recommendations and guidance for all JTF-GNO and US CYBER COMMAND (<https://www.jtfgno.mil/default.aspx>) Information Assurance Vulnerability Management (IAVM) patches and CVEs to the Information System Owner, Program Manager, and System Administrators. Time Compliance Network Orders (TCNO) are issued by the AF Component to US CYBER COMMAND, current delegate is the 24th Air Force. (<http://www.24af.af.mil/>)

H. Update, develop, test, and provide written Contingency Plans, Vulnerability Management Plans, Incident Response Plans, Continuity of Operations Plans for inclusion each system's Authorization and Accreditation package. For each plan that is tested (tabletop testing is authorized), the Contractor shall provide a Memorandum For Record in the format provided in Appendix A.

I. Update, develop, test, and provide written Contingency Plans, Vulnerability Management Plans, Incident Response Plans, and Continuity of Operations Plans in support of the Federal Information Security Management Act (FISMA) requirements on an annual basis.

2.2.1.2. Contractor Training and Certifications

A. The Contractor shall provide personnel trained in Risk Management Framework (RMF) for DoD Information Technology, DoDI 8510.01 and the National Institute of Standards and Technology (NIST) Risk Management Framework (RMF), NIST 800 series.

B. The Contractor personnel shall complete all necessary training required to access USAFA networks, which includes the following: DoD CyberSecurity Challenge Computer Based Training, Anti-terrorism, Force Protection, Information Protection, Operational Security (OPSEC), North Atlantic Treaty Organization (NATO) (as required), and Safety training.

C. All Contractor personnel shall be at least DoD 8140.01 certification level 2.

- D.** The Contractor shall maintain current DoD 8140.01 certifications, at no additional cost to the Government. Certifications and other continuing education (Continual Professional Education) shall be conducted on the Contractor's own time.
- E.** The Contractor personnel shall obtain a SECRET (at a minimum, an Interim SECRET) level clearance IAW DoD 5200.2, Appendix 10.2.2 and AFI 31-501, Chapter 3, prior to performance on contract.

2.2.2. GOVERNMENT&CONTRACTOR PROPERTY AND SERVICES

2.2.2.1. Government Furnished Resources and Services

The Government will provide workspace and equipment necessary to perform duties in accordance with the requirements of this PWS. The following will be made available: workspace, desk area, chair, telephone, office supplies, network drops, and workstations. Printer/Copier use will be shared. The Government will provide access to regulations for services rendered IAW this PWS and provide links to the sites to ensure compliance.

2.2.2.2. Contractor Furnished Property and Services

The Contractor shall provide scanning laptops, and DISA-approved scanning and analysis tools necessary to perform duties in accordance with the requirements of this PWS. Other tools may be requested for use with prior written coordination signed by the Information System Owners: Wireshark, NMap, etc. If these tools are allowed by the COR, they are only authorized to scan a specific network segment as agreed to by the System Owner.

2.2.3. COMPLIANCE

2.2.3.1. The Contractor shall comply with the following Regulations, Manuals, Instructions, and Publications.

1. DoD Instruction 8510.01, "*RMF for DoD IT*," May 24, 2016
2. DoD Directive 5144.02, "*DoD Chief Information Officer (DoD CIO)*," November 21, 2014
3. National Institute of Standards and Technology Special Publication 800-37, "*Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach*," February 2010, as amended
4. All NIST publications, which are found at <http://csrc.nist.gov/publications/index.html>
5. Subchapter III of chapter 35 of Title 44, United States Code (also known as the "Federal Information Security Management Act (FISMA) of 2002")
6. Committee on National Security Systems Instruction 1253, "*Security Categorization and Control Selection for National Security Systems*," March 15, 2012, as amended
7. National Institute of Standards and Technology Special Publication 800-53, "*Security and Privacy Controls for Federal Information Systems and Organizations*," current edition
8. National Institute of Standards and Technology Special Publication 800-53A, "*Guide for Assessing the Security Controls in Federal Information Systems and Organizations: Building Effective Security Assessment Plans*," June 2010, as amended
9. DoD Instruction 8500.01, "*Cybersecurity*," March 14, 2014
10. National Institute of Standards and Technology Special Publication 800-39, "*Managing Information Security Risk: Organization, Mission, and Information System View*," March 2011
11. National Institute of Standards and Technology Special Publication 800-30, "*Guide for Conducting Risk Assessments*," September 2012, as amended

