



ATTACHMENT 3: PERFORMANCE WORK STATEMENT

Fire & Aviation Management
Information Management Support Branch (FAM-IM)

Dynamic Automated Resource Tracking (DART)

Version 0.2 (June 29, 2023)

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1 Organization of this Performance Work Statement

This Performance Work Statement (PWS) for **Dynamic Automated Resource Tracking (DART)** is organized into the following major sections:

PWS Chapter A: Introduction and Background

PWS Chapter B: Structure and Design of the DART Contract

PWS Chapter C: Technical, Architectural, and Security Considerations and Constraints

PWS Chapter D: Work Descriptions

PWS Chapter E: Non-functional Requirements and Parameters

PWS Chapter F: Appendix

PWS Chapter A:

Introduction and Background

2 Purpose of this Procurement

The U.S. Department of Agriculture (USDA) Forest Service (FS) is issuing this **Dynamic Automated Resource Tracking (DART)** solicitation as a competitive Delivery Order (DO) using Federal Acquisition Regulation (FAR) Part 8.4 (“Federal Supply Schedules”) procedures, against the General Services Administration (GSA) Information Technology (IT) Multiple Award Schedule (MAS).

Through this Solicitation the Forest Service (hereafter “USFS”) and its Interagency Partners will award a single¹, five (5) year DO to provide resource-tracking-as-a-service (RTaaS) to assist the FS Fire & Aviation Management, Information Management (FAM-IM) Support Branch in meeting its resource tracking needs.

Under the IT MAS, the USFS requirements for this **DART** procurement fall under the following North American Industry Classification System (NAICS)-based Special Item Number (SIN) **54151S - IT Professional Services**. Offerors proposing in response to this solicitation must meet the minimum requirements as stated in Section 6.2 of this PWS.

3 Background of this Requirement

The 2019 John D. Dingell, Jr. Act contained requirements to modernize wildfire technology. One of those requirements is specifically directed at wildland fire resource tracking: Implement a Resource Tracking / location system for wildland firefighters.

The interagency wildland fire community completed pilot projects required by the Act. They provided valuable information towards the requirement to implement a resource tracking system as well as establishing a procedure for data collection, storage, and transfer. Wildland fire resource tracking is an integral part of real- or near-real time situational awareness – and emerging need for wildland fire decision makers.

3.1 Operational Environment

Wildland fire operations occur in locations that are rugged, often with a lack of access; there can be little to no cellular connectivity or access to internet or data across much of a fire area; radio (voice) is the primary means of communication. The Forest Service works with many cooperating agencies (federal, state, local, and international) who provide resources and participate in fire operations seamlessly. It is known that many of these cooperating agencies have resource tracking systems in place and are willing partners for sharing and integrating their data, but those systems vary depending on the agency or the “normal” use of the system. Interoperability is not currently possible in an interagency setting. Situational awareness is critical to many aspects of wildland fire operations for firefighting personnel as well as for other

¹ The Government reserves the right to make multiple awards if doing so is determined to be in the Government’s best interest.

decision makers. Knowing the location of firefighters and assets in relationship to the location of the fire, each other, and other features is critical to wildland fire operations. The number of personnel and assets assigned to a wildland fire varies but can exceed 2,500.

3.2 Data and Communications

Real-time or tracking information is becoming increasingly important for the wildland fire community. The Dingell Act of 2019 mandated piloting resource tracking on Type 1 incidents. Knowing where fire resources are is an integral part of situational awareness and could potentially enhance decision support processes.

Data is the piece that binds it all information together. To be effective, data must be readily available, understood, and in formats that can be consumed by end users. In today's interagency fire environment, it is extremely difficult to get near real-time data, and yet, with near real-time data fire managers may be able to make decisions that are more efficient, safer, and more cost-effective.

Last mile connectivity is critical as most wildfires burn in areas with limited or no cellular (LTE) coverage. In addition, the transmission of increased volumes of data such as video or still imagery requires different solutions (such as MANET, C-Band, private LTE) but must still be interoperable with low bandwidth applications. With the focus on interoperability, a solution must be device agnostic. As agencies, we cannot afford to have a one size fits all solution dependent on property solution sets.

There are four (4) issues confronting the interagency wildland fire community in developing near real-time situational awareness; there are various systems efforts underway to address them. These issues are:

1. System interoperability;
2. Location information combined with operational wildland fire information;
3. Last mile data connectivity; and
4. Data management and standardization.

While the interagency wildland fire community would like to see a single universal system to solve these four (4) issues, the reality is the price range is likely too high and the timing is likely to far out to be useful in the near future.

4 Delivery Order Scope Overview

The scope of this Order is comprised of three (3) main components in four (4) Work Areas. The first component is the provision of RTaaS, encompassing multiple device types with multiple connectivity options, both Basic and Extended (aka "Last Mile"). The second is the provision of services in support of devices and the users that the devices-as-a-service are assigned to. The third is the provision of various supporting services in the form of labor ordered from a pre-determined labor rate card.

The required services are in the following Work Areas:

- **Work Area 1:** RTaaS with Basic Connectivity
- **Work Area 2:** RTaaS with Extended Connectivity
- **Work Area 3:** Device and User Support
- **Work Area 4:** Resource Tracking Supporting Services

5 Service Requirements

5.1 General Service and System Requirements

For Work Areas 1 and 2, the following service requirements apply to all CLINS designed “Device only as a Service”.

- The provision of ‘Device only as a Service’ means the Contractor shall provide and maintain ownership of the furnished device.
- The Government shall own all data on the device and such data shall be easily accessible to the Government.
- The Government will not be responsible for asset management of any devices. That responsibility shall be met by the Contractor.
- The Contractor will receive notification of an order against an exercised CLIN through a communication by an authorized Government representative as designated by the Contracting Officer.
- The Contractor shall, upon exercise of a mandatory or optional CLIN, prepare, kit, and ship, and track delivery of the device.
- The Contractor shall be responsible for maintaining the asset consistent with the Service Level Agreements (SLA) stated in the Performance Work Statement.
- When replacement of a device is required in order to meet an SLA, the Contractor shall perform preparation, kitting, shipping, and tracking of any such device.
- The Contractor shall furnish a tracking system or service which will allow authorized Government representative to view the status of any device, and the status of any orders associated with an exercised CLIN.
- The Contractor shall perform device fulfillment in accordance with the SLAs provided in the PWS.
- The Contractor shall furnish a Tier 2-3 Service Desk to assist users with device issues (Note: Tier 1 support is provided by a separate Forest Service contract.)

5.2 General System Requirements

- **Security.** Data shall be secured between the vendor system and the government. A minimum of 128 bit Secure Socket Layer using one of the following JSON, GeoJSON, or / REST will be used between the vendor and the government. The vendor shall have an

executed Interconnection Security Plan (ISP) for each connection of the system from the device to its end state in the Government systems.

- The vendor shall store data in its systems for a minimum of 14 days but no more than a year.
- Frequency. The government will request data no more frequently than every 2 seconds.
- System Health Validation. One source of validation data is required (referred to as “heartbeat”).
- One valid end-to-end position report is required from a tracking unit using the same hardware and satellite segment as production tracking units every 5 to 10 minutes to verify that the system is working from end-to-end. New firmware may be tested using the end-to-end unit.
- Consistency. The number of missing/invalid position reports from a tracking unit must not exceed 0.5% in any 5 minute block, and 0.1% in any 10 minute block on a 7-day running average.

PWS Chapter B:

Structure and Design of the Contract

6 Acquisition Strategy Overview

The USFS is issuing this **DART** solicitation as a competitive DO using FAR Part 8.4 (“Federal Supply Schedules”) procedures, against the GSA IT MAS and select Contract Line Item Number (CLIN) therein. Through this Solicitation the FAM-IM will evaluate one or more proposals and award a **single²**, five (5) year Order to provide resource-tracking-as-a-service (RTaaS) to assist the FS Fire & Aviation Management, Information Management (FAM-IM) Support Branch in meeting its resource tracking needs.

To accommodate the fluid and evolving nature of the DART requirements, the USFS is employing a capacity-based contract pricing model, described below in Section 8. This model provides flexibility to FAM-IM to adjust to various changes in requirements over time as well as respond to requirements whose timing and other parameters cannot be accurately forecast at this time.

6.1 Contract Parameters

Parameter	Value
Contract Name	Dynamic Automated Resource Tracking (DART)
Contract Type (CLINs)	Hybrid contract with multiple CLINs which are: <ol style="list-style-type: none"> 1. Firm Fixed Price for Work Area 1 and Work Area 2 RTaaS 2. Firm Fixed Price for Device and User Support; and 3. Labor-hour rate card (with estimated hours) for resource tracking supporting services
Number of Awardees	The Government anticipates One (1); However, reserves the right to make multiple awards if doing so is determined to be in the Government’s best interest.
Contract Vehicle	GSA Information Technology Multiple Award Schedule (Federal Supply Schedule), Special Item Number (SIN): <ul style="list-style-type: none"> • SIN 54151S - IT Professional Services
Period of Performance	The Period of Performance of this Order is five (5) years and six (6) months inclusive of: <ul style="list-style-type: none"> • One (1) year Base Period • Four (4) one (1) year Option Periods • Six (6) month Option to Extend Services (IAW FAR 52.217-8)
Operating Hours	<ul style="list-style-type: none"> • For device and user support: 24 x 7 x 365

² The Government reserves the right to make multiple awards if doing so is determined to be in the Government’s best interest.

