DRAFT
PERFORMANCE WORK STATEMENT (PWS)
LEGACY APPLICATIONS SUPPORT

April 2021

1. **DESCRIPTION OF SERVICES.** The contractor shall provide all labor, supplies, materials and services to provide application development support, system operational support, and customer support for the 78 ABW/SCP, Robins AFB, GA. Legacy Applications include Facilities and Equipment Maintenance System (FEM), Enterprise Management Information System (EMIS), WR-Depot Maintenance & Accounting & Production System (DMAPS) Reporting Environment, Maintenance, Repair and Overhaul (MRO) and Cognos Business Intelligence Reports Development (WR-DDSRI/DRIDB).

   1.1. **Legacy Systems DESCRIPTIONS**

      1.1.1. **Facilities and Equipment Maintenance System (FEM).** The D130 FEM system provides an automated tracking and control system for managing facilities and equipment maintenance, project planning, equipment calibration, equipment maintenance contracts, inventory control, equipment purchases and costs, material and labor, equipment dispatches and tool management throughout enterprise Air Force. There are approximately 5000 user accounts for FEM across the enterprise.

      1.1.2. **Enterprise Management Information System (EMIS).** Enterprise Management Information System (EMIS). EMIS is a suite of applications designed for expediting and enhancing depot maintenance information. EMIS consolidates data from numerous databases into one website for reporting, analyzing and updating. EMIS database receives input from the Job Order Production Master System (JOPMS), Inventory Tracking System (ITS), Automated Labor Standard Data System (ALSDS), Exchangeables Productions System (EPS), Programmed Depot Maintenance Scheduling System (PDMSS), and Center of Parts Activity (COPA). The EMIS suite consists of the Role Oriented Consolidated Information Tool (ROCIT), Job Sequencing Tool (JST), Maintenance Work Requests (MWR), Facilitate Other Maintenance (FOM), electronic Work Control Document (eWCD), Change Control Manager (CCM), Manufacturing Planning Control System (MPCS), Routed Item Parts Locator (RIPL), and Resource Cost Center (XX-RCC). EMIS augments Programmed Depot Maintenance Scheduling System (PDMSS) report capability and user research. PDMSS is the USAF standard project management information system, which facilitates planning, tracking, scheduling and execution, and performance measurement activities for programmed /unprogrammed depot maintenance workload. The requirements supported by PDMSS include facilitating workflow scheduling by operation and major job; optimizing resource allocations; managing capacity and labor utilization more effectively; facilitating competitive positioning; and strengthening performance measurement visibility. There are approximately 5000 user accounts for EMIS.

1.1.3. Depot Maintenance Accounting and Production System (DMAPS). DMAPS is a suite of systems provided as a Department of Defense standard cost accounting system for Depot Maintenance. DMAPS management information systems impact the strategic objectives, core processes and operations of Air Force Materiel Command (AFMC) and the Defense Finance and Accounting Service (DFAS). The DMAPS suite consist of a number of applications that support maintenance operations for production labor, materials and financials. The material systems, the Automated Bill of Material (ABOM) and NAVAIR Material Management System (NIMMS) support all depot maintenance material operations; the financial systems, the Defense Industrial Financial Management System (DIFMS), provides as system of record for cost of labor, material and other maintenance costs; provides chief financial officer compliance (CFO) and a standard financial management system in which budget, performance, and accounting data are integrated; the Cost Performance and Budget Module (CPBM) delivers actual/budgeted financial and production information and performance indicators; the Integration Engine (IE) facilitates information between the legacy systems; Depot Cost and Scheduling Tool (DCAST) tracks costs, material transactions, and production labor. There are approximately 8700 user accounts for DMAPS.

1.1.4. Maintenance, Repair and Overhaul (MRO) Initiative. MRO is a planned follow-on system that will replace the Depot Maintenance Systems Integration (DMSI) suite of systems and several other legacy application. MROi will provide integrated capability for planning, scheduling and executing organic depot maintenance to support agile planning, optimized workload assignment and resource allocation, and integrated quality. MRO will include Complex MRO (cMRO) and other supporting modules for the Oracle E-Business Suite (eBS).

1.1.5. WR-Depot Maintenance & Accounting & Production System (DMAPS) Reporting Environment Standard & Custom (WR-DDSRI/DRIDB). "Cognos" is a Business Intelligence system. Cognos consolidates data from numerous databases into one website for reporting and analysis. Cognos databases receive input from the DMAPS system suite and other legacy systems. Cognos delivers business intelligence to the Warner Robins Air Logistics Center (WR-ALC), Oklahoma City Air Logistics Center (OC-ALC), Defense Logistics Agency (DLA), and Head Quarters Air Force Material Command (HQ-AFMC). The requirements supported by Cognos include reports, cubes, query-able data products, databases, dash boards, score cards and other like business intelligence items. There are approximately 1200 user accounts for Cognos BI.

1.2. APPLICATION AND REPORT DEVELOPMENT. The contractor shall support the enhancement and upgrade of legacy applications by analyzing and developing change requirements; planning, coding, modifying and implementing new software components and changes to applications; utilizing application configuration control systems; creating and updating application documentation; and testing and integrating application changes; and troubleshooting and following through with corrective actions.

