Manpower Programming and Execution System (MPES)

Performance Work Statement (PWS)

HQ USAF/A1MO

12 April 2018

Executive Summary

Contractor services providing all personnel, equipment, tools, materials, supervision and other items necessary for the ongoing Information Technology (IT) support to include development, testing, production, help desk, maintenance and sustainment of the already existing Manpower Programming and Execution System (MPES)-NIPR/SIPR. The MPES-NIPR/SIPR systems are web-based applications designed to collect and disseminate Total Force execution of programmed manpower end strength. MPES-NIPR application provides the capability to manage and produce Unit Manpower Document (UMD) information for use at all levels within the Air Force and DoD that depict end strength and billet level detail for Active Duty, Civilians, Guard and Reserve forces. The MPES-SIPR application currently consists of two functional modules, Future Years Defense Program (FYDP) & Business Objects (BO). HQ USAF/A1M (Directorate of Manpower, Organization & Resources) uses the FYDP module to program and manage the Air Force manpower future years budget. Following the Program Objective Memorandum (POM) & President's Budget (PB), manpower FYDP (aka manpower end strength) is allocated to the Major Commands (MAJCOMs) to adjust their UMDs accordingly. MPES is the official system of record of all Air Force manpower budget actions (manpower FYDP) and the authoritative data source for all Air Force manpower actions (UMD). BO is the reporting module that supplements MPES FYDP [as well as MPES UMD] to create custom reports. The contractor shall provide on-going help desk support, development, testing, production, maintenance and sustainment of the MPES-NIPR/SIPR to include all services described in this PWS.

Manpower Programming and Execution System (MPES)-NIPR/SIPR

1. PURPOSE

The purpose of the services described in the PWS is to support, develop, test, maintain and sustain the Manpower Programming and Execution System (MPES)-NIPR/SIPR applications.

2. SCOPE

The Contractor shall provide all personnel, equipment, tools, materials, supervision and other items and services necessary for the ongoing help desk support, development, testing, production, maintenance and sustainment services [full life cycle applications support] of the MPES-NIPR/SIPR web-based applications to include the following activities:

- Requirements definition and analysis
- Software enhancement
- Software maintenance
- Configuration management
- Database management and administration
- Software quality assurance/testing/review
- Software implementation
- Feasibility studies
- System analysis/assessment
- Help desk and user training
- Hardware/software evaluations
- System administration
- Code/system/database performance analysis/code review
- Problem analysis and resolution
- Restore the maintained software to normal operation when normal operation has been interrupted
- Restore damaged production and test databases/environments
- Enhance and maintain system/user documentation
- Certification and Accreditation support (aka Assessment and Authorization)

3. REQUIREMENTS/DESCRIPTION OF SERVICES

3.1 MPES UMBRELLA OF SYSTEMS: The Manpower Programming and Execution System (MPES)-NIPR/SIPR applications provide an interactive collaborative environment where the system plays an active role in allocating manpower resources and analyzing data against an organization's established structure. MPES-NIPR/SIPR systems allows users to establish, communicate, adjust, manage and budget total force Air Force manpower resource requirements (Active Duty, Civilian, Guard and Reserve).

The MPES family of systems consists of the following:

- MPES Unit Manpower Document (UMD) Version 5
- Future Years Defense Program (FYDP) Version 5

- Force Structure Book (FSB) Version 1
- Manpower Grades Allocation Module (MGAM) Version 2
- Senior Grades Allocation Module (SGAM) Version 1
- Business Objects (BO) Data Mart
- New/Emerging MGAM/SGAM-related modules

3.2 SYSTEM ADMINISTRATION. The Contractor shall perform system administration functions for MPES-NIPR/SIPR operational and failover systems. The Contractor shall install, monitor, and configure the server software and database functions of the web-based applications. This includes user account maintenance, database administration, troubleshooting problems with the server, and installing and configuring new versions of the software. On a weekly basis, the Contractor shall maintain the system in compliance with Air Force Time Compliance Network Orders (TCNOs). In the event application of a TCNO will affect system performance, the Contractor shall notify the Government MPES Program Manager and COR prior to application. As system administrator, the Contractor shall implement the RMF (Risk Management Framework) Assessment and Authorization (A&A) of the MPES-NIPR/SIPR applications and servers to include precertification checklists, scan support and patch maintenance. The Contractor shall test the failover system once a year (no later than 4 June) in compliance with the Federal Information Security Management Act (FISMA).

3.3 SOFTWARE MAINTENANCE. The Contractor shall provide system support to maintain the functional processes within MPES-NIPR/SIPR applications. On a weekly basis, during normal operations, the Contractor shall ensure full functionality of the MPES-NIPR/SIPR software and database is available for on-line use. The Contractor shall restore the maintained software to normal operation whenever the Contractor becomes aware of or is informed that the normal operation has been interrupted (i.e. due to system outage as result of server outage and/or network connectivity issues). Upon identification or notification of MPES-NIPR/SIPR software interruptions, the Contractor shall immediately prioritize return of MPES-NIPR/SIPR software to normal operations above all other contract task requirements.

The Contractor shall maintain normal operations of MPES-NIPR/SIPR software ensuring availability of the system for online use. The Contractor shall not allow non-availability of the system to exceed forty-eight (48) hours per month, except for scheduled maintenance or emergency downtimes (i.e., server crashes, virus attacks). The Contractor shall coordinate with the Government MPES Program Manager and COR on all scheduled maintenance or downtimes that impact availability of the software for on-line use. Weekly scheduled maintenance operations (to include day and time) shall be posted on the MPES web site. In addition, the Contractor shall send MPES mailer notifications to all MPES-NIPR/SIPR users, notifying users of all maintenance and emergency downtimes (scheduled and unscheduled) that will include expected timeframe to have MPES-NIPR/SIPR systems back up and running. The Contractor shall provide notification, 36 to 48 hours in advance, for scheduled maintenance down times.

The Contractor shall initiate software maintenance efforts to correct problems according to the priority established by the Government MPES Program Manager and COR. The Contractor

shall include, as an addendum to the monthly status report (MSR) statistics, the number of problems reported, nature of problems, problem status, and corrective actions. Also include number of system downtime occurrences, length of time system is down, and reason for downtime.

