PERFORMANCE WORK STATEMENT

INFORMATION TECHNOLOGY (IT) SUPPORT
for
Headquarters 20th Air Force
F. E. Warren AFB, WY

1.0 DESCRIPTION OF SERVICES

1.1.   **SCOPE:** Headquarters 20th Air Force (20 AF) is increasingly reliant on IT to support our daily activities. The quality and reliability of the IT support provided impact all staff areas and missions. IT contractor support provides 20 AF the expertise to increase peacetime and wartime mission effectiveness. The Performance Work Statement (PWS)/Statement of Work (SOW) objective is to provide IT resources to 20 AF headquarters in support of C4I systems, administrative networks and other systems. Intended support of C4I systems includes such systems and application programs as NIPRNET, SIPRNET, Top Secret-Collateral network, Strategic Automated Command & Control System-Secure Desktop Terminal (SACCS-SDT), Joint World-Wide Intelligence Control System/NORAD-USNORTHCOM Intelligence System (JWICS/NUIS) network, Video Teleconference (VTC), Special Access Program network/video equipment, Audio/Video Matrix and other systems. Also included are tasks such as system analysis and engineering, system integration and implementation, IT planning, concept development, modeling and simulation, exercise support, training, Operations and Maintenance (O&M) activities, Communications Security (COMSEC) user and some Information Assurance duties.

1.2.   **SPECIFIC TASKS:** Provide Technical Engineering Services that shall consist, but is not limited to, the following:

1.2.1.   **System Administration.** The IT Contractor shall support system administration activities for NIPRNET, SIPRNET, Top Secret-Collateral network, Video Matrix, Audio System, VTC, SACCS SDT, JWICS, SAP and other C4I based systems (to include hardware, software, and firmware) within the Intelligence Facility. The IT Contractor will also support secure (and non-secure, when time allows) IT systems (i.e. SIPRNET) within the 20 AF headquarters building. At a minimum, administrator shall have a background in system setup, user maintenance, system security, backups and restores, e-mail administration, TCP/IP, DNS, network interfaces, connectivity and workstation troubleshooting, client/server technology, disk space management, virus management, user training, help desk support, software patches/modifications, NOTAM compliance and configuration management. The contractor will manage nine VTC suites within the 20 AF building. This includes providing VTC scheduling services, pre-conference setup/dial-in, in-call monitoring and troubleshooting, and post-conference tear-down. The contractor will be appointed as a Wing Cyber Security Liaison, for wing collateral systems, to mitigate threats and vulnerabilities, employ appropriate security measures and identify required physical, personnel and procedural security for information systems.

1.2.2. Network Administration. The IT Contractor shall support network administration by "fix-it" when it breaks, modifications, upgrades, and contingency/exercise support to include on-call support during non-duty hours. This is considered Tier one type maintenance, which includes maintenance/sustainment of all software products including databases, configurations, NOTAM compliance and fix-it actions of the computer systems located in the Intelligence Facility and secure (and non-secure, when time allows) systems throughout the 20 AF headquarters building. Anything outside this level of maintenance is the responsibility of the unit military appointed Cyber Security Liaison, local communication squadron and other unique systems IT personnel, as appropriate.

1.2.3. Operational Security. The contractor shall ensure all operational systems within the Intelligence Facility adhere to System Program Office (SPO) system security requirements as well as DoD 5200.01, Vol 1, *DoD Information Security Program*, AFI 33-200, *Information Assurance Management*, DoD Information Technology Security Certification and Accreditation (C&A) Process, and the Intelligence Facility Operating Instructions/local procedures. The contractor will be responsible for all system certifications and accreditations and will maintain all completed packages on file. Also, the contractor will inform the Senior Intelligence Officer (SIO) and/or Special Security Officer (SSO) whenever a change is made to classified equipment; i.e., swapping servers, hard drives, PC's, etc.

1.2.4. Training. The contractor will ensure all Intelligence Facility personnel and other applicable 20 AF personnel are proficient on all systems/application software listed in para. 1.1.

1.2.5. COMSEC User. The contractor may be required to perform duties as COMSEC user to include: inventory, destruction, receipt and transfer of COMSEC materials as well as using keying material to key crypto equipment and the daily advancement of keyed crypto equipment assigned to the Intelligence Facility.

1.3. DELIVERABLE(S): The IT contractor shall provide the Contracting Officer's Representative (COR) with a Weekly Activities Report (WAR). The report will be due at the end of each week. The below format will be utilized using Microsoft Word/PowerPoint. All reports shall become the sole property of the government.

IT Contractor Weekly Activity Report (WAR)

1. Brief narrative of work accomplished during the week
2. Items Purchased using government funds
3. Significant equipment/software problems
4. Forecasted future equipment/software implementations/changes
5. Status of Certifications/Accreditations
6. Status of Training
7. Cumulative hours worked

2.0 PERFORMANCE

2.1. PERFORMANCE OBJECTIVE: IT Contractor will ensure all systems listed in para 1.1. are operational, all assigned individuals have user configurations and

are trained on applicable systems/software, and all system certifications/ accreditations are current and on file.