	<ul style="list-style-type: none"> For other resource tracking supporting services: 8:00 to 17:00 MST - Monday through Friday As directed by the Government in writing Exceptions may be: Federal holidays; closure of Government facility due to local or national emergencies; administrative closings; or similar Government directed facility closings.
Travel and Other Direct Costs (ODC)	Worksheet 'WS9 - Pricing Summary' in the DART Pricing Workbook includes an estimated amount for Travel and Other Direct Costs (ODC) for each period. Quoters shall not alter this amount.
Contracting Office	USDA Forest Service Procurement and Property Services (PPS)
Contracting Officer	Lorine Carabajal
Contract Specialist	Katherine Pasini
Contracting Officer's Representative (COR)	Kayla Gomez

Table 1: Contract Parameters

6.2 Minimum Eligibility Requirements

Quoters submitting a response to this Solicitation must meet the minimum requirements as stated below.

- A. Quoter may submit their proposal using one (1), or a combination, of three (3) models:
 1. Prime-Subcontractor;
 2. Joint Venture; or
 3. Contractor Team Arrangement.
- B. The Quoter, as defined in the Appendix, must hold the applicable SIN(s) (as stated in Section 1 of this PWS) as of the date and time of Initial proposal submission subject to the following parameters:
 1. **Prime-Subcontractor Model:** If the Quoter is utilizing a Prime-Subcontractor arrangement, the Prime must hold SIN 54151S - IT Professional Services.
 2. **Joint Venture Model:** If utilizing a Joint Venture (JV) arrangement, formed for the purpose of pooling resources of separate businesses to submit and execute their Quote, the JV is considered a new legal entity that requires approval by the Small Business Administration (SBA), a separate federal identification number, and a new System for Award Management (SAM) user account. In such cases, the JV must designate a Principal Member and that Member must hold SIN 54151S - IT Professional Services.
 3. **Contractor Team Arrangement Model:** If utilizing a Contractor Team Arrangement (CTA), whereby two or more GSA Schedule contractors work together to submit and execute their Quote, the arrangement does not form a

new company. In such cases, the CTA must designate a Principal Member and that Member must hold SIN 54151S - IT Professional Services.

- C. In each of the three models (Subcontractor, Joint Venture, Contractor Team Arrangement), each member of the team may hold other GSA Schedules and other IT SINs and some members may hold none.
- D. The Quoter, as defined in the Appendix, must not be debarred nor may any member of the Offeror team be debarred as of the date and time of Initial and any Revised proposal submission. Failure to notify the USFS of the debarment of any member may result in rejection of the proposal of the entire team.
- E. The Quoter, as defined in the Appendix, must be determined to be a responsible source and each member of the Quoter's team must also be deemed responsible as of the date and time of Initial and any Revised proposal submission. Failure to notify the USFS of any circumstance that would render any team member not responsible may result in rejection of the Quote of the entire team.

7 Capacity-based Contracting Approach

As a result of the expected evolution in DART requirements, the USFS is employing, in part, a capacity-based contract pricing model. This model provides flexibility to the USFS to adjust to various changes in requirements over time. The intent of capacity-based contracting is to provide a mechanism that achieves several key goals:

- A. Addresses the inherent uncertainty and variability of resource tracking requirements described in this solicitation;
- B. Dramatically reduces the time period between when the solicitation requirements are defined and when the ordering takes place;
- C. Provides a simple and easily understandable mechanism for "ordering" work to be performed by the Contractor; and
- D. Provides a common basis of estimate for Quoters to propose their pricing.
- E. Provides visibility into unrealistically low pricing (whether due to misunderstanding of the requirements or intentional under-bidding) and unreasonably high pricing (whether due to misunderstanding of the requirements, unreasonable profit maximization, or for other reasons).

7.1 Overview of the Capacity-based Contracting Approach

Where the capacity-based contracting approach is used, at its most basic level, FAM-IM is acquiring "capacity" for various RTaaS options. The Work Areas defined in this PWS provide the scope of the work to be performed. The definition of capacity is accomplished through a series of mandatory and optional Contract Line Item numbers (CLIN). Each CLIN is priced by the Quoter with an understanding of the key drivers of cost; the nature of the service to be provided, the technologies employed, the Base or Option Period in which the work is to be performed, and so on.

7.2 Capacity-based Contract Pricing Model

The pricing of this Capacity-based Contracting Approach provides a transparent, clear, and flexible mechanism that allows the USFS to order additional RTaaS capacity, as and when needed, based on the comparatively simple exercise of an optional CLIN. As shown in the provided Pricing Workbook, the CLINs in each period include mandatory and optional CLINs.

The mandatory CLINs are sized to reflect the capacity needed to perform the known and anticipated work described in this PWS. The optional CLINs provide additional, optional capacity to address unknown capacity needs over time.

As described in the Pricing Workbook, the Quoter will price each CLIN to the specifications stipulated for that CLIN. The sum of all CLINs across all periods (Base Period, all Optional Periods, six (6) month Option to Extend Services (FAR 52.217-8)) will constitute the Total Evaluated Price for each Quote. This Total Evaluated Price will be used in the final award determination.

7.3 CLIN Structure

The CLIN structure described in the Pricing Workbook provides the information needed by each Quoter to price their technical solution, staffing, etc. The below is a summary of the CLIN structure:

- A. There are six (6) periods described in the Pricing Workbook; one (1) Base Period, four (4) Option Periods, and one (1) Option to Extend Services;
- B. The Base Period includes one (1) Mandatory CLIN and multiple Optional CLINs;
- C. Each Option Period includes multiple Optional CLINs;
- D. The Optional CLINs for each period describe work that may be required during that period and provide the USFS a comparatively simple means of acquiring needed capacity through exercise of the optional CLIN;
- E. The CLINs in each period are designed to provide a menu of options for the FAM-IM Product Owner to select from. Within these CLINs, the Product Owner selects the CLIN to exercise based on requirements at that time;
- F. Unused Optional CLINs do not carry to future periods and must be exercised within the period for which the CLIN has been established;
- G. An Optional CLIN may be exercised until the last day of the period and continue performance into the next period; and
- H. Where an Optional CLIN is exercised in one period, the Price per Sprint is applicable even if the Period of Performance of the Optional CLIN crosses into the next period.

Quoters are advised that the choice of the specific number and the specific types of CLINs is intended to provide the Government maximum flexibility by creating a wide array of options in anticipation of future unknown requirements in support of the DART application. Accordingly,

the Government may not elect to exercise all of the Optional CLINs in each period. As such, the Total Evaluated Price, which is the sum of all Mandatory and Optional CLINs, establishes a Not to Exceed (NTE) amount for this Order and not an anticipated spend. It is more likely than not that the Government may elect to exercise only a subset of these CLINs. Regardless, Quoters are required to price each and every CLIN described in the Pricing Workbook. Failure to do so may result in a Quote being deemed non-responsive.

8 Transition Planning and Execution

8.1 Transition In

The awardee of this Order shall support the Transition In. The Government is anticipating a transition period of ninety (90) calendar days with transition to commence on or about August 1, 2023.

8.2 Transition Out

In the event a successor contract is awarded to a different Contractor or the Government elects to insource these capabilities, the awardee of this Order shall assist the Government with transition planning and execution. This effort shall include all aspects of transition planning and execution including, but not limited to, preparing documentation to support a smooth transition; formalizing and documenting certain processes and procedures; documenting system information where appropriate, etc.

Critically, the Transition Out may also include the asset transfer procedures described in Attachment 6 whereby the incoming Contractor or the Government acquire any desired and deployed Contractor assets rather than deploying new assets.

PWS Chapter C:

Technical Specifications, Considerations and Constraints

9 Technical Specifications

9.1 Device Specifications (Devices A, B, C, and D)

The following device specifications apply to all CLINS designed “Device only as a Service.” (Note: An asterisk denotes that the device needs a connected device to function/perform.)

