



ATTACHMENT 1

PERFORMANCE WORK STATEMENT

For



**603d Air and Space Operations Center
(AOC)**

Kessel Run Infrastructure Support

15 Jan 2020

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1.0 DESCRIPTION OF SERVICES.

1.1. Introduction

This is a non-personal services contract. Though the Contractor will work alongside Government employees, the Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. The Contractor shall manage its employees and guard against any actions that are of the nature of personal services or give the perception of personal services. The Contractor shall notify the Contracting Officer (CO) immediately if they believe any actions constitute personal services. The Contractor shall not perform any Inherently Governmental Functions.

1.2. Background

The contract will help accomplish this mission by preparing operationally focused Airmen to deliver unparalleled mission assurance through cyberspace to warfighters in joint and combined environments.

This order will provide support to the 603 AOC's Kessel Run program, which supports the Air Operations Center on Ramstein AB. The Kessel Run (KR) program integrates with and utilizes the 603 AOC's Falconer Air & Space Operation Center (AOC) weapon system. By following Agile development methods, the KR program uses lean product development, "Extreme Programming", and user-centered design. Ultimately Kessel Run and the Falconer offers operational level C2 of integrated air and space power for Combined/Joint Force Air Component Commanders in support of USEUCOM, USAFRICOM, NATO and coalition partners. Finally, KR supports the Falconer weapons system in all iterations with an eventual goal of full cloud integration.

Base communications squadrons acquire, manage, operate, and maintains their respective base communication and information systems, including telephones, cell phones, secure-communications equipment, personal computers, the base-wide local area network, and tracking of all automated data processing equipment (ADPE) on the installation.

1.3. Scope

The purpose of this contract is to provide service and support to the Kessel Run program element of the 603 AOC, 603 ACOMS, and 603 AOC divisions (option years) for one year plus three options years. Under the direction of 603 ACOMS, the Contractor shall provide Program Management, Network Engineering, and System Administration.

1.4. Period of Performance

The period of performance shall be for one (1) base period of 12 months, inclusive of the 90 calendar-day transition-in period, with three (3) 12-month option periods.

1.5. Place of Performance

Performance will occur at multiple locations within the USAFE Area of Responsibility, as shown in Appendix A. Travel may be required in accordance with paragraph 6.8.

2.0 SPECIFIC TASKS

2.1. Client Systems Responsibilities

2.1.1. Help Desk. The Help Desk provides network assistance and technical support to resolve user problems, service requests, communications, computer, voice, network faults and outages. Accomplishing this task will require systematic and consistent use of the supported unit's fully integrated trouble ticketing system. The system is capable of assigned priorities, setting response times, and escalation timelines. The Contractor shall:

2.1.1.1 Use local help desk ticket system and associated databases to, enter, document, track, coordinate, route, resolve, and close user ticket issues. The Contractor shall respond within four (4) hours of an incident ticket being assigned to them, during normal business hours. If an incident ticket is assigned with fewer than four hours remaining in the business day, the four-hour window will continue at the start of the next business day.

2.1.1.2 Provide the ability to run Ad Hoc queries against the central repository for trouble ticket tracking/status to provide better customer support.

2.1.1.3. Resolve administrative and technical communications problems.

2.1.1.4. Perform the installation of equipment, connection of peripherals and the installing/deleting of client level software and ensure all documentation is IAW Air Force/DoD policies, guidance and directives.

2.1.1.5. Provide software application assistance.

2.1.1.6. Implement client workstation software patches, security fixes and service releases according to local NOC/NCC instructions.

2.1.1.7. Create and maintain a central repository for technical advice and solutions for network systems. (CST/CFP share drive, Tier 0, Frequently Asked Question (FAQ) forums, SharePoint help guides, etc.) automatic data processing support, hardware exchange, and repair service support.

2.1.1.8. Track metrics of calls received, number of trouble tickets submitted, average resolution time, priority, listing of technical bulletins and information guides issued and trend analysis information and provide to the Government when requested.

2.1.1.9. Adhere to local criteria to define the priority of problems for example, routine through critical (VIP and work stoppage) and adhere to or create resolution timelines.

2.1.2. Account Management. The Contractor shall:

2.1.2.1. Manage network user accounts on relevant systems and platforms.

2.2. Network Operations (Planning)

2.2.4. System Engineer. The Contractor shall:

2.2.4.1. Collaborate with the Government and commercial vendors to design, install, configure and troubleshoot communication networks.

2.2.4.2. Evaluate projected network usage and assist in developing hardware/software solutions.

2.2.4.3. Analyze network requirements and conduct risk analyses.

2.2.4.4. Assist in exercise communication and network planning.

2.3. Network Operations (Core Services)

2.3.1. Performance Management Services. The Contractor shall:

2.3.1.1. Provide Performance Management services, such as: trend analysis, predictive modeling and use of other diagnostic tools.

2.3.1.2. Collect network data to develop and report metrics. Provide metrics reports to the network infrastructure personnel IAW local standards monthly, unless another frequency is mandated by the local squadron commander.

2.3.1.3. Provide input to monthly network services outage report that should include network service outages, their duration, number of users impacted, etc.

2.3.1.4. RESERVED

2.3.1.5. Use local help desk ticket system and associated databases to, enter, document, track, coordinate, route, resolve, and close user ticket issues. The Contractor shall respond within four (4) hours of an incident ticket being assigned to them, during normal business hours. If an incident ticket is assigned with fewer than four hours remaining in the business day, the four-hour window will continue at the start of the next business day.

2.3.2 Configuration Management. The Contractor shall:

2.3.2.1. Provide Fault Management such as:

2.3.2.1.1. Monitor and respond to Fault Monitoring Management services.

2.3.2.1.2. Collect network data by monitoring and analysis of network behavior and report such data as requested by the local Squadron.

2.3.2.1.3. Provide monthly input to the Network Services Outage Report.

2.3.2.2. Air Force IT Systems Support. The Contractor shall:

2.3.2.2.1. Assist the government in the performance of system administration and database configuration control and documentation support for customer support for multiple IT systems.

2.3.2.2.2. Provide hardware maintenance of multiple systems.

2.3.2.2.3. Execute technology insertion and system refresh required for multiple systems as determined by the Government.

