

ORDER FOR SUPPLIES OR SERVICES (FINAL)

1. CONTRACT NO. N00178-15-D-8268		2. DELIVERY ORDER NO. N0018918F3004		3. EFFECTIVE DATE 2018 Feb 01		4. PURCH REQUEST NO. N0001218RCCS001		5. PRIORITY Unrated	
6. ISSUED BY NAVSUP FLC Norfolk, Code 200 1968 Gilbert Street Ste 600 Norfolk VA 23511-3392			CODE N00189	7. ADMINISTERED BY DCMA HAMPTON 2000 Enterprise Parkway, Suite 200 Hampton VA 23666			CODE S5111A	8. DELIVERY FOB DESTINATION OTHER <i>(See Schedule if other)</i>	
9. CONTRACTOR IntellecTechs, Inc. 195 S. Rosemont Road, Suite 103 Virginia Beach VA 23452-4353			CODE 5A3Y0	FACILITY		10. DELIVER TO FOB POINT BY (Date) See Schedule		11. X IF BUSINESS IS	
							X	SMALL	
					12. DISCOUNT TERMS Net 30 Days WIDE AREA WORK FLOW		X	SMALL DISADVANTAGED	
							X	WOMEN-OWNED	
					13. MAIL INVOICES TO THE ADDRESS IN BLOCK See Section G				
14. SHIP TO See Section D			CODE	15. PAYMENT WILL BE MADE BY DFAS Columbus Center, South Entitlement Operations P.O. Box 182264 Columbus OH 43218-2264			CODE HQ0338	MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.	
16. TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of numbered contract.						
	PURCHASE		Reference your _____ furnish the following on terms specified herein.						
			ACCEPTANCE. THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.						
IntellecTechs, Inc.			IntellecTechs CEO						
NAME OF CONTRACTOR			SIGNATURE		TYPED NAME AND TITLE			DATE SIGNED (YYYYMMDD)	
<input type="checkbox"/>			If this box is marked, supplier must sign Acceptance and return the following number of copies:						
17. ACCOUNTING AND APPROPRIATION DATA/LOCAL USE See Schedule									
18. ITEM NO.	19. SCHEDULE OF SUPPLIES/SERVICES				20. QUANTITY ORDERED/ ACCEPTED *	21. UNIT	22. UNIT PRICE	23. AMOUNT	
	See Schedule								
*If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.				24. UNITED STATES OF AMERICA			25. TOTAL		
				BY: _____			26. DIFFERENCES		
				01/30/2018 CONTRACTING/ORDERING OFFICER					
27a. QUANTITY IN COLUMN 20 HAS BEEN									
INSPECTED		RECEIVED		ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED:					
b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE				c. DATE		d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE				28. SHIP NO.		29. D.O. VOUCHER NO.		30. INITIALS	
				PARTIAL		32. PAID BY		33. AMOUNT VERIFIED CORRECT FOR	
				FINAL					
f. TELEPHONE		g. E-MAIL ADDRESS			31. PAYMENT		34. CHECK NUMBER		
36. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT.				COMPLETE					
a. DATE		b. SIGNATURE AND TITLE OF CERTIFYING OFFICER			PARTIAL		35. BILL OF LADING NO.		
					FULL				
37. RECEIVED AT		38. RECEIVED BY (Print)		39. DATE RECEIVED		40. TOTAL CON-TAINERS		41. S/R ACCOUNT NUMBER	
								42. S/R VOUCHER NO.	

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 2 of 2	FINAL
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GENERAL INFORMATION

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 1 of 50	FINAL
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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
8000	R425	Technical, Information Technology and Event Administration Support Services (O&MN,N)	12.0	MO		

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 2 of 50	FINAL
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SECTION C DESCRIPTIONS AND SPECIFICATIONS

Performance Work Statement (PWS)
Events and Information Technology Support Services
for the
Admiral Gooding Center

1. BACKGROUND

- 1.1. The Naval District Washington (NDW)/Naval Support Activity Washington (NSAW) Admiral Gooding Center (AGC) is a prestige level facility on the historic Washington Navy Yard and operates as a conference center for the United States Navy. The AGC is an ideal collaborative venue providing exemplary professional event support services and state-of-the-art technology. It is designed to enhance events with innovative technologies and has multiple facilities to accommodate events of varying sizes and purposes. It is an environment where clients can focus on thinking creatively, designing innovative solutions, making decisions and multiplying the force readiness factor for the United States Navy.

2. SCOPE/PURPOSE

- 2.1. The contractor shall provide on-site event and information technology (IT) support services. The PWS describes the requirements for providing infrastructure support for event management, development of an interchangeable (flexible) workspace, audio-video (AV) and telecommunications, information technology administration, facility support services, and logistics management. The contractor shall provide on-site qualified personnel to perform the task assignments enumerated below. The Contractor shall perform required tasks while always maintaining a 100 percent continuity of operations at the AGC.

3. PERFORMANCE STANDARD

- 3.1. The performance standards serve as a basis for determining whether performance outcomes have been satisfactorily achieved and the delivery of service is considered acceptable performance outcomes.
- 3.2. The overall performance standard shall be to maintain continuous operations and ongoing full functionality of the AGC.
- 3.3. The delivery requirements shall be consistent with the needs of the mission of the AGC as identified by the Contract Officer Representative (COR)/Task Manager.
- 3.4. Support services shall reflect innovative technological and event techniques employed to increase efficiencies.
- 3.5. The service and delivery requirements shall adhere to cybersecurity and physical security policies and instructions.
- 3.6. Technical and status reports shall be factually accurate and complete, reflect high quality and adhere to dates and deadlines.
- 3.7. The Government will review and assess all work, deliverables and products. The Contractor shall provide monthly reports, including a record of active and completed tasks, and a statement of whether the work and deliverable met the Government's requirements.
- 3.8. All deliverables and products produced under this task order shall become the property of the Government.

4. LOCATION/DESCRIPTION

- 4.1. Contractor support services shall be conducted primarily on the Washington Navy Yard at the AGC but can be at other locations within the Naval Support Activity Washington footprint.
- 4.2. The AGC is located at 1244 Patterson Avenue, South East, Washington Navy Yard (WNY), Building 22, Washington, D.C.
- 4.3. The AGC is designed to enhance meetings through attentive and responsive event support and timesaving technologies combined with innovative methodologies. It uses state-of-the-art infrastructure, audio and video, computer networking and telecommunication capability in comfortable surroundings.
- 4.4. The AGC can simultaneously provide a variety of conferencing activities and accommodate group sizes up to 330 event attendees.
- 4.5. Events are routinely held Monday-Friday, 7:00 am-5:00 pm. On some occasions, events may extend past 5:00 pm and/or be held on weekends or for 24 hours on continuous days.
- 4.6. The normal work schedule for the Contractor shall be during the hours of 6:00am-5:30pm Monday through Friday. The Contractor shall be on board at all times during these hours. The Contractor shall also be on board during all client event hours of operation beyond the Monday through Friday 6:00 am to 5:30 pm normal work schedule. The Contractor shall provide a flexible work schedule as necessary to support all aspects of the events.
- 4.7. The Contractor staff shall be on site prior to, during and after the event point of contact (POC) and POC support staff depart from the AGC.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 3 of 50	FINAL
----------------------------------	-------------------------------------	-----------------	-------

- 4.8. Facility and conference components of the AGC are identified in Attachment A.
- 4.9. The AGC provides coordination for the following types of services, as needed:

- 4.9.1. Copy/printer machines not property of the AGC
- 4.9.2. NMCI workstations, laptops and printers
- 4.9.3. Government telephone system components
- 4.9.4. Building facilities support
- 4.9.5. Building Heating, Ventilation and Air Conditioning (HVAC) equipment and controls support (monitor and make adjustments)
- 4.9.6. Internet service providers for non- AGC systems
- 4.9.7. Video teleconferencing service (bandwidth) providers
- 4.9.8. Satellite service
- 4.9.9. Security system
- 4.9.10. Defense Collaboration Services (DCS)

- 4.10. The contractor shall provide off-site support of the following, as needed:

- 4.10.1. Digital video recording and production of ceremonies
- 4.10.2. Event support, including photography, for ceremonies
- 4.10.3. Audio and video set-up and operation

5. REQUIREMENTS

- 5.1. The expertise required to support the activities of the AGC include but are not limited to technical support for information technology, audio-visual and telecommunications, information assurance, security, event support and operations, logistics, facility operations, management and design, and administrative support.

5.2. Event Support

- 5.2.1. AGC requires sufficient on-site contractor support staff to accommodate the events as outlined below. An event is a group of related activities generally occurring at the same time and place. Activities could include but not limited to seminars, plenary sessions, meetings, training sessions, workshops, conferences, group briefings and discussions, world wide video conferencing, integrated product/process teams, process improvement teams, business process reengineering, selection boards, senior executive and senior management leadership teams, strategic planning sessions, all hands, change of commands, full honors ceremonies, military court sessions, and off-sites.
- 5.2.2. Multiple events may be held simultaneously.
- 5.2.3. Events requiring support services may be held off-site from the AGC.
- 5.2.4. Events may be classified up to the secret level. The event room(s) for classified events will be fully functional at least 120 minutes prior to the event start time.
- 5.2.5. Some events, including classified events, may be scheduled for continuous periods for several days and nights.
- 5.2.6. The Contractor shall provide adequate staff to support events occurring simultaneously at all event meeting rooms/locations.
- 5.2.7. In addition to the event itself, every event shall have at least one planning meeting and at least one full event dry run.
- 5.2.8. Event representatives (technical and event operators) shall be available to the client at all times for the duration of the event.
- 5.2.9. Some events shall require significant team support and multiple rooms. Individual client computer stations may be required, and the event may require a Technographer if Option Technology Option Power wireless voting is used. Multiple room set-up time may require a full day, and the dry run may take several hours. Video Teleconferencing (VTC) and/or DCS may also be required as well as videotaping and post video production of the event. Event representatives (technical and event operators) shall be required to be present in the event rooms for the majority of the event in order to support the client's entire event administrative needs and to call for technical support on short notice.
- 5.2.10. Other events may require minimum technical support and event operator support and the use of one room. Set-up time may take a few hours. The event representatives may only be required in the event room during transitions and when called upon by the client using a two way radio system.
- 5.2.11. The room set-up requires lifting of tables, chairs, computer monitors, and keyboard/video/mouse combination sets. Chair and table dollies and automotive floor creeper are available to assist with this process. Lifting and pushing will be required for moving the rolling wall partitions. Some events will require climbing ladders to adjust/install/remove equipment.
- 5.2.12. On occasions there may be an event that would require 24-hour multiple day support due to the security level of the event. A 24-hour team must be established to have qualified personnel on-site the entire time of the event.
- 5.2.13. On and off-site events may require video and still photography with same day production and delivery of final product.
- 5.2.14. All Contractor employees at the Government site working under this contract shall be U.S. citizens and must have a SECRET

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 4 of 50	FINAL
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clearance prior to being placed on this task.

- 5.2.15. Events regularly have naval flag officers and/or senior executive services level attendees.
- 5.2.16. The Contractor shall be familiar with Navy programs, codes and activities and have knowledge of military ranks and protocols. It is imperative that the on-site contractors have the interpersonal skills required for interacting with clientele of all ranks.
- 5.2.17. The Contractor shall have experience coordinating with Government and civilian Contractor personnel to ensure all aspects of conferencing and collaborative meetings, training sessions and workshops are addressed.
- 5.2.18. In the course of performing under this order, the Contractor may have access to Privacy Information. The Contractor shall adhere to The Privacy Act of 1974 (5 USC 552a) and applicable agency rules and regulations for the handling and safeguarding of privacy information.
- 5.2.19. Some events may require contractors to sign non-disclosure agreements.
- 5.2.20. The overall performance standard shall be to maintain continuous operation and ongoing full functionality of the AGC. Tasks that require finite or intermittent contractor efforts, the performance standard for routine tasks shall be completion within 48 hours, while urgent data calls, the complete response shall be as soon as possible, but not to exceed six hours.

