



PERFORMANCE WORK STATEMENT

7 February 2024

Contract Number: TBD

Task Order Title:

C2BMC Infrastructure, Engineering and Mission Support Services

Task Order Number:

F-5000

Period of Performance:

24 Months

Task Order Type:

WARNING—This document contains information that may be exempt from mandatory disclosure under the Freedom of Information Act (FOIA).

PERFORMANCE WORK STATEMENT REVISION HISTORY

Version	Date	Mod #	Change Description
0.0	12 Feb 2025	Initial	

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1. Background

The Missile Defense System (MDS) Command and Control (C2), Battle Management, and Communications (C2BMC) Infrastructure, Engineering and Mission Support Services Task Order (TO) provides engineering products and services and mission operation activities for the C2BMC International & Infrastructure (CII) Program Management Office (PMO).

Early in the C2BMC program, the MDA established at the Missile Defense Integration and Operations Center (MDIOC) an integration, test, and experimental test facility that allows the Missile Defense National Team (NT) (MDNT) contractor and the Government to test and verify the performance of new versions of C2BMC and to support fielded systems. The test facility features replicas of the systems that the MDNT designs and the environments in which they operate.

2. SCOPE

The contractor shall provide services within the Mission Areas (MAs) identified in Table 2-1.

Table 2-1 Mission Areas

Name	Scope	Mission
CTF-Test Environment (CTF- TE)	Plan, design, implement, and sustain mission equipment and capabilities; sustain non-mission equipment and capabilities (e.g, unclassified/classified IT, voice communications, printers); provide IT and engineering services; and operate equipment during mission execution.	Provides interfaces to stimulate the CTF-TA; simulates missile defense elements; and includes data collection devices, data storage arrays, and analysis tools that form the supporting system to conduct tests.
CTF-TA	Plan, design, implement, and sustain mission equipment and capabilities; sustain non-mission equipment and capabilities (e.g, unclassified/classified IT, voice communications, printers);; provide IT and engineering services; and support mission execution.	Represents the deployed, fielded version of C2BMC and the current test version that the Government will deploy. CTF-TA is the system under test.
IPOP	Plan, design, implement, and sustain mission equipment and capabilities; sustain non-mission equipment and capabilities; provide IT and engineering services; and operate equipment during mission execution.	Provides the communication hub with connections to Missile Defense System laboratories (labs) for participation in multi-national testing.
JEWL	Plan, design, implement, and sustain mission equipment and capabilities; sustain non-mission equipment and capabilities; provide IT and engineering services; and operate equipment during mission execution. Perform technical assessments of real-world missile events, FTs, and exercises.	Performs TMW integration; provides H&S assessments of the Theater Event System (TES); and provides Missile Defense System operational system analysis

Name	Scope	Mission
System Test and Operations Center (STOC)	Plan, design, and implement MDIOC and MDA IT infrastructure, and mission support needs.	Labs that connect to operational C2BMC suites for conducting FTs and distributed Ground Tests (GTs), operational integration and testing, and operations deployment support, as well as supporting the Ballistic Missile Defense System (BMDS) Network Operations and Security Center (BNOSC) Watchfloor Alternate Support Area.
C2BMC System Support Center (CSSC)	Plan, design, and implement MDIOC and MDA IT infrastructure, and mission support needs.	Connects to operational, training, and test labs to provide real-world SA, senior leader playbooks, test analysis, etc.
Overhead Persistent Infrared (IR) (OPIR) Consolidated Laboratory (OCL)	Plan, design, and implement MDIOC and MDA IT infrastructure.	Three labs (i.e., OCL-1, OCL-2, and TSC) that use simulation and tactical systems to generate early warning messages for Hardware-in-the-Loop (HWIL), FT, and distributed GT events.
VTEC	Plan, design, implement, and sustain mission equipment, MDIOC infrastructure, and non-mission equipment, and support mission execution. Provide hardware, software, infrastructure support, and external connectivity via the testing enclave.	Represents an agile, virtualized Mission Suite capability.
BNOSC	Plan, design, and implement MDIOC infrastructure, MDA IT infrastructure, and mission CII support needs.	The single MDA entity, which transcends the individual elements within the MDA for operation, management, defense, and C2 of Missile Defense System communications and applications.
Emerging Requirements	Procure and deliver requested materials for use in maintaining other CII-supported networks and engineering efforts.	Provide support IT for miscellaneous areas.

Name	Scope	Mission
Consolidated Support Facility (CSF)	Plan, design, and implement MDIOC and MDA IT infrastructure, and mission-specific IT infrastructure to support mission needs.	Supports CII program planning and execution.
International Support	Assist with documentation, planning, and system engineering exercises related to the formulation and release of interface control, data ownership, and cooperative memorandums and documents between C2BMC and allied partner nations as directed by the CII Director. Assist with planning and execution of testing, and maintain the IPOP at MDIOC.	Supports CII program planning and execution.

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3. CONTRACT DATA REQUIREMENTS LIST

The point of delivery for all Contract Data Requirements List (CDRL) products, except as noted in Exhibit C, is the MDA Electronic Content and Records Tool (ECaRT) system. The contractor shall deliver all such products by saving and profiling them in ECaRT, with the appropriate notification of delivery letter transmitted electronically to the Government's Data Management Office (DMO). Refer to Exhibit A for specific CDRL delivery instructions.

Table 3–1 Contract Data Requirements List Identification

Task	CDRL	DID	Title
8.2.1.3	A001	DI-MISC-80508B/T	Status Report
8.2.2.3	A002	DI-MGMT-81861C	Integrated Program Management Data and Analysis Report
8.2.3.1	A003	DI-MGMT-81453A	Data Accession List (DAL)
8.2.4.1	A004	DI-MISC-80508B/T	Task Order Close-Out
8.4.2.3.1.1	A005	DI-MISC-80508B/T	Assessment and Authorization Documentation
8.5.3.7, 8.5.4.7, 8.5.5.7, 8.9.1.5.7, 8.9.1.6.7	A006	DI-MISC-80508B/T	Baseline Engineering Documentation
8.6.6.6, 8.9.1.1.1	A007	DI-MISC- 80508B/T	Maintenance and Spare Report
8.6.6.7	A008	DI-MISC- 80508B/T	Technology Refresh Plan

36 4. SERVICE SUMMARY ITEMS

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38 **Table 4–1 Service Summary Item #1a**

Name	Sustainment Efforts: Critical IRs, MDIOC, CSFB	
Identifier	SSI #1a	
Definition	Mission-critical incidents are responded to within 2 hours and fixed within 24 hours, excluding extenuating circumstances beyond the contractor's control.	
Measurable Concept	The contractor's response time associated with mission-critical incidents (refer to Section 10.5) is timely and effective.	
Baseline Measure	Each category SSI 5a-d will be measured independently; then, an SSI score will be given based on the lowest performance of evaluated efforts. Extenuating circumstances are provided for tickets outside of contractor control for consideration by the CII PMO to not include in monthly evaluation.	
Technical Performance Measures	No mission critical IRs are identified or 100% of mission-critical IRs meet established times for IR and completion.	5
	One mission-critical IRs did not meet established times for IR and completion.	4
	Two mission-critical IRs did not meet established times for IR and completion.	3
	Three mission-critical IRs did not meet established times for IR and completion.	2
	Four or more mission-critical IRs did not meet established times for IR and completion.	0
Notes	<p>Critical is defined by the customer and technician with consideration as to whether the impacts of the incident are mission critical, then given a priority of High or Critical in Remedy.</p> <p>Scored independently of SSIs #1b, #1c, and #1d over a monthly period. The lowest of the four SSIs is the one that is scored.</p> <p>Rated monthly.</p>	

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Table 4–2 Service Summary Item #1b

Name	Sustainment Efforts: BNOSC (Continental United States [CONUS] Sites)	
Identifier	SSI #1b	
Definition	BNOSC mission-critical and non-critical incidents and maintenance tasks are completed within the minimum timeframe as specified.	
Measurable Concept	The contractor's response to mission-critical and non-critical incidents and maintenance tasks is timely and effective.	
Baseline Measure	Each category SSI 5a-d will be measured independently; then, an SSI score will be given based on the lowest performance of evaluated efforts. Extenuating circumstances are provided for tickets outside of contractor control for consideration by the CII PMO or authorized representative to not include in monthly evaluation.	
Technical Performance Measures	No mission-critical task, OR no more than one non-critical or maintenance tasks did not meet the established times	5
	One mission-critical task or no more than two non-critical or maintenance tasks did not meet established times	4
	Two mission critical task or no more than three non-critical or maintenance tasks did not meet established times	3
	Three mission critical task or no more than four non-critical or maintenance tasks did not meet established times.	2
	Contractor missed more than four critical or five non-critical or maintenance tasks.	0
Notes	<p>Critical status and established times are defined in Exhibit 2.</p> <p>Scored independently of SSIs #1a, #1c, and #1d over a monthly period. The lowest of the four SSIs is the one that is scored.</p> <p>Rated monthly.</p>	

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Table 4–3 Service Summary Item #1c

Name	Sustainment Efforts: Client Support Administration (CSA) IMAC	
Identifier	SSI #1c	
Definition	Sustainment effort Requests for Service (RFSs) and battle rhythms are completed by their negotiated dates with no mission impacts, excluding extenuating circumstances beyond the contractor's control.	
Measurable Concept	The contractor completes IMAC RFSs by the most up-to-date planned turnover (refer to Section 10.5.5).	
Baseline Measure	Each category SSI 5a-d will be measured independently; then, an SSI score will be given based on the lowest performance of evaluated efforts. Extenuating circumstances are provided for tickets outside of contractor control for consideration by the CII PMO to not include in monthly evaluation.	
Technical Performance Measures	No IMAC RFSs did not meet established times for incident completion.	5
	One IMAC RFSs did not meet established times for incident completion.	4
	Two IMAC RFSs did not meet established times for incident completion.	3
	Three IMAC RFS' did not meet established times for incident completion.	2
	Four or more IMAC RFSs did not meet established times for incident completion.	0
Notes	<p>Planned turnovers are agreed upon by the contractor and the customer. Any changes in planned turnover are agreed upon between the contractor and customer.</p> <p>Scored independently of SSIs #1a, #1b, and #1d over a monthly period. The lowest of the four SSIs is the one that is scored.</p> <p>Rated monthly.</p>	

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Table 4–4 Service Summary Item #1d

Name	Sustainment Efforts: BNOSC (Outside the CONUS [OCONUS] Sites)	
Identifier	SSI #1d	
Definition	BNOSC mission-critical and non-critical tickets and maintenance tasks are completed in a minimum timeframe as specified.	
Measurable Concept	The contractor's response time associated with mission-critical incidents and non-critical or maintenance tasks is timely and effective.	
Baseline Measure	Each category SSI 5a-d will be measured independently; then, an SSI score will be given based on the lowest performance of evaluated efforts. Extenuating circumstances are provided for tickets outside of contractor control for consideration by the CII PMO to not include in monthly evaluation.	
Technical Performance Measures	No critical tickets or no more than one non-critical or maintenance tasks did not meet established times.	5
	One mission-critical or no more than two non-critical or maintenance tasks did not meet established times.	4
	Two mission-critical or no more than three non-critical or maintenance tasks did not meet established times.	3
	Three mission-critical or no more than four non-critical or maintenance tasks did not meet established times.	2
	Contractor missed more than four critical or five non-critical or maintenance tasks.	0
Notes	<p>Critical status and established times are defined in Exhibit 2.</p> <p>Scored independently of SSIs #5a, #5b, and #5c over a monthly period. The lowest of the four SSIs is the one that is scored.</p> <p>If 1 of SSIs #1a–1d are not scored, the other 3 will be scored.</p> <p>Rated monthly.</p>	

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Table 4–5 Service Summary Item #2

Name	Management, Measurement Ratings	
Identifier	SSI #2	
Definition	Requirements for management review are met based on the categories identified in the QASP monthly performance report.	
Measurable Concept	The contractor's managerial effectiveness as measured against the QASP.	
Baseline Measure	The Quality Program Review (QPR) categories of cooperation, coordination, communication, staff qualification, change management, problem identification, problem correction, leadership, risk management, BNOSC, JEWL, lab communication, lab timelines, lab quality, financial management contract value impacts, funding needs, analysis & innovation, and International support will each be graded on a scale of 1–5 points and then averaged together to provide the point total that will be technically assessed in this SSI.	
Technical Performance Measures	6-month review results in an average of 4.5 and above across all performance metrics.	20
	6-month review results in an average of 4–4.49 across all performance metrics.	16
	6-month review results in an average of 3–3.99 across all performance metrics.	14
	6-month review results in an average of 2–2.99 across all performance metrics.	5
	6-month review results in an average of 0–1.99 across all performance metrics.	0
Notes	100% review of requirements under QASP guidelines for management and business relations, financial, labs, BNOSC, and JEWL. Rated quarterly.	

