

Compliance Matrix - Sol W9124D-23-R-0007

Compliance Matrix for Information Technology Support Services (ITSS), U.S. Army Recruiting Command, Fort Knox, KY (USAREC)				
	Solicitation Name - Army Recruiting Command ITSS (Dahlgren)	Last Updated -	15-Oct-22	Completed
	Solicitation Number - W9124D-23-R-0007	Submission Date -	10/27/2022 12:00:00 AM	In-Progress
	Proposal Manager - TBD			Ignored
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ID	RFP Requirement	Writing Assigned To	Notes Regarding Compliance	Status
	<p>Understanding of the Government's Requirement Provide Phase-In for United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS). The scope of the requirement is for information management support services. Services shall include information technology-related support and services to support the USAREC mission.</p> <p>USAREC is at the center of the Army's initiative to mold military personnel functions into an improved structure, enabling efficient and effective management of accessioning Army active duty and ReserveSoldiers worldwide. USAREC's focus is on the integration and coordination of military personnel accessioning systems and to develop/optimize and provide the strength of Army accessioning in peacetime and war. The Command performs all accessioning functions for the distribution, development, and transition to Active duty, including Reserve Soldiers. The primary location of the accessioning mission is Fort Knox, KY; with a small number of resources in several locations in the Continental U.S. (CONUS) and Outside the Continental U.S. (OCONUS) locations. The footprint of the accessioning mission is worldwide.</p>			
	Objectives: To provide USAREC with ongoing ITSS for the USAREC for joint recruiting services through innovation, responsiveness, flexibility, and reliability while delivering a fully integrated environment supporting anytime, anywhere IT services.			
	1.3.1 Functional Support.			
	1.3.2 Requirements Engineering.			
	1.3.3 Business Process Modeling.			
	1.3.4 Software Engineering.			
	1.3.5 Applications and Web Integration.			
	1.3.6 Data Engineering.			
	1.3.7 Database Management and Administration.			
	1.3.8 Project Management.			
	1.3.9 Project Control			
	1.3.10 Software Integration Engineering.			
	1.3.11 Training Support Services for Recruiting and Retention College (RRC).			
	1.3.12 Process Improvement			

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1.3.13 Information Technology Asset Coordinator			
1.3.14 Telecommunications Control Officer (TCCO)			
1.3.15 Test and Evaluation			
1.3.16 Business Intelligence			
1.3.17 General System Support			
1.3.18 Helpdesk Support			
1.3.19 IT Administrative Support Services			
This is a task order request (TOR) for a task order to be awarded under the contract instrument identified above. The task order will be awarded on a fair opportunity basis pursuant to the Federal Acquisition Regulation (FAR) 16.505 ordering procedures, the applicable terms and conditions of the GSA, 8(a) STARS III GWAC, and the specific requirements of this task order request. FFP (firm-fixed price) contract with Other Direct Cost contract line items.			
1.6.5.1 United States Army Recruiting Command Headquarters, 1307 Third Avenue, Fort Knox, KY 40121 1.6.5.2 Recruiting Army Marksmanship Unit Recruiting Battalion Building 243, Bill Street, (Sharpe Hall) Fort Benning Special Operations Recruiting Battalion, 1105 El Salvador Street, Building E3323, Fort Bragg NC 28310 Retention College (Building 1929) Old Ironsides Avenue, Ft Knox, Kentucky, 40121 Telework and Alternate Job Locations: In the event of a national crisis, or other unforeseen circumstances involving occupational health and safety concerns that would impact the contractor's ability to perform the services at the authorized locations listed herein, the government reserves the right to request contractors to telework on an as-needed basis. Approval of and duration of each telework instance shall be specified in writing by the Contracting Officer Representative with Contracting Officer concurrence.			
Separate from the non-price factor and price factor, Contractors must provide a cover letter addressing the following:			
1.2 Staffing Plan (Page limit 5 pages): Submit staffing plan the Contractor deems appropriate to accomplish requirements outlined in the PWS. At a minimum, Contractor shall submit IDIQ labor categories that correlate to those under the 8(a) STARS III suite, whether prime or subcontractor, labor hours, full-time equivalent (include information for each period of performance). There shall be no reference to price contained therein.			
1.3 Experience (Page limit 2 pages): Contractors are requested to submit descriptions of no more than two (2) projects similar in scope (tasks similar in complexity to those outlined in the PWS) and size (annual value of \$3.5 million or greater) performed during the past two (2) years under the 8(a) STARS III suite MA/IDIQ contract, including references. If no orders have yet been awarded under this MA/IDIQ contract, information may be submitted on work performed outside of this MA/IDIQ contract.			
1.6.9. Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post-award conference convened by the contracting activity or contract administration office by Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.			