The Contractor shall make changes required to correct performance of functions described in existing system documentation as part of software maintenance. On a weekly basis, during normal operations, the Contractor shall evaluate any problems forwarded to the MPES-NIPR/SIPR user feedback folder and/or designated email folder that is maintained within MPES. The evaluation shall include requirements analysis, clarification of the problem with the originator, determining if correcting the problem is feasible and cost effective, and the consequences of the proposed change. The Contractor shall coordinate with the Government MPES Program Manager and COR on all problems.

3.4 DATABASE ADMINISTRATION: The Contractor shall provide database administrator (DBA) support of the SQL Server MPES-NIPR/SIPR database applications. Tasks shall include, but are not limited to the following:

- Maintain Data Dictionary and Entity Relationship documentation
- Manage the Production Database
- Update and Create Database Fields and Tables
- Monitor Database Growth and Performance
- Upgrade database tools as necessary and appropriate
- Perform Database Monitoring and Updates to Ensure Data Integrity
- Perform Database Backup and Recovery

The Contractor shall maintain a fully functional backup capability of the production MPES-NIPR/SIPR databases which shall be accessible by an offsite COOP environment. These backups will need to be complete and able to replicate production data on demand so it can be loaded into the backup environment in the event of system downtime.

The Contractor shall automate all End of Month (EOM) database tasks where possible. This will include database snapshots, backups, interface transmissions, expiring positions, report creation, and reference table dumps.

3.5 SOFTWARE DEVELOPMENT AND SUPPORT: The Contractor shall provide all software development, software engineering, quality assurance, testing and system maintenance and support for the Air Force Manpower Programming and Execution System (MPES)-NIPR/SIPR applications. There is a consistent set of new and emerging MPES requirements in support of the Office of the Secretary of Defense and Air Force requirements that creates a high operational tempo for the implementation of new features and capabilities. The Contractor shall assume the following number of releases per contract year for each of the following systems:

- MPES UMD5: Fifty (50) builds and eleven (11) production releases
- MPES FYDP5: Twelve (12) builds and two (2) production releases

- MGAM: Thirty (30) builds and twenty (20) production releases
- SGAM: Ten (10) builds and two (2) production releases
- FSB: Ten (10) builds and two (2) production releases
- BO: Eighty-five (85) builds and seventeen (17) production releases
- New/Emerging MGAM/SGAM-related modules; ten (10) builds and two (2) brand new production releases

In order to maintain mission success, MPES-NIPR/SIPR development shall adhere to an iterative development cycle that requires continuous face-to-face collaboration and feedback between the Contractor development teams/Contractor Project Manager and the Government MPES Program Manager, Government MPES Functional SME and the Government MPES Technical SME/COR. These interactions mainly occur at the Contractor facility and include, but are not limited to, prototyping, demonstrations, white-boarding, technical design brainstorming conversations, and project reviews. The Contractor shall provide the necessary space at its facility to support face-to-face collaboration. The space should be located within fifteen (15) miles of the Pentagon to ensure Government personnel are able to conveniently attend collaboration sessions. No Government personnel will be housed at the Contractor facility.

The Contractor shall provide its own hardware and software to support development and testing of the MPES UMD5, MPES FYDP5, MGAM2, SGAM1, MPES BO Data Mart and FSB systems [as well as new/emerging MGAM/SGAM-related modules] at its facilities. These Contractor development and test environments are separate from the Government production, testing and user acceptance environments, but shall mirror the production environments by having at a minimum development, testing, and user acceptance environments to ensure compatibility and consistency.

Software efforts tasked under this paragraph shall be classified in accordance with the following categories:

- System Bug Fixes: Application changes to address functionality that is not working as intended in MPES-NIPR/SIPR.
- System Requirement: Includes how new or existing functionality in the application should perform; determine which solution within the existing application structure and environment needs to be produced and/or delivered.
- System Enhancement: Includes minor or major enhancements to MPES-NIPR/SIPR applications, depending on level of effort involved. Improves current software requirements or applications when necessary, to meet current and future total force Air Force manpower resource requirements.
- System Modification: Major changes to existing system functionality by the revision of existing program rules and/or deletion of existing requirements or functions, to meet current and future total force Air Force manpower resource requirements.
- System Design & Development: Create new software applications and/or functions not currently available within the application when required, to meet current and future total force Air Force manpower resource requirements.

The Contractor shall provide personnel to both develop and maintain MPES UMD5 and MPES FYDP5 applications to include FSB, MGAM, SGAM, new/emerging MGAM/SGAM-related modules and the MPES BO Data Mart. The Contractor shall follow a change control board (common practice in the application/software development industry) software enhancement process to include requirements definition, design, documentation, testing, and release of bug fixes, enhancements, modifications and new MPES-NIPR/SIPR versions. The Contractor shall continue to enhance MPES-NIPR/SIPR applications and any associated MPES-NIPR/SIPR interfaces throughout the contract period. The Contractor shall complete MPES-NIPR/SIPR system bug fixes, enhancements and modifications at a time determined by the Government and with input from the Contractor. Upon release of MPES-NIPR/SIPR bug fixes, enhancements, and modifications, the Contractor shall send MPES mailer notifications to all MPES-NIPR/SIPR users, notifying users of all new system updates and changes along with any guidance and instruction on the system updates/changes.

The Contractor shall initiate software enhancement and modification efforts according to the priority established by the Government. Within twenty (20) days after contract award, the Contractor shall implement a Configuration Management Plan to track program changes/modifications and to ensure COR approval of proposed/submitted System Change Requests (SCRs)/Tickets in the MPES-NIPR/SIPR applications.

The Contractor shall provide technical editing services to make all changes necessary to program documentation as a result of the software changes. The Contractor shall make updates to all documents that necessitate the change, within fifteen (15) days, following the Government signing off on the completion of the software change. The Contractor shall provide MPES-NIPR/SIPR system analysis/assessment of the application structure and environment during the contract lifecycle. In addition, throughout the lifecycle of the contract, the Contractor shall conduct a software review of the MPES-NIPR/SIPR web-based applications to check for end of life software and ensure record management of support agreements are in-place for major MPES-NIPR/SIPR software components.

3.6 QUALITY ASSURANCE AND TESTING. The Contractor shall provide a plan that ensures the integrity of services provided under this contract, called a Quality Control Plan (QCP). The QCP is due within fifteen (15) days after contract award. On a weekly basis in support of the QCP operations, the Contractor shall provide full analysis of hardware, software and business rules to ensure quality of MPES-NIPR/SIPR products. The weekly QCP operations also include testing application code releases for both maintenance and feature releases, release notes for every application build, verifying business requirements, performing code reviews, validating data, test reports, release management, and creation of a test strategy, test plan, and test cases. In addition, in support of the weekly QCP operations, the Contractor shall perform unit and system integration testing on all software. The Contractor shall document integration test procedures and test results as necessary, and these test items will be maintained in the Software Enhancement Folder for Government review.