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Table 4–6 Service Summary Item #3a

Name	Cyber/End Point Security Solutions (ESS)	
Identifier	SSI #3a	
Definition	ESS CERT compliance over the assessment period. The MDA standard is 100%	
Measurable Concept		
Baseline Measure	Contractor will maintain compliance barring extenuating circumstances outside of contractor control.	
Technical Performance Measures	Overall compliance is greater than or equal to 95%.	4
	Overall compliance is greater than or equal to 80% and less than 95%.	3
	Overall compliance is greater than or equal to 70% and less than 80%.	2
	Overall compliance is greater than or equal to 60% and less than 70%.	1
	No proactive actions were taken to raise compliance, and the contractor cannot explain a less than 60% overall compliance.	0
Notes	<p>Baseline compliance module deployment across all enclaves by % (target 95%+)</p> <ul style="list-style-type: none"> ESS modules must be installed ESS modules installation and configuration must meet operational compliance in accordance with current DOD directives and Operational Orders. Configurations of all ESS modules shall be coordinated with-in the constraints of the C2BMC baseline with the National Team for CTF-TA & VTEC for compliance. <p>Rated monthly.</p>	

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Table 4–7 Service Summary Item #3b

Name	Cyber/ACAS	
Identifier	SSI #3b	
Definition	ACAS scanning compliance over the assessment period. MDA standard is 95%	
Measurable Concept	The contractor's level of compliance at the final scan of the month. Other scans from the month may be considered as needed.	
Baseline Measure	Contractor will maintain compliance over the course of the month, barring extenuating circumstances outside of contractor control.	
Technical Performance Measures	Overall compliance is greater than or equal to 95% on scannable devices.	4
	Overall compliance is greater than or equal to 85% and less than 95% on scannable devices.	3
	Overall compliance is greater than or equal to 75% and less than 85% on scannable devices.	2
	Overall compliance is greater than or equal to 70% and less than 75% on scannable devices	1
	Less than 70% compliance with no action plan or explanations	0
Notes	<p>Contractor will provide data for every scan accomplished in each lab that month, including explanations of dip, and proactive steps taken for non-compliant systems.</p> <p>Enclaves are all weighted equally. The score for ESS is the average of total enclaves evaluated over the assessment period. The final scan of the month will be rated unless extenuating circumstances affect the final scan, in which case the rest of the month's performance should be considered.</p> <p>Justification provided for devices not included and devices outside contractor control are not included in QPI scoring. Percentages are based on ACAS security center numbers. Disputed dashboard numbers will be provided for justification of why devices are not included in monthly scoring.</p> <p>If cybersecurity activities were impacted by events, then scores will not be deducted for work unable to be completed during an event. Events and timeline of impacts will be listed with circumstances outside of contractor control for why they should not be included in scoring.</p> <p>Rated monthly.</p>	

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Table 4–8 Service Summary Item #3c

Name	Security Information and Event Management (SIEM) Tool	
Identifier	SSI #3c	
Definition	System logging tool validation of device uptime over the assessment period	
Measurable Concept	The contractor's level of compliance over the assessment period.	
Baseline Measure	The contractor will not have unexplainable downtime on system logging devices connection to CERT Tier II reporting.	
Technical Performance Measures	SIEM tool devices are running at least 85% of the time and are connected, available, and reporting to CERT Tier II, other than during planned maintenance.	1
	SIEM tool devices are running less than 85% of the time across the week—which is then averaged at the end of the month, similarly to ACAS reporting—and are connected, available, and reporting to CERT Tier II, other than during planned maintenance.	0
Notes	<p>Contractor will monitor logs to the best of their ability in each enclave. C2BMC Labs and Warfighters (CLAW) will provide a monthly summary of the log files and spot checks in the TOSR, as well as the best estimate of downtime in each enclave. System logging tools are in development, and CLAW's capability to check logs and graphs may change over time and be different in each enclave. Downtime will be monitored by analyzing event logs, monitoring events per second, looking for anomalies, and viewing dashboard graphs when available.</p> <p>Downtime outside the contractor's control and due to planned maintenance are reported to Government in the monthly TOSR and not considered in scoring.</p> <p>If cybersecurity activities were impacted by events, then cybersecurity scores will not be deducted for work unable to be completed during an event. Events and timelines of impact will be listed, as well as circumstances outside the contractor's control for why they should not be included in scoring</p> <p>Rated monthly.</p>	

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Table 4–9 Service Summary Item #4

Name	ATO Status	
Identifier	SSI #4	
Definition	Contractor is rated on work done to prepare an enclave for ATO renewal. If no ATO renewal data is due, the contractor is rated on ATO compliance.	
Measurable Concept	The contractor's performance on the ATO scorecard.	
Baseline Measure	ATO status and efforts taken to renew when applicable.	
Technical Performance Measures	Scorecard: 90% or higher.	5
	Scorecard: 80% to 89.99%.	4
	Scorecard: 70% to 79.99%.	3
	Scorecard: 60% to 69.99%.	2
	Scorecard: Less than 60%.	1
	ATO denied or administration extension required.	0
Notes	<p>ATO scorecard is completed each quarter and total is scored based on total available points that quarter.</p> <p>Circumstances including administrative extension outside contractor's control are not considered.</p> <p>If cybersecurity activities were impacted by events, then cybersecurity scores will not be deducted for work unable to be completed during an event. Events and timelines of impact will be listed, as well as circumstances outside the contractor's control for why they should not be included in scoring.</p> <p>Note: If tech refreshes are not accomplished during the PoP then there is an increased likelihood of poor performance on the ATO scorecard.</p> <p>Rated quarterly.</p>	

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Table 4–10 Service Summary Item #5

Name	Cyber Event Preparedness	
Identifier	SSI #5	
Definition	Contractor is rated on overall cybersecurity posture and event readiness.	
Measurable Concept	The contractor's performance on the Event Preparedness scorecard.	
Baseline Measure	Contractor takes steps to prepare and is prepared for any cybersecurity events.	
Technical Performance Measures	Scorecard: 90% or higher.	20
	Scorecard: 80% to 89.99%.	18
	Scorecard: 70% to 79.99%.	16
	Scorecard: 60% to 69.99%.	14
	Scorecard: Less than 60%.	0
Notes	<p>Cyber Event Preparedness scorecard is completed each quarter and the total is scored based on total available points that quarter.</p> <p>If cybersecurity activities were impacted by events, then cybersecurity scores will not be deducted for work unable to be completed during an event. Events and timelines of impact will be listed, as well as circumstances outside the contractor's control for why they should not be included in scoring.</p> <p>In addition to the Cyber Event Preparedness scorecard, a cybersecurity discipline finding can result in a deduction of 2.5 points per finding per event, up to a maximum of 20 points per quarter. Only formal inspection results should be considered and only if cybersecurity discipline is applicable to the event. Cybersecurity discipline is defined as the positive control of password files, open ports, unlocked racks, and open KVMs.</p> <p>Contractor will explain any findings outside of contractor control for consideration by CII PMO to not cause deduction of points from an event. Password files older than the last ACD date will not be included. Purchasing of tools or unapproved projects by the Government that would reduce or eliminate hygiene findings may also be considered for exemption.</p> <p>In the event there is no event activity to score for a six-month period, the contractor will be rated on their proactive, continuous measures to stay prepared for an event, including the following:</p> <ul style="list-style-type: none">• Managing vulnerabilities• Updating POAMs (no overdue)• Maintaining CTO's (no overdue)• Reviewing / Updating RMF documentation• Submitting all required documents on time• Reviewing Update ASAs <p>Note: If tech refreshes are not accomplished during the PoP then there is an increased likelihood of poor performance on the ATO scorecard.</p> <p>Rated bi-annually.</p>	

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Table 4–11 Service Summary Item #6

Name	CTO and POA&M	
Identifier	SSI #6	
Definition	Contractor is rated on CTO and POA&M status.	
Measurable Concept	The contractor's performance on the CTO and POA&M scorecard (refer to Exhibit 3).	
Baseline Measure	Contractor manages and actively works CTOs and POA&Ms.	
Technical Performance Measures	Scorecard: 100%.	6
	Scorecard: 90% or higher.	5
	Scorecard: 80% or higher.	4
	Scorecard: 70% or higher.	3
	Scorecard: Less than 70%.	0
Notes	<p>TO and POA&M scorecard is completed each month and additional data about the states of CTOs and POA&Ms are provided.</p> <p>POA&Ms that have been submitted for extension are not considered but will still be reported. Extenuating circumstances or other activity outside of contractor control will not be considered.</p> <p>If cybersecurity activities were impacted by events, then cybersecurity scores will not be deducted for work unable to be completed during an event. Event and timeline of impact will be listed.</p> <p>Rated monthly.</p>	

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5. PROPERTY

The contractor is required to be in compliance with FAR 52.245-1, Government Property. The Logistics and Product Services task order under the MIOES contract will provide the following integrated service capabilities and requirements for all task orders under this contract: warehouse operations, inspection, shipping, receiving, tagging, cataloging, packaging, handling, storage, transportation (local and third party) and life cycle property management from receipt, periodic inventories to disposal operations. All other activities required to be in compliance with FAR 52.245-1, shall be performed under this task order and will be adhere to the property management, asset management and accountability requirements as specified within the Property Management and Logistics Services Task Order.

6. OTHER REQUIREMENTS

6.1 Security Requirements

IAW the MDA Security Classification Guidance (SCG), JEWL analyst(s) must maintain a TOP SECRET clearance with Sensitive Compartmented Information (SCI).

North Atlantic Treaty Organization (NATO) SECRET clearance will be required for all personnel providing support IAW Section 10.7.

6.2 Invited Contractor or Technical Representative Status—Republic of Korea (4 June 2007)

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-Republic of Korea (ROK) Status of Forces Agreement (SOFA) as implemented by U.S. Forces Korea (USFK) Regulation (Reg) 700-19, which can be found under the *Publications* tab on the USFK homepage: <http://www.usfk.mil>.

(a) Definitions. As used in this clause—

“U.S. – ROK Status of Forces Agreement” (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

“Combatant Commander” means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

“United States Forces Korea” (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

“Commander, United States Forces Korea” (COMUSK) means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

“USFK, Assistant Chief of Staff, Acquisition Management” (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and

143 administrator of the U.S.-ROK SOFA as applied to US and Third Country
144 contractors under the Invited Contractor (IC) and Technical
145 Representative (TR) Program (USFK Reg 700-19).

146 “Responsible Officer (RO)” means a senior DOD employee (such as a
147 military E5 and above or civilian GS-7 and above), appointed by the USFK
148 Sponsoring Agency (SA), who is directly responsible for determining and
149 administering appropriate logistics support for IC/TRs during contract
150 performance in the ROK.

151 (b) IC or TR status under the SOFA is subject to the written approval of USFK,
152 Assistant Chief of Staff, Acquisition Management (FKAQ), Unit #15237, APO AP
153 96205-5237.

154 (c) The contracting officer will coordinate with HQ USFK/FKAQ, IAW FAR 25.8,
155 and USFK Reg 700-19. FKAQ will determine the appropriate contractor status
156 under the SOFA and notify the contracting officer of that determination.

157 (d) Subject to the above determination, the contractor, including its employees
158 and lawful dependents, may be accorded such privileges and exemptions under
159 conditions and limitations as specified in the SOFA and USFK Reg 700-19.
160 These privileges and exemptions may be furnished during the performance
161 period of the contract, subject to their availability and continued SOFA status.
162 Logistics support privileges are provided on an as-available basis to properly
163 authorized individuals. Some logistics support may be issued as Government
164 Furnished Property or transferred on a reimbursable basis.

165 (e) The contractor warrants and shall ensure that collectively, and individually, its
166 officials and employees performing under this contract will not perform any
167 contract, service, or other business activity in the ROK, except under U.S.
168 Government contracts and that performance is IAW the SOFA.

169 (f) The contractor’s direct employment of any Korean-National labor for
170 performance of this contract shall be governed by ROK labor law and USFK
171 regulation(s) pertaining to the direct employment and personnel administration of
172 Korean National personnel.

173 (g) The authorities of the ROK have the right to exercise jurisdiction over invited
174 contractors and technical representatives, including contractor officials,
175 employees and their dependents, for offenses committed in the ROK and
176 punishable by the laws of the ROK. In recognition of the role of such persons in
177 the defense of the ROK, they will be subject to the provisions of Article XXII,
178 SOFA, related Agreed Minutes and Understandings. In those cases in which the
179 authorities of the ROK decide not to exercise jurisdiction, they shall notify the
180 U.S. military authorities as soon as possible. Upon such notification, the military
181 authorities will have the right to exercise jurisdiction as is conferred by the laws of
182 the U.S.

183 (h) Invited contractors and technical representatives agree to cooperate fully with
184 the USFK Sponsoring Agency (SA) and Responsible Officer (RO) on all matters
185 pertaining to logistics support and theater training requirements. Contractors will
186 provide the assigned SA prompt and accurate reports of changes in employee
187 status as required by USFK Reg 700-19.

(i) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK. IC/TR personnel shall comply with requirements of USFK Reg 350-2.

(j) Except for contractor air crews flying Air Mobility Command missions, all U.S. contractors performing work on USAF classified contracts will report to the nearest Security Forces Information Security Section for the geographical area where the contract is to be performed to receive information concerning local security requirements.

(k) Invited Contractor and Technical Representative status may be withdrawn by USFK/FKAQ upon:

(1) Completion or termination of the contract.

(2) Determination that the contractor or its employees are engaged in business activities in the ROK other than those pertaining to U.S. armed forces.

(3) Determination that the contractor or its employees are engaged in practices in contravention to Korean law or USFK regulations.

(l) It is agreed that the withdrawal of invited contractor or technical representative status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. and USFK, shall not constitute grounds for excusable delay by the contractor in the performance of the contract and will not justify or excuse the contractor defaulting in the performance of this contract. Furthermore, it is agreed that withdrawal of SOFA status for reasons outlined in USFK Reg 700-19, Section II, paragraph 6 shall not serve as a basis for the contractor filing any claims against the U.S. or USFK. Under no circumstance shall the withdrawal of SOFA Status or privileges be considered or construed as a breach of contract by the U.S. Government.

(m) Support.

(1) Unless the terms and conditions of this contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2) (i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides medical or emergency dental treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is

232 reimbursed for any costs associated with such treatment or
233 transportation.

234 (iii) Medical or dental care beyond this standard is not authorized
235 unless specified elsewhere in this contract.

236 (3) Unless specified elsewhere in this contract, the Contractor is
237 responsible for all other support required for its personnel engaged in the
238 theater of operations under this contract.

239 (n) Compliance with laws and regulations. The Contractor shall comply with, and
240 shall ensure that its personnel supporting U.S Armed Forces in the Republic of
241 Korea as specified in paragraph (b)(1) of this clause are familiar with and comply
242 with, all applicable—

243 (1) United States, host country, and third country national laws;
244 (2) Treaties and international agreements;
245 (3) United States regulations, directives, instructions, policies, and
246 procedures; and
247 (4) Orders, directives, and instructions issued by the COMUSK relating to
248 force protection, security, health, safety, or relations and interaction with
249 local nationals. Included in this list are force protection advisories, health
250 advisories, area (i.e. “off-limits”), prostitution and human trafficking and
251 curfew restrictions.

252 (o) Vehicle or equipment licenses. IAW USFK Regulation 190-1, Contractor
253 personnel shall possess the required licenses to operate all vehicles or
254 equipment necessary to perform the contract in the theater of operations. All
255 contractor employees/dependents must have either a Korean driver’s license or a
256 valid international driver’s license to legally drive on Korean roads, and must
257 have a USFK driver’s license to legally drive on USFK installations. Contractor
258 employees/dependents will first obtain a Korean driver’s license or a valid
259 international driver’s license then obtain a USFK driver’s license.