12. DoD Directive 8000.01, "*Management of the Department of Defense Information Enterprise (DoD IE)*," March 17, 2016
13. Executive Order 12333, "*United States Intelligence Activities*," December 4, 1981, as amended
14. DoD Directive 8115.01, "*Information Technology Portfolio Management*," October 10, 2005
15. Section 11331 of Title 40, United States Code
16. DoD Instruction 5025.01, "*DoD Directives Program*," September 26, 2012, as amended
17. DoD Instruction 8581.01, "*Information Assurance (IA) Policy for Space Systems Used by the Department of Defense*," June 8, 2010
18. DoD 8320.02-G, "*Guidance for Implementing Net-Centric Data Sharing*," April 12, 2006
19. DoD Instruction 8320.07, "*Implementing the Sharing of Data, Information, and Information Technology (IT) Ser(IT) Services in the Department Of Defense*," August 3, 2015
20. DoD Instruction 5000.02, "*Operation of the Defense Acquisition System*," January 27, 2015
21. DoD Chief Information Officer Memorandum, "*DoD Enterprise Services Designation – Collaboration, Content Discovery, and Content Delivery*," February 2, 2009
22. DoD Chief Information Officer and Intelligence Community Chief Information Officer Memorandum, "*Use of Unified Cross Domain Management Office (UCDMO) Baseline Cross Domain Solutions (CDSs)*," December 1, 2011
23. Chairman of the Joint Chiefs of Staff Instruction 6211.02D, "*Defense Information Systems Network (DISN) Responsibilities*," January 24, 2012
24. DoD Instruction 8100.04, "*DoD Unified Capabilities (UC)*," December 9, 2010
25. DoD Directive 5105.53, "*Director of Administration and Management (DA&M)*," February 26, 2008
26. DoD 5200.2-R, "*Personnel Security Program*," January 1, 1987, as amended
27. Public Law 104-191, "*Health Insurance Portability and Accountability Act of 1996*," August 21, 1996
28. Appendix III to Office of Management and Budget Circular No. A-130, "*Security of Federal Automated Information Resources*," November 28, 2000
29. Committee on National Security Systems Instruction 4009, "*National Information Assurance (IA) Glossary*," April 26, 2010

30. National Security Presidential Directive-54, “*Cyber Security and Monitoring*” /Homeland Security Presidential Directive-23, “*Cybersecurity Policy*,” January 8, 2008

31. AFI 33-200, “*CyberSecurity Program Management*,” 31 August 2015

32. DoD Directive 8140.01, “*Cyberspace Workforce Management*,” August 11, 2015

33. AF 17-Series Cyber Instructions which are found at <http://www.e-publishing.af.mil/>

34. AFI 17-101, “*Air Force Certification and Accreditation (C&A) Program (AFCAP)*,” December 23, 2008

35. AFMAN 17-1301, “*Computer Security (COMPUSEC)*,” March 27, 2012

36. AFMAN 17-1303, “*CyberSecurity Workforce Improvement Program*,” March 20, 2015

37. DoD 8140.01

2.2.4 SERVICE SUMMARY:

SS Items	Service	Performance Objectives	Reference Paragraph	Performance Threshold
SS-01	Cyber-Security	Evaluate and document the notional risk of each network/ system/enclave based upon available documentation, contractor-conducted system security testing, site walk-downs, input from developer and support teams.	2.2	No more than 2 errors per document found in NIST assessment and authorization package and artifacts.
SS-02	Cyber-Security	Using DISA-approved scanning tools (e.g. ACAS, Nessus, CIS-CAT, SCAP, HP Fortify, etc.) and DISA manual STIGs, the Contractor shall conduct an ongoing risk-based analysis of all USAFA systems (currently 30), network devices (switches, routers, and firewalls) and enclaves, based on DoD 8500.01, Enclosure 2, paragraph 13, o, p, and NIST publications. The Contractor shall provide an ongoing evaluation of the applicable security controls for each component system and shall determine and provide the aggregate risk assessment for each enclave to the USAFA Information System Security Manager (ISSM), the Government Contracting Officer Representative (COR), Information	2.2	No more than 5 false positives shall be reported in the security testing results.

