

**UNITED STATES TRANSPORTATION COMMAND  
(USTRANSCOM)**

**Contract: GS09K99BHD0003  
Task Order HTC711-08-F-0042  
1 August 2008**

**USTRANSCOM  
Military Surface Deployment & Distribution Command  
(SDDC) Deputy Chief of Staff for Information Management  
(G6) Cargo & Billing (CAB) Support Services**

**Awarded to: Computer Sciences Corporation**

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER WB1GYE81349001		PAGE 1 OF 11	
2. CONTRACT NO. GS09K99BHD0003		3. AWARD/EFFECTIVE DATE 01-Aug-2008		4. ORDER NUMBER HTC711-08-F-0042		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY  USTRANSCOM-AQ - HTC711 508 SCOTT DR SCOTT AFB IL 62225-5357  TEL: 618-229-2513 FAX: 618-256-8316		CODE HTC711		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: NAICS:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO HQ-SDDC-SCOTT-F3ST21 DEBORAH L. TORRES 709 WARD DR BLDG 1990 ROOM IE172 SCOTT AFB IL 62225		CODE F3ST21		16. ADMINISTERED BY  <b>SEE ITEM 9</b>			
17a. CONTRACTOR/OFFEROR  COMPUTER SCIENCES CORPORATION COX BILL 3160 FAIRVIEW PARK DR FALLS CHURCH VA 22042-4516  TEL. 618-622-4709		CODE 52939  FACILITY CODE		18a. PAYMENT WILL BE MADE BY  DFAS-LIMESTONE TFMS-M - F89900 ACCTG DISB STA NR 389900 DFAS LI TFMS M 27 ARKANSAS RD STE 200 LIMESTONE ME 04751-6217			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<b>SEE SCHEDULE</b>						
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>						26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$228,979.69 EST</b>	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3, 52.212-5 ARE ATTACHED.				ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED.				ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>0</u> COPIES <input type="checkbox"/> TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE HTC711-08-Q-0206 <input checked="" type="checkbox"/> OFFER DATED <u>21-Jul-2008</u> YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: SEE SCHEDULE			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED  30-Jul-2008	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)  Gina K. Lee / Contracting Officer TEL: 618-256-6257 EMAIL: gina.lee@ustrancom.mil			

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)				PAGE 2 OF 11	
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE SCHEDULE				
32a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____					
32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT		37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY			
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42a. RECEIVED BY (Print)		
			42b. RECEIVED AT (Location)		
			42c. DATE REC'D (YY/MM/DD)	42d. TOTAL CONTAINERS	

## Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001		2	Months	\$111,989.845	\$223,979.69
	Base Period - CAB Support Services FFP Services Non-Personnal: The contractor shall provide all necessary personnel, equipment, tools, materials, supervision and other items and services, not including Government Furnished, required to perform Cargo and Billing (CAB) services and support in accordance with the Performance Work Statement. Period of Performance: 01-Aug-2008 to 30-Sep-2008  FOB: Destination MILSTRIP: W81GYE81349001 PURCHASE REQUEST NUMBER: W81GYE81349001				
				NET AMT	\$223,979.69
	ACRN AA CIN: W81GYE813490010000AA				\$223,979.69

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002			Lot		\$5,000.00
	Travel COST Travel, cost reimbursable in accordance with PWS Paragraph 5.2. Period of Performance: 01-Aug-2008 to 30-Sep-2008  FOB: Destination MILSTRIP: W81GYE81349001 PURCHASE REQUEST NUMBER: W81GYE81349001				
				ESTIMATED COST	\$5,000.00 (EST.)
	ACRN AA CIN: W81GYE813490010000AA				\$5,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001		12	Months	\$115,335.3708	\$1,384,024.45
OPTION	Option Year 1 - CAB Support Services FFP Services Non-Personnal: The contractor shall provide all necessary personnel, equipment, tools, materials, supervision and other items and services, not including Government Furnished, required to perform Cargo and Billing (CAB) services and support in accordance with the Performance Work Statement. Period of Performance: 01-Oct-2008 to 30-Sep-2009				

FOB: Destination

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NET AMT	\$1,384,024.45
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002			Lot		\$5,000.00
OPTION	Travel COST Travel, cost reimbursable in accordance with PWS Paragraph 5.2. Period of Performance: 01-Oct-2008 to 30-Sep-2009				

FOB: Destination

ESTIMATED COST	\$5,000.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		12	Months	\$119,138.82	\$1,429,665.84
OPTION	Option Year 2 - CAB Support Services FFP Services Non-Personnal: The contractor shall provide all necessary personnel, equipment, tools, materials, supervision and other items and services, not including Government Furnished, required to perform Cargo and Billing (CAB) services and support in accordance with the Performance Work Statement. Period of Performance: 01-Oct-2009 to 30-Sep-2010				

FOB: Destination

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NET AMT	\$1,429,665.84
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002			Lot		\$5,000.00
OPTION	Travel COST Travel, cost reimbursable in accordance with PWS Paragraph 5.2. Period of Performance: 01 Oct 2009 to 30-Sep-2010				

FOB: Destination

ESTIMATED COST	\$5,000.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001		12	Months	\$123,002.5066	\$1,476,030.08
OPTION	Option Year 3 - CAB Support Services FFP Services Non-Personnal: The contractor shall provide all necessary personnel, equipment, tools, materials, supervision and other items and services, not including Government Furnished, required to perform Cargo and Billing (CAB) services and support in accordance with the Performance Work Statement. Period of Performance: 01-Oct-2010 to 30-Sep-2011				

FOB: Destination

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NET AMT	\$1,476,030.08
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002			Lot		\$5,000.00
OPTION	Travel COST Travel, cost reimbursable in accordance with PWS Paragraph 5.2. Period of Performance: 01 Oct 2010 to 30-Sep-2011				

FOB: Destination

ESTIMATED COST	\$5,000.00 (EST.)
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## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
1001	Destination	Government	Destination	Government
1002	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government

3001	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 01-AUG-2008 TO 30-SEP-2008	N/A	HQ-SDDC-SCOTT- F3ST21 DEBORAH L. TORRES 709 WARD DR BLDG 1990 ROOM IE172 SCOTT AFB IL 62225 (618) 220-5672 FOB: Destination	F3ST21
0002	POP 01-AUG-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
1001	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
1002	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
2001	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
2002	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
3001	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21
3002	POP 01-AUG-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F3ST21

## ACCOUNTING AND APPROPRIATION DATA

AA: 97 X 4930 FD30 8 E3 35 82C7 CPPSOFTWARE 7300 31EG W81GYE81349001 389900  
 AMOUNT: \$228,979.69  
 CIN W81GYE813490010000AA: \$228,979.69

## CLAUSES INCORPORATED BY REFERENCE



52.204-7	Central Contractor Registration	APR 2008
52.232-18	Availability Of Funds	APR 1984
52.232-33	Payment by Electronic Funds Transfer--Central Contractor Registration	OCT 2003
252.204-7004 Alt A	Central Contractor Registration (52.204-7) Alternate A	SEP 2007
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	MAR 2008

## CLAUSES INCORPORATED BY FULL TEXT

### 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 15 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 15 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 38 months.

(End of clause)

5552.204-9000 Notification of Government security activity and visitor group security agreements.

## NOTIFICATION OF GOVERNMENT SECURITY ACTIVITY AND VISITOR GROUP SECURITY AGREEMENTS (APRIL 2007)

This contract contains a DD Form 254, DOD Contract Security Classification Specification, and requires performance at a government location in the U.S. or overseas. Prior to beginning operations involving classified information on an installation identified on the DD Form 254, the contractor shall take the following actions:

(a) At least thirty days prior to beginning operations, notify the security police activity shown in the distribution block of the DD Form 254 as to:

- (1) The name, address, and telephone number of this contract company's representative and designated alternate in the U.S. or overseas area, as appropriate;
- (2) The contract number and military contracting command;
- (3) The highest classification category of defense information to which contractor employees will have access which must coincide with the level of classification granted to the company and cage code located in the Joint Personnel Adjudication System (JPAS);
- (4) The installations in the U.S. (in overseas areas, identify only the APO number(s)) where the contract work will be performed;
- (5) The date contractor operations will begin on base in the U.S. or in the overseas area;
- (6) The estimated completion date of operations on base in the U.S. or in the overseas area; and,
- (7) Any changes to information previously provided under this clause.

This requirement is in addition to visit request procedures contained in DOD 5220.22-M, National Industrial Security Program Operating Manual.

(b) Prior to beginning operations involving classified information on an installation identified on the DD Form 254 where the contractor is not required to have a facility security clearance, the contractor shall enter into a Visitor Group Security Agreement (or understanding) with the installation commander to ensure that the contractor's security procedures are properly integrated with those of the installation. As a minimum, the agreement shall identify the security actions that will be performed:

- (1) By the installation for the contractor, such as providing storage and classified reproduction facilities, guard services, security forms, security inspections under DOD 5220.22-M, classified mail services, security badges, visitor control, and investigating security incidents; and
- (2) Jointly by the contractor and the installation, such as packaging and addressing classified transmittals, security checks, internal security controls, and implementing emergency procedures to protect classified material.

(End of clause)

#### 5552.204-9001 Facility Clearance

##### FACILITY CLEARANCE (APRIL 2007)

The offeror must possess, or acquire prior to award of a contract, a facility clearance equal to the highest classification stated on the Contract Security Classification Specification DD Form 254 attached to this solicitation.

(End of clause)

#### 5552.223-9001 Health and Safety on Government Installations.

##### HEALTH AND SAFETY ON GOVERNMENT INSTALLATIONS (APRIL 2007)

(a) In performing work under this contract on a Government installation, the contractor shall:

- (1) Comply with the specific health and safety requirements established by this contract;
- (2) Comply with the health and safety rules of the Government installation that concern related activities not directly addressed in this contract;
- (3) Take all reasonable steps and precautions to prevent accidents and preserve the health and safety of contractor and Government personnel performing or in any way coming in contact with the performance of this contract; and
- (4) Take such additional immediate precautions as the contracting officer may reasonably require for health and

safety purposes.

(b) The contracting officer may, by written order, direct Air Force Occupational safety and Health (AFOSH) Standards and/or health/safety standards as may be required in the performance of this contract and any adjustments resulting from such direction will be in accordance with the Changes clause of this contract.

