

Performance Work Statement (PWS)

U.S. Army Office of the Surgeon General (OTSG) Headquarters Medical Command (HQ MEDCOM) Army Medical Department (AMEDD) IT Support Services

PART 1 GENERAL INFORMATION

1. **General:** This is a non-personal services contract to support the United States Army, Office of the Surgeon General (US ARMY OTSG), and United States Army, Headquarters Medical Command (USA HQ MEDCOM), Direct Reporting Units (DRUs), other Army organizations and/or authorized users (as required) outside and within the Continental United States (OCONUS/CONUS) initiative to sustain the current information management/information technology (IM/IT) infrastructure and future IM/IT enhancements. This contract shall encompass a wide range of IT services, including network support, database management, and cloud operations, with a focus on compliance with federal IT security standards. The government shall not exercise any supervision or control over the contract service providers performing the services herein. Contractor service providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government.

1.1 **Description of Services/Introduction:** The contractor shall provide professional non-personal, supervision, and other items necessary to perform IT help desk support, systems management, and project management as defined in this performance work statement.

1.2 **Background:** The OTSG/MEDCOM is a direct reporting unit of the U.S. Army. The Office of the Surgeon General (OTSG) is the principal organization responsible for executing the Army Medical Program to provide top quality health services needed in support of military operations, to members of the Armed Forces, their families, and others entitled to Department of War (DOW) health care. The Army Medical Department (AMEDD), G6 Directorate is the organization element responsible for planning, integration, oversight and policy formulation for the Information Management/Information Technology (IM/IT) aspects of the Army Medical Program.

1.3 **Objectives:** The basic service objective is for the Contractor to provide comprehensive IT support services to OTSG and HQ MEDCOM. Support includes, but is not limited to:

- Providing IT help desk, network, and technical support for various IT systems, equipment, and devices.

- Assisting in the automation of tasks and managing systems to improve efficiency and reduce costs.
- Offering program and project management services to support the organization's IT mission.
- Ensuring the continuous availability of IT capabilities and resources on both NIPRNET and SIPRNET.

1.4 Scope: The contractor shall provide technical support services and IT helpdesk support to OTSG and HQ MEDCOM staff, intra/inter agency, other Army organizations and/or authorized users (as required) related to the Army's mission to support military health care with IM/IT and infrastructure requirements on the Non-Classified Internet Protocol Router Network (NIPRNET) and the Secret Internet Protocol Router Network (SIPRNET) that allows capabilities and functions to mature across the command. The contractor shall manage a range of services that assist users in managing, troubleshooting, and optimizing their information technology systems. The contractor shall ensure that hardware, software, networks, and other technological infrastructure function smoothly. IT support shall cover technical troubleshooting-solving problems with hardware, software, wireless devices, telecommunication devices, and connectivity; Preventive maintenance- updating systems, monitoring performance, and avoiding downtime; Security management-protecting networks, devices, and data from cyber threats; Strategic guidance-advising on IT investments, upgrades, and future needs; User assistance-helping users effectively use technology.

1.5 General Information:

1.5.1 Quality Control: Quality control is the responsibility of the contractor. The contractor shall be responsible for the delivery of quality services/supplies to the government (see FAR 52.246-1, Contractor Inspection Requirements). The contractor shall develop, implement and maintain an effective quality control system that includes a written quality control plan (QCP). The QCP shall implement standardized procedure/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. The contractor's QCP shall contain a systematic approach to monitor operations to ensure acceptable services/products are provided to the government. The QCP, as a minimum, shall address continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy identification and correction; corrective action procedures to include procedures for addressing government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent re-occurrence of discrepancies; procedures for trend analysis; and procedures for collecting and addressing customer feedback/complaints. The contractor shall upon request provide the government with its quality control documentation. The QCP is to be delivered within 30 days after contract award. Three copies of a comprehensive written QCP shall be submitted to the contracting officer (KO) and contracting officer representative (COR) within five (5) working days when changes are made thereafter. After acceptance of the quality control plan

the contractor shall receive the contracting officer's acceptance in writing of any proposed change to its QCP.

1.5.2 Quality Assurance: The government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is a government document primarily focused on what the government must do to ensure that the contractor has performed in accordance with the requirements of the contract.

1.5.3 Federal Government Holidays: On the following holidays the Government will be closed, and the Contractor shall not perform services on these days unless an emergency arises as determined by the Contracting Officer's Representative (COR).

New Year's Day	1st day of January
Martin Luther King Jr. Day	3rd Monday of January
Washington's Birthday	3rd Monday of February
Memorial Day	Last Monday of May
Juneteenth Day	19th day of June
Independence Day	4th day of July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day	11th day of November
Thanksgiving Day	4th Thursday of November
Christmas Day	25th day of December

1.5.4 Hours of Operation: The contractor shall be responsible for conducting business, between the hours of 0700-1700 (EST) Monday through Friday except federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar government directed facility closings. The Contractor will have the option to work at an alternate location and bill the government with prior COR approval. The contractor shall always maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.5.5 Place of Performance: The work under this contract will be performed in locations of the United States Army, Office of the Surgeon General (US ARMY OTSG), and United States Army, Headquarters Medical Command (USA HQ MEDCOM), Direct Reporting Units (DRUs), other Army organizations and/or authorized users (as required) outside and within the Continental United States (OCONUS/CONUS). Primary locations (but not limited to) include the National Capital Region (NCR), Falls Church, Virginia, Joint Base San Antonio, Texas. Other locations could include (but are not limited to) Ft Detrick, Maryland and Aberdeen Proving Ground, Maryland. Situational teleworking can be approved by the COR in coordination with the contractor's Program Manager (PM).