		System Owner (ISO), and System Program Manager (PM). The Contractor shall coordinate with the system administrator and System Owner to provide guidance/recommendations on fix actions for issues found during the risk assessment of the system. Unmitigated findings shall be included in the system's POA&M section of the A&A package, which the USAFA ISSM shall brief to the AO for a risk decision.		
SS-03	Cyber-Security	The Contractor shall perform A&A requirements on networks/ systems/enclaves in an AFNET, EDU, and Research environment. The Contractor shall write and prepare A&A packages for both USAFA and the AF Authorizing Official Designated Representative (AODR), and the USAFA and AF Authorizing Official (AO) approval.	2.2	90% of all A&A packages shall be submitted on time and no packages will be submitted later than 1 week post due date.

2.2.5 ACRONYMS:

The United States Air Force Academy (USAFA)

Assessment and Authorization (A&A)

Risk Management Framework (RMF)

Information System Security Officer (ISSO)

Authorizing Official (AO)

Ports, Protocols, and Services (PPS)

Defense Information Systems Agency (DISA)

Category Assurance List (CAL)

Vulnerability Assessment (VA)

Air Force (AF)

Department of Defense (DoD)

Information System Security Manager (ISSM)

Information Technology (IT)

Security Technical Implementation Guides (STIG)
Information Assurance Vulnerability Management (IAVM)
Defense Research & Engineering Network (DREN)
Computer Network Defense Contractor (CNDSP)
Contracting Officer Representative (COR)
Information System Owner (ISO)
Program Manager (PM)
Plan Of Action & Milestones (POA&M)
Firewall (FW)
Operating System (OS)
Authority To Operate (ATO)
Enterprise Mission Assurance Support Service (eMASS)
System Security Plan (SSP)
Performance Work Statement (PWS)
Community of Practice (CoP)
Air Force Network (AFNET)
Authorizing Official Designated Representative (AODR)
Risk Assessment Report (RAR)
Federal Information System Management Act (FISMA)
Interim Approval To Operate (IATO)
Falcon Telescope Network (FTN)
WEdge Development Network (WEdeDevNet)
Research, Development Test & Evaluation (RDT&E)
Cadet and Faculty Academic Mission (CFAM)
Force Support Squadron (FSS)
Point of Sale (POS)
Civil Engineering (CE) Industrial Control System (ICS)
Waste Water Treatment Plant (WWTP)
Energy Management Control System (EMCS)
Access Control System (ACS)

Time Compliance Network Orders (TCNO)
Risk Management Framework (RMF)

National Institute of Standards and Technology (NIST)

Operational Security (OPSEC)

North Atlantic Treaty Organization (NATO)

Continual Professional Education (CPE)

Assured Compliance Assessment Solution (ACAS)

Center for Internet Security-Configuration Assessment Tool (CIS-CAT)

Security Content Automation Protocol (SCAP)

Common Vulnerabilities and Exposures (CVE)

Staff Summary Sheet (SSS)

Network Map (NMap)

2.3. ATHLETIC DEPARTMENT (AD) IT SERVICES

2.3. Scope. The Contractor shall provide onsite (within AD facilities) IT and Audio Visual (AV) support to USAFA/AD. The Contractor shall perform the Cybersecurity Liaison (CL), Information System Security Officer (ISSO), Systems Administration Client Service Technician (CST), Communication Requirements Officer (CRO), IT Unit Property Manager (IT UPM) and Unit Software License Manager (USLM) duties for appropriated computers and accessory IT equipment assigned to the Directorate of Athletics and coordinate all decisions with the Contracting Officer Representative (COR). Maintain System Accreditation Packages, Intercollegiate Video Analysis/Editing Support. Hardware and Software Support. Life Cycle Replacement (LCR)

2.3.1 Work Order Process

2.3.1.1 Manage and process work orders received from the Government provided Microsoft Outlook e-mail in-box or submitted on hardcopy forms.

2.3.1.2 Coordinate with the Government COR who will assign a priority to each work order. The COR may change work order priorities to meet the AD mission.

2.3.1.3 Acknowledge receipt and review work orders for completeness within two days of receipt.

2.3.1.4 Coordinate systems capabilities and resolve work order discrepancies with the customer, COR and AD operations and outreach Program Manager (PM) within two (2) days of work order receipt.

2.3.1.5 Ensure work orders are added to the AD event calendar correctly for meetings and special events.

2.3.1.6 Perform/Complete work order.

2.3.1.7 Coordinate with customer, COR and AD operations and outreach PM to ensure work order is closed out.

2.3.1.8 Document all work orders electronically, track workload data (work order #, time to complete task) provide statistics to COR at the no later than the 3rd day of the following month. Statistical data will be stored in a location accessible to the COR.