2.3.3. System Administration (SA). The Contractor shall:

2.3.3.1. Provide SA for systems, servers, workstations, peripherals, communications devices and software.

2.3.3.2. Have a thorough understanding of customer's mission needs and be knowledgeable of hardware and software capabilities and limitations supporting that functional system.

2.3.3.3. Perform the responsibilities delegated by the Network Ops Center (NOC)/Network Control Center (NCC) to optimize performance and quality of service.

2.3.3.4. Ensure servers, workstations, peripherals, communications devices and operating system/application software are properly configured for network operation, are operational and are available to customers.

2.3.3.5. Assign and maintain user IDs and passwords. Administer user privileges on the system.

2.3.3.6. Perform routine system maintenance.

2.3.3.7. Work with the NOC/NCC to implement network security policies and procedures.

2.3.3.8. Implement software patches and security fixes as required by the Air Force Network Operation and Security Center (AFNOSC) or program management office.

2.3.3.9. Test and validate the proper operation and configuration with appropriate patches and fixes, as required above, prior to restoring any device to the network.

2.3.3.10. Ensure physical security of DoD Information Network (DoDIN) components.

2.3.3.11. Monitor reports, heads-up messages and system advisory notices.

2.3.3.12. In the event of service outages during normal business hours, the Contractor shall be on site within two (2) hours to restore service outages, excluding GSUs. Concerning GSUs, the Contractor shall be on site as soon as practicable after Government notification of and outage.

2.4. Databases

2.4.1. Database Expert. The Contractor shall:

2.4.1.1. Design and implement the technical infrastructure relating to databases.

- 2.4.1.2. Perform database utility functions and daily maintenance.
- 2.4.1.3. Monitor database and application availability and performance.
- 2.4.1.4. Provide maintenance and support of the Windows development and test application environments.
- 2.4.1.5. Implement database, code, and script changes in the production environment.
- 2.4.1.6. Install new releases of MS Structure Query Language (SQL) Server based applications.
- 2.4.1.7. Troubleshoot application issues related to database access.
- 2.4.1.8. Back up support for Progress database application environment
- 2.4.1.9. Provide and be able to execute Database recovery procedures.
- 2.4.1.10. Use local help desk ticket system and associated databases to, enter, document, track, coordinate, route, resolve, and close user ticket issues. The Contractor shall respond within four (4) hours of an incident ticket being assigned to them, during normal business hours. If an incident ticket is assigned with fewer than four hours remaining in the business day, the four-hour window will continue at the start of the next business day.

2.5. Planning and Design

2.5.1. IT Planning. The Contractor shall:

- 2.5.1.1. Support IT Enterprise architecture planning, engineering, project management and configuration management to include requirement for maintaining efficient use of network devices, such as switches, routers, and TACLANES for the Air Force/DoD customers.
- 2.5.1.2. Document the approved requirements process in the CONOPs and provide to Air Force/DoD customers.
- 2.5.1.3. Evaluate existing projects/requirements and make recommendations to government counterparts as to which should be continued.
- 2.5.1.4. Upon government approval and provision of funding, continue processing and implementation of existing projects/requirements.
- 2.5.1.5. Assist with and draft Memorandum of Agreements (MOAs), Standard Operating Agreements (SOAs), and other agreements.

2.5.2. Project Management/Requirements Processing. The Contractor shall:

- 2.5.2.1. Provide lead contractors/project managers to oversee the entirety of this contract interacting and communicating with 603 ACOMS. The lead project managers shall:

2.5.2.1.1. Reside in 603 ACOMS offices and work closely with the Government representatives and COR.

2.5.2.1.2. Participate in 603 ACOMS daily status meetings and monthly vector checks.

2.5.2.1.3. Be the touch point for Government representatives and provide situational awareness for the Contractor's employees across the USAFE-AFAFRICA enterprise.

2.5.2.2. Provide project managers for communications requirements, plans, and implementations who shall:

2.5.2.2.1 Process and track customer requirements, engineer solutions and manage project implementation.

2.5.2.2.2. Develop/Manage Enterprise Integrated Master Schedule, tracking milestones, major projects, completion dates (i.e., Microsoft Project Management type program (Gantt charts)).

2.5.2.2.3. Produce Implementation Plan for approved projects and programs.

2.5.2.2.4. Implement Information Technology Infrastructure Library (ITIL) Process to support organizational increase of highly reliable IT services. The Contractor shall:

2.5.2.2.4.1. Minimize energy consumption to meet percentage reduction requirements set forth in Executive Orders 13423 and 13514.

2.5.2.2.4.2. Follow applicable environmental energy efficiency guidelines set forth in the base Environmental Protection specification when assisting the Government in sourcing new hardware or electronic equipment.

2.5.2.2.4.3. Comply with the applicable DoD Instructions, the DoD Overseas Environmental Baseline Guidance Document (OEBGD) and country-specific Final Governing Standards (FGS) when assisting the Government in disposing of hardware or electronic equipment.

2.5.2.2.4.4. Coordinate initial design plans with responsible Air Force civil engineers to ensure compliance with environmental and energy guidelines.

2.5.3. New Technologies. The Contractor shall:

2.5.3.1 Incorporate innovative and emerging technologies that, in the most economic and efficient manner, improve not only IT system performance and support but also mission performance and submit a New Technologies Plan for Government consideration and possible implementation. (CDRL A003)

2.5.3.2. Implement the approved plans and add metrics for technology insertion.

2.5.3.3. Ensure any new technologies follow environmental guidelines IAW the base

Environmental Protection specification.

2.5.3.4. Address the items identified in CDRL A003 prior to development and coordination of detailed proposals for implementation of new technologies to Air Force/DoD customers required for appropriate approval and funding authorities.

2.6. Engineering and IT Planning. The Contractor shall:

2.6.1. Provide analysis of customer requirements and generation of a mission needs statement, if required.

2.6.2. Provide hardware/software comparative data analyses of performance characteristics and suitability within existing systems environment.