The Government will perform user acceptance testing of the software (on the MPES-NIPR/SIPR testing stage), prior to release of any MPES-NIPR/SIPR update or change to the MPES-

NIPR/SIPR production sites, to demonstrate that the software is valid and requirements are met. The Contractor shall not implement changes to the maintained software on the MPES-NIPR/SIPR production sites until Government acceptance testing is completed and the Government has accepted the change as valid system update and/or change to the MPES-NIPR/SIPR applications and the Government has instructed the Contractor to implement system update/change to the MPES-NIPR/SIPR production sites.

3.7 CONTINUITY OF OPERATIONS PLANNING (COOP) AND SUPPORT: The contractor shall develop and support a contingency plan for the reconstitution and recovery of MPES-NIPR/SIPR systems and data in support of mission essential operations at the Pentagon and designated relocation sites, similar in scope to current contingency plans. The plan must be able to be implemented within five (5) days of notification by the Government. The contingency plan for the reconstitution and recovery of the MPES-NIPR/SIPR applications is due within forty-five (45) days of contract start date for HQ USAF/A1MO review and approval. The Contractor shall implement and exercise/test the failover system once a year (no later than 4 June) in compliance with the Federal Information Security Management Act (FISMA). In addition, the Contractor shall be required to exercise/test the failover system in support of HQ Air Force and OSD/Joint Staff exercises. The Contractor shall improve/revise the plan as required throughout the life of the contract.

3.8 INFORMATION ASSURANCE (IA). The Contractor shall provide a cyber secure MPES-NIPR/SIPR applications in accordance with the Department of Defense Risk Management Framework (RMF) Assessment and Authorization (A&A) process (formerly C&A under DIACAP) that achieves and maintains full system Authority to Operate (ATO) [ATO renewal is every three years] and Authority to Connect (ATC) [ATC renewal depends on OSD Joint Service Provider (JSP) approval date which is usually every year and a half] throughout the contract period of performance. The Contractor shall stay informed of current security enhancements and vulnerabilities that impact the operating environment and remove or reduce the danger of compromised security and data exposure. On a weekly basis, the Contractor shall modify programs, apply software patches, or install hardware or software that will fix identified security vulnerabilities. On a weekly basis, the Contractor shall maintain/update all MPES-NIPR/SIPR RMF security controls and documents (artifacts) in the Enterprise Mission Assurance Support Service (eMASS) system to track/meet Assessment & Authorization (A&A – formerly C&A) MPES-NIPR/SIPR compliance requirements as outlined in the Investment Overview/IA&FISMA section of the Information Technology Investment Portfolio System (ITIPS).

3.9 MANPOWER BUSINESS OBJECTS (BO) DATA MART (QUERY, REPORTING AND ANALYSIS): There are two separate and distinct primary instances of the Manpower BO Data Mart. One instance operates on a SIPR environment (FYDP BO Universe) and the other operates on the NIPR environment (UMD BO Universe and MGAM/SGAM BO Universes to include any new emerging requirement module BO universe). Each instance has different interfaces, multiple Universes and its own design. Additionally, although both share a common set of data sources, each instance has specific data sources. Each instance is updated throughout the year to support ever evolving manpower query, reporting and analysis requirements. For the purposes of this document, the term Data Mart refers to both the SIPR

and NIPR instances. The Contractor shall provide all design, development, testing, maintenance and support activities to support the Data Mart. The Contractor shall support and maintain the MPES Data Mart to ensure its ability to accurately extract, transform, load, process, store and analyze data from MPES and other relevant databases as required. The Contractor shall assume the following number of releases per contract year for each instance: Eighty-five (85) builds and seventeen (17) production releases

3.9.1 For systems of different security classifications, the capture, organization, and storage capabilities must take into account all aspects of security as defined in current Air Force instructions and regulations. To the greatest extent possible, the contractor shall automate data extraction, transformation and load (ETL) and data quality assurance procedures. The Contractor shall maintain error logs. The Contractor shall identify data quality errors existing in source data prior to data load. In these instances, an analysis of the data quality error must be performed to include coordination with source data 'owner' and a recommendation of how to resolve and/or highlight the data quality error within the Business Objects reporting environment.

3.9.2 The Contractor shall ensure that data refreshment occurs on a daily basis, at a minimum, but the contractor must ensure more frequent data loading in support of various manpower exercises as required.

3.9.3 The Contractor shall ensure that all MPES-NIPR/SIPR Data Mart hardware and software is maintained and updated as necessary. In addition, the Contractor shall work closely with appropriate Air Force personnel to ensure the Data Mart is able to operate on the Pentagon network as network configurations, operating systems, standard desktop configuration (SDC) images, and governing policies and procedures evolve over time.

3.9.4 The Contractor shall conduct MPES-NIPR/SIPR Data Mart requirements analysis meetings with AF/A1MO and AF/A1MP to identify additional requirements and capabilities. These additional requirements should include integration of data from other sources (databases, flat files, etc.). Based on these meetings and other requirement identification sources, the Contractor shall recommend or discuss with AF/A1MO and AF/A1MP the recommendations for system enhancements, provide a technical evaluation, and implement additional requirements and capabilities following Government MPES Program Manager and COR approval.

3.10 **SYSTEM INTERFACES:** The Contractor shall design, develop and maintain necessary MPES-NIPR/SIPR interfaces with other systems as required. The Contractor shall work closely with the COR and the external system POCs to: Collect and analyze system interface requirements; Maintain and update data interchange documents; Attend system integration and other meetings as required; Provide system documentation, data schema, database, and meta data information as necessary; Provide data and database access as necessary; Design, develop and thoroughly document systems and/or data import/export processes; Accomplish data imports and exports as required; Anticipate technical interchange problems and develop appropriate solutions; and Conduct quality assurance testing as necessary. Access to data and databases can only be granted by the Government MPES

Program Manager and COR.

3.10.1 The Contractor shall ensure automated system interfaces occur as required by Service Level Agreements (SLA) or requirements documents (and are posted to the MPES site). These interfaces scripts shall be automatically scheduled to run and transmit the required data as documented and provide some method of acknowledgement for delivery.