1.5.6 Security Requirements: Contractor personnel (to include subcontractors) performing work awarded under this PWS shall have at minimum, a secret clearance, at time of the proposal submission, and must maintain the level of security required for the life of the contract. The security requirements are in accordance with DD Form 254, Department of Defense Contract Security Classification Specification. In accordance with the FAR Subpart 504.471, the “contracting officer must prepare DD Form 254.”

1.5.6.1 Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured. The contractor shall ensure that security procedures are defined and enforced. All personnel who are provided with access to patient data must comply with published procedures to protect the privacy and confidentiality of such information as required by the Privacy Act of 1974. The contractor must adhere to the following:

- a) Controlled access to system and security software and documentation.
- b) Recording, monitoring, and control of passwords and privileges.
- c) All terminated employees are denied physical and logical access to all data, program listings, data processing equipment and systems.
- d) Agency, as well as any contractor (or subcontractor) system used to support development, provide the capability to cancel immediately all access privileges and authorizations upon employee termination.
- e) All contractors and Government employees are informed within twenty-four (24) hours of any employee termination.
- f) Acquisition Sensitive information shall be marked “Acquisition Sensitive” and shall be handled as “For Official Use Only” or Controlled Unclassified Information.

1.5.6.2 Key Control: The contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the KO and/ or COR.

1.5.6.2.1 In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction of the contracting officer, re-key or replace the affected lock or locks; however, the government, at its option, may replace the affected lock or locks or

perform re-keying. When the replacement of locks or re-keying is performed by the government, the total cost of re-keying or the replacement of the lock or locks shall be the responsibility of the contractor.

1.5.6.2.2 The contractor shall prohibit the use of government issued keys/key cards by any persons other than the contractor's employees to whom the keys/key cards are issued. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the contracting officer.

1.5.6.2.3 Lock Combinations: The contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.5.7 Visit Notification: The contractor shall notify the Government in writing at least three (3) business days prior to any planned visits to government facilities. The notification shall include the purpose of the visit, names of personnel attending, date and time of the visit, and any required resources or support. Unscheduled or unapproved visits are not permitted unless authorized by the Contracting Officer or designated representative. The contractor shall comply with all security, safety, and access requirements as outlined in this contract and applicable facility regulations.

1.5.8 Special Qualifications:

- The Contractor is responsible for ensuring all employees possess and maintain all current professional certifications and licenses as required in PWS 1.5.11 a, b, c and PWS 5.1 to perform work during the execution of this contract.
- The Contractor is responsible for maintaining DoD 8570 Information Assurance Certification IAT Level I-III. Contractors remain under DoD 8570 policy until update of the Defense Federal Acquisition Regulation Supplement (DFARS) authorizes DoD 8140 implementation for contractor personnel.
- The Contractor shall have an extensive working knowledge of various versions of Microsoft's tools and products.
- The Contractor shall possess Capability Maturity Model Integration Level III to ensure the contract holder has the appropriate processes and maturity to perform software management.
- The Contractor shall possess International Organization for Standardization 9001 (Quality Management systems), ISO 10004 (Quality Management – Customer Satisfaction) and ISO 27001 (Information Technology – Security Techniques – Information Security Management Systems).
- The Contractor shall possess Information Technology Infrastructure Library (ITIL) process for IT service management (ITSM).
- The Contractor shall possess Service Desk Institute (SDI) Certification (best practice standards for Help Desks)

- The Contractor shall possess Help Desk Institute (HDI) Support Center Certification recognition of commitment to excellence, efficiency and service quality.
- The Contractor shall possess Defense Health Information Technology (HIT) experience and/or Defense Information Systems Agency experience: The solicitation will require past performance documentation to ensure the Contractor has the adequate knowledge to successfully perform the work.
- A working knowledge of the OTSG, HQ MEDCOM Mission is preferred.

1.5.9 Post Award Conference/Periodic Progress Meetings: The contractor shall agree to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5, Post Award Orientation. The contracting officer, COR, and other government personnel, as appropriate, will meet periodically, quarterly as a minimum, with the contractor to review the contractor's performance, Procurement Integrated Enterprise Environment (PIEE) (submitted by the 10th day of every month) and as requested by the Government financial POC. At these meetings the contracting officer will appraise the contractor of how the government views the contractor's performance and the contractor shall appraise the government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.5.10 Contracting Officer's Representative (COR): The COR will be identified by a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including government drawings, designs, and specifications; monitor contractor's performance and notify both the contracting officer and contractor of any deficiencies; coordinate availability of government furnished property; and provide site entry of contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.5.11 Key Personnel: The following personnel are considered key personnel by the Government:

- a) Computer and Information Systems Manager, SME (2 FTES) - The contractor shall provide a Computer and Information Systems Manager (MIS), SME who shall perform duties as an MIS and Program Manager and who shall be responsible for the performance of the work of the contract. The name of this person and alternate shall be designated in writing to the COR. The MIS, SME or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The MIS, SME or alternate shall be available between 8:30 a.m. to

