

PERFORMANCE WORK STATEMENT
FOR
Sustainment/Patching Service
U.S. AIR FORCE OWNED
LAND MOBILE RADIO (LMR) EQUIPMENT
(ASTRO 25 Core System)
AT
DYESS AFB, TEXAS
PREPARED: ~~July 2015~~ Nov 2017

TABLE OF CONTENTS

<u>PARA</u>	<u>TITLE</u>	<u>PAGE</u>
	Cover Page	1
	Table of Contents	2-3
Description of Services		
1.1.	Scope of Work	4
1.1.1.	--Site Clean Up	4
1.1.2.	--Cable Management	4
1.2	Authority to Operate	4
1.2.1	Task and Responsibilities	4
1.2.2	Filing of Paperwork	
1.3.	Information Assurance/Security Services	5
1.3.1.	--General	5
1.3.2.	--Security Software Updates	5
1.3.3.	--Antivirus Definitions	5
1.3.4.	--Vulnerability Scanning	5
1.3.5.	--Automated Patch Management	5
1.3.6.	--Password Management	5
1.3.6.1.	---- <i>Email Notification</i>	5
1.4.	Support/Maintain Services	5
1.4.1.	--Technical Support Service	5
1.4.2.	--Network Monitoring Service	6
1.4.3.	--Dispatch Service	6
1.4.4.	--On-Site Infrastructure Response	6
1.4.5.	--Infrastructure Repair	6
1.4.6.	--Advanced Replacement	6
1.4.7.	--Network Preventative Maintenance	6
1.5.	Severity Level	6
1.5.1.	--Severity 1	6
1.5.2.	--Severity 2	6
1.5.3.	--Severity 3	6
1.6.	Response Time and Availability	6
1.6.1.	--Severity 1	6
1.6.2.	--Severity 2	7
1.6.3.	--Severity 3	7
Service Summary		8
	Government-Furnished Property and Services	
3.1.	General	9
3.2.	Facilities/Equipment	9
3.3.	Services	9

3.3.1.	--Utilities	9
General Information		
4.1.	Contractor Personnel	10
4.1.1.	--Contractor Manager	10
4.1.1.1	---- <i>Appointment</i>	10
4.1.1.2	---- <i>Authority</i>	10
4.1.1.3	---- <i>Availability</i>	10
4.1.2	--Employees	10
4.1.2.1	---- <i>Appearance</i>	10
4.1.2.2	---- <i>Security Requirements</i>	10
4.1.2.3	---- <i>Conduct</i>	10
4.2.	Certification	11
4.2.1	--Technical Certification	11
4.2.2	--Safety Certification	11
4.2.3	--Citizenship	11
4.2.4	--Third Party/Sub Contractors	11
4.3	Quality Assurance	11
4.4	Warranty	11
Appendices		
A	Service Locations	12

1. Description of Services

1.1. SCOPE OF WORK. The contractor shall provide all personnel, equipment, tools, materials, transportation, ancillary items, supervision and other items and services necessary to restore system to authority, to operate compliance, perform maintenance, repairs and frequency/mode changes, installations, and removals, ect. on Air Force owned Land Mobile Radio ASTRO 25 trunking system ([system version 7.9](#)) at Dyess AFB (to include loading of software updates/patches to the LMR Master Site (Site ID SZ049411)). Work shall meet original equipment manufacturer's specifications.

1.1.1. SITE CLEAN UP. The contractor shall ensure the work site is cleaned prior to leaving Dyess. Further, the contractor shall remove and dispose of all debris and leftover materials from the installation, off-site in a safe, proper, and legal manner after the project is complete.

1.1.2. CABLE MANAGEMENT. Newly installed or replaced equipment shall be fan and formed to provide a neat appearance and stress-relief.

1.2. AUTHORITY TO OPERATE

1.2.1. TASKS AND RESPONSIBILITIES. The contractor will be responsible for the following:

- 1.2.1.1. Review/update Motorola-provided Dyess LMR Information Assurance (IA) system documents, as necessary;
- 1.2.1.2. Provide system and technical information for the development of USAF IA artifacts;
- 1.2.1.3. Conduct IA Audit of system IA configuration;
- 1.2.1.4. Adjust the IA configuration to the standard IA configuration, if the IA audit identifies discrepancies between the Dyess ASTRO LMR system configuration and the standard Motorola IA configuration;
- 1.2.1.5. Provide scan results to Dyess IA personnel for analysis; and
- 1.2.1.6. Respond to questions and issues raised by Dyess AFB IA personnel, the certifying authority and the DAA throughout the C&A process.

1.2.2. FILING OF ATO PAPERWORK. The contractor will provide (1) the completion of performance milestones and (2) customer confirmation of the completion of the specified milestones.

