

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

### **Code 15 Office Management Services**

#### **1.0 BACKGROUND**

The Sensors and SONAR Systems Department, Code 15, of the Naval Undersea Warfare Center Division Newport (NUWC DIVNPT) is responsible for full spectrum engineering, development and research pertaining to Sensors, SONAR and Undersea Warfare. Platforms include submarines, surface ships, surveillance, and distributed networks. Code 15 requires contract services to support office management support across the department.

Code 15 serves as the Navy's Technical Direction Agent (TDA) and In-Service Engineering Agent (ISEA) for surface, submarine and undersea SONAR systems. Code 15 supports NAVSEA sponsors through a variety of technical programs including AN/BQQ-10, AN/SQQ-89, Maritime Surveillance Systems, Towed Systems, Advanced Development and Science and Technology (S&T).

#### **1.1 Places of Performance**

Services will be performed at NUWC DIVNPT in Newport, RI.

#### **1.2 Authorized Users**

This task order is applicable to the Sensors and SONAR Department, Code 15, of NUWC DIVNPT.

#### **1.3 Sponsors**

NUWC DIVNPT Code 15, Sensors and SONAR Systems Department

#### **1.3 Types of Funding**

NUWC DIVNPT Overhead (OH)

#### **2.0 SCOPE**

The Contractor shall provide office management services in support of the Sensors and SONAR Systems Department, Code 15. The contractor shall ensure continuity of the services defined in this PWS during normal operating hours. The contractor shall provide office management services for the following tasks, as detailed in Section 4 of this SOW:

- Front desk operations
- Document Preparation and Handling
- Data Processing/Timekeeping
- Meeting Management
- Travel Management
- Visit Requests

### 3.0 APPLICABLE DOCUMENTS

The Contractor shall perform the tasking required in Section 4.0 in accordance with the below Applicable Documents (AD).

Number	Document	Dated
3.1	SECNAV M-5216.5, Department of the Navy Correspondence Manual	16 May 2018
3.2	SECNAV M-5210.2, Department of the Navy Standard Subject Identification Code (SSIC) Manual	29 Aug 2018
3.3	SECNAV M-5210.1, Department of the Navy Records Management Program	23 Sep 2019
3.4	NUWCDIVNPT M-5500.4 NUWCDIVNPT Command Security Manual	07 Apr 2023
3.5	DoD Controlled Unclassified Information Markings	23 Oct 2020
3.6	NUWC-NPT White Paper – Rev. 2023-01 Publications Style Guide, NUWC Division Newport	05 Dec 2023
3.7	NUWCDIVPT INST 5218.1B, NUWCDIVNPT Mail Management Program	22 Mar 2022
3.8	DoDI 5230.24, Distribution Statements on DoD Technical Documents	10 Jan 2023
3.9	DoDI 5400.11 DoD Privacy and Civil Liberties Programs	08 Dec 2020
3.10	DoD Instruction 5200.01 DoD Information Security Program and Protection of Sensitive Compartmented Information (SCI)	01 Oct 2020
3.11	NUWCDIVNPT 5218.1B Mail Processing and Services	22 Mar 2022
3.12	NUWCDIVNPT NOTE 5402 By Direction Signature Authority	19 Dec 2022
3.13	NUWCDIVNPTINST 12000.3 Pay, Absence, and Leave	05 Mar 2020
3.14	Code 15 Admin Desk Guide (Binder)	30 Jan 2026

NOTE: Personal services and inherently government function support are outside the scope of this task order. The Contractor shall not provide any personal services or perform an inherently government function.

The Contractor shall immediately notify the Contracting Officer's Representative (COR) and Contracting Officer if it believes any of the support defined in this PWS is for personal services or an inherently government function.

The Government will not supervise or otherwise direct Contractor employees. Prohibited inherently governmental functions include but are not limited to:

- 1) Directing and controlling Government employees,
- 2) Determining the disposition, including the terms of the disposition, of Government property,
- 3) Determining what supplies or services are to be acquired by the Government,
- 4) Binding the Government to take or not to take some action by contract, policy, regulation, authorization, order, or otherwise,
- 5) Exerting ultimate control over the acquisition, use, or disposition of the property of

- the Government, including the collection, control, or disbursement of Federal funds,
- 6) Approving any contractual documents, to include documents defining requirements, incentive plans, and evaluation criteria (which includes Purchase Card (P-Card and Standard Procurement System (SPS) contracts),
  - 7) Administering contracts (including ordering changes in contract performance, contract quantities, delivery schedule, or warranty; and taking action based on evaluations of contractor performance),
  - 8) Accepting or rejecting contractor products or services,
  - 9) Terminating contracts.

