



UNITED STATES TRANSPORTATION COMMAND
508 SCOTT DR
SCOTT AIR FORCE BASE IL 62225-5357

JUL 11 2008

MEMORANDUM FOR ALL A&AS IDIQ CONTRACTORS

FROM: USTRANSCOM/TCAQ
508 SCOTT DRIVE
SCOTT AFB IL 62225-5015

SUBJECT: A&AS Request for Task Order Proposal (RFTOP), Deployment and Distribution
Operation Center (DDOC) Action Officer (AO) Support

1. Attached is A&AS RFTOP Number 08-09. It is our intent to award one labor hour task order to the A&AS contractor whose proposal represents the best value to the Government under the criteria stated in the attached solicitation. The integrated assessment will consider price and each of the non-price factors identified in the RFTOP. FAR 16.505 does not require formal scoring of proposals, therefore formal scoring will not be accomplished.
2. Proposals shall be submitted electronically no later than 1300 (CDT) on 25 July 2008. The electronic submission of your proposal is considered the official copy for meeting the submission deadline. (Your e-mail submission must be checked and determined to be "virus-free" prior to submission.)
3. Proposals, and any questions regarding this RFTOP, shall be submitted by e-mail to Michael Pardue at michael.pardue@ustranscom.mil and the undersigned at lisa.gross@ustranscom.mil. You may also contact Mr. Pardue at (618) 256-9607 or Ms. Gross at (618) 256-6259 respectively.

LISA A. GROSS
Contracting Officer

Attachment:
A&AS RFTOP No. 08-09, w/Atch

A&AS RFTOP No. 08-09, w/Atch

1. **General:** The overall intent of this requirement is to provide USTRANSCOM DDOC Action Officers to support the day to day peace time operations, contingency planning and operations and wartime operations by helping to identify and resolve distribution issues, to track and report on the status of current on-going transportation operations and provide recommendations on how to improve the distribution and sustainment of supported operations. The Performance Work Statement (PWS) (Atch 1) details the effort to be accomplished.

2. **Place of Performance:** USTRANSCOM, Scott AFB, IL.

3. **Schedule:** The base period of performance for this effort is 1 October 2008 through 30 September 2009; Option year 1 is 1 October 2009 through 30 September 2010; Option year 2 is 1 October 2010 through 30 September 2011; and Option year 3 is 1 October 2011 through 30 September 2012.

4. **Security Information:** Contractors shall complete Block 6 of the DD Form 254 (Atch 2).

5. **Proposal Evaluation:** Evaluation will be conducted in accordance with FAR 16.505. For the purposes of this acquisition, all non-price factors, when combined, are significantly more important than price. All non-price factors are equal in importance. Within the Staffing and Technical Approach, the factors of staffing and technical are of equal importance. Award will be made to the offeror whose proposal conforms to the requirements specified in the RFTOP and provides the best value to the Government, price and non-price factors considered. This may result in an award to a higher rated, higher priced offeror where the decision is consistent with the evaluation factors.

(a) Past and Present Performance (shall not exceed four pages):

Submission Requirements: A&AS contractors shall provide no more than four examples of government or commercial contracts/work efforts which they consider relevant, which are currently being performed or were performed within the last 3 years, and which demonstrate their ability to perform the work identified in the past performance areas identified below. Offerors should provide a clear explanation of the relevancy of each effort submitted; however, the government will not be bound by those statements in making its own relevancy determinations as set out below. Offerors should address all past performance areas noted below, but each individual example does not need to reflect performance in all identified areas. Offerors are required to provide a Point of Contact for each of the examples provided below. Ensure you include the POC name, phone number and e-mail address, if available. At any time prior to award, the Government may determine it necessary to discuss aspects of an A&AS contractor's proposal. Contractors shall submit past performance efforts in the following areas:

1. Experience in dealing with and understanding DDOC Contingency, Coalition, and Joint Chiefs of Staff (JCS) exercises. Experience that demonstrates sustainment requirements and/or issues typical of those faced in daily operations within the transportation, distribution and logistics planning and execution in the DDOC (or commercial equivalent).

2. Experience that demonstrates an extensive working knowledge of the Department of Defense deployment and distribution-related activities supporting force projection, sustainment, and redeployment/retrograde of military forces and materiel (or commercial equivalent).
3. Experience that demonstrates an extensive working knowledge of the variety of DOD and commercial information systems used in the DDOC as described in the PWS (or commercial equivalent).
4. Experience that demonstrates ability to support Senior Leadership briefings, exercises, and sustainment requirements/issues through the delivery of a variety of products. These products include but are not limited to PowerPoint presentations, white papers and presentations/displays. Experience that demonstrates providing written and oral presentations based on an analysis of logistics data.
5. Contractor shall provide experience in supply chain/sustainment experience to analyze diverse issues such as Forward Inventory policies, channel validation and specific surface planning and execution policies, etc.

Evaluation: The Government will evaluate the past performance information submitted by the contractor to determine the past performance confidence assessment rating as described below. The Government reserves the right to obtain information relative to past and present performance on its own, in addition to that provided by the contractor.

Past performance will be evaluated as a measure of the Government's confidence in the contractor's ability to successfully perform based on previous and current work efforts. Each past performance example submitted will receive a relevancy rating, and an overall confidence assessment rating will be assigned to each contractor as follows:

High Confidence – Based on the contractor's performance record, essentially no doubt exists that the contractor will successfully perform the required effort.

Significant Confidence - Based on the contractor's performance record, little doubt exists that the contractor will successfully perform the required effort.

Satisfactory Confidence - Based on the contractor's performance record, some doubt exists that the contractor will successfully perform the required effort.

Neutral/Unknown Confidence – No relevant performance record is identifiable.

Little Confidence - Based on the contractor's performance record, substantial doubt exists that the contractor will successfully perform the required effort. Changes to the contractor's existing processes may be necessary in order to achieve contract requirements.

No Confidence – Based on the contractor's performance record, extreme doubt exists that the contractor will successfully perform the required effort.

The following ratings will be used in evaluating the relevancy of the contractor's past performance examples. To be considered relevant experience the work must be current or recent (within the last 3 years) and demonstrate the ability to perform the work outlined in the performance areas above. Current performance will have greater impact than recent performance.

Very Highly Relevant (VHR) –Present/past performance efforts involved essentially the same magnitude of effort and complexities as those identified in the performance areas above.

Highly Relevant (HR) – Present/Past Performance efforts involved much of the magnitude of effort and complexities as those identified in the performance areas above.

Relevant (R) –Present/past performance efforts involved some of the magnitude of effort and complexities as those identified in the performance areas above.

Somewhat Relevant (SR) –Present/past performance involved significantly less magnitude of effort and complexities as those identified in the performance areas above.

Not Relevant (NR) – No relevant experience as described above has been identified.

(b) **Staffing and Technical Approach** (shall not exceed 10 pages, excluding resumes): An additional five pages may be used for graphics only, which may be referenced in your Staffing and Technical Approach. Contractors may also include an acronym reference page. The acronym reference page will not count towards the 10 page limit. Additionally, standing proposals may be referenced.

Submission Requirements, Staffing: Contractors are required to submit their staffing approach as reflected in a personnel matrix which identifies the personnel resources given the contractor's approach to performing the PWS tasks. The matrix shall correlate positions by labor category to the PWS tasks. Contractors shall identify the necessary generic resumes which demonstrate requisite education, experience, security, or special skills needed to perform the intended PWS tasks.