5:00 p.m. EST, Monday through Friday except federal holidays or when the Government facility is closed for administrative reasons. The MIS, SME shall have (at minimum) a bachelor's degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks. The MIS, SME shall possess at a minimum 2 current industry certified information technology certifications (see Technical Exhibit 4). The MIS SME shall possess a Project or Program Management Certificate. The MIS, SME shall have 7 + years' (combined) experience in NIPR/SIPR desktop support, database management, network management and be able to perform the duties of their subordinates. The MIS SME shall maintain all current professional certifications and licenses as required in this contract to perform work during the execution of this contract to include maintaining DoD 8570 Information Assurance Training IAT Level III (see Technical Exhibit 4). One (1) MIS, SME will be located in San Antonio, Texas and one (1) will be located in Falls Church, Virginia.

- b) Network and Computer Systems Administrator, Journeyman (4 FTES) -The contractor shall provide a Network and Computer Systems Administrator (SA), Journeyman who shall perform duties supporting and managing the organizational NIPR/SIPR IT infrastructure, including LANs, WANs, and servers, ensuring daily operation and security. The SA will provide desktop support to organizational users for all assigned IT equipment. The SA shall have (at minimum) a bachelor's degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 15 semester hours in one or more of the fields identified above. The SA shall possess at a minimum 1 current industry certified information technology certification. The SA shall have 5 + years' experience in desktop support, database management, and network management. The SA shall maintain all current professional certifications and licenses required in this contract to perform work during the execution of this contract to include maintaining DoD 8570 Information Assurance Training IAT Level II, (PWS Technical Exhibit 4). Two (2) SA will be located in San Antonio, Texas and two (2) will be located in Falls Church, Virginia.
- c) Telecommunications Engineering Specialist, Journeyman (2 FTES) -The contractor shall provide a Telecommunications Engineering Specialist (TCO), Journeyman. The TCO shall keep abreast of emerging technologies from the Army Network Enterprises, Defense Information Systems Agency and other principal Army agencies to implement necessary NIPR/SIPR wireless changes while supporting organizational user devices. The TCO shall have (at minimum) a bachelor's degree in any field. The TCO shall have 7 + years' combined experience in desktop support, database management, DoD Mobility Unclassified Capabilities, Enterprise Mobility Management, and Microsoft wireless platforms. The TCO shall maintain all required training certifications and licenses as required in this contract to perform work during the execution of this contract. One (1) TCO will be located in San Antonio, Texas and one (1) will be located in Falls Church, Virginia.

- d) Computer User Support Specialist, Journeyman (2 FTES) -The contractor shall provide a Computer User Support Specialist (IT Specialist.), Journeyman, who shall perform duties supporting the organizational NIPR/SIPR IT infrastructure, including LANs, and WANs, ensuring daily operation and security. The IT Specialist will provide desktop support to organizational users for all assigned IT equipment. The IT Specialist shall have (at minimum) an associate's degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 12 semesters hours in one or more of the fields identified above. The IT Specialist shall possess at a minimum 1 current industry certified information technology certification. The SA shall have 3 + years' experience in desktop support, database management, and network management. The IT Specialist shall maintain all current professional certifications and licenses as required in this contract to perform work during the execution of this contract to include maintaining DoD 8570 Information Assurance Training IAT Level I (PWS Technical Exhibit 4). One (1) OT Specialist will be located in San Antonio, Texas and one (1) will be located in Falls Church, Virginia.

1.5.12 Identification of Contractor Employees: The contractor (to include subcontractors) shall provide each employee an identification (ID) badge, which includes at a minimum, the company name, employee name and a color photo of the employee. ID badges for key personnel shall also indicate their job title. ID badges shall be worn at all times during which the employee is performing work under this contract. Each contractor (to include subcontractors) employees shall wear the ID badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. The contractor (to include subcontractors) shall be responsible for collection of ID badges upon completion of the contract or termination of employees. A listing of issued identification cards shall be furnished to the contracting officer prior to the contract performance date and updated as needed to reflect contractor and subcontractor personnel changes. All contract personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.5.13 Mandatory Training: The contractor shall ensure personnel performing services under this PWS complete additional Government provided training within the timeframes below. The training includes, but it is not limited to:

1.5.13.1 AT Level I training: All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete Anti-terrorism (AT) Level I awareness training within 30 calendar days after the contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for

each affected contractor employee and subcontractor employee to the COR or to the contracting officer if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level 1 awareness training is available at the following website: <http://jko.jten.mil>

1.5.13.2 Operation Security: Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty.

1.5.13.3 Counterintelligence Awareness and Reporting training (formally known as TARP): For all contractors with security clearance. Per AR 381-12 Threat Awareness and Reporting Program (TARP), contractor employees must receive annual TARP training by CI agent or other trainer, the facility security officer, the nearest military CI office, the Federal Bureau of Investigation, or the Defense Security Service.

1.5.13.4 IA/IT training: All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoD 8570.01, DoD 8570.01-M, and AR 25-2 within six months of appointment to IA/IT functions.

1.5.13.5 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract award.

1.5.13.6 Account Validation System (AVS). All contractor employees with access to a Government info system must be registered in the AVS at commencement of services and must successfully complete the DoD Information Assurance Awareness prior to access to the information system and annually thereafter.

