

Information Technology Support Services  
HQs, USAREC, G6

PART 1  
GENERAL INFORMATION

**1. GENERAL:** This is a non-personal services contract to provide U.S. Army Recruiting Command (USAREC) Information Technology Support Services (ITSS). This contract is not for personal services, the Government will not exercise supervision or control over contractor personnel. The contractor is responsible for the conduct and performance of its personnel.

**1.1. Description of Services/Introduction:** The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform U.S. Army Recruiting Command (USAREC) Information Technology Support Services (ITSS) as defined in this Performance Work Statement except for those items specified as Government-furnished property and services. The contractor shall perform to the standards in this contract.

**1.2. Background:** 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 Reserve Soldiers 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.

**1.3. 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
- 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

**1.4. Scope:** Information management support services. Services shall include information technology-related support and services to support the USAREC mission.

**1.5. RESERVED**

**1.6. General Information**

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.

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).

1.6.3. Recognized Holidays:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Juneteenth	

1.6.4. Hours of Operation: The contractor is responsible for conducting regular business, between the hours of 0730 and 1730 local time (report times are flexible for select personnel), Monday thru Friday except for Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must always maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

1.6.5. Place of Performance:

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 GA 31905

1.6.5.3 Special Operations Recruiting Battalion, 1105 El Salvador Street, Building E3323, Fort Bragg NC 28310

1.6.5.4 Retention College (Building 1929) Old Ironsides Avenue, Ft Knox, Kentucky, 40121

1.6.5.5 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.

1.6.6. Type of Contract: The government will award a FFP (firm-fixed price) contract with Other Direct Cost contract line items.

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.

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.

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.

1.6.7.3. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon the direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due to the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government, and the total cost deducted from the monthly payment due to the Contractor.

1.6.7.4. The Contractor shall prohibit the use of Government-issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit the entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.7.5. Anti-Terrorism and Information Assurance Training.

1.6.7.6. AT Level I Training: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after the contract start date or the effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or the contracting officer, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <https://jkdirect.jten.mil/>.

1.6.7.7. AT Awareness Training for Contractor Personnel Traveling Overseas: US-based contractor employees and associated sub-contractor employees to make available and receive government-provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.6.7.8. Access and General Protection/Security Policy and Procedures: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility, and area commander installation/facility access, and local security policies and procedures. The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the installation Provost Marshal Office, Director of Emergency Services, or Security Office. The contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA, and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

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.

1.6.7.11. Global Address Listing (GAL): All contract employees who require access to Government Information Systems shall update their profile and Global Address Listing (GAL) information: <https://www.dmdc.osd.mil/milconnect> within 10 working days of being granted IT access.

1.6.7.12. OPSEC Training: Per AR 530-1, Operations Security, the contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter.

1.6.7.13. RESERVED

1.6.7.14. Threat Awareness and Reporting Program (TARP). DA contract employees possessing a security clearance shall receive annual TARP training instructed by a CI agent or other trainer as specified in AR381-12,2-4b. Training shall be accomplished annually during the organization's scheduled TARP training session. In those instances where live training is not possible, such as in deployed theaters of operation, CI units may, in coordination with appropriate commanders, develop alternative means to conduct threat awareness training and meet the requirements of this AR 381-12.

1.6.7.15. Information assurance (IA)/information technology (IT) training: All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working in IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M, and AR 25-2 within 30 days of starting employment.

1.6.7.16. Annual Cyber Awareness Training: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete the Annual Cyber Awareness Training located at the US Army IA Training Center website listed below (previous training expires 25/Nov/13): Link: <https://ia.signal.army.mil/DoDIAA/default.asp>.

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.

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.

1.6.10. Contracting Officer Representative (COR): The (COR) will be identified in a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any

deficiencies; coordinate availability of government-furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially about changes in cost or price, estimates, or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

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.

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.

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.

1.6.14. Other Direct Costs: This category includes travel (outlined in 1.6.13), reproduction, and shipping expenses associated with training activities and visits to contractor facilities. It could also entail the renting of suitable training venues.

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.

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.

## PART 2

### DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

## **2. DEFINITIONS, ACRONYMS, AND ABBREVIATIONS:**

### **2.1. DEFINITIONS:**

2.1.1. **CONTRACTOR.** A supplier or vendor is awarded a contract to provide specific supplies or services to the government. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER.** A person with authority to enter, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government is appointed by the contracting officer to assist in the administration of the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has the authority to provide technical direction to the Contractor if that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. **DELIVERABLE.** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.6. **KEY PERSONNEL.** Personnel specified as key are considered essential to the work being performed under the contract.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

2.1.8. **QUALITY ASSURANCE.** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. **QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. **QUALITY CONTROL.** All necessary measures are taken by the Contractor to assure that the quality of a product or service shall meet contract requirements.

2.1.11. **SUBCONTRACTOR.** One that enters a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12. **WORKDAY.** The number of hours per day the Contractor provides services by the contract.

2.1.12. **WORK WEEK.** Monday through Friday, unless specified otherwise.

### **2.2. ACRONYMS AND ABBREVIATIONS:**

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CCE	Contracting Center of Excellence
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List

DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
ITSS	Information Technology Support Services
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
TE	Technical Exhibit
USAREC	United States Army Recruiting Command

### PART 3 GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

#### 3. GOVERNMENT-FURNISHED ITEMS AND SERVICES:

3.1. Services: None.

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.