Submission Requirements, Technical: Contractors shall submit a sound plan for accomplishing the requirements of the PWS. The plan should provide a logical approach that ensures timely support for all tasks as described in the PWS.

Evaluation: The Government will evaluate the offeror's proposed staffing and technical approach to determine: (1) the adequacy of their unique approach to accomplishing the required effort, ensuring a quality service will be provided; and (2) that the offeror clearly and reasonably communicates an understanding of the effort that is consistent with PWS requirements. The Government will accomplish this evaluation by assessing strengths in the proposal that are considered beneficial to the government as well as weaknesses in the proposal that affect an offeror's ability to provide a quality service to the government.

(c) **Price Proposal** (shall not exceed five pages):

Submission Requirements: Contractors shall price the base period and all option periods using the rates in their existing A&AS IDIQ contract. Using Attachment 3, contractors shall provide a breakout of each proposed labor category and hours for personnel proposed. Contractors who choose to discount current A&AS labor rates should provide an explanation to assist the Government's price reasonableness analysis to ensure the Government has confidence that the offeror understands the requirement (This does not count toward the 5-page limit.).

Evaluation: The Government will conduct a price analysis to determine whether the proposed prices are fair and reasonable. The Government will also conduct a price realism analysis to determine whether the specific elements of the proposal reflect a clear understanding of the requirements and are consistent with the unique methods of performance described in the offeror's technical proposal.

6. Organizational Conflict of Interest: Potential impact on other orders placed with the contractor.

Submission Requirements: PWS requirements may or may not be perceived as providing the winning contractor a competitive advantage for future contracts with USTRANSCOM or other DOD organizations. Future contracting with the Government shall be restricted as outlined in FAR Subpart 9.5, Organizational Conflicts of Interest. Contractors shall submit a mitigation plan that addresses actual or perceived conflicts of interest with schedule contractor effort related to these services, as appropriate. If the schedule contractor believes there is no OCI, a statement as such will be included.

The Government will do an independent assessment of potential OCI's and will review the contractor's OCI mitigation plan to determine whether that plan adequately resolves the conflict or potential conflict of interest. Additionally, the Government will monitor contract performance for emerging areas of conflict of interest and take action considered necessary to avoid, neutralize, or mitigate any conflicts.

7. The following clauses will be included in the task order at time of award:

52.217-8 -- Option to Extend Services (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor no later than 30 days before the contract expires.

(End of clause)

52.217-9 – Option to Extend the Term of the Contract (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor no later than 30 days before the contract expires; provided that the Government gives the Contractor

a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 48 months.

(End of clause)

Attachments:

1. PWS
2. DD Form 254
3. CLIN Structure and Invoicing Procedures
4. QASP (For Informational Purposes Only)
5. Industry Questions and Answers

**DEPLOYMENT AND DISTRIBUTION OPERATION CENTER (DDOC)
ACTION OFFICER (AO) SUPPORT**

**PERFORMANCE WORK STATEMENT (PWS)
9 JULY 2008**

1. DESCRIPTION OF SERVICES

1.1. Background

The mission of United States Transportation Command (USTRANSCOM) is to provide air, land, and sea transportation for the Department of Defense (DOD) during both peace and war. The Commander of USTRANSCOM is tasked as the single manager of the Defense Transportation System (DTS) to oversee defense common user transportation assets, processes, systems and serves as the single entry point for all Defense Transportation System (DTS) transportation movement requirements to include Time Phased Force Deployment Data (FORCE FLOW)/contingency movements, CJCS exercises, and SAAM/Channel/Denton/Opportune/Surface/GOPAX movement requirements. USTRANSCOM conducts transportation feasibility analysis for all movement requests and provides multi-modal transportation solutions for all customers to include supported commanders, Services, coalition partners, and agencies. It is responsible for conducting end-to-end analysis of strategic airlift, sealift, and CONUS transportation systems to determine transportation feasibility of supported commanders Operations Plans (OPLANS), and provides the data to resolve issues or gain information in processing and analyzing OPLANS, Deployment Orders (DEPODs), Warning Orders (WARNORDs) and other related crisis/contingency planning documents. The DDOC is the focal point to orchestrate and optimize DTS operations in support of Combatant Commands and other customers. The DDOC is composed of the command and control elements of USTRANSCOM and each of its Transportation Component Commands (TCCs), linked by an array of Command, Control, Communication, and Computer Systems (C4S) that provide real-time visibility of DTS global capabilities (assets, resources, and infrastructure) and demands on those capabilities. The ability to collect, transmit, assimilate, process, and analyze DTS-related data requires robust, high capacity, yet easily used tools based on state-of-the-art automation and telecommunications technologies.

1.2. Scope

USTRANSCOM requires contract support services to provide functional and technical support in running the day to day operations in this dynamic and energetic environment. This Action Officer Support contract will provide the much needed assistance which in turn will allow the USTRANSCOM DDOC to continue to provide the transportation related services that are required to meet Presidential, Congressional and JCS directed obligations.

The tasks listed in this PWS will be performed for USTRANSCOM but may be overseen by other Government activities providing core services support. Upon contract award the Contracting Officers Representative (COR) will assign Task Monitors within USTRANSCOM or other Government activities to oversee performance of the tasks associated with this PWS.

The specific tasks included in this PWS are:

- Task Area 1, Contract Level and Task Order Management
- Task Area 2, Operations Support
- Task Area 3, Contingency Operations Support
- Task Area 4, Deployment Support
- Task Area 5, Training Support

1.3. Specific Tasks

1.3.1 Task Area 1: Contract Level and Task Order Management

Performance Objective. The contractor shall be responsible for the performance of the work, and the management of contractor personnel performing the tasks in this PWS. The contractor shall provide the name of responsible individual and alternate(s) who shall act for the contractor when primary individual is absent shall be designated in writing to the Contracting Officer Representative (COR). This task consists of the functional activities relating to the administration and management of this effort. The contractor shall designate a principal point of contact for technical issues. The contractor shall provide support by preparing documents such as briefings, point papers, and meeting minutes related to status of the performance of this task order.

1.3.1.1 Subtask 1: Task Order Management Plan. Contractor shall provide a task order management plan describing functional approach, organizational and financial resources, supporting organizational structure and management controls that contractor will employ in accordance with tasks and deliverables in this PWS. Draft plan shall be submitted within 15 days of award. Government will have 10 days to review plan and provide comments. Contractor shall have five days from receipt of Government comments to submit final plan.

1.3.1.2 Subtask 2: Monthly Status Report: Monthly Status Report (MSR) outlines current funding status and a brief synopsis of efforts completed, deliverables provided, and conferences and trips conducted/attended during reporting period. MSR is due monthly within the first five working days of each month.

1.3.1.3 Subtask 3: In-Progress Review (IPR): Contractor shall meet with Functional Manager/Contracting Officer Representative (COR) monthly or periodically as COR may require, to discuss any problems with current tasks, assignment of future tasks, and to obtain Government decisions or guidance necessary to contractor performance. In progress review is as required, but could be performed as often as monthly.

1.3.2. Task Area 2 - Operational Support

The contractor shall work with the DDOC Action Officers to support the day to day peace time operations, exercise, contingency planning and operations and wartime operations by helping to identify and resolve distribution issues, to track and report on the status of current on-going transportation operations and provide recommendations on how to improve the distribution and sustainment of supported operations. This support shall include assistance to the Air Mobility Command, Military Sealift Command, and Surface Deployment and Distribution Command and

other DPO partners in meeting mission requirements. Operations Support may include such tasks as executing system data queries, evaluating data results, and performing functional data and operational database management tasks across the full spectrum of planning and execution processes during peacetime, contingency and wartime operations. The Contractor shall focus on solving distribution challenges and enable better resource allocation decisions while improving delivery of forces and sustainment to desired points of effect.