260 (p) Evacuation.

261 (1) If the COMUSK orders a non-mandatory or mandatory evacuation of
262 some or all personnel, the Government will provide assistance, to the
263 extent available, to United States and third country national contractor
264 personnel.

265 (2) Non-combatant Evacuation Operations (NEO).

266 (i) The contractor shall designate a representative to provide
267 contractor personnel and dependents information to the servicing
268 NEO warden as required by direction of the Responsible Officer.

269 (ii) If contract period of performance in the Republic of Korea is
270 greater than six months, non-emergency essential contractor
271 personnel and all IC/TR dependents shall participate in at least one
272 USFK sponsored NEO exercise per year.

273 (q) Next of kin notification and personnel recovery.

(1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is missing, captured, or abducted.

(2) In the case of missing, captured, or abducted contractor personnel, the Government will assist in personnel recovery actions in accordance with DOD Directive 2310.2, Personnel Recovery.

(3) IC/TR personnel shall accomplish Personnel Recovery/Survival, Evasion, Resistance and Escape (PR/SERE) training in accordance with USFK Reg 525-40, Personnel Recovery Procedures and USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(r) Mortuary affairs. Mortuary affairs for contractor personnel who die while providing support in the theater of operations to U.S. Armed Forces will be handled in accordance with DOD Directive 1300.22, Mortuary Affairs Policy and Army Regulation 638-2, Care and Disposition of Remains and Disposition of Personal Effects.

(s) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

6.3 United States Forces Korea Wartime Clause

The following USFK Wartime Clause applies only when traveling within the jurisdiction of the USFK. When performing overseas for efforts in other jurisdictions, the MDA Wartime Clause applies.

IC and TR status shall be governed by the U.S.-ROK SOFA as implemented by USFK Reg 700-19, which can be found under the *Publications* tab on the USFK homepage: <http://www.usfk.mil>.

(a) Definitions. As used in this clause—

“U.S. – ROK Status of Forces Agreement” (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

“Combatant Commander” means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

“United States Forces Korea” (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

COMUSK means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

“USFK, Assistant Chief of Staff, Acquisition Management” (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and

317 administrator of the U.S.-ROK SOFA as applied to US and Third Country
318 contractors under the Invited Contractor (IC) and Technical
319 Representative (TR) Program (USFK Reg 700-19).

320 “Responsible Officer” (RO) means A senior DOD employee (such as a
321 military E5 and above or civilian GS-7 and above), appointed by the USFK
322 Sponsoring Agency (SA), who is directly responsible for determining and
323 administering appropriate logistics support for IC/TRs during contract
324 performance in the ROK.

325 “Theater of operations” means an area defined by the combatant
326 commander for the conduct or support of specified operations.

327 “Uniform Code of Military Justice” means 10 U.S.C. Chapter 47

328 (b) General.

329 (1) This clause applies when contractor personnel deploy with or
330 otherwise provide support in the theater of operations (specifically, the
331 Korean Theater of Operations) to U.S. military forces deployed/located
332 outside the United States in—

333 (i) Contingency operations;

334 (ii) Humanitarian or peacekeeping operations; or

335 (iii) Other military operations or exercises designated by the
336 Combatant Commander.

337 (2) Contract performance in support of U.S. military forces may require
338 work in dangerous or austere conditions. The Contractor accepts the risks
339 associated with required contract performance in such operations. □ The
340 contractor will require all its employees to acknowledge in writing that they
341 understand the danger, stress, physical hardships and field living
342 conditions that are possible if the employee deploys in support of military
343 operations.

344 (3) Contractor personnel are not combatants and shall not undertake any
345 role that would jeopardize their status. Contractor personnel shall not use
346 force or otherwise directly participate in acts likely to cause actual harm to
347 enemy armed forces.

348 (c) Support.

349 (1) Unless the terms and conditions of this contract place the responsibility
350 with another party, the COMUSK will develop a security plan to provide
351 protection, through military means, of Contractor personnel engaged in the
352 theater of operations when sufficient or legitimate civilian authority does
353 not exist.

354 (2) (i) All Contractor personnel engaged in the theater of operations are
355 authorized resuscitative care, stabilization, hospitalization at level III
356 military treatment facilities, and assistance with patient movement in
357 emergencies where loss of life, limb, or eyesight could occur.
358 Hospitalization will be limited to stabilization and short-term medical
359 treatment with an emphasis on return to duty or placement in the patient

360 movement system.

361 (ii) When the Government provides medical treatment or
362 transportation of Contractor personnel to a selected civilian facility,
363 the Contractor shall ensure that the Government is reimbursed for
364 any costs associated with such treatment or transportation.

365 (iii) Medical or dental care beyond this standard is not authorized
366 unless specified elsewhere in this contract.

367 (3) Unless specified elsewhere in this contract, the Contractor is
368 responsible for all other support required for its personnel engaged in the
369 theater of operations under this contract.

370 (d) Compliance with laws and regulations. The Contractor shall comply with, and
371 shall ensure that its personnel supporting U.S Armed Forces in the Republic of
372 Korea as specified in paragraph (b)(1) of this clause are familiar with and comply
373 with, all applicable—

374 (1) United States, host country, and third country national laws;

375 (i) The Military Extraterritorial Jurisdiction Act may apply to
376 contractor personnel if contractor personnel commit crimes outside
377 the United States.

378 (ii) Under the War Crimes Act, United States citizens (including
379 contractor personnel) who commit war crimes may be subject to
380 federal criminal jurisdiction.

381 (iii) When Congress formally declares war, contractor personnel
382 authorized to accompany the force may be subject to the Uniform
383 Code of Military Justice.

384 (2) Treaties and international agreements;

385 (3) United States regulations, directives, instructions, policies, and
386 procedures; and

387 (4) Orders, directives, and instructions issued by the COMUSK relating to
388 force protection, security, health, safety, or relations and interaction with
389 local nationals. Included in this list are force protection advisories, health
390 advisories, area (i.e. “off-limits”), prostitution and human trafficking and
391 curfew restrictions.

392 (e) Pre-deployment/departure requirements. The Contractor shall ensure that the
393 following requirements are met prior to deploying/locating personnel in support of
394 U.S. military forces in the Republic of Korea. Specific requirements for each
395 category may be specified in the statement of work or elsewhere in the contract.

396 (1) All required security and background checks are complete and
397 acceptable.

398 (2) All contractor personnel meet the minimum medical screening
399 requirements and have received all required immunizations as specified in
400 the contract. In the Republic of Korea, all contractor employees subject to
401 this clause shall comply with the same DoD immunization requirements
402 applicable to Emergency Essential DoD civilians -INCLUDING ANTHRAX

IMMUNIZATION. The Government will provide, at no cost to the Contractor, any Korean theater-specific immunizations and/or medications not available to the general public.

(3) Contractor personnel have all necessary passports, visas, and other documents required to enter and exit a theater of operations and have a Geneva Conventions identification card from the deployment center or CONUS personnel office—if, applicable.

(4) Country and theater clearance is obtained for contractor personnel. Clearance requirements are in DOD Directive 4500.54, Official Temporary Duty Abroad, DOD 4500.54-G, DOD Foreign Clearance Guide, and USFK Reg 1-40, United States Forces Korea Travel Clearance Guide. Contractor personnel are considered non-DOD personnel traveling under DOD sponsorship.

(f) Processing and departure points. Deployed contractor personnel shall—

(1) Under contingency conditions or under other conditions as specified by the Contracting Officer, process through the deployment center designated in the contract, prior to deploying. The deployment center will conduct deployment processing to ensure visibility and accountability of contractor personnel and to ensure that all deployment requirements are met;

(2) Use the point of departure and transportation mode directed by the Contracting Officer; and

(3) If processing through a deployment center, process through a Joint Reception Center (JRC) upon arrival at the deployed location. The JRC will validate personnel accountability, ensure that specific theater of operations entrance requirements are met, and brief contractor personnel on theater-specific policies and procedures.

(g) Personnel data list.

(1) The Contractor shall establish and maintain with the designated Government official a current list of all contractor personnel that deploy with or otherwise provide support in the theater of operations to U.S. military forces as specified in paragraph (b)(1) of this clause. The Synchronized Pre-deployment and Operational Tracker (SPOT) is the designated automated system to use for this effort. This accountability requirement is separate and distinct from the personnel accountability requirement listed in the U.S.–ROK SOFA's Invited Contractor/Technical Representative Program (as promulgated in USFK Regulation 700-19).

(2) The Contractor shall ensure that all employees on the list have a current DD Form 93, Record of Emergency Data Card, on file with both the Contractor and the designated Government official.

(h) Contractor personnel.

(1) The Contracting Officer may direct the Contractor, at its own expense, to remove and replace any contractor personnel who jeopardize or interfere with mission accomplishment or who fail to comply with or violate

applicable requirements of this clause. Contractors shall replace designated personnel within 72 hours, or at the Contracting Officer's direction. Such action may be taken at the Government's discretion without prejudice to its rights under any other provision of this contract, including the Termination for Default clause.

(2) The Contractor shall have a plan on file showing how the Contractor would replace employees who are unavailable for deployment or who need to be replaced during deployment. The Contractor shall keep this plan current and shall provide a copy to the Contracting Officer and USFK Sponsoring Agency (see USFK Reg 700-19) upon request. The plan shall—

(i) Identify all personnel who are subject to U.S. or Republic of Korea military mobilization;

(ii) Identify any exemptions thereto;

(iii) Detail how the position would be filled if the individual were mobilized; and

(iv) Identify all personnel who occupy a position that the Contracting Officer has designated as mission essential.

(i) Military clothing and protective equipment.

(1) Contractor personnel supporting a force deployed outside the United States as specified in paragraph (b)(1) of this clause are prohibited from wearing military clothing unless specifically authorized in writing by the COMUSK. If authorized to wear military clothing, contractor personnel must wear distinctive patches, arm bands, nametags, or headgear, in order to be distinguishable from military personnel, consistent with force protection measures and the Geneva Conventions.

(2) Contractor personnel may wear military-unique organizational clothing and individual equipment (OCIE) required for safety and security, such as ballistic, nuclear, biological, or chemical protective clothing.

(3) The deployment center, the Combatant Commander, or the Sponsoring Agency shall issue OCIE and shall provide training, if necessary, to ensure the safety and security of contractor personnel.

(4) The Contractor shall ensure that all issued OCIE is returned to the point of issue, unless otherwise directed by the Contracting Officer.

(j) Weapons.

(1) If the Contractor requests that its personnel performing in the theater of operations be authorized to carry weapons, the request shall be made through the Contracting Officer to the COMUSK. The COMUSK will determine whether to authorize in-theater contractor personnel to carry weapons and what weapons will be allowed.

(i) The Contractor shall ensure that its personnel who are authorized to carry weapons—Are adequately trained;

490 (ii) Are not barred from possession of a firearm by 18 U.S.C. 922;
491 and
492 (iii) Adhere to all guidance and orders issued by the COMUSK
493 regarding possession, use, safety, and accountability of weapons
494 and ammunition.
495 (iv) The use of deadly force by persons subject to this clause shall
496 be made only in self-defense, except:
497 (v) Persons subject to this clause who primarily provide private
498 security are authorized to use deadly force only as defined in the
499 terms and conditions of this contract in accordance with USFK
500 regulations and policies (especially, USFK Regulation 190-50).
501 (2) Liability for the use of any weapon by persons subject to this
502 clause is solely the responsibility of the individual person and the
503 contractor. Upon redeployment or revocation by the COMUSK of the
504 Contractor's authorization to issue firearms, the Contractor shall ensure
505 that all Government-issued weapons and unexpended ammunition are
506 returned as directed by the Contracting Officer.
507 (k) Evacuation.
508 (1) In the event of a non-mandatory evacuation order, unless authorized in
509 writing by the Contracting Officer, the Contractor shall maintain personnel
510 on location sufficient to meet obligations under this contract.
511 (l) Theater Specific Training. Training Requirements for IC/TR personnel shall be
512 conducted in accordance with USFK Reg 350-2 Theater Specific Required
513 Training for all Arriving Personnel and Units Assigned to, Rotating to, or in
514 Temporary Duty Status to USFK.
515 (m) USFK Responsible Officer (RO). The USFK appointed RO will ensure all
516 IC/TR personnel complete all applicable training as outlined in this clause.
517 (n) Changes. In addition to the changes otherwise authorized by the Changes
518 clause of this contract, the Contracting Officer may, at any time, by written order
519 identified as a change order, make changes in Government-furnished facilities,
520 equipment, material, services, or site. Any change order issued in accordance
521 with this paragraph shall be subject to the provisions of the Changes clause of
522 this contract.
523 (o) Subcontracts. The Contractor shall incorporate the substance of this clause,
524 including this paragraph, in all subcontracts that require subcontractor personnel
525 to be available to deploy with or otherwise provide support in the theater of
526 operations to U.S. military forces deployed/stationed outside the United States
527 in—
528 (1) Contingency operations;
529 (2) Humanitarian or peacekeeping operations; or
530 (3) Other military operations or exercises designated by the Combatant
531 Commander.
532 (p) The Contracting Officer will discern any additional GFE, GFP or logistical

support necessary to facilitate the performance of the enhanced requirement or necessary for the protection of contractor personnel. These items will be furnished to the Contractor at the sole discretion of the Contracting Officer and may be provided only on a reimbursable basis.

(q)

6.4 Export Compliance

International Traffic in Arms Regulation (ITAR) agreements: The contractor shall maintain its own self-declaration of Article 126.4(b)(2), as well as records of export, per the ITAR, which is a set of US Government regulations that control the import and export of defense products.

7.0 APPLICABLE DOCUMENTS

In addition to the directives and regulations identified in the contract, the documents listed in Table 7–1 are applicable to this TO.