3.5. Materials: None

### PART 4 CONTRACTOR FURNISHED ITEMS AND SERVICES

#### 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.

### PART 5

## SPECIFIC TASKS

### 5. Specific Tasks: Information Technology Support Services

**5.1. Functional Support.** The contractor shall provide support services to the USAREC IT Projects, Programs, and Planning Division (P3MD). The contractor will support specific functional areas such as: requirements systems maintenance, sustainment, minor development, information management, business process modeling, enterprise architecture, data engineering, database management and administration, documentation, training, deploying software maintenance, integration engineering, process improvement, project management, and application software post-deployment support.

5.1.1. The contractor shall provide support services for IT sustainment.

5.1.2. The contractor shall support requirements development and sustainment for new and revised government applications and COTS application software supporting functional requirements.

5.1.3. The contractor shall deploy and sustain new and revised Government applications and COTS application software supporting functional requirements.

5.1.4. The contractor shall provide support services to the Government in the management and technical integration of externally developed products, modules, and/or applications into the existing architecture.

**5.2. Requirements Engineering.** The Government will provide needed modification requirements via government-issued actions such as scope documents, requirement documents, change requests, problem reports, and troubleshooting and/or other maintenance tasks related to the sustainment of production systems. The contractor shall:

5.2.1. Determine, analyze, and validate detailed requirements specifications.

5.2.2. Perform requirements change management.

5.2.3. Document detailed requirements and design specifications by Government policies, processes, and procedures:

5.2.3.1. Maintain version control of architecture products using approved version control processes.

5.2.3.2. Maintain compliance with Business Enterprise Architecture (BEA) 5.0, and future versions.

5.2.3.3. Maintain architecture accuracy compliant with the Department of Defense Architecture Framework (DODAF) 2.0 and future versions.

5.2.3.4. Maintain the All Viewpoint that describes the overarching aspects of architecture context that relate to all viewpoints.

5.2.3.5. Maintain the Capability Viewpoint that articulates the capability requirements, the delivery timing, and the deployed capability.

5.2.3.6. Maintain the Data and Information Viewpoint that articulates the data relationships and alignment structures in the architecture content for the capability and operational requirements, system engineering processes, and systems and services.

5.2.3.7. Maintain the Operational Viewpoint that includes the operational scenarios, activities, and requirements that support capabilities.

5.2.3.8. Maintain the Services Viewpoint that includes the design for solutions articulating the Performers, Activities, Services, and their Exchanges, providing for or supporting operational and capability functions.

5.2.3.9. Maintain the Standards Viewpoint that articulates the applicable operational, business, technical, and industry policies, standards, guidance, constraints, and forecasts that apply to capability and operational requirements, system engineering processes, and systems.



5.2.3.10. Maintain the Systems Viewpoint that describes the design for solutions articulating the systems, their composition, interconnectivity, and context providing for or supporting operational and capability functions. Must provide updates within 24 hours to Government as changes occur.

**5.3. Business Process Modeling.** The contractor shall:

5.3.1. Develop, document, and integrate Business Process Models (BPM). BPMs shall be constructed with IAW Government guidelines and instructions. BPM work products and activities include:

5.3.1.1. Maintain version control of architecture products using approved version control processes.

5.3.1.2. Maintain compliance with Business Enterprise Architecture (BEA) 5.0 or the current version.

5.3.1.3. Compliance with DOD and DA guidelines for business process modeling notation (BPMN).

5.3.2. Software requirements work products and activities include:

5.3.2.1. Development and maintenance of use cases.

5.3.2.2. Preparation and maintenance of user stories.

5.3.2.3. Traceability between requirements.

5.3.2.4. Screen prototypes.

5.3.2.5. Identifying non-functional requirements for system service level and service level agreements, screen design, usability, and information architecture.

5.3.2.6. Maintain traceability from change request to requirement to software unit and version throughout the requirement. Must provide to the Government within 72 hours of completion.

5.3.3. Conduct formal Requirement Reviews for projects (an average of 150 projects over a five-year period). The Government functional representative(s) and the appointed representatives will be the approval authorities.

**5.4. Software Engineering.** Software development activities are limited to minor development incidental to systems maintenance and sustainment, which may include minor code construction, populating databases, integrating services, and other data files with data values; and other activities needed to implement the requirements and design. All activities must be presented to Government in the timeline set when acquiring the project. The Government, at its discretion and with approval of the Contracting Officer, may ask the contractor to follow an alternate development process or may waive some documentation requirements, particularly with minor change requests. The contractor shall:

5.4.1. Conduct software-engineering activities using applicable DoD and DA policies and standards, and industry best practices when applicable.

5.4.2. Perform minor software configuration, using requirements provided by functional and technical leads, including maintenance and sustainment of the architectural design and the detailed design.

5.4.3. Provide and store specific documentation and work products as defined by USAREC G6 software engineering methodologies.

5.4.4. Ensure developed products comply with appropriate and current Defense Information Security Agency DISA Security Technical Implementation Guides, including the Application and Security Development.

5.4.5. The contractor shall perform architectural design and the detailed design of each Configuration Item, as well as definition and recording of design decisions and descriptions. Documents shall be submitted to the Government within 24 hours of completion. Work products shall include designs and documentation such as:

5.4.5.1. Architectural designs, including identification of the software units comprising the CI, their interfaces, the integration between them, and the traceability between the software units and the CI requirements.