1.3.2.1. Subtask 1 – On Call Operations Support

The contractor shall provide the capability for operations support seven (7) days a week, 24 hours a day to include holidays via a cell phone or pager number. The contractor shall establish 24x7 supports to handle questions and problems relative to DDOC operations. The requirement calls for immediate telephone response and possible on-site assistance with USTRANSCOM and TCC operations.

1.3.2.2. Subtask 2 – Functional Automated Systems Support

The contractor shall provide the DDOC Action Officers with functional automated systems support with regard to the following tasks:

- Querying the automated systems and databases for standard and ad hoc reports and data requests
- Building logical reports and data structures for further in-depth analysis, evaluations and recommendations
- Provide feedback and recommendations for improvements to the standardized reports, analysis capabilities, systems operation, data formats and data content
- Proficiency shall be required in MS Office Suite, Photoshop CS2, Flash CS2, Dreamweaver CS2, and Illustrator CS2.

Familiarity and working knowledge shall be required in the following IT systems used within the DDOC. These systems include but are not limited to: Microsoft Office Suite, Single Mobility System (SMS), Global Transportation Network (GTN), Event Logbook (ELB), Intelligent Rail and Road Information System (IRRIS), eCollaboration (eCollab), Defense Connect On Line (DCO) or any other collaborative tool as determined by the Government.

Familiarity and the ability to become proficient may be required in the following IT systems that are used in the DDOC. These systems include but are not limited to: Radio Frequency-In transit Visibility Server (RF-ITV), WEB Visual Logistics Information and Processing System (WEB VLIPS), Consolidated Air Mobility Planning System (CAMPS), GATES Enterprise Management System (GEMS), Asset Visibility (AV), and Transportation Visualizer (TransViz).

1.3.2.3. Subtask 3 – Functional Daily Briefing Support

Contractor shall perform the daily task of supporting USTRANSCOM Senior leader briefings, DDOC, J3-E, J3-W support, and DDOC: contingency, Coalition, JCS exercise, and sustainment requirements/issues and publish major movement reports.

- Assist with SMS Horse Blanket management and Sea Lift Support Decision Timeline displays.
- Provide 120 day Major Movement PowerPoint support.
- Maintain 30 plus SMS Sandchart groups for JCS J4, CDDOC, COCOMS, and USTRANSCOM and components.
- Support USTRANSCOM J3-T with CTP and major movement displays during exercise play, SMS exercise support and deployments.

1.3.2.4. Subtask 4 – Supply Chain and Sustainment

- Contractor shall provide supply chain/sustainment experience to analyze diverse issues such as Forward Inventory policies, channel validation, route plan, service specific airlift clearance procedures, and specific surface planning and execution policies, etc.
- Contractor shall provide a working knowledge of the COCOM policies that govern sustainment efforts as those policies affect the Defense Transportation Regulation maintained by USTRANSCOM as the official policy for the Defense Transportation System.
- Contractor shall provide analysis and oversight of COCOM emerging sustainment requirements for effective and efficient forecasting of assets over 6 month, 12 month, etc. timeframes. Use expertise with analysis of air and surface Sustainment Systems to produce trend analysis.

1.3.3. Task Area 3 – (Optional) Contingency Operations Support

The contractor shall be prepared to provide operations support seven (7) days a week, 24 hours a day to include holidays. This support may be required on a short or no-notice basis and may be activated via a cell phone or pager number. This support would normally be expected to be the same type of support provided on a day to day basis plus any other support that may be required by the nature of the contingency and as required by the DDOC Chief. The contractor shall provide a contingency after action report by the 21st calendar day after contingency completion.

1.3.4. Task Area 4 – (Optional) Deployment Operations Support

The contractor's place of performance will be in the USTRANSCOM DDOC on Scott AFB, IL; however, due to current operational or exercise support requirements could be at a deployed location as required. The Contractor shall provide a deployment after actions report by the 21st calendar day after deployment completion.

1.3.5. Task Area 5 -Training

The contractor shall provide recurring hands-on training to DDOC personnel on at least a quarterly basis, and to TCC personnel on at least an annual basis. Training will cover the functional and operational systems and procedures used within the DDOC to facilitate the Transportation and Distribution process. The contractor shall provide a Post Training Report by the 5th calendar day after training completion. The contractor shall provide a Training Statistics Report that summarizes training provided to each user organization quarterly. The contractor shall provide DDOC action

officer support training in the planning, execution and after action analysis of any USTRANSCOM and/or TCC distribution related exercises. The contractor shall provide a Training After Action Report by the 10th calendar day after training accomplished during exercise events. Training associated with exercise events may need to be provided on 24/7 basis on occasion and may include travel to both CONUS and OCONUS areas, but will not include the CENTCOM AOR. The Government will approve all training requirements that require travel outside of Scott Air Force Base, IL.

2. Deliverables

The contractor shall provide all deliverables electronically in Microsoft Office (Word, Excel, PowerPoint, Project, etc.) formats pursuant to the following schedule.

Task #	Deliverable Title	Final
1.3.1.1.	Task Order Management Plan	Draft within 15 days of contract award and final 5 days after receipt of Government comments.
1.3.1.2.	Monthly Status Report	Monthly within the first five working days of each month.
1.3.1.3.	In-Progress Review (IPR)	Monthly or as required by mission requirements.
1.3.2.	Operational Support	As required by mission requirements.
1.3.3 (Optional)	Contingency After Action Report	21 st calendar day after contingency completion
1.3.4. (Optional)	Post Deployment Report	21 st calendar day after deployment completion
1.3.5.	Post Training Report	5 th calendar day after training completion
1.3.5.	Training Statistics Report	Quarterly, on the 5 th day of the quarter.
1.3.5.	Training After Action Report	10 th calendar day after training completion

3. Service Delivery Summary

In order to measure contractor performance for the tasks and deliverables associated with this PWS, the contractor shall meet or exceed the operational objectives and performance or availability measurements in the Service Delivery Summary below.

PWS Para	Performance Objective	Performance Threshold
1.3.1	Provide Contract Level and Task Order Management	A 98% completion rate is acceptable for the contractor to provide the required service IAW the PWS requirements.
1.3.2	Provide Operational Deployment and Transportation support to DDOC Action Officers.	A 98% completion rate is acceptable for the contractor to provide the required service IAW the PWS requirements

1.3.3 (Optional)	Provide Contingency Operations	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.
1.3.4 (Optional)	Provide Deployment Operations Support	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.
1.3.5	Provide Training Support.	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.

4. Government Furnished Equipment (GFE)/Government Furnished Information (GFI)

The contractor will be provided space for seven contractor employees in Government-owned and maintained facilities; additional contract personnel will be located at the contractors facility. The Government will provide all office supplies necessary to satisfy the requirements of the PWS. The Government will supply all computer equipment for on-site, deployed and TDY contractors. The contractor shall inform the Government of the need for any additional office supplies necessary for the performance of their tasks. The Government will furnish appropriate user IDs and passwords for shared resources. The space at Government facilities will be jointly occupied by both Government and contractor personnel. The contractor may not be sole user of furnished computer equipment and therefore coordination with other contractors and administrators may be necessary. Use of Government provided telephones and computers are for OFFICIAL USE ONLY.