Table 7–1 Applicable Documents

Title	Originator	Date
<i>C2BMC published schedule</i>	Many	Many
<i>CLAW Configuration Management (CM) Annex</i>	IRES	9 May 2023
<i>Integrated Master Test Plan (IMTP v21.1)</i>	MDA	Updated bi-annually
<i>International Traffic in Arms Regulations</i>	National Archives and Records Administration (NARA)	N/A
<i>JROCM 062-02</i>	Joint Staff–Joint Requirements Oversight Council (JROC)	29 April 2002

8.0 PERFORMANACE TASKS AND STANDARDS

8.1 MIOES Contract Level Management

Reference Basic PWS Task 8.1

8.2 Task Order Level Management

8.2.1 Task Order Program Management and Leadership

The contractor shall provide task order (TO) level program management and leadership ensuring execution, oversight, and administration of all TO requirements within the integrated framework of the contract. The contractor shall monitor performance, manage risks, and provide quality deliverables, adhering to DoD and Agency standards.

STANDARDS:

- 564 8.2.1.1 Lead, manage, and execute TO activities in accordance with the MIOES
565 Program Management Plan.
- 566 8.2.1.2 Manage technical, cost, and schedule performance and associated risks and
567 provide updates at the Risk Review Boards.
- 568 8.2.1.3 Provide situational awareness by reporting on items such as the following:
569 Status of technical, cost, and schedule performance, significant accomplishments and
570 customer concerns, TO risks, mitigation, and remediation status, performance trends
571 and progress against Quality Assurance Surveillance Plan (QASP) metrics. (CDRL
572 A001)
- 573 8.2.1.4 Operate within and follow the contract wide processes and governance
574 models in executing systems engineering, mission assurance, quality assurance,
575 configuration management requirements outlined in the PWS.
- 576 8.2.1.5 Participate in and deliver Integrated Product Team artifacts in preparation of
577 TO modifications and follow-on TOs
- 578 8.2.1.6 Develop and deliver proposals in accordance with the RFP letter from the
579 PCO, for TO modifications and follow-on task orders
- 580 8.2.1.7 Prepare for and participate in audits, such as Inspector General, IT security,
581 cyber security, physical security, GAO, property, environmental, health and safety.
- 582 8.2.1.8 Comply with export control requirements (e.g., ITAR, 22 CFR 120-130) and
583 technical assistance agreements.
- 584 8.2.1.9 Comply with the MDA and MDIOC Facility Systems Engineering Plans (SEP)
- 585 8.2.1.10 Provide a cleared, cyber workforce certified IAW DoDM 8140.03, with all
586 positions documented in the Cyber Workforce Qualifications Tracker (CWQT):
- 587 ○ Position Title, Description, and DoD Cyberspace Workforce
 - 588 Framework (DCWF) Cyber Code Alignment.
 - 589 ○ Security Clearance, Sensitivity Level, and System Privilege Level.
 - 590 ○ Verification and quarterly validation of contractor-filled roles in MDA
 - 591 CWQT.
- 592 8.2.1.12 Lead, manage, and execute TO activities in accordance with the approved
593 Cyber Resiliency Management Plan.
- 594 8.2.1.13 Develop a Cyber Workforce Training Plan for contractor personnel, aligning
595 with the DoD Cyber Workforce Framework (DCWF).
- 596 8.2.1.14 Ensure documentation, revision, improvement, and training of the
597 processes required by the TO

598

599 **8.2.2 Task Order Measurement and Control**

600 The contractor shall monitor, measure, control, and report contract cost, schedule, and
601 performance metrics at the TO level.

602

- 603 **STANDARDS:**
- 604 8.2.2.1 Implement and administer a compliant Earned Value Management System
- 605 (EVMS)
- 606 8.2.2.2 Deliver the Integrated Program Management Data and Analysis Report
- 607 (IPMDAR) (CDRL A002)
- 608 8.2.2.3 Integrate the TO Integrated Master Schedule (IMS) into the MIOES Integrated
- 609 Schedule (IIS) (IIS dictated in the IPMDAR)
- 610 8.2.2.4 Perform a Baseline Review or Integrated Baseline Review within 90 days of
- 611 contract award.
- 612 8.2.2.5 Provide subcontracting and limitation of funds oversight, and execution of TO
- 613 modifications and awards
- 614 8.2.2.6 Provide management, oversight and quality control for program control
- 615 documentation, processes, and reports.

616

617 **8.2.3 Data Accession List (TO Level)**

618 The contractor shall provide a Data Accession List (DAL).

619 **STANDARDS:**

- 620 8.2.3.1 Deliver the DAL, providing a medium for identifying contractor internal data
- 621 which has been generated. (CDRL A003)
- 622 8.2.3.2 Provide a document reference number for each DAL item for rapid retrieval
- 623 from contractor data sources.

624

625 **8.2.4 Task Order Close-Out**

626 The contractor shall execute TO close out procedures, consolidate TO data, to ensure a

627 seamless closeout of TO activities.

628 **STANDARD:**

- 629 8.2.4.1 Perform a TO closeout that consolidates all TO data and deliver a Task Order Close-
- 630 Out Report. (CDRL A004)

631

632 **8.3 Portfolio Management**

633 **8.3.1 C2BMC Infrastructure, Engineering and Mission Support Services Delivery**

634 **Organization**

635 The contractor shall enable execution of CII operations within MDIOC and ensure skilled

636 personnel are available to support PWS requirements.

637 **STANDARDS:**

- 638 8.3.1.1 Manage seating for CII-owned spaces.
- 639 8.3.1.2 Facilitate and document technical meetings.
- 640 8.3.1.3 Meet MDA, BC/BCX, and current training and certification requirements

8.3.1.4 Apply lessons learned, efficiencies, and process standardization across C2BMC Infrastructure, Engineering, and Mission Support Services.

8.3.15 Capture future technical and organizational capabilities that postures the TO for improved process, applications, and operational efficiencies

8.3.2. Technical Architecture and Engineering

Note: This task shall require the submittal and approval of a Request For Service (RFS) prior to execution.

8.3.2.1 The contractor shall provide architectural and engineering recommendations for development and maintenance of long- and medium-range technical concepts and plans.

STANDARDS:

8.3.2.1.1 Recommend prioritization of technical efforts to meet strategic CII goals.

8.3.2.1.2 Align C2BMC iteration planning with partner teams.

8.3.2.1.3 Recommend tools and processes for potential inclusion to the C2BMC Test Facility (CTF).

8.3.2.1.4 Define the system upgrades and make ready for future additions.

8.3.2.2 The contractor shall define technical activities from initial assessment through design, implementation, and baselined changes to managed Configuration Items (CIs) and enclaves.

STANDARDS:

8.3.2.2.1 Define and document the SE policies and best practices; and train the C2BMC Infrastructure, Engineering, and Mission Support Services team on the policies and best practices.

8.3.2.2.2 Develop and provide baselined systems artifacts (e.g., Interface Control Documents [ICDs], Network Interface Control Documents, schematics, functional system overlays, and architectural drawings compliant with the current version of the DoDAF) that clearly diagram and articulate the system or components performance, function, and physical attributes and functional relation between parts, subsystems, and systems.

8.3.2.3 Ensure technical approaches are managed strategically

STANDARDS:

8.3.2.3.1 Maintain CII Technical Baselines (TBs) for CII-managed systems.

8.3.2.3.2 Customize solutions for client requirements both stated and derived.

8.3.3 Organizational Project Management

Note: This task shall require the submittal and approval of a Request For Service (RFS) prior to execution.

8.3.3.1 The contractor shall define project management activities from receipt of the request for a new or changed service through turnover or transition to Operations and Maintenance (O&M), as well as close-out activities.

STANDARDS:

8.3.3.1 Define, document, and train the C2BMC Infrastructure, Engineering, and Mission and Support Services team approach to applying project management policies and best practices.

8.3.3.2 Ensure project management approaches are consistent and integrated with current organizational policies and procedures

8.3.3.3 Facilitate integration with EVM Tasks and activities.

8.3.3.2 The contractor shall manage how all projects are performed IAW the defined project management activities and manage customer expectations regarding overall project processes and performance.

STANDARDS:

8.3.3.2.1 Provide CII stakeholders with engineering project status and related information as necessary for insight into project execution.

8.3.3.2.2 Monitor C2BMC Infrastructure, Engineering, and Event Services engineering project activities at a holistic level to ensure consistency, communication, and clear status at the TO level.

8.3.3.2.3 Provide project management insights and perspectives to MDA/BCX stakeholders, as required.

8.3.3.3 Request for Service (RFS). The contractor shall develop and deliver well defined work scope, schedule, and rough order of magnitude cost break-out with each assessed project prior to submittal to the Request Review Board (RRB).

STANDARDS:

8.3.3.3.1 Define work/project scope

8.3.3.3.2 Identified labor hours by labor category and/or skill-set

8.3.3.3.3 PERT Schedule with proposed milestones defining proposed workflow

8.3.3.3.4 Propose labor cost break-out by labor category or skillset

8.3.3.3.5 Cost break-out for materials & ODCs

8.3.3.3.6 Cost break-out for any external organizational labor requirements

8.4 Current Operations

Note: This task shall require the submittal and approval of a Request For Service (RFS) prior to execution.

8.4.1 C2BMC Test Facility Operations

8.4.1.1 C2BMC Test Facility–Test Articles Management and Administration

The contractor shall manage and administer the C2BMC and Virtual Testing Enclave for C2BMC (VTEC) Test Articles (TA) mission systems, equipment, and laboratories to ensure full functionality in support of MDA and program-level testing activities.

STANDARDS:

8.4.1.1.1 Support off-hours mission support activities when required by the CII Director

8.4.1.1.2 Monitor mission servers, networks, systems, and racks to ensure full mission readiness and operation. Administer and monitor the physical and virtual mission environments to ensure services, such as computing resources, software applications, services and processes, file registries, Active Directory (AD) and Domain Name Service (DNS), automation tools, accounts and access, security and authentication, data storage, and backups and/or snapshots are managed and operating at optimal levels.

8.4.1.1.3 Assess, coordinate, and implement and Cybersecurity Tasking Orders (TASKORDs) (CTOs) and Information Assurance Vulnerability Alerts (IAVAs), as applicable.

8.4.1.1.4 Notify the CII Director to coordinate and gain approval for requested and/or required CTF-TA non-baseline and -spiral changes prior to implementation.

8.4.1.1.5 Provide documented workload plans and actions to the CII Director to assist in prioritizing and de-conflicting critical paths to completion or problem resolution, as required.

8.4.1.1.6 Review developer-provided documentation (e.g., drawings, schematics, L&P drawings, pony blankets), identify configuration mismatches, and provide corrective recommendations to the CII Director, as required.

8.4.1.1.7 Track and provide a daily report on the operational and readiness status of mission systems, equipment, laboratories, and issues.

8.4.1.1.8 Support and participate in CTF-related forums, such as status briefings, workload prioritization and planning meetings, technical interchange groups, troubleshooting and issue resolution forums, and spiral readiness reviews to include chairing, facilitating, conducting, and providing input and data, as required.

8.4.1.1.9 Assist with, develop, and produce appropriate CTF-related products, such as charts, data calls, reports, briefings, metrics, and spreadsheets, as required.

8.4.1.1.10 Create and utilize a notification and reporting schema to alert CII PMO of issues and outages negatively affecting lab operations and testing activities.

8.4.1.1.11 Assist customer(s) with requirements development and submission of service requests, as needed.

8.4.1.1.12 Track and maintain a master inventory of CTF-TA hardware, software and systems.

8.4.1.1.2 The contractor shall manage, plan, schedule, and install developer- provided spiral loads.

STANDARDS:

8.4.1.1.2.1 Assess spiral loads by the end of the next business day to

761 determine scope, dependencies, time, complexity, impacts, risks, and required
762 resources prior to installation

763 8.4.1.1.2.2 Notify the CII Director of spiral loads that create risk to test events
764 and activities and provide spiral installation and risk mitigation plans, when
765 required.

766 8.4.1.1.2.3 Develop and provide spiral installation forecasts and schedules.

767 8.4.1.1.2.4 Install spiral loads and baseline changes in accordance with the
768 C2BMC Prime Contractor's delivered instructions and documentation.

769 8.4.1.1.2.5 Track, maintain, and provide the CII Director a daily progress and
770 issues status report when spiral loads are in progress.

771 8.4.1.1.2.6 Conduct and document post-install configuration audits, lab operational
772 checkouts, and baseline deficiency resolution prior to turnover for Cycle-1, &
773 Cycle-2 activities

774 8.4.1.1.2.7 Provide troubleshooting support and assistance to integration, testing,
775 and verification efforts during Cycle-1 and -2 activities.

776 8.4.1.1.2.8 Notify and coordinate with the CII Director to gain approval for baseline
777 and non-baseline changes where the C2BMC Prime Contractor did not provide a
778 spiral delivery, install instructions, or proper documentation to execute such a
779 change.

780 8.4.1.1.2.9 Prepare and provide After-Action Reports (AAR) following spiral load
781 installations.

782 8.4.1.1.2.10 Initiate, coordinate, and schedule next-level support with developers,
783 when required.

784 8.4.1.1.2.11 Reject spiral loads when the C2BMC Prime Contractor fails to
785 deliver required or complete installation packages.

786 **8.4.1.1.3** The contractor shall provide personnel and lab resources in support of agile
787 development and real-world operational troubleshooting activities.

788 **STANDARDS:**

789 8.4.1.1.3.1 Perform hardware racking, cabling, and prototyping when required

790 8.4.1.1.3.2 Facilitate and assist developer's efforts by ensuring compliance and
791 participation with applicable MDA and CM standards, policies, and procedures

792

793 **8.4.1.2 Test Control**

794 The contractor shall manage, operate, and maintain modeling, simulations, and
795 emulators for the conditioning of message traffic to support MDA test events and
796 program-level verification and testing activities.

797 **STANDARDS:**

798 8.4.1.2.1 Maintain a library of developer-provided simulations, scenarios, and
799 playbacks.

800 8.4.1.2.2 Manage and operate simulations, scenarios, and recorded data playbacks.

8.4.1.2.3 Create and manage data flow configuration files to establish required connections. Support troubleshooting efforts for integration and test activities.

8.4.1.2.4 Coordinate, install, verify, and test new FEDMOD versions to meet testing Tasks.

8.4.1.2.5 Modify simulations, scenarios, and playbacks to meet testing Tasks.

8.4.1.3 Event Planning and Coordination (CESS Management)

The contractor shall develop and maintain a master schedule of C2BMC services and activities (i.e., customer system loads, upgrades, test events, projects). Schedule repository will be developed and maintained using MS Excel and/or Power BI of other repository system approved by the CII PMO

STANDARDS:

8.4.1.3.1 Create, maintain, and use the C2BMC Executive Summary Schedule (CESS) as a basis for resource planning and a TO schedule that serves as input to the contract IMS and aids in planning and resources allocation.