(c) Any violation of these health and safety rules and requirements, unless promptly corrected as directed by the contracting officer, shall be grounds for termination of this contract in accordance with the Default clause of this contract.

(End of Clause)

5552.242-9000 Common Access Cards (CACs) for Contractor Personnel.

**COMMON ACCESS CARDS (CACs) FOR CONTRACTOR PERSONNEL (APRIL 2007)**

(a) For installation(s)/location(s) cited in the contract, contractors shall ensure Common Access Cards (CACs) are obtained by all contract or subcontract personnel who meet one or both of the following criteria:

(1) Require logical access to Department of Defense computer networks and systems in either:

(i) the unclassified environment; or

(ii) the classified environment where authorized by governing security directives.

(2) Perform work, which requires the use of a CAC for installation entry control or physical access to facilities and buildings.

(b) Contractors and their personnel shall use the following procedures to obtain CACs:

(1) Contractors shall provide a listing of personnel authorized a CAC to the contracting officer. The contracting officer will provide a copy of the listing to the government representative in the local organization designated to authorize issuance of contractor CACs (i.e., "authorizing official").

(2) Contractor personnel on the listing shall each complete and submit a DD Form 1172-2 or other authorized DoD electronic form to the authorizing official. The authorizing official will verify the applicant's name against the contractor's listing and return the DD Form 1172-2 to the contractor personnel.

(3) Contractor personnel will proceed to the nearest CAC issuance workstation (usually the local Military Personnel Flight (MPF) with the DD Form 1172-2 and appropriate documentation to support their identification and/or citizenship. The CAC issuance workstation will then issue the CAC.

(c) While visiting or performing work on installation(s)/location(s), contractor personnel shall wear or prominently display the CAC as required by the governing local policy.

(d) During the performance period of the contract, the contractor shall:

(1) Within 7 working days of any changes to the listing of the contract personnel authorized a CAC, provide an updated listing to the contracting officer who will provide the updated listing to the authorizing official;

(2) Return CACs in accordance with local policy/directives within 7 working days of a change in status for contractor personnel who no longer require logical or physical access;

(3) Return CACs in accordance with local policy/directives within 7 working days following a CACs expiration date; and

(4) Report lost or stolen CACs in accordance with local policy/directives.

(e) Within 7 working days following completion/termination of the contract, the contractor shall return all CACs issued to their personnel to the issuing office or the location specified by local policy/directives.

(f) Failure to comply with these requirements may result in withholding of final payment.

(End of clause)

**ADMIN MATTERS**

**ADMINISTRATIVE MATTERS**

A. This is a firm-fixed price task order.

B. The Contractor's staffing, technical and cost proposal dated 21 Jul 2008 and revisions/clarifications received 24 Jul 2008, are hereby incorporated into this contract by reference. In the event of inconsistencies between the Performance Work Statement and the Contractor's technical proposal, the provisions of the PWS will take precedence.

C. **INSPECTION AND ADMINISTRATION:** Personnel designed as the Contracting Officer's Representative (COR) responsible for the administration, inspection and acceptance of work performed under this task order will be provided via letter to the contractor upon award or as changes occur.

D. **INVOICE AND PAYMENT: DO NOT USE WAWF FOR THIS INVOICE.**

To expedite payment of this order, you are required to fax you invoice to DFAS Limestone (See block 18a) with an electronic courtesy copy to **Ms. Deborah Torres** at [Deborah.Torres@us.army.mil](mailto:Deborah.Torres@us.army.mil) and **Ms. Liz Magnetti-Walls** @ [elizabeth.magnetti-walls@ustranscom.mil](mailto:elizabeth.magnetti-walls@ustranscom.mil). **Additional information:** Invoices are to be faxed to (220) 328-1246, REF: TFMS VENDOR PAY. The telephone number and email for DFAS Customer service for all issues concerning payment are 1-800-756-4571 or e-mail [ccc-af-vpis@dfas.mil](mailto:ccc-af-vpis@dfas.mil).

E. **UNILATERAL MODIFICATIONS:** Unilateral modifications for the purpose of making administrative changes (such as changes in accounting codes, payment offices and administrative changes which do not effect the terms and conditions of this order) may be issued without prior notice to the contractor. The contractor shall receive copies of unilateral modifications for record keeping purposes.

F. The Performance Work Statement is hereby incorporated as Attachment 1.

Exhibit/Attachment Table of Contents

DOCUMENT TYPE	DESCRIPTION	PAGES	DATE
Attachment 1	Performance Work Statement for CAB	25	03-JUL-2008
Attachment 2	DD 254 Security	2	21-JUL-2008

**PERFORMANCE WORK STATEMENT FOR  
UNITED STATES TRANSPORTATION COMMAND  
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION  
COMMAND (SDDC)  
DEPUTY CHIEF OF STAFF (DCS) FOR INFORMATION  
MANAGEMENT (G6)  
CARGO AND BILLING (CAB) SUPPORT SERVICES**



**03 July 2008**

**PERFORMANCE WORK STATEMENT  
FOR UNITED STATES TRANSPORTATION COMMAND  
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDDC)  
DEPUTY CHIEF OF STAFF (DCS) FOR INFORMATION MANAGEMENT (G6)  
CARGO AND BILLING (CAB) SUPPORT SERVICES**

**Table of Contents**

<b>SECTION</b>	<b>TITLE</b>	<b>PAGE</b>
1	DESCRIPTION OF SERVICES.....	3
1.1	BACKGROUND.....	3
1.2	SCOPE.....	3
1.3	SPECIFIC TASKS.....	4
2	DELIVERABLES.....	15
3	SERVICE DELIVERY SUMMARY.....	16
4	GOVERNMENT FURNISHED PROPERTY/ASSISTANCE.....	17
5	GENERAL INFORMATION.....	18
5.1	PLACE OF PERFORMANCE.....	18
5.2	TRAVEL.....	18
5.3	WORK HOURS.....	18
5.4	COOPERATION WITH OTHER CONTRACTORS AND GOVERNMENT PERSONNEL...	18
5.5	SECURITY (PHYSICAL, INFORMATION, ANTI-TERRORISM AND FORCE PROTECTION REQUIREMENTS).....	18
5.6	INSPECTION AND ACCEPTANCE CRITERIA.....	21
<b>Appendices</b>		
A	APPLICABLE DOCUMENTS.....	22
B	ACRONYMS.....	24

## **PERFORMANCE WORK STATEMENT (PWS)**

### **1. DESCRIPTION OF SERVICES**

#### **1.1 Background**

##### **1.1**

The Military Surface Deployment and Distribution Command (SDDC) Cargo and Billing System is a non-core financial business system performing functions that address Defense Transportation System (DTS) cargo movement via ocean carrier, and cargo handling by Department of Defense (DOD) stevedore and privately owned vehicle (POV) contractors, who have remote access to CAB. CAB enables SDDC to accurately bill DTS customers and pay commercial transportation providers for services rendered in the movement of DOD surface (ocean) cargo.

The CAB system reached Full Operational Capability in Feb 2003 with additional software releases and patches each year, thereafter. CAB uses a relational database structure to store the reference and transactional data necessary for operation. CAB resides on Dell WINDOWS 2003 and SUN UNIX platforms using Oracle 10g RDBMS, which provides the software tools for managing, maintaining, and analyzing data. All forms, reports, and other database access tools interface with the Oracle RDBMS via Structured Query Language (SQL). This RDBMS allows multiple users to access the CAB database concurrently. Data is entered into the database via Graphical User Interface (GUI) forms designed using Visual Interdev, generated for the client/server environment. The Web forms interface with the Oracle 10g database and are designed and developed using state-of-the-art COTS Web development products. CAB imports data from interfacing systems using generic scripts developed in PL/SQL. Data is retrieved from the system via reports displayed in the Internet browser that can then be printed. CAB utilizes a COTS report package (Cognos) to satisfy the Ad-hoc Query and Reporting requirements.

The CAB system is to be "replaced" by Defense Enterprise Accounting Management System (DEAMS) in spiral 3 of that project, anticipated to be after FY11. The contractor will be working closely with DEAMS project staff to determine extent of replacement, develop design documentation, and design and develop interfaces with DEAMS.

#### **1.2 Scope**

The objective of this PWS is to acquire specialized contractor technical support services for SDDC's CAB program. In addition, to provide technical support services to all areas of new and ongoing CAB life cycle management for system development and sustainment and ETA Independent Verification and Validation (IV&V) services. Contractors shall be fully staffed and proficient at the start of the contract ready to meet all objectives and guidelines. Included in the scope are the following requirements:

- a. Support CAB software and hardware, including data base, for sustainment, maintenance, and functional enhancements.
- b. Provide Area Knowledge Management Analyst support for CAB arena.
- c. Identify system and user requirements, analyze and track.

- d. Design, develop, test, document, and deliver new and modified CAB capabilities.
- e. Conduct software development tests on changes.
- f. Develop and maintain life cycle support and configuration management.
- g. Define and document CAB data elements in accordance with the USTRANSCOM Master Model.
- h. Specify and maintain system interface requirements according to established rules and regulations.
- i. Review Cognos reports and update as required.
- j. Provide Tier II resolution and generate reports for trouble call issues.
- k. Survey customers for satisfaction level.
- l. Maintain and update training manuals.
- m. Provide support in contingency situations.
- n. Provide full user administration capabilities.
- o. Support other unit System Administrators for CAB interfaces.
- p. Maintain CAB application in the Enterprise Integration Program (EIP) and coordinate with EIP government and contractor personnel.
- q. Assist in development, maintenance, and execution of Configuration Management procedures for CAB system hardware, software, and procedures.
- r. Provide software maintenance and system administration support.
- s. Support, research, develop, update and maintain CAB Web Server and its customer interface.
- t. Update and maintain all DIACAP reports in coordination with SDDC government and contractor personnel.
- u. Install and maintain all CAB platforms, including production, test/development, and COOP.

### **1.3 Specific Tasks**

#### **1.3.1 Task Area 1 – Contract Level and Task Order Management.**

The contractor shall furnish all management, labor, tools, supplies, and materials (except as provided by the Government) necessary to perform the requirements contained herein.

The contractor shall participate in formal activities and program management reviews and provide to SDDC monthly status reports, which update the duties performed during the month by contractor personnel, no later



than the fifth (5th) business day of the month. These reports shall include as a minimum, the status of all proposed, approved, in progress, and completed activities.