4. General Information

4.1. Security Requirements

The contractor shall acquire all necessary base passes for contractor personnel. The contractor shall provide employee identification badges. The Government will provide security badges. The personnel filling these positions must possess at least a SECRET Security Clearance granted by the DOD and their parent contractor facility must have the appropriate facility clearance in accordance with DOD National Industrial Security Program (NISPOM) 5220.22R prior to performing work on any classified Government systems or products. The security clearance level for this acquisition is SECRET. Personnel requiring security clearances must possess the clearance prior to the contract start date or prior to the new employee start date if it is for a new hire. The contractor shall comply with all appropriate provisions of applicable security regulations. Specific security requirements are identified in the DD Form 254, Department of Defense Contract Security Classification Specification.

4.2. Place of Performance and Duty Hours

Normal place of duty shall be on Scott Air Force Base, USTRANSCOM DDOC; however, due to current operational or exercise support requirements could be at a deployed location as required. Normal duty hours will be from 0730 to 1630 hours, Monday through Friday; however, due to current operational or exercise support requirements could be adjusted accordingly.

4.3. Period of Performance

The base period is 1 October 2008 through 30 September 2009 (FY09).
Option year one (1) is 1 October 2009 through 30 September 2010 (FY10)
Option year two (2) is 1 October 2010 through 30 September 2011 (FY11)
Option year three (3) is 1 October 2011 through 30 September 2012 (FY12)

4.4. Travel.

Travel will be cost reimbursable contract line items. The Contracting Officers Representative (COR) must validate the anticipated travel costs prior to the contractor incurring these costs. Contractor invoices (along with associated receipts) shall support all travel reimbursement requests. The Government will reimburse contractor for travel expenses subject to Federal Acquisition Regulations and Joint Travel Regulations. The Contractor will identify personnel who will be traveling in sufficient time to obtain the lowest possible rates for airfare, rental car and lodging. Actual travel costs will be reported to the COR by person, by trip within five (5) business days of completion of travel. The Government will not reimburse local travel and related expenses to the Contractor for daily travel to or from work at Scott AFB.

ESTIMATED AO DDOC Support Travel	Persons	Days	Trips
Pacific Command DDOC-Korea, Korea	1	14	1
Pacific Command DDOC, Hawaii	1	14	1
Northern Command, DDOC, Colorado Springs	1	14	1
Pacific Command DDOC-Korea, Korea	1	14	1
Training Symposium	1	3	2
Training Conf	1	4	1
Emergency/Hurricane Support	1	14	2
DDOC Systems Evaluations/Support	1	3	1

4.5. Travel-Deployment Operations

Contract support personnel must be prepared, willing and capable of short notice travel to remote locations with minimal support facilities and capabilities. These deployments may be to Areas of Responsibility (AOR), with exception to the CENTCOM AOR. Contract support personnel being deployed shall meet the following requirements:

- Have a current and valid passport.
- Be medically qualified and physically capable of travel to and work in, austere and/or remote locations; have travel clothing/uniforms suitable for various environmental conditions (Cold, Hot and or Wet).
- Have a company issued credit card.

4.6. Handouts and Training Materials Rights

Handouts or training materials utilized or developed will become the exclusive property of the Government.

4.7 Nondisclosure Agreement for contractor employees.

The Government will require contractor personnel to sign a nondisclosure statement to protect non-public information of other contractors and/or Government. The USTRANSCOM Nondisclosure Agreement is located in Appendix 2.

Appendix 1 Estimated Work Load Data

TASK AREA	HOURS
Task Area 1, Contract Level and Task Order Management	120
Task Area 2, Operations Support	13240
Task Area 3, Contingency Operations Support (Optional)	500
Task Area 4, Deployment Operations Support (Optional)	500
Task Area 5, Training	760
Total Labor Hours	15120

Note: The estimated workload is based on the current contract and is for the duration of a twelve month period. Actual workload may vary depending on the requirements of USTRANSCOM.

Appendix 2 NON-Disclosure Statement

NON-DISCLOSURE AGREEMENT FOR CONTRACTOR EMPLOYEES SUPPORTING USTRANSCOM CONTRACTS

NOTE: This Non-Disclosure Agreement is a standard agreement designed for use by contractor (including subcontractor) employees assigned to work on USTRANSCOM contracts. Its use is designed to protect non-public Government information from disclosure and prevent violations of federal statutes/regulations. The restrictions contained in this agreement also serve contractors by promoting compliant behavior that keeps contractors eligible to compete for Government contracts. In addition to the potential impact on future business opportunities, failure to abide by this agreement could result in administrative, civil or criminal penalties specified by statute or regulation.

1. I, _____ currently an employee of _____, hereby agree to the terms and conditions set forth below:

2. I understand that I will have access to confidential business information (as defined by 18 USC 1905), contractor bid or proposal information (as defined by FAR 3.104-3), and/or source selection sensitive information (as defined by FAR 3.104-3) either for contract performance or as a result of working in a USTRANSCOM facility or of working near USTRANSCOM personnel, contractors, visitors, etc. I fully understand that such information is sensitive and must be protected in accordance with 41 U.S. Code Section 423 and 18 U.S. Code Section 1905 and FAR Part 3. I also certify that I do not have any real or apparent conflicts of interest with respect to the information disclosed. If any potential conflicts of interest, real or otherwise, do present themselves, then I shall immediately disclose the pertinent information that may be a potential conflict to an agency ethics official who shall review the circumstances.

3. In the course of performing under contract/order # or some other contract or subcontract for the USTRANSCOM, I agree to:

a) Use only for Government purpose any and all confidential business information, contractor bid or proposal information, and/or source selection sensitive information to which I am given access. I agree not to disclose "non-public information" by any means (in whole or in part, alone or in combination with other information, directly or indirectly or derivatively) to any person except to a U.S. Government official with a need to know or to a non-Government person (including, but not limited to, a person in my company, affiliated companies, subcontractors, etc.) who has a need to know related to the immediate contract/order, has executed a valid form of this non-disclosure agreement, and receives prior clearance by the contracting officer. All distribution of the documents will be controlled with the concurrence of the contracting officer.

b) "Non-public information", as used herein, includes trade secrets, confidential or proprietary business information (as defined for Government employees in 18 USC 1905); advance procurement information (future requirements, acquisition strategies, statements of work, budget/program/planning data, etc.); source selection information (proposal rankings, source selection plans, contractor bid or proposal information); information protected by the Privacy Act (social security numbers, home addresses, etc.); sensitive information protected from release under the Freedom of Information Act (pre-decisional deliberations, litigation materials, privileged material, etc.); and information that has not been released to the general public and has not been authorized for such release (as defined for Government employees in 5 CFR 2635.703).

c) Not to use such information for any non-Governmental purposes, including, but not limited to, the preparation of bids or proposals, or the development or execution of other business or commercial ventures.

d) To store the information in such a manner as to prevent inadvertent disclosure or releases to individuals who have not been authorized access to it.

4. I understand that I must never make an unauthorized disclosure or use of confidential business information, contractor bid or proposal information, and/or source selection sensitive information unless:

a) The information has otherwise been made available without restriction to the Government, to a competing contractor, or to the public;

b) The contracting officer determines that such information is not subject to protection from release.

5. I agree that I shall not seek access to "non-public information" beyond what is required for the performance of the services I am contracted to perform. I agree that when I seek access to such information or attend meetings or communicate with other parties about such information, I will identify myself as a contractor. Should I become aware of any improper or unintentional release or disclosure of "non-public information", I will immediately report it to the contracting officer in writing. I agree that I will return all forms (including copies or reproduction of original documents) of any "non-public information" provided to me by the Government for use in performing my duties to the control of the Government when my duties no longer require this information.