8.4.1.3.2 Plan, evaluate, and advise the CII Director on the use of assets to meet requirements and avoid conflicts for resources.

8.4.1.3.3 Mitigate system maintenance, hardware build-outs, and software refresh abilities to minimize the effect on mission requirements.

8.4.1.3.4 Develop and maintain Events & Needs comparison worksheet in MS Excel and/or Power BI or other repository system approved by the CII PMO.

8.4.1.3.5 Support Operations & Sustainment Testing & Priorities meetings with stakeholders as designated by the CII PMO.

8.4.2 Cybersecurity Operations

8.4.2.1 Cybersecurity Compliance

The contractor shall provide services compliant with IAW DoDI 8510.01, *Risk Management Framework for DoD Systems*, DoDI O-8530.1, *Cybersecurity Activities Support to DoD Information Network Operations*, MDA 8499.01-INS, *Personal Assistance Services*, DoDI 8140.01, *Cyberspace Workforce Management*, and all follow-on directives; the *DoD Cybersecurity Implementation Plan*; and supplementary CII policies or plans that prevent unauthorized access, use, disclosure, disruption, modification, inspection, recording, or destruction of information and/or equipment and processes that create that information for the MAs. The contractor will have cybersecurity responsibility in order to meet test and event requirements.

The contractor shall expand schedule availability and opportunity to execute cybersecurity and mission support activities, as required.

STANDARDS:

8.4.2.1.1 Coordinate with CII PMO before responding to external requests and actions which require the expenditure of labor hours.

8.4.2.1.2 Perform cybersecurity administration and security management tasks

using Defense Information Systems Agency (DISA) tools and reports, monitor applicable security resources for updated requirements, and comply with DoD CTOs. All CTOs shall be coordinated within the constraints of the C2BMC baseline with the NT for C2BMC TAs and VTEC prior to action, remedy, or compliance.

8.4.2.1.3 Recommend security requirements and safeguards and establish processes to validate security requirements and mitigate cybersecurity risks.

8.4.2.1.4 Anticipate requirements for cybersecurity authorizations and recommend a Plan of Action and Milestones (POA&M) to accomplish tasks that allow participation in events.

8.4.2.1.5 Demonstrate and report compliance with cybersecurity requirements using the standard CII prescribed scorecard.

8.4.2.1.6 Assess systems, networks, and—using passive and active evaluations—participate in the Security Test and Evaluation (T&E) (ST&E) processes, as well as identify vulnerabilities and deviations from acceptable configurations.

8.4.2.1.7 Conduct and support IR actions and analyze malicious events and known exploitations and vulnerabilities for the creation of custom signature rulesets ICW the Tier II Computer Emergency Response Team (CERT).

8.4.2.1.8 Identify and manage Government common-user systems and special-purpose systems that require custom security features and procedures.

8.4.2.1.9 Comply with Risk Management Framework (RMF) mitigation requirements for DISA Category I, II, and III findings.

8.4.2.1.10 Obtain Authorization to Operate (ATO) for mission enclaves and maintain status by implementing agreed-upon set of security controls IAW guidelines set by the office of the Authorizing Official (AO).

8.4.2.1.11 Obtain special event accreditations, as required.

8.4.2.2 Local Control Center Activities

The Contractor shall provide technical services in support of the Local Control Center (LCC) activities. These include cybersecurity documentation, semi-annual reports via the Enterprise Reporting System, and Command Cybersecurity Operational Readiness Inspection (CCORI) oversight.

STANDARDS:

- 8.4.2.2.1 Collect, review, write, and submit required reports to the MDA Cybersecurity Service Provider (CSSP) for each MDA/BC test, training, remote site, and administrative system.
- 8.4.2.2.2 Maintain cybersecurity libraries, Enterprise Mission Assurance Support Service (eMASS), and repositories (e.g., documents, findings, evidence).
- 8.4.2.2.3 Track document submission schedules.
- 8.4.2.2.4 Review documents from system Information Systems Security Officers (ISSOs), including updated network diagrams and mission-relevant

cybersecurity terrain information (as applicable), Security Technical Implementation Guide (STIG) compliance reports, equipment inventory reports, system information forms, and Site Information Forms (SIFs).

8.4.2.2.5 Support MDA/BC data collection and correlation efforts of required artifacts for CCORI.

8.4.2.3 C2BMC Test Facility—Test Articles and Virtual Testing Enclave for C2BMC

8.4.2.3.1 The contractor shall provide DoD- and MDA-compliant security services IAW Section 8.3.2.1 that prevent unauthorized access, use, disclosure, disruption, modification, inspection, recording, or destruction of information and/or equipment, as well as processes that create that information for the MAs. The contractor will have full cybersecurity responsibility—limited by the National Team baseline—for identifying, tracking, and reporting vulnerabilities, including software updates, Information Assurance Vulnerability Management (IAVM), CTOs, and STIGs. The Integration Configuration Control Board (ICCB) can approve exceptions as needed to achieve or maintain appropriate cybersecurity compliance above the baseline.

STANDARDS:

8.4.2.3.1.1 Coordinate with CII PMO before responding to external requests and actions which require the expenditure of labor hours.

8.4.2.3.1.2 Develop and implement security engineering and administration processes and products that support system Assessment and Authorization (A&A). (CDRL A005)

8.4.2.3.1.3 Develop a Cybersecurity Concept of Operations (CONOPS).

8.4.2.3.1.4 Track and report authorization requirements of the DoD RMF.

8.4.2.3.1.5 Provide IAVM by identifying, tracking, managing, and addressing vulnerabilities.

8.4.2.3.1.6 Coordinate with CII stakeholders to address vulnerabilities.

8.4.2.3.1.7 Provide continuous security monitoring and reporting as an MDA Tier III Computer Network Defense (CND) organization by managing the following:

- a. DISA security tools, including an Endpoint Security System (ESS)
- b. Assured Compliance Assessment Solution (ACAS)
- c. eMASS
- d. Continuous Monitoring and Risk Scoring (CMRS)
- e. ePolicy Orchestrator (ePO)

8.4.2.3.2 The contractor shall provide administration and staffing to comply with Fragmented Orders (FRAGOs) and MDA operational orders for CTF-TA cybersecurity management tools, such as ACAS, ArcSight, and ESS. Additionally, the contractor shall support the NT's use of Endgame.

STANDARDS:

8.4.2.3.2.1 Coordinate with CII PMO before responding to external requests and actions

923 which require the expenditure of labor hours.

924 8.4.2.3.2.2 Administer and support the tools within the constraints of the C2BMC
925 baseline and RMF practices.

926 8.4.2.3.2.3 Meet CERT requirements for data reporting.

927 8.4.2.3.2.4 Mature each tool to maximize its capabilities.

928 8.4.2.3.2.5 Maintain a roadmap for each tool.

929

930 **8.4.2.4 CTF-TE, IPOP, and JEWL**

931 8.4.2.4.1 The Contractor shall provide DoD and MDA compliant security services IAW
932 Section 8.3.2.1 that prevent unauthorized access, use, disclosure, disruption,
933 modification, inspection, recording, or destruction of information and/or equipment and
934 processes that create that information for the MAs. The contractor will have full
935 cybersecurity responsibility for identifying, tracking, and reporting vulnerabilities,
936 including software updates, IAVMs, CTOs, and STIGs.

937 **STANDARDS:**

938 8.4.2.4.1.1 Coordinate with CII PMO before responding to external requests and actions
939 which require the expenditure of labor hours.

940 8.4.2.4.1.2 Develop and implement security engineering and security administration
941 processes and products that support system Assessment and Authorization (A&A)

942 Develop a Cybersecurity CONOPS per enclave.

943 8.4.2.4.1.3 Track and report the authorization requirements of the DoD RMF.

944 8.4.2.4.1.4 Provide IAVM by identifying, tracking, managing, and addressing
945 vulnerabilities.

946 8.4.2.4.1.5 Coordinate with CII stakeholders to address vulnerabilities.

947 8.4.2.4.1.6 Provide continuous security monitoring and reporting as an MDA
948 Tier III CND organization by managing the following:

949 a. DISA security tools, including an ESS

950 b. ACAS

951 c. eMASS

952 d. CMRS

953 e. ePO

954 8.4.2.4.2 The contractor shall provide administration and staffing for cybersecurity
955 management tools, such as ACAS, ArcSight, ESS, and Delinea.

956 **STANDARDS:**

957 8.4.2.4.2.1 Administer and support the tools within the constraints of the enclave
958 baseline and RMF practices.

959 8.4.2.4.2.2 Meet CERT requirements for data reporting.

960 8.4.2.4.2.3 Mature each tool to maximize its capabilities.

961 8.4.2.4.2.4 Maintain a roadmap for each tool.

962

963 **8.4.3 Joint Early Warning Lab Operations**

964 The contractor shall provide Joint Early Warning (EW) Lab (JEWL) analysts IAW the
965 Joint Requirements Oversight Council Memo (JROCM) 062-02 and Memorandum of
966 Agreement (MOA) between The U.S. Space Command (USSPACECOM) BMD
967 Integration and Synchronization (J31) Global Sensor Management Division and the
968 MDA for the JEWL (MDA-BC-XX-A-2879).

969

970 **STANDARDS:**

971 8.4.3.1 Coordinate analyses with Integrated Missile Defense (IMD) and Theater
972 Missile (TM) Warning (TMW) stakeholders.

973 8.4.3.2 Provide technical assessments of real-world missile events, Flight Tests
974 (FTs), and exercises.

975 8.4.3.3 Compare missile launch events against intelligence data and produce
976 Measures of Effectiveness (MOEs) and assess conformance to specifications.

977 8.4.3.4 Collect data at key EW architecture nodes on live, historical, and exercise-
978 generated TM events.

979 8.4.3.5 Evaluate operational performance of the TMW system against
980 performance requirements and reports on current and future TMW
981 capabilities.

982 8.4.3.6 Recommend approaches to integrate new capabilities and technologies
983 into the TMW architecture.

984 8.4.3.7 Test and assess TMW Tactical Data Processors (TDPs) against new
985 capabilities or systems.

986 8.4.3.8 Present analysis and recommendations to control boards, engineering
987 working groups, and other technical forums, as required.

988 8.4.3.9 Operate, maintain, and sustain current and near-term joint service
989 mission applications.

990 8.4.3.10 Participate ICW USSPACECOM J31 Combatant Command (CCMD) health
991 checks.

992

993 **8.5 Mission Support and Engineering Projects**

994 Note: This task shall require the submittal and approval of a Request For Service (RFS)
995 prior to execution.

996 **8.5.1 Assessment and Planning**

997 The contractor shall receive, evaluate, and manage requirements from stakeholders,
998 testers, and users of the C2BMC MAs and their capabilities at the MDIOC and shall
999 ensure they are valid, accurate, complete, and understood.

1000 **STANDARDS:**

1001 8.5.1.1 Schedule and lead Technical Interchange Meetings (TIMs) and perform site

1002 surveys with required stakeholders to identify the requirements.

1003 8.5.1.2 Provide analysis of alternatives and Courses of Action (COAs).

1004 8.5.1.3 Generate project plans and/or formal schedules, required by the CII PMO.

1005

1006 **8.5.2 Mission Support Activities**

1007 The contractor shall ensure CTF readiness to participate in tests and mission support

1008 activities..

1009 **STANDARDS:**

1010 8.5.2.1 Develop requirements, architectures, and required lab preparations.

1011 8.5.2.2 Monitor and de-conflict Event Protection Periods (EPPs) and test event

1012 freezes.

1013 8.5.2.3 Ensure appropriate resources and staffing are available to support

1014 during event execution.

1015 8.5.2.4 Provide event after-action documentation to the CII Director.

1016 8.5.2.5 Ensure lab is either returned to baseline or a baseline defined by CII Director.

1017 8.5.2.6 Prepare lab equipment, such as interfaces, cybersecurity, and ancillary

1018 equipment.

1019

1020 **8.5.3 Immediate Response Task Engineering Projects**

1021 The contractor shall provide technical oversight for all phases of Immediate Response

1022 Task (IRT) planning, design, scheduling, execution, and reporting to ensure technical

1023 solutions for projects meet their mission, goals, and Tasks. The contractor shall

1024 implement solutions, upgrades, enhancements, and reconfigurations, completing

1025 planning, design, procurement, implementation, documentation, and CM activities.

1026 **STANDARDS:**

1027 8.5.3.1 Perform project oversight, including customer coordination and

1028 communications, and respond to official Requests for Information (RFIs) and

1029 problem resolution.

1030 8.5.3.2 Plan and develop sequenced, resource-loaded schedules, as required.

1031 Identify resources needed to accomplish the project and ensure all resources

1032 have the proper Work Authorizations (WAs). Identify risks, work sequencing,

1033 critical paths, and procurement lead times, as required.

1034 8.5.3.3 Initiate requirements management activities. Document and track

1035 requirements in a Requirements Traceability Matrix (RTM) which identifies specific

1036 and derived requirements.

1037 8.5.3.4 Develop design solutions and conduct design reviews (both preliminary and

1038 final) for Government approval, as required. Participate in required MDIOC review

1039 boards (e.g., Design Review Board, Engineering and Architecture Board [EAB]), as

required.

8.5.3.5 MDIOC ERB:

8.5.3.5.1 Ensure all non-mission equipment and systems are compliant with the published instructions and standards (i.e., the MDIOC SEP and ERB Charter) that governs the MDIOC ERB. Ensure completion of SE gate reviews required to validate requests, align with facility standards, and integrate solutions across the MDIOC facility.

8.5.3.5.2 Present to the ERB all non-mission critical projects impacting the MDIOC TB for requirements that meet the entry criteria defined in the charter and published appendices.

8.5.3.5.3 Reconcile any re-work actions and technical conflicts that come from the ERB and receive approval from the ERB before project performance begins.