2.6.3. Perform trade-off studies and evaluations.

2.6.4. Input technical requirements into the project management plan.

2.6.5. Design recommended solutions.

2.6.6. Prototype and model solutions to verify performance objectives.

2.6.7. Support the installation, test, verification and checkout of hardware and/or software systems.

2.6.8. Propose changes and upgrades to improve reliability and maintainability or enhance performance.

2.6.9. Provide technical input to configuration change boards and engineering change boards.

2.6.10. Use local help desk ticket system and associated databases to, enter, document, track, coordinate, route, resolve, and close user ticket issues. The Contractor shall respond within four (4) hours of an incident ticket being assigned to them, during normal business hours. If an incident ticket is assigned with fewer than four hours remaining in the business day, the four-hour window will continue at the start of the next business day.

2.7. RESERVED

2.8. Management Support. The Contractor shall:

2.8.1. Provide management oversight for all work performed under this contract.

2.8.2. Identify, document, and notify the Government of actual or potential problems or deficiencies, and report unresolved problems to the COR.

2.8.3. Take all measures to resolve problems at the lowest level whenever possible. Control over the Contractor's employees is the responsibility of the Contractor. The Contractor has the

sole authority to grant or deny employee leave and perform other employer related activities.

2.8.4. Support all meetings and conferences at the request of the CO or COR.

2.8.5. Provide information to support meetings/briefings in the format requested by the Government.

2.8.6. Participate in technical interchange meetings with Government personnel/representatives for the purpose of meeting requirements by the Contractor under this PWS.

2.8.7. Notify the CO and COR, in writing, of any request for services considered outside the scope of this PWS. The CO and COR are the only Government officials authorized to coordinate contract matters with the Contractor.

2.8.8. Immediately inform 603 ACOMS, local CS leadership, and CO and COR of any incident, involving a Contractor employee that may subject the employee, the corporation, or the US Government to either potential civil or criminal liability, or the Contractor's intent to discharge any employee.

2.8.9. Provide a Weekly Activity Report (WAR) (CDRL A001) and Monthly Status Report (MSR) (CDRL A002) to CO/PM and COR.

3.0 SERVICES SUMMARY

The contract service requirements are summarized in performance objectives that relate directly to essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The Services Summary (SS) provides information on contract requirements and the expected level of Contractor performance to be successful. These thresholds are critical to mission success. Procedures as set forth in the applicable inspection clause in the contract will be used to remedy all deficiencies. The Government retains the right to inspect any item included in the contract.

#	PERFORMANCE OBJECTIVE	PWS PARA	PERFORMANCE THRESHOLD
1	The Contractor shall maintain and track all required certifications and clearances for personnel	6.1.9	Zero certifications and clearances shall lapse and expire due to Contractor error and/or oversight
2	The Contractor shall maintain a stable workforce to ensure the successful performance of	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6,	There shall be no adverse mission impact as a result of the

	contract requirements	6.1.8, 6.1.9	Contractor's inability to fully staff and maintain staff with the appropriate level of skills and clearances.
3	The Contractor shall close requests/trouble tickets in a timely manner	2.1.1.1, 2.2.1.10, 2.3.1.5, 2.4.1.10, 2.6.10	The Contractor shall respond within four (4) hours of an incident ticket being assigned to them, during normal business hours 90% of the time.
4	The Contractor will assist in maintaining local network connectivity uptime standards	2.2.3.4.1, 2.3.3.12	In the event of service outages during normal business hours, the Contractor shall be on site within two (2) hours to restore service outages, excluding GSUs. 95% of all responses are accomplished on time; the remaining 5% accomplished within four (4) hours.
5	The Contractor shall provide metrics reports IAW local standards	2.3.1.2	95% of all metrics reports shall be submitted without negative valid customer (Site COR, unit commander/POC) feedback.
6	The Contractor shall follow appropriate ASI coordination and execution guidance	2.2.3.5.9	The Contractor shall complete coordination 20 business days prior to upgrades or modifications, 100% of the time.
7	Contractor shall provide timely delivery of contract data deliverables	4.0	95% of all data deliverables are on-time and acceptable at the

			first submittal.
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4.0 DATA DELIVERABLES

CDRL	PWS	CDRL TITLE	DELIVERY
A001	2.8.9, 6.1.7	Status Report / Weekly Activity Report	Weekly
A002	2.8.9, 6.1.7	Status Report / Monthly Status Report	Monthly
A003	2.5.3	Technical Report / New Technologies Plan	Annually
A004	6.8.2	Trip/Travel Report	Within 30 calendar days of travel completion
A005	6.8.2	Travel Expense Report	Within 30 calendar days of travel completion
A006	6.9	Relocation Cost Report	Annually
A007	6.4.2	Operations Security (OPSEC) Plan	120 calendar Days after Receipt of Order (DARO)
A008	7.2	Phase-Out Transition Plan / Transition-Out Plan	30 calendar days after PCO request

5.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES.

5.1. Logistical Support Services, Facilities and Supplies.

5.1.1. The Government will provide logistical support to the extent these services are available at the locations where the contract is to be performed and as authorized by current applicable Air Force and European theater regulations, by current applicable international agreements and arrangements, by current policies, and the local installation commander. Specific information regarding logistical support is provided in Appendix B.

5.1.2. The Government will provide office space (including space with 603 ACOMS for Lead Project Manager), lab space, office supplies, computer equipment (including access to military LAN services (classified and unclassified)), telephone, LAN support, and reproduction

facilities as required to support Contractor's fulfillment of contract requirements. The Contractor may not be the sole user of furnished computer equipment and, therefore, coordination with other Contractors and administrators may be necessary. The Government will furnish appropriate User IDs and passwords for shared resources. The Government will provide the Contractor access to Government electronics such as unclassified, collateral, and SECRET e-mail, Fax machines in support of this requirement.

5.2. Materials and Information.

The Government will provide access to relevant government organizations, information and documentation, manuals, texts, briefs, and associated materials as required and available relative to assigned Contractor responsibilities. The Government will grant the Contractor access to classified networks as the Government determines necessary.