5.3. Technical Support - Information Technology, Audio Visual and Telecommunications

- 5.3.1. Contractor must have in-depth knowledge and experience with the design, specification, system integration, installation, set-up, configuration, operation, network administration, capabilities, maintenance, troubleshooting/repair, track/report, diagram, and administration and upgrading/refreshing of hardware equipment, software and systems listed in Attachment B for:
 - 5.3.1.1. Local Area Network (LAN)
 - 5.3.1.2. Wide Area Network (WAN)
 - 5.3.1.3. Audio
 - 5.3.1.4. Video
 - 5.3.1.5. Telephone
 - 5.3.1.6. Video Production
- 5.3.2. Setup and configure a variety of computer network, audio visual and telecommunications systems in support of DoN collaborative conferencing and training sessions.
- 5.3.3. Develop effective recommendations for problem solving, researching and maintaining database/spreadsheet accuracy, and continuous effective operation of supported systems.
- 5.3.4. Keep up-to-date and be knowledgeable of all the latest versions of the hardware, software, firmware and systems as they are made available by the manufacturer and/or vendors.
- 5.3.5. Listed requirements/responsibilities apply to any and all new hardware, software and/or systems acquired by the AGC during the contract period:
- 5.3.6. Design, specify, setup, install, configure, maintain, track/report, diagram and perform network administration functions for Windows 2012 or later and Windows 10 or later network systems in compliance with the IT/Cybersecurity/Information Assurance (IA) requirements of the DoD, Department of the Navy (DoN) , NDW and NSAW. All work shall conform to best practices when possible within the DoD and DoN guidelines.
- 5.3.7. Design, specify, setup, install, configure, maintain, track/report, diagram, operate and perform immediate troubleshooting/repair functions for professional audio, video, telephony and VTC systems. All work shall conform to best practices suitable for prestige level conferencing and training centers.
- 5.3.8. Contractor shall have in-depth knowledge of operation and capabilities of and Option Technology's Option Power wireless keypad voting system.
- 5.3.9. Contractor must run cable throughout the workspace and be prepared to generate custom length Ethernet cables and terminate them for use as required. Contractor will navigate under the subfloor space for the purpose of running various cables throughout the Center for connectivity purposes. Cables include but are not limited to Ethernet, Coax, BNC, fiber and XLR audio cables.
- 5.3.10. For purposes of systems refresh and/or to add new capabilities, the contractor shall design and specify recommended options while coordinating closely with the COR.
- 5.3.11. Produce technical documents such as design drawings and performance specifications, obtain quotes from vendors, manufacturers and approved sources and compile quote information in spreadsheets for the COR to use in the procurement process.
- 5.3.12. Obtain technical guidance and approval from the COR for any changes, installation and/or integration of components/software to the IT, AV and/or telephony equipment. Notify the COR at the completion of any of these The contractor shall install and integrate IT, AV and telephony equipment and associated infrastructure components such as cabling, connectors, racks, terminals/jacks, interface boxes and detailed labeling for any required changes to capabilities within the Center. Notify the COR upon complet
- 5.3.13. Contractor shall have knowledge of satellite up/down link communications and associated equipment including specifying, installation, alignment and maintenance.
- 5.3.14. Edit the audio and/or video control system to update the functionality of the GUI to represent any changes in event room

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 5 of 50	FINAL
----------------------------------	-------------------------------------	-----------------	-------

- location, input/output status and audio/video switch assignments as required to support an event or the addition/change of technical capabilities with the Center.
- 5.3.15. Maintain all audio, video and telephony equipment. This may include, but not be limited to, assuring proper airflow clearances, changing filters, changing lamps, cleaning lenses/screens/filters, replacing LED modules, providing UPS or filtered power sources, replacing batteries, tracking maintenance agreements, troubleshooting, coordinating with manufacturer technical support or repair technicians.
 - 5.3.16. Align, assure highest practical resolution possible and optimize brightness/contrast/hue settings for all video display devices in the center.
 - 5.3.17. Adjust and balance microphones, microphone preamplifiers, microphone receivers, and microphone mixing units for clearly audible/low noise voice reinforcement within event rooms and to VTC, telephone conferencing, DCS and video/audio recording systems. This shall be maintained at a level that will not reach audio feedback levels.
 - 5.3.18. Contractor must have minimum of one staff member maintaining a current certification as an American National Standards Institute (ANSI) accredited Certified Technology Specialist (CTS) with at least 15 (fifteen) years of associated experience.
 - 5.3.19. Contractor must have a minimum of two on-site support staff network administrators that have and maintain current Information Assurance Technical (IAT) Level II certifications.
 - 5.3.19.1. Local Area Network (LAN) administrators must have completed required training and have extensive years of experience in the area. The primary LAN administration must have at least 15 (fifteen) years of experience and the secondary LAN administrator at least 10 (ten) years of experience. IAT Level II certifications are required for granting network administrator privileged access and permissions for the LAN infrastructure.
 - 5.3.19.2. LAN administrators must maintain IAT Level II certification, meet the required annual Continuing Education Units (CEUs) and hours of training and report proof of completion to maintain ongoing privileged access.
 - 5.3.19.3. LAN administrator duties include but are not limited to the following:
 - 5.3.19.3.1. Setting up and maintaining a Windows 2012 server (or subsequent versions) network in a VMware virtual environment which includes integration with a NetApp Fabric-Attached Storage (FAS) data management storage system running Clustered Data ONTap 8.3 or higher and Cisco switch hardware.
 - 5.3.19.3.2. Manage all configuration changes to all non-NMCI systems, including Windows systems, NetApp, Cisco switches and other network devices operating in the environment as required.
 - 5.3.19.3.3. Manage Domain Controllers, Active Directory, Group Policies (Domain and Local), File and Network Share Access Control Lists (ACLs), Windows Firewall, switch ACLs, and managing switch port restrictions and changes.
 - 5.3.19.3.4. Ongoing tasks will include maintaining, repairing, and upgrading computer systems and diagnosing and fixing problems or potential problems with the network and its hardware, software and systems.
 - 5.3.19.3.5. Maintain the DoD Secure Host Baseline (SHB)
 - 5.3.20. Provide technical support for complex computing and networking environments (AGC and NMCI networks), including multiple software applications and multiple hardware platforms.
 - 5.3.21. Provide support for installation of new software applications and upgrades to existing software applications when approved by the COR.
 - 5.3.22. Diagnose and resolve applications software problems.
 - 5.3.23. Customize applications software and develop interfaces with other applications software systems when approved by the COR.
 - 5.3.24. Assist in the planning of any transition or obsolete equipment. Validate the specific hardware and software requirements for the designed network. Identify potential transition plan schedule changes through participation in any required meetings. Coordination support may involve:
 - 5.3.24.1. Logistics management
 - 5.3.24.2. Asset configuration
 - 5.3.24.3. Configuration management
 - 5.3.25. The Contractor shall provide support for the operation of processes and procedures that provide logistics products and services. The Contractor shall:
 - 5.3.25.1. Provide network upgrades, installation, integration and testing of processing, and A/V networks and external connectivity support.
 - 5.3.25.2. Network upgrades will be an on-going effort to ensure that the network stays current or near current with new technologies. All upgrades shall be reflected in internal documents, reports and inventories.
 - 5.3.25.3. Perform routine maintenance and repair as required to maintain operating efficiency of the processing network, A/V network and external connectivity support (DCS, VTC, Teleconference, etc). Report problems beyond routine maintenance and repair to

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 6 of 50	FINAL
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COR immediately.

- 5.3.25.4. Monitor AGC network usage and efficiency to make sure equipment is functioning properly; resources are available and ensure network connectivity is maintained.
 - 5.3.25.5. Provide technical support to troubleshoot end-user hardware, software and communications problems. Provide desktop and laptop setup, maintenance and configuration management.
 - 5.3.25.6. Identify reoccurring problems and resolve. Recommend improvements and upgrades to operating systems, hardware and software.
 - 5.3.25.7. Prepare desktop and laptop systems for delivery to users. Install and configure operating systems, hardware, software and peripheral devices according to NDW IT standards.
 - 5.3.25.8. Maintain, manage and reconfigure software/drives in support of events (before, during and after) and/or facility functions and maintenance.
 - 5.3.25.9. Ensure integrity and operational status of all processing networks, audio-video networking, external connectivity networks and software prior to and upon conclusion of events.
 - 5.3.25.10. Monitor and maintain performance of the processing network, A/V network, and external connectivity during events.
 - 5.3.25.11. Provide network administration in the form of configuration management, back-ups, archiving and performance monitoring for event rooms, Guest Services, Executive Suite and staff offices.
 - 5.3.25.12. Perform backups once a week, daily and hourly for all incremental changes.
 - 5.3.25.13. Back up files to guarantee data recovery in the event of failure of the AGC network file servers for both local and off-site data storage of backups.
 - 5.3.25.14. Initiate and prepare all documentation for the AGC and NMCI networks, as required.
 - 5.3.25.15. Provide technical documentation and drawings, POA&M and other documents as need to obtain approval for system changes to the COR for NDW IT Configuration Management concurrence.
 - 5.3.25.16. Develop and provide metrics regarding cybersecurity compliance to include IAVM, cybersecurity controls, electronic spillage and privacy disclosures. Provide to COR.
 - 5.3.25.17. Provide technical support for the operation of the AGC computers and programs.
 - 5.3.25.18. Install and test all software. Validate operational availability.
 - 5.3.25.19. Provide operations and maintenance of mid-tier and microcomputer hardware platforms, operating systems support, data base management systems support, backup systems, and network operations support.
 - 5.3.25.20. Provide technical support to clients/attendees that require and/or use the products and services of the AGC.
 - 5.3.25.21. Provide technical support to analyze emergent or client-reported problems and to effect corrections as required.
 - 5.3.25.22. Maintain the LED video walls and monitors. Resolve issues as soon as feasible in a manner seamless to the event.
 - 5.3.25.23. Maintain and reconfigure telephones and VTC in support of events and/or facility functions as required.
 - 5.3.25.24. Capture event data generated by computer, voice, VTC and video in various formats for future reference and regeneration when required. Format for data capture may include DV tape, LAN storage, DVD, Blu-ray and CD-ROM.
 - 5.3.25.25. Capture metrics on the following: Server Maintenance/Back-up, Client Availability, and Audio/Video Switch Availability. Provide to COR.
 - 5.3.25.26. Advise COR as to the technical requirements of the AGC and forward recommendations for technical improvements to the COR.
 - 5.3.25.27. Develop and provide users with a tutorial of computer controlled facility panel and video switching systems for ease of operation.
 - 5.3.25.28. Keep all hardware and software in repair, perform routine maintenance as required, and recommend upgrades to equipment as necessary.
 - 5.3.25.29. Perform database administration and maintenance, monitoring and reporting functions.
 - 5.3.25.30. Provide coordination services for NMCI integrated equipment. Coordination support may involve:
 - 5.3.25.30.1. Logistics management
 - 5.3.25.30.2. Asset management
 - 5.3.25.30.3. Configuration management
 - 5.3.25.30.4. Mission impact
- 5.3.26. The Contractor shall provide support to the COR in the area of system documentation. The documentation described herein shall be developed in accordance with IEEE/EIA 12207, "Information Technology-Software Life Cycle Processes" (3 parts) unless otherwise specified. Documentation will be provided by the Contractor in digital format using Microsoft Office software (unless otherwise specified). The Contractor will create, maintain and update the following documents:
- 5.3.26.1.1. Admiral Gooding Center Technical Support Equipment Standard Operating Procedures
 - 5.3.26.1.2. Admiral Gooding Center System Control Software Source Code
 - 5.3.26.1.3. System/Subsystem Specification
 - 5.3.26.1.4. Software Transition, Installation and Test Plan

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 7 of 50	FINAL
----------------------------------	-------------------------------------	-----------------	-------

- 5.3.26.1.5. Software Design/Development Plan
- 5.3.26.1.6. Database Design Description
- 5.3.26.1.7. User Interface Design Description
- 5.3.26.1.8. Software Product Specification
- 5.3.26.1.9. Software Computer Operator/User Manual
- 5.3.26.1.10. Equipment Procedure Manual
- 5.3.26.1.11. Other Applicable Documents
- 5.3.26.1.12. Plan of Action & Milestones (POA&Ms). Provide technical support for the development and maintenance of POA to be used by the COR to monitor, manage and track the performance of IT, AV and telecommunications.
- 5.3.26.1.13. Incident Management. Provide immediate response to support all network or user incidents. Escalate and provide support to ensure the service is restored and the incident is documented and reported to all appropriate personnel.
- 5.3.26.1.14. Configuration Management. Identify, record and report all IT components: hardware, software and associated documentation, drawings and configuration files, including their versions, specific configurations and item relationships.