1.5.13.7 IA/IT certification. Per DoD 8570.01-M , DFARS 252.239.7001, and AR 25-2, the contractor employees supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award (PWS Exhibit 4).

1.5.14 Contractor Travel: The contractor may be required to travel CONUS during the performance of this contract award to support offsite facilities in the NCR or JBSA regions. All travel will utilize government provided transportation at no cost to the contractor.

1.5.15 Other Direct Costs: This category includes expenses associated with travel, training, and/or mission dictated overtime. Should ODCs be required, all shall be submitted

to the KO and COR prior to expenditure. The contractor shall ensure contractor personnel are trained on allowable expenses as outlined in the Federal Travel Regulation and FAR 31.205. The contractor shall ensure all methods are taken to minimize contractor's risk of invoice rejection due to non-allowable items. The contractor shall maintain all costs within the 'Not to Exceed' amount established in the corresponding CLINS. At such time as the not to exceed amount reaches 75% of total CLIN amount, the Contractor must provide written notification to KO and COR. The contractor shall include all other ODCs associated with successful performance of the work requirements as part of a firm-fixed price.

1.5.16 Data Rights: The government has unlimited rights to all documents/material produced under this during the performance of this contract award. All documents and materials, to include the source codes of any software, produced under this contract shall be government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the contracting officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other government rights.

1.5.17 Phase-In / Phase-Out Period: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the 14-day phase in period. During the phase in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date. Phase-out period shall begin 21 days prior to contract expiration. The Contractor shall establish a Phase-Out plan to affect a smooth and orderly transfer of contract responsibility to successor Contractor. A Phase-Out plan shall be submitted to the Contracting Officer for approval not later than 120 calendar days prior to end of the contract period.

1.5.18 Type of Contract: The government will award a firm-fixed price contract.

1.5.19 Period of Performance: This Task Order will include a 12 month base and 4-12 month options.

1.6 Additional Information:

1.6.1 Orientation Briefing: Within two weeks of the contract award, the Contractor shall conduct a simple orientation briefing for the Government. The purpose of this briefing is to initiate the communication process by introducing key participants, explaining their roles, reviewing communication protocols, and confirming a shared understanding of the subtask requirements and objectives. Both parties will agree on a date and time for the briefing. Upon completion, the Contractor shall have introduced both government and contractor personnel and demonstrated their understanding of the work outlined in the Performance Work Statement.

1.6.2 Standards of Conduct: Contractor shall ensure all personnel performing duties under this contract understand and adhere to the following standards of conduct as outlined in Part 8 Standards of Conduct, which are consistent with those applicable to Government employees as provided in the Joint Ethics Regulation 5500.7. R.

1.6.3 General Quality Requirements/Standards: Quality shall be assessed in terms of completeness and accuracy as well as the submission of required documentation. In addition to the quality standards specific to the deliverables, the Contractor shall meet the following general quality standards in conducting work under this contract:

- a) Recommendations (written and oral {when required for additional explanation}) present the problem, the analysis done, findings, data, and rationale. The rationale for the recommendations shall be presented in a manner that can be readily understood and followed by experienced and inexperienced employees.
- b) Recommendation possible to implement. Recommendations are ones that can be implemented by the partner agency.

1.6.3.1 The OTSG and HQ MEDCOM technical support services partner agencies shall retain all rights and privileges, including those of patent and copy, to all computer software, data and other materials specifically developed or generated (i.e., designed and developed) under this Contract, including required Government modifications and enhancements of existing Government-owned software or commercially provided software. If the Contractor uses copyright or otherwise licensed software in any deliverable under this contract, the Contractor shall secure unlimited use rights for the Government. Unlimited rights under this contract are the rights to use, duplicate or disclose software, in whole or in part, in any manner and for any purpose whatsoever.

1.6.4 Facility Security Officer: Contractor personnel (to include subcontractors) performing work awarded under this PWS classification shall be vetted by their Facility Security Officer (FSO) via the Defense Information System for Security (DISS) prior to performing work on this contract. The FSO will ensure, at a minimum, each personnel have an adjudicated investigation at the Tier 3 level resulting in a Secret clearance. Seven days prior to on-boarding, the FSO will be responsible for submitting a Visit Access Request (VAR) for all contractors to MEDCOM G2 through DISS confirming the contractors meet the required access. All security information will be verified and any contractor not meeting the necessary standard will be ineligible to perform duties under this PWS. Final Security approval will be completed during the on-boarding phase with MEDCOM G2 Security.

1.6.4.1 Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. The contractor workforce must comply

with all personal identity verification requirements as directed by DOW, DA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.6.4.2 Contractor staff and management shall have access to some privileged and confidential materials of the United States Government. These printed and electronic documents are for internal use only, are not to be copied or released without permission, and remain the sole property of the United States Government. Some of these materials are protected by the Privacy Act of 1974 (revised by PL93-5791) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense. Specific tasks in this PWS may require the worker to hold (or be cleared to hold) a Federal ADP security clearance (Levels I, II or III).