3.11 MPES HELP DESK SUPPORT: The Contractor shall establish, staff, and provide a MPES help desk. Users must be able to reach a help desk technician by phone and via email during the following hours, Mon through Fri, 7:00 AM – 5:00 PM EST (excluding Government holidays). The Contractor must maintain a help desk log of all help desk activity to include: identification of caller, date/time, system problem(s)/issue item(s) identified, corrective action taken, and status of reported technical issues if applicable (not a deliverable to the Government MPES Program Manager & COR, internal document only to individual (primary and backup) manning the help desk). The Help Desk shall respond to a user's problem/issue within two (2) hours of help desk email receipt within the MPES Help Desk support duty hours. The Help Desk shall send MPES mailer notifications to all MPES-NIPR/SIPR users, notifying users of all maintenance and emergency downtimes (scheduled and unscheduled) that will include expected timeframe to have MPES-NIPR/SIPR systems back up and running. In addition, the Help Desk shall send MPES mailer notifications to all MPES-NIPR/SIPR users, notifying users of all new system updates and changes along with any guidance and instruction on the new system updates/changes.

3.12 USER TRAINING: The Contractor shall provide training materials and provide instruction and training to MPES-NIPR/SIPR users and MPES Data Mart users (and are posted to the MPES site). Training materials will consist of training guides, interactive web-based instruction, quick reference documents, and other training materials as necessary. The Contractor shall develop formal training plans prior to conducting training, review with the Government MPES Program Manager and COR and update as necessary. Based on requirements, training may be conducted in individual, small or large group sessions. The contractor shall be required to conduct training at Government facilities.

The Contractor shall provide web-based training on a DoD approved and accessible platform, such as the Defense Connect Online. The training sessions will be documented and training material will be posted online for the manpower user community. The Contractor shall ensure all manuals and training material (posted to MPES site) remain current with the services offered throughout the life of the contract. The training shall not contain proprietary information and may be augmented or altered by the Government after delivery.

3.13 APPLICATIONS HOSTING SUPPORT: If Department of Defense and Air Force require applications migration to either an Installation Processing Node (IPN) Data Center or Commercial Cloud during the life of the contract, the Contractor shall support the migration of databases and applications from the existing environment and provide design, planning, implementation and support activities in support of the creation and implementation of an application hosting capability. The hosting capability (either IPN Data Center or Commercial Cloud) will include both classified and unclassified databases and applications running in a

web-based environment; infrastructure as a service vehicle if the applications hosting support is a commercial cloud. The Contractor shall serve as a liaison with the appropriate Air Force network/migration cloud personnel to ensure that HQ USAF/A1M has access to network services required to effectively sustain its MPES-NIPR/SIPR databases and applications.

3.14 WEB SERVICES: The Contractor shall create and maintain web services using standards as defined within the Enterprise Architecture to include but not be limited to, Extensible Markup Language (XML) and Simple Object Access Protocol (SOAP) to enable sharing of data across different platforms in an enterprise network. These services will support the operations, maintenance, and infrastructure of the automated data processing for internal and external interfaces. These services capability shall enable sharing of business logic, data and processes across a network, to specific functionality end users. The Contractor shall develop the web service using a methodology and the necessary processes, tools, and techniques required to ensure proper security and performance of the web service. Prior to initiating development of any web services, the Contractor shall perform an analysis of the separate MPES-NIPR/SIPR data environments and create and document a web services strategy.

3.14.1 The Contractor shall create a web service to automate the data transfers between the MPES applications to provide Unit Manpower Document (UMD) data for manpower grade allocation in MGAM and SGAM. This web service will share unclassified data among the MPES applications for reporting and modeling purposes.

3.15 MANPOWER INSTRUCTIONAL SYSTEM CONFIGURATION AND SUPPORT: The Contractor shall work with the appropriate Air Education and Training Command (AETC) personnel to plan, design, configure and implement MPES and MPES related systems/environments (stand-alone server to include BO Universe) necessary to support hands-on training for manpower career field students attending the MPES Schoolhouse Training.

3.15.1 Maintain a 32 and 64 bit server environment

3.15.2 Generate snapshots of production data for view in other environments, such as training, development, or test

3.16 PROJECT MANAGEMENT

3.16.1 The Contractor shall identify one member of the software support team to function as the Project Manager (PM). The PM shall have full authority to act for the Contractor on all matters relating to the daily operation of this contract. The PM shall be responsible for Contractor performance of the functions specified in this PWS. The PM shall provide the planning, direction, coordination, and control necessary for effective and efficient accomplishment of all requirements contained in this contract. The PM shall manage staffing, day-to-day work assignments, and performance in compliance with priorities established by the Government MPES Program Manager (Gov't MPES Program Manager is distinct and separate from the Contractor PM; Gov't MPES Program Manager is responsible for the daily oversight and

program management of the MPES contract on behalf of the Government) and the MPES Contracting Officer Representative (COR). The Contractor shall identify a PM prior to the contract start date. An alternate PM may be designated for this contract.

3.16.2 The Contractor shall provide personnel to work with the Government MPES Program Manager and the MPES COR in translating AF policy and procedure requirements into MPES-NIPR/SIPR application capabilities.

3.16.3 The Contractor shall prepare and deliver a monthly status report (MSR) describing work performed, schedules, priorities, problems (if any), and status. The report shall be due by the tenth (10th) working day of the month following the month in which service was provided. The Contractor shall deliver an electronic copy (via e-mail) of the monthly status report to the Government MPES Program Manager and COR.

3.16.4 The Contractor shall meet stated Government MPES-NIPR/SIPR requirements and milestones in support of MPES-NIPR/SIPR application bug fixes, enhancements and modifications (as referenced in 3.5 of PWS) and must advise the Government MPES Program Manager and COR as soon as possible whenever MPES requirements and milestones cannot be met. Actual or projected failure to meet contract or task order requirements and milestones shall be reported to the Government orally as soon as the information is available and also reported in the monthly status report. Contractor proposals for realistic corrective action shall also be provided for any reported actual or projected failure.