5.4. Event Operations

- 5.4.1. Maintain the events calendar and all documentation relative to booking events to include the call log, email communication with the clients and AGC team, event folders, event reports and post event data. Event calendar shall include event, dry run and planning meetings as well as the event representative representatives assigned to each. Tours, off-site events, in-house training, projects, scheduled maintenance, construction, power outages and other special occurrences shall be maintained in the event calendar.
- 5.4.2. Maintain the AGC's business center for clients and event attendees.
- 5.4.3. Provide required support to ensure smooth and successful execution of events.
- 5.4.4. Serve as event representatives consulting with clients, prior to and during the event. As event representatives, the Contractor is required to schedule and attend planning meetings and dry runs and events; coordinate event taskings with the COR and NSAW support staff; assist with event room table/chair setup and breakdown; generate detailed pre- and post-event reports.
- 5.4.5. Receive and coordinate client inquiries through the event planning and execution process, to include scheduling of events held at the AGC. Booking inquiries may come in the form of email, phone or walk-ins. Proper courtesy and military protocol shall be followed at all times.
- 5.4.6. Provide support for materials provided by the clients to be used as part of meetings/conferences including uploading MS Power Point presentations, fully hyper linked agendas, registration lists, name tents, table numbers, binders, etc.
- 5.4.7. Assist in defining clients' requirements and matching the appropriate AGC tools to meet these requirements.
- 5.4.8. Provide personnel for support of collaboration software.
- 5.4.9. Work with the client to insure that all aspects of the technology to be used in the event are appropriate, accommodating and clearly planned using planning meetings and dry runs.
- 5.4.10. Coordinate with event POCs to meet all of their AV and telephony requirements for each event within the technical and spatial capabilities of the AGC. Items may include, but not be limited to, the following:
 - 5.4.10.1. Microphones- lapel, handheld, wired/wireless tabletop and drop down
 - 5.4.10.2. Audio output devices- ceiling wall and portable speakers
 - 5.4.10.3. Audio sources- microphones, AGC workstation, NMCI laptops or client provided laptops or audio device and satellite receiver
 - 5.4.10.4. Video displays- Video walls, projectors and monitors
 - 5.4.10.5. Video sources- AGC workstations, NMCI laptops, event provided laptops, VTC system, event room cameras, satellite receivers, Blu-Ray/DVD player and/or video camera.
 - 5.4.10.6. VTC and/or voice only teleconferencing
 - 5.4.10.7. Conferencing telephones and optional extension microphones
 - 5.4.10.8. Government telephone(s) option within event room
 - 5.4.10.9. Wireless audience response system- keypad voting
 - 5.4.10.10. NMCI laptops, DCS, etc.
 - 5.4.10.11. NMCI network drops and wireless network availability

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 8 of 50	FINAL
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- 5.4.10.12. Video or audio recording of event
- 5.4.10.13. Presenter timer clock
- 5.4.10.14. Audio/video patching through floor box system in event rooms for client provided video recording or stenographer equipment
- 5.4.10.15. Power outlet availability at event tables
- 5.4.10.16. Room configuration requirements from the client relative to the scaled table and chair layout in each event room in order to maintain comfortable working space for each event attendee and proper areas of flow for entering, moving within the room and egress.
- 5.4.11. Ensure all AV, telephony and IT requirements are incorporated onto the AGC event layout plan.
- 5.4.12. Ensure all IT requirements are setup, made functional and tested during the event room setup process. All AV, telephony and IT elements must be completed prior to the start of the event dry run.
- 5.4.13. Configure and/or reconfigure then test all IT and AV equipment within event room as required to meet technical requirements. This may involve setting up laptop docking stations, keyboards, mice, monitors, network/telephone/audio/video patch cables, floor box lids, conferencing phones, video peaking units, rolling monitors, rolling speakers, voting keypads, presenter time clock control unit, USB extenders, slide advance units, wired/wireless tabletop microphones and/or handheld microphone stands. Numerous laptops may require iterative cybersecurity software pushes to them as part of the event setup.
- 5.4.14. Perform a room setup quality control analysis prior to the event dry run and make any necessary adjustments. The AGC event layout plan shall be used as reference and each required technical and/or facilitative element highlighted as setup in the room. Spacing and alignment of each table and chair within the event room shall be inspected and adjusted as necessary. This quality control plan once completed shall be signed, dated and scanned into the appropriate event network folder.
- 5.4.15. Set up preliminary scaled room configurations using Microsoft Visio for client review and complete all client event forms and templates. Modify electronic room configurations per client requests and assure that all layout and technical elements of the event are noted on the layout. Obtain approval from client on final event room layout prior to setting up actual room and equipment.
- 5.4.16. Post signage for the electronic and hard copy displays, and placards.
- 5.4.17. Configure and/or reconfigure room chairs and tables for pre- and post- event layouts. This may involve full size, half width, round tables and rolling stackable chairs, portable room dividers and floor to ceiling moveable wall partitions.
- 5.4.18. Vacuum event room and common areas, assure table tops are clean and backs of chairs are dusted following event room table and chair re-configurations.
- 5.4.19. Receive, scan, transfer, load, hyper-link, edit and operate electronic presentation material for dry runs and during the events.
- 5.4.20. Maintain the VTC Bridge and CODECS in support of events for use in video teleconferencing and/or voice only teleconferencing.
- 5.4.21. Assist clients and remote attendees for all connectivity, audio and video issues during events.
- 5.4.22. Operate remote collaboration tool DoD/DISA DCS and wireless voting hardware/software Option Power by Option Technologies or similar for events. Loading and/or configuring presentations and running reports in MS Word and Excel may be required. Use formulas and filters within Excel to optimize the clients' productivity using the wireless voting process when required.
- 5.4.23. Provide continuous on-site, real-time event and technical operator support before, during and at the conclusion of events, activities, planning meetings, tours and dry runs.
- 5.4.24. Initiate corrective action as required to maintain continued system availability during events using best practices and in the timeliest manner possible.
- 5.4.25. Verify all systems are operational at the beginning of each morning and afternoon event session to include microphone batteries are at 100% capacity.
- 5.4.26. Operate the lighting, audio and video systems using the GUI control system as required by the event needs. Lighting on/off/dimming control required for breaks and during videos. Video control required to send presentations, documents, agendas, spreadsheets, administrative remarks, seals/logos, videos, laptops, workstations, VTC, document cameras, media content, Blu-ray, and satellite feeds to projectors, flat panels, remote VTC, remote collaboration sites and video recording feeds. Audio control required to send/adjust sound from lapel/handheld/tabletop/ceiling microphones, workstation/laptop outputs, VTC, Blu-ray, satellite receivers to speakers, assisted listening, video camera inputs and audio digitizing units.
- 5.4.27. Operate the lighting, audio and video systems as required by the facility's needs. This will include opening and closing, ambience music, news/weather media distribution etc.
- 5.4.28. Provide personnel to support video recording of events and next-day post video production to include recorded videos edited and compiled to fit on DVDs. Professional looking labels shall be produced and printed on the DVDs.
- 5.4.29. Provide personnel to support off-site photography and video recording of NDW/NSAW events and ceremonies. Provide on-site personnel for same-day post video production to include recorded videos edited and compiled to fit on one DVD and still images selection/editing to create best-of compilation CD. Professional designed labels shall be produced and printed on the DVD and

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 9 of 50	FINAL
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CD.

5.5. Facility Operations, Management and Design

- 5.5.1. Operate and monitor the computerized facility management system for HVAC to provide a comfortable working environment within each event room and supporting areas. HVAC monitoring and control system to include Direct Digital Control (DDC) head-end workstation. Equipment monitoring and limited associated control of chillers, pumps, constant/variable volume air handler units, variable air volume above ceiling units, humidifiers, fresh air fans, exhaust fans, smoke evacuation fans, and computer room cooling units.
- 5.5.2. Make adjustments to the ambient room temperatures for constant volume Air Handling Units (AHU) and supply air temperatures for variable air volume AHU's, as necessary. Verify that chilled water system supply temperature is within specification every morning and immediately call/email in a trouble service ticket if not.
- 5.5.3. Make recommendations to the COR for repairs and preventive maintenance required for continuity of the HVAC system. Establish and maintain a working relationship with NAVFAC Building Manager for HVAC and building structure requirements; as required to support AGC.
- 5.5.4. Assist with the reading of the original design/build Architectural, structural, plumbing, electrical and mechanical drawings with NAVFAC engineers and provide copies of selected sections as required.
- 5.5.5. Assist in design process for any facility refresh efforts.
- 5.5.6. At least one Contractor employee shall have a minimum combined 15 (fifteen) years of experience in the architectural, plumbing, electrical, mechanical and structural design-build field.
- 5.5.7. At least one Contractor employee shall have a minimum of 5 (five) years of experience in the HVAC industry. This can be in the engineering design field, sales or field installation/repair services.
- 5.5.8. Keep detailed records of maintenance trouble tickets and document results in MS Excel spreadsheet to include AGC ID number, NAVFAC ID number, date, time, type of repair, if safety issue, location, brief/detailed descriptions, if/when completed and notes.
- 5.5.9. The AGC is to be maintained as a professional Center with prestige level appearance. Take the necessary steps to ensure the general cleanliness of the AGC's spaces - event rooms, hallways, common areas, storage areas, kitchen, and office spaces, which involves vacuuming, mopping, polishing, dusting, trash removal, recycling, bright work, glass cleaning, etc. Areas include the entire second floor and first floor lobby and registration desk.
- 5.5.10. Maintain and use facility environmental monitoring system to detect any ambient room temperature/humidity issues and/or water detected below the raised floor deck. Any issues should be addressed promptly as to not affect continuity of events and/or damage to Government assets and shall be relayed to the COR in a timely manner.
- 5.5.11. Coordinate facility service calls and emails with the COR and the NSAW NAVFAC facilities office. Assist NSAW repair staff in accessing the situation and relaying the history regarding the issue. Service calls may include structural, plumbing, HVAC, lighting, safety, painting, elevator, and electrical maintenance. Maintain records of all service calls and assure that all facilities support contractors sign into the construction and maintenance daily log upon arrival.
- 5.5.12. Identify and document facility-related safety concerns. Report these concerns to the COR immediately.
- 5.5.13. Assist the COR with the AGC's controlled facility access badging system.
- 5.5.14. Develop and analyze the performance metrics used to demonstrate and measure overall effectiveness.
- 5.5.15. Track action items and progress made towards bringing items to closure.
- 5.5.16. Maintain operation of all IQ Air filtration units using three filtration stages finishing with HEPA located throughout the center. Replace filters as needed, track consumable usage and prepare purchasing documents to maintain proper inventory.
- 5.5.17. Liaison with the appropriate offices for support services.
- 5.5.18. Photograph event room setup configurations.
- 5.5.19. Photograph areas of the AGC for use in addressing repairs and/or refresh/reconfiguration efforts.
- 5.5.20. Edit photographs using Photoshop software to superimpose other images for use in creating a visual representation of a design recommendation.
- 5.5.21. Assist with the reading, coordination and analysis of architectural, plumbing, electrical, mechanical, reflected ceiling and structural drawings. Create scaled design schematic drawings, details, conceptual floor plans, reflected ceiling plans, elevations and section drawings using either AutoCAD, MS Visio or by hand for use in presenting recommendations/options. Assist with specifying/selecting hardware, wall/ceiling/floor finishes and light fixtures. Assist with the reading and analysis of submitted cut sheets.

5.6. The Contractor shall capture layout/floor plans, schematics and drawings to include:

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 10 of 50	FINAL
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5.6.1. AGC scaled event layout plans

- 5.6.1.1. Collaboratory Event Room, Strategic Planning Room, Planning room including all technical and administrative requirements
- 5.6.1.2. Event room setups including checklists

5.6.2. AV setup diagrams

- 5.6.2.1. Setup for DCS, portable microphone/sound, DV Camera, etc.
- 5.6.2.2. Projector throw distance plans, sections and elevations
- 5.6.2.3. Digital recording setup

5.6.3. Scaled equipment rack elevations

- 5.6.3.1. Scaled and detailed AV, VTC, Telephony and Network equipment
- 5.6.3.2. Patch panels for AV, data and telephony

5.6.4. Network diagrams

- 5.6.4.1. Overview/block diagrams
- 5.6.4.2. Client workstations
- 5.6.4.3. Switches
- 5.6.4.4. Devices by room

5.6.5. Scaled IT floor plans

- 5.6.5.1. Equipment, racks and staff furniture
- 5.6.5.2. Wireless Access points
- 5.6.5.3. Facility access control and monitoring
- 5.6.5.4. Projector rooms
- 5.6.5.5. Cleared areas for secure event(s)

5.6.6. Scaled facility floor plans, elevations and details

- 5.6.6.1. Floor plans with square footages noted
- 5.6.6.2. Floor plans with furniture layout options
- 5.6.6.3. Floor plans with carpeting square foot areas detailed
- 5.6.6.4. Floor plans with painted wall square foot areas detailed
- 5.6.6.5. Floor plans and elevations with acoustic paneling detailed
- 5.6.6.6. Floor plans, elevations and details for facility refresh efforts
- 5.6.6.7. Floor plans for feasibility studies on storage

5.7. Logistics

- 5.7.1. Coordinate with the COR to ensure the inventory records accurately reflect the current inventory at the start of the contract, and subsequently an annual inventory audit prior to the end of the base year as required.
- 5.7.2. Assist with maintaining and updating the inventory as applicable. Fields to be maintained in the database may include Category, Description, General Location, Specific Location, Manufacturer, Model, Barcode, Serial Number, RFID Tag size, Previous ID, Date Acquired, Refresh, Estimated Cost, Refresh Cycle, Refresh Date, Audit Date, Working Status, State, Assigned to and Notes.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 11 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

- 5.7.3. Assist with inventory of items received, inputting data relative to items received into the database and affixing property labels as appropriate. Assist with asset management of furniture and physical inventory control and policy efforts.
- 5.7.4. Identify and track all equipment and software maintenance agreements and licenses, to include expiration dates.
- 5.7.5. Create and maintain physical location documentation of all NMCI assets. Follow NDW/NSAW processes and guidelines for requesting new NMCI equipment/software and disposing/transferring of NMCI equipment.
- 5.7.6. Engage in software updates of all NMCI systems to follow DoN policies and procedures for cybersecurity patching and version upgrades. Maintain the Government asset management system to track and record progress. This may include both NMCI workstations and laptops.
- 5.7.7. Develop and maintain the current and historical records of inventories to include plant property, keys, equipment, hardware and software.
- 5.7.8. Prepare non-NMCI hardware for decommissioning and disposition when equipment has reached its End of Life, usefulness to the Center or reached a point of obsolescence. In the case of hardware containing external hard drives and/or memory, those items must be under the guidance of a Government representative and prepared for a proper disposal. Items containing recyclable material (e.g. used UPS or other batteries) shall be prepared and coordinated for proper and safe recycling efforts through NSAW.
- 5.7.9. There may be occasional travel requirements to other facilities within the Washington Navy Yard or to other outside entities within Naval District Washington activities for disposition processing, package delivery/pickup, or in pursuit of expertise and proven practices used by other organizations within the NSAW.