By signing below, I certify that I have read and understand the terms of this Non-Disclosure Agreement and voluntarily agree to be bound by its terms.

Signature of Employee

Date



Printed Employee Name

Government COR

Date

Contracting Officer

Date

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING a. FACILITY CLEARANCE REQUIRED <div style="text-align: center; font-weight: bold;">SECRET</div> b. LEVEL OF SAFEGUARDING REQUIRED <div style="text-align: center; font-weight: bold;">NONE</div>	
2. THIS SPECIFICATION IS FOR: <i>(X and complete as applicable)</i>				3. THIS SPECIFICATION IS: <i>(X and complete as applicable)</i>	
a. PRIME CONTRACT NUMBER		<input checked="" type="checkbox"/>		a. ORIGINAL <i>(Complete date in all cases)</i>	
b. SUBCONTRACT NUMBER				b. REVISED <i>(Supersedes all previous specs)</i>	REVISION NO.
c. SOLICITATION OR OTHER NUMBER		DUE DATE (YYYYMMDD)		c. FINAL <i>(Complete Item 5 in all cases)</i>	
DATE (YYYYMMDD)				DATE (YYYYMMDD)	
4. IS THIS A FOLLOW-ON CONTRACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under _____ <i>(Preceding Contract Number)</i> is transferred to this follow-on contract.					
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period of _____.					
6. CONTRACTOR <i>(Include Commercial and Government Entity (CAGE) Code)</i>					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
7. SUBCONTRACTOR					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
8. ACTUAL PERFORMANCE					
a. LOCATION		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>	
USTRANSCOM/TCJ3-DDOC BLDG 1900 508 Scott Drive Scott AFB, IL				Defense Security Service 11132 South Towne Square, Suite 205 Saint Louis, MO 63123-7818 Phone: (314) 260-8200	
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT USTRANSCOM TCJ3 Deployment and Distribution Center Action Officer Support Contract					
10. CONTRACTOR WILL REQUIRE ACCESS TO:		YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION			<input checked="" type="checkbox"/>	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	
b. RESTRICTED DATA			<input checked="" type="checkbox"/>	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			<input checked="" type="checkbox"/>	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	
d. FORMERLY RESTRICTED DATA			<input checked="" type="checkbox"/>	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	
e. INTELLIGENCE INFORMATION			<input checked="" type="checkbox"/>	e. PERFORM SERVICES ONLY	
(1) Sensitive Compartmented Information (SCI)			<input checked="" type="checkbox"/>	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	
(2) Non-SCI			<input checked="" type="checkbox"/>	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	
f. SPECIAL ACCESS INFORMATION			<input checked="" type="checkbox"/>	h. REQUIRE A COMSEC ACCOUNT	
g. NATO INFORMATION			<input checked="" type="checkbox"/>	i. HAVE TEMPEST REQUIREMENTS	
h. FOREIGN GOVERNMENT INFORMATION			<input checked="" type="checkbox"/>	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	
i. LIMITED DISSEMINATION INFORMATION			<input checked="" type="checkbox"/>	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	
j. FOR OFFICIAL USE ONLY INFORMATION		<input checked="" type="checkbox"/>		l. OTHER <i>(Specify)</i>	
k. OTHER <i>(Specify)</i>					
SECRET					

- 12. PUBLIC RELEASE.** Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release ☐ Direct ☒ Through (Specify)

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

- 13. SECURITY GUIDANCE.** The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

Reference block 2a: This DD254 reflects the specific security requirements for the task order when awarded.

Reference Block 8a: Contract performance will be primarily at government installation (USTRANSCOM- Bldg 1900 & 1961) at Scott AFB, IL.

Reference Block 10j: For Official Use Only (FOUO) applies. Reference DOD Appendix to DOD 5201-R, and the Under Secretary of Defense for Intelligence memorandum, "Interim Information Security Guidance," April 16, 2004, for specific guidance on the handling and safeguarding of FOUO information."

Reference Block 11a: The indicated secret clearance is required for contract personnel to perform analysis and follow-on ammo/hazmat reporting software development and support for USTRANSCOM. Contractor will not classify or declassify any material. The highest level of classification pertaining to the contract is SECRET. Contract performance is restricted to USTRANSCOM at Scott AFB, IL or other locations as specified by USTRANSCOM.

Reference Block 11b: If any classified information is generated in the performance of this contract, it shall be classified according to the markings shown on the source material.

- Marked TCJ3-FAT 5/13/08*
14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. ☐ Yes ☒ No
(If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

- 15. INSPECTIONS.** Elements of this contract are outside the inspection responsibility of the cognizant security office. ☐ Yes ☒ No
(If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)

- 16. CERTIFICATION AND SIGNATURE.** Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL Mark Wyrosdick, Lt Col, USAF, TCJ3-IR	b. TITLE FUNCTIONAL MANAGER	c. TELEPHONE (Include Area Code) (618) 229-1132
d. ADDRESS (Include Zip Code) USTRANSCOM/TCJ3-IR 508 SCOTT DRIVE SCOTT AFB, IL 62225		17. REQUIRED DISTRIBUTION <input type="checkbox"/> a. CONTRACTOR <input type="checkbox"/> b. SUBCONTRACTOR <input type="checkbox"/> c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR <input type="checkbox"/> d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION <input type="checkbox"/> e. ADMINISTRATIVE CONTRACTING OFFICER <input type="checkbox"/> f. OTHERS AS NECESSARY
e. SIGNATURE <i>Mark P. Wyrosdick</i>		

REQUEST FOR TASK ORDER PROPOSAL RFTOP 08-09

CLIN Structure and Invoicing Procedures

CLIN Structure: (Contractor shall fill out the Not to Exceed Extended Amount)

TCJ3 DDOC Action Officer Support Base Year – 01 Oct 08 through 30 Sep 09				
CLIN Number	Quantity	Unit	Unit Price	Extended Amount
CLIN 0001 Labor, Functional Support IAW PWS Para. 1.3.1, 1.3.2.2, 1.3.2.3, 1.3.2.4, 1.3.5	1	LOT	N/A	\$_____ NTE
CLIN 0002 On Call Operations Support Para. 1.3.2.1	1	LOT	N/A	\$_____ NTE
CLIN 0003 (Optional) Contingency Operations Support Para. 1.3.3	1	LOT	N/A	\$_____ NTE
CLIN 0004 (Optional) Deployment Operations Support Para. 1.3.4	1	LOT	N/A	\$_____ NTE
CLIN 0005 Travel IAW PWS Para. 4.5	1	LOT	N/A	\$31,500.00 NTE

TCJ3 DDOC Action Officer Support Option Year One – 01 Oct 09 through 30 Sep 10				
CLIN Number	Quantity	Unit	Unit Price	Extended Amount
CLIN 1001 Labor, Functional Support IAW PWS Para. 1.3.1, 1.3.2.2, 1.3.2.3, 1.3.2.4, 1.3.5	1	LOT	N/A	\$_____ NTE
CLIN 1002 On Call Operations Support Para. 1.3.2.1	1	LOT	N/A	\$_____ NTE
CLIN 1003 (Optional) Contingency Operations Support Para. 1.3.3	1	LOT	N/A	\$_____ NTE
CLIN 1004 (Optional) Deployment Operations Support Para. 1.3.4	1	LOT	N/A	\$_____ NTE
CLIN 1005 Travel IAW PWS Para. 4.5	1	LOT	N/A	\$31,500.00 NTE