PART 2 DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

- 2.1 **CONTRACT ADMINISTRATOR.** The official government representative delegated authority by the contracting officer to administer a contract. This individual is normally a member of the appropriate contracting/procurement career field and advises on all technical contractual matters.
- 2.1.1 **CONTRACTOR.** A supplier or vendor awarded a contract to provide specific supplies or services to the Government. The term used in this contract refers to the prime.
- 2.1.2 **CONTRACTING OFFICER (KO).** A person with authority to enter, administer, and/or terminate contracts and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.
- 2.1.3 **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor when that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does not have authority to change the terms and conditions of the contract.
- 2.1.4 **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the performance work statement.
- 2.1.5 **DELIVERABLE.** Anything that can be physically delivered but may include nonmanufactured things such as meeting minutes or reports.
- 2.1.6 **FACILITY SECURITY OFFICER:** Contract personnel responsible for managing security clearances and ensure that all personnel working under federal contracts meet the necessary security clearance requirements and receive appropriate training on handling sensitive information.
- 2.1.7 **GOVERNMENT-FURNISHED PROPERTY (GFP) OR GOVERNMENT PROPERTY (GP).** Property in the possession of, or directly acquired by, the Government and subsequently made available to the Contractor.
- 2.1.8 **KEY PERSONNEL.** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the key personnel listed in the PWS. When key personnel are used

as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.9 PHYSICAL SECURITY. Actions that prevent the loss or damage of government property.

2.1.10 QUALITY ASSURANCE (QA). The government procedures to verify that services being performed by the Contractor are acceptable in accordance with established standards and requirements of this contract.

2.1.11 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.12 QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.13 SUBCONTRACTOR. An entity that enters into a contract with a prime contractor. The government does not have privity of contract with the subcontractor.

2.1.4 WORK WEEK. Monday through Friday, except for federal holidays unless specified otherwise.

2.2. ACRONYMS:

AFARS	Army Federal Acquisition Regulation Supplement
AQL	Acceptable Quality Level
AR	Army Regulation
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
DA	Department of the Army
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DISS	Defense Information System for Security
DOW	Department of War
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
OTSG	Office of the Surgeon General
MEDCOM	Medical Command
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary

PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

- 3.1 Services: The government will provide the equipment, utilities, facilities, materials, and/or services listed below.
- 3.2 Facilities: The government shall furnish the necessary workspace for the Contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment for the help desk, network operations, and computer room duties to the OTSG, HQ MEDCOM staff and other designated personnel. The Government will furnish the computer equipment and supplies to these personnel necessary for performance of PWS duties.
- 3.3 Utilities: All utilities in the Government space facility will be available for the contractors use in performance of duties outlined in this PWS. The contractor (to include subcontractors) shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities.
- 3.4 Incidental Equipment: The government will provide the Contractor with access to incidental equipment for official government use. This property shall be considered incidental property issued by the Government. The Government shall maintain accountabilities for all incidental property IAW AFARS PGI 5145. The Government will be responsible for maintenance costs and repairs arising from normal usage of such property during performance of this contract.
- 3.5 Equipment: The government will provide all necessary equipment to perform all aspects outlined in this PWS to the Contractor. GFP property shall include an above-baseline computer configuration setup and peripherals. An attachment shall be included in the Paperless Contracting File (per FAR Subpart 4.8) and a GFP attachment shall be entered into the PIEE GFP Module.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

- 4.1 General: The contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.
- 4.2 Facility Clearance Level: The contractor shall possess and maintain a secret level facility clearance from the Defense Security Service. The contractor's employees performing work in support of this contract, when required, shall have been granted a secret level security clearance from the Defense Industrial Security Clearance Office.

PART 5 SPECIFIC TASKS

5. **SPECIFIC TASKS:** Tasks shall be managed according to the latest editions of all relevant Army regulations and other required policies.

5.1. Basic Services:

- The contractor shall provide services for continued Operation and Maintenance (O&M) onsite and local offsite support to the OTSG and HQ MEDCOM and other supported Army organizations. This includes system managerial support. This support shall serve as the primary interface between the organization and the Network Enterprise Center (NEC).
- In support of the HQ MEDCOM Lines of Effort, the Contractor, as necessary, shall integrate with the Army, DHA or other NEC entities.
- The Contractor shall oversee the deployment of network systems such as LANs, WANs, intranets, extranets, and other data communication systems.
- The Contractor shall provide user support, address user inquiries and provide solutions to technical problems utilizing tools such as Bomgar, phone, email, or in-person interactions.
- The Contractor shall perform regular maintenance to keep systems running smoothly.
- The Contractor shall coordinate with users to assign access rights, and train staff on network usage and security.
- The Contractor shall assist in managing computer applications including Enterprise Mission Assurance Support Service (eMass) and Army Portfolio Management Solution (APMS) to support information assurance programs, IT service records, and services.
- The Contractor shall continuously monitor network performance to identify bottlenecks, inefficiencies, or issues that require adjustment.
- The Contractor shall be proficient in desktop support for NIPR and SIPR, common hardware, and software applications to operate and maintain the HQ MEDCOM Windows based enterprise and standard edition operating systems.
- The Contractor shall provide technically qualified staff who with experience, expertise, and skills listed under PWS 1.5.11, Key Personnel.
- The Contractor shall participate in boards, meetings, or telephone conferences that pertain to IM/IT and telecommunications.