6.0 GENERAL INFORMATION.

6.1. Staffing. The Contractor shall:

- 6.1.1. Maintain a stable workforce to ensure the successful performance of contract requirements.
- 6.1.2. Staff all regional duty locations to provide support commensurate with Appendix A.
- 6.1.3. Furnish and maintain the appropriate number of personnel to fulfill each duty position required at each location as defined in the Management Plan proposed, and incorporated as Attachment 3 of the contract.
- 6.1.4. Ensure each position at each location is fully manned throughout the Period of Performance.
- 6.1.5. Provide initial placement of personnel identified in Appendix A within the phase-in period of 90 calendar days. The calendar day count will begin on the first calendar day after award of the contract.
- 6.1.6. Ensure all Contractor employees obtain all pass and identification, DoD Contractor Personnel Office (DOCPER), and Trusted Associate Sponsorship System (TASS) items required for contract performance. Information regarding the DOCPER approval and TASS processes is provided in paragraph B2 of Appendix B.
- 6.1.7. Submit a staffing report as part of the Weekly Activity Report and the Monthly Status Report. The staffing Report shall accurately reflect the current number of filled contract positions and the projected fill dates of vacancies at each location identified in the Appendix A. (CDRLs A001 and A002)
- 6.1.8. Provide qualified personnel to backfill any positions that become vacant as quickly as possible. Submit a qualified replacement for DOCPER approval within 30 calendar days of identifying a current or expected position vacancy. Ensure the candidate is in place at designated duty location within 30 calendar days of completion of DOCPER, VISA issuance and TASS (and/or country specific) process completion.

6.1.9. Maintain and track all required certifications and clearances for personnel and initiate action to renew expiring certifications and clearances so there is no lapse.

6.1.10. Comply with FAR 52.222-50, Combatting Trafficking in Persons, including certifying annually that the Contractor has a compliance plan.

6.2. Contractor Identification in the Government Workplace.

When conversing with Government personnel during business meetings, over the telephone or via electronic mail, the Contractor shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. The Contractor shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation.

6.3. Industrial Security.

6.3.1 The Contractor shall ensure all Contractor employees authorized to perform work under this contract obtain installation access as required by Installation Access Control. Contractor employees and property may be subject to search and seizure upon entering and leaving Government installations and facilities. The Contractor shall ensure Government furnished identification is returned to the Government upon termination of an employee. Contractor employees shall comply with Government physical security plans in effect at Government facilities. The Contractor shall be responsible for keys (and accountable for their use) that are provided to the Contractor by the Government. The Contractor shall ensure that Contractor employees do not duplicate or provide keys to unauthorized personnel and shall implement procedures to prevent loss or misplacement.

6.3.2 Overarching security requirements and Contractor access to classified information will be as specified in the DD Form 254, Department of Defense Security Classification attached to the contract. The Contractor shall follow the security requirements outlined in the contract DD FORM 254, Department of Defense Security Classification Specifications. All Contractor personnel performing under this contract shall hold a TOP SECRET clearance. The Contractor shall maintain accountability records/receipts for classified material to include transfer and destruction of material.

6.3.3 Contractor Visitor Group Security Agreement (CVGSA). A CVGSA is required under this contract. The Contractor shall sign an agreement with the host Security Forces tailored to the period for which the Contractor requires on base oversight. Security agreements are not required for periods of 90 consecutive calendar days or less. The Contractor shall provide notification to the Government security activity of the local Government installation, as required by Air Force Federal Acquisition Regulation Supplement (AFFARS) 5352.204-9000. The Agreement will outline responsibilities in the following areas: Contractor security supervision; Standard Practice Procedures; access, accountability, storage, and transmission of classified material; marking requirements; security education; personnel security clearances; reports; security checks; security guidance; emergency protection; protection of Government resources; DD Form 254, DoD Contract Security Classification Specification; periodic security reviews; and other responsibilities as required. The locations for the CVGSAs will be Ramstein AB 603 ACOMS coordinated with 86 AW/IP.

6.4. Operations Security (OPSEC).

6.4.1 All Contractors located on military installations shall comply with Operations Security (OPSEC) requirements as set forth in DoD Directive 5205.02E, DoD Operations Security (OPSEC) Program, AFI 10-701, Operations Security (OPSEC), DoDD 5230.25, Withholding of Unclassified Technical Data From Public Disclosure, and the International Traffic in Arms Regulation (ITAR).

OPSEC shall be an integral part of this task order to ensure that USAFE-AFAFRICA and subordinate units' critical information is safeguarded.

6.4.2 In support of this, the Contractor shall submit an OPSEC Plan that outlines the procedures to be used for this contract to protect critical information, no later than (NLT) 120 calendar days after Receipt of Order (DARO). The Contractor shall submit a preliminary draft to ensure the OPSEC Plan meets the needs of the government prior to the delivery date. (CDRL A007)

6.4.3 The Contractor shall also ensure:

6.4.3.1 All personnel supporting this contract are familiar with, and utilize, the USAFE-AFAFRICA Critical Information List (CIL), as well as any local CILs, when performing the tasks of this PWS.

6.4.3.2 All personnel supporting this contract accomplish the OPSEC 1301 – OPSEC Fundamentals located on Advanced Distributed Learning System (ADLS): <https://golearn.adls.af.mil/login.aspx>. This will be used to establish a baseline knowledge of OPSEC, its importance, and basic OPSEC techniques.

6.4.3.3 A 100% shred policy is implemented regardless of the classification of the material produced except for commercially produced products such as newspapers, magazines, etc.

6.4.3.4 All personnel supporting this contract follow the local OPSEC guidance if traveling to any other locations.

6.5. Duty Hours.

6.5.1 Standard Hours.

The standard work hours for this TO are 0730 – 1630, Monday through Friday, for a normal workweek of 40 hours. Contractor employees who work beyond the standard 40-hour workweek, without other contract provisions, shall do so at no additional charge to the Government. The COR and the Contractor shall coordinate on split shifts and flexible scheduling requirements. Flexible scheduling means starting the business day at a time other than 0730 hours, without altering the standard workweek of 40 hours cited above. The Contractor shall work any flexible workday schedule within the pre-negotiated contract pricing. No on-call, or after-hours, support is required.

6.5.2 Federal Holidays

Holidays, as determined by Executive Order, shall be observed by Contractor personnel and

are listed below. Host Nation holidays are considered regular workdays.