5.8. Administrative Support

- 5.8.1. The Contractor shall provide support to the COR pertaining to technical aspects of supporting events including administrative and technical requirements, system types, etc.
- 5.8.2. Monitor and provide text and image updates as necessary for the NSAW AGC website depicting the services, capabilities and point of contact for scheduling an event at the AGC.
- 5.8.3. Develop and maintain a PowerPoint brief of the AGC.
- 5.8.4. Attend AGC team/staff meetings, customer planning and dry run meetings.
- 5.8.5. Assist or conduct tours of the AGC as required. Tours will typically cover all aspects of having an event hosted at the AGC including both administrative and technical issues.
- 5.8.6. Provide protocol information to the clients for coordination of ceremonial courtesies (flags, etc.) and the parking office for reserving parking for their event attendees and WNY gate access for their event attendees, presenters and special guests as needed.
- 5.8.7. Provide support in response to data calls. Create supporting explanation briefs/charts. Research, data retrieval/filtering/compilation and analysis may be required. Formats of information to be provided shall be in MS Word, Excel or other form as requested.
- 5.8.8. At the completion of each event, create a critique sheet. At a minimum this shall include the hours that each staff member put in for preparation/set-up/dry run/execution and post event support, lessons learned, the onsite and offsite daily number of attendees and notes on the event regarding event operation, technical aspects, registration, parking, security, all feedback from the event client and a one paragraph summary of the event.
- 5.8.9. Maintain the AGC's calendars.
- 5.8.10. Scan and electronically file documents as required such as quality control layout drawings, security signs off layout drawings, signed registration lists, letters of appreciation, awards, and facility and safe end of day check out logs.
- 5.8.11. Document usage rates of consumables through periodic audits to project future expenditures and provide recommendations. Track and obtain quotes for maintenance and service contracts for network hardware/software, audio/visual equipment, filtration units and other items as required.
- 5.8.12. Assist the COR in identifying and documenting all administrative and technical requirements to include cost proposals, justifications and quotes.
- 5.8.13. Compile and provide to the COR a chronological history of events which took place from January to January of a calendar.
- 5.8.14. Draft analyses, presentations, notes, assessments and other material on various technical topics, as required, for use by the AGC.
- 5.8.15. Develop, update and maintain a Standard Operation Procedure (SOP) manual, for all on-site employees, regarding all operational and procedural instructions to include emergency procedures, facility equipment, contingency plans and classified event procedures. Documents shall be submitted to the COR for review and approval. Provide a copy of this manual to the COR.
- 5.8.16. Develop the following documents for AGC systems: a Disaster Plan and Safety Manual; Continuity of Operations Plan (COOP), Systems Security Plan; and Security SOP. Documents shall be submitted to the COR for review and approval.
- 5.8.17. Prepare a Quarterly Status Report defining work accomplished during the months. The status report will be due no later than the 15th of the quarter (or the first business day after the 15th) and shall be submitted to the COR. The status reports shall include the following elements:
 - 5.8.17.1.1. Contractor's name and address
 - 5.8.17.1.2. Contract number and SubCLIN number, if applicable
 - 5.8.17.1.3. Date of report

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 12 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

- 5.8.17.1.4. Period covered by report
- 5.8.17.1.5. Cost Summary
- 5.8.17.1.6. Other items as specified by the COR
- 5.8.17.1.7. Contractor Work Accomplished - Directly Related To Events:

- 5.8.17.1.7.1. Event Calendar.

- 5.8.17.1.7.2. Post Event Reports. Include the post event report of every event, which contains important historical and qualitative information critical to the quality control process. Discuss the elements that can be extracted from the post event reports in order to gain insight and improvements to the operation of the Center as well as significant problems encountered/projected and resolution. Include any client comments of the Contractor's performance for their event. Document key A/V and L equipment used for the events.

- 5.8.17.1.7.3. Client Assessments. Include the DoD Interactive Customer Evaluation (ICE) submissions and letters of appreciation received each month, which are considered good performance metrics to demonstrate and measure overall effectiveness in the support operation of the Center. ICE is a website for clients to provide comments and rankings on their experience at the AAGC. Comments are unsolicited and come from third parties that are not connected with the operation and/or support of the Center.

- 5.8.17.1.7.4. Room Configuration Quality Assurance Plans

- 5.8.17.1.7.5. Key Event Equipment Status and Issues

- 5.8.17.1.7.6. Safe Log Checkout. Provide a copy of the daily safe log for the month. Indicate reason why it was necessary to lock down the facility.

- 5.8.17.1.7.7. End of Day Facility Checkout. Include a copy of the facility checkout log. Part of facility security is to assure that all areas are physically secured at the end of each work day. Support staff that secure each area are to check-off and sign out the areas on the end of day log.

5.8.18. Track AGC non-event actions completed to include administration, logistics, network, AV and facility issues on a weekly basis. Compile these into a weekly word document for the COR.

5.8.18.1. List by week the work accomplished by the support staff that was not directly related to supporting a specific event. All items fall within the overall performance standard to maintain continuous operation and ongoing full functionality of the Center. For each week, the work is to be divided into relative categories such as Networking, A/V, Logistics, Facilities and Administration. Examples include but are not limited to reporting and tracking of safety issues, advisory notices for renewals of maintenance and service contracts, coordination with support services for facility maintenance and services, administrative support such as the functional account, and security (event security, concerns and reporting of violations, if any).

- 5.8.18.1.1. Server Maintenance/Back-up. Document the Technical Support maintenance actions and the backup of the event servers for the week listing the incremental and full backups performed on the corresponding days of the week.

- 5.8.18.1.2. Anti-virus Network Protection. Document the virus protection on the AGC network, which is DoD supplied virus protection software. There are numerous elements to keeping the system fully operational. Virus definition updates and scans of the network assets being the primary ones. The report is a representation of the status of the system for the month and must discuss the findings in the report relevant to cybersecurity for the center and maintaining reliable event operations. The report include but not limited to Scan Failures and Anti-virus Definition Failures.

- 5.8.18.1.3. Network IAVA/Patching Report. Report on the patching status for the week. Patching of all of the servers and workstations on the AGC network is a continuous process. The software and operating system patches address cybersecurity vulnerabilities alerts that are released routinely by DoD.

- 5.8.18.1.4. Facility Services. Identify facility support service requests and subsequent resolution.

- 5.8.18.1.5. Performance Metrics. Provide descriptions of progress made during the period reported, including problem areas encountered, and recommendations, if any, for solutions. Recommendations may include solutions outside the scope of the contract.

- 5.8.18.1.6. Operations and Strategy. This includes plans and recommendations for activities during the following reporting period.

5.8.19. Technical Reporting Requirements

5.8.19.1. Provide such additional reporting, documentation, schedules, illustrations and other graphics in a timely manner, as are requisites to the various task activities of the contract. The Contractor shall provide a listing keyed to specific tasks identifying the minimum reporting deliverables associated with each task. Reporting should be in sufficient detail and of a quality to meet standards and will include, but not be limited to:

- 5.8.19.1.1. Technical reports, data compilations, evaluations, and analyses.

- 5.8.19.1.2. Testing procedures, requirements, assessments and schedules.

- 5.8.19.1.3. Specifications, tabulations, engineering drawings, multi-media graphics, designs, concepts, diagrams, and circuit diagrams.

- 5.8.19.1.4. Life-cycle maintenance requirements, guidelines, schedules, procedures, instructions, corrective actions, etc.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 13 of 50	FINAL
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5.8.19.1.5. Purchase descriptions, proposals, equipment illustrations, and cost documentation.

5.8.19.2. Other reports as specified by the COR.

5.8.19.3. All problems and concerns shall be reported to the COR.

5.9. Security

5.9.1. Security Requirements for Classified Events

5.9.1.1. Adhere to all applicable DoD and DoN guidance and directives to ensure all security measures for conducting classified events are in place. This includes include visit requests and visitor control in accordance with governing Department of the Navy Information Security Program (ISP) IAW SECNAVINST 5510.36A and SECNAV M-5510.36 following Department of Defense (DoD) Manual 5200.01, Volumes 1-4, DoD Information Security Program. In the event of planned attendance by Foreign Nationals, security measures also conducted in accordance with DoD 5230.20.

5.9.1.2. Coordinate with event client to assure all required security processes and procedures are followed.

5.9.1.3. Assist with security operations for conducting classified discussions and/or presentations within the defined conference room.

5.9.1.4. Assist with electronic security access control system sufficient to operate, control and monitor internal spaces.

5.9.1.5. Work with event clients to obtain need-to-know registration lists, work with appropriate Government personnel to obtain verification of appropriate clearance/visit request and develop final registration list for the classified event. Contractor shall use final registration list for access control.

5.9.1.6. Monitor and control access.

5.9.1.7. Configure the Center, technical infrastructure and equipment per DoD/DoN guidance and the AGC event security SOP.

5.9.2. AGC Facility Security

5.9.2.1. All Contractor employees at the Government site working under this contract must have a SECRET clearance prior to being placed on this task. All Contractors must practice routine security procedures within DoD/DoN guidance.

5.9.2.2. All computer software and documentation, whether written or machine readable, developed under this contract, shall belong to, and be the property of, the U.S. Government.

5.9.2.3. All Contractors shall be familiar with and must comply with the AGC opening and closing procedures. This shall include maintaining nightly closing sheets, verifying all spaces cleared of personnel and secured along with arming/disarming as required.

5.9.2.4. Contractor's Project Manager information (name and telephone number) will be provided to the NSAW Duty Officer for the emergency roster as an after hour point of contact and may be required to respond to after hour security and/or emergency issues.

5.9.2.5. Immediately report security violations/events, incidents and practices dangerous to security to the COR and NDW Security Manager.

5.9.2.6. Immediately report known or suspected electronic spillage of classified material to the COR, NDW Security Manager and NDW N6. Note that NDW must report the incident within one hour of discovery of a loss, compromise or theft.

5.9.2.7. Comply with current DoD/DoN privacy policy and procedures. Guidance includes SECNAV 5211.5E and DONCIO applicable guidance.

5.9.2.8. Immediately report known or suspected unauthorized disclosure of Privacy Act/Personally Identifiable Information (PII) to NDW Security Manager and the COR. Note that NDW/NSAW must report the incident within one hour of discovery of a loss, compromise or theft of PII.

5.9.2.9. Assist with the control and usage of GSA approved storage containers (safes). Perform nightly check that all safe drawers are secure and maintain sign out sheet to that affect. Immediately report any unintended open drawers of the GSA approved storage containers to the on-site Government security manager. Maintain safe log holdings sheet to track in detail all secure items that enter/leave the GSA approved storage container(s) along with contact information of the client having carrying card and the AGC contractor verifying the materials entering or leaving the safe(s).

5.10. Cybersecurity

5.10.1. The Contractor shall adhere to all applicable DoD and DoN cybersecurity directives and related guidance for prescribed methodologies while protecting information to support DoN missions. The Contractor shall use existing methods and processes in order to deliver secure, interoperable and integrated cybersecurity management and IT to the DoN and its contract support.

5.10.2. The Contractor shall ensure that all IT systems, software and interfaces meet Government security certification standards and requirements appropriate to the particular classification level of operation as specified by the DoN, DoD, or other cognizant Government authority for the purposes of the above mentioned DoN goals.