#### **4.0 TECHNICAL REQUIREMENTS**

The Contractor shall perform the following office management services in accordance with Applicable Documents in Section 3.0 and using Government Furnished Information (GFI) identified in Section 6.0, and as specified in individual Technical Instructions (TI).

##### **4.0.1 Service Coverage**

The Contractor shall provide manpower to ensure adequate coverage to perform services required under this PWS during the normal operating hours, ensuring coverage during core hours of 0800 to 1600 hours local time; Monday through Friday, except Federal holidays.

##### **4.1 Front Desk Operations**

In accordance with ADs (3.7, 3.9, 3.12, and 3.14) and using Government Furnished Equipment (GFE) the contractor shall provide front desk and office management services.

**4.1.0** The contractor shall provide in-person front desk coverage each workday for department head and each division head's office.

**4.1.1** The Contractor shall answer incoming telephone calls and either transfer the call, record and deliver a message, or forward the caller to the appropriate voicemail. If the Contractor is out of the office, Contractor personnel shall forward telephone calls to another Contractor admin to ensure constant phone coverage during the workday. If the admin is teleworking, the outgoing voice message shall include an alternate contact phone number.

**4.1.2** The Contractor shall greet visitors, determine the nature of their visit, and direct them to cognizant Government personnel.

**4.1.3** Utilizing GFI 6.1, the Contractor shall coordinate interviews and print documentation.

**4.1.4** Upon receipt of employee change information provided as GFI 6.1, the Contractor shall update and maintain building Muster Lists and Code 15 emergency recall lists, and other Code 15 personnel tools located on Division Teams pages, on a monthly basis.

Deliverable: CDRL A001.

**4.1.5** Contractor shall monitor printers/copiers functionality, as provided in GFI 6.2 and submit a trouble ticket to the Newport Trouble Ticket tool if the device is not working properly.

- A. On a bi-weekly basis, the Contractor shall monitor the paper and toner levels for printers, copier, and fax machines, and inform the Government POC if service calls or supplies are needed.

**4.1.6** On a monthly basis, the contractor shall inventory and organize office supplies and provide a list of recommended consumable office supplies for order to the Government POC.

**4.1.7** Upon receipt of request provided as GFI and mail for shipment, the Contractor shall package and prepare mail for distribution or mailing, both internal and external to NUWCDIVNPT. The Contractor shall drop off outgoing mail in the nearest outgoing mail location in the building. On a daily basis, the Contractor shall sort and distribute incoming mail to the Government POC identified on the mail.

**4.1.8** The Contractor shall perform the non-discretionary, clerical task of transcribing GFI 6.1 into the Command's Personnel Action tool to populate Standard Form 52 (SF-52) packages. The Contractor's role is strictly limited to the following process:

- A. Upon receipt GFI 6.1 containing of a complete package from a designated Government Point of Contact (POC), which contains all substantive information required for the personnel action, the Contractor shall accurately transcribe the data provided into the electronic SF-52 form and attach any other documents included in the package.

- B. Once all government-provided data is transcribed and the package is assembled, the Contractor shall submit the package into the system's pre-defined electronic routing chain for all required Government reviews, signatures, and approvals. The Contractor's responsibility for the action concludes upon submission.

- C. Under no circumstances shall the Contractor advise Government personnel on the type of personnel action to be taken, independently draft or edit the substantive justification for an action, interpret personnel regulations, or exercise any discretion related to the content of the SF-52. The Contractor's function is limited solely to data transcription. Any inquiries from Government personnel seeking advice or discretion related to an SF-52 must be immediately referred to the Contracting Officer's Representative (COR).

## **4.2 Document Preparation and Handling**

In accordance with ADs listed in Section 3.0 and upon receipt of GFI 6.1, the contractor shall prepare, edit, and handle documents and correspondence for Code 15 Department-wide and Programmatic level requirements.