ID	SPECIFICATION	DEVICE A	DEVICE B	DEVICE C	DEVICE D
1	Device Technology	LTE (4G, 5G)	Satellite	Mesh Network	LTE and Satellite
2	Text capability	Yes	Yes*	Yes*	Yes*
3	Unique Identifier Provisioning (editable)	Yes	Yes	Yes	Yes*
4	Unique Identifier Provisioning (non-editable)	Yes	Yes	Yes	Yes*
5	Mobile Phone Compatibility (Bluetooth/AirDrop or similar capability/industry standard into device; smart device compatibility)	Yes	Yes	Yes	Yes
6	Supports External Antenna (device to device capability)	Yes	Optional	Yes	Yes
7	Geofence capability (notification to application, notification to device, ability to turn notification on/off)	Yes	Yes*	Yes*	Yes*
8	Waypoint Marker (share location) – transmit location on demand with latitude and longitude	Yes	Yes*	Yes*	Yes*
9	Shortest Tracking Interval; 15 seconds for temporal; 100 yards for distance	Yes	Yes	Yes*	Yes*
10	Customizable Tracking Interval (Ability to manually and/or automated customize the interval; manual track by time or distance)	Yes	Yes	Yes*	Yes*
11	Average Battery life (16 hours (dismounted or terrestrial devices))	Yes	Yes	Yes	Yes
12	Rechargeable Battery	Yes	Yes	Yes	Yes
13	Replaceable Battery	Optional	Optional	Optional	Optional

ID	SPECIFICATION	DEVICE A	DEVICE B	DEVICE C	DEVICE D
14	Wellness Check (icon to show connectivity)	Optional	Optional	Optional	Optional
15	SOS button	Yes	Yes	Yes*	Yes*
16	Positional Accuracy	Yes	Yes	Yes*	Yes*
17	Map Annotations	Optional	Optional	Optional*	Optional*
18	Breadcrumb tracking	Optional	Optional	Optional*	Optional*
19	Route Mapping (may be a device or application feature)	Optional	Optional	Optional*	Optional*
20	Export Geospatial JSON/KML/KMZ (mechanism to upload data when back in service area)	Optional	Optional	Optional*	Optional*
21	Import Geospatial JSON/KML/KMZ	Optional	Optional	Optional	Optional
22	Over-the-Air Device Management (push change to device)	Yes	Yes	Yes	Yes
23	Reportable Device Data	Yes	Yes	Yes	Yes
24	Size (Dimensions)	Yes	Yes	Yes	Yes
25	Size (Weight)	Yes	Yes	Yes	Yes
26	Message Format Type (No proprietary standard)	Yes	Yes	Yes	Yes
27	Hotspot capable	Optional	Optional	Optional	Optional
28	Data Integration with TAK/EGP/AGOL	Yes	Yes	Yes	Yes

Table 2: Specifications apply to all CLINS designed "Device only as a Service"

9.2 Additional Device Specifications – Device B

The following additional device specifications apply to Device B:

Three (3) main speeds for Short Burst Data (SBD) Packets (Satellite Communication).

SPEED	BANDWIDTH
Low	2.4 - 9 kbps
Mid	Up to 100 kbps
Broad	Up to 725 kbps

Table 3: Additional Device Specifications – Device B

9.3 Additional Device Specifications – Device C

The following additional device specifications apply to Device C:

1. A Mesh Network is made up of radios usually connected to smart devices to form an ad hoc network of connected nodes.
2. Nodes can be self-healing and be connected to a device that provides internet services.
3. Mesh networks allow the secure sharing of voice, data, and video data packets in real-time.
4. For wildland fire mesh networks can cover multiple resource such as aircraft, hotshots, engines, and any resource that is carrying a mesh radio.

9.4 Additional Device Specifications – Device D

The following additional device specifications apply to Device D:

- LTE & Satellite – Software defined program that monitors bandwidth and connection strength between LTE and Satellite systems. Provides for continuous coverage / tracking of equipment or person the device is attached to. If the system switches to using SDB bandwidth is reduced and the software limits the amount of data that is transmitted.

10 Requirements for Device as a Service with Basic connectivity

The below requirements apply to a Device as a Service provided with Basic connectivity.

10.1 Basic Connectivity Requirements – Mesh Network

For the purposes of this solicitation, “Basic Connectivity” is defined as follows:

- Connectivity to existing LTE or equivalent infrastructure with the following performance parameters:
 - **Latency:** Less than or equal to 20ms
 - **Upload:** Greater than or equal to 256 kbps
 - **Download:** Greater than or equal to 1 Mbps

10.2 Service Requirements

The following service requirements apply to all CLINS designed “Device as a Service with Basic Connectivity.”

- The provision of ‘Device only as a Service’ means the Contractor shall provide and maintain ownership of the furnished device.

- The Government shall own all data on the device and such data shall be easily accessible to the Government.
- The Government will not be responsible for asset management of any devices; that responsibility shall be met by the Contractor.
- The Contractor shall receive notification of an order against an exercised CLIN through a communication by an authorized Government representative.
- The Contractor shall, upon exercise of a mandatory or optional CLIN, prepare, kit, and ship, and track delivery of the device.
- The Contractor shall be responsible for maintaining the asset consistent with the Service Level Agreements (SLA) stated in the Performance Work Statement.
- When replacement of a device is required in order to meet an SLA, the Contractor shall perform preparation, kitting, shipping, and tracking of any such device.
- The Contractor shall furnish tracking data (which may be via a tracking system furnished by a common carrier such as UPS or FedEx) which will allow authorized Government representative to view the status of any device.
- The Contractor shall perform device fulfillment in accordance with the SLAs provided in the PWS.
- The Contractor shall furnish a Tier 2-3 Service Desk to assist users with device issues (Note: Tier 1 support is provided by a separate Forest Service contract.)
- The Contractor shall furnish Basic connectivity as described in Section 10.1 above.

10.3 Device Specifications

Device specifications listed in Section 9.1 apply to all CLINS designed “Device as a Service with Basic connectivity.”

10.4 Service Level Agreements for “Device as a Service with Basic Connectivity”

The following SLAs apply to all CLINS designated “Device as a Service with Basic Connectivity.”
Upon notification of an order the vendor will have 24 hours to have a shipment prepared. If the vendor is unable to meet the necessary, order it shall notify the government. Once a shipping action has occurred the vendor must share the appropriate shipping tracking ID and Method.

ID	MEASURE	METRIC	SERVICE LEVEL OBJECTIVE
1	Fulfillment Speed – Small Order	Timeframe to deliver 1-10 devices	Three (3) business days from date or order
2	Fulfillment Speed – Medium Order	Timeframe to deliver 11-50 devices	Five (5) business days from date or order
3	Fulfillment Speed – Large Order	Timeframe to deliver 51-250 devices	Ten (10) business days from date or order

ID	MEASURE	METRIC	SERVICE LEVEL OBJECTIVE
4	Fulfillment Speed – Extra Large Order	Timeframe to deliver 251 or more devices	Fifteen (15) business days from date of order
5	Device Availability	Uptime of a Device (excluding planned downtime)	99.9% availability measured on a monthly basis
6	Tier 2-3 Response	Timeframe for a human response to a Tier 2 or Tier 3 incident	Monday through Friday during business hours (8:00 AM MT to 6:00 PM MT): Two (2) hours Outside business hours: Six (6) hours

Table 4: Service Level Agreements applicable to “Device as a Service with Basic Connectivity”

11 Requirements - Device as a Service with Extended connectivity

The below requirements apply to a Device as a Service provided with Extended connectivity.

11.1 Extended Connectivity Requirements

For the purposes of this solicitation, “Extended Connectivity” is defined as follows:

- Connectivity to Mesh or Ad Hoc network infrastructure using Device C with the following performance parameters:
 - **Latency:** Less than or equal to 30ms
 - **Upload:** Greater than or equal to 12 kbps
 - **Download:** Greater than or equal to 1 Mbps

11.2 Service Requirements

The following service requirements apply to all CLINS designed “Device as a Service with Extended Connectivity.”

- The provision of ‘Device as a Service with Extended Connectivity’ means the Contractor shall provide and maintain ownership of the furnished device.
- The Government will not be responsible for asset management of any devices; that responsibility shall be met by the Contractor.
- The Contractor shall, upon exercise of a mandatory or optional CLIN, prepare, kit, and ship, and track delivery of the device.

- The Contractor shall be responsible for maintaining the asset consistent with the Service Level Agreements (SLA) stated in the Performance Work Statement.
- When replacement of a device is required in order to meet an SLA, the Contractor shall perform preparation, kitting, shipping, and tracking of any such device.
- The Contractor shall furnish a tracking system which will allow authorized Government representative to view the status of any device, and the status of any orders associated with an exercised CLIN.
- The Contractor shall perform device fulfillment in accordance with the SLAs provided in the PWS.
- The Contractor shall furnish a Tier 2-3 Service Desk to assist users with device issues (Note: Tier 1 support is provided by a separate Forest Service contract.)
- The Contractor shall furnish Extended connectivity as described in Section 11.1 above.

11.3 Device Specifications

Device specifications listed in Section 9.1 apply to all CLINS designed “Device as a Service with Extended Connectivity.”

11.4 Service Level Agreements for “Device as a Service with Extended Connectivity”

The following SLAs apply to all CLINS designated “Device as a Service with Extended Connectivity.”