1.2.1. Application Development and Modification The contractor shall develop, program and implement applications, reports and data sources based on Program Manager (PM) approved requirements. Common development tools, languages and methods shall be used. The software tools currently in use are listed in Appendix 5.1; new tools may be required by the government as technology advances. Software solutions shall operate over the government network. The contractor shall follow the industry recognized software lifecycle process and/or adhere to the Application Development/Maintenance Process Guide, depending upon the project. The contractor shall conduct software development and modification activities in accordance and compliance with the government's level maturity of Capability Maturity Model Integration (CMMI). The contractor shall at times be required to troubleshoot and fix application modules and/or reports that were written by other developer(s). All report developers need to be well versed in the software tools specified in Appendix 5.1 to enable them to troubleshoot and resolve problems in a timely manner. All developers are required to have knowledge of report building to support customers on an interchangeable basis across business areas to include business operations such as Financial Management (FM), Maintenance, Supply and Material. All developers are required to diagnose the problem and resolve it within a report or application with limited knowledge of the entire business process. The contractor shall ensure changes, modifications, and enhancements are approved through the established government approval process for each project prior to performing work. The contractor shall document and store all report/application specification documents in Subversion document repository (software list – appendix 5.1) as specified by the PM. The contractor shall track all work conducted using a government ticketing system as identified by System Office of Primary Responsibility (OPR) or Program Manager (PM). The contractor shall publish reports and other content to web pages and Microsoft Office SharePoint Server (MOSS) site as needed for content delivery and development documentation. Application and report delivery schedule shall be established in coordination with the government project manager.

1.2.2. Requirements Development. The contractor shall identify, analyze, and document required changes to hardware, software and data transmission methods to meet regulatory requirements, business rules and change requests. The contractor shall ensure applications are compliant with Defense Information Infrastructure (DII) Common Operating Environment (COE) DII-COE, Global Combat Support System Air Force (GCSS-AF) standards, Standard Desktop Configuration (SDC), Federal Desktop Core Configuration (FDCC) compatibility, and AF-mandated security requirements. The contractor shall develop, write, review and revise Interface Control Documents (ICDs) and Communications-Computer System Requirement Documents (CSRDs) in conjunction with Program Manager (PM). The contractor shall submit requirements to the Functional Review Board (FRB), Information Technology Review Board (ITRB) management, Policy Office, Program Management Office (PMO) or CSRD process prior to implementation.

1.2.3. Iterative Development. The contractor shall support an iterative development process. Contractors shall institute rapid development techniques to solve customers'

requirements in the most effective way available. Contractor shall actively apply Scrum and Kanban software development methodologies in conjunction with the government team members to ensure customers are receiving deployments in a timely manner while still maintaining configuration control, documentation, testing and integration processes.

1.2.4. Software Vulnerability Scans. The contractor shall use the Air Force approved code validation software to scan and identify security vulnerabilities within all developed source code; current Air Force assigned code validation program is Hewlett Packard Fortify. The contractor shall deliver code with zero high and zero critical vulnerability identified by scans as identified by scans without an approved Plan of Action & Milestones (POA&M). The contractor shall provide risk assessment reports on any medium or low vulnerability. The results of software vulnerability scans shall be documented and made available to the government. Full scans and reviews of all software to ensure security and compliance with all applicable Defense Information System Agency (DISA) Security Technical Implementation Guides (STIGs) may be required yearly.

1.2.5. Security Technical Implementation Guides (STIG) Reviews. Reviews of all DISA STIGs that are applicable to the software are required. STIG assessments shall be documented and delivered to the government prior to the start of development on a task and a final review documented and provided prior to deploying any source code to production. Full STIG reviews of all software to ensure security and STIG compliance shall be required yearly. The DISA STIG reviews may at some point transition to some other similar standardized technical guidance, such as National Institute of Standards and Technology (NIST) and a transition period would be coordinated between the contractor and the government. DISA STIGs shall include, but are not limited to, the Application Security and Development STIG, Microsoft SQL Server STIG, and the Oracle STIG.

1.2.6. Other Reviews and Scans. Other reviews and scans shall be necessary for projects and source code to ensure security, quality, and accreditation requirements are met. These scans shall be coordinated with the contractor.

1.2.7. Configuration Control and Documentation. The contractor shall follow each program's Configuration Control procedures. The contractor shall maintain each program's Software Development Library (SDL) and utilize configuration control applications such as Subversion. The process shall follow the Air Force Portfolio Management (PfM) policies and procedures. The contractor shall generate, review and maintain technical documentation for requirements testability, traceability, verification, and demonstration, and for user support. The contractor shall develop, write, review and revise Interface Control Documents (ICDs). The contractor shall produce and maintain detailed development documentation within the SDL, to include documents containing data connections, data sources, table names, database names, report names, report development documents, report examples, framework development documents, report package documents; database development documentation; and other documentation as needed. The contractor shall develop and update user documentation and instructions.

1.2.8. Test and Integration The contractor shall plan and participate in application tests and deployments, regression testing, and integrate with other systems, and shall assess impacts of software and hardware changes on system performance. The contractor shall provide functional expertise and troubleshooting for systems development initiatives and transitions. Contractor shall ensure changes are tested thoroughly to include user acceptance testing prior to deployment. The contractor shall ensure no more than 2 internal schedule slips for each scheduled system change, development effort, and project within a quarter. The contractor shall, in conjunction with the System PM , ensure the system/application/reports are working correctly and presenting accurate information after a deployment. The contractor in conjunction with the system PM shall verify that thedeployment was successful and that the system works as required. If the system does not work as required or is degraded, a rollback will be necessary. The contractor shall ensureno more than 1 software deployment rollback per quarter and no more than 4 annually occurs. This verification shall be included as a planned part of the development process. All verifications shall be accomplished before sending notification to the users that the system/application/reports is available.