5.4.5.2. Architectural design descriptions (e.g., interface software unit descriptions, interface descriptions, design descriptions, and database design descriptions).

5.4.5.3. Detailed design and description of each of the software units comprising a CI, (e.g., data manipulation, database access, and external and internal interfaces).

5.4.5.4. The contractor shall conduct formal design reviews by USAREC G6 methodologies.

5.4.6. Develop documentation for the software corresponding to each CI and the individual software units comprising the CI within 24 hours of meeting. All documents shall meet established guidelines within each project. All discretionary decisions will be made by the Government. The contractor shall draft documentation of such decisions. These documents include:

5.4.6.1. Project management plan.

5.4.6.2. Requirements documents.

5.4.6.3. Systems interface agreements

5.4.6.4. Memorandums of agreement.

5.4.6.5. Software installation work instructions.

5.4.6.6. Service Level Agreements.

5.4.6.7. Use case documents.

5.4.6.8. User stories.

5.4.6.9. Systems (and data) Transition Plan.

5.4.6.10. Software Version Description.

5.4.6.11. Data Flow Diagrams.

5.4.7. Integrate software corresponding to two or more software units; test the resulting software to ensure that it works as intended. A report shall be given to the Government detailing test results.

5.4.8. Provide support services for the creation and maintenance of documentation for developer environments including:

5.4.8.1. Maintenance of standards and procedures for the developer environment

5.4.8.2. COTS material may be used where applicable, including Government acquisition of required updates and upgrades, as well as the material available for public use.

5.4.8.3. Documentation shall be in electronic format and indexed, providing rapid access to the information.

5.4.9. Create and maintain user and operations documentation including:

5.4.9.1. The development and maintenance of documentation for the users and operators of the system(s), updated and modified, as required, for the life of the system(s) or module user manuals, containing information needed by hands-on users of the software.

5.4.9.2. Quick reference materials, with system tips and reminders.

- 5.4.9.3. COTS material may be used where applicable, including Government acquisition of required updates and upgrades, as well as the material available for public use.
- 5.4.9.4. Operations documentation developed for the system(s) that may be updated and modified as required for the life of the system(s). Operations documentation work products may include computer operation manuals, which contain information needed to operate the computer software.
- 5.4.9.5. Documentation shall be in electronic format and indexed, providing rapid access to the information.
- 5.4.10. Provide all configuration items to the Configuration Management team within 72 hours of receipt of CI from the service provider.
- 5.4.11. Provide support services for software deployments to include, planning, preparation, and the fielding of software change packages, software components, and databases. The contractor shall plan and document software integration, installation, support activities, and training, including user, test-er, system administrator, and Customer Service Center personnel training.
- 5.4.12. Support or conduct a User Decision Meeting for each project before the deployment phase by established methodologies. The Government functional representative(s) or designated representative will act as the approval authority for the UDM.
- 5.4.13. Executable software shall specify all batch files, command files, services, media files, image files, script files, database files, data files, and/or other software type files needed to be installed or accessed to ensure successful operation of the software on the target configuration.
- 5.4.14. Prepare version descriptions that identify and describe the exact version of software prepared for each site. Work products shall include:
- 5.4.14.1. Software installation and integration plans.
  - 5.4.14.2. Executable software and supporting documentation.
  - 5.4.14.3. Software Version Descriptions.
- 5.4.15. Provide support services for other software deployment activities to include data migration, system deployment, and architecture component deployment. Work products include:
- 5.4.15.1. Fielding integration procedures, to include all aspects of data migration.
  - 5.4.15.2. Automated installation procedures in support of the deployment of the systems software modules.
  - 5.4.15.3. Architecture component deployment and fielding activities, such as site surveys (in coordination with the Communications, Electronics, and Operations MAM), and problem identification, isolation, and correction.
  - 5.4.15.4. Training materials for users, Customer Support Center personnel, and supporting technical personnel before and during the deployment period.
- 5.4.16. Perform software lifecycle maintenance, as required, for any identified system or module. The contractor shall perform the same tasks described and update any plans and procedures that are impacted because of maintenance activities. A requirement for non-periodic software maintenance support shall be documented and communicated using a Request for Change.
- 5.4.17. Provide support services for operations by performing the following activities including:
- 5.4.17.1. Monitoring interfaces to ensure data is correctly sent and received with other modules and/or systems.
  - 5.4.17.2. Monitoring production batch activities to ensure proper execution.

5.4.17.3. Resolving expeditiously any errors in production cycles to complete production activity.

5.4.17.4. Providing Level III and IV support to the customer to resolve production issues and/or guide customers and guidance training to support personnel. (Level III support refers to providing help with problems that are not resolved by the support and Level IV refers to requiring the assistance of a highly technical and knowledgeable software engineer or equivalent).

5.4.17.5. Within 30 minutes, assess identified reported system issues, failures and immediately initiate notifications and alerts through established procedures provided by the Government.

5.4.17.6. Identify and resolve problems in production systems.

## **5.5. Applications and Web Integration.**

5.5.1. The contractor shall interact with service providers, other agencies, and vendors to ensure the efficient and effective operation of web applications. The contractor shall coordinate the interaction of operating systems, portal software infrastructure, COTS products, databases, and applications to ensure efficient application operation and an acceptable user experience. The Web integration support includes:

5.5.2. Advising and coordinating with developers, administrators, network personnel, and architects on changes to the architecture and technical environment.