ID	MEASURE	METRIC	SERVICE LEVEL OBJECTIVE
1	Fulfillment Speed – Small Order	Timeframe to deliver 1-10 devices	Three (3) business days from date or order
2	Fulfillment Speed – Medium Order	Timeframe to deliver 11-50 devices	Five (5) business days from date or order
3	Fulfillment Speed – Large Order	Timeframe to deliver 51-250 devices	Ten (10) business days from date or order
4	Fulfillment Speed – Extra Large Order	Timeframe to deliver 251 or more devices	Fifteen (15) business days from date or order
5	Device Availability	Uptime of a Device (excluding planned downtime)	99.9% availability measured on a monthly basis
6	Tier 2-3 Response	Timeframe for a human response to a Tier 2 or Tier 3 incident	Monday through Friday during business hours (8:00 AM MT to 6:00 PM MT): Two (2) hours

ID	MEASURE	METRIC	SERVICE LEVEL OBJECTIVE
			Outside business hours: Six (6) hours

Table 5: Service Level Agreements applicable to Device as a Service with Extended Connectivity

12 Security Considerations and Constraints

12.1 Security and Privacy Language for all Contracts – Section 1

By accepting this contract/agreement, the Contractor/Cooperator and other external organizations (hereafter called Contractor) providing Information Technology (IT) resources or services to the US Forest Service (FS) agrees to comply with the applicable IT security policy as outlined in this document. The Contractor and other external organizations will be responsible for IT security for all systems connected to the FS network or operated by the Contractor and other external organizations for the FS, regardless of location. This clause is applicable to all or any part of the contract that includes IT resources or services in which the Contractor and other external organizations must have physical or electronic access to FS sensitive information that directly support the mission of the FS. The term “information technology,” as used in this clause, means any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. This includes both major applications and general support systems as defined by OMB Circular A-130.

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this task. The Contractor shall also protect all unclassified Government data, equipment, etc., by treating information as sensitive business, confidential information, controlling and limiting access to the information, and ensuring the data and equipment are secured within their facility.

The Contractor or other external organization will not publish or disclose in any manner, without the FS Contracting Officer’s written consent, the details of any programs, documentation, data, or safeguards either designed or developed by the Contractor or other external organization under this Contract or otherwise provided by the Government. The Contractor may be required to sign non-disclosure or other appropriate security agreements. A written agreement between the FS and any contractors and other external organizations will be entered into before FS data and information otherwise exempt from public disclosure may be disclosed to the contractors and other external organizations. The Contractor and other external organizations will agree to establish and follow security precautions considered by the FS to be necessary to ensure proper handling of data and information. As may be identified elsewhere in this contract, the Contractor agrees that:

- The draft and final deliverables and all associated working papers and other materials

deemed relevant by the COR that have been generated by the Contractor in the performance of this contract are the property of the U.S. Government and must be submitted to the COR at the conclusion of the tasks.

- All documents produced for this project are the property of the U.S. Government and cannot be reproduced or retained by the Contractor.

To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor will afford the Government access to the Contractor's or other external organization's facilities, installations, technical capabilities, operations, documentation, records, and databases. The Contractor will cooperate with Federal agencies and their officially credentialed representatives during official inspections or investigations concerning the protection of FS information. Cooperation may include providing relevant documentation showing proof of compliance with federal and agency requirements, and rendering other assistance as deemed necessary.

If new or unanticipated threats or hazards are discovered by either the Government or the Contractor or other external organization, or if existing safeguards have ceased to function, the discoverer will immediately bring the situation to the attention of the other party. The Contractor will report real or suspected incidents or violations immediately upon discovery to the USDA Computer Incident Response and Recovery Branch (CIRRB), by e-mail, at cyber.incidents@usda.gov.

The Contractor shall insert these clauses in all subcontracts when the subcontractor is required to have routine physical access to a federally controlled facility and/or routine access to a federally controlled system. Failure to comply with said requirements will constitute cause for termination.

If a system of record on individuals is required by a system to accomplish an agency function, the Contractor will be required to design, develop, or operate a system of records on individuals subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 ([5 USC 552a](#)) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

The Contractor Agrees To –

- (a) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies—
 - (i) The systems of records; and
 - (ii) The design, development, or operation work that the contractor is to perform;

- (b) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and
- (c) Include this clause, including this paragraph (3), in all subcontracts awarded under this contract that requires the design, development, or operation of such a system of records.

In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

Definitions include:

- (a) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.
- (b) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.
- (c) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.
- (d) "Personally Identifiable Information", as used in this clause, means information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual. (See Office of Management and Budget (OMB) Circular A-130, Managing Federal information as a Strategic Resource).

The Forest Service will provide initial privacy training, and annual privacy training thereafter, to Contractor employees for the duration of this contract.

Completion of a FS-developed or FS-conducted training course shall be deemed to satisfy these elements.

The Contractor shall maintain and, upon request, provide documentation of completion of privacy training to the Contracting Officer.

The Contractor shall not allow any employee access to a system of records, or permit any employee to create, collect, use, process, store, maintain, disseminate, disclose, dispose or otherwise handle personally identifiable information, or to design, develop, maintain, or operate a system of records unless the employee has completed privacy training, as required by this clause.

The substance of this clause, including this paragraph (f), shall be included in all subcontracts under this contract, when subcontractor employees will-

- (a) Have access to a system of records;
- (b) Create, collect, use, process, store, maintain, disseminate, disclose, dispose, or otherwise handle personally identifiable information; or
- (c) Design, develop, maintain, or operate a system of records.

The contractors and other external organizations will ensure that the following banner is displayed on all FS systems that contain Privacy Act information operated by the contractors and other external organizations prior to allowing anyone access to the system:

“This system contains information protected under the provisions of the Privacy Act of 1974 (Public Law 93-579). Any privacy information displayed on the screen or printed must be protected from unauthorized disclosure. Employees who violate privacy safeguards may be subject to disciplinary actions, a fine of up to \$5,000, or both.”

12.2 Contractors/Cooperators Requiring Building and/or Information System Access – Section 2

IT Security Training: The Contractor and other external organizations will ensure that its employees performing under this contract fulfill all Forest Service requirements for mandatory security and privacy awareness and role-based advanced security training in accordance with OMB Circular A-130, FISMA, and NIST requirements, and sign all applicable FS statements of responsibilities.

Background Investigations: All non-government employees with unescorted access to FS facilities, computer systems and/or FS information must have background investigations commensurate with the level of risk and magnitude of loss or harm. The FS will determine the

level of background investigation and position classification needed.

Personal Identity Verification of Contractor Personnel: The Contractor shall be responsible for ensuring compliance by its employees with all applicable federal regulations, to include those of GSA, NIST, USDA, FS and HSPD-12. Contractors and their employees are subject to all Federal laws applicable to Government installations and are under the jurisdiction of the Federal Protective Service (FPS). The Contracting Officer Representatives (CORs; also known as Contracting Officer Technical Representatives), or other designated program/project officers, in conjunction with the FS HCM HSPD-12 staff, will assist the Contractor in processing the required Security Background Investigations/Clearances.

- (1) The Contractor shall comply with the personal identity verification (PIV) policies and procedures established by U.S. Department of Agriculture (USDA) Directives 3800 series.
- (2) Should the results of the PIV process require the exclusion of a Contractor's employee, the Contracting Officer will notify the Contractor in writing.
- (3) The Contractor must appoint a representative to manage this activity and to maintain a list of employees eligible for a USDA PIV ID Badge required for performance of the work.
- (4) The responsibility of maintaining a sufficient workforce remains with the Contractor. Employees may be barred by the Government from performance of the work should they be found ineligible or to have lost eligibility for a USDA PIV ID Badge. Failure to maintain a sufficient workforce of employees eligible for a USDA PIV ID Badge may be grounds for termination of the contract.
- (5) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have access to a federally controlled facility or system.
- (6) The PIV Sponsor for this contract is the Contracting Officer Representative (COR), unless otherwise specified in this contract. The PIV Sponsor will be available to receive contractor identity information from 8:00 AM MT, Monday through Friday to 4:00 PM MT, Monday through Friday at an email address that will be provided post-award. The Government will notify the Contractor if there is a change in the PIV Sponsor, the office address, or the office hours for registration.
- (7) At this time, the Government will pay for and process all required security investigations/clearances, except as identified differently within this clause.
- (8) The Contractor should be aware of any of its employees possibly having had a background investigation through another government agency. The investigation that was conducted, if verifiable by the FS HSPD-12 staff, and if it was completed

within the last 5 years, can be accepted by the Government in lieu of a background check.