3.16.5 Monthly, and as required by the Government MPES Program Manager and COR, the Contractor shall conduct In-Progress Reviews (IPRs), summarizing status, progress, recommendations, and concerns with accomplishing the tasks described within this PWS. These meetings will allow the Government to provide "feed-back" to the Contractor and to maintain an "open line" of communication for confirming priorities and schedules. The Contractor shall deliver IPR minutes, which at a minimum reflect a record of IPR activity, decisions made, date, location, attendees and include IPR presentation slides. The Contractor shall deliver an electronic copy (via e-mail) of IPR minutes to the Government MPES Program Manager and COR no later than three (3) working days after IPR completion.

3.16.6 The Contractor shall ensure positions in support of all PWS requirements are filled with qualified personnel no later than fourteen (14) calendar days after contract award. The Contractor shall fill a vacated position twenty-eight (28) business days after notification of vacancy.

3.17 MANPOWER MILITARY PERSONNEL APPROPRIATION (MPA) MAN-DAY MANAGEMENT SYSTEM (M4S) MIGRATION PLAN: If required during the life of the MPES contract, the Contractor shall develop a M4S migration plan to analyze the existing M4S application [sister manpower data system, also owned by HQ USAF/A1M] and determine the necessary hardware, software and other specifications required to implement, host and support the M4S application by migrating the M4S application to the MPES virtual machine (VM) environments, thus, adding M4S environments to the existing MPES VM

environment construct, or migrating the M4S application to an approved Government commercial cloud.

4. CONTRACTURAL REQUIREMENTS

4.1 PERSONNEL/REQUIRED EXPERIENCE QUALIFICATIONS:

4.1.1 TECHNICAL KNOWLEDGE/EXPERIENCE: Contractor personnel shall have the ability to use the following tools and technologies to develop, implement and support MPES-NIPR/SIPR applications: ColdFusion 11, SQL Server 2012, Windows Server 2012, Java and JavaScript, Microsoft .NET, AJAX controls, ExtJS, SmartClient, Yahoo Interface Library, Aspose.NET, C#, Seapine Application Lifecycle Management (ALM), Seapine TestTrack (TT), Source Code Management (SCM), Requirements Management (RM), Business Objects XI, F5 iRule Scripting, Business Objects Data Integrator, xSQL Schema Compare, CSS, XML, JSON, XSLT, IIS, Apache Tomcat, Maven, Final Builder, Eclipse, JRebel, and ModelGlue Framework.

4.1.2 FUNCTIONAL KNOWLEDGE/EXPERIENCE: The Contractor team shall have demonstrated knowledge in COOP solutions; Risk Management Framework (RMF) Methodology; DoD Planning, Programming, Budgeting and Execution (PPBE); AF manpower programming and allocation process of AF manpower resources at the Headquarters, MAJCOM and Base levels; designing and developing algorithms and conducting advanced modeling in support of an extremely large workforce; Air Force Organizational Structure; AF program allocation and control; and experience with Common Access Card login capability, Manpower Grades Allocation modeling, and Agile systems methodology.

4.2 TASK ORDER START: Key personnel should be designated and made readily available at the start of the period of performance.

4.3 MAINTENANCE OF KEY PERSONNEL

The Contractor shall ensure the continuation of services during prolonged personnel absences due to sickness, leave, and voluntary or involuntary termination from employment such that impact to the Government is minimal. Once a Contractor knows that an employee is leaving and will no longer support a task, the Contractor shall provide written documentation to the Government MPES Program Manager and COR within three (3) business days of the employee advising the Contractor of his/her intent to leave. This written notification shall include the date and time the position will be vacant, the reason the employee will no longer work on the task, anticipated replacement date, and what management corrective action will be taken to ensure task mission completion.

4.4 PLACE OF PERFORMANCE

The place of performance for this requirement shall be at the Pentagon, the COOP site (Site R, classified location) or at the Contractor facilities.

4.4.1 Telework. Contractor personnel, after approval from the COR, will be allowed to telework; permitting that teleworking is in accordance with their company policy. The Government will provide Government issued laptops for those personnel who telework. Contractors who telework must follow their company's guidance on telework and Government rules, regulations, and policies regarding safeguarding Government information.

4.5 NORMAL HOURS OF OPERATION

Work hours shall be consistent with Government personnel duty hours, Mon through Fri, from 8:00 AM until 5:00 PM EST (excluding Government holidays).

4.6 GOVERNMENT FURNISHED PROPERTY

Office space, furniture, laptops, equipment, network access, telephone services, office supplies and materials will be provided by the Government to all Contractor personnel working out of a Government facility.

4.7 NON-PERSONAL SERVICES

The Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the Contractor considers any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Task Order (TO) Contracting Officer (CO) immediately. These services shall not be used to perform work of a policy/decision making or management nature, i.e., inherently Governmental functions. All decisions relative to programs supported by the Contractor shall be the sole responsibility of the Government.

4.8 CONTRACTOR IDENTIFICATION

All Contractor/sub-Contractor personnel shall be required to wear AF-approved or provided picture identification badges so as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, Contractor/sub-Contractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors/sub-Contractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, Contractor/sub-Contractors occupying collocated space with their Government program customer should identify their work space area with their name and company affiliation.

4.9 CONTRACTOR EMPLOYEES

The Contractor shall not employ persons for work on this contract if such employee is identified to the Contractor by the CO or COR as a potential threat to the health, safety, security, general well-being or operational mission of the installation/workplace and its population.

4.10 ORGANIZATIONAL CONFLICT OF INTEREST

The Contractor shall not employ any person who is an employee or recent retiree of the United States Government if the employment of that person would create a conflict of interest. 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 approval in accordance with DoD Directive 5500.07, Standards of Conduct, and Air Force Policy. The Contractor shall provide to the COR within ten (10) business days after contract award, a signed Organizational Conflict of Interest Avoidance or Mitigation Plan addressing the activities of all contract employees.

4.11 PERFORMANCE REPORTING

The Contractor's task order performance will be monitored by the Government and reported in Contractor Performance Assessment Reports (CPARs) Performance standards shall include the Contractor's ability to provide or satisfy the following:

• Provide satisfactory solutions to requirements with the necessary customer support
• Provide solutions and services that meet or exceed specified performance parameters
• Deliver timely and quality deliverables to include accurate reports and responsive proposals
• Ensure solutions to requirements are in compliance with applicable policy and regulation

4.12 CONTRACTOR MANPOWER REPORTING APPLICATION (CMRA). In accordance with Section 8108 of Public Law 112-10 of the Department of Defense and Full-Year Continuing Appropriations Action, 2011.