TCJ3 DDOC Action Officer Support Option Year Two – 1 Oct 10 through 30 Sep 11				
CLIN Number	Quantity	Unit	Unit Price	Extended Amount
CLIN 2001 Labor, Functional Support IAW PWS Para. 1.3.1, 1.3.2.2, 1.3.2.3, 1.3.2.4, 1.3.5	1	LOT	N/A	\$_____ NTE
CLIN 2002 On Call Operations Support Para. 1.3.2.1	1	LOT	N/A	\$_____ NTE
CLIN 2003 (Optional) Contingency Operations Support Para. 1.3.3	1	LOT	N/A	\$_____ NTE
CLIN 2004 (Optional) Deployment Operations Support Para. 1.3.4	1	LOT	N/A	\$_____ NTE
CLIN 2005 Travel IAW PWS Para. 4.5	1	LOT	N/A	\$31,5000.00 NTE

TCJ3 DDOC Action Officer Support Option Year Three – 1 Oct 11 through 30 Sep 12				
CLIN Number	Quantity	Unit	Unit Price	Extended Amount
CLIN 3001 Labor, Functional Support IAW PWS Para. 1.3.1, 1.3.2.2, 1.3.2.3, 1.3.2.4, 1.3.5	1	LOT	N/A	\$_____ NTE
CLIN 3002 On Call Operations Support Para. 1.3.2.1	1	LOT	N/A	\$_____ NTE
CLIN 3003 (Optional) Contingency Operations Support Para. 1.3.3	1	LOT	N/A	\$_____ NTE
CLIN 3004 (Optional) Deployment Operations Support Para. 1.3.4	1	LOT	N/A	\$_____ NTE
CLIN 3005 Travel IAW PWS Para. 4.5	1	LOT	N/A	\$31,5000.00 NTE

TOTAL BASE YEAR + OPTIONS (LABOR) \$ _____

TRAVEL \$ 126,000.00 NTE

TOTAL LABOR + TRAVEL \$ _____

INVOICING PROCEDURES: Submit electronic invoices monthly through Wide Area Work Flow (WAWF-RA).

**WIDE AREA WORKFLOW – RECEIPT AND ACCEPTANCE (WAWF-RA)
ELECTRONIC RECEIVING REPORT AND INVOICING INSTRUCTIONS**

IN ACCORDANCE WITH DFARS 232.7003, USE OF ELECTRONIC PAYMENT REQUESTS IS MANDATORY. USE OF WAWF WILL SPEED UP YOUR PAYMENT PROCESSING TIME AND ALLOW YOU TO MONITOR YOUR PAYMENT STATUS ONLINE. THERE ARE NO CHARGES OR FEES TO USE WAWF.

Requests for payments must be submitted electronically via the Internet through the Wide Area WorkFlow – Receipt and Acceptance (WAWF-RA) system at <https://wawf.eb.mil>.

Questions concerning payment should be directed to the Defense Finance Accounting Services (DFAS) Limestone at (800) 756-4571 or faxed to (866) 392-7971 or e-mailed to cco-af-vpis@dfas.mil. Please have your order number and invoice number ready when contacting DFAS about payment status. You can also access payment information using the DFAS myInvoice web site at <https://myinvoice.csd.disa.mil/index.html>

THE FOLLOWING CODES WILL BE REQUIRED TO ROUTE YOUR RECEIVING REPORTS, INVOICES AND ADDITIONAL E-MAILS CORRECTLY THROUGH WAWF.

CONTRACT NUMBER:	<input type="text"/>
DELIVERY ORDER NUMBER:	<input type="text"/>
TYPE OF DOCUMENT:	<input type="text" value="Cost Voucher"/>
CAGE CODE:	<input type="text"/>
ISSUE BY DODAAC:	<input type="text" value="HTC711"/>
ADMIN DODAAC:	<input type="text" value="HTC711"/>
DCAA OFFICE:	<input type="text" value="DCAA CODE TO BE
FURNISHED AT
CONTRACT AWARD"/>
SERVICE ACCEPTOR / SHIP TO:	<input type="text" value="HTC711"/>
PAY OFFICE DODAAC:	<input type="text" value="F67100"/>
SEND MORE E-MAIL NOTIFICATIONS:	
CONTRACT ADMINISTRATOR:	<input type="text" value="Michael.Pardue@ustranscom.mil"/>
CONTRACTING OFFICER:	<input type="text" value="Lisa.Gross@ustranscom.mil"/>
ADDITIONAL NOTIFICATION:	<input type="text" value="Arnold.White@ustranscom.mil"/>
ADDITIONAL NOTIFICATION:	<input type="text"/>

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
DDOC ACTION OFFICER SUPPORT
UNITED STATES TRANSPORTATION COMMAND
(TCJ3-IR)**



JULY 2008

APPROVED:

**ARNOLD WHITE, SMSgt, USAF
Contracting Officer's Representative
USTRANSCOM/TCJ3-DE**

**LISA A. GROSS
Contracting Officer
USTRANSCOM/TCAQ-D**

FOR INFORMATIONAL PURPOSES ONLY

1. INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) was developed in accordance with AFI 63-124, *Performance-Based Services Acquisitions (PBSA)*, for work performed to provide support services for the USTRANSCOM/J3-T Training Management Support. This QASP sets forth the procedures and guidelines to be used by the Government to ensure that the contractor achieves the required performance standards as specified in the Performance Work Statement (PWS). The PWS contains a Service Delivery Summary (SDS) that summarizes performance objectives (service required) and performance thresholds (specific standard) contained within the body of the PWS.

The SDS does not identify every service required, but only those services considered most important for mission accomplishment. This QASP is based on the premise that the contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The SDS recognizes that the contractor is not a perfect manager and that unforeseen and uncontrollable problems do occur. Good management and use of an adequate quality control plan will allow the contractor to meet or exceed the performance standards specified in the PWS.

2. PURPOSE

This QASP is designed to accomplish the following:

- a. Provide a systematic method to survey and evaluate contractor services to determine conformity with the technical requirements of the contract.
- b. Define the roles and responsibilities of participating Government officials.
- c. Describe the evaluation methods that will be employed by the Government in assessing the contractor's performance.
- d. Describe the process of performance documentation.
- e. Provide copies of the Quality Assurance (QA) monitoring forms that will be used by the Government in documenting and evaluating contractor's performance.

3. ROLES AND RESPONSIBILITIES

The Government monitors contractor performance on a continuing basis through the services of a surveillance team. The surveillance team consists of the following members: Contracting Officer (CO) and Contracting Officer's Representative (COR).

3.1 Contracting Officer (CO)

The CO has overall responsibility for contract administration. The CO is responsible for monitoring contract compliance and resolving any and all disagreements regarding interpretation

of contract terms and conditions. The two primary functions of the CO with regard to the surveillance activity are to approve payments and authorize changes to the contract. Payment is authorized based on documented objective evidence provided by the COR that contractor performance meets the performance standards specified. The CO is the only Government official authorized to revise the contract. Additionally, the CO is responsible for approving the QASP.

3.2 Contracting Officer's Representative (COR)

The COR serves as a functional expert and is responsible for monitoring, assessing, recording and reporting the technical performance of the Contractor on a continuous basis. The COR schedules surveillance activities; evaluates and documents performance by the contractor; initiates requests for and evaluates adequacy of the corrective action and reports contractor performance of contractor requirements. CORs are sufficiently trained to perform the required duties and to ensure their knowledge of the terms and conditions of the contract.