5.10.3. The Contractor shall provide the COR with counterpart point of contact (POC) for the NDW Security Manager and NDW N6

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 14 of 50	FINAL
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- Cybersecurity Manager. The cybersecurity POC shall
- 5.10.3.1. Ensure all cybersecurity requirements are adhered to.
 - 5.10.3.2. Ensure that the Contractor team is aware of all cybersecurity requirements.
 - 5.10.3.3. Coordinate via the COR with the NDW N6 Cybersecurity Manager in all matters related to cybersecurity.
 - 5.10.3.4. Fulfill the certification requirements DoDD 8570.01 and DoD 8570.01-M.
- 5.10.4. The Contractor shall address these requirements within the Program Protection Implementation Plan (PPIP).
 - 5.10.5. The Contractor shall provide cybersecurity support to the AGC, working and coordinating with the COR and NDW N6. The Contractor shall assure that all existing and future information systems (ISs), desktops, and corporate network components (wired & wireless), unclassified and classified, adhere to and are certified in accordance with the DoD Risk Management Framework (RMF). The Contractor shall maintain and provide documentation demonstrating compliance with all policies, guidance, and directives stipulated by the NDW N6.
 - 5.10.6. The Contractor shall implement and document security as directed and as the tools are provided by NDW N6 including the following: complete security testing and monitoring of all AGC IT assets; providing reports on the results of testing and monitoring; identifying security levels and the type of data being handled; monitoring system activity; assigning and testing strength of passwords; and reviewing audit trails to ensure compliance with all applicable security directives and procedures.
 - 5.10.7. The Contractor shall review classified and unclassified logs in association with the cybersecurity management to define actions to ensure measurements meet DoD and DoN security requirements.
 - 5.10.8. The Contractor shall perform testing and risk assessment of the AGC IT systems and provide results and reports as required. In order to document actions taken to resolve all cybersecurity issues, the Contractor shall provide after-action reports periodically (including monthly cybersecurity status reports) and recurring reports as required per incident, IAVA, or special event/activity. The templates for each type of report may be provided by NDW N6, the COR or Contractor.
 - 5.10.9. The Contractor shall perform and document support services in satisfying user security, accreditation, and connectivity requirements. The Contractor shall implement DoD/DoN approved and cost-effective security countermeasures to protect AGC IT components.
 - 5.10.10. The Contractor shall administer all security practices in accordance with NDW 6 standards. Contractors shall coordinate, report, comply with, and resolve all relevant NDW cybersecurity issues, including IAVAs, patches, updates, vulnerability test results, defensive configuration recommendations, etc.
 - 5.10.11. If directed by NDW N6 to implement any new procedures and/or introduce new equipment, coordination for these changes may include participating in both technical and managerial level meetings, providing network drawings, schematics, LAN hardware and software information, and reviewing proposed network engineering designs and providing comments relative to feasibility and possible operational impacts for each design element. Upon any network engineering design, the Contractor shall assist with the physical integration and element transitions while maintaining event operational continuity.
 - 5.10.11.1. The Contractor shall develop and maintain technical documentation for external connectivity to non-AGC networks to support the development and management.
 - 5.10.11.2. The Contractor shall provide support for the AGC encryption equipment. This support shall include, as a minimum, normal operational maintenance and keying of various encryption devices. This shall require the Contractor to be knowledgeable about DoD encryption devices, as a minimum: KG194's, KIV7's and DoN Network Encryption Systems (NES).
 - 5.10.12. The Contractor shall prepare and update the following as required: SOPs and RMF and other certification and accreditation documentation associated with the development and implementation of new and existing AGC information systems on the AGC networks. Documentation shall be developed in accordance with NDW policies and standards and submitted for review and approval by the COR.
 - 5.10.13. The Contractor shall require their personnel to adhere to the required PKI policies stated herein when transmitting Controlled Unclassified Information (CUI). PKI encryption is the chosen compliant DoD standard for protecting CUI during transmission. CUI encompasses For Official Use ONLY (FOUO) and Sensitive Information. Failure to encrypt CUI during electronic transmission is considered a security weakness and must be reported to the COR for further notification for further notification to the NDW 6 and the NDW Security Manager via the Contractor's responsible individual.
 - 5.10.14. The Contractor shall use DoD PKI digital certificates to use as authenticators for accessing all DoD web sites and/or e-rooms and collaboration tools.
 - 5.10.15. The Contractor shall use encryption via DoD PKI digital certificates on all e-mail messages containing CUI, and sensitive information, including but not limited to: For Official Use Only (FOUO) content, Privacy data, Contract Information, Unclassified Technical Data, Accountability information, DoD Sensitive But Unclassified (SBU), and e-mail that discusses any matter that may serve as an OPSEC indicator, per DoDI 8520.2. The Contractor shall use PKI when interacting with DoD PKI Enabled information systems; and accessing DoD sensitive information.

6. TRAINING

- 6.1.1. The Contractor shall provide all training and user instruction pertaining to systems and functions developed, maintained and/or

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 15 of 50	FINAL
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documented by the Contractor or any other applicable AGC systems. The Contractor shall:

- 6.1.1.1. Provide functional/technical expertise for the definition of content and materials to be used for the development of training materials.
- 6.1.1.2. Provide technical support for the development of training materials including course outlines, topic contents, presentations and other course materials.
- 6.1.1.3. Provide technical support for conducting training pertaining to logistics and logistics systems.
- 6.1.1.4. All training and certifications required will be at the Contractor's expense.

6.1.2. The Contractor personnel assigned to the AGC shall participate in and complete the training requirements as directed by NSAW/NDW for all Government and Contractor personnel. This may include, but not be limited to Privacy and Personally Identifiable Information (PII) Awareness Training, Active Shooter Training, CNIC Suicide Prevention Training, DOD Cyber Awareness Challenge, CNIC Ready Navy Emergency Preparedness and CNIC Annual Security Refresher Brief.

7. REQUIRED STANDARD OF WORKMANSHIP

- 7.1. Unless otherwise specifically provided in this contract, the quality of all services rendered hereunder shall conform to the highest standards in the relevant profession, trade or field of endeavor. All services shall be rendered by or supervised directly by individuals fully qualified in the relevant profession, trade or field, and have any necessary licenses required by law. For each contractor who will work at site; provide current resume and references of work performance; at least 10 business days prior to start of work schedule.

8. CONFIDENTIALITY: NON-DISCLOSURE

- 8.1. The events and event discussions, lectures, presentations, materials, results, conclusions, and recommendations obtained thereof should be considered confidential in nature and treated with the same level of care that the Contractor treats its own confidential business information. The information shall not be disclosed, copied, modified, used or otherwise disseminated to any other person or entity at any time to include, but not limited to inclusion in any database external to the Government without the Government's express consent.

9. DELIVERABLES

- 9.1. Any deliverable defined in this PWS shall be submitted under official company letterhead signed by a designated company representative. The cover letter shall be addressed to the COR unless otherwise directed. The cover letter shall include as a minimum, the title of the applicable deliverable, date performed, and the appropriate contract number or purchase order number to which the deliverable applies.

- 9.1.1. Data Item A001 – Quality Control Plan (QCP)
Deliver – 10 Days after Award (COR, Contracting Officer)
- 9.1.2. Data Item A002 – Monthly Status Report
Deliver – Monthly (COR, Contracting Officer)
- 9.1.3. Data Item A003 –System Documentation: Document Updates
Deliver – As Updates Occur and as Required (COR)
- 9.1.4. Data Item A004 – System Documentation: Plans of Actions and Milestones
Deliver – Semi-Monthly (COR)
- 9.1.5. Data Item A005 – System Documentation: Incident Reporting
Deliver – As Required (COR)
- 9.1.6. Data Item A006 – System Documentation: Configuration Management
Deliver – Bi-Monthly (COR)
- 9.1.7. Data Item A007 – Facility Maintenance: Facility and Safety Concerns
Deliver – Monthly and As Required (COR)
- 9.1.8. Data Item A008 – Inventory Database Records
Deliver – Upon Contract Award, Annual Audit Prior to the End of the Base and As Required (COR)
- 9.1.9. Data Item A009 - AGC PowerPoint Brief, Brochure and Website Updates
Deliver – As Required (COR)
- 9.1.10. Data Item A0010 –AGC History: Annual
Deliver – January (COR)
- 9.1.11. Data Item A0011 – Non-Event Actions
Deliver – Weekly (COR)
- 9.1.12. Data Item A0012 – Technical Reporting Requirements
Deliver – As required (COR)

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 16 of 50	FINAL
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- 9.1.13. Data Item A0013 - NMCI Documentation
Deliver – As Required (COR)
 - 9.1.14. Data Item A0014 – Training/User Instruction
Deliver – As Required (COR)
 - 9.1.15. Data Item A0015 – Standard Operating Procedures
Deliver – 2 Months after Contract Award and Quarterly thereafter as updates/revisions occur (COR)
 - 9.1.16. Data Item A0016 – IT Security Reports: Incident Reporting
Deliver – As Required (COR)
 - 9.1.17. Data Item A0017 – IT Security Reports: Cybersecurity
Deliver – As Required (COR)
 - 9.1.18. Data Item A0018 – Security Documents: Disaster Plan and Safety Manual, Continuity of Operations Plan (COOP), System Security Plan, and SOP
Deliver – 3 Months after Contract Award and Quarterly thereafter and as updates/revisions occur (COR)
 - 9.1.19. Data Item A0019 – Qualified Personnel Resumes
Deliver – As Required (COR)
 - 9.1.20. Data Item A0020 – Qualified Substitute Resume
Deliver – As Required (COR)
 - 9.1.21. Data Item A0021 – Data Calls from NDW/NSAW
Deliver – As Required (COR)
 - 9.1.22. Data Item A0022
10. QUALITY CONTROL PLAN (QCP)
- 10.1. Within ten days after contract award, the Contractor shall submit a comprehensive QCP to the COR for Government review and approval. The QCP shall fully cover all aspects of the contractor's QC Program, with the overall goal of insuring top quality services, and full compliance with all SOW requirements and performance standards.
 - 10.2. Within seven days after receipt of the Contractor's QCP, the Government shall review, comment, approve, and/or disapprove the QCP. The Contractor shall correct deficiencies (if any) within five days after Government notification by the COR. This review and correction process will continue until the QCP is approved in writing by the COR.
 - 10.2.1. The Government reserves the right to require changes to the QCP, if and as necessary throughout the contract period. The Contractor shall submit changes within 30 days of notification by the COR. These revisions shall be subject to the same review and approval process as the original QCP.
11. PERSONNEL QUALIFICATIONS:
- 11.1. The Contractor shall be responsible for employing technically qualified personnel to perform the work specified in this PWS. The Contractor shall maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the PWS specifications and requirements. The work history of each Contractor employee shall contain experience directly related to the task and functions he/she is intended to perform under the PWS.
 - 11.2. Key Personnel Replacement and Substitution
 - 11.2.1. The personnel characteristics identified in this PWS are considered key to the successful performance of this PWS. The tasks described in this PWS require specialized skills and diplomacy due to the nature of the tasks.
 - 11.2.2. The Contractor shall provide a qualified substitute in event the Contractor cannot meet any obligation or portion required services due to illnesses and/or absences for any other reason. A 'qualified substitute' is defined as an individual who meets the qualifications outlined in this PWS. All substitute employees shall meet the approval of the COR. Provide resumes of back up personnel, who might have to replace original Contractors while they are out of the office. Even if original Contractors are on family leave, have taken another job, sick leave or vacation; the contract should have the requirement for the contract to be fully staffed.
 - 11.2.3. The Contractor shall not substitute key personnel assigned to perform work under this PWS without the prior approval of the COR. Requests for approval of substitutions shall be in writing and shall provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request shall contain a complete resume for the proposed substitute, and any other information requested or needed by the COR that are equal to or higher than the key personnel to be augmented. The Contracting Officer or his/her authorized representative shall evaluate such requests and promptly notify the Contractor in writing whether the proposed substitution is acceptable.
 - 11.2.4. The Contractor shall provide qualified replacements for staff that depart, are on leave, etc. Replacements should be seamless; ensuring adequate turn over time between employees departing to ensure there is no change in level of quality. If no replacement is available from the contractor; then the contractor, at his expense, is required to hire a temporary professional, with the required qualifications of this Contractor to substitute for NOT MORE THAN 30 calendar days till a permanent contractor employee can be hired.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 17 of 50	FINAL
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11.3. Cyber Work Force. The Contractor shall examine all positions and define its cyber workforce requiring cyber certification based on the requirements defined in DoD/DON instructions to include DoDD 8140, DODD 8570.01 and DoD 8570.01M, with approval by the Government. All identified personnel identified by the Contractor and approved by the Government are part of the cybersecurity workforce and are required to be certified with criteria established in DoDD 8570.01 and DoD 8570.01-M.

11.4. Contractor Support Workforce

11.4.1. Principle Engineer/Analyst: Advanced degree and 8+ years of relevant experience or bachelor's degree and 15+ years relevant experience. Experienced and capable to plan and manage information technical projects and operations; workforce management; and oversight and management of contract performance and deliverables. The Principal Engineer shall also function as the Program Manager and shall act with full authority on behalf of the Contractor on all contract matters relating to daily operation of services being provided under this contract. The Program Manager shall perform other PWS duties and tasks/productive labor in addition to his/her PM duties and responsibilities.

11.4.2. Senior Engineer/Analyst: Advanced degree and 4+ years of relevant experience or bachelor's degree and 15+ years relevant experience or, by exception and with approval, appropriate technical certificate/credentials with 20+ years relevant experience. Experienced and capable to function as technical lead and subject matter expert for systems engineering, information technology, and technical documentation. Function as operational lead on Information Technical projects and operations; workforce management; and oversight and management of contract performance and deliverables.

11.4.3. Engineer/Analyst: Bachelor's degree and 5+ years relevant experience or, by exception and with approval, appropriate technical certificate/credentials with 10+ years relevant experience. With minimal guidance and oversight from a Principle Engineer/Analyst or Senior Engineer/Analyst, capable to design technical solutions and trouble shoot technical problems. Also capable to develop and maintain technical documentation.