Enterprise-wide Contractor Manpower Reporting Application (eCMRA)

4.12.1 The Contractor will report ALL labor hours (including subcontractor labor hours) required for performance of services provided under this task order via the secure Contractor Manpower Reporting Application (CMRA) data collection site. The Contractor is required to completely fill in all required data fields at: http://www.ecmra.mil. Reporting inputs shall be for the labor executed during the period of performance for each Government fiscal year (Fiscal Year (FY)), which runs 1 October through 30 September. While inputs may be reported anytime during the FY, all data shall be reported **not later than 31 October *of each calendar year**. The Contractor may direct questions to the CMRA help desk.

> NOTE *: Reporting Period: Contractors are required to input data by 31 Oct of each year.

4.12.2 USER MANUAL. Data for the Air Force services requirements must be input at the AF CMRA link. However, user manuals for Government personnel and contractors are available at the U.S. Army CMRA link at http://www.ecmra.mil.

The Contractor is required to enter contractor personnel manpower data (to include subcontractor data) into eCMRA.

4.13 COMMON ACCESS CARD (CAC) INVESTIGATIVE REQUIREMENT

Contractor personnel are required to have at least a Tier 1 (NACI or greater) security investigation to be issued a CAC. CAC is required to perform contract services as prescribed in this PWS.

4.13.1 TIER 1 REQUIREMENT. A favorably adjudicated National Agency Check with Inquiries (NACI) investigation or equivalent in accordance with revised Federal Investigative Standards is the minimum Tier 1 investigation requirement for a final credentialing determination for a CAC.

4.14 PROGRAM MANAGEMENT/PROJECT MANAGEMENT (SEE SECTION 3.16)

4.15 TRAVEL

The Contractor personnel may be required to travel in performance of the PWS. The Contractor shall coordinate specific travel arrangements with the Government MPES Program Manager and the COR to obtain advance, written approval (Contractor needs to submit request three (3) weeks in advance) for the travel about to be conducted. The Contractor's request for travel shall be in writing and contain the dates, locations and estimated costs of the travel.

Travel will be reimbursed on a cost reimbursable basis; no profit or fee will be paid. All trips will IAW regulatory requirements and actual travel will be coordinated and pre-approved by the COR in writing within five (5) days of travel. The Government will only reimburse allowable costs in accordance with FAR 31.205-46 and the current Joint Travel Regulation and Standardized Regulations Section 925. Actual modes of transportation and costs shall be agreed to in advance and reimbursed on a cost basis upon receipt of the invoice in Wide Area Work Flow (WAWF) and all receipts are turned in to the COR. All air travel shall be booked on American-flagged carriers, unless otherwise directed by the CO. Travel projections are subject to change based on Government requirements.

Travel within the National Capital Region (NCR), 50 miles, is considered local travel and the cost of doing business. Local travel will not be reimbursed.

4.16 OTHER DIRECT COSTS (ODC)

The Contractor shall obtain approval from the Government MPES Program Manager and COR before conducting any purchases (to include any software/hardware, using approved sources) or engaging in any activities that would result in costs to the ODC Contract Line Item Number (CLIN) (to include materials). The Contractor shall obtain quotes to get the best price and submit proposed quotes to the COR for Government MPES Program Manager and COR approval. The COR is required to consult with the Contracting Officer (CO) regarding such proposed costs if they exceed the not-to-exceed (NTE) amount or are questionable due to the type of purchase or are unfair and/or unreasonable in price. No profit or fee will be added to ODCs; however Defense Contract Audit Agency (DCAA) approved burden rates are authorized.

The Contractor shall purchase IT assets and supplies required for the performance of this contract, including new or refreshed enterprise architecture components. The Contractor shall not procure or recommend procurement of any IT asset (hardware or software) when sufficient quantities are in stock to meet a requirement or fulfill a customer request. The Contractor shall use Air Force mandates sources, such as Air Force Way (AFWay) and Network Centric Solutions-2 (NETCENTS-2), when products will meet the customer's requirements. If the Contractor can obtain better value in terms of price, quality, time of delivery, and maintain all security requirements, the Contractor shall request a waiver from NETCENTS-2 Program Management Office. IT assets and materials purchased by the Contractor under this contract shall become GFE.

The Material Purchase Approval Process:

a) The Contractor shall submit a purchase request with associated cost, to the CO and Gov't MPES PM/COR, for approval.
b) Upon submission and review of the purchase request, the CO and Gov't MPES PM/COR will provide written approval to proceed with material purchases within five (5) business days.
c) All material purchases shall be invoiced to the Materials CLIN.

4.17 INVOICING

The Contractor must obtain written approval from the COR before conducting purchases or engaging in activities that would result in costs being invoiced to the ODC and Travel CLINs. The task order is Firm-Fixed Price to be invoiced on a monthly basis. The ODC and Travel CLINs are cost-type CLINs for invoicing in the event of their usage. All invoices shall be submitted through the Wide-Area Workflow (WAWF) and are subject to approval of the customer organization and acceptance of the service or allowable cost. Allowable costs are defined at FAR Subpart 31.2 – "Contracts with Commercial Organizations."

4.18 TRAINING

Contractor personnel are required to possess the skills necessary to support their company's minimum requirements of the labor category under which they are performing. Training

necessary to meet minimum requirements will not be paid for by the Government or charged to TOs by Contractors.

4.18.1 OTHER GOVERNMENT-PROVIDED TRAINING

The Contractor's employees may participate in other Government provided training, on a non- discriminatory basis as among contractors, under the following circumstances:

(1) The Contractor employees' participation is on a space-available basis,

(2) The Contractor employees' participation does not negatively impact performance of this task order, and

(3) The Government incurs no additional cost in providing the training due to the Contractor employees' participation.