5.2 Service Specifics:

- The contractor shall provide and update all required documentations as outlined in the PWS and submit for subsequent dissemination to the COR and/or Government Functional Representative 30 days after award.

- The contractor shall maintain and execute an approved quality control program and processes to monitor contractor performance at applicable PWS locations and to ensure compliance with regulatory guidance and the requirements of this PWS.
- Help Desk / Computer Support: Provides comprehensive tiered support for PC systems and applications, covering a wide range of tasks from hardware and software maintenance to network and security management. Utilize ticketing systems to track user issues, prioritize urgent requests, and ensure timely resolution of all reported problems. Perform routine maintenance on computers and IT systems, including software updates, hardware replacements, and security checks to prevent vulnerabilities. Maintain records of user interactions, troubleshooting steps, and solutions provided to enhance future support and knowledge sharing. Identify complex problems that require specialized knowledge and escalate them to higher-level support teams when necessary. Ensure adherence to service agreements and IT policies to maintain quality and security standards within the organization. Work closely with other IT staff to coordinate efforts in resolving issues and implementing new technologies.
- Customer Support: The contractor must provide direct support to customers by assisting with functional applications, diagnosing basic computer problems, and user guides. They must also manage all help desk tickets from start to finish based on established categories, ensuring a resolution. Respond to user inquiries through various channels, including phone, email, and chat, addressing user questions and concerns promptly. Troubleshoot technical issues, diagnose and resolve hardware and software problems while guiding users through step-by-step solutions to restore functionality. Educate users on basic troubleshooting methods and software usage.
- Hardware and Software Maintenance: The contractor shall install, configure, troubleshoot, and maintain all hardware, including voice and data communications lines and equipment. This also involves ensuring software compatibility across different operating systems, maintaining a comprehensive software list with licensing information, and preparing all software documentation for procurement.
- Network and Security Management: The contractor shall collaborate with network enterprise centers to maintain access to the DOWIN-A, MedCOI, and other networks that require organizational connectivity. They shall also assess the performance of Army Unified Directory Services (AUDS) workstations to maximize their efficiency.
- The Contractor shall conduct site level implementation and activities of data migrations.
- Compliance and Measures: The contractor must manage the processing of both new and departing users in accordance with security protocols. Their performance shall be measured against specific criteria, including meeting the 96-hour deadline for providing network access to new users who have completed security and received supervisor approval.

- Account and System Management: The contractor shall manage user and group accounts and workstations and when not automated, apply security updates, patches, and fixes.
- Performance and Security Monitoring: The contractor shall run network scans for security compliance as required.
- Troubleshooting and Support: The contractor shall regularly check the Help Desk Service Center, address tickets, and inoculate infected hardware. They shall also assist customers with software and hardware applications.
- Asset and Inventory Management: The contractor shall maintain a list of all local systems, including their ownership, warranty, and lifecycle management. They shall also manage organizational databases and ensure they are properly archived.
- Trusted Agent Duties: The contractor must obtain and maintain Trusted Agent certification for token issuance and management.
- Reporting: The contractor must immediately report outages or infected systems to the COR and IT management.

5.3 Contractor tasks: The contractor shall provide on-site and local off-site support for the OTSG, HQ MEDCOM, and other supported Army organizations. The contractor shall perform, at a minimum, the following for each task, which includes but is not limited to:

- Serve as the primary interface between the organization and the NEC.
- Manage program milestones by updating the program plan as necessary.
- Manage and mitigate risks associated with information management and technology.
- Provide testing and troubleshooting for all IT equipment, software, and applications.
- Handle a wide range of IT tasks, including configuring network devices like scanners and printers, processing personnel for IT equipment, and managing the day-to-day workload and technical issues.

5.4 Computer and Information Systems Manager, SME: The Contractor shall provide qualified and capable personnel meeting the requirements as outlined in PWS 1.5.11 (a). The contractor shall provide a person with the ability to clearly express ideas, actively listen, and effectively interpret others, has current working IM/IT, project and or program management knowledge and shall:

- Be responsible for the coordination and delivery of overall requirements as outlined in this PWS.
- Plan, direct and coordinate activities related to IT as outlined in the PWS.

- Manage and monitor all onsite personnel, their actions, training (annual and certification), schedules, leaves, vacation, etc.
- Perform and document explicit and implicit functional and technical requirements.
- Develop, schedule and provide in-house training for technicians on documented technical procedures to ensure continuity of operations.
- Perform actions to ensure continuity of network upon implementation and deployment of new MS products and information management/information technology (IM/IT) baseline and above baseline imaging.
- Perform actions and interface/coordinate with users on a regular or as needed basis to ensure consistency, functionality, and applicability is maintained across the organization's collaborative and joint sites.
- Ensure continuity of site upon the introduction of new versions of Microsoft products.
- Oversee and provide effective action plans that address implementation of necessary site support.
- Provide and/or maintain OTSG and HQ MEDCOM and other Army organizations (as required) centric Program Management Plan within thirty (30) days of award.
- Create and or maintain Work Breakdown Structure (WBS).
- Provide monthly status reports monthly, NLT 15th business day of month and include metrics analysis that includes how contract meets PWS requirements.
- Provide a weekly ticketing status report, delivered on Friday or Monday.
- Provide support to the Government in understanding the impact of a solution or technology selection on business and IT activities and performance metrics, helping to maintain a business case or measure the return on investment.
- Monitor environmental factors of data centers and network closets.
- Participate with the G-6 and other required personnel in identifying critical issues associated with improvement and management of the network.
- Assess risks and maintain strategies to mitigate or avoid them.