New Year's Day
Dr. Martin Luther King's Birthday
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

Mission may dictate work on the above holidays and Contractors may opt to work the observed day and "float" the holiday to a different day. Any such requests must be coordinated with the Government Contracting Officer Representative a minimum five (5) business days before the scheduled holiday.

In addition to the days designated as holidays, the Government observes the following days:

Any other day designated by Federal Statute
Any other day designated by Executive Order
Any other day designated by the President's Proclamation

Contractors are not expected to report to work on holidays (scheduled or unscheduled), AF down days, USAFE Family Days, or base closure days.

6.6. Contractor Personnel Training. The Contractor shall:

Ensure all contractor personnel possess and maintain the skills required for the contracted services. Ensure contractor personnel become certified in specific areas and receive training that the Government deems necessary to complete their duties. Bear the cost of Contractor personnel training to obtain required entry or refresher duty skills. The Government will afford the contractor a reasonable amount of time away from their normal duties to attend contractor provided training, providing the absences due to such training does not adversely impact the mission. Submit requests for approval of such absences to the CO or COR at least 30 calendar days in advance. Ensure Contractor personnel have successfully completed initial job training. The Government will not provide initial training. However, the Government may permit the Contractor to attend Government-provided training resulting from the Government introducing new hardware or software into the network. Submit requests for approval to the CO or COR at least 14 calendar days in advance for contractor personnel attendance of training provided by the Government.

6.7. Special Training and Minimum Education, Experience, and Certifications

6.7.1 Special Training.

Contractor personnel requiring access to a DoD Information System shall receive initial IA awareness orientation as a condition of access and thereafter must complete annual IA

refresher awareness.

6.7.2 Minimum Education, Experience, and Certifications

6.7.2.1 All Contractor personnel, excluding project managers not supporting network operations, shall obtain the DoD-approved IAT Level II certification, as described at <https://iase.disa.mil/iawip/pages/iabaseline.aspx> prior to start of performance. Project Managers shall have a Bachelor's degree in a business or IT-related field. Lead Project Managers shall also have either a Project Management Professional certification or at least 10 years of experience.

6.7.2.2. In addition to the above requirements, in order for a Contractor employee to qualify for TESA status under DOCPER, they must meet the following required baseline education/experience requirements:

A bachelor's degree plus 3 years of recent specialized experience; OR, an associate's degree plus 7 years of recent specialized experience; OR, a major certification (i.e. DoD-approved IAT or IAM Level III certification, as described at <https://iase.disa.mil/iawip/pages/iabaseline.aspx>) plus 7 years of specialized experience; OR, 11 years of recent specialized experience.

These requirements are set by the German government and the U.S. Government does not control them or have the option to approve waivers.

6.7.2.3 The Contractor may fill positions utilizing qualified candidate pools in the United States, the local area of performance, or other countries. There are no requirements to fill positions with Local Hires.

6.8. Contractor Travel

6.8.1 The Government will reimburse the Contractor for all Government-directed travel in support of this PWS. All travel expenses will be estimated and reimbursed IAW FAR 31.205-46. Prior to committing to a travel assignment, the Contractor shall submit a draft Letter of Identification (LOI) to the COR to review and approve trip justification provided in Block 9 and to confirm funds availability. The CO/COR will provide approval of the travel (if approved) via the LOI. The LOI shall not include any portion of the traveler's social security number. Templates for these documents are provided in Appendix C.

6.8.1.1 Travel time NTE 8 hours per travel day may be either billed as labor or used as compensated time off. The per diem rate is determined based on the traveler's TDY location not the lodging location. Per diem allowances shall not be allowed when the official travel period is 12 or fewer hours. For TDY travel, the prohibition applies if the total time en route and duty period from the time of departure until the time of return to the PDS is 12 or fewer hours. Per diem allowance's M&IE (Meals and Incidental Expenses) rate will be paid at 75% of the TDY location's listed MIE rate on the first and last day of travel.

6.8.1.2 When circumstances arise after travel begins requiring itinerary variation and will increase the cost of the TDY assignment, the Contractor will notify the COR once becoming

aware of the required change to obtain either authorization. While the initial request and response may be verbal, the Contractor must follow-up in writing and receive written authorization from the COR.

6.8.2 Upon completion of travel, the Contractor shall submit a trip report detailing the meeting/survey/briefing activities that occurred (CDRL A004). The Contractor shall also submit a copy of the completed travel expense report, to include, at minimum, all supporting documentation, copies of all chargeable receipts over \$75, etc. to the COR and CO for approval prior to invoicing electronically via Wide Area Work Flow (WAWF). The Contractor shall ensure travel expense reports are submitted to the Government within 30 calendar days of completed travel. (CDRL A005)

6.9. Relocation Costs and Living Expenses

Relocations costs (including costs for return and replacement) and living expenses are authorized under CLINs 2010, 2011, 2012, and 2013, to the extent they are reasonable, allocable, and allowable under FAR 31.2 and in compliance with U.S. Department of State Standardized Regulations. This can include (but is not limited to) costs such as: airfare, transportation of household goods, personally-owned-vehicle shipment, temporary housing, a housing allowance, a Cost of Living Allowance, and an education allowance. These CLINs are Firm Fixed Price and the offering of relocation costs and living expenses to potential employees, method of payment, and any other restrictions imposed are solely at the discretion of the Contractor. However, the Contractor shall submit an annual Relocation Cost Report documenting how many personnel were authorized relocation costs and living expenses, the method of payment (i.e. lump sum incentive, reimbursement of actual costs incurred, etc.), how much was paid for each employee, and what, if any, restrictions were placed on employees for reimbursement. This data is for informational purposes only and will not be used for payment purposes. (CDRL A006)

6.10. Quality Control Plan (QCP)

The Contractor shall ensure the quality of services through a quality and/or inspection system. The Contractor shall follow the proposed QCP set forth in the Management Plan (Attachment 3 of the contract), addressing detection of quality program problems and defects, identification of root causes for quality related problems/defects, correction of root causes related to detected problems/defects, and follow-up to ensure quality related problems/defects do not recur. The Contractor shall also conduct the quality assurance/control inspections as planned in the QCP.