The contractor shall provide any required assistance to the Contracting Officer Representative (COR)/Alternate Contracting Officer Representative (ACOR) in this area, in support of all aspects of CAB. This includes, but is not limited to: testing; recommendations for inclusion of new technologies into CAB and future integration into DEAMS; documentation preparation; project and implementation plans; strategy planning; briefings; presentations; reviews; demonstrations; customer support; and meeting attendance as required by the COR/ACOR. In addition, the contractor may be requested to provide briefing charts, point papers, executive summaries and information papers.

The contractor shall provide meeting minutes of all meetings held with the contractor as specified in each Task Area or upon request of the COR/ACOR.

**Contractor Management Report (CMR).** The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address <https://contractormanpower.army.pentagon.mil>. The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and/or delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, e-mail address, identity of contractor employee entering date; (5) Estimated direct labor hours (including sub-contractors); (8) Predominant Federal Service Code (FSC) for each sub-contractor if different; (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country). As part of its submission, the contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each Government fiscal year and must be reported by 31 October of each calendar year or no later than the last day of performance under the contract during the last period of performance. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site. If you need assistance or have questions about CMR, please contact the CMR Helpdesk by phone at 703-377-6199 or E-mail [contractormanpower@hqda.army.mil](mailto:contractormanpower@hqda.army.mil)

### **1.3.2 Task Area 2 – SDDC CAB Software Maintenance, Sustainment, and Functional Enhancements.**

The CAB architecture consists of three Production Servers (Web, Application, and Database) and similar configurations for CAB Software Development/Testing, and CAB Continuity of Operation (COOP). The CAB application consists of approximately 2% of COTS and 98% of custom code, 1420 ASP/image files totaling 10 MB in size, 136 PL/SQL procedures/functions/packages totaling 2.31 MB in size, and 20 Interface scripts and 25 Non-Interface scripts totaling 49.5 KB in size with a complexity of 50% high, 30% medium, and 20% low in complexity. The CAB database size is approximately 80G with 263 tables, 301 views and 123 PL/SQL

Functions, Procedures and Packages. Cognos report files totaling 3.55 MB in size, 196 PDF help files in size 177MB and 194 Database Script files totaling 2.03 MB

**1.3.2.1 Task 2 Subtask 1 – Area Knowledge Management Analyst.** The contractor shall provide any required assistance in the role of AKMA in the following areas: Financial and General. The AKMA shall work closely with the AM, and the COR/ACOR. The AKMA shall focus on business process improvement recommendations based on information gathered and analyzed from application web logs, SDDC website logs, Siebel statistics, and common customer problems. Recommendations shall be presented to the KM and the COR/ACOR. The AKMA contractor shall coordinate issues, problems, resolutions, and specific system support with the AM. The AKMA contractor shall provide ongoing support to include, but not be limited to the following: generating standard reports including routine system reports; providing on-the-job training to new government employees and other contractors for their particular knowledge area(s); maintaining the knowledgebase by reviewing solutions for technical accuracy, completeness, spelling, grammar, and redundancy; notifying the AM, KM and the TO monitor regarding high priority SRs; updating CSRs and AM on status of high priority SRs being worked by the Project Management Office (PMO); updating the Siebel tickets to provide information on trouble calls as needed; providing emergency messages to the customers; researching and resolving complex customer SRs that have been escalated; monitoring system(s) of responsibility; identifying and correcting any specific problems with individual CSRs that could impact customer service; developing additional scripts as needed; and recognizing and recommending items needing improvement within their knowledge area. The contractor shall provide support to the COR/ACOR to include, but not be limited to: report generation; analysis; documentation preparation; information and point papers; briefings; presentations; reviews; demonstrations; customer support; and conducting and attending meetings as required by the COR/ACOR. By reviewing trouble calls, the contractor shall identify and notify the AM regarding any customers requiring extensive assistance due to lack of training or failure to use the training materials provided.

**1.3.2.2 Task 2 Subtask 2 - Requirements Identification, Analysis, and Tracking.** The Contractor shall analyze CAB System and Functional requirements and proposed modifications prioritized by the CAB Configuration Control Board (CCB). The Contractor shall maintain a list of all system and software change requests (referred to as System Change Requests (SCRs) including new and enhanced functionality requests, problem/trouble reports, and architectural changes. Origination of the requirements may be from several sources to include the contractor, the CAB PM, outside agencies, users, changing policies/standards, etc., and approved by the COR/ACOR. The Contractor shall develop a Release Plan(s) for both major releases and patches and update the Management Plan (MP) to incorporate the defined release(s)/patches. For estimation purposes - historical information from the past year identifies quarterly patches/releases of approximately 10-20 SCRs each release/patch with 70 % medium to high in complexity, however, actual workload may vary. A SCR of medium to high complexity takes approximately 80-120 hrs of development and test time to complete.

**1.3.2.3 Task 2 Subtask 3 – Requirements Development.** The Contractor shall design, develop, test, document, and deliver new and/or modified CAB capabilities grouped in releases/patches coordinated with the CAB CCB. The Contractor shall work closely with the CCB and COR/ACOR to design the functionality in each CAB Release. The Contractor's software development shall include all necessary testing, training, deployment, and application maintenance, as required. Each software release shall include source code and executable software. For estimation purposes please see information contained in 1.3.2.2.

**1.3.2.4 Task 2 Subtask 4 – Software Development Tests.** The Contractor shall conduct Software Development Tests (SDT) on all software changes prior to release. The SDT will be conducted to assure the software is abort free and shall verify stress testing, interoperability, and integration with interfacing systems. The contractor will develop the SDT Test Plan, Test Condition Requirements and Data Sets (Scripts) with

associated test data and will document test results and discrepancies. The contractor will document problems identified during testing via a Discrepancy Report. The contractor will coordinate the Discrepancy Report with the PM/COR for corrective action and will then track the status of corrections until acceptance upon retesting. When validating software corrections resulting from the SDT, the contractor will use the associated test files/data that identified the original problem. For estimation purposes please see information contained in 1.3.2.2.

**1.3.2.5 Task 2 Subtask 5 – Life Cycle Support/Configuration Management.** The Contractor shall develop and maintain program and database life cycle support documentation, to include the CAB Users Manual and On-line User Guides. The Contractor shall prepare and manage a configuration management plan, perform configuration identification and control, develop plans and documentation for the identification of configuration items, and perform configuration status accounting for software development efforts. For estimation purposes – documentation will be fully updated approximately 3 times a year.

**1.3.2.6 Task 2 Subtask 6 – Data Base Design, Specification, and Quality Assurance.** The Contractor shall define and document the CAB data elements in accordance with the USTRANSCOM Master Model as specified in the USTRANSCOM Data Management Handbook, and other DOD/Army data standards to include any new required data elements for CAB operations. The Contractor shall coordinate CAB data element matching, mapping, and standardization with the SDG6 contractor responsible for the development and maintenance of the Enterprise Model. Logical, Transformation, and Physical data models have been developed in support of this effort. The Contractor shall implement/maintain the CAB Physical Data Model and supporting documentation and use database design tools (Oracle Designer and Erwin Data Modeler) to document this information. The Contractor shall assess where data quality currently is inadequate and recommend procedures for improving and maintaining data quality. The Contractor shall perform system and database performance analysis and architecture reviews, periodically, to determine performance and architectural shortfall with recommendations for improvements. The database design document shall include specifications for necessary processing and analytical algorithms to be used to process data for improved data quality. For estimation purposes – documentation will be fully updated approximately monthly, however actual workload may vary. For estimation purposes – approximately 20 new data elements per year are anticipated, however, actual workload may vary.

**1.3.2.7 Task 2 Subtask 7 – Interface Specifications.** The Contractor shall specify and maintain system-to-system relationships required to provide (exchange) data to/from CAB as specified by the USTRANSCOM Data Management Handbook. This may include databases and systems currently residing within SDDC, as well as systems outside of SDDC. The Contractor shall consider existing internal and external data interfaces plus the integration of new technologies, to ensure data confidentiality, integrity, availability, and integration between CAB and related environments.

**1.3.2.8 Task 2 Subtask 8 - COGNOS Functional Enhancements.** The Contractor will review all existing COGNOS reports (total of 16 reports) within CAB and coordinate with G6 and G8 personnel on the functional refinement of these reports. The contractor will also provide database management support in the refinement of the CAB database to better serve reporting requirements. The Contractor shall assist and work closely with other contractor personnel in evaluating and identifying opportunities for refinement of current CAB reporting process. The Contractor shall focus on refinements/improvements in the areas of user friendliness and consistency of filter criteria and layout efficiency of reports outputs.

**1.3.2.9 Task 2 Subtask 9 – Coordination with Project Management Offices (PMOs).** The contractor, specifically the AKMAs, shall work closely with designated personnel from the PMO to resolve problems raised by customers. The AKMAs will attend regular meetings with the system offices that fall under their

knowledge area. Each individual PMO will determine the participants and scope of these meetings. This will allow the AKMA to remain informed of current problems, upcoming changes, recurring problems, future plans, and scheduled outages so that customers are provided with the most accurate information. The frequency of these meetings may vary. The contractor shall keep the COR informed of any issues that arise as a result of any meetings with the FPM or if notified by the FPM of any problems.

**1.3.2.10 Task 2 Subtask 10 – Report Generation.** The contractors working in the AKMA role shall generate regular reports on trouble calls using Oracle Discoverer, Oracle SQL, and Microsoft Excel and Word to support requirements from the PM/TPM and FPM. The reports should identify any systemic problems that need to be brought to the attention of the COR/ACOR. The contractor shall design and distribute reports to include but not be limited to: application web logs; SDDC web site logs; and specific PM reports. The programs created to generate these reports shall be documented and provided to the COR/ACOR. Any changes made to the programs shall be provided to the COR/ACOR. Report requirements are subject to change based on user requirements. The contractor shall provide the reports in electronic format within the first two (2) business days of the month or as specified by the COR/ACOR.

**1.3.2.11 Task 2 Subtask 11 – Customer Surveys.** The contractor shall be involved in the customer survey process. This may include but not be limited to the preparation, delivery, and analysis of recurring surveys.

**1.3.2.12 Task 2 Subtask 12 – Training Manual.** The contractor shall review and maintain all current system manuals that document procedures and solutions for CAB users. A copy of all manuals shall be provided on the web site created in Microsoft Word and/or Excel format. A list of changes shall be provided to the COR the last business day of every month.