5.5 **Network and Computer Systems Administrator, Journeyman:** The Contractor shall provide personnel meeting the requirements as outlined in PWS 1.5.11 (b). The Contractor shall provide a person with the ability to follow policies and procedures, be a team player, provide excellent customer service, and shall:

- Utilize government-provided software programs to ensure compatibility between different operating systems and domains, file access methods, installed programs, and retrieval of information data.
- Analyze and rectify IM/IT issues and distribute approved software either on site or remotely, utilizing government –provided monitoring, analysis, and automation tools. Assist supported customers with the functional software and hardware applications as necessary.

- Facilitate the interoperability of unique applications with other applications, administration of operating systems software; windows-based enterprise and standard editions, database administration, Active Directory administrative functions, control and access of data storage, space allocation.
- Assist in administering the OTSG local area network (LAN) and wide area network (WAN) for (USA OTSG), MEDCOM and other Army organizations and/or authorized users (as required).
- Analyze, diagnose basic computer configuration and hardware problems to resolve quickly and efficiently.
- Support video teleconferences.

5.6 **Computer User Support Specialist, Journeyman:** The Contractor shall provide personnel meeting the requirements as outlined in PWS 1.5.11 (b). This person shall have the ability to follow policies and procedures, be a team player, provide excellent customer service, and shall:

- Provide customer support, assistance, and orientation user guides, or customer information handouts.
- Manage workload to ensure all issues are resolved while troubleshooting and resolving critical IMIT issues.
- Communicate with G6 and coworkers to diagnose problems.
- Troubleshoot, and maintain hardware and software, hard drives, processors, NICs, monitors, servers (on-prem or cloud).
- Collaborate with coworkers in the process of technical issue resolution.
- Assess performance of workstations and implement maintenance and procedures to maximize performance.
- Maintain software list, licensing information, and installed locations.
- Maintain a precise inventory of all equipment.
- Perform duties as an Enterprise Manager for account creation in Defense Enterprise Provisioning Online and similar systems.
- Support network configurations and connectivity requirements for user adds, changes and moves.
- Support video teleconferences.

5.7 **Telecommunications Engineering Specialist, Journeyman:** The Contractor shall provide a personnel meeting the requirements as outlined in PWS 1.5.11 (c). The contractor shall provide personnel with ability to clearly express ideas, actively listen, and effectively interpret others, has current working IM/IT, project and or program management knowledge and shall:

- Provide a full telecommunications support for OTSG and/or HQ MEDCOM. This includes maintaining phones, smartphones, and other mobile devices, while also managing help desk tickets and coordinating with the Telecommunications Officer on upgrades and changes.
- Maintain a precise inventory of all equipment.
- Be proficient in utilizing systems such as DISA Storefront in the management of devices.
- Maintain a digital inventory of all telecommunications assets, including phones, smartphones, tablets, and dedicated circuits.
- Act as the primary liaison with the Telecommunications Officer to coordinate upgrades and changes.
- Assist users with wireless or desk phone moves, adds, changes, and manage help desk tickets by prioritizing, resolving, and updating their status daily.

5.8 Service Contract Report (SCR): System for Award Management (SAM) Service Contract Report (SCR): The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Department of the Army via a secure data collection site. The Contractor is required to complete all required data in the System for Award Management (SAM) using the following web address: <http://www.sam.gov>. Reporting inputs shall be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk by clicking “View Assistance for SAM.gov” which is located at the top of the SAM.gov website. From there, you can select “Contact Our Service Desk” which will allow you to contact SAM.gov directly. If contract period of performance ends prior to September 30, the Contractor has 30 calendar days from end date of the contract to complete the SAM SCR requirement.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.
5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information:

a. Total Amount Invoiced: Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).

b. Prime Contractor Hours Expended: Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Equivalent (FTE) employee, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.

6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.

7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

Steps for Editing a Submitted Report

1. Follow steps 1-4 above. Any previously submitted SCR will have a View/Edit button instead of an Add button.

2. Select View/Edit. You will be able to view the current SCR, edit available fields, and resubmit the record. You can also delete previously entered information altogether.

STD: All information provided by the Contractor shall be accurate, complete, and not exceed suspense dates noted in corresponding paragraph above.

AQL: 100% Compliant

PART 6 APPLICABLE PUBLICATIONS

The contractor shall abide by, but not limited to, all publications, manuals, and regulations listed in this section.

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

ARMY Regulations:

- AR 25-1, Army Information Technology, 15 July 2019.
- AR 25-2, Army Cybersecurity, 4 April 2019.
- AR 73-1, Test and Evaluation Policy, 08 June 2018.
- DA Pam 73-1, Test and Evaluation in Support of System Acquisition, 30 May 03.