3.2.1. The COR is to be objective, fair, and consistent in evaluating contractor performance against standards.

3.2.2. The COR will notify the CO immediately when an evaluation shows that performance does not meet the standards identified in this QASP.

3.2.3. The COR is required to ensure changes in work are not initiated before a written authorization or modification is issued by the CO.

3.2.4. The COR is required to accept delivery of services. The COR must ensure that all services have been performed before entering the quantity received and digitally signing the receiving report/invoice in Wide Area Work Flow (WAWF). The COR has a maximum of seven days after the contractor's submission of a properly documented receiving report/invoice to accept the quantity and digitally sign the document in WAWF. Prompt processing of receiving reports/invoices in WAWF increases the Government's ability to take discounts offered and decreases the likelihood of the Government incurring interest expense for late payment. After digital signature, the signed receiving report/invoice will be routed to Defense Finance and Accounting Service (DFAS) for scheduling of payment.

3.2.5. The COR is required to provide an assessment of contractor performance to the Contracting Officer for input into CPARS.

4. METHODS OF SURVEILLANCE

4.1 Service Delivery Summary (SDS)

The SDS summarizes the expected service objectives (outcomes) and identifies the metrics that will be tracked to determine whether the outcomes are being achieved at the appropriate levels of performance. The Government, through the COR, will monitor contractor performance using the surveillance method(s) described below. In determining the evaluation criteria, the Government has considered what the contract specifically calls for, how performance can be surveyed, and if

the proposed method of surveillance is adequate to assure the required level of performance has been achieved. Additionally, contractor performance will be a factor affecting application of the plan, i.e., surveillance frequency may be increased or decreased based on contractor demonstrated and documented performance. One or a combination of the following surveillance methods will be used to produce a well-rounded indication of contractor conformance:

- a. Sampling (Spot, Periodic and Random Sampling)
- b. Third Party Audit
- c. Inspection/Review (verification of specific tasks, weekly, monthly, quarterly, biannual, annual)
- d. Customer/Government Input

4.1.1. Sampling

This is the most appropriate method for frequently recurring tasks. Random sampling is done to determine whether to accept or reject the contractor's performance of the total lot of a particular task for a given period of time, using the premise that the statistically selected sample is representative of the entire lot. Sampling may be spot, periodic or random.

4.1.2. Third Party Audits

Third Party Audits will be conducted by an authorized agent of the Government, federal, state, and local agencies (i.e. OSHA, DMV, EPA, Environmental Management etc.).

4.1.3. Inspection/Review

This surveillance type is preferred for those tasks that occur infrequently. It is also used frequently for those tasks having very stringent performance requirements. When this type of surveillance is used, COR must inspect and evaluate the contractor's performance each time it is performed to determine acceptability.

This type of surveillance consists of the evaluation of samples selected on other than a 100-percent or statistically random basis. The results of periodic surveillance inspections may be used as the basis for actions against the contractor. In such cases the Inspection of Services clause becomes the basis for the Contracting Officer's actions. This will be done more frequently at the beginning of the contract, and is expected to decrease as standards are consistently met, but may increase if performance falls below standard.

4.1.4. Customer Inputs

The COR may use customer input to document discrepancies in contractor performance. The Contracting Officer may use validated customer complaints as the basis for actions against the contractor. In such cases the Inspection of Services clause becomes the basis for the Contracting

Officer's actions. Under the new philosophy of performance based service contracting, we expect the customer to file complaints directly with the contractor with an automatic copy going to the COR. This allows COR oversight of the contractor's progress in answering complaints, resolving problems and updating the Quality Control (QC) program, while the contractor is responsible to the customer. When used, customer complaints must follow a formalized procedure:

- a. It will be the joint responsibility of the contractor and COR to furnish written instructions and customer training to each organization receiving the contractor's services. Instructions and training should cover the format and content of the program and service to be surveyed; the action that may be expected from the contractor, from COR, Contract Administrator, and Contracting Officer as a result of the complaints; and the limitations on the customer in dealing with contractor personnel.
- b. The COR is the primary point of contact for and must receive copies of all customer complaints. AF Form 714, Customer Complaint Record, or a locally devised form may be used, but all complaints and any resulting resolution must be documented with the information required on AF Form 714. Customer complaint forms become a permanent part of the COR surveillance records.
- c. The COR will check customer complaints to ensure resolution of the deficiency and revision of QC program to prevent recurrence.

4.1.5. Management Review

Methods of surveillance can change after contract award based on acceptance of a contractor's proposed Quality Control Program or agreement that establishes the metrics to be used. When metrics are used as a method of surveillance through the partnering process, they may be developed after contract award, but prior to the performance start date.

4.1.6. Non-SDS Items

For required tasks not shown on the SDS, including all other tasks in the PWS and any referenced documents, the Government still retains the right to inspect any item included in the contract in accordance with Federal Acquisition Regulation (FAR) Part 46, Inspection of Services clauses. Inspection of these services will be performed in the same general manner as periodic surveillance items mentioned above. The results of these inspections are documented and, if necessary, are provided to the CO for action. Should a discrepancy be observed, the CO will handle each documented discrepancy on a case-by-case basis.

5. EVALUATION METHODOLOGY

This QASP comprehensively guides the surveillance team's activities and has been developed in a format to ensure ease of understanding and implementation. For each performance objective (service required) in the SDS, the specific method(s) of surveillance, performance thresholds (standards), sampling procedures, inspection procedures, and detailed objective task descriptors

are shown in the QAS Summary in Attachment 1. The methodology described in the chart shall be used as the basis for performing surveillance of the respective performance objectives.

5.1 Established Procedures.

Each contractor assessment shall follow an established procedure for surveillance, recording, reporting and follow-up, outlined as follows:

- a. The frequency of surveillance will be in accordance with the COR Schedule.
- b. Surveillance will be performed in accordance with Attachment 1 and results/comments recorded.
- c. Performance/non-performance for a particular task will be entered chronologically by the COR on a historical log of surveyed performance. If no deficiency exists in contractor performance for this element, no further action is required.
- d. If contractor performance is deficient, the course of action is dependent on the severity/impact/frequency of the non-performance. Re-performance is the first action to resolve deficiencies. When the COR determines a deficiency is not Government caused, an AF Form 802, Contract Discrepancy Report is initiated. The COR completes blocks 1 through 6 of the form and sends it to the Contracting Officer. The Contracting Officer must evaluate the CDR and, if appropriate, sign and send it to the contractor. The contractor must complete blocks 9 and 10 according to the requirements of the contract and return it to the Contracting Officer within 5 calendar days of receipt. Upon receipt of the contractor's response, the Contracting Officer, in consultation with the COR, must evaluate the contractor's response and take the appropriate action. The Contracting Officer must document the evaluation (in block 11) and action taken (in block 12) on the CDR.
- e. When corrective action is reported by the contractor, the COR will follow up with additional surveillance to verify implementation.

5.2. Conversation record

Conversation Record, DOD Optional Form 271, may be used throughout this process to effectively document program issues and concerns addressed with the contractor and Government points of contact. This provides a method to keep QA personnel informed of the status of issues and concerns.