5.5.3. Participating in the Virtual Architecture Team and assisting in developing and maintaining the USAREC, G6 Enterprise Technical Architecture documents.

**5.6. Data Engineering.** The contractor shall develop, document, engineer, and integrate logical data models and physical data models in support of a task. Data models shall be constructed daily by Government guidelines and instructions to ensure that developed models are reflected in the Government data engineering processes. Data modeling work products and activities shall include:

5.6.1. Logical Data Models, Physical Data Models, and Entity Relationship Diagrams including those that conform to DOD standards such as the DOD Enterprise Data Model Standards outlined in the DoDAF.

5.6.2. Logical Data Model documentation shall be developed using Computer Assisted Software Engineering tools.

## **5.7. Database Management and Administration.** The contractor shall:

5.7.1. Provide support services for Government enterprise databases in development, test, and production environments. This support shall include, but is not limited to:

5.7.1.2. The analysis, transition, and mapping of legacy data and external systems' data, to include identification of data sources, mappings to the automation systems, LDM, and the physical database design, and support for subsequent mapping of the physical data to systems databases.

5.7.1.3. The maintenance of the Production and Data Warehouse Data Dictionaries, ensuring that they follow the DOD Data Standards.

5.7.1.4. Creation of periodic update packages of standardized data elements and submission of those packages to designated Government approval authorities for review and implementation.

5.7.1.5. Conducting periodic database maintenance (daily, weekly, and monthly). Maintenance activities shall be conducted at times approved by the government and that have minimal impact on the organizational mission.

5.7.1.6. Continual monitoring and optimizing of the production database environments in conjunction with host services, including maximizing system performance within the application, maintainability, and reliability.

5.7.1.7. Maintenance of contingency plans to uphold established service levels, execution of backups in support of the plan, and execution of recovery of all database components as required.

**5.7.2.** Perform a set of regular tasks in support of software applications and related servers that includes the operation and maintenance of Government provided COTS and custom-developed application services and software. Tasks shall include:

5.7.2.1. The installation and management of COTS server-level software to include to MS Project®, SharePoint®, Centra VCS®, SUN ONE Portal®, Documentum®, LDAP®, ePiphany®, Web Trends®, SumTotal Systems®, e-ROOM®.

5.7.2.2. The installation and management of Service Oriented Architecture governance, security, and management tools including System and Layer7.

5.7.2.3. Support for the management and technical integration of externally developed applications and modules, and updates thereto, into the enterprise architecture, to include a review of plans, coordination of project milestone events, integration of the item into the appropriate technical layer(s) (including database layer), validation, and deployment.

5.7.2.4. Support custom-coded applications, some of which connect to internal and external data sources on myriad platforms and from a variety of database systems.

5.7.2.5. Implementing security and software upgrade patches.

5.7.2.6. Support for scheduled maintenance periods.

5.7.2.7. Receiving and responding to trouble tickets for enterprise architecture key business and infrastructure applications incidents.

**5.8. Project Management.**

The contractor shall provide effective management of project schedule, performance, risks, subcontracts, and related data. The contractor shall follow a Government approved project management process that offers:

5.8.1. Integrated Master Schedule, with clear milestones, which provides accurate and timely schedule and performance information throughout the life cycle of the program.

5.8.2. The conduct of project milestone reviews using a government template.

5.8.3. Risk management to mitigate program and/or project risks and provides for special emphasis on software development efforts through the integration of metrics to monitor program status.

5.8.4. Active participation by contractor's senior management in project administration and problem-solving.

5.8.5. Communications and change management processes that involve all key stakeholders.

5.8.6. Documented procedure for estimating costs and schedules to ensure consistency.

5.8.7. Providing project status reports to the Government on a weekly basis or as deemed needed.

**5.9. Project Control.**

5.9.1 The contractor shall provide support to establish and maintain standardized project controls for Government assigned projects and ensure that project schedules are maintained and integrated into one master schedule. The contractor shall conduct Project Control activities including:

5.9.2. Integrate project schedules into an integrated master schedule.

5.9.3. Establish dependencies between related project schedules and report potential impacts to ensure accurate schedules and metrics are provided to Government managers.

5.9.4. Develop and maintain common schedule dictionaries to assist in maintaining integrated schedules.

5.9.5. Build and maintain project Work Breakdown Structures (WBS).

5.9.6. Support scheduling meetings and other meetings as appropriate.

5.9.7. Administer the consolidated time tracking tool, currently MS Project Server.

5.9.8. Provide to the Government earned value, cost and schedule analyses, and ad hoc reports.

5.9.9. Provide training on developing and maintaining project schedules as required and when requested.

**5.10. Software Integration Engineering.** The contractor shall provide Software Integration Engineering support to coordinate the technical architecture and the integration between major components thereof. The function includes:

5.10.1. Overseeing the applications systems architecture and collaborating with development teams, operations staff, and external engineers to ensure systems security compliance, efficiency, integrity, and maximum operational availability within the overall enterprise architecture.

5.10.2. Providing advice and coordination concerning technology insertions into the enterprise architecture.

5.10.3. Creating technical and system views and models by the DODAF.

5.10.4. Assisting in the sustainment of the enterprise architecture technical architecture and its related documentation (in coordination with other technical staff).