**1.3.2.13 Task 2 Subtask 13 – Training Plan for New Employees.** The contractor shall develop a plan for and provide comprehensive training to new government employees and other contractors. The plan shall include a two week shadow/mentor period with the AKMA or the most experienced person on the team. The shadowing period will allow the new employee to get acclimated to the CAB environment and requirements.

**1.3.2.14 Task 2 Subtask 14 – Contingency Situations.** The contractor shall be prepared to provide additional resources in the event of a surge in assistance requests due to an emergency situation. In the case of a catastrophic event that impacts the operational capability of the contractor base or satellite facility, the contractor shall be prepared to relocate individuals to provide support in an alternative center. The additional cost and terms of a contingency situation or relocation shall be agreed upon by the contractor, the COR/ACOR and the Contracting Office (CO) upon activation of a contingency plan.

**1.3.2.15 Task 2 Subtask 15 – Security Compliance.** The contractor shall review CAB public information, messages, and customer discussions based on security guidelines put forth from the Army and DOD.

**1.3.2.16 Task 2 Subtask 16 – Monitoring Tools.** The contractor shall check for any problems with the network or specific systems that occur outside of normal business hours. The contractor shall report any problems based on G-6 guidelines provided.

**1.3.2.17 Task 2 Subtask 17 – User Administration.** The contractor shall review, modify and implement user administration procedures. The contractor shall maintain a list of users and access level and shall provide an updated list to the PM/COR at the end of every month. The contractor shall conduct meetings to coordinate all user/system administration procedures with the PM/TPM/FPM and the SDDC IT security office for existing and new applications requirements. The contractor shall follow all DOD, USTRANSCOM, Army and SDDC policy and guidelines as it applies to the administration of application users.

**1.3.2.18 Task 2 Subtask 18 – Coordination with COR/KM.** The contractor shall notify the COR/KM of any meetings requiring the attendance of CAB personnel. In addition, the contractor shall notify the COR/KM of any special circumstances that the CAB contractor team is made aware of. Such instances would include: installations working off hours; deployments/redeployments; system down time and high priority service requests and any SRs that involve high visibility individuals; new application or system functionality. The contractor shall also notify the COR when issues arise within the CAB contractor team, such as staffing shortages, personnel not available during off hours for emergencies, or anything that would hinder CAB operations.

**1.3.2.19 Task 2 Subtask 19 – Systems Administration (SA) Support.** The contractor shall provide timely coordination and hands on system administration support to SDDC staff who perform local SA support to CAB interface systems. This includes database administration as well as system support functions related to IAVA patches or other system maintenance activity. The contractor shall coordinate with the KM and COR/ACOR when any special circumstances arise.

**1.3.3 Task Area 3 – CAB Architecture** CAB consists of Production, Development/Test, and COOP environments based on the core hardware/software products listed below. Hardware configurations vary slightly between the different environments. CAB Application versions and software configurations will be consistent between the Production and COOP environments. Current Hardware and software consists of:

Hardware	Software
Dell Poweredge 6550 or later	Window 2003, Virtual Server COGNOS Series 7 Products
Dell Poweredge 2850 or later	Window 2003 Active Server Page IIS 5.0 ODCB JAVA Script CAB Web Application Software
SUN 6800 or later with EMC DMX Storage device	Solaris 9 SQL Scripts Unix Shell Scripts Oracle 10gi or later PL/SQL Scripts Database triggers, Stored Procedures and Functions

**1.3.3.1 Task 3 Subtask 1 – Enterprise Integration Program (EIP) – CAB Production.** The Contractor shall maintain the CAB application in the EIP environment in coordination with SDDC government and EIP contractor personnel. EIP is a program to modernize the SDDC unclassified computing environment and is managed by an EIP Program Team. The new enterprise architecture is based on a 3-tiered environment that includes a web layer, application layer and database layer. The CAB contractor will conduct all Software Development Tests (SDT) as stated in 1.3.2.4 in the EIP Integration environment to ensure proper testing prior to release of CAB application software to the EIP Production environment. The contractor will coordinate testing efforts with SDDC government and EIP contractor personnel to ensure CAB is installed, configured and operating correctly with no adverse impact.

**1.3.3.2 Task 3 Subtask 2 – Configuration Management (CM).** The contractor shall assist in the development, maintenance, and execution of Configuration Management (CM) procedures to document and track CAB software/hardware changes and/or enhancements to the system and users documentation for the various CAB system environments supported, i.e., development, test, and production areas for CAB software.

Prior to making any software/hardware changes and/or enhancements, the contractor will ensure that an associated problem/change/enhancement has been documented, approved, and prioritized by the COR/ACOR. In some cases, email is acceptable. The contractor shall utilize modern, state-of-the-art CM tools as approved by the COR. The contractor shall implement and maintain an effective CM program to include configuration change control analysis, status reporting, tracking and control of change actions in accordance with the published and approved plan. The contractor shall ensure all changes and problem reports are recorded and prioritized using CM. The contractor shall ensure schedule dates are met with no significant problems, unless slippage is approved by COR/ACOR. Slippage will only be approved if it's due to circumstances outside the control of the contractor. The contractor shall provide version control support for program assets, including but not limited to documentation, source code, utilities, drivers and firmware.

**1.3.3.3 Task 3 Subtask 3 – Software Maintenance and System Administration Support.** The contractor shall participate by communicating his/her technical views and recommendations in all CAB conceptual or detailed requirements definition meetings. The contractor may be required by the COR/ACOR to present, brief or demonstrate software changes, enhancements, and/or recommendations at these meetings. The contractor may be required by the COR/ACOR to document these meetings. The contractor shall review requests for enhancements and/or changes to the CAB software, which have been submitted, approved, and prioritized by the COR/ACOR. The contractor shall provide estimated time requirements for completing software enhancements and/or changes and identify impacts on any tasks. If any conflicts occur between tasks, actions, or initiatives, the COR/ACOR will determine the priority of the actions or initiatives that will be completed by the contractor and the required delivery date(s). The contractor shall develop and implement required CAB software in accordance with priorities set by the COR/ACOR and/or Government functional and technical CAB Point of Contact (POCs). The contractor shall be experienced with the following software:

- a. Implementation and administration of Windows 2003 operating system and software and Internet Information Services (IIS) web server.
- b. Implementation and administration of Sun Solaris operating system and Oracle Software
- c. Web software including, but not limited to, ASP, .Net, JavaServer Pages (JSP), Visual Basic (VB), Java, JavaScript, VBScript, Perl, eXtensible Hypertext Markup Language/Hypertext Markup Language (XHTML/HTML) variants, Dynamic Hypertext Markup Language (DHTML), Cookies, Cascading Style Sheets (CSS), eXtensible Markup Language (XML), eXtensible Stylesheet Language (XSL), and/or other Common Gateway Interfaces (CGI) scripted languages.
- d. Knowledge and understanding of server-side and client-side digital certificates.
- e. Siebel Software (i.e. Tools, Analytics)
- f. Microsoft Reporting Services
- g. Microsoft Virtual Server
- h. ERWIN Data Modeler
- i. Actuate Reporting tool and Oracle Discoverer Reporting tool
- j. Cognos Package

- k. ASP
- l. Open SSH
- m. Visio
- n. Java Runtime
- o. Professional Vision Control System (PVCS) Tracker, Version Manager, or other COR approved CM software

The contractor shall provide services in support of system/application development to include reengineering, commercial-off-the-shelf (COTS) software integration, and system interfaces for all aspects of development within established schedule and costs. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance.

The contractor shall provide code that is fully operational, functional and abort free. The contractor shall ensure the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when quality assurance or IV&V testing occurs. There are three levels of severity in regards to errors received. Urgent is defined as a critical system or application function error and shall be fixed within 24 hours with no delay to project schedule. Significant is defined as a non-critical system or application function failure and shall be fixed per the direction of the COR/ACOR with no delay to project schedule. Routine or Cosmetic is defined as a nice to have, an error that has no effect on user performance system or design, such as an incorrect color screen or a different graphic. Routine or Cosmetic errors should be fixed per the direction of the COR/ACOR.

The contractor shall provide system operation and maintenance to include but not be limited to: release management; upgrades/patches/change packages (enhancement/fixes); problem reports; support and migration. The contractor shall ensure that all releases, upgrades, problem reports, tasks and migrations meet the established level of quality associated with the mission criticality for that maintenance activity. There are four level of severity in regards to issues that arise. Urgent is defined as a critical system or application function failure and no workaround exists. All Urgent issues require a response within one (1) hour, or as determined by the COR/ACOR and should be fixed immediately or a workaround developed as directed by the COR/ACOR. Priority is defined as a critical system or application function failure and a workaround exists. All Priority issues require a response within one (1) to two (2) hours or as determined by the COR/ACOR and should be fixed immediately or the workaround should be applied as directed by the COR/ACOR. Significant is defined as a non-critical system or application function failure and no workaround exists. All Significant issues require a response within two (2) to three (3) hours or as determined by the COR/ACOR and should be fixed as directed by the COR/ACOR. Routine is defined as a non-critical system or application function failure or a nice to have cosmetic issue and a workaround exists. All Routine issues require a response within eight (8) hours or as determined by the COR and should be fixed as directed by the COR/ACOR.

The contractor shall provide systems administration services to include but not be limited to: backup; restore and recovery; support, data storage; service level agreements; data distribution and basic administration of systems; applications and databases. The contractor shall ensure that system backups are performed in accordance with the schedule as provided and restores are performed as required. The contractor shall ensure that no loss exceeds two (2) hours.



The contractor shall monitor, maintain and report on system performance. The contractor shall perform tuning, troubleshooting and root cause analysis and benchmarking in accordance with established procedures. The contractor shall ensure that system performance meets or exceeds the minimum requirements of the specified system as determined by the COR/ACOR.

The contractor shall perform Sitescope administration, including creating and maintaining system monitors that check SDDC systems web page and database availability and perform automated alerts as determined by the COR and/or SDDC program managers.

**1.3.3.4 Task 3 Subtask 4 – Data/System Interfaces.** The contractor shall identify, develop, test, code, implement, and maintain all internal and external interface data requirements for the operation of CAB, to include the development of required reference tables. The contractor shall implement and test integration points and/or interfaces and place in production. The contractor shall provide code that is fully operational, functional and abort free. The Government estimates no more than 10 data/system interface changes each month. The contractor shall ensure test cases are executed successfully to include rework testing. The preferred monitoring method is to review test results and analyses to ensure that required functionality is provided. The contractor shall obtain and analyze user feedback and review documentation for enterprise architecture compliance. The contractor shall ensure the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when the system goes to IV&V.