2.3.2 AD IT Operations Requirements.

2.3.2.1 The Contractor shall perform all AD CL, and CST for .EDU, .MIL, XO S Technology Symposium (XOS) system computers, accessory IT equipment, and software assigned to AD IAW AFI 17-100

- AF IT Service Management paragraph 4.15, AFI17-130 AF Cybersecurity Program Management paragraph 2.17, AFMAN 17-1203 IT Asset Management paragraph 1.2.15. and manufacturer's recommendations. Contractor personnel shall have at time of award and maintain the required cybersecurity professional certification (Security+) IAW AFMAN 17-1303 Cybersecurity Workforce Improvement Program paragraph 3.2. and DoDI 8140.01 Level II certification.*
- 2.3.2.2 Provide subject matter expertise, advice, and drafting policy letters for review/approval by the Government, and submitting waiver requests to USAFA IT STIGs.
- 2.3.2.3 Complete/mitigate IT taskers for AD IT systems. The Contractor may request an extension to the tasker deadline through the COR.
- 2.3.2.4 System Administration. The Contractor shall act as system administrator for the XOS system. They shall complete patches, upgrades, security configuration and system maintenance for XOS with coordination of the Wing Cybersecurity Office.
- 2.3.2.5 The Contractor shall maintain the AD specific SharePoint site.
- 2.3.3 **Cybersecurity Liaison.** The Contractor shall develop, implement, oversee, and maintain an organization cybersecurity program that identifies cybersecurity requirements, personnel, processes, and procedures IAW AFMAN 17-130. The Contractor shall coordinate all cybersecurity liaison decisions with the COR prior to implementation for approval. The Contractor shall:
- 2.3.3.1 Coordinate with the Wing Cybersecurity Office for all AD systems.
- 2.3.3.2 Ensure all users have the requisite security clearances, supervisory need-to-know authorization, and are aware of their cybersecurity (via cybersecurity training) before being granted access to Air Force IT.
- 2.3.3.3 Ensure IT is operated and maintained IAW AFMAN 17-1201 *User Responsibilities and Guidance for IS*.
- 2.3.3.4 Coordinate any changes or modifications to hardware, software, or firmware with the Wing Cybersecurity Office and system-level ISSM.
- 2.3.3.5 Report cybersecurity incidents or vulnerabilities to the Wing Cybersecurity Office.
- 2.3.3.6 Initiate protective or corrective measures when a cybersecurity incident or vulnerability is discovered, in coordination with the Wing Cybersecurity Office.
- 2.3.3.7 Initiate requests for temporary and permanent exceptions, deviations, or waivers to cybersecurity requirements or criteria in accordance with IAW AFMAN 17-130.
- 2.3.3.8 Maintain all information security authorized user access control documentation IAW AFMAN 33-363 *Management of Records*.
- 2.3.4 **Information System Security Officer.** The Contractor shall perform Information System Security Officer (ISSO) duties for the AD XOS system. Duties of the ISSO shall be performed IAW AFI 17-130 paragraph 2.16. The Contractor shall coordinate all ISSO decisions with the COR for approval.
- 2.3.4.1 Attend IT specific meetings as ISSO to provide input on AD accredited systems.
- 2.3.5 **Customer Support Technician.** The Contractor shall provide:
- 2.3.5.1 First look AD IT support and resolve customer technical and computer related issues coordinate all CST decisions with the COR for approval.
- 2.3.5.2 Respond within four (4) hours (or longer upon COR approval) to customer requests for assistance.
- 2.3.5.3 The Contractor shall complete Security and Technical Implementation Guides (STIG) for XOS certification and accreditation as directed by the Wing Cybersecurity Office.
- 2.3.5.4 Shall analyze, troubleshoot and when required coordinate with 10 CS Help Desk for resolution.
- 2.3.5.5 Shall ensure no more than 5 late responses monthly.

- 2.3.5.6 Shall initiate and implement an acceptable solution within 3 business days of each request.
- 2.3.5.7 The Contractor is responsible for the backup of all AD Server data and databases (Oracle, Microsoft SQL). The Contractor is not responsible for performing quarterly backups for user's local hard drive to computers, laptops, or portable drive data files.
- 2.3.5.8 The Contractor shall provide on-call CST support to process after-hours technical support requests from (Monday-Sunday, 24/7). The Technician is not required to be physically present in the work center for on-call duties. However, personnel performing on-call duty shall have a means of being contacted (cell phone, etc.) so they can provide technical support. The Contractor shall provide a roster of personnel assigned to handle the on-call duties. A work order is to be generated the following business day for the task completed during on call-duty.