5.10.5. Reviewing project scope documents, requirements, procedures, processes design and plans to determine the technical impact on other areas, systems, sub-systems, and modules of the enterprise architecture.

5.10.6. Providing support services to the Government's Virtual Architecture Team, which works to integrate technical projects into the overall architecture by reviewing project technical design plans, to accomplish the following: conduct rapid technical assessments and implementation impacts on selected products and projects; provide support to resolve cross-system/sub-system/module problem identification and resolution; analyze technical infrastructure issues; support the maintenance of technical architecture documentation, diagrams, and views; and support the Government's strategic long-range technical efforts.

**5.11. Training Support Services for Recruiting and Retention College.** The contractor shall provide:

5.11.1. Technical Support Analyst. Contract Technical Support Analyst(s) are required to up-load tests, lesson plans, and training data into Blackboard and Training Development Capabilities. The Government will ensure the Technical Analyst(s) has access to all required equipment and resources to perform all training development functions to approved standards of the Government. The contractor shall ensure the Technical Analyst(s) execute training activities and functions by the established timeline. The Technical Support Analyst(s) is required via blackboard to make announcements for all users, announcements for instructors (Cadre) only, disseminate new lesson plans, ideas, and courseware, provide Bulletin board capability with threaded discussion topics, provide the conferencing capability for instructor-facilitated classroom discussion, provide chat room capability to process other training support activities as necessary. The requirements for TDC will require CAD, LP, ITP, CMP, SEP, Test, and PE.

5.11.2. Training Analyst. Training Analyst(s) are required to develop, write, and review documents, plans, and or reports for assigned topics or courses within USAREC. The government will ensure that the Training Analyst(s) have access to all required equipment and resources to perform all training development functions to the approved standards of the Government. The Contractor shall ensure the Training Analyst(s) produce the deliverables by the established timeline. The requirements for TDC will be CAD, LP, ITP, CMP, SEP, Test, and PE.

5.11.3. The Technical Support and Training Analyst(s) shall go through an orientation period to learn the RRC organization. The Training Analyst(s) shall become familiar with the target audience of the respective course and review the Program of Instruction (POI). It shall also include familiarization with the respective lesson plan from which the instructors present in the classroom instruction. This period shall be from 30-60 days after recruitment and reception at RRC.

5.11.4. The Technical Support and Training Analyst(s) shall attend meetings, conferences, briefings, and other information-sharing venues when necessary to perform specified tasks under the contract.

5.11.5. The contract Technical Support and Training Analyst(s) shall remain current on Army doctrine, regulations, and other policy and procedural changes.

5.11.6. The Technical Support and Training Analyst(s) shall meet with Subject Matter Experts (SME) and Course Manager to draft lesson plans generated from task analyses on assigned courses in TE 4, and shall play a key role in determining the sequence and order of lesson plans, and the incorporation of applicable technology and design. The contractor shall submit all lesson plans to the COR or designated Government representative for review and approval.

5.11.7. Helpdesk technician to provide troubleshooting, account management, software updating, and imaging computer systems.

**5.12. Process Improvement.** The contractor shall provide process improvement using industry best-practices. The contractor shall conduct Process Improvement activities including following tasks:

5.12.1. Provide support services to the activities of the organization's Process Action Teams, Software Engineering Process Group, and the Government's software process oversight committee.

5.12.2. Create and maintain the process improvement plan to consolidate in a single document the planning information to systematically improve the organization's process maturity.

5.12.3. Facilitate the creation and/or maintenance of organizational process improvement documentation.

5.12.4. Develop, update, and/or provide appropriate training material to support the training of the processes.

5.12.5. Provide support services in process improvement assessments, including on the organization's Project Management Methodology and related processes, as required, or when requested.

**5.13. Information Technology Asset Coordinator.** The contractor shall provide the asset coordinator:

5.13.1. Responsible for administrative duties within the IT procurement and inventory management function.

5.13.2. Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software.

5.13.3. Responsible for documenting and tracking IT assets after delivery to ensure all equipment and software are accounted for.

**5.14. Telecommunications Control Officer (TCCO).**

5.14.1. Process all communications requests within the command to include installation, removal, transfers, and resolving customer inquiries.

5.14.2. Track and monitor various telecommunications services including local and wide area networks, voice mail systems, wireless and digital services, peripheral equipment, offline message preparation equipment, and telephone switch modernization.

5.14.3. Review actions are completed, and a thorough record is maintained to aid in the validation of billed services.

5.14.4. Perform technical reviews.

5.14.5. Compile support documents and reports, identifies, and notify users of problems, and maintain usage reports.

5.14.6. Provide user training and develops procedures and efficient systems operation.

5.14.7. Review and assist to ensure landlines, smartphones, and tablet data transmissions are properly controlled and use the most economical communications means available.

5.14.8. Contact telecommunication carriers, vendors, or communications representatives to obtain estimated costs for requested services including requests for service, coordinating dates of service, and resolving billing problems.