- A. Memorandums and Outgoing Correspondence

- 1) Using Government provided records management systems, the Contractor shall perform records management of documents generated within the office and received as GFI.
- 2) Upon receipt of GFI 6.1, the Contractor shall prepare, edit, and log documents for Code 15 Department-wide and programmatic level requirements. The Contractor shall create, type, merge, revise, update, format, proofread, serialize, print, prepare, and route documents, presentations, Naval Messages, and correspondence.
- 3) The Contractor shall prepare CLASSIFIED GFI for distribution or mailing, mailing labels, forwarding letters, and custody receipt forms as needed. The Contractor shall maintain CLASSIFIED document logs and hand deliver CLASSIFIED GFI to NUWC control points (Secret Control, CLASSIFIED Document Library, Security, Mail Room).

**B. Scanning/Filing/Duplication**

- 1) In accordance with AD 3.14 and upon receipt of GFI 6.3, Contractor shall scan signed documents and upload scanned document and route sheet to the appropriate folder.
- 2) Contractor shall copy, scan, and collate documents provided as GFI 6.3.

**C. Incoming Correspondence**

- 1) Upon receipt of incoming correspondence requiring a signature, the contractor shall route the document to the appropriate signatory. Once the required signatures are obtained, the contractor shall return the document to the requestor or continue the routing process as provided in GFI 6.1.

**D. Presentation Materials**

- 1) Upon receipt of program briefing schedule and draft presentation materials provided by GFI 6.1, the contractor shall compile the materials and deliver cohesive presentation materials. Presentation materials include: highlights, technical documentation, graphics, briefs, roadmaps, charts, and reports.

**E. Correspondence Log**

- 1) In accordance with AD 3.14, the contractor shall ensure that all correspondence and documents requiring tracking is properly recorded and updated in the correspondence log. Each entry shall include, at a minimum, the date of receipt, sender, recipient, subject or description, current status, and applied actions. The log shall be accurately maintained and updated promptly to reflect the most current status of the correspondence, ensuring full traceability and accountability throughout the routing process.

### **4.3 Data Processing**

In accordance with AD 3.14 and upon receipt of GFI 6.1, the contractor shall enter, verify, and retrieve data to create and print reports from existing Government databases.

#### **4.3.1 Timekeeping**

On a weekly basis, the Contractor shall review timekeeping data in ERP against leave requests within Fiori to verify timecards are entered and accurate, and that all leave requests are accounted for within Fiori. Utilizing GFI 6.5, the Contractor shall compile a consolidated report of all entries and any identified discrepancies (e.g., missing time, inconsistencies with leave slips) and shall provide this report to the designated Government POC for review and action. The Contractor shall not make corrective timesheet recommendations to individual employees. Once timecards have been reviewed and corrections have been made by the applicable Government employee, the contractor shall notify the Code 15 supervisor.

#### **4.4 Meeting Management**

A. Using GFI 6.1 providing availability, attendees, audio/visual, and video-teleconferencing requirements, Contractor shall reserve conference rooms for meetings and events. Contractors shall not make decisions as to the date or time to schedule a meeting or reserve a conference room. GFI 6.1 will provide specific information.

B. Upon receipt of GFI, 6.1 Contractor shall compile meeting, leave, and travel schedules into the Department POC's calendars.

C. On a weekly basis and upon receipt of agenda input information provided as GFI, the contractor shall prepare Code 15 Department and Program Meeting Agendas for Government review.

#### **4.5 Travel Management**

In accordance with AD 3.14 and upon receipt of travel request for Temporary Duty (TDY) provided as GFI, the Contractor shall draft travel orders, vouchers, and training requests in the Defense Travel System (DTS). The contractor shall track orders, vouchers, and requests through approval and notify any approvers of any urgent requests based on short suspense travel dates.

#### **4.6 Visit Requests**

In accordance with AD 3.14, and using GFI 6.1, the contractor shall support Code 15 personnel in reserving location, coordinating attendance, and ensuring that Classification Guidelines are clearly posted, meeting requests are disseminated, and visit requests are submitted. Under government direction, prepare meeting materials and record meeting minutes. For meetings and conferences hosted off campus, ensure approval, registration, and logistics associated with travel to and from the event are addressed for attending Code 15 personnel.

Upon receipt of visit requests provided as GFI, the Contractor shall research applicable Security Management Office (SMO) Codes and Points of Contact (POC) and enter visit requests in the Defense Information System for Security (DISS). Upon submission of visit request in DISS, the contractor shall contact the receiving activity to request confirmation

of receipt. Upon receipt of confirmation from the receiving activity, the contractor shall notify the Government requestor that the visit request has been submitted.