7.0 TRANSITION

7.1. Transition-In

The Contractor shall assume complete contract responsibility within ninety (90) calendar days after award. The Contractor shall accomplish such tasks as hiring and training personnel, gaining contract and employee approval through DOCPER, becoming familiar with work sites, and meeting with Government staff members.

The Contractor shall maintain a Transition-In plan that incorporates at a minimum an executable transition schedule and highlighted key milestones necessary to reach full support capability for all of the requirements. The Integrated Master Schedule (IMS) portion of the Transition-In Plan shall illustrate Contractor's capability at contract award and weekly key

milestones until full capability is reached.

The Contractor shall accept full responsibility for each requirement(s) associated with the first transition phase NLT ninety (90) calendar days after contract award. Government intent is to have no more than a ninety (90) calendar day transition period, from PoP start to assumption of full responsibility for each Phase. The Contractor shall ensure staffing allows Contractor to assume responsibilities IAW Transition-In Plan milestone requirements.

Although management of personnel and resources are important throughout a project's lifecycle, corporate management oversight during the transition period is crucial to the successful implementation of the project. The Contractor shall clearly explain in their Transition-In Plan the role management will play during the transition period. The Contractor shall assign a single point of contact to manage the program at contract award. The Contractor shall identify a point of contact by name, and include the POC's resume in the Contractor's Transition-In Plan.

7.2. Transition-Out

The Contractor shall support a smooth transition-out of all work, to include any exercised options, to a replacement Contractor. The Contractor shall develop and deliver a Phase-Out Transition Plan / Transition-Out Plan upon request from the PCO. The Contractor shall implement or update the plan when directed by the PCO. (CDRL A008)

The Phase-Out Transition Plan / Transition-Out Plan shall demonstrate how the Contractor will work with successor Contractor to ensure overall incident service levels are not disrupted during the transition and shall include risks and risk mitigations to all areas of support due to transition. The plan shall also recommend a solution to allow the successor Contractor to phase-in personnel for at least a 60 calendar-day period ending with the end of this TO PoP.

APPENDIX A - ESTIMATED WORKLOAD DATA (ANNUAL)

ITEM	POSITION/(Tasks Paragraph)	# OF FTEs	LOCATIONS
1	CORE SERVICES ADMINISTRATOR/(PWS 2.1, 2.3)	1	RAMSTEIN (603rd) – 1
2	SYSTEMS ENGINEER/(PWS 2.2, 2.4, 2.6)	1	RAMSTEIN (603rd) – 1
3	LEAD CONTRACTOR/PROJECT MANAGER/(PWS 2.5, 2.8)	1	RAMSTEIN (603rd) – 1

TABLE 1. BASE YEAR

ITEM	POSITION	# OF FTEs	LOCATIONS
1	CORE SERVICES ADMINISTRATOR/(PWS 2.1, 2.3)	1	RAMSTEIN (603rd) – 1
2	SYSTEMS ENGINEER/(PWS 2.2, 2.4)	1	RAMSTEIN (603rd) – 1
3	LEAD CONTRACTOR/PROJECT MANAGER/(PWS 2.5, 2.6, 2.8, 3.0, 4.0, 5.0, 6.0, 7.0)	1	RAMSTEIN (603rd) – 1

TABLE 2. OPTION YEARS

APPENDIX B – LOGISTICAL SUPPORT

B1. LOGISTICAL SUPPORT – GENERAL

The Government will provide logistics support to the authorized Contractor employees and their dependents to the extent that these services are available at the location where the contract is to be performed and as authorized by current applicable Air Force and European theater regulations, by current applicable international agreements and arrangements, by current policies, and the local installations commander. This appendix is designed to adhere to Host Nation laws and regulations regarding the stationing of U.S. forces in their respective countries. If there is a conflict between this agreement and the laws, regulations, or decisions of the host country, the host nation rules will apply and supersede the relevant area (as determined by the COR) in this appendix only.

B1.1. The Contractor shall be familiar with all requirements for Contractor personnel in Germany and shall be responsible for managing and compliance with the various requirements of the German state. For positions located in Germany, eligible Contractors will receive technical expert status accreditation (TESA) status if qualified, the Contractor will NOT receive “componency” status (these positions are NOT in direct support of the intelligence mission).

B2. Country Specific Requirements.

The host nation requirements, status, and logistical support in each European country are different. The contract price shall not be subject to an economic adjustment with regard to TESA and shall not serve as a basis for claims by a Contractor against the Government for increased cost of contract performance with regard to TESA in the event:

- The contract and any or all positions identified in the Contractor’s proposal are disapproved for TESA; or
- Any or all positions submitted for TESA considerations during the life of the contract are disapproved for TESA; or
- Any or all Contractor employees are denied TESA; or
- TESA accreditation is rescinded during the life of the contract.

B2.1. The accreditation or Visa process must be completed before any individual will be able to legally enter the applicable country and start performance under this task order. The Government shall not be liable for any logistical support costs outside of the scope of this task order.

B2.2. Performance Requirements unique for the Federal Republic of Germany. The DoD Contractor Personnel Office (DOCPER) implements the Agreements of 27 March 1998, and the Agreements of 29 June 2001, signed by the U.S. Embassy and German Foreign Ministry, establishing bilateral implementation of Articles 72 & 73 of the Supplementary Agreement (SA) to the NATO Status of Forces Agreement. These two articles govern the use in Germany of DoD Contractor employees as Technical Experts (TE), Troop Care (TC) providers, and Analytical Support Contractor personnel. For purposes of this contract only Article 73 and the Technical Expert (TE) category is applicable. Basic guidance on the TC/TE/AS process is provided in Army in Europe Regulation 715-9, "*Contractor Personnel in Germany -- Technical Expert, Troop Care and Analytical Support Personnel*," 2 April 2003 (under Guidance), and also

available in an expanded on-line form, the Army Europe (AE) Regulation 715-9 On-line." "AE Reg 715-9 On-line" uses hyperlinks to take you to the parts of the website where you can find necessary forms and more detailed guidance. See DOCPER's Internet website:

<https://wr.acpol.army.mil/dcops-user/>. Support for Contractor employees who have qualified and received technical expert accreditation status (TESA) by the Director of Contract Personnel (DOCPER) and the German State Land Authority in accordance with Article 73 of the Supplemental Agreement to the NATO Status of Forces Agreement in Germany and USAREUR Regulation 600-700, will be different than support for non-TESA Contractor employees

B2.2.1. All individuals seeking "TE" status under this contract are submitted through DOCPER. In order to request status, the Contractor shall submit all subContractor agreements, which will be used for the Government's Contract Notification package to DOCPER. The Contractor shall submit Technical Expert Status Accreditation (TESA) application packages for any employee for which TESA is sought within 3 business days of the individual being hired.