(9) The Contractor shall comply with any facility badging requirements for the issuance of building access, badges, etc.:

- Ensure that each of the Contractor's employees has been issued either a temporary or permanent badge from the Government. A permanent badge will not be issued until the security questionnaire has been completed and favorably reviewed. Temporary or visitor badges will be provided for persons who are identified as having an infrequent or temporary legitimate business need for access to the site. As noted above, periods that exceed 180 days will require a permanent badge. The badge must be worn at all times while in the facility. It must be displayed above the waist. The individual will retain possession of the badge as long as continued admittance to the site is needed.
- Ensure the safekeeping, wearing, and visibility of Government-furnished badges.
- Immediately return all badges and permits to the Government when such need ceases to exist.

(10) The Contractor shall comply with any facility security requirements for access to the facility.

(11) The Contractor shall comply with all applicable rules governing parking at USDA locations.

12.3 Acquiring and/or Implementing Software Applications – Section 3

Secure Coding Skills: Contractor certifies that at least one member of each programming team working on any code (including C, Java, .Net, ASP.NET, Visual Basic) to be delivered to the Forest Service has earned the Global Information Assurance Certification for Secured Software Programming or equivalent.

Source code testing, binary code testing, application scanning, and penetration testing: At least one week prior to delivery of any code due under this contract, Contractor shall deliver to the COR the following reports covering all code that will be delivered:

- A. Source code testing results showing all potential security flaws identified by at least one of the commercial source code testing tools approved by the Office of the Chief Information Officer of USDA. On the report, the Contractor will highlight all vulnerabilities rated “critical” and “high.” The Contractor must then correct the vulnerabilities, resend the code, and ensure the health of delivered source code.
- B. For web applications, web application scanning test results showing all potential security flaws identified by at least one of the commercial web application scanning tools approved by the Office of the Chief Information Officer of USDA. On the report, the Contractor will highlight all vulnerabilities rated “critical” and “high.”
- C. For all applications: application penetration results.

Copyright Management and Responsibility: By delivering applications or programming code to the Federal Government, the vendor or Contractor certifies that they have the proper authority to transfer the property and will defend the Government against copyright or other lawsuit resulting from the application or programming delivered.

12.4 Acquiring External IT Services (Processing, Storing, or Transmitting FS Data on a Non-FS System) – Section 4

The Contractor or other external organizations shall develop, provide, implement, and maintain an IT System Security Plan for any system that includes acquisition, transmission or analysis of data owned by FS with significant replacement cost should the Contractor’s and other external organization’s copy be corrupted. This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract. The plan shall describe those parts of the contract to which this clause applies. The Contractor or other external organization’s IT System Security Plan shall be compliant with applicable Federal laws that include, but are not limited to: (e.g., the Clinger-Cohen Act of 1996 and the Federal Information Security Management Act of 2002). The IT System Security Plan shall meet IT security and privacy requirements in accordance with Federal and FS policies and procedures that include but are not limited to: National Institute of Standards and Technology (NIST) SP 800-53 Guidelines.

The Contractor and other external organizations shall ensure that the appropriate security banners are displayed on all FS systems (both public and private) operated by the contractors and other external organizations prior to allowing anyone access to the system.

12.5 Additional Security Provisions to Protect Federal Information – A&A/ATO/FedRAMP - Section 5

1. The Contractor shall comply with all applicable directives to protect the confidentiality, integrity and availability of information systems owned or operated by a contractor that processes, stores, or transmits Forest Service (FS) information, including: the Federal Information Security Modernization Act of 2014 (FISMA); Executive Orders (EO); Office of Management and Budget (OMB); Cybersecurity and Infrastructure Security Agency (CISA); National Institute of Science and Technology (NIST); General Services Administration (GSA); US Department of Agriculture (USDA); FS; and other applicable laws, regulations, guidance and policies.
2. The Contractor shall apply the basic safeguarding requirements and procedures to protect covered contractor information systems defined in FAR 52.204.21, as well as those described in Section 15.
3. The Contractor shall support the Assessment & Authorization (A&A) for the Authority to Operate (ATO) of the system, based on its NIST categorization, in accordance with NIST Special Publication (SP) 800-53 and the USDA Risk Management Framework (RMF) 2.0 process. Additionally, per EO 14028, and guidance from OMB and the Cybersecurity and Infrastructure Security Agency (CISA), the use of any cloud components requires authorization in accordance with Federal Risk and Authorization Management Program (FedRAMP) procedures published by GSA.
4. The Contractor must work with the FS and supply deliverables to support the A&A for the system, including the System Security Plan (SSP); Contingency Plan (CP) and a Contingency Plan Test; Configuration Management Plan; Incident Response Plan (IRP); Disaster Recovery Plan (DRP); Privacy Impact Assessment; and any other required documents to ensure the system shall receive an ATO.
5. The Contractor must work with the FS to complete a security assessment / risk assessment of the system by the Forest Service's independent assessor, which is documented in a Security Assessment Report.
6. Gaps between required controls and Contractor's implementation identified in the Security Assessment Report shall be documented, approved, and tracked for mitigation in a Plan of Action and Milestones (POA&M) document completed in accordance with USDA Plan of Action and Milestones (POA&M) Standard Operating Procedures (SOP). The Contractor shall provide initial and periodic technical input to FS in responding to POA&M items by identifying the intended mitigations, estimated costs, and expected timelines that may be required to address security weaknesses.

7. The Contractor must work with the FS and supply deliverables to support Continuous Monitoring of the system, including annual reviews and updates of ATO documentation such as SSP, CP and CP Test, CMP, IRP and DRP.
8. The Contractor shall conduct and document ongoing Asset and Configuration Management for all hardware and software components.
9. The Contractor must work with the FS and provide appropriate controls to implement federal standards for: audit logging; encryption of data in transit and at rest; phishing-resistant multifactor authentication (MFA); and zero trust architecture (ZTA).
10. The Contractor shall conduct and document ongoing vulnerability scans and installation of vendor-released security patches of the information system and its components. The Contractor shall report vulnerabilities identified in any component through scans or other methods. All Critical vulnerabilities must be mitigated within 14 days and all High, Medium and Low vulnerabilities must be mitigated within 30 days from the date vulnerabilities are identified. The FS shall determine the risk rating of vulnerabilities. Variance from approved mitigation must be approved in accordance with USDA POA&M SOP.
11. The Contractor shall monitor for, report, and respond to mitigate as required, any security incidents.

13 Physical Security

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

13.1 Key Control

The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons.

- A. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees.
- B. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.
- C. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying.

- D. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor.
- E. In the event a master key is lost or duplicated, all locks and keys for that system/office shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

14 Section 508 – Accessibility of Information and Communications Technology

This contract vehicle is subject to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 749d) as amended by the Workforce Investment Act of 1998 (P.L. 105-220). The Revised Section 508 Standards, which consist of 508 Chapters 1 and 2 (Appendix A), along with Chapters 3 through 7 (Appendix C), contain scoping and technical requirements for information and communication technology (ICT) to ensure accessibility and usability by individuals with disabilities. Compliance with these standards is mandatory for Federal agencies subject to Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d).

Each ICT product or service furnished under this contract shall comply with the Revised Section 508 ICT Accessibility Standards at a minimum, as specified in the contract. If any furnished product or service is determined to be noncompliant, the Contracting Officer will notify the Contractor in writing. The Contractor shall, without charge to the Government, remediate or replace the noncompliant products or services within a specified timeframe as determined by the Government in writing. If such remediation or replacement is not completed within the time specified, the Government shall have the following recourses:

1. Cancellation of the contract, delivery, task order, purchase, or line item without termination liabilities; or
2. In the case of custom ICT being developed by a contractor for the Government, the Government shall have the right to have any necessary changes made or repairs performed by itself or by another firm for the noncompliant ICT, with the contractor liable for reimbursement to the Government for any expenses incurred thereby.

The contractor must ensure all noncompliant ICT products and services are provided pursuant to extensive market research and exhibit the highest level of compliance while satisfying the contract requirements.

For every ICT product or service accepted under this contract by the Government that does not comply with the Revised Section 508 Accessibility Standards, the contractor shall, at the discretion of the Government, remediate or upgrade the item with a compliant equivalent product or service, if commercially available and cost neutral, on either a contract specified refresh cycle for the product or service, or on a contract effective option/renewal date, whichever shall occur first.

Section 508 Compliance - Vendors, contractors, and their respective ICT products and services shall comply with the following standards, policies, and procedures. In the event of conflicts between the referenced documents and this contract vehicle, the contract vehicle shall take precedence.

1. [Revised Section 508 ICT Accessibility Standards](#)
2. [Section 508 of the Rehabilitation Act as amended \(29 U.S.C. 794d\)](#)
3. [Federal Acquisition Regulation \(FAR\) Subpart 39.2](#)
4. [USDA Section 508 Departmental Regulation](#)

Additionally, all contract deliverables are subject to these standards:

All ICT products and services, regardless of format, must conform to the applicable Section 508 standards to allow Federal employees and members of the public with disabilities equivalent access to and use of information and data provided to those without disabilities.