2.3.6 **Communication Requirements Officer (CRO).** The Contractor shall appoint a CRO who shall:

- 2.3.6.1 Submit validated IT requirements in WOMS on behalf of AD.
- 2.3.6.2 Ensure all details are provided as required by the USAFA Change Management process.
- 2.3.6.3 Provide status of WOMS tickets as required.
- 2.3.6.4 Coordinate all CRO decisions with the COR for approval.

2.3.7 **Information Technology Unit Property Manager (IT UPM) and Unit Software License Manager (USLM).** The Contractor shall perform all IT UPM and USLM duties for AD. The Contractor shall coordinate all IT UPM and USLM decisions with the COR for approval. The Contractor shall:

- 2.3.7.1 Implement and maintain inventory controls IAW AFMAN 17-1203 *IT Asset Management* paragraph 1.2.14 and chapter 3.
- 2.3.7.2 Attend required IT UPM training provided by 10 CS.
- 2.3.7.3 Image, distribute, setup, inventory, and dispose of internal lifecycle replacement (LCR) of AD computer resources.
- 2.3.7.4 Perform and document an annual inventory of equipment IAW AFMAN 17-1203.
- 2.3.7.5 Report all missing equipment to AD leadership and serve as the POC through the Government report of survey process.
- 2.3.7.6 Ensure the physical security of AD hardware and software resources IAW AFMAN 17-1203.

2.3.8 **Maintain System Accreditation Packages.** The Contractor shall:

- 2.3.8.1 Provide input to the AD System Accreditation Packages.
- 2.3.8.2 Perform all System Portfolio Management systems duties.
- 2.3.8.3 Report Status of Accredited Systems IAW Exhibit A CDRL A030 annually to AD, 10CS, and USAFA/A6.
- 2.3.8.4 Ensure all AD Systems meet all DoD STIG and patching requirements.
- 2.3.8.5 Ensure systems meet all DoD, DoDI, AFI, and policy requirements and provide input for the AF Information Technology Investment Portfolio (ITIPS) database.
- 2.3.8.6 Provide input to USAFA/A6C on all AD Accredited Systems.

2.3.9 **Audio Visual (AV) Support.** Contractor shall provide initial AV support for AD events, meetings and classes. Contractor shall:

- 2.3.9.1 Setup, configure, and test all required equipment and systems to ensure each event is set up as specified in the work order and functioning at least 30 minutes prior to event start.

- 2.3.9.2 Troubleshoot any AD AV issues prior to creating a WOMS.
- 2.3.9.3 Submit WOMS on behalf of AD for all AV requirements that cannot be resolved.
- 2.3.9.4 Ensure all details are provided as required by the USAFA Change Management process.
- 2.3.9.5 Provide status of WOMS tickets as required.

2.3.10 **Intercollegiate Video Analysis/Editing Support.** The Contractor shall provide initial support for all AD IT Video Analysis/Editing systems (currently XOS). Contractor shall:

- 2.3.10.1 Troubleshoot any AD Video Analysis/Editing Support software issues.
- 2.3.10.2 Coordinate with the software helpdesk support and be the on-site troubleshooter for the team video editing staff and coaches with respect to operating the systems for all issues that cannot be resolved internally.
- 2.3.10.3 Provide subject matter expertise of the AD IT system's software components and how they interface with network and video hardware components as necessary to resolve issues with software helpdesk.

2.3.11 **Hardware and Software Support.** The Contractor shall provide initial support for all AD IT Hardware and Software. Contractor shall:

- 2.3.11.1 Ensure AD Systems, operating Systems, hardware, applications, servers and firmware is current as new updates become available.
- 2.3.11.2 Provide recommendations for application upgrades as they become available.
- 2.3.11.3 Update/install all software applications as approved and coordinated through the COR.
- 2.3.11.4 Coordinate with the COR to ensure that all replacement and/or new hardware and software requirements are acquired IAW 10 CS requirements procedures and abide by technical solutions provided by 10 CS.
- 2.3.11.5 Centrally store and maintain original software and license agreements within a secure area accessible to the COR.
- 2.3.11.6 Ensure all software meets the ATO/ATC or local approval from 10 CS Information Assurance before being placed on a Government network.
- 2.3.11.7 Ensure all software is checked for compliance and updated in accordance with USAFA's annual Self-Inspection Process.
- 2.3.11.8 Complete and submit Annual Self Inspection Checklist to the COR 30 days prior to annual inspection. The checklist will be provided upon contract award.
- 2.3.11.9 Implement software patches and security patches on all AD Government systems, Operating Systems, applications, hardware bios to include printers and smartphone devices (currently Blackberries).
- 2.3.11.10 Adhere to USAFA/A6 and 10 CS AFI's, STIGS, NOTAMS, policies, and procedures regarding the use and security of AD systems, operating systems, applications, and hardware.

2.3.12. **Life Cycle Replacement (LCR).**

- 2.3.12.1. Coordinate and turn in all-excess equipment to 10 CS within 30 days after the completion of the final deployment of the LCR program. The exception to this will be when AD receives less than 25% LCR. The Contractor then has the option with COR approval to ensure that key staff and power users maintain newer computers.
- 2.3.12.2. Manages and maintains AFWAY workflows for all AD purchases related to IT.

2.3.13. **Off-site Support.** The Contractor shall provide off-site support. The Contractor shall:

- 2.3.13.1. Provide the support specified in PWS paragraph 2.8.9 for out of town football games.

2.3.13.2. Attend the XOS Technology Symposium should XOS be updated and provide subject matter expertise and training to the USAFA AD staff on XOS updates and capabilities.

2.3.13.3. Travel will be reimbursed in accordance with PWS Paragraph 1.36.

2.3.14. **Staffing, Facilities, Supplies and Services.** The Government will provide office supplies, work areas, desks, printer access, computers, telephones and telephone service for this task only for official business, for three “On-Site” Contractor employees. A desk and supplies will be made available in each of the AD facilities (Falcon Athletic Center (bldg. 2168), the Cadet Field House (bldg. 2169) and Cadet Gymnasium (bldg. 2170).

2.4. CENTER FOR CHARACTER AND LEADERSHIP DEVELOPMENT SUPORT IN POLARIS HALL

2.4.1. **Scope of Work.** The Contractor shall provide professional on-site Audio Visual (AV), Presentation, Public Address (P/PA), and Video Teleconference (VTC) systems support and Subject Matter Expertise (SME) for all Polaris Hall events. The Contractor shall ensure a minimum combination of four (4) AV, P/PA, and VTC work order events are supported simultaneously. These events may include classes, seminars, conferences, workshops, keynote speakers, and other official events.

2.4.2. **Polaris Hall Equipment and Systems.** Polaris Hall AV, P/PA, and VTC systems include, but are not limited to: audio and video playback equipment, recording equipment, processors, switchers, distribution amplifiers, projectors, projector screens, video displays, audio mixers, audio amplifiers, microphones, loudspeakers, equipment controllers, control panels, touch screens, electronic cables, message displays, event timers, video wall processor, interactive display screens, interactive computer and collaboration tables.

2.4.3. **Work Order Process.** The Contractor shall utilize the below Work Order Process when supporting customer events for AV, P/PA, and VTC equipment and systems. The Contractor Shall:

2.4.3.1. Manage and process work orders received from the Government provided Microsoft Outlook e-mail in-box or submitted on hardcopy forms.

2.4.3.2. Coordinate with the Contracting Office Representative (COR) who will assign a priority to each work order. The COR may change work order priorities to meet the Polaris Hall mission.

2.4.3.3. Acknowledge receipt and review work orders for completeness within two days of receipt.

2.4.3.4. Coordinate systems capabilities and resolve work order discrepancies with the customer, COR and Polaris Hall operations and outreach Program Manager (PM) within two (2) days of work order receipt.

2.4.3.5. Ensure work orders are added to the Polaris Hall even calendar correctly.

2.4.3.7. Setup, configure and test all required equipment and systems to ensure each event is set up as specified in the work order and functioning at least 30 minutes prior to event start.

2.4.3.8. Operate all required equipment and systems for work orders requiring support during the event to ensure event is executed as specified in the work order.

2.4.3.9. Coordinate with customer, COR and Polaris Hall operations and outreach PM to ensure work order is closed out.

2.4.3.10. Document all work orders electronically, track workload data (work order #, time to complete task) provide statistics to COR at the no later than the 3rd day of the following month. Statistical data will be stored in a location accessible to the COR.