1.2.9. Emerging Technologies. The contractor shall keep abreast on new and emerging technologies within the program they are assigned. They will maintain training and knowledge of program changes that can potentially be applied to the current instance of the AF program. The contractor shall investigate and make recommendations to allow the program to perform its function more effectively with new technology and/or versions of software.

1.2.10 Required Qualification and Skills. The contractor for **Enterprise Management Information System (EMIS)** software Development shall have the following:

- Understand complex programming techniques including but not limited to programming languages, software standards, methods and tools

    Required skills in the following:

- Structured Language/ Structured Query Language (SL/SQL) programming
- Hyper Text Markup Language (HTML) Development
- Java, Java Server Pages (JSP)
- Prime Faces (JFS component Library)
- Java Script (j Query)
- Java EE (JSF, JPA, CDI, EJB)
- Asynchronous Javascript and XML (AJAX)
- Experience in Active Server Pages (ASP)
- Cascading Style Sheet (CSS)
- Public Key Infrastructure (PKI)
- Oracle Database Engine and Design
- Oracle Database Analysis and Mapping
- Oracle Database Schemas
- Oracle Database Migration Scripting

- Oracle Database Trigger Development
- Oracle Database Jobs and File I/O
- Security+ Certification

1.2.11. Required Qualification and Skills. The contractor for **Facilities Equipment Maintenance** (FEM) software Development shall have the following:

- Understand complex programming techniques including but not limited to programming languages, software standards, methods and tools

Required skills in the following:

- Procedural Language/Structured Query Language (PL/SQL) programming
- Hyper Text Markup Language (HTML) Development
- Java
- Java Server Pages (JSP)
- Java Script
- Classic Active Server Pages (ASP)
- Cascading Style Sheet (CSS)
- Public Key Infrastructure (PKI)
- Visual Basic (VB) Script
- Tortoise (SVN) Subversion
- Business Intelligence Reporting Tool (BIRT)
- Maximo
- WebSphere Application Server
- IBM HTTP Server
- Oracle Database Analysis and Mapping
- Oracle Database Schemas
- Oracle Database Trigger Analysis
- Oracle Database Jobs and File I/O
- Security+ Certification

1.2.12 Required Qualification and Skills. The contractor for **Cognos Business Intelligence Reports Development** (WR-DDSRI/DRIDB) shall have the following:

- Understand complex programming techniques including but not limited to programming languages, software standards, methods and tools

Required strong skills in the following:

- Structured Language/ Structured Query Language (SL/SQL) programming
- Public Key Infrastructure (PKI)
- Oracle Database Analysis and Mapping

- Oracle Database Trigger Development
- Oracle Database Jobs and File I/O
- IBM Cognos Business Intelligence Tools
- Microsoft Office Suite with emphasis in advanced Excel workbooks
- Microsoft Office Suite with emphasis in advanced Access databases
- IBM Cognos 11.1 Training or higher
- IBM Cognos Business Intelligence authored content development
- IBM Cognos Framework Manager
- IBM Cognos Cube Development and Analysis
- IBM Cognos Analysis Studio
- IBM Cognos Query Studio
- IBM Cognos Report Studio
- IBM Cognos Event Studio
- IBM Cognos PowerPlay
- IBM Cognos Metrics Manager
- IBM Cognos Transformer
- IBM Cognos Event Management
- Security+ Certification

1.2.13. Qualification and Skills. The contractor for **WR-Depot Maintenance & Accounting & Production System** (DMAPS Suite/DIFMS) shall have the following:

- Understand complex programming techniques including but not limited to programming languages, software standards, methods and tools
Required skills in the following:
- Depot Maintenance Production Financial experience
- Structured Language/ Structured Query Language (SL/SQL) programming
- Public Key Infrastructure (PKI)
- File Transfer Protocol (FTP)
- Secure Shell (SSH)

1.2.14 Qualification and Skills: The contractor for **WR-Depot Maintenance & Accounting & Production System** (DMAPS Suite-ABOM/NIMM) shall have the following:

- Understand complex programming techniques including but not limited to programming languages, software standards, methods and tools
Required skills in the following:
- Depot Maintenance Production Material experience
- Structured Language/ Structured Query Language (SL/SQL) programming

1.3. SYSTEM OPERATION SUPPORT. The contractor shall support the operation availability of Legacy Systems by monitoring system operation, diagnosing cause of system problems, and taking corrective actions. Contractor shall adapt to rapidly changing task and customer demands.

1.3.1 Monitoring Systems Operation. The contractor shall ensure systems are in compliance with applicable technical documentation and instructions. (See Appendix 5.1.) The contractor shall identify system communication, interface, and data processing discrepancies, errors, and issues. The contractor shall record all software deficiencies in an electronic ticket system as designated by the Program Manager (PM). Currently, the ticket systems are IT Service Management (ITSM) and Change Control Manager (CCM). The contractor may either submit a new ticket or receive tickets for work. Contractor shall be required to enter timely updates and complete ticketing documentation.