There are three levels of severity in regards to errors received. Urgent is defined as a critical system or application function error and shall be fixed within 24 hours with no delay to project schedule. Significant is defined as a non-critical system or application function failure and shall be fixed per the direction of the COR/ACOR with no delay to project schedule. Routine or Cosmetic is defined as a nice to have, an error that has no effect on user performance system or design, such as an incorrect color screen or a different graphic. Routine or Cosmetic errors should be fixed per the direction of the COR/ACOR.

**1.3.3.5 Task 3 Subtask 5 – Operations and Tier 2 Support.** The Contractor shall perform system and database administration (SA and DBA) duties on the CAB Development/Testing environment and coordinate like actions with the CAB Production and COOP SA and DBA personnel. The contractor shall provide SA and DBA support of the CAB Application in the EIP Integration and Production environments. The Contractor shall test and implement all baseline upgrades that are required or mandated by the government in coordination with EIP Production contractor personnel. For example, migration from Windows and Oracle upgrades. In addition, the contractor will perform Tier 2 level support to trouble tickets issued by the CAB Help Desk that can't be resolved at Tier 1. The contractor will keep the CAB Help Desk and COR/ACOR informed of trouble ticket status and provide back to the CAB Help Desk problem resolution. For estimation purposes – historical information from the past year indicates approximately 2 hrs a week on SA and DBA duties on the CAB Development/Testing environment and approximately 4-8 Tier 2 level trouble tickets per week requiring approximately 1-2 hrs each to resolve.

**1.3.3.6 Task 3 Subtask 6 – .Gov Domain – CAB Production.** The Contractor shall maintain the CAB portion a Windows 2003 Dell Server .Gov Domain in the EIP Production Environment while working with other SDDC government and contractors involved with EIP. The .Gov Domain is to provide another means of access to CAB and to improve overall performance associated with CAB access. The Contractor will be responsible for the porting and testing of CAB Production Application to the .Gov Domain to ensure CAB is fully tested, installed, configured and operating correctly with no adverse effect in a .Gov Domain.



**1.3.3.7 Task 3 Subtask 7 – Database Administration.** The contractor shall provide database administration support services for CAB to include, but not limited to: Oracle; SQL Server; Microsoft Access; Web Server Logs; text files; and all software used to access the information required by these systems. This includes, but is not limited to; installation; configuration and upgrading of database server software and related products; evaluate database features and database related products; establish and maintain sound backup and recovery policies and procedures; take care of the database design and implementation; implement and maintain database security (create and maintain users and roles, assign privileges); perform database tuning and performance monitoring; perform application tuning and performance monitoring; setup and maintain documentation and standards; plan growth and changes (capacity planning); work as part of a team and provide on-call support when required; perform general technical trouble shooting and give consultation to development teams; interface with database software technical support. The contractor shall perform scheduled preventive maintenance of all hardware and software.

**1.3.3.8 Task 3 Subtask 8 – Data Standardization.** The contractor may be required to quantify the ETA data standardization compliance and shortfalls. Compliance determination will include the review of relevant DOD regulations, the DISA Metadata Registry and Clearinghouse, Defense and SDDC XML standards, DOD Public Key Infrastructure (PKI), ETA data elements, and ETA Logical Data Model. Per contractor identified data standardization compliance requirements, the contractor will map and match ETA data elements to the DISA Metadata Registry and Clearinghouse, the DOD Data Model, the USTRANSCOM Logical Data Model and architecture, and the SDDC Enterprise Model as required.

**1.3.3.9 Task 3 Subtask 9 – Data Cleanup.** The contractor shall review and recommend automated ways to cleanup CAB data to ensure that performance is optimal and that data is easy to find, useable, and is not redundant.

**1.3.3.10 Task 3 Subtask 10 – Net Centric Enterprise Services (NCES) Compliance.** The Net-Centric Enterprise Services program (NCES) will provide a secure, collaborative information-sharing environment. NCES will enable decision-making superiority that results in increased mission effectiveness and enhanced process execution. DOD's Service-Oriented Architecture Foundation – enables DOD transformation by providing the core infrastructure that supports information discovery, data and application interoperability, secure collaboration, assessment of service and data utilization, reduced complexity of DOD's information technology environment, and reuse of existing information technology capabilities.

**1.3.3.11 Task 3 Subtask 11 – Detail Requirements Definition, Research, and Design.** The contractor shall review the current outstanding CAB action items. Based on these items, the contractor shall conduct a Detail Requirements Definition and Detail Design effort to identify, analyze, determine, and document the level of effort required to complete these design changes.

**1.3.3.12 Task 3 Subtask 12 – CAB Training.** The Contractor will develop a comprehensive training plan for review to support this requirement. The Contractor shall provide one-week each, on-site user training/refreshers training to HQ SDDC (Scott Air Force Base, IL), HQ SDDC (Fort Eustis, VA), 597<sup>th</sup> Transportation Group (Fort Eustis, VA), 598<sup>th</sup> Transportation Group (Rotterdam, Netherlands), and the 599<sup>th</sup> Transportation Group (Wheeler AAF, Hawaii) personnel. Training shall consist of both classroom training and hands-on training in support of approximately 10-15 personnel per location. The Contractor shall use the CAB Users Guide as the point of reference for the training. If necessary, training may have to be tailored depending on the level of expertise and/or functional mission of the personnel attending. This is a one-time optional task for which the Government will request a cost proposal prior to award.

**1.3.3.13 Task 3 Subtask 13 – In-House User Support.** The contractor shall provide CAB, in-house user technical support to include general assistance, system access setup, trouble shooting, and problem resolution, in support of the CAB System Management Team or other users approved to access these systems.

**1.3.3.14 Task 3 Subtask 14 – Customer Support.** The contractor shall assist CAB technical support to customers located both within and outside of the continental United States. Support will include general user assistance, on-site setup/fielding, troubleshooting, and problem resolution implementation.

**1.3.3.15 Task 3 Subtask 15 – World Wide Web Support.** The contractor shall provide the necessary technical expertise and support to research, develop, update, and maintain the CAB Web Server software. It is likely that Siebel, Oracle, SQL Server, Microsoft Access, Cold Fusion, Dreamweaver, Interdev, FrontPage, ASP, JSP, VB, VBScript, Java, JavaScript, Perl, XHTML/HTML/variants, CSS, XML, and SQL Server will be used to support the maintenance and/or renovation of existing CAB Web-based software. As determined by the COR/ACOR, the contractor shall be required to develop and implement CAB web-based software to interact with the Oracle, SQL Server and LDAP data using new technologies. All CAB web site software will be developed, documented, and maintained in compliance with appropriate DOD regulations and security protocols. The contractor shall incorporate and integrate any Government developed CAB web software into the CAB web site as required. The contractor shall provide recommendations to the COR regarding the use of new technologies that might improve the operational efficiencies and long-term stability of CAB.

**1.3.3.16 Task 3 Subtask 16 – Customer Self Service Website/Portal.** The contractor shall implement, maintain and enhance a secure Customer Self Service Website that allows customers to manage: revenue data, billing files, cost accruals, commodity records, manhour/equipment, ocean, and purchase records; create TCNs, enter/update cargo error corrections, view outstanding workload summary, view: imported files, summary of invoice assignments, revenue/cost summary, general, GPC, revenue, ocean carrier payment and stevedore contractor payment and reassign invoices.

**1.3.3.17 Task 3 Subtask 17 – Security.** The contractor shall maintain/update the DIACAP for all CAB platforms by working with the on-site DIACAP contractor. In addition, the contractor is expected to stay informed of current security enhancements and vulnerabilities to remove or reduce the danger of compromised security within CAB and related databases. Security issues/IAVAs may include, but are not be limited to: Siebel software; Windows 2003; Sun Solaris; VB; VBScript; JavaScript; Java; ASP; Visual Basic; Active X; Netscape and Internet Explorer Browsers; Netscape Suite Spot; Oracle Web Server; Internet Information Server; SDDC(s) Routers; Domain Name System (DNS); Firewalls; and encryption software/hardware. The contractor may be required to modify programs, apply software patches, or install hardware or software that will fix the security vulnerability. The contractor shall provide a fully certified IASO to acknowledge, track, monitor, and respond to IAVA notifications. In addition, this IASO shall assist in the maintenance/update of the DIACAP for all CAB platforms and related databases by working with the on-site DIACAP contractor.

**1.3.3.18 Task 3 Subtask 18 – Testing.** The contractor shall conduct CAB software testing as required or as requested by the COR/ACOR. This may include, but not be limited to: IV&V testing for CAB and its included applications; unit testing; module testing; system testing and integration testing. Reports covering test issues and outcomes shall be provided to the COR/ACOR within two business days of test completion or as otherwise specified by the COR/ACOR.

**1.3.3.19 Task 3 Subtask 19 – Reports and Scripting.** The contractor shall review current individual area CAB report requirements and recreate the reports in a standard format to meet the needs of CAB. The contractor shall eliminate the manual processing of report formatting and distribution by automatically scripting, scheduling, emailing and posting the updates of the reports on the Web. Report development may

include, but not be limited to: Siebel / Siebel Analytics software; Actuate; Windows XP/2003; Microsoft Exchange/Outlook; VB; VBScript; JavaScript; Java; ASP; Visual Basic; Crystal Reports; COGNOS; ERwin Data Modeler ; VS.NET development; Oracle Discoverer; Microsoft Reporting Services; Netscape and Internet Explorer Browsers; Netscape/iPlanet Web Server; Tomcat Application Server; Apache Web Server; and Internet Information Server software.

**1.3.3.20 Task 3 Subtask 20 – Siebel Integration.** The contractor shall obtain and maintain Siebel access to track, resolve, and report CAB trouble cases.

**1.3.3.21 Task 3 Subtask 21 – SDDC Disaster Recovery and COOP.** The contractor shall install, load, maintain and enhance the COOP and execute DR exercises. This may require that the contractor travel to the COOP location to test and implement the COOP. The COOP location will be determined and will be within the contiguous U.S. The contractor shall ensure the replication of all CAB software which may include, but not be limited to: development software; commercial off-the-shelf software; production software; fail-over software; and COOP software. The contractor shall also implement automatic fail-over capability for CAB if required.