All contractors, sub-contractors, and consultants are responsible for preparing or posting content must comply with the applicable Section 508 accessibility standards and, where applicable, those set forth in the referenced policy or standards document. Remediation of any noncompliant ICT or materials as set forth in this contract vehicle shall be the responsibility of the contractor, sub-contractor, or consultant.

According to [the Access Board's Section 508 Scoping Requirements](#) The following Section 508 provisions apply to the products and/or services identified in this contract vehicle:

- **[C202 Functional Performance Criteria](#):** Where the requirements in Chapters 4 and 5 do not address one or more functions of telecommunications or customer premises equipment, the functions not addressed shall conform to the Functional Performance Criteria specified in Chapter 3.
- **[C203 Electronic Content](#):** Electronic content that is integral to the use of telecommunications or customer premises equipment shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.
- **[C204 Hardware](#):** Where components of telecommunications equipment and customer premises equipment are hardware, and transmit information or have a user interface,

those components shall conform to applicable requirements in Chapter 4.

- **C205 Software**: Where software is integral to the use of telecommunications functions of telecommunications equipment or customer premises equipment and has a user interface, such software shall conform to C205 and the applicable requirements in Chapter 5.

WCAG Conformance: User interface components, as well as the content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.

- **C206 Support Documentation and Services**: Where support documentation and services are provided for telecommunications equipment and customer premises equipment, manufacturers shall ensure that such documentation and services conform to Chapter 6 and are made available upon request at no additional charge.

In addition, vendors and contractors shall comply with the standards, policies, and procedures below for all ICT pursuant to this contract:

- For **Custom ICT Development Services**, the vendor or contractor shall ensure the ICT fully conforms to the applicable Revised Section 508 standards prior to delivery and before final acceptance.
- For **Installation, Configuration, and Integration Services**, the vendor or contractor shall not install, configure, or integrate the equipment and software in a way that reduces the level of conformance with the applicable Revised Section 508 standards.
- For **Maintenance, Upgrades, and Replacements**, the vendor or contractor shall ensure maintenance upgrades, substitutions, and replacements do not reduce the original level of conformance with the applicable Revised Section 508 standards at the time of the contract award.
- **Service Personnel** are ensured by the vendor or contractor to possess the knowledge, skills, and ability necessary to address the applicable Revised Section 508 standards and shall provide supporting documentation upon request.
- When providing **Hosting Services**, the vendor or contractor shall not reduce the existing level of conformance of the electronic content with the applicable Revised Section 508 standards.
- When purchasing ICT where 1) Section 508 validation is not possible prior to award, 2) the ICT will be changed after the award, or 3) ICT will be hosted in a third-party environment, the vendor or contractor shall test and **validate the ICT solution for**

conformance to the Revised Section 508 standards, in accordance with the required testing methods as defined by the agency.

- The vendor or contractor shall **document and maintain information regarding the measures taken to ensure compliance** with the applicable requirements. This documentation includes but is not limited to testing records, product demonstrations, and reported defects by end users and testers.
- Prior to acceptance, the vendor or contractor shall provide an **Accessibility Conformance Report (ACR)** for each ICT item that is developed, updated, and/or configured for the agency, and when product substitutions are offered. The ACR should be based on the latest version of the [Voluntary Product Accessibility Template \(VPAT\)](#) provided by the [Information Technology Industry Council \(ITI\)](#). To be considered for award, an ACR must be submitted for each ICT item, and must be completed according to the instructions provided by the ITI.

Note: A supplemental ACR may be required if the agency has additional or stricter accessibility requirements than what is outlined in the VPAT.

- Prior to acceptance, the agency reserves the right to require a **full working demonstration** of the completed ICT item to demonstrate conformance to the agency's accessibility requirements in addition to independent testing to validate.
- **In the case of non-compliance** where the vendor or contractor claims its products and/or services satisfy the applicable Revised Section 508 standards specified in the contract vehicle, the contracting officer will promptly inform the vendor or contractor in writing of the non-compliance. The vendor or contractor shall, at no cost to the agency, repair or replace the non-compliant products or services within the period specified by the contracting officer.

All Information and Communications Technology (ICT) subject to the Revised Section 508 standards will be evaluated for Section 508 conformance and usability. The test must be administered by a Federal Section 508 Testing Center. All maintenance for ICT that requires upgrades, modifications, installations, repairs, and purchases shall adhere to the Revised Section 508 standards.

15 Compliance with Internet Protocol version 6 (IPv6) in Acquiring Information Technology

1. Any system, hardware, software, firmware, or networked component (voice, video or data) developed, procured, or acquired in support or performance of this contract shall be capable of transmitting, receiving, processing, forwarding, and storing digital information across system boundaries utilizing system packets that are formatted in accordance with commercial standards of Internet Protocol (IP) version 6 (IPv6) as set forth in the USGv6 Profile (NIST Special Publication 500-267) and corresponding

declarations of conformance defined in the USGv6 Test Program. In addition, this system shall maintain interoperability with IPv4 systems and provide at least the same level of performance and reliability capabilities of IPv4 products.

2. Specifically, any new IP product or system developed, acquired, or produced must:
 - a Interoperate with both IPv6 and IPv4 systems and products, and
 - b Have available contractor/vendor IPv6 technical support for development and implementation and fielded product management.
3. As IPv6 evolves, the Contractor commits to upgrading or providing an appropriate migration path for each item developed, delivered, or utilized at no additional cost to the Government.
4. The Contractor shall provide technical support for both IPv4 and IPv6.
5. Any system or software must be able to operate on networks supporting IPv4, IPv6 or one that supports both.
6. Any product whose non-compliance is discovered and made known to the Contractor within one year after acceptance shall be upgraded, modified, or replaced to bring it into compliance at no additional cost to the Government.

PWS Chapter D:

Work Area Descriptions

16 Overview of Work to be Performed

The following sections describe the Work Areas within scope of this Order. Under the capacity-based model and the Agile methodology, these Work Areas represent potential work that may be invoked through their inclusion in Epics, Features, and User Stories.

- **Work Area 1: RTaaS with Basic Connectivity**, whereby resource-tracking-as-a-service is provided with basic connectivity to the device.
- **Work Area 2: RTaaS with Extended Connectivity**, whereby resource-tracking-as-a-service is provided with extended connectivity to the device.
- **Work Area 3: Device and User Support**, whereby users are supported and assisted with their devices and any issues they may be experiencing.
- **Work Area 4: Resource Tracking Supporting Services**, whereby additional supporting services are ordered as needed to supplement and support the efforts in Work Areas 1-3.

17 Work Area Descriptions

17.1 Work Area 1: RTaaS with Basic Connectivity

This **Work Area 1: RTaaS with Basic Connectivity** encompasses the work described below.

17.1.1 Provide Resource Tracking as a Service:

17.1.1.1 The Contractor shall prepare and ship ordered devices (provided as a service) which must be up to date with all manufacturer patches (e.g., software patches, security patches, required updates, etc.).

17.1.1.2 The Contractor shall include all ancillary equipment, peripherals (e.g., docking stations, cables, cases, etc.) necessary to make the provided device fully operational and easy to use.

17.1.1.3 The Contractor shall ensure that all equipment delivered on site and determined by the receiving incident to not be in good working order must be replaced immediately at no additional cost to the government.

17.1.1.4 The Contractor shall ensure that all equipment damaged in shipping and not in good working order must be replaced immediately at no additional cost to the government.

17.1.1.5 The Contractor shall replace damaged or non-working equipment via an expedited delivery service.

17.1.1.6 The Contractor shall ship replacements for defective equipment within twelve (12) hours of notification of defect.

17.1.1.7 The Contractor shall be responsible for returning equipment not in good working order to the Contractor at Contractor's expense.

17.1.1.8 The Contractor shall immediately replace, at no additional cost to the government, any equipment delivered on site with non-functioning software or connectivity.

17.1.1.9 The Contractor shall replace these devices via an expedited delivery service.

17.1.1.10 The Contractor shall ship replacements for effective equipment within twelve (12) hours of notification of defect.

17.1.1.11 The Contractor shall be responsible for returning equipment with non-functioning software and connectivity to the Contractor at Contractor's expense.

17.1.1.12 The Contractor shall provide two (2) devices of each combination of Device Type and Connectivity to COR/designee by February 15th of each year for testing and configuration of specific incident settings.

17.1.1.13 The Contractor shall configure the devices such that the Forest Service shall have administrator rights and permissions.

17.1.1.14 The Contractor shall explicitly grant the government the right to modify settings via the administrator account, as necessary.