1.3.2. Diagnose Cause of System Problems. The contractor shall analyze system communication, interface, and data processing discrepancies, errors and issues. The contractor shall perform studies and analyses of process performance, data reliability, and trends and document recommendations for performance improvements. The contractor shall provide guidance in the functionality of the systems and processes and provide recommendations concerning technical infrastructure, application software, and networks to ensure system components function together as designed. The contractor shall recommend corrective actions in resolving variances, errors, and variances between systems. The contractor shall generate problem reports or create electronic tickets documenting problems identified and potential resolutions.

1.3.3 Corrective Actions. The contractor shall perform actions to correct data discrepancies and errors when authorized. For discrepancies and errors that can only be corrected by other agencies, the contractor shall generate problem tickets or communicate with appropriate agencies for corrective actions. Authorized actions to correct data errors shall be performed within 8 hours of notification. No more than 1 incident per month due to contractor error. Errors will be corrected within 8 hours.

1.4. CUSTOMER SERVICE SUPPORT. The contractor shall support the customer support operations of Legacy Systems by monitoring system operation, diagnosing cause of system problems, and taking corrective actions. Contractor will proactively communicate with users to identify and resolve issues. Contractor shall adapt to rapidly changing task and customer demands.

1.4.1. User Access and Account Maintenance. The contractor shall process requests and establish accounts for users for approved and authorized user requests. This process

involves the initiator submitting a DD2875 through the workflow approval routing. The contractor shall apply the correct user account roles and permissions based on the justification and 'need to know' on the approved DD2875. The contractor shall follow current DoD, AF and local policies and guidance governing user account management. Guidance recommends periodic audits, deletion of accounts exceeding non-usage thresholds, due diligence for account set-up and maintaining documentation of activities governing account management. The contractor shall respond to user inquiries on system status, accessing systems, and location of required data. The contractor shall lead users through diagnostic procedures to determine source of problems. There are currently approximately 8700 user accounts for DMAPS, 1200 user accounts for Cognos BI, 5000 for FEM and 5000 for EMIS.

1.4.2. Trouble Tickets and Reports. The contractor shall answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, in-person, and ticket requests from users experiencing problems with system access and system operation. The contractor shall conduct interviews with users to collect information about problems. The contractor shall identify system outages and handle as described in section 1.3. The contractor shall report, analyze, track and update user and system trouble reports utilizing problem tracking systems as designated by the Government. The contractor shall ensure no more than 2 negative customer feedbacks per month via ticket survey, email, or phone call. The contractor shall ensure report accuracy prior to publishing reports with no more than three instances of rework on any single report after publication and delivery to customer due to contractor error. Tickets shall be processed in accordance with RAFB Supplement AFI 33-115. The response times are:

Critical	Immediate response; 2 hour restoration
Serious	1 hour response; 4 hour restoration
High	2 hour response; 8 hour restoration
Medium	4 hour response; 2 duty day restoration
Low	8 hours response; 8 duty day restoration

Work order tickets shall have the same response and processing time requirements as incident tickets but ordinarily have a low priority (subject to Government timelines). Work order tickets will be used for work that is not a true incident (break/fix) and not a change to the system but is still work that needs to be accomplished at user request. A change to work order timeframe can be accommodated with justification and Government approval. In the event of a Government approved change to the timeframe, the contractor shall create and coordinate a schedule and be held to the same schedule metric as other projects (no more than a 25% total unapproved schedule slip). An incident ticket may be converted to a work order if it meets the appropriate qualifications.

1.4.3. User Education and Training. The contractor shall provide users with assistance and training on system functionality. The contractor shall answer questions and provide explanations on system functions and interpretation of data. The contractor shall develop, write and revise user training manuals, reference guides and documentation as needed in support of applications. The contractor shall develop training materials such as exercises and visual displays. Training consists of Train-the-Trainer, over-the-shoulder guidance and informational briefings conducted in a classroom or meeting room setting.

Most user education will be on-the-spot, taking no more than a few minutes to explain. Briefs shall last less than 1 hour and have typically been less than 15 per year.

1.4.4 Functional System Data Analysis. The contractor shall answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, in-person, and ticket requests for assistance from users to perform data analysis. The contractor shall perform data analysis and generate ad-hoc reports in order to meet short suspense and/or non-recurring requirements such as audits and, inspections, or lean events. The contractor shall participate in the development of special projects/programs by researching and analyzing data and reports.

1.5. CONTRACT PROGRAM MANAGEMENT SUPPORT

1.5.1. Contract Program Management (PM). The contractor shall provide a single point of contact. The Contract PM shall identify problems or potential problems affecting performance to the System PM, SCPL Management and the Contracting Officer's Representative (COR) as soon as such problems or potential problems are identified. Verbal reports shall be followed up with written reports when requested by the System PM or the COR.

1.5.2. Status Reports. The contractor shall submit monthly status reports to include a status of work planned and work accomplished during the reporting period. The status report shall cover items such as status of tasks assigned, tasks completed, reason for delayed tasks; work planned for the next period, report of problems identified and corrective actions taken; unusual problems handled; and significant meetings or lean events attended and contractor contribution. (CDRL A001, Status Report)

1.5.3. Meetings. The Contract PM shall participate in periodic meetings with SCP management and the user, with the primary focus to establish prioritized workload of approved requirements and ensure implemented requirements are satisfactory to the user community. The contractor shall participate in working groups, attend or lead meetings in preparations for delivering presentations.