5. SERVICES DELIVERY SUMMARY

Performance Requirements	PWS Reference	Performance Threshold
Provide system administration functions for MPES-NIPR/SIPR operational and failover systems; install, monitor and configure the server software and database functions of the MPES web-based applications to include user account maintenance, database administration, troubleshooting problems with the server, and installing and configuring new versions of the software.	3.2	100% of system administration functions for MPES-NIPR/SIPR operational and failover systems implemented
Maintain the system in compliance with Air Force Time Compliance Network Orders (TCNOs) weekly system maintenance; install updated software patches and anti-virus definitions.	3.2	100% of weekly TCNOs system (NIPR/SIPR) maintenance implemented
Post weekly scheduled maintenance operations (to include day/time) on the	3.3	100% posting of weekly scheduled maintenance operations (to include day/time) to the MPES web site

MPES web site.		
Maintain MPES-NIPR/SIPR applications availability.	3.3	95% assurance of non-availability of MPES-NIPR/SIPR applications for online use shall not exceed 48 hours per month
Implement weekly Quality Control Plan (QCP) operations.	3.6	100% implementation of weekly QCP operations
Update MPES-NIPR/SIPR applications and/or software documentation.	3.5	95% implementation of update to system and/or software documentation to occur within 15 days of Government signing off on the completion of the system/software change
Provide cyber secure MPES-NIPR/SIPR applications.	3.8	100% implementation of MPES-NIPR/SIPR applications cybersecurity in accordance with the DoD RMF A&A process (formerly C&A under DIACAP) that achieves and maintains full system ATO [ATO renewal is every three years] and ATC [ATC renewal depends on OSD/DISA JSP approval date which is usually every year and a half] throughout the contract period of performance.
Provide helpdesk response.	3.11	95% response within 2 hours of help desk email receipt (within the MPES Help Desk support duty hours).
Send MPES mailer notifications.	3.3, 3.5 & 3.11	100% sending of MPES mailer notifications, notifying NIPR/SIPR users of all maintenance and emergency downtimes (scheduled and unscheduled) that will include expected timeframe to have MPES-NIPR/SIPR applications back up and running. 100% sending of MPES mailer notifications, notifying NIPR/SIPR users of all new system updates and changes along with any guidance and instruction on the new system updates/changes.
Provide MPES training materials, instruction and training.	3.12	100% of training material, instruction and training provided to MPES-NIPR/SIPR users, upon COR approval and on as needed basis.
Maintain current MPES-NIPR/SIPR manuals & training material posted to MPES site.	3.12	100% assurance of all manuals and training material (posted to MPES site) remain current with the services offered throughout the life of the contract.

6. DATA DELIVERABLES

The specific format and required delivery dates for all deliverables will be specified by the COR consistent with Air Force needs. Any papers, recommendations, etc. that the Contractor submits are drafts and not final copies until approved and accepted by the Government MPES Program Manager and COR. All deliverables provided to the AF are property of the United States Air Force. The CO does require copies of the listed deliverables. All deliverables will be reviewed for timeliness, accuracy and format. If a deliverables' due date falls on a weekend or holiday, the Contractor shall submit the deliverable on the last work day prior to the due date unless otherwise coordinated with the Government MPES Program Manager and COR.

Deliverables	PWS Reference	Due Date	Deliver To
Monthly Status Reports	3.3 3.16	Report submitted monthly, by the 10th workday, 100% of the time.	Gov't MPES Program Manager & COR
Stated Government MPES-NIPR/SIPR Requirements and Milestones in Support of MPES-NIPR/SIPR Application Bug Fixes, Enhancements and Modifications (as referenced in 3.5 of PWS)	3.16	Shall be met 95% of the time within the established stated Government completion suspense dates provided to the Contractor.	Gov't MPES Program Manager & COR
In Progress Review Minutes	3.16	Conducted monthly (and as required by the Gov't MPES Program Manager & COR) on the 10th day, due no later than three working days after IPR completion.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Failover System Testing	3.2 3.7	Shall test the failover system once a year (no later than 4 June) in compliance with the Federal Information Security Management Act (FISMA).	Gov't MPES Program Manager & COR
Full Functionality of the MPES-NIPR/SIPR for On-line Use	3.3	On a weekly basis, during normal operations, shall ensure full functionality of the	Gov't MPES Program Manager & COR

		MPES-NIPR/SIPR software and database is available for on-line use; shall restore the maintained software to normal operation whenever the Contractor becomes aware of or is informed that the normal operation has been interrupted (i.e. due to system outage as result of server outage and/or network connectivity issues).	
Addendum to the Monthly Status Reports (MSRs)	3.3	Addendum to MSRs shall be submitted monthly, by the 10th workday, 100% of the time. Addendum shall include the number of problems reported, nature of the problems, problem status and corrective actions. Also include number of system downtime occurrences, length of time system is down and reason for downtime.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Enhancements and Associated MPES-NIPR/SIPR Interfaces	3.5 3.10	Throughout the contract period, shall continue to enhance MPES-NIPR/SIPR and any associated MPES-NIPR/SIPR interfaces.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Configuration Management Plan	3.5	Within 20 days after contract award, shall implement a Configuration Management Plan to track program changes/modifications and to ensure COR	Gov't MPES Program Manager & COR

		approval of proposed/submitted System Change Requests (SCRs)/Tickets in the MPES NIPR/SIPR applications.	
MPES-NIPR/SIPR Quality Control Plan	3.6	Due 15 days after contract award.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Software Review	3.5	Throughout the lifecycle of the contract, shall conduct a software review of the MPES-NIPR/SIPR web-based applications to check for end of life software and ensure record management of support agreements are in-place for major MPES-NIPR/SIPR software components.	Gov't MPES Program Manager & COR
System/Software Documentation Updates	3.5	Updates shall occur within 15 days following Government signing off on the completion of the system/software change.	Gov't MPES Program Manager & COR
Continuity of Operations Planning (COOP) and Support: Contingency Plan	3.7	The plan must be able to be implemented within five (5) days of notification by the Government. The contingency plan for the reconstitution and recovery of the MPES-NIPR/SIPR systems is due within 45 days of contract start date for HQ USAF/A1MO review and approval.	Gov't MPES Program Manager & COR
Continuity of Operations	3.2	Shall test the failover	Gov't MPES Program

Planning (COOP) and Support: Exercise/Test Failover System	3.7	system once a year (no later than 4 June) in compliance with the Federal Information Security Management Act (FISMA); in addition, shall be required to exercise/test the failover system in support of HQ Air Force and OSD/Joint Staff exercises, on an as required basis.	Manager & COR
Continuity of Operations Planning (COOP) and Support: Improve/Revise Plan	3.7	Shall improve/revise the plan as required throughout the life of the contract.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Security Controls and Documents/Artifacts	3.8	On a weekly basis, shall maintain/update all MPES-NIPR/SIPR RMF security controls and documents (artifacts) in the eMASS system to track/meet A&A (formerly C&A) MPES-NIPR/SIPR compliance requirements as outlined in the Investment Overview/IA&FISMA section of the ITIPS.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Training Guides & Instruction Materials	3.12	On a quarterly basis, required to maintain and update all training guides and instruction materials and post on the MPES site.	Gov't MPES Program Manager & COR
MPES-NIPR/SIPR Formal Training Plans	3.12	On as needed basis, shall develop formal training plans prior to (one week in advance of training) conducting	Gov't MPES Program Manager & COR

		training and review with the Gov't MPES Program Manager and COR and update as necessary.	
M4S Migration Plan	3.17	If required during life of the MPES contract	Gov't MPES Program Manager & COR