DOW Regulations:

- DoD Instruction Number 8510.01, Risk Management Framework For DoD Systems, dated 19 July 2022.
- DoD Instruction Number 8310.01, Information Technology Standards in the DoD, dated 31 July 2017.
- DoD Instruction Number 8500.01, Cyber Security, dated 07 October 2019.
- DoD Instruction Number 8530.01, Cybersecurity Activities Support to DoD Information Network Operations, dated 25 July 2017.
- DoD Instruction Number 8520.02, Public Key Infrastructure (PKI) and Public Key (PK) Enabling, dated 24 May 2011.
- DoD Instruction Number 8100.02, Use of Commercial Wireless Devices, Services, and Technologies in the Department of Defense (DoD) Global Information Grid (GIG), dated 23 April 2007.
- DoD Instruction Number 8420.01, Commercial Wireless Local-Area Network (WLAN)
- Devices, Systems, And Technologies dated 03 November 2017.

Joint Regulations:

- Joint Ethics Regulation (JER), 15 May 2024

DOW Directives:

- DoD Directive 8500.2, Information Assurance Implementation, dated 6 February 03.

6.1. The contractor (to include sub-contractors) must abide by all applicable regulations, publications, manuals, and local policies and procedures.

PART 7 ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. Technical Exhibit List:

- 7.1 Technical Exhibit 1 -Performance Requirements Summary
- 7.2 Technical Exhibit 2 -Deliverables Schedule
- 7.3 Technical Exhibit 3 - Estimated Workload Data

7.1 TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Required Services (Tasks)	Performance Standard	Acceptable Quality Level	Incentive
Manage and resolve service tickets via phone, email, and other forms of inquiries for request for IMIT support, network support, and be able to either answer questions, guide users through processes and directives. PWS section 5.4	95% Ticket solvency	95 percent from deviation	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
Manage user network access and equipment issuance PWS section 5.4	No more than three dissatisfied customer complaints per month	95 percent from deviation	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
Diagnose and resolve technical issues promptly, and perform regular	No more than	95 percent from deviation	Contractor performance data will be used to substantiate objective ratings

maintenance PWS section 5.1	three unresolved local issues per month		of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
Participate in boards, meetings, or telephone conferences that pertain to IM/IT PWS 1.5.12, 5.1	No more than three unrepresented meetings per month	95 percent from deviation	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.

7.2 TECHNICAL EXHIBIT 2

Deliverables Schedule

Note: The Government will have 14 calendar days to review the deliverables and respond to the Contractor in writing as to the acceptance of a deliverable. The Government will provide a written description of all deficiencies and discrepancies discovered during the review to the Contractor; the Contractor shall submit corrected deliverable within 14 calendar days at no additional cost to the Government.

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
001: Monthly Status Reports to include Metrics Analysis PWS 5.4	Monthly, NLT 15 th business day of month	Original 1 copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)
002: Ticketing Status Report PWS 5.4	Delivered weekly, Friday or Monday	Original 1 Copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)
003: Project Management Plan (PMP) if required PWS 5.4	Within 15 days of award and updated as required	Original 1 copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)
004: Meeting Minutes if required PWS 2.1.5	Delivered within 1 business day after meeting.	Original 1 copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)

005: Quality Control Plan PWS 1.5.1, 1.6.3, 5.2	Within 30 days of contract award and/or Update Contract level PMP as required	Original 1 copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)
006: Financial Reports PWS 1.5.9	10 th day of every month and as requested by the Government financial POC	Original 1 copy	All formats shall be Electronically MS Word or other MS Office Products	COR Functional Representative (s)

7.3 TECHNICAL EXHIBIT 3

Estimated Workload Data

The Government estimated level of effort for this PWS is provided in the table below. The contractor is encouraged to propose labor categories and hours consistent with their technical approach.

Labor Category	Job Function	FTEs	Hours
Computer and Information Systems Manager, SME	Program Manager	2.00	3840
Network and Computer Systems Administrator, Journeyman	Systems Admin	2.00	3840
Network and Computer Systems Administrator, Journeyman	Systems Admin	2.00	3840
Telecommunications Engineering Specialist, Journeyman	Telecom Technician	2.00	3840
Computer User Support Specialist, Journeyman	Systems Engineer	2.00	3840

Surge Capability: There may be a need for additional support for periods of increased activity. Surge capability will be request as needed by the government 60 days in advance of the surge need when possible. Surge funding will be approved by the functional representative, the resource manager, and submitted to the Contracting Officer for award approval. Implementing surge capability will be approved by the functional representative, the resource manager, and the COR. Surge estimate below is per year. The Contractor shall include a separate cost for surge support as shown below:

Labor Category	Job Function	FTEs	Hours
Computer and Information Systems Manager, SME	Program Manager	2.00	3840
Network and Computer Systems Administrator, Journeyman	Systems Admin	2.00	3840

Network and Computer Systems Administrator, Journeyman	Systems Admin	2.00	3840
Telecommunications Engineering Specialist, Journeyman	Telecom Technician	2.00	3840
Computer User Support Specialist, Journeyman	Systems Engineer	2.00	3840

7.4 TECHNICAL EXHIBIT 4

Position Category, Specialty and Level Certification

IAT Level I	IAT Level II	IAT Level III
<ul style="list-style-type: none"> • A+ CE • CCNA-Security • CND • Network+ CE • SSCP 	<ul style="list-style-type: none"> • CCNA Security • CySA+ • GICSP • GSEC • Security+ CE • CND • SSCP 	<ul style="list-style-type: none"> • CASP+ CE • CCNP Security • CISA • CISSP (or Associate) • GCED • GCIH • CCSP