2.2.   SERVICE DELIVERY SUMMARY (SDS):

Performance Objectives	Performance Threshold
1. Operate and maintain systems as identified in Section 1.2 of the PWS	Duty Hours: Available to respond and resolve problems as soon as possible. Non-Duty Hours: Respond within 2 hours of notification.
2. Maintain user configurations and training on all applicable systems/software	Zero (0) lapse in standards
3. Ensure all system certifications/accreditations are maintained current and on file.	Zero (0) lapse in standards

ESTIMATED WORKLOAD DATA SUBJECT TO CONTINGENCY OR EXERCISES:

1. On-Call Support	5 hours	Per month
2. Management	20 hours	Per year
3. Technician	1930 hours	Per year
4. Admin Support	60 hours	Per year

3.0 GOVERNMENT FURNISHED PROPERTY: The Government shall provide working space, telephones, equipment computer, etc. to the IT Contractor as necessary for performance of the IT task orders.

3.1.   HARDWARE/SOFTWARE: 20 AF will provide the IT contractor with a personal Unclassified and Secret classified computer with common Microsoft software installed. Software will be provided for all systems listed in para 1.1.

3.2.   GOVERNMENT FURNISHED RESOURCES:

3.2.1   Workspace, supplies and services: 20 AF will provide IT Contractor with a desk, telephone, personal computer as listed in para 3.1. and access to unclassified and classified fax capability in the SOC. IT contractor will have access to office supplies, such as: pencils/pens, paper supplies, and other miscellaneous office supplies.

3.2.2.   Documentation: IT Contractor shall comply with all security regulations as listed in para 1.2.3. and Intel 31 series operating instructions (secure facility entrance/exit, emergency evacuation, escort procedures, etc.). Furthermore, contractor is required to comply with all current system accreditation/certifications and any applicable policy letters. Contractor will have access to any of the above referenced documentation. Documentation will remain the property of the U.S. Air Force.

3.2.3.   Training: 20 AF does not have the resources or expertise to provide in-depth IT Contractor training on local equipment. Intelligence directorate personnel may provide some basic system/application training. IT Contractor will be responsible for training his/her replacement if such a situation occurs.

4.0 GENERAL INFORMATION

4.1. **CLEARANCE REQUIREMENTS:** The normal work location for the IT Contractor will be in government facilities which require Top Secret (TS), Special Compartmented Information (SCI), Special Access Program (SAP) level security clearances as well as access to Nuclear Command and Control-Extremely Sensitive Information (NC2-ESI) material. The IT Contractor must maintain a TS with SCI DCID 6/4 eligibility security clearance, with access to NC2, Critical Nuclear Weapons Design Information (CNWDI) and Restricted Data material. SAP access will require contractor to undergo polygraph testing. Contractor will be, and maintain IT certifications in compliance with AFMAN 17-1301 and DoD 8570.01-M. A DD Form 254, Department of Defense Contract Security Classification Specification will be required for the IT Contractor. A Visitors Group Security Agreement (VGSA) will be accomplished after contract award.

4.2. **SECURITY:** The IT Contractor shall provide for adequate security when working with classified materials, in accordance with the provisions of DoD 5200.1 volumes, DoD 5200.02/AFMAN 16-1405, and local Operating Instructions**.**

4.3. **ACCESS TO GOVERNMENT PROPERTY AND FACILITIES:** The IT Contractor will be allowed unescorted access to the 20 AF headquarters, building 65 on F. E. Warren AFB, Cheyenne, WY after all applicable security clearance paperwork is complete and security training is provided by the 20 AF Special Security Officer (SSO) and Unit Security Assistant (USA).

4.4. **TRAVEL:** The IT Contractor shall forecast overall travel requirements as far in advance as possible and initiate necessary travel orders for approval by the contracting officer through the COR at least 10 days in advance of the proposed departure date if possible. Travel/TDY will be funded separately.

4.5. **PLACE OF PERFORMANCE:** Work will be primarily performed at the Headquarters 20 AF, Bldg. 65, F. E. Warren AFB Cheyenne, WY.

4.6. **HOURS OF WORK:** The IT Contractor shall provide coverage at the specified government work site during normal duty hours, typically 0730-1630, Monday through Friday. IT Contractor will be on call at all other times.

4.7. **PERIOD OF PERFORMANCE:** As specified in the task order.

4.8. **MEETING/CONFERENCE SUPPORT:** The IT Contractor shall be required to support several recurring weekly VTCs Monday and Thursdays, and any other planned or unscheduled briefings within 20 AF. Contractor works closely with senior leadership administrative support staff for scheduling VTC support for the headquarters staff to include General Officers. Support shall include insuring Video Teleconference equipment, computers and video matrix systems are functioning properly.

4.9. **LABOR HOUR REPORTING:** The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The contractor is

required to completely fill in all required data fields at http://www.ecmra.mil. Reporting inputs will be for the labor executed during the period of performance for 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.

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

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: Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for government personnel and contractors are available at the Army CMRA link at http://www.ecmra.mil.