2. SERVICES SUMMARY

Performance Objective	PWS Para	Performance Threshold
Provide Customer Support	1.4.2	The contractor shall ensure report accuracy prior to publishing reports with no more than three instances of rework on any single report after publication and delivery to customer due to contractor error.
Perform Software Deployments	1.2.8	No more than 3 hours of total unexpected and unapproved downtime per month, as well as, no more than one (1) failed

		application deployment requiring rework per month attributable to the contractor.
Provide Customer Service	1.4.2	No more than 2 negative customer feedbacks per month via ticket survey, email or phone call
Project and Program Schedule Tracking	1.2.8	No more than a 25% unapproved total schedule slip for each scheduled system change, development effort, and project. No more than two efforts 10% past schedule in any six month period.
Perform Software Vulnerability Scans	1.2.4	Zero critical and Zero high vulnerabilities as identified by scans without an approved Plan of Action & Milestones (POA&M).
Change Request/Incident Ticket Response Processing Times	1.4.1 thru 1.4.4	Critical – Immediate response; 2 hour restoration Serious – 1 duty hour response; 4 hour restoration High – 2 duty hour response; 8 hour restoration Medium – 4 duty hour response;2 duty days restoration Low – 8 duty hour response; 8 duty days restoration
System Operation Support – System Availability	1.3.3	Authorized actions to correct data errors shall be performed within 8 hours of notification. No more than 1 incident per month due to contractor error. Errors will be corrected within 8 hours.
Work Order Processing	1.4.2	**Normal Work Orders**: Critical – Immediate response; 2 hour restoration Serious – 1 duty hour response; 4 hour restoration High – 2 duty hour response; 8 hour restoration Medium – 4 duty hour response;2 duty days restoration Low – 8 duty hour response; 8 duty days restoration

		Work Orders with Approved Schedule: No more than a 25% unapproved total schedule slip

3.0 GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES. The Government shall provide facilities (office space with desk and chair) and equipment (computer, phone, access to printer, copier and fax). Use of Defense Switched Network (DSN) is authorized. The Government shall furnish the Contractor access to Government personnel and management data required for support of the work effort. In addition, the Government shall provide telephone service to include DSN service. Telephone service classes are defined in Air Force Manual (AFMAN) 33-145, paragraph 4.10. The Contractor shall ensure usage of Government provided telephones is limited to only official Government business related to the performance of this contract. Contractor will track, secure and account for all GFP. Upon completion or termination of the contract or expiration of employee identification passes, the contractor shall ensure that all GFP to include base identification passes, Common Access Card (CAC), desktop computer, laptop computers, peripherals, and other software/hardware is returned to the COR or issuing office and each individual is processed through the directed Out-processing checklist.

3.1 GOVERNMENT INVENTORY. The contractor shall perform an inventory of all Government property to include material and equipment not later than 30 calendar days after contract start. After the initial inventory, the contractor shall inventory annually thereafter or upon Equipment Custodian request. Physical Inventory reports shall be submitted to the Government Property Administrator (WR-ALC/PKO and the PMO). The report shall detail the results of the inventory, any items not accounted for and items that are lost, damaged or destroyed beyond use. Report of Survey (ROS) must be completed for missing lost items. (CDRL A002, Inventory Status Report)

> **3.1.1. EQUIPMENT**. The contractor shall maintain records of all GFP evidencing receipt, accountability, preventative maintenance and disposal as defined within the government property clauses.

> **3.1.2. EQUIPMENT Security Patching;** All equipment not currently located on Robins AFB and connecting to the Air Force Global Information Grid (AF GIG) via Virtual Private Network (VPN) or other authorized connections shall be brought onto base for patching in accordance with the government's current policy to ensure systems are secure and updated on security patches.

4.0. GENERAL INFORMATION

4.1. SECURITY REQUIREMENTS

4.1.1. Government Security Regulations. The Contractor shall ensure personnel, information, system, facility, and international security requirements are met in accordance with DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM), Air Force Instruction (AFI) 31-101, Integrated Defense.

4.1.2. Security Clearance. The Contractor shall ensure Contractor personnel have a valid security clearance appropriate to the access required for proper accomplishment of contract/order requirements. Contractor personnel shall not be authorized access to classified and/or sensitive, but unclassified, information and/or materials or be permitted to work on classified and/or sensitive, but unclassified, projects and/or programs without a proper security clearance and a need-to-know. Contractor personnel whose clearances have been suspended or revoked shall immediately be denied access to classified and/or sensitive, but unclassified, information.

4.1.3. Communications Security (COMSEC). The Contractor shall use only secure communications methods and/or equipment to transmit or otherwise transfer classified and/or sensitive, but unclassified, information in accordance with DoD 5220.22-M.

4.1.4. Access to Government System. The Government will provide Contractor personnel access to systems required to perform tasks under the contract/order. The Contractor shall ensure Contractor personnel who require access to a Government Automated Information System (AIS) have a National Agency Check with Inquiries (NACI) conducted in accordance with DoD 5220.22. The Government will provide system access subject to approval of the DD Form 2875. Upon completion/termination of the contract/order or transfer/termination of Contractor personnel, the system account will be closed.

4.1.5. Access to Government Facilities

4.1.5.1. The Contractor shall ensure Contractor personnel who require access to Robins AFB or other Government facilities comply with the security procedures of the facility.