17.1.1.15 *The Contractor shall retain ownership of the devices managed under the contract.*

17.1.1.16 *The Contractor shall be responsible for the proper disposal of obsolete equipment.*

17.1.1.17 *Equipment will be rented on a monthly basis; however, the equipment may be retained by the government for the duration of the need. No additional charges will be assessed above the monthly rental rate.*

17.1.2 Perform Device Fulfillment (as a Service):

17.1.2.1 *The Contractor shall follow the Government-provided Ordering Process to facilitate ordering and shipping of equipment.*

17.1.2.2 *The Contractor shall acknowledge receipt of an order within sixty (60) minutes of submission by the Government.*

17.1.2.3 *The Contractor shall prepare, package, and ship equipment within 24 hours of order receipt. The order must be complete and error free.*

17.1.2.4 *The Contractor shall deliver devices via the most expedient delivery option available for the requested location.*

17.1.2.5 *The Contractor shall immediately replace equipment damaged during at no additional cost to the government.*

17.1.2.6 *The Contractor shall provide Return Shipping Labels and Packing Containers to return equipment to Contractor locations at no additional cost to the government.*

17.1.2.7 *The Contractor shall provide an Inventory List with each shipment to the government's delivery location. Inventory list shall, at a minimum, contain the model and serial number of all equipment shipped.*

17.1.3 Perform Data Integration:

17.1.3.1 *The Contractor shall ensure that data feeds from the device can be ingested by the Enterprise Geospatial Portal (EGP) and ArcGIS Online environments via an ArcGIS Server web service, KML, or GeoJSON.*

17.1.3.2 *The Contractor shall also ensure the ability for the outgoing data feed to be ingested by the Team Awareness Kit (TAK) Server via a Cursor on Target (COT) format, which is common to all TAK applications.*

17.1.3.3 *The Contractor shall ensure that these two data integration protocols can be done simultaneously with latency of less than thirty (30) seconds to ensure close to real-time location tracking.*

17.2 Work Area 2: RTaaS with Extended Connectivity

This **Work Area 2: RTaaS with Extended Connectivity** encompasses the work described below.

17.2.1 Provide Resource Tracking as a Service:

- 17.2.1.1 The Contractor shall prepare and ship ordered devices (provided as a service) which must be up to date with all manufacturer patches (e.g., software patches, security patches, required updates, etc.).*
- 17.2.1.2 The Contractor shall include all ancillary equipment, peripherals (e.g., docking stations, cables, cases, etc.) necessary to make the provided device fully operational and easy to use.*
- 17.2.1.3 The Contractor shall ensure that all equipment delivered on site and determined by the receiving incident to not be in good working order must be replaced immediately at no additional cost to the government.*
- 17.2.1.4 The Contractor shall ensure that all equipment damaged in shipping and not in good working order must be replaced immediately at no additional cost to the government.*
- 17.2.1.5 The Contractor shall replace damaged or non-working equipment via an expedited delivery service.*
- 17.2.1.6 The Contractor shall ship replacements for defective equipment within twelve (12) hours of notification of defect.*
- 17.2.1.7 The Contractor shall be responsible for returning equipment not in good working order to the Contractor at Contractor's expense.*
- 17.2.1.8 The Contractor shall immediately replace, at no additional cost to the government, any equipment delivered on site with non-functioning software or connectivity.*
- 17.2.1.9 The Contractor shall replace these devices via an expedited delivery service.*
- 17.2.1.10 The Contractor shall ship replacements for effective equipment within twelve (12) hours of notification of defect.*
- 17.2.1.11 The Contractor shall be responsible for returning equipment with non-functioning software and connectivity to the Contractor at Contractor's expense.*
- 17.2.1.12 The Contractor shall provide two (2) devices of each combination of Device Type and Connectivity to COR/designee by February 15th of each year for testing and configuration of specific incident settings.*
- 17.2.1.13 The Contractor shall configure the devices such that the Forest Service shall have administrator rights and permissions.*
- 17.2.1.14 The Contractor shall explicitly grant the government the right to modify settings via the administrator account, as necessary.*
- 17.2.1.15 The Contractor shall retain ownership of the devices managed under the contract.*
- 17.2.1.16 The Contractor shall be responsible for the proper disposal of obsolete equipment.*
- 17.2.1.17 Equipment will be rented on a monthly basis; however, the equipment may be retained by the government for the duration of the need. No additional charges will be assessed above the monthly rental rate.*

17.2.2 Perform Device Fulfillment (as a Service):

- 17.2.2.1 The Contractor shall follow the Government-provided Ordering Process to facilitate ordering and shipping of equipment.*
- 17.2.2.2 The Contractor shall acknowledge receipt of an order within sixty (60) minutes of submission by the Government.*
- 17.2.2.3 The Contractor shall prepare, package, and ship equipment within 24 hours of order receipt. The order must be complete and error free.*
- 17.2.2.4 The Contractor shall deliver devices via the most expedient delivery option available for the requested location.*
- 17.2.2.5 The Contractor shall immediately replace equipment damaged during at no additional cost to the government.*
- 17.2.2.6 The Contractor shall provide Return Shipping Labels and Packing Containers to return equipment to Contractor locations at no additional cost to the government.*
- 17.2.2.7 The Contractor shall provide an Inventory List with each shipment to the government's delivery location. Inventory list shall, at a minimum, contain the model and serial number of all equipment shipped.*

17.2.3 Perform Data Integration:

- 17.2.3.1 The Contractor shall ensure that data feeds from the device can be ingested by the Enterprise Geospatial Portal (EGP) and ArcGIS Online environments via an ArcGIS Server web service, KML, or GeoJSON.*
- 17.2.3.2 The Contractor shall also ensure the ability for the outgoing data feed to be ingested by the Team Awareness Kit (TAK) Server via a Cursor on Target (COT) format, which is common to all TAK applications.*
- 17.2.3.3 The Contractor shall ensure that these two data integration protocols can be done simultaneously with latency of less than thirty (30) seconds to ensure close to real-time location tracking.*

17.3 Work Area 3: Device and User Support

This **Work Area 3: Device and User Support** encompasses the work described below.

17.3.1 Provide Service Desk Tier 2-3 Services:

17.3.1.1 The Contractor shall provide multi-channel support across the specified Tiers depending on the nature of application and the support needed.

17.3.1.2 The Contractor shall develop a Tier 0 self-help strategy and plan and implement as directed by FAM-IM.

17.3.1.3 The Contractor shall triage new incidents and problems, providing high-quality support to users regardless of channel.

17.3.1.4 The Contractor shall provide advanced troubleshooting support to assist with complex incidents and problems and shall coordinate with third parties to provide high-quality, reliable support.

17.3.1.5 The Contractor shall develop documentation, videos, and other tools and media to assist users.

17.3.2 Validate and Update System Documentation:

17.3.2.1 The Contractor shall validate accuracy and completeness of system documentation through testing, user feedback, etc.

17.3.2.2 The Contractor shall update system documentation throughout the useful life of each device.

PWS Chapter E:

Functional and Non-functional Requirements and Parameters

18 Quality Requirements

18.1 Quality Control Program

The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program is the means by which the Government is assured that the contractor's work complies with the requirements of the contract.

As a minimum, the Contractor shall develop a Quality Control Plan that addresses the areas identified in Attachment 5, Quality Assurance Surveillance Plan (QASP). After Government acceptance of the Contractor's proposed quality control plan the Contractor shall receive the contracting officer's acceptance in writing of any proposed change to his quality control plan.

18.2 Quality Assurance

The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). See Attachment 5, "Quality Assurance Surveillance Plan". This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

18.3 Government Remedies

The contracting officer shall follow FAR 52.212-4, "Contract Terms and Conditions-Commercial Items" or 52.246-4, "Inspection of Services-Fixed Price" for Contractor's failure to perform satisfactory services or failure to correct non-conforming services.

18.4 Independent Verification and Validation (IV&V)

The Government may elect to engage an independent third party to perform Independent Verification and Validation (IV&V) services related to this TO. The Contractor shall cooperate fully with the Contractor performing IV&V.

19 Government Acceptance Period

The Government will perform inspection of the deliverables and services received from the Contractor in accordance with the contract Quality Assurance Surveillance Plan (QASP). The Government has the right to perform periodic surveillance of the Contractor to ensure that the

Contractor's work products and QC processes are following the contract requirements. The Government and the Contractor will coordinate Government surveillance in a manner that will not unduly delay or disrupt the Contractor's performance of the contract.

The COR will have five (5) business days to review draft deliverables and make comments. The Contractor will have five (5) business days to make corrections. Upon receipt of the final deliverables, the COR will have five (5) business days for final review prior to acceptance or providing documented reasons for non-acceptance. Should the Government fail to complete the review within the review period the deliverable will become acceptable by default.

The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor shall have five (5) workdays to correct the rejected deliverable and return it per delivery instructions.

Prior to acceptance, the Government reserves the right to perform testing on required ICT items to validate the offeror's Section 508 conformance claims. If the Government determines that Section 508 conformance claims provided by the offeror represent a higher level of conformance than what is actually provided to the agency, the Government shall, at its option, require the offeror to remediate the item to align with the offeror's original Section 508 conformance claims prior to acceptance.