8.5.3.5.4 Work affecting CII mission equipment will not be submitted to MDIOC ERB for adjudication.

8.5.3.6 Develop, maintain, and coordinate technical documentation, including technical data packages, engineering drawings, and interface control specifications for existing systems that require documentation or because of newly developed and/or modified systems. Ensure fully coordinated, red-lined change documents are available for the Government user and service technicians at the customer turnover date, and that formal configuration control documentation and drawings updated and posted within 60 days of work or project completion.

8.5.3.7 Deliver CDRL A006: Baseline Engineering Documentation (due date will be identified in each project).

8.5.3.8 Execute a project change management process.

8.5.3.9 Complete project close-out activities.

8.5.3.10 Provide all close-out documentation, including a project summary, final resource- loaded schedule (as required), and an element of cost summary for each project in the in the monthly Status Report (CDRL A002).

8.5.4 Quick Response Task Engineering Projects

The contractor shall provide technical oversight for all phases of Quick Response Task (QRT) planning, design, scheduling, execution, and reporting to ensure technical solutions for projects meet their mission, goals, and Tasks. The contractor shall implement solutions, upgrades, enhancements, and reconfigurations, completing the planning, design, procurement, implementation, documentation, and configuration management activities.

STANDARDS:

8.5.4.1 Perform project oversight, including customer coordination and communications, and respond to official RFIs and problem resolution.

8.5.4.2 Plan and develop sequenced, resource-loaded schedules, as required. Identify resources needed to accomplish the project and ensure all resources have

1082 the proper WAs. Identify risks, work sequencing, critical paths, and procurement lead-
1083 times, as required.

1084 8.5.4.3 Initiate requirements management activities. Document and track
1085 requirements in a RTM, which identifies specific and derived requirements.

1086 8.5.4.4 Develop design solutions and conduct design reviews (both preliminary and
1087 final) for Government approval, as required. Participate in required MDIOC review
1088 boards (e.g., Design Review Board, EAB), as required.

1089 8.5.4.5 MDIOC ERB:

1090 8.5.4.5.1 Ensure all non-mission equipment and systems are compliant with
1091 the published instructions and standards (i.e., the MDIOC SEP and ERB
1092 Charter) that governs the MDIOC ERB. Ensure completion of SE gate
1093 reviews required to validate requests, align with facility standards, and
1094 integrate solutions across the MDIOC facility.

1095 8.5.4.5.1 Present to the ERB all non-mission critical projects impacting the
1096 MDIOC TB for requirements that meet the entry criteria defined in the charter
1097 and published appendices.

1098 8.5.4.5.1 Reconcile any re-work actions and technical conflicts that come
1099 from the ERB and receive approval from the ERB before project performance
1100 begins.

1101 8.5.4.5.1 Work affecting CII mission equipment will not be submitted to
1102 MDIOC ERB for adjudication.

1103 8.5.4.6 Develop, maintain, and coordinate technical documentation, including
1104 technical data packages, engineering drawings, and interface control specifications
1105 for existing systems that require documentation or because of newly developed
1106 and/or modified systems. Ensure fully coordinated, red-lined change documents are
1107 available for the Government user and service technicians at the customer turnover
1108 date, and that formal configuration control documentation and drawings updated
1109 and posted within 60 days of work or project completion.

1110 8.5.4.7 Deliver CDRL A006: Baseline Engineering Documentation (due date will
1111 be identified in each project).

1112 8.5.4.8 Execute a project change management process.

1113 8.5.4.9 Complete project close out activities.

1114 8.5.4.10 Provide all close-out documentation, including a project summary, final
1115 resource- loaded schedule (as required), and an element of cost summary for each
1116 project in the in the monthly Status Report (CDRL A001).

1117
1118 **8.5.5 Discrete Engineering Projects**

1119 The contractor shall provide technical oversight for all phases of discrete engineering
1120 project planning, design, scheduling, execution and reporting to ensure technical
1121 solutions for projects meet their mission, goals, and Tasks. The Contractor shall
1122 implement solutions, upgrades, enhancements and reconfigurations, completing the
1123 planning, design, procurement, implementation, documentation and configuration

1124 management activities. All discrete engineering projects will be negotiated individually.

1125 **STANDARDS:**

1126 8.5.5.1 Perform project oversight, including customer coordination and
1127 communications, and respond to RFIs and problem resolution.

1128 8.5.5.2 Plan and develop sequenced, resource-loaded schedules, as required.
1129 Identify resources needed to accomplish the project and ensure all resources
1130 have the proper WAs. Identify risks, work sequencing, critical paths, and
1131 procurement lead- times, as required.

1132 8.5.5.3 Initiate requirements management activities. Document and track
1133 requirements in a RTM, which identifies specific and derived requirements.

1134 8.5.5.4 Develop design solutions and conduct design reviews (both preliminary and
1135 final) for Government approval, as required. Participate in required MDIOC review
1136 boards (e.g., Design Review Board, EAB), as required.

1137 8.5.5.5 MDIOC ERB:

1138 8.5.5.5.1 Ensure all non-mission equipment and systems are compliant with
1139 the published instructions and standards (i.e., the MDIOC SEP and ERB
1140 Charter) that governs the MDIOC ERB. Ensure completion of SE gate
1141 reviews required to validate requests, align with facility standards, and
1142 integrate solutions across the MDIOC facility.

1143 8.5.5.5.2 Present to the ERB all non-mission critical projects impacting the
1144 MDIOC TB for requirements that meet the entry criteria defined in the charter
1145 and published appendices.

1146 8.5.5.5.3 Reconcile any re-work actions and technical conflicts that come
1147 from the ERB and receive approval from the ERB before project
1148 performance begins.

1149 8.5.5.5.4 Work affecting CII mission equipment will not be submitted to
1150 MDIOC ERB for adjudication.

1151 8.5.5.6 Develop, maintain, and coordinate technical documentation, including
1152 technical data packages, engineering drawings, and interface control specifications
1153 for existing systems that require documentation or because of newly developed
1154 and/or modified systems. Ensure fully coordinated, red-lined change documents are
1155 available for the Government user and service technicians at the customer turnover
1156 date, and that formal configuration control documentation and drawings updated
1157 and posted within 60 days of work or project completion.

1158 8.5.5.7 Deliver CDRL A006: Baseline Engineering Documentation (due date will
1159 be identified in each project).

1160 8.5.5.8 Execute a project change management process.

1161 8.5.5.9 Complete project close out activities.

1162 8.5.5.10 Provide all close-out documentation, including a project summary, final
1163 resource- loaded schedule (as required), and an element of cost summary for each
1164 project in the in the monthly Status Report (CDRL A001).

1165
1166 **8.6 Sustainment**

1167 Note: This task shall require the submittal and approval of a Request For Service (RFS) for
1168 to execution.

1169 **8.6.1 Inventory Tracking System**

1170 Maintain current inventory documentation of all hardware, software, software licenses,
1171 and Service Level Agreements for all assets under CII PMO control:

1172 **STANDARDS:**

1173 8.6.1.1 Inventory all hardware defined by in-use and spares

1174 8.6.1.2 Inventory all software

1175 8.6.1.3 Inventory all software license defined by system/device where the license is
1176 applied and license expiration

1177 8.6.1.4 Inventory of all Service Level Agreements

1178 **8.6.2 C2BMC Test Facility–Test Articles Maintenance**

1179 The contractor shall manage and provide necessary maintenance and sustainment
1180 services for C2BMC mission systems, assets, equipment, hardware, software, and lab
1181 spaces to ensure optimal performance of mission and lab capabilities while
1182 demonstrating minimal risk to daily operations, readiness, and testing activities.

1183 **STANDARDS:**

1184 8.6.2.1 Configure assets within lab spaces to support full functionality of mission
1185 systems, capabilities, and requirements.

1186 8.6.2.2 Track and record maintenance and repair actions in a CII approved ticketing
1187 system.

1188 8.6.2.3 Develop and maintain a maintenance schedule identifying, at a minimum,
1189 types of equipment, maintenance tasks associated with that equipment, and the
1190 interval or frequency of those tasks.

1191 8.6.2.4 Monitor and detect when maintenance actions are required based on
1192 system conditions or status.

1193 8.6.2.5 Perform system Health and Status (H&S) checks to ensure functionality,
1194 operation, and performance and report anomalies which could impact mission
1195 support events and activities.

1196 8.6.2.6 Coordinate and perform regular and/or preventative maintenance to
1197 prevent or correct potential failures before they happen.

1198 8.6.2.7 Perform troubleshooting and corrective maintenance to identify and
1199 resolve problems affecting systems, services, and equipment once a failure has
1200 occurred.

1201 8.6.2.8 Coordinate and prioritize maintenance activities with the CII Director to
1202 prevent and reduce overall risk to operations and testing activities.

1203 8.6.2.9 Initiate and coordinate vendor support utilizing active maintenance
1204 contracts, as applicable.

1205 8.6.2.10 Manage and provide a reporting mechanism, allowing customers to
 1206 immediately notify support personnel of problems and issues as they are occurring
 1207 during testing activities.

1208 8.6.2.11 Maintain and troubleshoot type one network encryptors while
 1209 coordinating with the Communications Security (COMSEC) Office.

1210 8.6.2.12 Coordinate, plan, and implement necessary patches, updates, and
 1211 upgrades to associated hardware, firmware, or software to resolve system
 1212 failures, when required and approved by the CII Director.
 1213

1214 **8.6.3 C2BMC Test Facility–Test Environment Maintenance**

1215 The contractor shall manage and provide necessary maintenance and sustainment
 1216 services for TE mission systems, assets, equipment, hardware, software, and lab
 1217 spaces to ensure optimal performance of mission and lab capabilities while
 1218 demonstrating minimal risk to daily operations, readiness, and testing activities.

1219 **STANDARDS:**

1220 8.6.3.1 Configure assets within laboratory spaces to support full functionality of
 1221 mission systems, capabilities, and requirements.

1222 8.6.3.2 Track and record maintenance and repair actions in a CII approved ticketing
 1223 system.

1224 8.6.3.3 Monitor and detect when maintenance actions are required based on
 1225 system conditions or status.

1226 8.6.3.4 Perform system H&S checks to ensure functionality, operation, and
 1227 performance and report anomalies which could impact mission support events and
 1228 activities.

1229 8.6.3.5 Coordinate and perform regular and/or preventative maintenance to
 1230 prevent or correct potential failures before they happen.

1231 8.6.3.6 Perform troubleshooting and corrective maintenance to identify and
 1232 resolve problems affecting systems, services, and equipment once a failure has
 1233 occurred.

1234 8.6.3.7 Coordinate and prioritize maintenance activities with the CII PMO to
 1235 prevent and reduce overall risk to operations and testing activities.

1236 Initiate and coordinate vendor support utilizing active maintenance contracts, as
 1237 applicable.

1238 8.6.3.8 Coordinate, plan, and implement necessary patches, updates, and
 1239 upgrades to associated hardware, firmware, or software across all managed
 1240 enclaves, as required.

1241 8.6.3.9 Monitor, maintain, and manage storage resources, platform systems,
 1242 services, and equipment across all enclaves to ensure optimal performance.

1243 8.6.3.10 Manage and monitor physical and virtual environments to maximize their
 1244 customer availability and optimal operational status.

1245 **8.6.4 Virtual Testing Enclave for C2BMC Maintenance**

1246 The contractor shall manage and provide necessary maintenance and sustainment
1247 services for VTEC mission systems, assets, equipment, hardware, software, and lab
1248 spaces to ensure optimal performance of mission and laboratory capabilities, while
1249 demonstrating minimal risk to daily operations, readiness, and testing activities.

1250 **STANDARDS:**

1251 8.6.4.1 Configure assets within lab spaces to support full functionality of mission
1252 systems, capabilities, and requirements.

1253 8.6.4.2 Track and record maintenance and repair actions in a CII approved
1254 ticketing system.

1255 8.6.4.3 Develop and maintain a maintenance schedule identifying, at minimum,
1256 types of equipment, maintenance tasks associated with that equipment, and the
1257 interval or frequency of those tasks.

1258 8.6.4.4 Monitor and detect when maintenance actions are required based on
1259 system conditions or status.

1260 8.6.4.5 Perform system H&S checks to ensure functionality, operation, and
1261 performance and report anomalies which could impact mission support events and
1262 activities.

1263 8.6.4.6 Coordinate and perform regular and/or preventative maintenance to
1264 prevent or correct potential failures.

1265 8.6.4.7 Perform troubleshooting and corrective maintenance to identify and
1266 resolve problems affecting systems, services, and equipment once a failure has
1267 occurred.

1268 8.6.4.8 Coordinate and prioritize maintenance activities with the CII Director to
1269 prevent and reduce overall risk to operations and testing activities.

1270 8.6.4.9 Initiate and coordinate vendor support utilizing active maintenance
1271 contracts, as applicable.

1272 8.6.4.10 Manage and provide a reporting mechanism allowing customers to
1273 immediately notify support personnel of problems and issues as they are occurring
1274 during testing activities.

1275 8.6.4.11 Maintain and troubleshoot Type One network encryptions while
1276 coordinating with the COMSEC Office, when required.

1277 **8.6.5 Joint Early Warning Lab Maintenance**

1278 The contractor shall manage and provide necessary maintenance and sustainment
1279 services for JEWL mission systems, assets, equipment, hardware, software, and lab
1280 spaces to ensure optimal performance of mission and lab capabilities while
1281 demonstrating minimal risk to daily operations, readiness, and testing activities.

1282 **STANDARDS:**

1283 8.6.5.1 Configure assets within lab spaces to support full functionality of mission
1284 systems, capabilities, and requirements.

1285 8.6.5.2 Track and record maintenance and repair actions in a CI approved ticketing
1286 system.

1287 8.6.5.3 Monitor and detect when maintenance actions are required based on
1288 system conditions or status.

1289 8.6.5.4 Perform system H&S checks to ensure functionality, operation, and
1290 performance Report anomalies which could impact mission support events and
1291 activities.

1292 8.6.5.5 Coordinate and perform regular and/or preventative maintenance to
1293 prevent or correct potential failures.

1294 8.6.5.6 Perform troubleshooting and corrective maintenance to identify and
1295 resolve problems affecting systems, services, and equipment once a failure has
1296 occurred.

1297 8.6.5.7 Coordinate and prioritize maintenance activities with the CII Director to
1298 prevent and reduce overall risk to operations and testing activities.

1299 8.6.5.8 Initiate and coordinate vendor support utilizing active maintenance
1300 contracts as applicable.