5.14.9. Manage telecommunications program for USAREC.

5.14.10. Provide technical and managerial guidance for communications.

5.14.11. Research, plan and implement new or upgrades to existing telecommunications and/or data communications systems.

5.14.12. Process requests for new telecommunications and or data communications systems.

5.14.13. Obtain clearance to add and delete data in JRMS and GSA Tops Government systems.

5.14.14. Resolve telecommunications incidents, trouble tickets, and requests for information.

**5.15.** Test and Evaluation. The contractor shall provide testing and evaluation:

5.15.1. Types of testing may include:

5.15.1.1. New and existing baseline images and releases

5.15.1.2. New and existing operational releases

5.15.1.3. New and existing GOTS and COTS applications

5.15.1.4. Access methods and associated security

5.15.1.5. Application security testing

5.15.1.6. Technology projects

5.15.1.7. Hardware configurations (i.e., printers, scanners, and other supportive devices)

5.15.2. The contractor shall perform a set of regular tasks in support of the application administrations that includes the operation and maintenance of the government-provided test and evaluation toolsets and related hardware. Tasks shall include:

5.15.2.1. Customize/code application modules and data fields to support metric collections and processes improvement.

5.15.2.2. Implement security and software upgrade patches.

5.15.2.3. Provide validation of test toolsets as required.

5.15.2.4. Receive and respond to trouble tickets for the testing toolset within 24 hours.

5.15.2.5. Coordinate formal requirements, delivery, and administration of the enterprise test and evaluation toolset.

5.15.2.6. Design, maintain and administer the centralized and secure repository.

5.15.2.7. Collaborate with system administrators and vendors to ensure operations of the testing toolset.

5.15.2.8. Participate in the configuration and testing of test toolset changes.

**5.16.** Business Intelligence Experience. The contractor shall:

5.16.1. Applies industry-standard strategies and technologies used for the data analysis of business information.



- 5.16.2. Plan and execute software installations, upgrades, and configurations for Business Intelligence tools.
- 5.16.3. Visualize data using a variety of methods such as reports and dashboards to support smart business decisions.
- 5.16.4. Perform data analysis and data modeling to identify historical, current, and predictive trends and insights of business operations.
- 5.16.5. Business Intelligence specific proficiency in MS Office applications such as Access and Excel; query languages such as SQL; commercial BI applications such as Power BI; and cloud environments such as Army 365 and Azure.
- 5.16.6. Administration and maintenance of Army data analytics system of record.
- 5.16.7. Inspect & Assess data sources and databases.
- 5.16.8. Collaborate with the government to address BI Project needs. Translate business requirements into a business dimensional model, key subject areas, dimensions, hierarchies, attributes, and measures.

**5.17 General System Support. The contractor shall:**

- 5.17.1. Perform WebLogic administration and multi-server management.
- 5.17.2. Provide technical training materials and seek mentoring opportunities to promote growth and increase competency.
- 5.17.3. Work requires experience with DAC, Informatica 7. x, 8. x.
- 5.17.4. Promote team creativity and cohesiveness to ensure that technical designs fit into the overall data warehouse architecture and to facilitate fairness while striving for consensus in problem-solving.
- 5.17.5. Metadata and Content Management.
  - 5.17.5.1. Collaborate with DBAs, Data Integration, Metadata, and BI Delivery Team to address BI Project needs
  - 5.17.5.2. Devise & analyze BI Metadata/Logical Data Model in a graphics chart
  - 5.17.5.3. Translate BI requirements into analytics metadata Devise & Test Metadata
  - 5.17.5.4. Collaborate with IT BI SMEs to define high-level report/analysis, iBots/alerts, and overall intelligence dashboard functionality and user experience
  - 5.17.5.5. Design & Build BI Delivery components (Dashboards, Reports, BI Publisher bigots, etc.)
  - 5.17.5.6. Perform performance tuning as it regards OBIEE reports (i.e., where are calculations performed, etc.)
- 5.17.6. Defining Requirements and Customer Technical Support.
  - 5.17.6.1. Coordinate interactions with customers and business analysts to establish common business information requirements, analyze data to satisfy those requirements, and execute specific technical solutions to achieve stated business goals
  - 5.17.6.2. Strive to exceed customer expectations in the delivery of BI solutions for dashboards, BI Publisher reports, and Ad-hoc requests
  - 5.17.6.3. Proactively prevent and support resolution of data quality issues, improve query performance, and provide report development coaching and guidance throughout the BI power user community
  - 5.17.6.4. Communicate an understanding of the importance of compliance with corporate, regulatory, and internal security policies when administering and configuring the OBIEE/OBIA reporting platform

5.17.6.5. Help end-users and business analysts fully understand the technical options when solving business requirements and developing BI reporting solutions that enhance and extend the end-user usability experience

5.17.6.6. Prepare and present project reports for IT and Business management

5.17.6.7. Implement Policy and Standards

5.17.6.8. Perform Project Status

5.17.6.9. Perform Test plan preparation

5.17.6.10. Install and configure computer systems

5.17.6.11. Diagnose and solve hardware/software issues

5.17.6.12. Provide management/user in resolving complex automated support problems

Interfaces include but are not limited to: HTML; Hyperion; Visual Basic; JAVA; JavaScript VB Script; ASP; Perl; and CGI scripts, and applications will run under UNIX (Solaris), and Windows NT 4.0. HTTP connectivity will be hosted using Netscape and Microsoft IIS Web Servers. Applications will interface with Oracle 8 databases using Open Database Connectivity (ODC) and other application programming interfaces (API).

#### **5.18. Computer Graphics (CG)**

Provide graphics using applications such as Adobe Photoshop and Adobe Illustrator.