## **5.0 Progress Reports**

### **5.1 Contract Status Report**

The Contractor shall prepare a Contractor's Status Report that indicates the progress of work, status of the program(s), and existing or potential problem areas for all assigned tasks. The Contractor shall submit the Contract Status Report for the same timeframe as each invoice submitted in the Wide Area Workflow (WAWF) Module of the Procurement Integrated Enterprise Environment (PIEE).

Deliverable: CDRL A003.

### **5.2 Training**

- 5.2.1 The Contractor shall require all Contractor employees performing work at any NUWC Division Newport site, who has a Common Access Card (CAC) and an NMCI Account, to complete all required Mandatory trainings. The Mandatory training and required training schedule is available at the following website: [https://flankspeed.sharepoint-mil.us/sites/NAVSEA\\_NUWC\\_NEWPORT\\_10/101/SitePages/NUWCDIVNPT\\_Mandatory\\_Training.aspx](https://flankspeed.sharepoint-mil.us/sites/NAVSEA_NUWC_NEWPORT_10/101/SitePages/NUWCDIVNPT_Mandatory_Training.aspx). See the .pdf file NAVSEA Mandatory Training Requirements for Contractors.
- 5.2.2 The Contractor shall validate the Government's DRAFT Limited Audience Training Applicability List, provided as GFI 6.6 for accuracy and completeness and submit to the Government a finalized Limited Audience Training Applicability List. The following Limited Audience required training(s) are applicable to this requirement: DON Mandatory Annual Time and Attendance Training.
- 5.2.3 The Contractor shall require Contractor employees to complete any applicable Limited Audience required training(s). Note: Limited Audience required training(s) may be applicable regardless of performance site location.
- 5.2.4 The Training Completion Status Report and Limited Audience Training Applicability List shall include the contract number, contractor employee name, specific training course title and identification number, and completion date for all contractor employees asserting training completion. Contact the COR identified in Section G if additional access instructions are needed. If specific training questions arise, contact the POC listed for the training in the above-specified .pdf(s).

Deliverable: CDRL A002.

## **6.0 Government Furnished Information**

The following Government Furnished Information (GFI) will be made available under this contract.

Number	Title	Applicable SOW Task Number
6.1	Email correspondence from Government point of contact	ALL
6.2	Listing of printer locations and associated responsible division	4.1.5
6.3	Hard-copy documentation	4.2
6.4	Completed timesheets in ERP	4.3.1
6.5	Maxi-flex Validator Tool	4.3.1
6.6	Limited Audience Training List	5.2.2

## **7.0 Government Furnished Property**

The Government may provide Government Furnished Property (GFP) as listed in Attachment 1. The contractor shall adhere to DFARS Clause 252.245–7005 for the management and reporting of Government Property and shall use the GFP Module of the Procurement Integrated Enterprise Environment (PIEE) as specified in the clause. In addition, the Contractor shall prepare and submit a Government Property (GP) Inventory Report to capture GFP status IAW CDRL A004.

Deliverable: CDRL A004.

## **8.0 Quality Surveillance and Performance Standards**

The Government will conduct quality surveillance via various methods including formal and informal meetings, review of technical reports, review of monthly progress reports, and review of deliverables. Contractor performance will be evaluated in the areas of technical quality, cost control, schedule/timeliness, management, utilization of small business, and regulatory compliance as follows:

- Technical Quality: The government will evaluate technical quality using the criteria defined in the Performance Requirements Summary Table (PRST), Attachment 2;
- Cost Control: The government will evaluate the contractor's effectiveness in forecasting, managing, and controlling actual costs in comparison to negotiated costs;



- **Schedule/Timeliness:** The government will evaluate the contractor's ability to meet negotiated milestones and delivery schedules;
- **Management:** The government will evaluate the contractor's ability to integrate and coordinate all activities needed to execute the contract;
- **Utilization of Small Business:** The government will evaluate the contractor's compliance with the Small Business Subcontracting Plan and any small business subcontracting goals contained in the contract/task order;
- **Regulatory Compliance:** The government will evaluate the contractor's compliance with the terms and conditions of the contract relating to applicable regulations and codes.

## **9.0 Information and Communication Technology (ICT) Accessibility Requirements**

The Government has determined that this procurement is an exception to the Information and Communication Technology (ICT) Accessibility Standards (36 C.F.R. Part 1194, Appendix A). Notwithstanding that an exception exists, the Contractor may furnish items or services provided under this contract that comply with the ICT Accessibility Standards (36 C.F.R. Part 1194, Appendix A).