7.0 INFORMATION PROTECTION OFFICE. Contractor employees shall maintain a Tier 1 background investigation verified by the Joint Personnel Adjudication System (JPAS) or other DoD-accepted security clearance data system. Contractor employees shall have Tier 1 investigations prior to the performance start date and maintain the clearance throughout the performance period. The Contractor shall notify the servicing Information Protection Office (IPO) of Contract award within thirty (30) days after Contract award. The notification shall include:

- Name, address, and telephone number of company representatives
- The TO number and Contracting agency
- The highest level of classified information to which the Contractor employees require access

8.0 PHYSICAL SECURITY. The Contractor will safeguard all Government property and control forms provided for Contractor use and adhere to the Government furnished property requirements contained in this Contract. At the end of each work day, all Government facilities, equipment and materials will be secured.

9.0 SECURITY TRAINING. The Contractor shall provide employees with the training required by DoD Instruction 5200.01, the DoD Information Security Program, and AFI 16-1404, Air Force Information Security Program. The Contractor shall also provide initial and follow-on training to their Contractor employees who work in AF controlled/restricted areas IAW AFI 31-120, Security Forces Systems and Administration. This training shall be provided by an appointed Government security manager for the on-base Visitor Group.

9.1 PASS AND IDENTIFICATION. The Contractor shall ensure the pass and identification items required for Contract performance are obtained for employees and non-Government owned vehicles prior to the TO start date.

9.2 RETRIEVING IDENTIFICATION MEDIA. The Contractor shall retrieve all identification media, including vehicle passes, when the Contract expires or from employees who depart for any reason before the Contract expires, e.g., terminated for cause, retirement, etc. and returned to the COR.

9.3 TRAFFIC LAWS. The Contractor shall comply with the Government installation traffic regulations.

9.4 WEAPONS, FIREARMS, AND AMMUNITION. The Contractor shall not possess weapons, firearms, or ammunition, on themselves or within their Contractor-owned vehicles or privately-owned vehicles while on any installation or any office, and/or working location covered under this Contract.

9.5 FOR OFFICIAL USE ONLY. The Contractor shall comply with DoD 5400.7-R, Chapter 4, the DoD Freedom of Information Act (FOIA) Program, requirements. This regulation sets Policy and Procedures for the disclosure of records to the public and for marking, handling, transmitting and safeguarding FOUO material.

9.6 REPORTING REQUIREMENTS. The Contractor shall report to an appropriate authority (i.e., CO, PM, COR) any information or circumstances which they are aware of that may pose a threat to the security of DoD personnel, Contractor personnel, Government resources and classified or unclassified defense information. The Contractor employees will be briefed by their immediate supervisor upon initial on-base assignment.

9.7 CONTROLLED/RESTRICTED AREAS. The Contractor shall adhere to Government installation procedures for entry to AF controlled or restricted areas where Contractor employees shall work. AF Form 2586, Unescorted Entry Authorization Certificate, will be completed by the Government before a Restricted Area Badge can be issued. Contractor employees shall have a favorably completed National Agency Check plus written Inquiries investigation before receiving a Restricted Area Badge. Interim access may be granted IAW AFI 31-501, Personnel Security Program Management. Contractor employees must have appropriate clearances prior to commencing work on any contract unless otherwise approved in writing by the CO.

9.8 KEY CONTROL. The Contractor shall establish and implement procedures to ensure all keys issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The Contractor employees will not duplicate any keys issued by the Government.

9.8.1 The Contractor shall immediately report to the COR or PM any occurrences of lost or duplicated keys within two (2) days of occurrence.

9.8.2 In the event keys are lost or duplicated, the Contractor may be required, upon written direction of the CO, to re-key or replace the affected lock or locks with no additional cost to the Government. The Government may replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the Contractor.

9.8.3 The Contractor shall not loan issued keys to any other persons nor allow access by use of issued keys to other persons not associated with the performance of work at the Contract work site.

10.0 LOCK COMBINATION. The Contractor shall have access to all Government provided lock combinations to prevent unauthorized entry. The Contractor is not authorized to record lock combinations without written approval by the COR. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers.

10.1 NATIONAL AGENCY CHECK WITH INQUIRIES (NACI). The Contractor shall provide a NACI for all Contractor employees who are to be provided access to Government e-mail/internet, LAN/WAN and other Government information networks normally within ten (10) days of the start of the contract and verification of this will be provided to the COR.

10.2 RESTRICTED/FORMERLY RESTRICTED DATA. The Contractor shall obtain a final U.S. Government clearance at the appropriate level before obtaining access to RESTRICTED DATA and FORMERLY RESTRICTED DATA and verify with the COR.

11.0 LISTING OF EMPLOYEE(S). The Contractor shall maintain a current listing of all employees. The list shall be validated and signed by the company FSO and provided to the CO, and the PM. An updated listing will be provided when an employee's status or information changes.

12.0 ADMINISTRATION CONSIDERATIONS.

12.1 Performance Schedule: The contractor shall perform this task from 30 Sep 2018 through 29 Sep 2023 (including 4 Option years).

Base Year:	30 Sep 2018 through 29 Sep 2019
Option Year One (1):	30 Sep 2019 through 29 Sep 2020
Option Year Two (2):	30 Sep 2020 through 29 Sep 2021
Option Year Three (3):	30 Sep 2021 through 29 Sep 2022
Option Year Four (4):	30 Sep 2022 through 29 Sep 2023

12.2 BASE SHUTDOWN/INCLEMENT WEATHER. The Contractor will follow guidance of the installation containing their place of performance to determine reporting schedules whether due to an installation closure or inclement weather. The website for guidance regarding status of performance locations is http://www.opm.gov/status.

13.0 USES AND SAFEGUARDING OF INFORMATION. Information from the secure web site is considered to be proprietary in nature when the Contractor number and the 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 Contractors name and contract number associated with the data.