1301 8.6.5.9 Coordinate, plan, and implement necessary patches, updates, and
1302 upgrades to associated hardware, firmware, or software, as required, across
1303 all managed enclaves.

1304 8.6.5.10 Monitor, maintain, and manage storage resources, platform systems,
1305 services, and equipment across all enclaves to ensure optimal performance.

1306 8.6.5.11 Manage and monitor physical and virtual environments to ensure their
1307 maximum customer availability and optimal operational status.

1308

1309 **8.6.6 End User Operations and Maintenance**

1310 The contractor shall provide customer support services inclusive of service desk
1311 operations, touch-labor client services, conference, and event activities, Install-Move-
1312 Add-Change (IMAC) services. The contractor shall provide services necessary for
1313 sustainment of C2BMC ancillary IT systems and capabilities and office space areas.
1314 Sustainment activities include network management, CM, proactive and corrective
1315 maintenance, and break-fix service restoration. IT systems include the following:

- 1316 • Hardware and software within the Classified Local Area Network (LAN) (CLAN)
- 1317 • Hardware and software within the Integrated Classified Environment (ICE)
- 1318 • Hardware and software within the Unclassified LAN (ULAN)

1319 **STANDARDS:**

1320 8.6.6.1 Configure and maintain office spaces in a manner that enables full
1321 functionality of personnel.

1322 8.6.6.2 Respond and provide an estimated timeline associated with service
1323 restoration IAW contractor-developed ticket escalation procedures to degradations
1324 and failures within eight business hours. Demonstrate minimal impact to mission
1325 while repair activities are initiated, conducted, and completed. The response times
1326 for incidents occurring outside of core hours do not begin until the beginning of the
1327 following business day. A summary of degradations and failures, including the

1328 response times and a root-cause analysis, shall be documented in the monthly
1329 Status Report (CDRL A001).

1330 8.6.6.3 Provide Tier II help desk support Monday–Friday from 0730–1600
1331 Mountain Time (MT). Resolve calls received outside of core business hours the
1332 following business day. Develop and maintain a knowledgebase to enable first-call
1333 resolution of help desk calls. Ensure 24x7 support with a 2-hour response time for
1334 help desk support calls originating from critical Functional Areas (FAs).

1335 8.6.6.4 Manage the customer experience life cycle, ensuring all requests are
1336 handled IAW IR and Service-Level Tasks (SLO) with communication out to
1337 customers with defined service-level expectations.

1338 8.6.6.5 The contractor will maintain core services to critical systems that support
1339 the C2BMC mission, as defined by the CII Director and outlined within Exhibit 1.

1340

1341 **8.6.7 Maintenance, Sparing, Tech Refresh**

1342 The contractor shall maintain and refresh hardware, software, and current capabilities
1343 across all systems, services, and FAs, excluding those served by an external baseline
1344 (e.g., the C2BMC TA baseline). Maintenance and tech refresh for FAs served by an
1345 external baseline will be specifically addressed in those sections. The contractor shall
1346 provide recommendations on critical spares and maintain spare hardware, as required.

1347 **STANDARDS:**

1348 8.6.7.1 Maintain and refresh hardware, software, and current capabilities IAW
1349 industry and cybersecurity best maintenance practices, ensuring an appropriate
1350 mix between proactive and corrective maintenance, repair, and replacement to
1351 maintain availability. Document and execute sparing plans, maintenance plans,
1352 schedules, and performance expectations. Utilize system performance and
1353 maintenance trending analysis to manage the maintenance program. Leverage
1354 MDA IT support policy to minimize investments for IT hardware and software
1355 above MDA standards (C006).

1356 8.6.7.2 Manage and maintain currency on all licensing and update services for
1357 required software.

1358 8.6.7.3 Develop criteria for technology refresh of hardware, software, and current
1359 capabilities IAW industry best practices to ensure availability. Manage and provide
1360 the Government with real-time access to a database that conforms to Defense
1361 Property Accountability System (DPAS) requirements identifying the location and
1362 acquisition details for all acquired assets.

1363 8.6.7.4 Implement an integrated approach to operate and manage hardware and
1364 software investments that provides for the continuous identification, selection,
1365 control, LCM, and evaluation of the investments in a structured process, resulting in
1366 a systematic method that maximizes investment return and allows predictable
1367 budgeting.

1368 8.6.7.5 Execute procurements and work as required to support life cycle tech
1369 refresh efforts within the CTF.

1370 8.6.7.6 Provide recommendations on critical spares and maintain spare
1371 hardware. (CDRL: A007)

1372 8.6.7.7 Deliver a Technology Refresh Plan. (CDRL: A008)

1373

1374 **8.7 Information Management**

1375 **8.7.1 Request for Service Workflow Management**

1376 The contractor shall sustain the current a work request process/system that allows
1377 Government personnel to submit, assess, validate, vet, prioritize, approve, track, and
1378 evaluate requests, as well as maintain a workload history.

1379 **STANDARDS:**

1380 8.7.1.1 Receive, submit and route Infrastructure, Engineering, and Mission Support
1381 Services requests for vetting and consideration.

1382 8.7.1.2 Assess, evaluate, and estimate Levels of Effort (LoEs) for discrete work and
1383 provide to Government stakeholders for decision making and prioritization.

1384 8.7.1.3 Approve, track, and maintain decision making.

1385 8.7.1.4 Monitor status of current efforts underway and in the pipeline.

1386

1387 **8.7.2 Technical Document Management**

1388 The contractor shall provide management of technical documentation that clearly
1389 diagrams and articulates the physical and logical attributes of—and the functional
1390 relationship between—systems, subsystems, and capabilities, as well as support
1391 changes of record as they are implemented against the established technical
1392 documentation baseline.

1393 **STANDARDS:**

1394 8.7.2.1 Develop, incorporate, and maintain the structure repositories, tools,
1395 processes, and procedures identified ICW the CII Director that facilitate the
1396 management of all technical artifacts as they are impacted by the engineering
1397 product life cycle and/or sustainment activities.

1398 8.7.2.2 Develop, document, maintain, and train C2BMC Infrastructure,
1399 Engineering and Mission Support Services engineering drawing standards.

1400 8.7.2.3 Ensure key documents readily available for personnel or Government
1401 reference.

1402 8.7.2.4 Improve efficiency by facilitating standard work processes.

1403 8.7.2.5 Provide a framework against which operations can be assessed for
1404 compliance.

1405 **8.7.3 Collaboration Environments**

1406 Note: This task shall require the submittal and approval of a Request For Service (RFS)
1407 prior to execution.

1408 The contractor shall manage collaborative environments to facilitate data, documentation,
1409 and knowledge sharing within the CII program.

1410 **STANDARDS:**

- 1411 8.7.3.1 Provide a framework to organize required and requested data into
1412 report dashboards that are readily available for personnel or CII reference.
- 1413 8.7.3.2 Develop and maintain progress reports to inform discussions and decisions.
- 1414 8.7.3.3 Provide data analysis activities to refine and improve data and sources.
- 1415 8.7.3.4 Improve efficiency by facilitating collaborative online environments.

1416

1417 **8.8 International Operations**

1418 **8.8.1 International Documentation and Planning**

1419

1420 The contractor shall assist with documentation and planning exercises related to the
1421 formulation and release of interface control, data ownership, and cooperative
1422 memorandums and documents between C2BMC and allied partner nations as directed
1423 by the CII PMO.

1424 **STANDARDS:**

1425 8.8.1.1 Assist in the development and review of interface control documents.

1426 8.8.1.2 Assist in the development of CCMD data owner's guidance.

1427 8.8.1.3 Assist in the development of Memorandums (Memos) of Understanding
1428 (MOUs), Memos of Agreement (MOAs), and similar documents or agreements.

1429 8.8.1.4 Assist in the preparation of briefings for Foreign Disclosure (FD).

1430 8.8.1.5 Assist in the preparation of briefings for executive leadership.

1431 8.8.1.6 Participate in international planning and TIMs.

1432 8.8.1.7 Travel to partner nations.

1433 **8.8.2 International Engineering Support**

1434 Provide IT engineering services to assist in the joint planning, design, and
1435 implementation of mission equipment and capabilities between C2BMC and allied
1436 partner nations.

1437 **STANDARDS:**

1438 8.8.2.1 Provide SE and T&E support for activities with missile defense partner nations.

1439 8.8.2.2 Manage and track configuration changes and upgrade schedules for Cross-
1440 Domain Solution (CDS) devices and rulesets.

1441 8.8.2.3 Conduct annual baseline surveys at sites as directed by CII PMO.

1442 8.8.2.4 Provide engineering support for CDS testing.

1443 **8.8.3 Maintenance and Sustainment (MDIOC Systems)**

1444 The contractor shall manage, administer, and maintain the International Point of Presence
1445 (IPOP) mission systems, capabilities, and lab space at the MDIOC to ensure full
1446 functionality in support of joint-nation events and activities.

1447 **STANDARDS:**

1448 8.8.3.1 Configure assets within the IPOP enclave and spaces to support mission

1449 capabilities and requirements.

1450 8.8.3.2 Maintain accurate MDA NATO Secret Control Point inventory at the MDIOC in
1451 accordance with CII PMO guidelines and procedures.

1452 8.8.3.3 Manage and maintain physical security of the room, safe, and IT equipment
1453 contained therein.

1454 8.8.3.4 Manage and maintain mission IT equipment (e.g., work stations, network,
1455 systems, racks) to ensure optimal readiness and operation to support testing
1456 activities.

1457 8.8.3.5 Track and maintain a master inventory of IPOP hardware and systems.

1458 8.8.3.6 Monitor and detect when maintenance actions are required based on
1459 system conditions or status,

1460 8.8.3.7 Track and record maintenance and repair actions via a CII approved ticketing
1461 system.

1462 8.8.3.8 Coordinate and perform regular and/or preventative maintenance to
1463 prevent or correct potential failures.

1464 8.8.3.9 Perform troubleshooting and corrective maintenance to identify and
1465 resolve problems affecting systems, services, and equipment once a failure has
1466 occurred

1467 8.8.3.10 Coordinate and prioritize maintenance activities with the CII PMO to
1468 prevent and reduce overall risk to operations and mission support activities.

1469 8.8.3.11 Coordinate, plan, and implement necessary patches, updates, and
1470 upgrades to associated hardware, firmware, or software to resolve system
1471 failures, when required and approved by the CII Director.

1472 8.8.3.12 Assess, coordinate, and implement CTOs and IAVAs, as
1473 applicable, within constraints of the C2BMC baseline.

1474 8.8.3.13 Maintain and use the CII File Transfer Protocol (FTP) server to
1475 exchange classified information with NATO.

1476 8.8.3.14 Maintain and update IPOP SOPs.

1477 8.8.3.15 Track and report operational and readiness status of systems,
1478 equipment, and capabilities.

1479 **8.8.4 Maintenance and Sustainment (Partner Nations)**

1480 The contractor shall provide necessary IT and engineering technical expertise and
1481 services to support C2BMC mission equipment and capabilities at partner nations when
1482 required by the CII PMO.

1483 **STANDARDS:**

1484 8.8.4.1 Coordinate and provide maintenance, troubleshooting, and repair services
1485 to CDS equipment.

1486 8.8.4.2 Perform maintenance, troubleshooting, repair, and replacement of C2BMC
1487 mission equipment.

1488 8.8.4.3 Participate in international planning and TIMs.

1489 8.8.4.4 Travel to partner nations.

1490

1491 **8.8.5 International Test Events**

1492 Note: This task shall require the submittal and approval of a Request For Service (RFS)
1493 prior to execution.

1494 The contractor shall plan, design, schedule, execute, and support IPOP exercises and
1495 test events as directed by the CII PMO.

1496 **STANDARDS:**

1497 8.8.5.1 Facilitate and develop requirements, architectures, and required lab
1498 preparations.

1499 8.8.5.2 Prepare and evaluate IPOP event documentation.

1500 8.8.5.3 Prepare Event Cyber Security Plan (ECSP) documentation for CII PMO
1501 international events.

1502 8.8.5.4 Monitor and de-conflict EPPs and test event lockdowns.

1503 8.8.5.5 Prepare lab equipment, such as interfaces, cybersecurity, and ancillary
1504 equipment for event execution.

1505 8.8.5.6 Provide qualified network engineering, test control, and systems
1506 administrators during event execution.

1507 8.8.5.7 Operate equipment during mission execution, as required.

1508 8.8.5.8 Present an AAR to the CII PMO after the event.

1509 8.8.5.9 Ensure lab is returned to baseline or a baseline defined by CII PMO.

1510 8.8.5.10 Develop necessary cybersecurity event documentation and track
1511 approvals.

1512

1513 **8.9 BMDS Network Operations and Security Center**

1514 Note: This task shall require the submittal and approval of a Request For Service (RFS)
1515 prior to execution.

1516 For all Ballistic Missile Defense System (BMDS) Network Operations and Security
1517 Center (BNOSC) facility areas, the contractor shall provide IT systems and facility
1518 preventive and corrective maintenance activities, ensuring the performance and
1519 availability of BNOSC systems and facilities. The contractor shall provide support for
1520 daily activities, including network management, project management, engineering
1521 design and implementation, help desk, IMAC. The contractor shall perform training,
1522 exercise, and event support for all BNOSC and DTS Control Center (DCC) spaces.

1523 Exhibit 2 identifies the facility areas that are designated FAs and the systems that are
1524 supported within BNOSC facility areas. Exhibit 2 provides the performance standards
1525 for critical and non-critical systems.

1526 **8.9.1 Operations Sustainment Engineering**

1527 The contractor shall provide services necessary for the sustainment of mission systems
1528 and capabilities. Sustainment activities include network management, CM, proactive

and corrective maintenance, hardware and software refresh, break-fix service restoration, and engineering services for the areas and systems identified in Exhibit 2.

The contractor shall maintain information assurance infrastructure to MDA and DoD standards. The contractor shall maintain all sustainment engineering documentation.

STANDARDS:

8.9.1.1 Maintain and refresh hardware, software, and current capabilities IAW industry best maintenance practices, ensuring an appropriate mix between proactive and corrective maintenance, repair, and replacement to maintain availability of systems, equipment, and networks. Document and execute maintenance plans, schedules, and performance expectations. Utilize system performance and maintenance trending analysis to manage the maintenance program. Execute an annual 20 percent tech refresh, at a minimum (CDRLs A007, A008).