1.3. INFORMATION ASSURANCE/SECURITY SERVICES

1.3.1. GENERAL. The contractor shall examine protected assets, determine threat levels, and perform risk analysis. The contractor will provide the potential cost of recovery. Security policies and procedures will be developed and approved by base Personal Wireless Communication Services (PWCS) manager. The contractor is expected to monitor the LMR network for peak performance and security requirements.

1.3.2. SECURITY SOFTWARE UPDATES. All commercial security software updates will be tested and validated for safe deployment on the radio networks

1.3.3. ANTIVIRUS DEFINITIONS. All antivirus definitions on Microsoft and UNIX platforms will be compatible and will not interfere with ASTRO 20 network functionality.

1.3.4. VULNERABILITY SCANNING. The contractor shall perform quarterly vulnerability scans using third-party scanning tools to identify and address new vulnerabilities and compliance issues. The contractor will obtain Information Assurance Vulnerability Management (IAVM) alerts issued by the DOD-CERT.

1.3.5. AUTOMATED PATCH MANAGEMENT. The contractor will automatically deploy the identified software patches across the Dyess Trunking system. Windows patches are applied monthly, and if a reboot is required this will be scheduled in advance with the Base PWCS Manager, the patches are applied upon reboot. Solaris/Linux patches will be done quarterly and scheduled with the Base PWCS manager.

1.3.6. PASSWORD MANAGEMENT. All system passwords must be changed every 45 days. The contractor will change passwords for the Solaris/Red hat root accounts, Windows local and domain accounts, and Motorola supplied routers and switches.

1.3.6.1. EMAIL NOTIFICATION. The contractor will email the Base PWCS manager 15, 5, and 2 days prior to the change cycle. Upon request an up to date password list will be provided to the Base PWCS manager.

1.4. SUPPORT/MAINTAIN SERVICES. The contractor will provide remote and local technical support, product repair, and advanced infrastructure replacement including emergency responses. This will be accomplished through preventative and corrective

maintenance, remote monitoring, spares management, software upgrade services, radio rental, and operations consultancy.

- 1.4.1. **TECHNICAL SUPPORT SERVICE.** The contractor will provide access to a system expert to assist in quickly diagnosing and resolving network issues. Continued case management and rapid, consistent issue resolution is required.
- 1.4.2. **NETWORK MONITORING SERVICE.** The contractor will use hardware and software tools to monitor network performance and stability in real time. If an alarm is detected the contractor will take immediate action to resolve the situation, which may include: monitoring the event for further developments, attempting remote restoration, and dispatching local service if required.
- 1.4.3. **DISPATCH SERVICE.** The contractor will ensure a trained and qualified technician is dispatched to diagnose and restore the communications network as required.
- 1.4.4. **ON-SITE INFRASTRUCTURE RESPONSE.** The contractor will provide an on-site infrastructure technician if the outage cannot be fixed remotely.
- 1.4.5. **INFRASTRUCTURE REPAIR.** The contractor will repair all of the equipment manufactured by Motorola, as well as equipment from third-party infrastructure vendors. ISO9001 and TL9000-certified processes and methodologies will be used to ensure repairs maintain high quality standards.
- 1.4.6. **ADVANCED REPLACEMENT.** In advance of repairing a malfunctioning unit, a replacement unit will be sent to the field within 24 hours to ensure that a spare unit is available.
- 1.4.7. **NETWORK PREVENTATIVE MAINTENANCE.** The contractor will provide an operational test and alignment of infrastructure or fixed network equipment to ensure it meets OM specifications. This will occur annually, and will include physically inspection of equipment, removal of dust and foreign substances, cleaning filters, and measuring, recording, aligning, and adjusting the equipment to meet OM specifications. The schedule will be agreed upon by the Base PWCS manager.

1.5. SEVERITY LEVEL

1.5.1. SEVERITY 1. When 33% or more of this system is down to include loss of any MCC7500 on station.

1.5.2. SEVERITY 2. Minor outages, day to day transmit and receive are not effected

1.5.3. SEVERITY 3. Reserved for preventative maintenance or configuration. No outage reported.

1.6. RESPONSE TIME AND AVAILABILITY

1.6.1. SEVERITY 1. As defined in 1.5.1, the contractor shall respond within four hours of notification of severity 1 outage. The contractor will have a technician available for severity 1 outages 24/7.

1.6.2. SEVERITY 2. As defined in 1.5.2, the contractor shall respond within 8 hours of notification of severity 2 outage. The contractor will have a technician available for severity 2 outages Monday through Friday, 0800 to 1700, excluding Holidays.

1.6.3. SEVERITY 3. As defined in 1.5.3, the contractor shall notify the base PWCS manager at least one week before performing any preventative maintenance. The contractor will have a technician available for severity 3 issues Monday through Friday, 0800 to 1700, excluding Holidays.