B2.2.2. The application cited in B2.2.1. shall be submitted by the Contractor, by means of DOCPER Contractor Online Processing System (DCOPS) through the CO's appointed representative to DOCPER. DOCPER's contact information is available at the DOCPER Internet web site. An authorized Contractor employee is defined as an employee who has been hired as a consequence of this contract and is employed 40 hours per week of this contract. For details regarding the accreditation process in Germany, please go the main DOCPER website and see "Contractor Accreditation Process for Germany":

B2.2.3 RESERVED

B2.2.4. Current CAC procedures in Germany:

B2.2.4.1. Upon technical expert status approval, the DD Form 1172-2, *Application for DoD Common Access Card*, is issued by DOCPER.

B2.2.4.2. The Trusted Agent (TA) creates a TASS account for the Contractor employee to enter and complete online personal information.

B2.2.4.3. The employee takes a copy of the DD Form 1172-2 and proof of TASS entry into the database to the pass and identification issuing office to obtain CAC.

B2.2.5. General Notes unique for performance in Germany.

B2.2.5.1. The requirement for Contractor personnel to secure and maintain a Secret clearance does not guarantee that the German Government will grant TESA in accordance with Article 73 of the United States and Germany Status of Forces Agreement.

B2.2.5.2. A 10-week temporary TESA may be granted by the U.S. Government for purposes of Military Exigency (ME). ME is granted for time sensitive, mission critical positions for the purpose of permitting individual contract employees, who upon initial review of the application appear to meet the requirements of TESA, to begin working in Germany prior to TESA accreditation.

B2.2.5.3. The Contractor shall allow German government authorities to visit the Contractor's work areas for the purpose of verifying the status of positions and personnel as TE employees. Such visits will not excuse the Contractor from performance under this contract or results in increased costs to the Government.

B2.5. General Instructions and Guidance

B2.5.1. CAC Card. The current Common Access Card (CAC) procedures vary from European country and local command procedures. Once the applicants have passed the host country entry review/approval process, the local Pass & ID section at each location will be able to issue the CAC card.

B2.5.1.1. In addition to AFFARS clause 5352.242-9001, CACs for Contractor Personnel, local policy directs the Contractor to turn in CACs to the issuing office and provide written/signed documentation, by the Program Manager or equivalent, of the office and date CACs were returned to the COR.

B2.5.2. Grade Equivalency Rating. The Contractor personnel are authorized General Schedule Equivalency (GSE) ratings for determining logistical support privileges and allowances. All Contractor personnel will be designated as GSE-12 (GS-12 Equivalent) with step 5 grading.

B2.5.2.1. The GSE designation will be utilized when determining privileges with respect to logistics support and official travel (i.e. club membership and billeting) and combined with their step rating to determine Contractor's allowances (Post Allowance, Danger Pay, and Post Differential) and privileges with respect to logistics support and official travel (such as club membership and billeting).

B2.5.3. Logistical Support Privileges. Logistical support is subject to local rules and regulations as well as authorization of the Garrison Commander or Base Support Commander. Once on location, every Contractor receives a Logistical Support Memo, which lists the specific privileges authorized. Any privilege may be revoked, all or in part, if misused.

B2.5.4. Termination or Transfer. The Contractor shall assure that upon termination or transfer of any employee who is granted logistic support, action is taken simultaneous with the termination of employment to assure that said employee ceases to have access to the services granted under logistic support. The Contractor shall ensure that all logistical support identification passes or other documents peculiar to the contract or privileges thereunder (e.g. ID cards, ration cards, POV tags and registration, POV and Government-Owned Vehicle (GOV) operator's licenses, security badges, and base access passes) are turned over to the issuing office within one business day of termination or transfer of any employee. The Contractor shall require a written receipt of such return and shall immediately forward a copy to the COR. This includes family members. The COR can extend the due date for any of the items listed above upon receiving a written justification as to extenuating circumstances.

B2.5.5. Abuse of Privileges. The Contractor will include a provision in his employment agreement with his employees to provide for disciplinary action, or discharge for cause, of the employee for any abuse of privileges authorized to herein. The US Government retains the right to withdraw privileges as a result of Contractor employee abuse at no additional cost to the US Government. This provision in no way will prohibit disciplinary action or legal prosecution by either the US Government or the host country Government. Services or privileges may be denied an individual basis at the discretion of the Installation Commander.

B2.5.6. Misconduct. The Contractor shall comply with, and be bound by USAFE Regulations concerning misconduct by any Contractor employee or family member receiving logistical

support. The Contractor shall be responsible for cooperating with the appropriate military and civilian authority in the investigation of and resolution of any allegations of misconduct on the part of the Contractor personnel or their family members. In the event that the Contractor and/or family member are barred from the base or required to return to CONUS, the Government will not be liable or reimburse any expense for travel or repatriation regardless of Contractor policy.