8.9.1.2 Develop and implement an integrated approach to operate and manage IT investments that provide for the continuous identification, selection, control, LCM, and evaluation of the IT investments in a structured process, resulting in a systematic method maximizing the return of IT investments, both in the present and future.

8.9.1.3 Critical FAs (Identified in Exhibit 1): Maintain continuous Situational Awareness (SA) to anticipate problems and react to prevent or minimize mission degradation to ensure availability of all equipment within the critical functional areas. Demonstrate agility in response to urgent operational needs (as defined in Exhibit 2) and affect management of IT infrastructure and capabilities.

8.9.1.4 Repair activities communicated, initiated, conducted, and completed with minimal impact to missions.

8.9.1.5 All Areas Other than Critical FAs (Identified in Exhibit 1): Execute routine, non-critical maintenance and sustainment activities with minimal impact to missions IAW the performance standards provided in Exhibit 2.

8.9.1.6 Manage and maintain currency on all software licensing and hardware warranties. Track life cycle information in relation to vendor End-of-Life (EoL) serviceability and MDA Network Owner end-of-net worthiness and support.

8.9.2 Customer Support Services

The contractor shall provide customer support services inclusive of service desk operations, conference and IMAC services, and engineering services.

STANDARDS:

8.9.2.1 Provide Tier II help desk support during core business hours. Develop and maintain a knowledgebase to enable first-call resolution of help desk calls. Exhibit 2 outlines response time for help desk support calls involving the critical FAs and systems identified in Exhibit 1.

8.9.2.2 Provide an online work request process or system that allows assigned Government personnel to submit, assess, validate, vet, prioritize, approve, track, and evaluate work requests for non-help desk support related activities. Content of contractor response for each request must include scope, need date, identification of Points of Contact (POCs), solution, break out of activities, schedule, cost, and

1572 materials. Implement a Change Request (CRQ) process for scheduled changes.
1573 Create a categorical binning system for approval and vetting for projects, with
1574 respect to urgency and project size.

1575 8.9.2.3 Maintain the MDA enterprise technical standards for teleconferencing, large
1576 computer system displays (i.e., monitors), and the television distribution system.
1577 This does not include display devices that are connected to Video
1578 Teleconferencing (VTC) systems, A/V distribution systems, or video walls. IRES
1579 will coordinate with the associated contractor to uphold equipment standards and
1580 ensure the VTC and A/V distribution systems are compatible and integrate with the
1581 enterprise network, with the Government resolving any discrepancies.

1582 8.9.2.4 Act as liaison between the BNOSC and the associate contractor to facilitate
1583 A/V Operations and Maintenance (O&M) break-fix activities, as needed. Meet
1584 designated response time requirements, but shall not be held accountable for
1585 completion of actions by associate contractor.

1586

1587 **8.9.3 Configuration Management and Asset Control**

1588 The contractor shall provide equipment configuration control and provide compliant
1589 Asset Management (AM) services of assets (i.e., equipment, software, and cell phones),
1590 from initial receipt to final disposition, and maintain an auditable inventory. The
1591 contractor shall implement a mechanism for recording, tracking, and reporting the status
1592 of CIs. The contractor shall examine, evaluate, and monitor baseline hardware and
1593 software to maintain version control integrity.

1594 **STANDARDS:**

1595 8.9.3.1 Maintain positive CM control for all cabling, systems, operating
1596 procedures, and assets. Develop and provide baselined systems artifacts (e.g.,
1597 interface control documents, network interface control documents, schematics,
1598 functional system overlays, architectural drawings compliant with the RMF) that
1599 clearly diagram and articulate the system or components performance, function,
1600 and physical attributes and functional relation between parts, subsystems, and
1601 systems.

1602 8.9.3.2 Perform AM activities for the equipment within the BNOSC and cable
1603 management within the BNOSC areas.

1604

1605 **8.9.4 Engineering Projects Assessment and Planning**

1606 The contractor shall receive, evaluate, and manage requirements from stakeholders,
1607 testers, and users of the BNOSC mission areas and their capabilities at the MDIOC and
1608 shall ensure they are valid, accurate, complete, and understood.

1609 **STANDARDS:**

1610 8.9.4.1 Schedule and lead TIMs and perform site surveys with required
1611 stakeholders to identify the requirements.

1612 8.9.4.2 Define, document, and provide draft requirements and ROM
1613 estimates (e.g., parametric estimates, analogies).

1614 8.9.4.3 Provide analysis of alternatives and COAs.

- 1615 8.9.4.4 Generate project plans and/or formal schedules as appropriate.
- 1616 8.9.4.5 Provide cost estimates for events, projects, and hardware and software
- 1617 purchases.

1618 **8.9.5 Engineering Projects Immediate Response Tasks**

1619 The contractor shall provide technical oversight for all phases of IRT planning, design,

1620 scheduling, execution, and reporting to ensure technical solutions for projects meet

1621 their mission, goals, and Tasks. The contractor shall implement solutions, upgrades,

1622 enhancements, and reconfigurations, completing the planning, design, procurement,

1623 implementation, documentation, and CM activities.

1624 **STANDARDS:**

1625 8.9.5.1 Perform project oversight, including customer coordination and

1626 communications, and respond to RFIs and problem resolution.

1627 8.9.5.2 Plan and develop sequenced, resource-loaded schedules, as required.

1628 Identify resources needed to accomplish the project and ensure all resources

1629 have the proper WAs. Identify risks, work sequencing, critical paths, and

1630 procurement lead- times, as required.

1631 8.9.5.3 Initiate requirements management activities. Document and track

1632 requirements in a RTM, which identifies specific and derived requirements.

1633 8.9.5.4 Develop design solutions and conduct design reviews (preliminary and

1634 final) for Government approval, as required. Participate in required MDIOC

1635 review boards (i.e., Design Review Board, Engineering and Architecture Board),

1636 as required.

1637 **8.9.5.5 MDIOC ERB:**

1638 8.9.5.5.1 Ensure compliance with the published instructions and standards

1639 (i.e., the MDIOC SEP and ERB Charter) that governs the MDIOC ERB.

1640 Ensure completion of SE gate reviews required to validate requests, align

1641 with facility standards, and integrate solutions across the MDIOC facility.

1642 8.9.5.5.2 Present to the ERB all projects impacting the MDIOC TB for

1643 requirements that meet the entry criteria defined in the charter and published

1644 appendices.

1645 8.9.5.5.3 Reconcile any re-work actions and technical conflicts that come

1646 from the ERB and receive approval from the ERB before project

1647 performance begins.

1648 8.9.5.5.4 Work affecting MDA/BCW mission equipment that does not meet

1649 the MDIOC ERB entrance criteria will not be submitted to MDIOC ERB for

1650 adjudication.

1651 8.9.5.6 Develop, maintain, and coordinate technical documentation, including

1652 technical data packages, engineering drawings, and interface control specifications

1653 for existing systems that require documentation or because of newly developed

1654 and/or modified systems. Ensure fully coordinated, red-lined change documents are

1655 available for the Government user and service technicians at the customer turnover

1656 date, and that formal configuration control documentation and drawings updated

1657 and posted within 60 days of work or project completion.

1658 8.9.5.7 Deliver CDRL A006: Baseline Engineering Documentation (due date will
1659 be identified in each project).

1660 8.9.5.8 Execute a project change management process.

1661 8.9.5.9 Complete project close-out activities.

1662 8.9.5.10 Provide all close-out documentation, including a project summary, final
1663 resource- loaded schedule (as required), and an element of cost summary for each
1664 project in the in the monthly Status Report (CDRL A001).

1665 **8.9.6 Engineering Projects Quick Response Tasks**

1666 The contractor shall provide technical oversight for all phases of QRT planning, design,
1667 scheduling, execution, and reporting to ensure technical solutions for projects meet
1668 their mission, goals, and Tasks. The contractor shall implement solutions, upgrades,
1669 enhancements, and reconfigurations, completing the planning, design, procurement,
1670 implementation, documentation, and CM activities.

1671 **STANDARDS:**

1672 8.9.6.1 Perform project oversight, including customer coordination and
1673 communications, and respond to RFIs and problem resolution.

1674 8.9.6.2 Plan and develop sequenced, resource-loaded schedules, as required.
1675 Identify resources needed to accomplish the project and ensure all resources
1676 have the proper WAs. Identify risks, work sequencing, critical paths, and
1677 procurement lead- times, as required.

1678 8.9.6.3 Initiate requirements management activities. Document and track
1679 requirements in a RTM, which identifies specific and derived requirements.

1680 8.9.6.4 Develop design solutions and conduct design reviews (preliminary and
1681 final) for Government approval, as required. Participate in required MDIOC
1682 review boards (i.e., Design Review Board, Engineering and Architecture Board),
1683 as required.

1684 8.9.6.5 MDIOC ERB:

1685 8.9.6.5.1 Ensure compliance with the published instructions and standards
1686 (i.e., the MDIOC SEP and ERB Charter) that governs the MDIOC ERB.
1687 Ensure completion of SE gate reviews required to validate requests, align
1688 with facility standards, and integrate solutions across the MDIOC facility.

1689 8.9.6.5.2 Present to the ERB all projects impacting the MDIOC TB for
1690 requirements that meet the entry criteria defined in the charter and published
1691 appendices.

1692 8.9.6.5.3 Reconcile any re-work actions and technical conflicts that come
1693 from the ERB and receive approval from the ERB before project performance
1694 begins.

1695 8.9.6.5.4 Work affecting MDA/BCW mission equipment that does not meet
1696 the MDIOC ERB entrance criteria will not be submitted to MDIOC ERB for
1697 adjudication.

1698 8.9.6.6 Develop, maintain, and coordinate technical documentation, including
1699 technical data packages, engineering drawings, and interface control specifications
1700 for existing systems that require documentation or because of newly developed
1701 and/or modified systems. Ensure fully coordinated, red-lined change documents are
1702 available for the Government user and service technicians at the customer turnover
1703 date, and that formal configuration control documentation and drawings updated
1704 and posted within 60 days of work or project completion.

1705 8.9.6.7 Deliver CDRL A006: Baseline Engineering Documentation (due date will
1706 be identified in each project).

1707 8.9.6.8 Execute a project change management process.

1708 8.9.6.9 Complete project close-out activities.

1709 8.9.6.10 Provide all close-out documentation, including a project summary, final
1710 resource- loaded schedule (as required), and an element of cost summary for each
1711 project in the in the monthly Status Report (CDRL A001).

1712

1713 **8.10 Configuration Management**

1714 Note: This task shall require the submittal and approval of a Request For Service (RFS)
1715 prior to execution.

1716 The contractor shall provide configuration control for mission facilities and equipment.
1717 The C2BMC Prime Contractor has configuration control of CTF-TA.

1718 **STANDARDS:**

1719 8.10.1 Implement a comprehensive CM approach and maintain configuration control
1720 for all facilities, cabling systems, operating procedures, and assets in coordination with
1721 the CII Director.

1722 8.10.2 Implement a process for recording, tracking, and reporting the status of Cis.

1723 8.10.3 Implement and maintain a process for formally receiving and managing
1724 official spiral loads from the C2BMC Prime Contractor. In the event of a mission-
1725 impacting time constraint, unofficial spiral loads may be accepted temporarily with
1726 approval from the CII Director or a designated technical authority.

1727 8.10.4 Reject incomplete spiral loads when the C2BMC Prime Contractor fails to
1728 deliver required or complete installation packages (e.g., missing documentation,
1729 install instructions, encryption keys and instructions, configurations, Internet
1730 Protocol [IP] plans, media, and software).

1731 8.10.5 Follow CM practices, standards, and processes as identified in Section
1732 9 for all baseline and non-baseline configuration changes and deviations,
1733 ensuring appropriate drawings, products, and documents are updated in the
1734 appropriate systems of record.

1735 8.10.6 Perform sustainment CM activities relative to all CII mission support. .

1736 8.10.7 Control and maintain configuration-managed artifacts.

1737 8.10.8 Perform biannual Health & Status report audits, including a
1738 comparison of CM with lab-deployed systems on configuration-controlled

1739 artifacts.

1740

ATTACHMENT 1

INFORMATION TECHNOLOGY SUPPORT LEVELS

IT Support Level	Function	Support methodology	Staffing Needs
Tier 0	Self-help and user-retrieved information	<p>Users retrieve support information, including FAQs, detailed product and technical information, manuals, and search functions.</p> <p>Users also use applications to access service catalogs where they can request and receive services without involving the IT staff. Information is available within the applications and from Tier II support personnel upon request.</p>	Tier 0
Tier I	Basic help desk resolution and service desk delivery	<p>Support for basic customer issues, such as solving usage problems and fulfilling service desk requests that need IT Service Delivery (ITSD) involvement. This involves Classified Local Area Network (LAN) (CLAN) network account creation, password assistance, and login troubleshooting assistance.</p> <p>If no solution is available, Tier I personnel escalate incidents to a higher tier.</p> <p>Note: Tier I is unable to provide detailed AM support.</p>	Tier I
Tier II	In-depth technical support	<p>Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handled by Tier I. These technicians assist users in using the AM tools, respond to user emails to the AM application email, create AM user accounts, and perform role assignment to AM user accounts.</p> <p>If no solution is available, Tier II support escalates the incident to Tier III.</p>	Tier II
Tier III	Expert product and service support	<p>Access to the highest technical resources available for problem resolution or new feature creation.</p> <p>Tier III technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications. Once a cause is identified, the company decides whether to create a new fix, depending on the cause of the problem. New fixes are documented for use by Tier I and Tier II personnel.</p> <p>Additional Tier III functions include resolution of AM user errors, troubleshooting escalated issues from Tier II to provide user support, and provision of application forensics to identify user changes within the system.</p>	Tier III

IT Support Level	Function	Support methodology	Staffing Needs
Tier IV	Outside support for problems not supported by the organization	<p>Contracted support for items provided by but not directly serviced by the organization, including printer support, vendor software support, machine maintenance, depot support, and other outsourced services.</p> <p>ITSD platform support is included as a Tier IV function.</p> <p>Problems or requests are forwarded to Tier IV support and monitored by the organization for implementation.</p>	Tier IV