**1.3.3.22 Task 3 Subtask 22 – CAB Statistics.** The contractor shall provide statistical reports gathered from CAB maintenance and system change requests. These reports will include, but may not be limited to: total number and type of requests, time to resolve, and numbers of various types of requests.

## 2. DELIVERABLES.

### Standard Distribution

E-mail 1 copy of deliverable to the COR/ACOR in MS Word (SDDC standard version) format; Times New Roman 12; 1 inch margins.

**Table 1: Deliverables for Task Area 1 – Contract level and Task Order Management**

PWS para.	Deliverable Title	Format	Schedule
1.3.1	Monthly Status Report	Microsoft Office Products	No later than the 5th business day of each month
1.3.1	Weekly Staffing Report	Microsoft Office Products	Weekly, Tuesdays no later than 8:00 am
1.3.1	Meeting Minutes	Microsoft Office Products	As specified in each Task Area or upon request of the COR/ACOR
1.3.1	Recommendations for inclusion of new technologies into the CAB	Microsoft Office Products	Upon the discovery of the potential for improvements, or at the request of the COR/ACOR
1.3.1	Contractor Manpower Report (CMR)	As determined by the CMR website	By October 31st each calendar year

**Table 2: Deliverables for Task Area 2 – CAB Software Maintenance, Sustainment, and Functional Enhancements**

PWS para.	Deliverable Title	Format	Schedule
1.3.2.2	System Change Requests Resolution	CAB Environment	5 days after prioritization by government or as specified by the COR/ACOR

1.3.2.3	Software Development Test Release Plans and scripts	Microsoft Office Products	30 days prior to turn over of Software Release/Patch to government
1.3.2.4	Software Development Test Report	Microsoft Office Products	5 days after test
1.3.2.3	Software Application Release	CAB Environment Software	5 days after receipt of COR/ACOR's comments
1.3.2.4	Test Discrepancy Report and status of corrections	Microsoft Office Products	Weekly
1.3.2.4	Software Development Test Plan, Scripts, and Report	Microsoft Office Products	5 days following test
1.3.2.5	Updated Configuration Management Plan	Microsoft Office Products and COR approved CM software	Initially 30 days after contract is awarded, then quarterly
1.3.2.5	Updated Configuration Life Cycle Documentation	Microsoft Office Products	Initially 30 days after contract is awarded, then quarterly
1.3.2.6	Create or update CAB Data Model and Design Documentation	Microsoft Office Products and ERWIN Modeler	Initially 30 days after contract is awarded, then monthly

**Table 3: Deliverables for Task Area 3- CAB Architecture**

PWS para.	Deliverable Title	Format	Schedule
1.3.3.2	Develop and Document CAB software/hardware changes	Microsoft Office Products and approved CM software product	Initially 30 days after contract is awarded, then monthly
1.3.3.5	Tier 2 Problem Resolution	CAB Environment	Daily
1.3.3.5	Problem Resolution Report	Microsoft Word	Weekly
1.3.3.11	Technical Research results	Microsoft Office Products	Within five (5) business days of completion of study or survey or as specified by the COR/ACOR
1.3.3.11	Analysis results	Microsoft Office Products	Within five (5) business days of completion of an analysis or as specified by the COR/ACOR
1.3.3.12	(Optional) CAB Comprehensive Training Plan	Microsoft Office Products	30 Days after notified by COR
1.3.3.18	IV&V test scripts	Microsoft Office Products or MS Project	At least five (5) business days prior to scheduled test date or as specified by the COR/ACOR
1.3.3.18	Test Reports	Microsoft Office Products or MS Project	Within two (2) business days of test completion or as otherwise specified by the test plan
1.3.3.22	CAB Statistical reports	Microsoft Office Products	Monthly

### 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	Monthly Status Report	95% of the time report is provided on time and is accurate
1.3.1	Weekly Staffing Report	95% of the time report is provided on time and is

		accurate
1.3.1	Meeting Minutes	95% of the time reports are timely, complete and accurate
1.3.1	Contractor Manpower Report	100% of the time report is submitted on time
1.3.2.2	System Change Requests Resolution	95% of resolutions are complete and accurate
1.3.2.4	Test Discrepancy Report and Status of Corrections	95% of the time reports are timely, complete and accurate
1.3.2.5	Configuration Management Schedule dates	95% of the time schedule dates are met with no significant problems, unless slippage is approved by the COR/ACOR
1.3.2.10	Trouble Call Reports	95% of the time reports are delivered within first two business days of each month.
1.3.2.19	System Administration Support	95% system interface availability met or exceeded, except during scheduled downtime
1.3.3.3	System backup and restores	100% completed successfully with no loss exceeding two (2) hours
1.3.3.9	Data Cleanup	90% of data is non-redundant
1.3.3.11	Analysis results	95% of the time reports are timely, complete and accurate
1.3.3.12	Target Audience Training	100% of target audience is trained and can perform at an 85% proficiency level
1.3.3.17	Security Incidents	Zero (0) security incidents due to failure to implement changes required by security notifications
1.3.3.18	Test Reports	95% of the time reports are timely, complete and accurate
1.3.3.18	IV&V test scripts	100% of the system requirements and any subsequent changes have a corresponding test case
1.3.3.21	COOP data	95% of the time data should be current within 24 hours of production data

#### 4. GOVERNMENT FURNISHED PROPERTY/ASSISTANCE.

SDDC will provide the following Government Furnished Property (GFP) necessary for the successful completion of this PWS:

- a. Capability that will allow the contractor to support remote access to the CAB require SDDC network facilities
- b. SDDC proprietary client software required to execute SDDC systems
- c. COGNOS and Oracle Software

The access capability provided by the Government will require the contractor to log into a system or systems specifically set up by SDDC as an entry point into required servers and services. Appropriate access and user agreements shall be signed by the contractor prior to access provision.

The contractor shall return all Commercial-Off-The-Shelf (COTS) software, developed software, any Government software, and supporting databases, solutions and documentation provided or developed under this PWS to SDDC at the end of the contract. The contractor shall coordinate the receipt and return of GFP with the COR/ACOR.

#### 5. GENERAL INFORMATION.

**5.1 Place of Performance.** The contractor shall transition the CAB support Program Manager from the Alexandria, VA Hoffman Building to a contractor provided "base" facility located in the St. Louis Metro East area. The contractor's base facility shall be located within a 30 mile commute of Scott Air Force Base (SAFB), Illinois. If the contractor chooses to locate some of its staff away from their base facility in the Metro East, these staff will be U.S. citizens or legal residents located within the continental United States. In any case, the contractor shall ensure that CAB is fully supported from its base facility near Scott Air Force Base on 1 August 2008 for one contractor assigned to the SAFB area. Additionally the contract requires access to building 1575 which is a secure location (classified at the SECRET level) on Scott AFB.

Other than GFP specified in Section 4, the contractor shall provide all space, equipment and resources needed to successfully execute this contract.

**5.2 Travel.** The contractor shall be required to perform a limited amount of travel. Travel may be required for COOP implementation and DR exercises, data gathering, meetings, and conferences. Travel will be determined and approved by the COR. All contractor travel performed will be charged to this contract. Travel incurred under this contract shall be reimbursed by the Government in accordance with the Joint Travel Regulation (JTR) and Federal Acquisition Regulation (FAR). The contractor shall not be reimbursed by the Government for local travel within 100 miles of Scott Air Force Base.

**5.3 Work Hours.** For the CAB Software Maintenance and System Administrator portion of Task Area 3- to insure the required system uptime on the applications, essential contractor personnel (such as system administrators, database administrators) shall be available during the core hours of 8:00am to 3:00pm Monday thru Friday in addition to one available 24 x 7 on-call position. The contractor may be required to work additional hours, to include weekend days, based on, but not limited to: project schedule slippages; addressing, resolving, and implementing urgent or emergency requirements; the receipt of short fuse suspense actions; and preparations for and testing of software/hardware. The contractor shall be expected to respond within four (4) hours to any problems encountered with the system. Problem should be fixed within a period of time agreed upon by the system COR/ACOR and the contractor. All other requirements for contractor additional work hours will be identified and coordinated in advance between the COR/ACOR, the contractor and the Contracting Officer.

**5.4 Cooperation with Other Contractors and Government Personnel.** The contractor shall cooperate with other contractors and Government personnel performing work for SDDC. The contractor shall be willing to adjust scheduling and performance to accommodate additional support if required by modification. The contractor shall avoid interfering with the performance of work by other contractors or Government employees while not compromising health, safety or security. Any disagreement or cause of delay shall be brought to the attention of the COR/ACOR.

## **5.5 Security (Physical, Personnel, Information, Anti-terrorism and Force Protection Requirements)**

**5.5.1** The daily work associated with this PWS is UNCLASSIFIED but will require occasional access to building 1575 on Scott AFB which requires a SECRET eligibility/access. Furthermore access to Information Assurance (IA) administrative privileges and/or will monitor a DoD IT system or software as designated by DoD 8500.1 and be rated as an IT-2 position for this contract. The IT-2 rating requires the same investigation clearance stipulations as a SECRET eligibility/access. This requires awarded company to have a minimum Facilities Clearance Level (FCL) at the Secret level which is outlined in section 5.5.3 of this PWS.

**5.5.2** Personnel working this contract who will require access to building 1575 on SAFB will require a favorably completed NACLC, resulting in SECRET eligibility when adjudicated the Defense Industrial Security Office. Interim Secret clearance eligibility is accepted provided it was granted by the Defense Industrial Security Clearance Office (DISCO). Interim Secret clearances are acceptable provided they are granted by DISCO.

**5.5.3** The company who is awarded the contract must have a valid Facilities Clearance Level (FCL) at a minimum at the SECRET level. Interim FCL's are acceptable provided they are not expired. FCL procedures and security guidelines for adjudicative requirements are outlined in DoD 5220.22-M, DoDI 5200.2-R and AR 380-67.

**5.5.4** Once contract is awarded, all names of contract employees will be submitted to SDDC, G2 for vetting through JPAS to ensure investigative and clearance requirements have been obtained. This will be completed prior to the Contract Officer Representative (COR) / Trusted Agent (TA) in the DoD Contract Verification System (CVS) submitting contract employees for the Common Access Card (CAC). If a contract member does not have the appropriate investigative or security clearance requirement the contract employee will be denied the ability to work in support of this PWS and not be loaded into CVS. Contract personnel will be loaded in CVS and have an expiration on their CAC for the initial year. Upon approval for the follow on years a new CAC will be issued with new dates for the subsequent year of option.