20 Place of Performance

Services will be provided both off-site and on-site, depending on project requirements (e.g., face-to-face stakeholder interviews). The anticipated place of performance shall be at the Contractor site(s) and the sites identified by the COR.

The applicable business hours for this Order are as specified in Section 6.1. The Contractor's schedule must be designed for the preponderance of his/her day to fit within the standard Forest Service hours.

Additionally, Government personnel and potentially facilities may not be available during federal holidays. Federal holidays can be found via OPM's website at <https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=Overview>.

21 Travel

Travel may be required in support of this award instrument. Travel within a 50-mile radius of the Contractor's facilities will not be reimbursed. Arrangements for and costs of all travel, transportation, meals, lodging, and incidentals are the responsibility of the Contractor. All travel

must be coordinated with and approved by the COR prior to incurring any cost at least one week in advance of incurring costs. Requests will be submitted electronically by email and include: the location(s) for travel; dates of travel; traveler(s) (including anyone traveling with the contractor but not at the Government's expense); lodging costs; per diem for meals; requested rental car and all associated expenses; and any other estimated necessary expenses. Any anticipated leave before, during, or after travel is to be included in this request. The Government will reimburse fair and reasonable expenses using the Federal Travel Regulation (<https://www.gsa.gov/policy-regulations/regulations/federal-travel-regulation-ftp>), established per diem rates (<https://www.gsa.gov/travel/plan-book/per-diem-rates>) as a guideline.

Policy

This section contains links to the Federal Management, Travel, and Acquisition Regulations as well as the GSA Acquisition Manual. allowability of costs. All travel and transportation must utilize commercial sources and carriers provided the method used for the appropriate geographical area results in reasonable charges to the government. The Government will not pay for business class or first-class travel. Travel receipts are required to accompany and support the Contractor's request for reimbursement. Costs for expenses and all receipts will be reviewed and certified by the FS COR (who will forward the invoice and all receipts to the FS program representative prior to payment) and approved by the CO. Any expenses incurred and not previously approved by the FS program representative and CO shall become the burden of the contractor. Any rental car size and cost must be approved by the FS program representative or the COR. The Government will not pay for rental car collision damage waivers or refueling options.

22 Government Furnished Property and Information

The Government will provide the following Government furnished property to the Contractor for use in the performance of work. This property must be used and maintained by the Contractor in accordance with the provisions of the "Government Furnished Property", Contract Clause, 52.245-4 incorporated into this award instrument.

Government-furnished equipment (GFE) will be provided for any staff requiring network access. Any staff personnel may be virtual with some in-person meetings in Boise, ID or other Government-approved location. The Contractor must return the Government -issued property at the end of the period of performance of this award instrument in accordance with instructions provided by the COR.

23 Key Personnel (AGAR 452.237-74) and Critical Roles

23.1 Key Personnel

At a minimum, the Contractor must propose personnel in the following roles as Key Personnel. The Education, Experience, and Qualifications of these Key Personnel shall be described in the

Offeror's proposal for each Key Person role and shall be the minimum qualifications for any future personnel in these roles.

Key Person 1: Program Manager: The Contractor must propose a named Program Manager (PgM) as the single point of contact (POC) for award management. The PgM must have the authority to make decisions for the Contractor and must be the single Contractor representative responsible for all issues, concerns, or problems for this award instrument. The PgM must proactively alert the Government to potential contractual issues.

23.2 Key Personnel Requirements

All proposed Key Personnel must meet the following requirements:

- The Contractor's proposed Key Personnel must meet the minimum qualifications proposed for these roles as defined in their proposal.
- The Contractor must employ and maintain personnel in Key Personnel positions who meet the minimum requirements for each of the skill levels to which they are assigned. Contractor personnel must possess the technical, professional, and interpersonal capability of performing the functions described in this PWS in a competent and professional manner.
- During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within fifteen (15) calendar days after the occurrence of any of these events. After the initial ninety (90) day period, the Contractor shall submit the information required to the Contracting Officer at least fifteen (15) days prior to making any permanent substitutions.
- The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within fifteen (15) calendar days after receipt of all required information of the decision on substitutions. The award instrument will be modified to reflect any approved changes of key personnel.

PWS Chapter F: Appendix

24 Definitions and Acronyms

The following table provides definitions for key terms used throughout this Performance Work Statement and describes the meaning of acronyms used in the document.

Table 6: Table of Definitions

Term	Definition
Quoter	One or more Contractors operating as a team under (1) a Prime-Contractor model, (2) a Joint Venture (JV) agreement, or (3) a Contractor Team Arrangement (CTA)
Tier 0	Provides support to users that do not require direct interaction with a customer service representative or agent.
Tier 1	Triages incoming requests, records user requests, attends user's phone calls, replies to emails, logs issues faced by users, and performs basic troubleshooting by using questionnaires relate to the issue.
Tier 2	Provides in-depth technical support from the backend to resolve incidents that cannot be resolved in Tier 1.
Tier 3	Provides the highest level of support engaging external entities if necessary.
Tier 4	Provided by an external entity to resolve incidents that cannot be resolved by the customer organization itself.

Table 7: Table of Acronyms

Acronym	Meaning
ACD	Automated Call Director
ACIO	Assistant Chief Information Officer
ADA	Americans with Disabilities Act
AFUE	Aerial Firefighting Use and Effectiveness

Acronym	Meaning
AGAR	Agriculture Acquisition Regulation
AGOL	ArcGIS Online
AI	Artificial Intelligence
ARB	Architecture Review Board
ASP	Active Server Pages
ATBD	Air Tanker Base Directory
ATO	Authority to Operate
ATU	Aerial Telemetry Unit
BIA	Bureau of Indian Affairs
BLM	Bureau of Land Management
CFETS	Communication Frequency and Equipment Tracking System
CIO	Chief Information Officer
CIRT	Computer Incident Response Team
CLIN	Contract Line Item Number
CMDB	Configuration Management Database
CMMI-DEV	Capability Maturity Model Integration - Development
COP	Common Operating Picture
COR	Contracting Officer's Representative
COTS	Commercial-off-the-shelf
CSP	Cloud Contractor

Acronym	Meaning
CSR	Customer Service Representative
CTA	Contractor Team Arrangement
DART	Dingell Act Resource Tracking (DART)
DHS	Department of Homeland Security
DML	Data Modification Language
DOI	Department of the Interior
EAS	Enterprise Application Services
ER	Entity Relationship
EROS	Earth Resources Observation and Science
ETL	Extract, Transform, Load
FAM-IM	Fire and Aviation Management Information Management
FAR	Federal Acquisition Regulation
FedRAMP	Federal Risk and Authorization Management Program
FEMA	Federal Emergency Management Administration
FISMA	Federal Information Security Management Act
FME	Feature Manipulation Engine
FS	Forest Service
FWS	U.S. Fish and Wildlife Service
GSA	General Services Administration
GIS	Geographic Information System

Acronym	Meaning
HSPD	Homeland Security Presidential Directive
HTTP	Hypertext Transfer Protocol
HVA	High Value Asset
IaaS	Infrastructure as a Service
IDL	Interactive Data Language
IIS	Internet Information Services
IoT	Internet of Things (IoT)
IP	Internet Protocol
IPP	Internet Payment Processing
IROC	Interagency Resource Ordering Capability
IT	Information Technology
ITSM	IT Service Management
IV&V	Independent Verification and Validation
IVR	Interactive Voice Response
JSON	JavaScript Object Notation
JV	Joint Venture
KML	Keyhole Markup Language
MAS	Multiple Award Schedule
MVC	Model View Controller
MVP	Minimum Viable Product

Acronym	Meaning
NA	Not Applicable
NAICS	North American Industry Classification System
NESS	National Enterprise Support System
NET	Network Enabled Technologies
NIFS	National Incident Feature Service
NITC	National Information Technology Center
NWCG	National Wildfire Coordinating Group
O&M	Operations and maintenance
OCI	Organizational Conflict of Interests
OGC	Open Geospatial Consortium
OMB	Office of Management and Budget
PaaS	Platform as a Service
PCR	Project Change Request
PIV	Personal Identity Verification
POA&M	Plans of Action and Milestones
POC	Point of Contact
PPS	Procurement and Property Services
PR	Performance Requirements
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan

Acronym	Meaning
REST	Representational State Transfer
RMF	Risk Management Framework
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SA&A	Security Accreditation and Authorization
SaaS	Software as a Service
SA	Situation Analyst
SA	System Administrator
SAM	System for Award Management
SIN	Special Item Numbers
SLA	Service Level Agreement
SQL	Structured Query Language
SSP	System Security Plan
TO	Task Order
UAT	User Acceptance Testing
UI	User Interface
USDA	U.S. Department of Agriculture
USFS	United States Forest Service
UX	User Experience
VPN	Virtual Private Network

Acronym	Meaning
WFIT	Wildfire IT
WPSAPS	Wildfire Prevention Spatial Assessment and Planning Strategies
XML	Extensible Markup Language