APPENDIX C – TEMPLATES

Letter of Identification (LOI) - Official Travel of Government Contractors			
This letter is the official means of Contractor employee travel for travel throughout CONUS/OCONUS. Contractor employees are not authorized to use the City Pairs Program Fares. Entitlements designated on this form do not constitute an authorization for those services. The government is not obligated to make arrangements or provide service(s) authorized a Contractor employee.			
Privileges: Entitlements on this LOI do not mean the Contractor is entitled to an Identification card. ID card benefits and privileges are governed by DoD 1000.13 & AFI 36-3026(I).			
1. Contractor (Name, Address, E-Mail Address, Telephone & Fax Number) E-Mail: Tel: Fax:	2. Vendor/Cage Code	3. Date	4. Travel Order Individual <input type="checkbox"/> Group <input type="checkbox"/> Amendment <input type="checkbox"/> Recission/Revocation <input type="checkbox"/>
			5. Travel Authorization Number
6. Employee Name & Title		7. NOT USED	
8. Destination/Itinerary	9. Purpose of Travel	10. TDY Length/Dates	
11. Use of Contracted Travel Office is Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No	12. Transportation Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No	12a. Air <input type="checkbox"/> Yes <input type="checkbox"/> No	12b. Rail <input type="checkbox"/> Yes <input type="checkbox"/> No
12c. Military Air Directed Yes <input type="checkbox"/> <input type="checkbox"/> No	12d. Privately Owned Vehicle Yes <input type="checkbox"/> No <input type="checkbox"/>		12e. Bus <input type="checkbox"/> Yes <input type="checkbox"/> No
13. Government Lodging Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No		13a. GS Equivalency Rating (Lodging Purposes Only)	
14. Excess Baggage Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No		14a. Number of Pieces	14b. Total Weight (lbs)
15. Installation Access Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No		15a. Hours of Installation Access	
16. Commissary Privileges Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No		17. Base Exchange Privileges Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No	
18. Medical Services Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No		19. Per Diem Authorized <input type="checkbox"/> Yes <input type="checkbox"/> No	20. Other: <input type="checkbox"/> Yes <input type="checkbox"/> No
21. Remarks			
22. Contract Number	23. Task Order Number	24. Contract Line Item Number(s) (CLIN(s))	
25. Contracting Organization/Address 764 th SCONS UNIT 3076 APO AE 09021	26. Telephone Number DSN: 489-7123 COMM: 011-49-(0) 631-536-7123		27. Contract/Task Order Period
28. Contracting Officer (Name)	29. E-Mail Address, Telephone Number DSN: COMM:		
30. Accounting Appropriation N/A			
31. Estimated Cost		32. Distribution 1. Contractor 2. Customer 3. Contract File	
33. Address any inquiries regarding this LOI (Name) See Block 28			
34. Telephone Number See Block 29			
35. Authorizing Authority: (Technical/Functional Representative)		36. Approving Authority: (Contracting Officer)	
37. Name: Title: Functional Director Telephone Number: E-Mail:		38. Name: Title: Telephone Number: E-Mail:	
Joint Travel Regulation (JTR), Vol 2 is available at http://www.defensetravel.dod.mil/ . Section 6311 of title 5, United States Code, authorizes collection of this information. The primary use of this information is for the AF and your employer to obtain information related to your government directed travel. Where the employee identification number is your Social Security Number, collection of this information is authorized by Executive Order 9397. Furnishing this information on this form, including your Social Security Number, is voluntary, but failure to do so may result in the disapproval of this request.			

APPENDIX D – ACRONYM LIST

AB	Air Base
ACOMS	Air Communications Squadrons
ADLS	Advanced Distributed Learning System
ADPE	Automated Data Processing Equipment
AE	Army Europe
AF	Air Force
AFAFRICA	Air Forces in Africa
AFFARS	Air Force Federal Acquisition Regulation Supplement
AFMAN	Air Force Manual
AFNOSC	Air Forces Network Operation and Security Center
AOC	Air Operations Center
AOR	Area of Responsibility
ARW	Air Refueling Wing
ASI	Authorized Service Interruption
C4I	Command, Control, Communications, Computer, and Intelligence
CAC	Common Access Card
CCI	Controlled Cryptographic Information
CCO	Circuit Control Office
CDRL	Contract Data Requirements List
CFP	Communications Focal Point
CIL	Critical Information List
CLIN	Contract Line Item Number
CO	Contracting Officer
CONOPS	Concept of Operations
CONUS	Continental United States
COR	Contracting Officer's Representative
CS	Communications Squadron
CSIR	Communications-Computer Systems Installations Records
CST	Client Service Technician
CVGSA	Contractor Visitor Group Security Agreement
DARO	Days After Receipt of Order
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
DOCPER	DoD Contractor Personnel Office
DoD	Department of Defense
DoDIN	DoD Information Network
DSN	Defense Switched Network
FAQ	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FRFS	Feeder Requests for Service
FTE	Full Time Equivalent

FW	Fighter Wing
GOV	Government Owned Vehicle
GSE	General Schedule Equivalent
GSU	Geographically Separated Unit
IA	Information Assurance
IAM	Information Assurance - Technical
IAT	Information Assurance - Management
IAW	In Accordance With
ILS	Individual Logistic Support
IMS	Integrated Master Schedule
IP	Internet Protocol
IP	Information Protection
IT	Information Technology
ITAR	International Traffic in Arms Regulation
ITIL	Information Technology Infrastructure Library
LAN	Local-Area Network
LOI	Letter of Identification
MAJCOM	Major Command
ME	Military Exigency
MOA	Memorandum of Agreement
MOB	Main Operating Base
MS	Microsoft
MSR	Monthly Status Report
NATO	North Atlantic Treaty Organization
NCCS	Network Control Center Services
NCCS	Network Control Center
NOC	Network Operations Center
NTE	Not to Exceed
OPSEC	Operations Security
PCO	Procuring Contracting Officer
PDS	Primary Duty Station
PM	Program Manager
POC	Point of Contact
PoP	Period of Performance
POV	Personally Owned Vehicle
PWCS	Personal Wireless Communication Systems
PWS	Performance Work Statement
QCP	Quality Control Plan
RFS	Request For Services
SA	System Administration
SAM	Status of Acquisition Message
SIPRNet	Secured Internet Protocol Router Network

SOA	Standard Operating Agreement
SOFA	Status of Forces Agreement
SQL	Structure Query Language
SS	Services Summary
TACLANE	Tactical Local Area Network Encryption
TASS	Trusted Associate Sponsorship System
TC	Troop Care
TDY	Temporary Duty
TESA	Technical Expert Status Accreditation
TO	Task Order
TR	Technical Representative
TSO	Telecommunications Service Order
TSR	Telecommunications Service Request
USAFRICOM	United States African Command
USAREUR	United States Army Europe
USEUCOM	United States European Command
USSO	United States Sending Office
VIP	Very Important Person
VoIP	Voice over Internet Protocol
WAN	Wide-Area Network
WAR	Weekly Activity Report
WAWF	Wide Area Workflow
WO	Web Orders