6. DOCUMENTATION

All surveillance activities must be documented to provide the required audit trail to justify Government acceptance and payment. The documented audit trail of the surveillance (DAS) activities is required by FAR 46.104(c), Contract Administration Office Responsibilities, which states, "Maintain, as part of the performance records of the contract, suitable records reflecting, (1) The nature of Government contract quality assurance actions, including, when appropriate,

the number of observations made and the number and type of defects; and (2) Decisions regarding the acceptability of the products, the processes, and the requirements, as well as action to correct defects.” All documentation resulting from surveillance is made a permanent part of the contract file. The COR must keep the documentation files during the term of the contract and either monthly or at the conclusion of the contract (as directed by the CO); transfer the files to the CO for inclusion in the official contract file. It is the responsibility of the COR to establish and maintain this information in a DAS Folder. The surveillance folder(s) should include as a minimum:

- a. Contract Including Modifications
- b. Task Orders Including Modifications
- c. Quality Assurance Surveillance Plan
- d. COR Letter of designation
- e. Invoices
- f. Surveillance Records
 - 1) Written report of all inspections and timelines of deliverables
 - 2) Written report of any deficiency
 - 3) Any other written documentation relating to contract performance
- g. General Correspondence

ATTACHMENT 1 – QUALITY ASSURANCE SURVEILLANCE SUMMARY

The following items will be utilized for evaluation of performance during the duration of this contract.

PWS Para	Performance Objective	Performance Threshold	Surveillance Method
1.3.1	Provide Contract Level and Task Order Management	A 98% completion rate is acceptable for the contractor to provide the required service IAW the PWS requirements.	Random Sample
1.3.2	Provide Operational Deployment and Transportation Support to DDOC Action Officers	A 98% completion rate is acceptable for the contractor to provide the required service IAW the PWS requirements.	Random Sample
1.3.3	Provide Contingency Operations Support (Optional)	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.	Random Sample
1.3.4	Provide Deployment Operations Support (Optional)	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.	Random Sample
1.3.5	Provide Training Support.	A 98% compliance rate of is acceptable for the contractor to provide the required service IAW the PWS requirements.	Random Sample

ATTACHMENT 2 – DISCREPANCY STATUS REPORT

DISCREPANCY STATUS REPORT MEMORANDUM FOR: USTRANSCOM/TCAQ

Attn: _____ Contracting Officer

FROM: USTRANSCOM TCJ3-IR
508 Scott Dr
Scott AFB, IL 62225-5302

SUBJ: USTRANSCOM/J3-IR DDOC AO SUPPORT Status Report - (Month)

- 1. Period Covered:** *(First to last day of the reporting period, i.e. 1-31 October 2007)*
- 2. Area Covered:** *(Performance Objective, PWS paragraph, Task Descriptor, i.e. Support Desk, 1.2.1.1.)*
- 3. Overview of Performance:**
 - a. Summary - *(Summary of what was done by the COR to assure contract compliance, i.e. audits, data review, and surveillance)*
 - b. Contract Discrepancy Reports (CDRs) - *List all CDRs documented during the reporting period. Provide status of all open CDRs. Attach copies of CDRs to the monthly report.)*
 - c. Corrective Action Follow Up - *(Report any follow-up actions performed during the reporting period.)*
- 4. Performance Analysis:** *(State your analysis of the contractor's performance.) Include positive and negative areas.*
- 5. Areas of Concern:** *(Identify in narrative form ANY problem(s) or potential problem areas which may impact contract performance to SOW requirements or any aspect of the program.)*
- 6. COR O&M Status:** *(Indicate current COR listing and their O&M status - Phases I and II; and any information regarding COR changes planned - new personnel requiring training, etc.)*

JOHN Q. PUBLIC
Contracting Officer's Representative (COR)

Attachment:
CDRs

**INDUSTRY QUESTIONS
DRAFT RFTOP 08-09 PWS
DDOC AO SUPPORT**

1. Is this going to be a Firm Fixed Price (FFP) or Time & Material task order?

Answer: Labor Hour

2. (REF Para 1.3.4, Task Area 4) Is it anticipated that deployment could be into a hostile environment (Para 4.5.1, involves "risk" vice hostile actions)?

Answer: The PWS has been revised removing paragraph 4.5.1 referred to in the question and consolidating into paragraph 4.5. Contract support personnel must be prepared, willing and capable of short notice travel to remote locations with minimal support facilities and capabilities. These deployments may be to Areas of Responsibility (AOR), (but will not include the CENTCOM AOR) the DDOC by its very nature is a "rear echelon" function. Most of the work accomplished is command and control in a hardened facility well to the rear of any danger zone. The "austere environment" mentioned in the PWS is more geared toward places like natural disaster areas (i.e. Katrina) than combat areas. It is not the government's intent to place contractors in harms way. There might be lodging or messing issues in a natural disaster area but we have never sent the incumbent to an area where food and lodging weren't available. The incumbent has always stayed either on base or at local hotels and have been able to eat in local restaurants or base dining facilities.

3. (REF Para 1.3.5, Task Area 5) Will the required training material be provided, or does the government envision that the contractor will have to either develop new or modify existing material?

Answer: Available government material will be provided. Training accomplished may also be conducted using live automated information systems as the predominant visual aid/training tool.

4. (Ref 1.3.2.1 On Call Operations Support) What are the criteria for calling the on-call person?

Answer: There are no pre-determined criteria. The decision will be made by the DDOC Chief, as required based on operations tempo. Based on historical information, expect on call operations support to be limited to absolute essential support due to extreme circumstances.

5. (Ref 1.3.2.1 On Call Operations Support) Who is authorized to direct on-site assistance?

Answer: The DDOC Chief.

6. (Ref 1.3.3 Contingency Operations Support) Is the required 7 day / 24 hour support in addition to the on-call required in 1.3.2.1, on-call operations support?

Answer: Yes.

7. (Ref 1.3.5 Training) Ref the quarterly training for the USTRANSCOM DDOC. Do you envision formal classroom training?

Answer: No, the training envisioned will be with individuals or small groups in support of normal DDOC operations in regards to the systems described in para 1.3.2.2.

8. (Ref 1.3.5 Training) What systems/providers are already providing formal training or training and orientation support to this audience?

Answer: This requirement is currently provided for as an optional task by Federated Software Group (FSG) under Events Logbook (ELB).

8. (Ref 3.0 GFE) Will the on-site contractors have a dedicated seat/desk while performing their shift/duties?

Answer: The contractor will be provided space for seven contractor employees in government-owned and maintained facilities. The space at government facilities will be jointly occupied by both government and contractor personnel due to the nature of DDOC 24/7 operational environment. The contractor personnel may not be sole user of furnished computer equipment and therefore coordination with other contractors and administrators may be necessary.

9. (Ref 4.2 Place of Performance and 4.4 Travel-Deployment Operations) Can you clarify remote/austere deployed location?

Answer: See question #2 above.

10. If appropriate for the location, will the government provide transportation, billeting, meals, field gear, specialized training?

Answer: Yes.

11. Who is the current contractor?

Answer: Federated Software Group under Events Logbook (ELB)

12. How many contractor FTEs currently fulfill this requirement?

Answer: Seven.

13. What are normal duty hours for contractors on this effort?

Answer: The norm is 0730 – 1630. Times can vary based on mission and workload. Some 24 hours support may be required resulting on 12-13 hour shifts.

14. Does the estimated workload in Appendix 1 include surges, contingencies, etc or just normal day-to-day workload?

Answer: Yes, the surges and contingencies are included in Appendix 1. It is possible, however, to exceed those hours if an extended contingency or crisis arose.

15. Does the government expect the staffed level of effort specified in Task Area 3 – Contingency Support to include the normal day-to-day level of support expanded to 24/7?

Answer: Yes, see question 14.