4.1.5.2. If Contractor personnel require repeated access to Robins AFB or anotherGovernment facility over the life of the contract/order, the Contractor shall ensurethey complete, as applicable, a DD Form 1172-2 (Application for Department of Defense Common Access Card – DEERS Enrollment) to obtain a CommonAccess Card (CAC), an Air Force Materiel Command (AFMC) Form 496 (Application for AFMC Form 387 - Contractor ID Card/Badge) to obtain a Contractor Identification (ID) Card/Badge.

4.1.5.3. All visitation requests will be submitted through the Joint Personnel Adjunction System (JPAS) to the contract security manager Security Management Office (SMO) code RX1MFN826. Visitations will be made available for review by the Group Security Manager (GSM) of the area where the task will be

performed.

4.1.6. Operations Security (OPSEC). The Contractor shall ensure compliance with OPSEC requirements including procedures to protect classified and/or sensitive, but unclassified, Government projects and/or programs. The Contractor shall ensure Contractor personnel who perform work at Robins AFB or another Government facility comply with the OPSEC procedures of the facility.

4.1.7. Security Incident or Violation. The Contractor shall immediately notify the Government Security Office of any potential or actual security incidents or violations including potential or actual unauthorized disclosure or compromise of classified and/or sensitive, but unclassified, information.

4.2. PLACE OF PERFORMANCE. Services shall be performed in government designated location on Robins Air Force Base, Warner Robins GA. ** Contingent upon Telework Approval & Guidance**

4.3. SCHEDULE. Contractor personnel shall adhere to Government holiday, energy savings and family day schedules. The Contractor shall ensure Contractor personnel are available for support during the hours of 0600 through 1800 hours Monday through Friday.

4.3.1. Alternate Hours. Work required to be performed outside of normal duty hours will be coordinated and approved with both the COR and the Government's Application Lead POC prior to working alternate hours.

4.4. QUALITY CONTROL. The contractor shall submit a Quality Control Plan (QCP) within 30 days of contract start date. Contracting Officer's Representative will inspect contractor performance in accordance with the Quality Assurance Surveillance Plan (QASP) and other technical guidance and regulations. (CDRL A003, Quality Control Plan)

4.4.1. The contractor will maintain an internal Self-Assessment Program (SAP) to evaluate the effectiveness of existing procedures and internal controls, to determine organizational compliance with regulatory requirements and to complement external inspections and assessments. Additionally, the contractor shall provide support, as required, for contingencies, exercises, and surge operations. The Functional Commander/Functional Director (FC/FD) will notify the contractor as soon as notification of upcoming event becomes known. (WR-ALC OI 90-201)

4.4.2. The contractor shall support Air Force initiatives and participate in other applicable Quality Control programs and Continuous Process Improvement (CPI) initiatives designed to indicate the appropriate end-state of managed technical orders. The contractor shall comply with resulting changes to existing processes/procedures from these programs/initiatives. (AFMCI 90-104).

4.5. Environmental Management System (EMS). Any contractor employee working on Robins Air Force Base will require EMS training. The prime contractor is responsible for ensuring that all subcontractors comply with this requirement. Computer-based training is provided by the Base Civil Engineering Group Environmental Management Office.

https://geobase.robins.af.mil/emstraining/EMSTrainingOptions.aspx. For questions concerning this training, contact 78 CEG/CEG, 327-8344 for assistance.

4.6. Contractor's Safety Requirement. The Air Force is part of the OSHA Voluntary Protection Program (VPP). All shall familiarize themselves with the requirements of VPP. VPP Information can be accessed at http://www.osha.gov/dcsp/vpp/index.html. Additionally, the contractor is responsible for the safety and health of all subcontractor employees.

> **4.6.1. Safety and Health Plan**. Within 10 calendar days after contract award, the contractor shall provide a copy of their company Safety Plan that is required to ensure compliance with the Occupational Safety and Health Act of 1970, section 6. The Safety Plan shall be provided to the Safety Office for review. The Safety Office will provide acceptance or non-acceptance within 5 working days of receipt to the government point-of-contact who will notify the CO. (CDRL A004, Contractor Safety Program).

> > **4.6.1.1.** The contractor Safety Plan shall address in detail the items listed in the Contract Appendix C, Part II through Part IV as applicable. For task specific procedures identified in the Contract Appendix C, the contractor's internal procedures for those tasks must be identifiable within the submitted Safety Plan or shall be provided in an amendment or addendum to the company's Safety Plan. If task specific procedures identified in the Contract Appendix C, are not submitted with the contractor's Safety Plan, the submitted Safety Plan will be returned as NOT ACCEPTED. The contractor will have 5 working days to resubmit the Safety Plan, amendment or addendum to address or correct issues identified for non-acceptance. The Safety Office will provide acceptance or non-acceptance of the resubmission within 5 workings days of receipt to the government POC who will notify the CO.