**5.5.5** Upon receipt of the CAC, permanently assigned contractor employees located at HQ-SDDC at SAFB, IL, may obtain the AF 1199 (Restricted Area Badge) if the employee meets the requirements set forth in the SFAB Instruction 31-101. Only personnel assigned physically on SAFB at least 4 days a week will be issued the AF 1199 unless an exception to policy is approved by the 375<sup>th</sup> SFS through SDDC G2.

**5.5.6** A Visit Authorization Letter (VAL) or Visit Authorization Request (VAR) will be required for contract personnel who are assigned to HQ SDDC at SAFB, IL. The VAL/VAR request will be received 48 hours prior to start of the contractor employee. VAL/VAR requests can be submitted to SDDC G2 via email or fax ([sddc.g2.safb@sddc.army.mil](mailto:sddc.g2.safb@sddc.army.mil) or 618-220-5874). A example copy of the VAL or VAR can be obtained from HQ SDDC G2 with the below stated contact numbers.

**5.5.7** Any visit(s) by contractor personnel not permanently assigned to this contract (company presidents, company security managers, contract employees not assigned at SAFB, etc) will require an electronic visit request in the Joint Personnel Adjudication Systems (JPAS). The JPAS Security Management Office (SMO) code is W4PQAA4 for sending these actions to HQ SDDC at SAFB, IL.

**5.5.8** Upon completion of this contract, the contract employee will surrender all government supplies, materials and equipment COR. The contractor CAC and any security badges issued will be turned into SDDC G2 at SAFB, IL. This will be accomplished on the last day of the contract or upon any termination/reassignment of a contract employee.

**5.5.9** Security debriefing statement (Standard Form 312) will be completed upon completion of the contract if assigned to HQ SDDC at SAFB, IL.

**5.5.10** Contractor employees assigned to SAFB shall attend/complete the following training as prescribed by DOD, USTRANSCOM, Army and Air Force Instructions: Employee Initial Security Briefing, Annual Security Awareness Training, Operations Security (OPSEC) and Subversion and Espionage Directed Against the Army (SAEDA) training, and DOD Antiterrorism Level 1 training.

**5.5.11** The contractor shall ensure the roles/privileges assigned to contract employees on the Government computing platforms are limited to the roles/privileges essential to that individual's performance of his/her assignments. These roles/privileges can be limited or revoked by the Government for any reason.

**5.5.12** If the Government notifies the contractor that the employment or the continued employment of any contractor employee is prejudicial to the interests or endangers the security of the United States of America, that person shall be removed and barred from the worksite. This includes security deviations/incidents and credible derogatory information on contract members during the course of the contract period. The awarded contract company shall make any changes necessary in the appointment(s).

**5.5.13** Security Regulation Compliance. The contractor will be required to comply with all security regulations and directives as identified herein, and other security requirements in this contract. The contract members are required to attend required security training outlined in 5.6.10 or this PWS upon start of the contract. This training will be provided to the contract employees by SDDC G2 at SAFB, IL.

**Security Regulation Guidance:**

**Department of Defense (DoD):**

2000.16 (DoD Antiterrorism (AT) Standards)  
5200.1-R (DoD Information Security Program)  
5200.2-R (DoD Personnel Security Program)  
5200.08-R (DoD Physical Security Program)  
5220.22-M (National Industrial Security Program)  
8500.1 (Information Assurance (IA))  
2000.12 (DoD Antiterrorism (AT) Program)  
8500.2 (Information Assurance (IA) Implementation)

DoD regulations found at:

<http://www.dtic.mil/whs/directives/corres/publ.html>

**Army:**

AR 380-67 (Personnel Security Program)  
AR 380-5 (Department of the Army Information Security Program)  
AR 25-2 (Information Assurance)  
AR 380-20 (Restricted Areas)

Army regulations found at:

<http://www.army.mil/usapa/epubs/>

**SDDC:**

SDDC Regulation 190-1 (SDDC Security Program)

**(Provided upon request from SDDC G2 at SAFB)**

**Scott Air Force Base:**

SAFB Instruction 31-101 (Installation Security Instruction)



**(Restricted publication. Sent only to .mil domains when forwarding. Not for public distribution.)**

**Forms:**

DD 254, DoD, Contract Security Classification Specification

DoD forms found at:

<http://www.dtic.mil/whs/directives/corres/pub1.html>

**HQ SDDC G2 Points of Contact:**

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**SDDC G2 Approval: Patrick Collins, HQ SDDC, G2, 7 April 2008**

**(initial review)(DD 254 Tracking attached)**

**SDDC G2 Tracking #: HQSDDCG2-00010-08**

**5.6 Inspection and Acceptance Criteria.** SDDC will require up to ten (10) working days from receipt of all deliverables for review and comment/acceptance. At the end of the 10 days, SDDC will be prepared to proceed or provide guidance to work towards an acceptable revision. Acceptance will be based upon the deliverables meeting accepted professional standards for technical content, workmanship, and relevance to stated functional business process requirements. If no guidance is received from SDDC by the end of the 10 day period, the contractor shall notify the COR, who will provide guidance. Any guidance from SDDC for improvement/revisions to deliverables will be provided in writing.

## **Appendix A**

### **Applicable Documents**

#### **FEDERAL AND DOD REGULATIONS**

Code of Federal Regulations, 29 CFR, Labor, Part 4, Labor Standards for Federal Service Contracts, 27 October, 1983.  
Code of Federal Regulations, 29 CFR, Labor, Part 1910, Occupational Safety & Health, 1 July 2002.  
Federal Acquisition Regulation (FAR), Volume I, Parts 1 to 51, September 2001.  
Federal Acquisition Regulation (FAR), Volume II, Parts 52, 53, & Index, September 2001.  
Joint Travel Regulation (JTR), Volume 2, 1 May 2003.  
JFTR (Joint Federal Travel Regulation).  
Defense Transportation Regulation.  
Defense Federal Acquisition Regulation Supplement (DFARS), 17 August 1998.  
DoD Defense Traffic Management Regulation, July 1986. (A)  
DoD-STD-2168, Defense System Software Quality Program, 29 April 1988. (A)  
DoD 4500.9-R, Defense Transportation Regulation.  
DOD Directive 5200.28, Security Requirements for Automated Information Systems (AIS). (M)  
DoD Instruction 5200.40, "Department of Defense Information Technology Security Certification and Accreditation Process (DIACAP).  
DoD-STD-8120.2-M (Draft), Automated Information System Life-Cycle Management Manual, May 1995. (A)  
DoD Directive 8500.1, Information Assurance (IA).  
DoD Instruction 8500.2, Information Assurance (IA) Implementation.  
DoD Instruction 5220.22-M, National Industrial Security Program Operating Manual  
DoD Instruction 2000.16, DoD Antiterrorism Standards  
DoD Instruction 2000.12, DoD Antiterrorism (AT) Program

#### **ARMED SERVICES REGULATIONS**

Army Federal Acquisition Regulation Supplement (AFARS), October 2001.  
AR 25-2, Information Assurance  
AR 25-3, Army Life Cycle Management of Information Systems, 15 October 1989. (M)  
AR 25-9, Army Data Management and Standards Program, 25 September 1989. (M)  
AR 380-5, Department of the Army Information Security Program.  
AR 380-20, Restricted Areas.  
AR 385-40, Accident Reporting and Records, 1 November 1994.  
AR 700-141, Hazardous Material Information System.  
U.S. Army Information Systems Engineering Command (USAISEC) Regulation 702-2, Preparation of Documentation for Test and Evaluation of Information Systems, 19 July 1990. (M)  
AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002.  
SDDC Regulation 37-10, Financial Management-Contract Pay, 1 May 1989.  
SDDC Regulation 190-1, SDDC Security Program.  
SDDC Regulation 715-1, SDDC Procurement Instructions.  
AR 380-67, Army Personnel Security Program

#### **PUBLICATIONS**

FM 19-30, Physical Security.

SDDCEA PAM 37-1, Financial Administration.

Defense Information Infrastructure Common Operating Environment (DII COE) guidelines. (M)

DA Pamphlet 73-1, Test and Evaluation Guidelines, 16 October 1992. (M)

Economic Analysis Manual, U.S. Army Cost and Economic Analysis Center, July 1995. (M)

Documentation for Test and Evaluation of Information Systems, 19 July 1990. (M)

Institute of Electrical and Electronics Engineers (IEEE)/Electronics Industries Association (EIA) Standard, IEEE/EIA 12207, "Information Technology – Software Life Cycle Process." (A)

ODISC4 Letter of Instruction for Major Automated Information Systems (AIS) Reviews, 3 December 1992. (A)  
Section 508 of the Disability Rehabilitation Act. (A)

## **FORMS**

DD 254, DoD, Contract Security Classification Specification

Note: To view Army regulations click on <http://www.usapa.army.mil/>

To view DoD publications click on <http://www.dtic.mil/whs/directives>

## **SDDC G2 (INTELLIGENCE AND SECURITY) POINTS OF CONTACT**

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618-220-5801/5422

## Appendix B Acronyms

Acronym	Definition
ACOR	Alternate Contracting Officer's Representative
ADP	Automated Data Processing
AKMA	Area Knowledge Manager Analyst
AM	Area Manager
ANSOC	Army Network Security Operations Center
ACD	Automated Call Distribution
ASP	Active Server Pages
CAC	Common Access Card
CAGE	Commercial and Government Entity
CGI	Common Gateway Interfaces
CM	Configuration Management
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
COTS	Commercial-Off-The-Shelf
CPG	Commercial Partner Gateway
CPRP	Chief Information Officer (CIO) Program Review Panel
CRM	Customer Relationship Management
CSR	Customer Service Representative
CSS	Cascading Style Sheets
CTI	Computer Telephony Integration
CVS	Contractor Verification System
DCS	Deputy Chief of Staff
DHTML	Dynamic Hypertext Markup Language
DIACAP	DOD Information Assurance Certification & Accreditation Process
DISA	Defense Information System Agency
DNS	Domain Name System
DOD	Department of Defense
DPS	Defense Personal Property System
DR	Disaster Recovery
DSN	Defense Switched Network
ETA	Electronic Transportation Acquisition
FAR	Federal Acquisition Regulation
FCL	Facilities Clearance Level
FOUO	For Official Use Only
FSO	Facilities Security Officer
GCA	Government Contracting Agency
GFM	Global Freight Management
GFP	Government Furnished Property
HA	High Availability
HTML	Hypertext Markup Language
IA	Information Assurance
IASO	Information Assurance Security Officer
IAVA	Information Assurance Vulnerability Alerts
IBS	Integrated Booking System