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	<p>1.6.1. Quality Control (QC): The contractor shall develop and maintain an effective quality control program to ensure services are performed by this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure the non-recurrence of defective services. The contractor's quality control program is how the contractor assures that work complies with the requirement of the contract. The contractor quality control plan shall be delivered to the contracting office no later than 15 days following contract award. After acceptance of the quality control plan, the contractor shall receive the contracting officer's acceptance in writing of any proposed change to the QC system.</p> <p>1.6.2. Quality Assurance: The government shall evaluate the contractor's performance under this contract by the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed by the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).</p>			
	<p>1.6.11. Key Personnel: The following personnel is considered key personnel by the Government: The contractor shall provide an on-site Program Manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The Program Manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract. The Program Manager or alternate shall be available between 0730-1730, Monday thru Friday except on Federal holidays or when the Government facility is closed for administrative reasons.</p>			
	<p>1.6.12. Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.</p>			
	<p>1.6.13. Contractor Travel: The contractor shall be required to travel to CONUS and OCONUS during the performance of this contract to attend events such as meetings, conferences, and training, and to provide technical support as required. OCONUS USAREC locations include Puerto Rico, Virgin Islands, Germany, Italy, Guam, American Samoa, Korea, and Japan. The contractor may be required to travel to off-site training locations and to ship training aids to these locations in support of this PWS. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR.</p>			
	<p>1.6.7. Security Requirements: IAW AR 25-2 and HSPD-12, Installation Security Office will submit all background investigations on prospective contractors requiring CAC and/or network access. Provost Marshal's Office will conduct NCIC- III background checks on all other contractor personnel. For contractor personnel, the minimum requirement for access to unclassified federal information systems is as follows: IT-I access, a Single Scope Background Investigation (SSBI/SF 86); IT-II access, a NACLIC (SF 86); and IT-III access, a NACI (SF 85P). Before CAC issuance, the NAC (FBI 10-point FBI fingerprint check) must be completed without adverse comment, and the NACI or equivalent must be initiated. CACs will not be issued before the fingerprint check results have been completed and the investigation has been submitted. Fingerprints and the appropriate investigation will be submitted by the Government.</p>			
	<p>1.6.7.1 Status of Forces Agreement (SOFA). Contractor shall comply with the provisions of current SOFAs of host nations identified in the PWS.</p>			
	<p>1.6.7.2. PHYSICAL Security: The contractor shall be responsible for safeguarding all government equipment, information, and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.</p>			
	<p>1.6.7.5. Anti-Terrorism and Information Assurance Training.</p>			

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1.6.7.9. iWATCH Training: The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 60 calendar days of contract award and within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract award.			
1.6.7.10. Contractor Employees Who Require Access to Government Information Systems: All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) https://atc.us.army.mil/iastar/index.php at the commencement of services and must complete the DOD Information Assurance Awareness before access to the information systems and then annually thereafter.			
1.6.7.17. Acceptable Use Policy: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete a new Acceptable Use Policy (Annual Requirement) at the same website: Link: https://ia.signal.army.mil/DoDIAA/default.asp . (Click "Login", Log in with CAC, confirm the information on-page, and click on "View and Sign AUP".			
1.6.8. Special Qualifications: All contractor employees shall adhere to the requirements of DoDD 8570.01- M and AR 25-2 training and qualification requirements for each position classification. Contractors shall obtain any certifications inherent with job/position functions. We will ensure that individuals check their training profile on the ATCTS site.			
5.27.1. By DOD Regulation 8570.01-M paragraphs C1.4.4.12, C7.3.4.4, C1.4.4.5, C2.1.5, C1.4.4.12, C3.2.4.8.1 and C4.2.3.1, contractor employees with privileged access to any information system, contractors performing described Information Assurance (IA) functions must satisfy both preparatory and sustaining DOD IA training and certification requirements. Any personnel hired to perform functions in a position deemed as requiring elevated access privileges must be able to attain the security background check needed for the functions required. There are other determining factors regarding whether a user is placed in one of these training groups. Ensure staff have Approved Baseline Certifications. 5.27.2. The following certifications have been approved as IA baseline certifications for the IA Workforce for IAT Level II. Personnel performing IA functions must obtain one of the certifications required for their position category or specialty and level. IAT Level II: CCNA Security; CySA+ **; GICSP; GSEC Security+ CE; CND; SSCP			
1.6.15. Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, including the source codes of any software, produced under this contract shall be Government-owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.			
3. GOVERNMENT-FURNISHED ITEMS AND SERVICES: 3.2. Facilities: The Government will provide the necessary workspace for the contractor staff to provide the support outlined in the PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment. 3.3. Utilities: The Government will provide all utilities required to perform under this contract. The contractor (to include sub-contractors) shall instruct employees in utility conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment. 3.4. Equipment: The Government will provide the necessary computing and telecommunications equipment to perform services under this PWS.			
4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES: 4.1 General: The Contractor shall furnish all necessary supplies, equipment, and services required to perform work under this contract that is not listed under Section 3 of this PWS.			

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	1.6.16. Organizational Conflict of Interest: Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications, or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be accepted solely at the discretion of the Contracting Officer and in the event, the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequently contracted requirements which may be affected by the OCI.			
	1.6.17. PHASE IN /PHASE OUT PERIOD: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the 30-day phase-in / phase-out periods. During the phase-in period, the Contractor shall become familiar with performance requirements to commence full performance of services on the contract start date.			