11.4.4. In addition to the other qualifications above,

11.4.4.1. A minimum of two Contractor employees within these categories shall be designated an IAT Level II position in the IAW. The Contractor shall comply with requirements of DoD 8570.01 hereby incorporated by reference. The primary LAN administration must have at least 15 (fifteen) years of experience and the secondary LAN administrator at least 10 (ten) years of experience. IAT Level II certifications are required for granting network administrator privileged access and permissions for the LAN infrastructure.

11.4.4.2. A minimum of one Contractor employee within these categories shall maintain a current certification as an American National Standards Institute (ANSI) accredited Certified Technology Specialist (CTS) with at least 15 (fifteen) years of associate experience.

11.4.4.3. A minimum of one Contractor employees shall have a minimum combined 15 (fifteen) years of experience in the architectural, plumbing, electrical, mechanical and structural design-build field.

11.4.4.4. A minimum of one Contractor employee within these categories shall have a minimum of seven (5) years of experience in the HVAC industry. This can be in the engineering design field, sales or field installation/repair services.

12. SPECIAL REQUIREMENTS/INSTRUCTIONS/CONSIDERATIONS

12.1.1. No data provided to, or developed by, the Contractor shall be used for any purpose other than this PWS. All information (data files and hard copy) becomes the property of the Government and the Contractor shall return them to the AGC upon the completion of the task.

12.1.2. The Government shall provide equipment (i.e., computers, furniture) to the Contractor during the performance of the requested services. All such items will remain the property of the Government.

13. NON-PERSONAL SERVICES

The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Procuring Contracting Officer (PCO) immediately.

ATTACHMENT A:

1. AGC Facility and Conference Components

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 18 of 50	FINAL
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1.1. The AGC facility is comprised of the following components:

- 1.1.1. The Collaboratory Event Room has a total configurable workspace of 4,100 square feet, over 100 recessed floor boxes with local area network (LAN) and AV ports, video screen displays over 8 feet wide, large light emitting diode (LED) flat panel displays, broadcast quality ceiling mounted video cameras, network based monitoring video camera, custom lectern with interactive smart symposium display, wireless lapel/handheld/tabletop microphones, ceiling recessed audio speaker system with below floor low frequency audio drivers, presenter timer clock, up to 270 wireless voting devices, extensive control/operations station featuring custom Graphical User Interface (GUI) control, rolling and/or floor standing LED/LCD displays, mobile professional grade Digital Video (DV) video camera with direct streaming to local hard drive, wireless Navy/Marine Corps Intranet (NMCI) workstations and hard wired computing support workstations. The event room has the capacity for configurable workspace using combinations of rectangular, half rectangular and round tables as well as two types of chairs. Its capacity for configurable workspace in auditorium style seating can accommodate up to approximately 270 attendees. It can also be configured into three separate rooms through the use of movable, locking and sound attenuating wall panels.
- 1.1.2. The Strategic Planning Room is a configurable workspace of 1,580 square feet with video screen displays over 8 feet wide served by an advanced video processing unit implementing edge blending, over 30 recessed floor boxes with LAN and AV ports, broadcast quality ceiling mounted video cameras, network based monitoring video camera, rolling plasma display, ceiling mounted microphones, ceiling mounted recessed audio speakers, presenter timer clock, up to 60 wireless voting devices, control/operations station with GUI control, wireless NMCI workstations and hard wired computing support workstations. The event room has the capacity for configurable workspace using combinations of rectangular, half rectangular and round tables as well as two types of chairs to accommodate a variety of functions. When set up auditorium style seating, the room can accommodate up to approximately 60 attendees.
- 1.1.3. The Training Room is a configurable workspace of 425 square feet with video screen displays and four recessed floor boxes with LAN and AV ports, wireless NMCI workstations. The room has the capacity for configurable workspace using half rectangular tables and two types of chairs to accommodate a variety of functions. When set up, the room can accommodate up to approximately 28 attendees.
- 1.1.4. The Guest Services Room is a transient business center style work area provided for event attendees to have access to NMCI computer workstations (including email/internet access), NDW telephones (NDW telephone has Defense Switched Network (DSN) capabilities), and multifunctional copy/fax/print machines, copier and shredder. The nominal maximum capacity is ten.
- 1.1.5. The Common Area is a configurable work space with a video screen display and recessed floor boxes with LAN and AV ports. The room can also flex as a breakout room or an overflow area for event attendees assigned to other rooms.
- 1.1.6. The Flag/Very Important Person Suite is located immediately off of the entrance of the Collaboratory Event Room and consists of two flat screen panel displays, one recessed power/LAN/AV/telephony floor box and ceiling recessed speakers. The nominal maximum capacity is six.
- 1.1.7. The Planning Room is located within the Event Support Administrative Area and includes a central conference table, wall mounted flat panel display with switching between event content and local room content, a personal computer (PC) workstation, network printer, shredder and a wireless audience response (voting) system for demonstrating that capacity to clients during tours and/or event planning meetings.
- 1.1.8. The Event Support/Administrative Area includes workstations for nominal six personnel and also has a flat screen panel display that can relay event AV content into the space as needed.
- 1.1.9. The Director's Office consists of multiple workstations for access to the AGC and NMCI network, multiple monitors on the AGC station and a flat panel display that can relay content from the workstation for viewing from the conference table or event AV content.
- 1.1.10. The Technical Support Area has workstations for nominal four personnel, has numerous workstations that serve as event and digital signage content providers, workstations for visually monitoring event content or satellite and digital video disc (DVD) content, video production station, network workbench troubleshooting machine, compact disc (CD) carousel storage and management units, servers, clients station for keyboard, video, mouse (KVM) extension into event rooms, patching wall integrated into the recessed floor box system throughout the event rooms for data/AV/telephony reconfiguration, audio/video/LAN infrastructure devices and equipment.
- 1.1.11. The lobby entrance area on the first floor has a registration desk and an electronic LED display that can relay key information for event attendees as well as information related to the command and AGC services. It also has restrooms.
- 1.1.12. The foyer is located on the second floor and is a balcony overlooking the registration desk. This transition area provides space for caterers or clients to set up light refreshments for event attendees and seating. It also has a Holoview display to welcome event attendees.
- 1.1.13. The kitchen area is for staff use as well as a catering area and provides the client a light refreshment preparation area. It includes a refrigerator, sink, microwave, water filtration unit and ample counter space.
- 1.1.14. The electrical closet includes the fire alarm and sprinkler system monitoring system and electrical panels for outlets and lighting.
- 1.1.15. The storage areas include the supply closet, janitor closet, an electrical data vault, Strategic Planning Room closets, and storage

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 19 of 50	FINAL
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- space behind the projection screens.
- 1.1.16. The core technical equipment area is adjacent to the technical support area and is the hub of the technology element of the facility. The entire AGC uses a two-foot raised deck system for below floor cabling and power distribution.
- 1.1.17. The mechanical and electrical room on the second floor has a portion of the Heating Ventilation and Air Conditioning (HVAC) controls equipment, the power for the client computer stations and the heating/cooling units for all the technology equipment including the projectors.
- 1.1.18. The roof area has the chiller units, fresh air intake, smoke evacuation fan, and satellite dishes for the AGC.
- 1.1.19. The mechanical rooms on the third and fourth floors contain the heating/cooling equipment that accommodates the AGC to include the lobby and the foyer.
- 1.1.20. AGC facility components include the coordination of the following types of services, as needed:
- 1.1.20.1. Copy/printer machines not property of the AGC
 - 1.1.20.2. NMCI workstations, laptops and printers
 - 1.1.20.3. Government telephone system components
 - 1.1.20.4. Building facilities support
 - 1.1.20.5. Building HVAC equipment and controls support (monitor and make adjustments)
 - 1.1.20.6. Internet service providers
 - 1.1.20.7. Video teleconferencing service (bandwidth) providers
 - 1.1.20.8. Satellite service providers
 - 1.1.20.9. Security system
 - 1.1.20.10. Defense Collaboration Services (DCS)

ATTACHMENT B

1. Local Area Network (LAN) Overview

- 1.1. AGC network, workstations and printers
- 1.2. VMware hosted Windows 2012 servers and subsequent versions
- 1.3. Windows 10 workstations and subsequent versions
- 1.4. Desktop and laptop computers
- 1.5. Network printing server and components
- 1.6. Computer controlled lighting systems
- 1.7. APC LAN monitored UPS hardware and Power Distribution Units (PDUs)
- 1.8. Integrated audio, video and telephony devices
- 1.9. Facility environmental monitoring and alert system
- 1.10. Audio Video Network
- 1.11. Video Teleconference Network
- 1.12. LAN Software
 - 1.12.1. Microsoft Office 2013 and subsequent versions
 - 1.12.2. Symantec VERITAS Back-up Executive, version 12
 - 1.12.3. Visual basic, NET, VBA, AutoIT, VBscript, Batch, PowerShell scripting and Java
 - 1.12.4. RS-232 control systems and programming
 - 1.12.5. SQL Server 2012 and subsequent versions
 - 1.12.6. Shavlik Netchk Protect
 - 1.12.7. Symantec Ghost
 - 1.12.8. MYSQL
 - 1.12.9. Option Power
 - 1.12.10. McAfee VirusScan Enterprise and Anti Spyware
 - 1.12.11. Solarwind NPM + Engineer's Tool Set
 - 1.12.12. VMware Center Server + VMware vSphere
 - 1.12.13. Microsoft Data Center Windows 2012 R2
 - 1.12.14. Solarwinds NPM and Engineer's Tool Set Syslog Server
 - 1.12.15. Host Based Security Systems (HBSS)
 - 1.12.16. Event video camera monitoring

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 20 of 50	FINAL
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- 1.12.17. Putty remote SSH client
- 1.12.18. ACAS Scanning/Remediation
- 1.12.19. Sennheiser Wireless Systems Manager
- 1.12.20. Crestron Control System Software

1.13. LAN Hardware

- 1.13.1. CISCO network switches (Fiber and Ethernet) for audio video and data
- 1.13.2. NetApp FAS2554
- 1.13.3. KVM extenders and switchers
- 1.13.4. Dell R715 servers or similar
- 1.13.5. HP and Lenovo computers and workstations or similar
- 1.13.6. NTI Enviromux – environmental facility monitoring
- 1.13.7. Brocade fiber switches
- 1.13.8. Brother labeling machines
- 1.13.9. HP fax, scanner, and printer multifunction machines or similar
- 1.13.10. Sennheiser wireless microphone system
- 1.13.11. Event monitoring cameras
- 1.13.12. VTC bridge, CODECs and control stations
- 1.13.13. UPSs and PDUs
- 1.13.14. Backup Tape Library
- 1.13.15. Integrated patching wall and floor box system
- 1.13.16. CD/DVD duplicating unit
- 1.13.17. CD/DVD label printing unit
- 1.13.18. LED scanners
- 1.13.19. Portable hard drives
- 1.13.20. Remote CD readers and burners
- 1.13.21. Fax, Scanner, Shredder, Laminating & labeling machines
- 1.13.22. External DVD/Bluray readers and burners

1.14. Utility Software

- 1.14.1. Microsoft Office
- 1.14.2. Microsoft Project and Access
- 1.14.3. Autodesk AutoCAD
- 1.14.4. Microsoft Visio
- 1.14.5. Adobe Photoshop
- 1.14.6. Adobe Illustrator
- 1.14.7. Adobe Acrobat
- 1.14.8. Autodesk 3D Max modeling and rendering
- 1.14.9. Option Power by Option Technologies
- 1.14.10. Dameware Utilities
- 1.14.11. Microsoft Visual Studio 2013
- 1.14.12. DVD Encore DVD
- 1.14.13. CD Library storage and management
- 1.14.14. VMware ESXi 5/5 and later editions
- 1.14.15. Active Card Gold CAC PKI
- 1.14.16. Adobe Visual Communicator
- 1.14.17. Ahead Nero Burning
- 1.14.18. Brother P-Touch Editor
- 1.14.19. Canon CanoScan
- 1.14.20. SMART Board
- 1.14.21. Wasp Barcode Labeler
- 1.14.22. AutoIt
- 1.14.23. DISA Secure Host Baseline (SHB) for Windows 10 or later editions
- 1.14.24. VLC video player

1.15. LAN Custom Applications

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 21 of 50	FINAL
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- 1.15.1. GUI based control system
- 1.15.2. Option Power automatic slide creation tool
- 1.15.3. Inventory tool

2. Wide Area Network (WAN) Overview

- 2.1. NMCI workstations, printers and enterprise wireless
- 2.2. Facility security access control system
- 2.3. HVAC energy management and control system
- 2.4. Defense Collaboration Services (DCS)

2.5. WAN Software

- 2.5.1. Microsoft Office
- 2.5.2. Snagit 12
- 2.5.3. Symantec Endpoint Encryption
- 2.5.4. Security system software
- 2.5.5. HVAC Digital Direct Control