> > **4.6.1.2. Safety Mishap/Incident Reporting.** The contractor shall report all mishaps/incidents in accordance with the Contract Appendix C. The contractor shall immediately secure the mishap scene and damaged property and impound pertinent maintenance and training records until released by the Government's Safety Office (78ABW/SE). Such release shall be accomplished through the CO. The contractor shall cooperate and assist Government personnel in the investigation of the incident and submit an Accident/Incident Report within 24 hours of the accident/incident. The Contractor shall require all subcontractors to comply with required safety, health and fire standards. (CDRL A005,Accident/Incident Report)

4.7. TRAVEL. Travel may be required. In the event contractor travel is required in support of these services, it shall be authorized in advance by the Contracting Officer. Costs shall be reimbursed in accordance with the Joint Travel Regulation. Receipts must be presented with the invoice for reimbursement of actual travel costs.

4.8. ESSENTIAL SERVICES DURING CRISIS. The Functional Commander/Director (FC/FD) has determined, by placing in writing their decision, that this requirement is not Mission

Essential (M-E) in accordance with DFARS subpart 237.76, Continuation of Essential Contractor Services.

4.9. DELIVERABLES:

CDRL A001, Status Report
CDRL A002, Inventory Status Report
CDRL A003, Quality Control Plan
CDRL A004, Contractor Safety Program
CDRL A005, Accident/Incident Report

4.10. CONTRACTOR MANPOWER REPORTING REQUIREMENTS. "The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the USAF via a secure data collection site. The contractor is required to completely fill in all required data fields at http://www.ecmra.mil (select Dept of the Air Force option if you you're working an AF requirement). 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."

> **4.10.1 Reporting Period.** Contractors are required to input data by 31 October of each year.

> **4.10.2. Uses and Safeguarding of Information**. Information from the secure web site is considered to be proprietary in nature when the contract number and contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the contractor name and contract number associated with the data.

> **4.10.3. 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 CMRA link at http://www.ecmra.mil (select Dept of the Air Force option if you you're working an AF requirement).

4.11. NETWORK ACCESS. Network access is a privilege extended to contractor employees. It will be granted only after all criteria have been met and may be suspended for cause as defined in AFMAN 33-282. Network access will be approved IAW AFI 31-501, AFI 31-601, AFI 33-200 and DoD 5220.22. Per AFMAN 33-282, AFMAN 33-285 "every individual who has access to the Air Force network (af.mil) domain, specialized systems and mission systems is a network user. Before becoming an AF network user, an individual must be trained and licensed. This process of training and licensing ensures that every Air Force network user is trained and aware of the basic principles of network security and their role in Information Assurance (IA)." Every AF network user must possess a current and favorable National Agency Check (NAC) and Local Files Check (LFC). The NAC is a requirement for working on Government installations and any costs associated with obtaining the NAC shall be the responsibility of the contractor. In addition, contractors performing in an IT-I position (DoD 5200.2R, Appendix 3) require a current and favorable Limited Background Investigation (LBI).

Foreign Nationals must meet the requirements of AFI 31-501 prior to access. Access by Foreign Nationals must be processed and approved by the Foreign Disclosure Office (FDO) in accordance with AFMAN 33-282 (28 Mar 12).

4.12. DODD 8570 CERTIFICATION. Per Department of Defense Directive 8570 (DoD 8570.01-M), all persons, including contractors, who conduct Information Assurance functions in assigned duty positions are required to carry an approved certification for their particular job. All functional server administrators (FSA), functional database administrators (FDBA), and any other users with privileged network access must achieve and maintain CompTIA Security + certification in accordance with DoD Directive 8570.1, DoD 8570.01-M, and current USAF and DoD requirements. A copy of the certification will be maintained by both the COR and IA office.

All software developers who write code for production environments must hold and maintain IASAE level II certification in accordance with DoD Directive 8570.1, DoD 8570.01-M, and current USAF and DoD requirements.

4.13. CONTRACTOR IDENTIFICATION BADGES. The contractor shall complete all necessary documents for all contractor personnel requiring access to Robins AFB. Common Access Cards (CAC) will be required for all on-site contractor personnel. The Contract PM will ensure that each employee contacts Trusted Agent for the 78th Comm Directorate to be added into Contractor Verification System (CVS) for obtaining CAC. Additional instructions for applications will be sent to the e-mail address provided for the application. Prior to application approval, each individual will be reviewed for eligibility in the JPAS system and checked against the WR-ALC debarment roster.

During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site. Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall to ensure all base identification passes issued to employees and subcontractor employees are returned to the COR or issuing office and each individual is processed through the directed Out-processing checklist.

4.14 RECORDS, FILES, DOCUMENTS AND WORK PAPERS. All official records (regardless of media) as defined in 44 U.S.C. Part 3301 and AFI 33-322, 29Jan04, are the property of the U.S. Government and shall remain so upon termination or completion of this contract. Additionally, any documentation, materiel or software purchased or developed using government funds to accomplish or contribute to the accomplishment of this task shall be Government property.

4.15. TRANSITION. At time of contract expiration, if there is a change in service provider, the incumbent service provider shall provide familiarization with all projects currently under development to the follow-on service provider. All documentation, user contact information, etc. shall be passed on to the follow-on service provider. During the transition familiarization period, the incumbent shall be fully responsible for operation of all phases of this contract to maintain current levels of support. In the event the follow-on contract is awarded to other than the incumbent, the incumbent service provider shall cooperate to the extent required to permit an orderly change over to the follow-on service provider.