ICSS	Interim Customer Satisfaction Survey
iGO	Intermodal Global Operations
IIS	Internet Information Services
iSDDC	Integrated Surface Deployment & Data Cleansing Tool
IT	Information Technology
IVR	Interactive Voice Response
IV&V	Independent Verification and Validation
JSP	JavaServer Pages
JTR	Joint Travel Regulation
KM	Knowledge Manager
LDAP	Lightweight Directory Access Protocol
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NCES	Net Centric Enterprise Services
NIPRNet	Unclassified but Sensitive Internet Protocol Router Network
OPSEC	Operations Security
PBX	Private Branch Exchange
PCL	Personnel Clearance Level
PKI	Public Key Infrastructure
PMO	Project Management Office
POC	Point of Contact
PRI	Primary Rate Interface
PVCS	Professional Vision Control System
PWS	Performance Work Statement
QCP	Quality Control Plan
SAEDA	Subversion and Espionage Directed Against the Army
SAFB	Scott Air Force Base
SCR	System Change Request
SCSI	Small Computer System Interface
SDDC	(Military) Surface Deployment and Distribution Command
SOP	Standard Operating Procedures
SQL	Structured Query Language
SR	Service Request
SSBI	Single Scope Background Investigation
TO	Task Order
TOPS	Transportation Operational Personal Property System
USA	United States Army
USAF	United States Air Force
USTRANSCOM	United States Transportation Command
VAL	Visit Authorization Letter
VAR	Visit Authorization Request
VB	Visual Basic
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network
XHTML	eXtensible Hypertext Markup Language
XML	eXtensible Markup Language
XSL	eXtensible Stylesheet Language

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION (The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)				1. CLEARANCE AND SAFEGUARDING	
				a. FACILITY CLEARANCE REQUIRED <b>SECRET</b>	
				b. LEVEL OF SAFEGUARDING REQUIRED <b>SECRET</b>	
2. THIS SPECIFICATION IS FOR: (X and complete as applicable)			3. THIS SPECIFICATION IS: (X and complete as applicable)		
a. PRIME CONTRACT NUMBER				a. ORIGINAL (Complete date in all cases)	DATE (YYYYMMDD) 20080407
b. SUBCONTRACT NUMBER				b. REVISED (Supersedes all previous specs)	REVISION NO. 1 DATE (YYYYMMDD) 20080613
c. SOLICITATION OR OTHER NUMBER HQ-SDDC-G2-00010-08		DUE DATE (YYYYMMDD)		c. FINAL (Complete item 5 in all cases)	DATE (YYYYMMDD)
4. IS THIS A FOLLOW-ON CONTRACT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under <b>GS09K99BHD0003-OE01</b> (Preceding Contract Number) is transferred to this follow-on contract.					
5. IS THIS A FINAL DD FORM 2547 <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 (Include Commercial and Government Entity (CAGE) Code)					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
Computer Sciences Corporation 3160 Fairview Park Drive, Building VTCA Falls Church, VA. 22042-4516		52939		Defense Security Services 14420 Albemarle Point Place, Suite 140 Chantilly, VA 20151-1678	
7. SUBCONTRACTOR					
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)	
8. ACTUAL PERFORMANCE					
a. LOCATION Headquarters, Military Surface Deployment and Distribution Center 709 Ward Drive Building 1990 Scott AFB, IL 62225		b. CAGE CODE		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) Defense Security Service 11132 South Towne Square Suite 205 Saint Louis, MO. 63123-7818	
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT The objective of this PWS is to acquire specialized contractor technical support services for SDDC's Cargo and Billing System (CAB) program. In addition, to provide technical support services to all areas of new and ongoing CAB life cycle management for system development and sustainment and ETA Independent Verification and Validation (IV&V) services. Contractors shall be fully staffed and proficient at the start of the contract ready to meet all objectives and guidelines. Contractors will provide technical knowledge and support to this SDDC system with access to multiple locations on Scott Air Force Base, IL and other military installations.					
10. CONTRACTOR WILL REQUIRE ACCESS TO:					
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION		YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	
b. RESTRICTED DATA		<input checked="" type="checkbox"/>	<input type="checkbox"/>	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	<input checked="" type="checkbox"/>
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION		<input type="checkbox"/>	<input checked="" type="checkbox"/>	b. RECEIVE CLASSIFIED DOCUMENTS ONLY	<input checked="" type="checkbox"/>
d. FORMERLY RESTRICTED DATA		<input type="checkbox"/>	<input checked="" type="checkbox"/>	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL	<input checked="" type="checkbox"/>
e. INTELLIGENCE INFORMATION		<input checked="" type="checkbox"/>	<input type="checkbox"/>	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE	<input checked="" type="checkbox"/>
(1) Sensitive Compartmented Information (SCI)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	e. PERFORM SERVICES ONLY	<input checked="" type="checkbox"/>
(2) Non-SCI		<input type="checkbox"/>	<input checked="" type="checkbox"/>	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES	<input checked="" type="checkbox"/>
f. SPECIAL ACCESS INFORMATION		<input type="checkbox"/>	<input checked="" type="checkbox"/>	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER	<input checked="" type="checkbox"/>
g. NATO INFORMATION		<input type="checkbox"/>	<input checked="" type="checkbox"/>	h. REQUIRE A COMSEC ACCOUNT	<input checked="" type="checkbox"/>
h. FOREIGN GOVERNMENT INFORMATION		<input type="checkbox"/>	<input checked="" type="checkbox"/>	i. HAVE TEMPEST REQUIREMENTS	<input checked="" type="checkbox"/>
i. LIMITED DISSEMINATION INFORMATION		<input type="checkbox"/>	<input checked="" type="checkbox"/>	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS	<input checked="" type="checkbox"/>
j. FOR OFFICIAL USE ONLY INFORMATION		<input checked="" type="checkbox"/>	<input type="checkbox"/>	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE	<input checked="" type="checkbox"/>
k. OTHER (Specify)		<input type="checkbox"/>	<input type="checkbox"/>	l. OTHER (Specify) Have access to system network and administrator privileges in performance of contract. Location of servers is in a classified area located at SAFB, IL. (Bldg 1575)	<input checked="" type="checkbox"/>

DD FORM 254, DEC 1999

PREVIOUS EDITION IS OBSOLETE.

Adobe Professional 7.0

<b>12. PUBLIC RELEASE.</b> 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.		
<input type="checkbox"/> Direct <input checked="" type="checkbox"/> Through (Specify)		
SDDC CA (Public Affairs)		
<small>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.</small>		
<b>13. SECURITY GUIDANCE.</b> 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.)		
Security Requirements:		
(a.) Contractor shall be responsible for ensuring all security requirements outlined in the Performance Work Statement (PWS) are accomplished after award of the contract.		
(b.) Contractor will not routinely work with classified information, but may on occasion require access to classified information at the SECRET level. In the event that contractors receive classified information, the information will be stored IAW DoD 5200.1-R and AR 380-5 regarding storage of classified systems and information.		
(c.) For Official Use Only (FOUO) applies for all unclassified material. Reference DoD 5200.1-R, Appendix 3 and the Under Secretary of Defense for Intelligence memorandum, "Interim Information Security Guidance," dated April 16, 2004, ( <a href="http://www.fas.org/spp/othergov/dod/dod041604.pdf">http://www.fas.org/spp/othergov/dod/dod041604.pdf</a> ), for specific guidance on the handling and safeguarding of FOUO information.		
(d.) Contractor employee assigned to HQ SDDC at SAFB, IL. will attend / complete the following training provided by SDDC G2 as prescribed by DOD, Army and Air Force Instruction: Employee Initial Security Briefing, Annual Security Awareness Training, DOD AT Level 1, OPSEC and SAEDA training.		
(e.) Contractors permanently assigned to this contract will obtain Common Access Cards (CAC) once the Trusted Agents (TA) processes the required security information in the Contract Verification System (CVS). Upon receipt of the CAC, permanently assigned contractor employees may obtain the AF 1199 (Restricted Area Badge) if the member meets the requirements set forth in SAFB Instruction 31-101.		
(f.) Visit Authorization Letters (VAL) or Visit Authorization Requests (VAR) are required for all permanently assigned contractor personnel to HQ SDDC at SAFB, IL. The VAL/VAR request will be received 48 hours prior to start of contractor employees (email to <a href="mailto:sddc.g2.safb@sddc.army.mil">sddc.g2.safb@sddc.army.mil</a> ).		
<b>14. ADDITIONAL SECURITY REQUIREMENTS.</b> Requirements, in addition to ISM requirements, are established for this contract. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <small>(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.)</small>		
Continuation from Block 13:		
(g.) Visit(s) by contract company personnel not permanently assigned to this contract (company presidents, company security managers, etc.) will require an electronic visit request in the Joint Personnel Adjudication System (JPAS).		
<b>15. INSPECTIONS.</b> Elements of this contract are outside the inspection responsibility of the cognizant security office. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <small>(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.)</small>		
<b>16. CERTIFICATION AND SIGNATURE.</b> 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.		
<b>a. TYPED NAME OF CERTIFYING OFFICIAL</b> PATRICK M. COLLINS	<b>b. TITLE</b> Security Specialist, GG-12, Force Protection	<b>c. TELEPHONE (Include Area Code)</b> (618) 220-5801
<b>d. ADDRESS (Include Zip Code)</b> HQ SDDC 709 Ward Drive, Building 1990 Scott Air Force Base, IL. 62225-5004		<b>17. REQUIRED DISTRIBUTION</b> <input checked="" type="checkbox"/> a. CONTRACTOR <input checked="" type="checkbox"/> b. SUBCONTRACTOR <input checked="" type="checkbox"/> c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR <input checked="" type="checkbox"/> d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION <input checked="" type="checkbox"/> e. ADMINISTRATIVE CONTRACTING OFFICER <input checked="" type="checkbox"/> f. OTHERS AS NECESSARY
<b>e. SIGNATURE</b> 		

DD FORM 254 (BACK), DEC 1999