2.4.4. Audio Visual Services. The Contractor shall provide professional AV services to Polaris Hall. The Contractor shall operate, maintain, configure, troubleshoot and provide SME to the COR and customers on all Polaris Hall Audio Visual equipment and systems.

2.4.5. Presentation, Public Address. The Contractor shall provide professional P/PA services to Polaris Hall. The Contractor shall operate, maintain, configure, troubleshoot and provide SME to the COR and customers on all Polaris Hall Audio Visual equipment and systems.

2.4.6. Video Teleconferencing (VTC). The Contractor shall provide professional VTC services to Polaris Hall. The Contractor shall operate, maintain, configure, troubleshoot and provide SME to the COR and customers on all Polaris Hall Audio Visual equipment and systems. The Contractor shall:

2.4.6.1. Provide unclassified point-to-point and multi-point VTC services. VTC Services shall include set-up, scheduling, coordinating, and facilitating multiple VTC conferences at Polaris Hall.

2.4.6.2. Coordinate with the participating facilities (distant-end), as required, to establish the connection(s).

2.4.6.3. Maintain a current on-line schedule of conferences and meetings.

2.4.6.4. Facilitate at least two (2) simultaneous VTC conferences.

2.4.6.5. Ensure the VTC facility is set-up for use, orient the users to the capabilities and limitations of the facility, and operate VTC equipment during conferences and meetings.

2.4.6.6. Coordinate troubleshooting procedures directly with the Defense Video Services/Global (DVS/G) maintenance providers and other sites involved in the VTC.

2.4.6.7. Establish and manage VTC accounts using the Government provided systems or software (currently Vidyo).

2.4.6.8. The Government will be responsible for any VTC long distance and conferencing fees.

2.4.7. Roles and Responsibilities.

2.4.7.1. Client Systems Technician (CST). The Contractor shall identify personnel to perform the role of CST for Contractor utilized Information Technology Assets only. This person(s) shall maintain education and training requirements as outlined in DoD 8570.01-M, Information Assurance Workforce Improvement Program, Section AP3.2 certification requirements.

2.4.7.2. Unit Property Manager (UPM). The Contractor shall designate in writing Primary and Alternate personnel to perform the role of UPM for Government Furnished Information Technology Assets on account CW23. These persons shall maintain the UPM accounts IAW AFMAN 17-1203. The Contractor shall also designate in writing Primary and Alternate personnel to perform the role of Property Manager Government Furnished Custodial Authorization/Custodial Report List (CA/CRL) Equipment on account CW23. These persons shall maintain the CA/CRL accounts IAW AFMAN 23-122 Material Management Procedures, chapter 5, section 5D and AFI23-101, chapter 5 section 5D.

2.4.7.3. Supply Equipment Custodian. The Contractor shall designate Primary and Alternate personnel to perform the role of Equipment Custodian for Polaris Hall CA/CRL Equipment accounts. These designations shall be made known IAW Exhibit A CDRL A006. The Contractor shall maintain the CA/CRL accounts IAW AFMAN 23-122, chapter 5, section 5D and AFI23-101, chapter 5 section 5D.

2.4.8. Hours of Operation. The Contractor shall perform AV, P/PA, VTC and SME services from 0700-1600 Monday through Friday. Occasionally, after hours, weekend and holiday support shall be required.

2.4.9. Government Resources Available for Use. The Government will provide office supplies, work areas, desks, reproduction services, access to PCs, and local telephone service, all at no cost to the Contractor. Equipment will not be signed over as GFP but will be made available for use when required.

3. SERVICES SUMMARY

The Service Provider service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable level of service. These thresholds are critical to mission success.

SS Items	Service	Performance Objectives	Reference Paragraph	Performance Threshold
SS-1	COMM	Notify COR of priority outages within 1 hour during duty day or by next business day for after duty hour occurrences	2.1.1.4.	No more than 1 late instance per month. Late instances shall be completed immediately upon COR notification.
SS-2	COMM	Respond to and repair outages within the timeframes outlined in PWS Paragraph 2.1.10. Restoral Priority List	2.1.1.7. and 2.1.10.	No more than 1 late instance per month to respond or repair outages. Late instances shall be completed within 2 hours of COR notification.
SS-3	COMM	Perform Preventative Maintenance Inspection (PMI) IAW Service Provider created Maintenance Support Plan (MSP).	2.1.1.12.1.	No more than 3 late PMIs per month. Late PMIs shall be completed within 24 hours of COR notification.
SS-4	COMM	Complete Cable Location Staking and Marking correctly and within PWS timeframes.	2.1.1.20.2.	No more than one instance per month exceeding PWS completion times and/or accuracy.