3. Event Audio, Video, Telephony, Video Production and Other Hardware

- 3.1. Recessed floor box distribution system and remote patching wall with capability for distributing power, LAN, KVM, video, balanced audio and telephony.
- 3.2. Three types of recessed floor boxes – standard, special and lectern.
- 3.3. Zoned Option Technologies wireless handheld audience response system devices and receivers. OptionFinder G4 wireless audience response keypads.
- 3.4. Smart Technologies interactive Sympodium units
- 3.5. Lecterns each incorporating gooseneck microphone, microphone inline digital signal processor, microphone output limiter, microphone pre-amplifier, presenter monitor, workstation/keyboard/mouse, 120 volt duplex electrical outlet, VGA video feed/drop, 3/5mm stereo audio drop, NMCI LAN drop, Uninterruptable Power Source (UPS) units, manual two-way video switch, and a digital clock.
- 3.6. Multi-zone security monitoring, alarm and access control badge system consisting of workstation, software and installed sensors/switches/door latches. Facility access badge creation equipment including pedestal camera with integrated LED lighting, proximity badges and badge printer.
- 3.7. GUI based control system for lighting, video, audio systems. Control is possible from multiple locations and system allows the GUI icon layout and associated switching assignments to be modified in near real time as required for events.
- 3.8. Silent waterproof keyboards
- 3.9. Remote slide advance units by DSan and Interlink
- 3.10. Green laser pointers
- 3.11. Wired and wireless presenter/audience timer clock systems by DSan
- 3.12. Cabling and equipment labeling system consisting of Kroy and Brother units with associated cartridges
- 3.13. Remote video camera control units
- 3.14. KVM switching unit
- 3.15. KVM extender transmitters and receivers
- 3.16. Crestron Control System
- 3.17. AMX Codecs
- 3.18. Touch panel with control system
- 3.19. Cisco audio visual network switches

4. Telephone

- 4.1. 16 port Main Control Unit (MCU) VTC bridge using Verizon PRI lines for ISDN based VTC and telephone conferencing capabilities
- 4.2. Coding and Decoding (CODECS) units fully integrated into the AV system
- 4.3. VTC event management and configuration software
- 4.4. Polycom conferencing telephones including powered subwoofers and extension microphones
- 4.5. Cell phone signal booster system (frequency tuned receiving antennas, cabling and broad spectrum interior signal distribution)

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 22 of 50	FINAL
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antennas)

- 4.6. Telephone system with desktop phones, portable phones and analog drops
 - 4.7. Analog telephone patching system including RJ and ¼" spec jacks integrated into the recessed floor box distribution system
 - 4.8. Fax machines integrated into multifunction units
 - 4.9. Telephone Provider Channel Service Units (CSU)
 - 4.10. Delineation block and punch down blocks
5. Video
- 5.1. Video matrix switching units using BNC connectors, 32x32 with RS232 control interface to GUI based control system
 - 5.2. Extron Video Sync combiners, splitters, adapters and peaking amplifiers
 - 5.3. Video over network cabling transmitter and receiver sets
 - 5.4. Flat panel displays
 - 5.5. Quadview and Superview video processing hardware
 - 5.6. Holo-view projection system consisting of LED micro projector and suspended off-angle holo-view translucent video screen
 - 5.7. Satellite receivers integrated into the AV system with associated roof mounted satellite dishes and cable system
 - 5.8. LED flat panel displays – wall mounted, ceiling suspended, on rolling stands and with pedestal stands form 40 to 96 inch diagonal
 - 5.9. Remote video camera control units with position, zoom and focus
 - 5.10. Oppo BDP-95 Blu-ray player with professional balanced audio outputs
 - 5.11. 5 wire cabling with BNC terminations done on site
 - 5.12. DVI-D over fiber runs
 - 5.13. LED Direct View video walls
 - 5.14. Bulkhead 15 pin connections in recessed floor boxes
 - 5.15. Multiple screen workstations
 - 5.16. Wolfvision and Sony digital document camera units
 - 5.17. VTC cameras
6. Audio
- 6.1. Rane electronic conferencing audio equipment
 - 6.2. Lectrosonics models DM1624 and 812 all with RS232 control
 - 6.3. Sennheiser wired and wireless lapel, handheld and table top microphone systems with rechargeable battery system and LAN monitoring/control
 - 6.4. Sennheiser microphone software for desktop monitoring of all wireless Sennheiser microphones
 - 6.5. Wired tabletop gooseneck microphone system consisting of rolling rack, nested Rane microphone auto-mixers, XLR patching bulkheads, XLR patching cables from 3 to 30 feet and 50 Shure microphones
 - 6.6. Sennheiser transmitter and receiver set for ready use at smaller event room lectern to provide wireless lap microphone
 - 6.7. Rane 6-channel audio amplifiers model MA6S with bridging capability
 - 6.8. Mackie self powered studio monitors
 - 6.9. Sennheiser microphone active distributive antenna system
 - 6.10. Audio Digitizing hardware
 - 6.11. Active impedance balancing audio transformers
 - 6.12. Listen Technologies assisted listening system with ear-speaker, wireless transmitter and receiver integrated into the audio system
 - 6.13. Sabine Phantom Mic Rider powered Digital Signal Processor (DSP) units.
 - 6.14. Dual deck, auto-reverse audiocassette recording and playback equipment
 - 6.15. 70 volt distributed audio system
 - 6.16. Above ceiling and below floor low frequency audio driver system
 - 6.17. Bulkhead XLR balanced audio connectors in recessed floor boxes
 - 6.18. Workstation speaker and subwoofer systems
 - 6.19. Ceiling mounted microphones drop down style using Servoreeler motorized system with remote control panel
 - 6.20. Ported and tuned ceiling recessed audio speakers
 - 6.21. Voice optimized, wall mounted center channel speakers
 - 6.22. Microphone stands to include standup and tabletop type
 - 6.23. Serial to network devices for interfacing
 - 6.24. Audio interface devices
 - 6.25. Dante conferencing microphones
 - 6.26. Infrared wireless tabletop, handheld and lapel microphones
 - 6.27. Handheld two way radios

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 23 of 50	FINAL
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7. Video Production

- 7.1. DV, DVD, VCD, VCR units
- 7.2. Custom video editing and production workstations
- 7.3. Panasonic DV professional video camera with associated lens, boom-pole telescopic microphone, color monitor, floating head, and rolling tripod
- 7.4. Matrix video capture cards and software
- 7.5. International video tape format conversion hardware
- 7.6. DVD editing and creation software and hardware
- 7.7. Firestore DV HD storage devices
- 7.8. Professional CD/DVD duplicating and printing hardware
- 7.9. Adobe Premier video editing software
- 7.10. Sennheiser transmitter and receiver sets to provide wireless lapel and/or handheld microphones for use with the video camera
- 7.11. Wendt NGS-X2 manual audio mixer for interfacing both wireless and wired microphones into the video camera
- 7.12. Handheld video camera with HDD digital internal storage and peripheral automated DVD production/burning unit
- 7.13. SLR camera, zoon and wide angle lenses
- 7.14. 35 mm slide digitizer
- 7.15. Primera professional CD/DVD printing hardware and discs
- 7.16. Primera professional CD/DVD duplicating seven bay tower

5237.102-90 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)

The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract **for the [US Navy]** via a secure data collection site. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

- (1) W, Lease/Rental of Equipment;
- (2) X, Lease/Rental of Facilities;
- (3) Y, Construction of Structures and Facilities;
- (4) D, Automatic Data Processing and Telecommunications, IT and Telecom- Telecommunications Transmission (D304) and Internet (D322) ONLY;
- (5) S, Utilities ONLY;
- (6) V, Freight and Shipping ONLY.

The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs 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, linked at <https://doncmra.nmci.navy.mil>.

THE FOLLOWING NAVSUP LOCAL TEXT IS HEREBY MADE PART OF THE STATEMENT OF WORK/PERFORMANCE WORK STATEMENT.

Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – “DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)” dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

APPLICABILITY

This text applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 24 of 50	FINAL
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and/or requiring access to a DoN or DoD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to contractor employees who access Privacy Act and Protected Health Information, provide support associated with fiduciary duties, or perform duties that have been identified as National Security Position, as advised by the command security manager. It is the responsibility of the responsible security officer of the command/facility where the work is performed to ensure compliance.

Each contractor employee providing services at a Navy Command under this contract is required to obtain a Department of Defense Common Access Card (DoD CAC). Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

ACCESS TO FEDERAL FACILITIES

Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required contractor employees shall in-process with the Command's Security Manager upon arrival to the Command and shall out-process prior to their departure at the completion of the individual's performance under the contract.

ACCESS TO DOD IT SYSTEMS

In accordance with SECNAV M-5510.30, contractor employees who require access to DoN or DoD networks are categorized as IT-I, IT-II, or IT-III. The IT-II level, defined in detail in SECNAV M-5510.30, includes positions which require access to information protected under the Privacy Act, to include Protected Health Information (PHI). All contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity's Command Information Assurance Manager.

Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) or T5 or T5R equivalent investigation, which is a higher level investigation than the National Agency Check with Law and Credit (NACLC)/T3/T3R described below. Due to the privileged system access, an investigation suitable for High Risk national security positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g. system administrator, database administrator) require training and certification to Information Assurance Technical Level 1, and must be trained and certified on the Operating System or Computing Environment they are required to maintain.

Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The decision to authorize access to a government IT system/network is inherently governmental. The contractor supervisor is not authorized to sign the SAAR-N; therefore, the government employee with knowledge of the system/network access required or the COR shall sign the SAAR-N as the "supervisor".

The SAAR-N shall be forwarded to the Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

INTERIM ACCESS

The Command's Security Manager may authorize issuance of a DoD CAC and interim access to a DoN or DoD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the contractor employee working on the contract under interim access will be denied access to the computer network and this denial will not relieve the contractor of his/her

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 25 of 50	FINAL
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responsibility to perform.

DENIAL OR TERMINATION OF ACCESS

The potential consequences of any requirement under this clause including denial or termination of physical or system access in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to government information, meaning information not authorized for public release.

CONTRACTOR'S SECURITY REPRESENTATIVE

The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer and Command Security Manager.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES

Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Contractor employees under this contract are recognized as Non-Critical Sensitive [ADP/IT-II] positions when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform unclassified sensitive duties. This designation is also applied to contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified as National Security Positions. At a minimum, each contractor employee must be a US citizen and have a favorably completed NACLIC or T3 or T3R equivalent investigation to obtain a favorable determination for assignment to a non-critical sensitive or IT-II position. The investigation consists of a standard NAC and a FBI fingerprint check plus law enforcement checks and credit check. Each contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent OPM investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than 10 years) throughout the contract performance period. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Regardless of their duties or IT access requirements ALL contractor employees shall in-process with the Command's Security Manager upon arrival to the command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy Command's Information Assurance Manager. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

The contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the Command Security Manager. The Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM); Potential suitability or security issues identified may render the contractor employee ineligible for the assignment. An unfavorable determination is final (subject to SF-86 appeal procedures) and such a determination does not relieve the contractor

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 26 of 50	FINAL
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from meeting any contractual obligation under the contract. The Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DoD Central Adjudication Facility (CAF) for a determination.

If the contractor employee already possesses a current favorably adjudicated investigation, the contractor shall submit a Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS) or a hard copy VAR directly from the contractor's Security Representative. Although the contractor will take JPAS "Owning" role over the contractor employee, the Command will take JPAS "Servicing" role over the contractor employee during the hiring process and for the duration of assignment under that contract. The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc. ...) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the United States (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DoD instruction) and
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) or T1 investigation equivalent including a FBI fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed National Agency Check with Written Inquiries (NACI) or T1 equivalent investigation, or ensure successful FBI fingerprint results have been gained and investigation has been processed with OPM

Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

* Consult with your Command Security Manager and Information Assurance Manager for local policy when IT-III (non-sensitive) access is required for non-US citizens outside the United States.

THE FOLLOWING NAVSUP LOCAL TEXT IS HEREBY MADE PART OF THE STATEMENT OF WORK/PERFORMANCE WORK STATEMENT.

AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER

(a) Except as specified in paragraph (b) below, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicate with Contractor personnel during the performance of this contract shall constitute a change under the "Changes" clause of this contract.

(b) The Contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer, or is pursuant to specific authority otherwise included as a part of this contract.

(c) The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract and notwithstanding provisions contained elsewhere in this contract, the said authority remains solely with the Contracting Officer. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof. The address and telephone number of the Contracting Officer is:

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 27 of 50	FINAL
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[REDACTED]
1968 Gilbert Street, Suite 600
Norfolk, VA 23511-3392
[REDACTED]

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 28 of 50	FINAL
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SECTION D PACKAGING AND MARKING

All Deliverables shall be packaged and marked IAW Best Commercial Practice.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 29 of 50	FINAL
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SECTION E INSPECTION AND ACCEPTANCE

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) Admiral Gooding Center, Naval Support Activity Washington Washington Navy Yard

1.0 PURPOSE

This QASP is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Work Statement (PWS) standards included in the contract. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the task order documents, that the Government receives the quality of services called for in the task order and that the Government only pays for the acceptable level of services received.

2.0 AUTHORITY

Authority for issuance of this QASP is provided under FAR 52.212-4(a), Inspection/Acceptance, which provides for inspections and acceptance of the articles, services, and documentation called for in the contract to be accomplished by the Contracting Officer or his duly authorized representative.