2. Service Summary

2.1. GENERAL. The purpose of this paragraph is to state the performance objectives, the SOW paragraph, and indentify the performance threshold to determine the overall effectiveness of services delivered to the Government.

Performance Objective	PWS Paragraph	Performance Threshold	Surveillance Method
1. Meet Severity 1 response times.	1.5.1	Timely response no more than 30 minutes late per one calendar year.	100% surveillance on all maintenance jobs

2. Meet Severity 2 response times	1.5.2	Timely response no more than one day late per one calendar year.	100% surveillance on all maintenance jobs
3. Maintain to OM specs	1.4.7	100% of the time	100% surveillance on all maintenance jobs

3. Government-Furnished Property and Services

3.1. GENERAL. The government shall provide, without cost, the facilities, materials, and services identified below.

3.2. FACILITIES/EQUIPMENT. The government will make available a temporary facility while the contractor is on base to help facilitate maintenance on equipment.

3.3. SERVICES. The government will provide the following services, as required, at each government provided facility for the purpose of operating the facility according to this contract.

3.3.1. UTILITIES. Electricity, water and heat needed for contract performance. The contractor shall instruct employees in utilities conservation practices and shall operate under conditions which preclude the waste of utilities.

4. General Information

4.1. CONTRACTOR PERSONNEL.

4.1.1. CONTRACT MANAGER.

4.1.1.1. APPOINTMENT. Not later than 10 calendar days after contract award, the contractor shall appoint a contract manager who shall be responsible for the performance of work. The name of this person and an alternate shall be submitted to the CO. The contract manager and alternate shall be capable of reading, writing, speaking and understanding English.

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

4.1.1.3. AVAILABILITY. The contract manager or alternate shall be available during normal duty hours within 5 business days after notification by the CO to meet on the Main Operating Base (MOB) with government personnel designated by the CO to discuss problem areas. After normal duty hours the manager or alternate shall be available at the MOB within 24 hours after notification by the CO.

4.1.2. EMPLOYEES.

4.1.2.1. APPEARANCE. Contractor personnel shall bear the name of the company on badges containing the company and employee name. Shall present a neat and well groomed appearance.

4.1.2.2. SECURITY REQUIREMENTS. Contractor shall ensure each employee obtains required pass and identification items for access to the base. The Pass and Registration Section will issue these items. Contractor and employees shall return identification cards to the issuing office for the pertinent base within 24 hours of termination and verify completion with QAP. Contractor shall initiate renewal no later than one month prior to expiration of personnel base pass.

4.1.2.3. CONDUCT. If at any time during performance of this contract the CO finds it in the best interest of the Government, the CO may order the contractor to remove any of his personnel from further performance under this contract for security reasons or for violation of installation regulations. In the event it becomes necessary to replace any contracted personnel for any of the above reasons, the contractor shall bear all costs, including relocation costs, associated with such removal and replacement.

4.2. CERTIFICATION.

4.2.1. Technical Certification. Proof of Motorola training certification must be provided to PWCS Manager prior to commencement of work. In the event of a system upgrade or equipment change, the contractor shall provide a certified technician to maintain the new system at no cost to the government.

4.2.2. Safety Certification. Contract employees must adhere with OSHA Standards.

- 4.2.3. CITIZENSHIP. Only US citizens shall perform maintenance and/or service on equipment containing or equipped to contain Cryptographic Controlled Items (CCIs). Local Nationals may perform maintenance on non-CCI equipment. Contractors employing mixed work forces (i.e. American Citizens and Local Nationals) must ensure protection of CCI equipment in accordance with DoD 5220.22-S, AFSSI 4001, AFSAL 3005, and AFI 33-211, paragraph 7.
- 4.2.4. THIRD PARTY/SUB-CONTACTORS. Third party vendors and subcontractors shall be held to all standards included in this contract; specifically equipment certification, response times, and quality of work.
- 4.3. QUALITY ASSURANCE. The government will evaluate performance under this contract using surveillance techniques (IAW Service Summary). When an observation indicates defective performance, the Base PWCS Manager will require the contract manager or representative at the site to initial the observation, and include the observation and actions taken by the contractor in the next surveillance report.
- 4.4. WARRANTY. Contractor provided equipment, maintenance, and service/workmanship shall be warranted for 90 days after acceptance.

APPENDIX A
SERVICE LOCATIONS

FACILITY	BLDG#	REMARKS
Master Site	7328	Houses repeaters, site controllers, 2 telephone interconnects, a KMF Client and PRNM Client
Base PWCS	7320	1 Dispatch Console
Security Desk	5013	1 Dispatch Console
7 MOC/317 MOC	8030	2 Dispatch Consoles
Fire Alarm Room	5013	2 Dispatch Consoles
Munitions Control	9153	2 Dispatch Consoles
Command Post	8030	1 Dispatch Console