## 10.0 Security Compliance

### 10.1 Program Protection

**SECURITY:** All Contractor personnel shall adhere to the Security provisions of 32 CFR Part 117 – National Industrial Security Program Operating Manual (NISPOM). While performing work at a Government Facility, Contractor personnel shall comply with the security regulations of the host facility. Applicable FAR, DFARS, NMCARS clauses, and NAVSEA text shall be adhered to in the performance of this contract. Security incidents shall be promptly reported through the companies Facility Security Officer (FSO), to the Contracting Officer's Representative (COR), Technical Point of Contact (TPOC), and the Cognizant Security Office to NUWCDIVNPT Security.

**North Atlantic Treaty Organization (NATO) Information**

NATO Information is required for the contractor to perform task(s): N/A

Controlled Unclassified Information (CUI) including Legacy FOUO and Covered Defense Information (meeting the definition of 48 CFR 252.204–7012(a)) generated and/or provided under this contract shall be marked and safeguarded as specified in DoD Instruction 5200.48, CUI available at:

<https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/520048p.PDF>. Any product containing Covered Defense Information shall be assigned a distribution statement (distribution statements B through F) in accordance with DoDI 5230.24 (Distribution Statements on Technical Documents); and DoDI 5230.24, Enclosure 3 Procedures, available at <https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/523024p.pdf>

**INFORMATION SECURITY:** If the work is performed at the Contractor's facility, the Contractor shall implement and maintain security procedures and controls to prevent unauthorized disclosure of classified information and controlled unclassified information (CUI) and to control distribution of CUI in accordance with National Industrial Security Program Operating Manual (NISPOM) codifying 32 CFR Part 117, NISPOM Rule, and SECNAV M-5510.36B. If the work is performed at the Government's facility, the Contractor shall comply with facility policy.

**CUI INCIDENT REPORTING AND RESPONSE:** The Contractor shall promptly report any unauthorized, inadvertent, or illegal release or disclosure of CUI to the Contracting Officer's Representative / Technical Point of Contact (TPOC), Procuring Contracting Officer, and the Security Office. Contractor personnel shall coordinate this effort through the relevant industry site FSO.

**PUBLIC RELEASE:** Any controlled unclassified information pertaining to this contract shall not be released for public dissemination, including posting to any social media sites such as Facebook or Twitter, 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 through the appropriate U.S. Government Office.

## **10.2 Operations Security (OPSEC)**

OPSEC is a process that identifies critical information to determine if friendly actions can be observed by adversary intelligence systems, determines if information obtained by adversaries could be interpreted to be useful to them, and then executes selected measures that eliminate or reduce adversary exploitation of friendly critical information.

The Contractor shall develop and implement and update and maintain an OPSEC program to protect controlled unclassified and classified activities, information, equipment, and material used or developed by the Contractor and any subcontractor during performance of the contract. The Contractor shall be responsible for the subcontractor implementation of the OPSEC requirements. The Contractor developed OPSEC program may include Information Assurance and Communications Security (COMSEC). The OPSEC program shall be in accordance with National Security Presidential Memorandum (NSPM) 28, and at a minimum shall include:

- 1) Assignment of responsibility for OPSEC direction and implementation.
- 2) Issuance of procedures and planning guidance for the use of OPSEC techniques to identify vulnerabilities and apply applicable countermeasures.
- 3) Establishment of OPSEC education and awareness training. To include initial and annual OPSEC training.
- 4) Provisions for management, annual review, and evaluation of OPSEC programs.
- 5) Flow down of OPSEC requirements to subcontractors when applicable.

While performing aboard Government sites, the contractor shall: comply with all OPSEC instructions and policies; include OPSEC as part of its ongoing security awareness program and take all required Agency training; Be responsive to the Supporting OPSEC Manager on a non-interference basis; and Protect sensitive unclassified information and activities, which could compromise classified information or operations, or degrade the planning and execution of operations performed by the Requiring Organization and contractor in support of the mission.

## **10.3 Electronic Spillage**

Electronic Spillage (ES) is defined as a situation where information of higher classification than a system is authorized to process is introduced into that system, intentionally or otherwise. If a Contractor is determined to be responsible for an ES, all direct and indirect costs incurred by the Government for ES remediation will be charged to the Contractor.