#### **5.19. Technical Writers:**

The contractor shall provide qualified personnel to maintain and manage the yearly updating regulations, manuals, memorandums, and forms. The contractor shall submit all work products to the COR or designated Government representative for review and approval.

5.19.1 The contractor shall provide qualified personnel to type, review, edit, and publish e-documents, regulations, forms, and pamphlets utilizing Microsoft Excel, Share Point, PowerPoint, MSWord, Adobe Pro, Adobe Creative Suite, Lotus Forms, PDF Filler, and publication websites. Personnel will also review and edit business cards submitted by recruiting force. The contractor shall submit all work products to the COR or designated Government representative for review and approval.

5.19.2 The contractor shall establish filings and records IAW established DOD and USAREC guidelines.

5.19.3 The contractor shall receive and enter information into the web file database using Excel and Share Point.

#### **5.20. Incident Management**

5.20.1 Contractor shall provide technical resolution for an average of 4,000-6,000 incident tickets per month. Incidents are submitted by approximately 13,000 users located within the USAREC Headquarters building (Fort Knox), Army Marksmanship Unit (AMU) (Fort Benning), Special Operations Recruiting Battalion (SORB) (Fort Bragg), Recruiting and Retention Collage (RRC) (Fort Knox), and across USARECs 1800+ Brigades, Battalions, Companies and Stations worldwide. 80% of incidents should be resolved during the first contact and 100% within 72 hours. Contractor must be capable of serving as subject matter experts (SME) on common and advanced incident topics as described below and liaison with external agencies, vendors, and key stakeholders to resolve incidents, problems, and events.

5.20.1.1. Common USAREC desktop support incident tickets may include: IN/OUT Processing, Asset Management, Provisioning User IT Equipment, Networking and Connectivity, Software Licenses Management, Entitlement Management, Account Management, Printer Configuration and Networking, Hardware/Software Troubleshooting, Email/Mailbox/Distribution List Requests, Secure Host Baseline (SHB)/ Operating System Issues, A365 and other Cloud Platform Issues, Government/Commercial Systems and Applications, IT Hardware Repair, and Providing Basic IT Support and User Training.

5.20.1.2. Common USAREC biometric (fingerprinting) support incident tickets may include Hardware/Software troubleshooting, Account/License/Entitlement Management, Hardware Provisioning, Asset Management, Assisting the Field

in Obtaining Missing Reports, Facilitating Approval for Waiver/Exception Requests, Individual and Group Training on the Use of Biometric Technology.

5.20.1.3. Common USAREC mobility support incident tickets may include Mobile Device Provisioning/Configuration, Mobile Device Management (MDM), Security Compliance, Account Management, Number Porting, Asset Management, Coverage Issues, New Technology Implementations, Mobile Security, Mobile Applications.

5.20.1.4. Common USAREC cyber support incident tickets may include New User Accounts in various GOTS and COTS applications/systems, ATCTS, ACAS, Social Media Threats, VIP reports, CAC Registration, General Cyber Inquiries, User Violation Notices, Investigations, Requests for Information, Certifications, and training.

5.20.1.5. Common USAREC information management incident tickets may include Requests for Business Cards, Freedom of Information Act (FOIA) and Privacy Act inquiries, and Army Records Management requests.

5.20.2. Contractor shall provide troubleshooting, account management, software updating, and imaging for over 140 computer systems for Army Marksmanship Unit (AMU) located at Ft Benning, Ga. The technician will be responsible for keeping computer systems performing in a global environment. The technician will also be responsible for troubleshooting complex target systems to ensure the team can practice before all competitive shooting matches.

5.20.3. Contractor shall provide troubleshooting, account management, software updating, and imaging for over 45 computer systems for Special Operations Recruiting Battalion located at Fort Bragg NC. 20 computers are globally dispersed throughout CONUS AND OCONUS locations. Travel may be required for emergencies. Computing systems are vital to the SORB mission of providing Soldiers with the essential missions as determined by Congress, the Department of Defense, and the Army leadership.

5.20.4. Contractor shall provide helpdesk technicians for troubleshooting biometrics systems (physical and digital identification) within the command. The Department of the Army mandates the physical and digital identification of all potential enlistees. Biometric systems are prone to have technical issues thus a technician is warranted. Physical and digital identity is vital to the Army to eliminate known criminals from entering the Army enlistment process before expending millions of dollars on unqualified applicants. The Army is missioned to enlist upwards of 80,000 applicants every year. To get the number of applicants needed, recruiters will process upwards of 200,000. All applicants must have biometrics on file to determine moral qualifications before or after enlistment. This position is vital to ensure software and equipment issues are resolved expeditiously to keep the flow of applicants flowing through the arduous process. Technician receives, on average, 20-30 tickets per day.

5.20.5. Create and maintain knowledge articles related to incidents.

5.20.6 Problem and Event Management. Contractor shall identify risks, secondary impacts, and systemic problems that are reported from end users, service providers, other agencies, and commercial vendors. Problems should be promptly reported, assigned/escalated to the appropriate resource for resolution, and tracked through resolution.

## **5.21. Information Management Services**

5.21.1. Provide office management, communication, and word processing support.

5.21.2. Provide support for the FOIA, Privacy Act, IT Records Management, IT Content Management, and IT HR Compliance Programs.