SS-5	COMM	Complete Work Orders within specified times in PWS	2.1.1.22.7.	No more than 2 late WOs per month. Late WOs shall be completed within 2 days of COR notification
SS-6	COMM	Provide Type 2 Work Order within specified times in PWS	2.1.1.22.7.	No more than 2 late WOs per month. Late WOs shall be completed within 2 days of COR notification
SS-7	COMM	The TMS Task schedule demonstrates progressive task completion with ~8.3% of TMS completed each month (base year task only)	2.1.1.23.	Within schedule and completion time as agreed upon in COR approved schedule for each month. No more than 2 TMSs noncompliant per month. Non-complainant TMSs completed within 5 working days.
SS-8	COMM	Process work orders (WOMS) and distribute within 2 hours of receipt.	2.1.2.1.2.	No more than 3 late instances per month. Late instances shall be completed within 2 hours of COR notification.
SS-9	COMM	Update 911 records after completion of task/work orders.	2.1.2.1.12.	No more than two instances exceeding two business days per month. Late instances shall be completed no later than the third day
SS-10	COMM	Update TMS records after completion of task/work order within two business days	2.1.2.1.13.	No more than two instances exceeding two business days per month. Late instances shall be completed no later than the third day
SS-11	COMM	Safeguard and protect all mail.	2.1.3.5.5.	No more than 1 noncompliance instance in a year.

SS-16	IA	Evaluate and document the notional risk of each of the following networks/systems/enclaves based upon available documentation, contractor- conducted system security testing, site walk-downs, input from developer and support teams.		No more than 2 errors per document found in DIACAP or NIST
SS-17	IA	2: Using DISA-approved scanning tools, conduct a risk-based analysis of the following enclaves based on DoD 8500.1, DoD 8500.2, and NIST 800-53 that evaluates the applicable DIACAP IA Controls for each component system and determines the aggregate risk rating for the enclave.		No more than 10 false positives will be reported in the security testing results.
SS-18	IA	Prepare C&A packages that will meet USAFA staffing requirements and be ready to submit to the appropriate DAA for Approval to Operate (ATO) or Interim Approval to Operate (IATO) for networks/ systems/enclaves.		90% of all C&A packages will be submitted on time and no packages will be submitted later than 1 week post due date.
SS-19	IA	Prepare at least 1 C&A package every 1-2 months that will meet USAFA staffing requirements and be ready to submit to the appropriate DAA for Approval to Operate (ATO) or Interim Approval to Operate (IATO) for networks/ systems/enclaves.		1 C&A package will be submitted on time every 1-2 months.

SS-20	IA	<p>Assist USAFA System Owners and PMs to work off all DIACAP and risk assessment findings in POA&M “burn-down” plans for networks/ systems/enclaves with current ATOs or IATOs.</p> <p>Meet with the USAFA System Owners and System Administrators no less than 2 times per month to work off all POA&M findings, valid test findings, liens and conditions on the ATO letter (for all existing and newly accredited systems), and report status to the Government COR and USAFA IAM.</p>		No more than 2 missed meetings with the System Owner / System Administrator per year.
SS-24	EEH	<p>The Service Provider shall ensure the USAFA event websites are fully operational to end users and event staff seven days a week from 3:00 AM to Midnight (Mountain Time). All planned</p>		System availability shall not fall below 99% monthly.
SS-25	EEH	<p>Database Archives. At CDR the Service Provider shall present a plan detailing how the government will be able to import the data into a MS SQL database at the end of the PoP. The Service Provider shall store a copy of the USAFA database for 45 days following the PoP. The Service Provider shall archive all the data and deliver a complete USAFA data transfer with associated schema maps to the PM and SA as a complete re-usable package with changes/updates required before using.</p>		The Service Provider shall store a copy of the USAFA database for 45 days following the PoP.

SS-26	AD IT	The Service Provider shall initiate/implement acceptable solution within 48 hours		Initiated/implemented acceptable solutions on time 90% of the time. and remaining 10% within 72 hours
SS-27	AD IT	The Service Provider shall respond within one hour to customer requests for assistance.		No more than 5 late responses monthly. And late suspenses cannot exceed 72 hours.