5.0. APPENDICES

5.1. SOFTWARE TOOLS

Software Tools	FEM	DMAPS	COGNOS	EMIS
HyperText Markup Language (HTML) Development	X			X
Structured Query Language (SQL) Development	X	X	X	X
Procedural Structured Query Language (PLSQL)			X	X
Visual Scribe's SQL Query Report (SQR) Development	X			
Microsoft Visual Basic for Applications and Visual Basic Script Development	X		X	
Microsoft SQL Server Suite Development	X		X	
Microsoft Visual Studio.NET Development	X			X
Seagate Crystal Report Development	X			
Actuate Report Development	X			
Birt Open Source	X			
Oracle Database Engine & Design	X		X	X
Oracle Database Administrator (DBA) Skills				X
IBM Maximo Web Management	X			

IBM Maximo Web system operation	X			
IBM Maximo Web data analysis techniques	X			
IBM WebSphere Management Control Console	X			
Microsoft Office Suite (Word, Access, Project, PowerPoint, and Excel)	X	X	X	X
IBM Cognos Business Intelligence Tools			X	
IBM Cognos Business Intelligence authored content development			X	
IBM Cognos Framework Manager			X	
IBM Cognos Cube Development and Analysis			X	
IBM Cognos Analysis Studio			X	
IBM Cognos Query Studio			X	
IBM Cognos Report Studio			X	
IBM Cognos Event Studio			X	
IBM Cognos PowerPlay			X	
IBM Cognos Metrics Manager			X	
IBM Cognos Transformer			X	
IBM Cognos Event Management			X	
MS SharePoint Service (MOSS)	X	X	X	X
Java, Java Server Pages, (JSP)	X			X
Asynchronous JavaScript and XML (AJAX)	X			X
Cascading Style Sheet (CSS)	X			X
Web Start				X
Public Key Infrastructure (PKI)	X	X	X	X
Active Server Pages (ASP)	X			
File Transfer Protocol (FTP)	X	X	X	X
Project Management Software such as MS Project			X	
Tortoise SVN (Sub)version or other approved configuration management software	X		X	X
Java EE (JSF, JPA, CDI, EJB)	X			X
Java Script (j Query)				X
Prime Faces (JSF component library)				X
HP Fortify	X			X
Secure Shell (SSH)	X	X	X	

5.11. PUBLICATION REFERENCE TABLE

Name of Publication	Sections that Apply	Date of Publication	Title of Publication	PWS Para
AFMCI 65-101	Entirety	17 June 2014	Depot Maintenance Accounting and Production Systems Financial Policy and Procedures for Depot Maintenance	1.1.3
DFAS 7900.4-M	Entirety	August 2015	Defense Financial and Accounting Service, Financial Management Systems Requirements Manual(s)	1.1.3
DOD 7000.14-R Vol. 1	Entirety	June 2010	General Financial Management Information, Systems and Requirements	1.1.3
AFMAN 33-145	Paragraph 4.10	6 Sept 2012	Collaboration Services and Voice System Management	3
AFI 31-101	Entirety	15 Feb 2011	Integrated Defense (FOUO)	4.1.1
NISPOM	Entirety	Feb 2006	National Industrial Security Program Operating Manual (NISPOM)	4.1.1
DoD 5220.22-M	Entirety	18 May 2016	National Industrial Security Program (NISP) Operational Manual	4.1.1, 4.1.4, 4.11
DFARS subpart 237.76	Entirety	24 Nov 2010	Defense Federal Acquisition Regulations Supplement - Continuation of Essential Contractor Services	4.8
AFI 31-501	Entirety	20 Jan 2015	Personnel Security Program Management	4.11
AFI 16-1406	Entirety	24 Aug 2015	Air Force Industrial Security Program	4.11
AFI 33-115	Entirety	29 Oct 2015	Air Force Information Technology (IT) Service Management	1.42, 4.11
AFI 33-200	Entirety	31 Aug2015	Cybersecurity Program Management	4.11
AFMAN 33-282	Entirety	15 Jan 2015	Computer Security (COMPUSEC)	4.11
AFMAN 33-285	Entirety	20 Mar 2015	Cybersecurity Workforce Improvement Program	4.11
DoD 5200.2R	Entirety	23 Feb 1996	Personnel Security Program (PSP)	4.11

			Information Assurance Workforce Improvement Program	4.12
DoD 8570.01-M	Entirety	10 Nov 2015	Information Assurance Workforce Improvement Program	4.12
44 USC Part 3301	Entirety	3 Jan 2007	Definition of Federal Records	4.14
AFI 33-322	Entirety	4 Jun 2012	Records Management Program	4.14
AFI 21-102	Entirety	18 Jul 2012	Depot Maintenance Management	1.1.3
AFH23-123V1	Entirety	8 Aug 2013	Material Management Reference Info	1.1.3
AFH23-123V2PT1	Entirety	8 Aug 2013	Integrated Logistics System (ILS-s) Supply Material Management Operations	1.1.3
AFH23-123V2PT2	Entirety	8 Aug 2013	Integrated Logistics System (ILS-s) Standard Base Supply Operations	1.1.3
AFH23-123V2PT3	Entirety	8 Aug 2013	Integrated Logistics System (ILS-s) Stamdard Base Supply Reference	1.1.3
AFH23-123V2PT4	Entirety	8 Aug 2013	Integrated Logistics System (ILS-s) Ancillary Components	1.1.3
AFI23-101	Entirety	29 Jan 2016	Air Force Material Management	1.1.3
AFI23-201	Entirety	20 Jun 2014	Fuels Management	1.1.3