5.21.3. Receive and process inbound requests.

5.21.4. Verify documents that follow established regulations.

5.21.5. Work within designated systems of record to manage cases, documents, records, and other content.

5.21.6. Perform record searches.

5.21.7. Review and mark records as appropriate.

5.21.8. Generate responses to requests for Government approval and dissemination.

5.21.9. Maintain official office records, such as mail distribution lists and electronic signatures.

5.21.10. Maintain statistical and narrative data related to administrative services programs and generate reports.

5.21.11. Maintain awareness of policies, statutory law, regulations, organizational, and government-wide issues that impact the various Administrative Services Programs.

**5.22. Support the administration of the IT workforce readiness.**

5.22.1. Maintain up-to-date records, including organizational charts, of IT workforce readiness, including authorizations, filled and vacant positions, in and inbound and outbound personnel.

5.22.2. Maintain up-to-date records of IT certifications across the workforce.

5.22.3. Monitor sources such as the Digital Technology Career Field website and Army Career Program 34 website to identify training opportunities for the IT workforce.

5.22.4. Support maintenance of position and job descriptions.

5.22.5. Serve as SME and supports the management and review of policy and procedural compliance of USAREC IT information systems.

5.22.6. Administrate digital content on Army and commercial standard platforms.

5.22.6.1. Using Army and commercial industry-standard platforms, such as Army 365, to support business processes and create assets, including team sites, pages, lists, libraries, calendars, and workflows.

5.22.6.2. Provide account management support.

5.22.6.3. Maintain Command-wide channels to collect, disseminate, and communicate training, policy, procedural, and organizational updates.

5.22.6.4. Provide configuration, customization, and administration of Army and commercial standard platforms. This may include customizing screens, editing fields, creating workflows, configuring reports, user account management, permissions, and roles, configuring security and privacy settings.

5.22.6.5. Provide support services for the test, evaluation, and implementation of new and emerging web-based server services and technologies.

**5.23. Administrative Support.** The Contractor shall coordinate calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms. Preparing documentation to include letters, memoranda, and briefings. Responsible for the completion and submission of the Daily Status Report (Perstat). Call screening. Task administration to include TMT Taskers, CIO tasks, Taskers, etc. Tracking mandatory training compliance for personnel, including updating DTMS and other systems of record. Attend administrative meetings, take minutes, and distribute minutes as necessary within three business days. Coordinate travel in DTS.

## 5.24 Network Operations.

5.24.1 Monitor network, system and application performance and work with government identified service providers to resolve issues such as outages, service degradation, upgrades, and maintenance. Networks include commercial and government hardwired and mobile networks providing internet, data, voice, fax, and other telecommunications services. Systems and applications include both GOTS and COTS products.

5.24.2 Plan system and network maintenance events with service provider and USAREC functional leads to ensure minimal disruptions to Recruiting operations.

5.24.3 Create, manage, ensure compliance and report against Army, TRADOC, and USAREC operations orders, taskings, etc.

5.24.4 Lead, plan, represent USAREC interests in coordination meetings with service providers, industry partners and other stakeholders.

5.24.5 Maintain communications channels with subordinate units and other staff sections.

5.25. Cyber Security. Protect USAREC users, devices, systems, and data from unauthorized access or criminal use. through timely resolution of user requests, investigation of potential threats, user training programs, support for audits and inspections, and enterprise-wide communications/notifications/reporting. Serve as subject matter experts (SME) on common and advanced cyber topics as described below and liaison with external agencies, vendors, and key stakeholders to resolve cyber incidents, problems, and events.

5.25.1. Common USAREC Cyber support incidents may include Provisioning user accounts, ACTCS, REQUEST accounts, ACAS, Remedy, Social Media Threats, VIP reports, CAC registration, General Cyber Inquiries, User Violation Notifications, VIP Database Inputs.

## 5.26. Monthly Report.

Summary of accomplishments during the reporting period and significant events. Deliverables submitted or progress on deliverable products. Any current or anticipated problems. Summary of activity planned for the next reporting period.

## 5.27. Minimum Qualifications: The contractor shall:

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.

More information on Approved Baseline Certifications can be found here: <https://public.cyber.mil/cw/cwmp/dod-approved-8570-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

**NOTE:** Some courseware may be waived for personnel who already hold the required certification(s).

**NOTE:** These requirements are subject to change, recommend individuals check their training profile on the ATCTS site (<https://atc.us.army.mil/iastar/index.php>).

## PART 6 APPLICABLE PUBLICATIONS

### 6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

6.1.1. DoDD 8570.01-M

6.1.2. AR 25-1

6.1.3. AR 25-2

6.1.4. TRADOC REGULATION 350-70

6.1.5. TRADOC PAM 350-70-5 (Testing)

6.1.6. TRADOC PAM 350-70-10 (Validation)

6.1.7. DoD Instruction 8500.2, Information Assurance Implementation

6.1.7 AR 5-1 Army Business Process Regulation as defined by Army Regulation 5-1

PART 7  
ATTACHMENT/TECHNICAL EXHIBIT LISTING

Attachment/Technical Exhibit List:

- 7.1. Technical Exhibit A – Performance Requirements Summary
- 7.2. Technical Exhibit B – Deliverables Schedule
- 7.3. Technical Exhibit C – Estimated Workload Data
- 7.4. Technical Exhibit D- Divisions