3.0 SCOPE

The QASP is put in place to provide Government surveillance oversight of the Contractor's quality control effort to assure that they are timely, effective and are delivering the results specified in the contract or task order. The QASP is not a part of the contract nor is it intended to duplicate the Contractor's Management Plan.

4.0 GOVERNMENT RESOURCES

The following definitions for Government resources are applicable to this plan:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer's Representative (COR) - An individual designated in writing by the Contracting Officer to act as his authorized representative to assist in administering a contract. The source and authority for a COR is the Contracting Officer. COR limitations are contained in the written letter of appointment.

5.0 RESPONSIBILITIES

The Government resources shall have responsibilities for the implementation of this QASP as follows:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

COR – The COR is responsible for administration of the general event and information technology support services and assures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect the contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

6.0 METHODS OF QA SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of this QASP.

Random Monitoring and Surveillance Inspections – Random monitoring shall be conducted if and when deemed necessary to ensure compliance with the terms of the contract. Each phase of the services rendered under the contract will be conducted by the COR through random sampling and surveillance inspections during the Contractor's operations. Surveillance inspections may be routine functions performed by the COR. During the performance of the contract, the Contractor shall not be permitted to substitute Government inspections for effective quality control. Government inspections may be conducted in an unannounced manner by the COR. A mutual effort will be made to resolve all problems identified.

7.0 IDENTIFIED QA SURVEILLANCE ITEMS

The following items are identified within the Performance Based Statement of Work presented in the solicitation and are to be monitored under this

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 30 of 50	FINAL
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QASP.

Professional Support Staff

Measurement/Metric – Quality and Accuracy
Performance Standard – Contractors are qualified and prove capable of performing the tasks as cited in the PWS.
No evidence of poor performance, inaccurate work performance, understaffing or unqualified support staff.
Maximum Error Rate – 0%

Maintain Continuous Operations and Ongoing Full Functionality

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Event support activities are well-coordinated. AV, telecommunications and IT components and services are suitably configured, sufficient, provisioned, and expertly operated to provide full functionality to AGC customers.
Maximum Error Rate – Accuracy - 0%

Support Services

Measurement/Metric – Accuracy and Quality
Performance Standard – Support services are coordinated for seamless operations. operations.
Maximum Error Rate – 1%

Work Schedule

Measurement/Metric – Quality and Timeliness
Performance Standard – Sufficient support staff levels and work schedule flexibility to support all aspects of AGC events.
Maximum Error Rate – 0%

Event Support

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Appropriate planning meetings and dry runs are held for each event.
Event coordination with the client is completed on schedule and documented.
Maximum Error Rate - 1%

Off-Site Events

Measurement/Metric – Quality and Accuracy
Performance Standard – Event support activities are well-coordinated. AV, telecommunications and IT components and services are suitably configured, sufficient, provisioned, and expertly operated to provide full functionality to AGC customers
Maximum Error Rate – 1%

Event Room Set-up

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Room configuration and technical equipment are set up prior to client Dry run.
Maximum Error Rate - 1%

Events – Meetings and Conferences

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – All aspects of services provided by the AGC to the clients are coordinated prior to, during and after the event to include continuous support throughout the duration of their event.
All IT systems are operational when needed. Corrective actions are initiated immediately when systems fail.
No evidence of poor performance that impacts AGC operations or its clients.
Maximum Error Rate – 0%

System Design, Network Administration and Technical Support

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Compliance with DoD, DoN and NDW standards.
Comprehensive network administration requirements are met. No evidence or reports of failure to maintain and perform network administration.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 31 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

functions (design, specify, assist with procurement, setup, configure, back up, database accuracy, maintenance/repair, upgrades, connect performance monitoring, technical support for the operation, metrics for IA compliance and archiving.) Technical documentation, metrics data are captured and reflect all the technical aspects of the operations.

Maximum Error Rate – 0%

AGC Hardware, Software and Systems

Measurement/Metric – Quality

Performance Standard – AGC’s assets are well maintained and operated correctly.
Contractor has the in-depth knowledge and experience with LAN/WAN hardware/ software, custom applications, utility software, event telephone, audio, video, audio and video production for continuous operations.

Maximum Error Rate – Quality - 1%

System Integration

Measurement/Metric – Accuracy, Quality and Timeliness

Performance Standard – Technical support for complex computing and networking environment to include the planning, transitioning, deployment and installation software and upgrades.
Compliance with DoD, DoN and NDW standards.

Maximum Error Rate – 1%

System Documentation

Measurement/Metric – Accuracy

Performance Standard – Documents are created, maintained, referenced and updated. **Maximum Error Rate** – Accuracy - 1%

Facility Operations, Management and Design

Measurement/Metric – Accuracy, Quality and Timeliness

Performance Standard – Monitor and make necessary adjustments for climate control. Immediate coordination with appropriate support services for building related issues, such as the HVAC and security system, are tracked to completion.
Safety related issues are reported immediately.
Floor plans, schematics and drawings are captured.

Maximum Error Rate – 1%

Logistics

Measurement/Metric – Accuracy, Quality and Timeliness

Performance Standard – Flawless accountability of AGC assets. No reports of inaccurate inventory for supplies and equipment -- inspections, record keeping, discrepancies noted for receipt processing, induction into the inventory, retention and disposal.

Maximum Error Rate – 0%

Administrative Support

Measurement/Metric – Accuracy, Quality and Timeliness

Performance Standard – Reports, data calls, briefs, calendar, quotes, administrative documentation, SOPs and monthly reports are accurate and submitted on

Maximum Error Rate – 1%

Security Requirements for Classified Events

Measurement/Metric – Accuracy, Quality and Timeliness

Performance Standard – Compliance with DoD and DoN security guidance and standards and the PWS.
No evidence/reports of poor record keeping i.e. record maintenance, updating, reporting and receipt of all reports/data/directives.
Contractors adhere to directives. No reports of improper handling of classified material, compromise of classified information or failure of room for classified events.

Maximum Error Rate – 0%

AGC Facility Security and Practices

Measurement/Metric – Accuracy

Performance Standard – Compliance with DoD and DoN security guidance and standards and the PWS.
All staff has the required security clearance.
Incidents, violations, known or suspected unauthorized disclosure of information are immediately reported to the COR and NDW Security.
No evidence/reports of contractor violations or incidents.

Maximum Error Rate – 0%

Cybersecurity

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 32 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Compliance with DoD and DoN Cybersecurity Program directives and standards.
Certification requirements are met and continuously maintained.
No evidence of poor documentation for testing, monitoring, auditing or practices.
Generation of documentation for AGC systems is thorough and quickly provided in accordance with the guidance.

Maximum Error Rate – 0%

Training

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Training is comprehensive, complete and fully documented for all users.
Contractor personnel complete training requirements on time.

Maximum Error Rate – 0%

Standard of Workmanship

Measurement/Metric – Accuracy, Quality and Timeliness
Performance Standard – Taskings are accurate and completed on time in order to ensure continuous operations.
Maximum Error Rate – Accuracy - 1%

Confidentiality: Non-disclosure

Measurement/Metric – Accuracy
Performance Standard – Compliance with DoD and DoN standards. No evidence of information mishandling, nor of improper disclosure
Maximum Error Rate – 0%

Documentation and Reports

Measurement/Metric – Accuracy and Timeliness
Performance Standard – Quality reports delivered on time and as required.
Maximum Error Rate – 0%

Quality Control Plan

Measurement/Metric – Accuracy
Performance Standard – Timely submission and relevant to the tasking.
Maximum Error Rate – 1%

Personnel Qualifications – Personnel, Substitutions and Replacements

Measurement/Metric – Accuracy
Performance Standard – Meets requirements and on-site.
Maximum Error Rate – 0%

Requirements

Measurement/Metric – Accuracy
Performance Standard – Adherence to rules regarding property of the Government to include data provided to or developed by the Contractor.
Maximum Error Rate – 0%

8.0 DOCUMENTATION

The COR will maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government’s performance of the quality assurance function. All such records will be retained for the life of this contract. The COR shall forward these records to the Contracting Officer at termination or completion of the contract.

Quality Assurance Surveillance Plan MATRIX
Naval Support Activity Washington, Washington, DC
Admiral Gooding Center

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
Professional Support Staff (Sections 2, 5.1, 5.2.16 and 5.2.17)	Quality	Contractors are qualified and prove capable of performing the tasks as cited in the PWS.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a)

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
	Accuracy	No evidence of poor performance, inaccurate work performance, understaffing or unqualified support staff.			and (m). Ex: inspection/acceptance and/or termination for cause.
Maintain Continuous Operations and Ongoing Full Functionality (Sections 2, 3 and 5)	Accuracy Quality Timeliness	Event support activities are well-coordinated. AV, telecommunications and IT components and services are suitably configured, sufficiently provisioned, and expertly operated to provide full functionality to AGC customers.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Support Services (Section 4.9)	Accuracy Quality	Support services are coordinated for seamless operations.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Work Schedule (Sections 4.5, 4.6, 4.7, 5.2.6. and 5.2.12)	Quality Timeliness	Sufficient support staff levels and work schedule flexibility to support all aspects of AGC events.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Event Support- (Sections 5.2.7 through 5.2.8)	Accuracy Quality Timeliness	Appropriate planning meetings and dry runs are held for each event. Event coordination with the client is completed on schedule and documented.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Off-Site Events (Section 4.10, 5.4.30, 5.2.3 and 5.2.13)	Quality Timeliness Accuracy	Event support activities are well-coordinated. AV, telecommunications and IT components and services are suitably configured, sufficiently provisioned, and expertly operated to provide full functionality to AGC customers.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Event Room Set-up (Sections 5.2.9 through 5.2.11, and 5.3.2)	Accuracy Quality Timeliness	Room configuration and technical equipment are set up prior to client Dry run.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Events – Meetings and Conferences (Section 5.2, and 5.3.26.8 through 5.3.26. 10, and 5.4)	Quality Timeliness Quality	All aspects of services provided by the AGC to the clients are coordinated prior to, during and after the event to include continuous support throughout the duration of their event. All IT systems are operational when needed. Corrective actions are initiated immediately when systems fail. No evidence of poor performance that impacts AGC operations or its clients.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
System Design, Network Administration and Technical Support (Section 5.3)	Accuracy Quality Timeliness	Compliance with DoD, DoN and NDW standards. Comprehensive network administration requirements are met. No evidence or reports of failure to maintain and perform network administration functions (design, specify, assist with procurement, setup, configure, back up, database accuracy, maintenance/repair, upgrades, connectivity, performance monitoring, technical support for the operation, metrics for IA compliance and archiving.) Technical documentation, metrics and event data are captured and reflect all the technical aspects of the operations.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
AGC Hardware, Software and Systems (Section 5.3)	Quality	AGC's assets are well maintained and operated correctly. Contractor has the in-depth knowledge and experience with LAN/WAN hardware/ software, custom applications, utility software, event hardware, telephony, audio, video, audio and video production for continuous operations.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
System Integration (Section 5.3.21 through 5.3.25)	Quality Accuracy Timeliness	Technical support for complex computing and networking environment to include the planning, transitioning, deployment and installation of new software and upgrades. Compliance with DoD, DoN and NDW standards.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
System Documentation (Section 5.3.27)	Accuracy	Documents are created, maintained, referenced and updated.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Facility Operations, Management and Design (Section 5.5, 5.6 and 4.9)	Quality Timeliness Timeliness Accuracy	Monitor and make necessary adjustments for climate control. Immediate coordination with appropriate support services for building facility support related issues, such as the HVAC and security system, are tracked to completion. Safety related issues are reported immediately. Floor plans, schematics and drawings are captured.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Logistics (Section 5.7)	Accuracy Timeliness Quality	Flawless accountability of AGC assets. No reports of inaccurate inventory for supplies and equipment -- inspections, record keeping, or discrepancies noted	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
		for receipt processing, induction into the inventory, retention and disposal.			
Administrative Support (Section 5.8)	Accuracy Timeliness Quality	Reports, data calls, briefs, calendar, quotes, administrative documentation, SOPs and monthly reports are accurate and submitted on time. Technical documentation, metrics and event data are captured and reflect all the technical aspects of the operations.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Security Security Requirements for Classified Events (Sections 5.9 and 3.5)	Accuracy Accuracy Quality Accuracy Quality	Compliance with DoD and DoN security guidance and standards and the PWS. No evidence or reports of poor record keeping i.e. record maintenance, updating, reporting and receipt of all reports/data /directives. Contractors adhere to directives. No evidence or reports of improper handling of classified material, compromise of classified information or failure to secure the room for classified events.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Security AGC Facility Security and Practices (Sections 5.9 and 3.5)	Accuracy Quality Timeliness Accuracy Quality	Compliance with DoD and DoN security guidance and standards and the PWS. All staff has the required security clearance. Incidents, violations, known or suspected unauthorized disclosure of information are immediately reported to the COR and NDW Security Manager. No reports of contractor violations or incidents.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Cybersecurity (Sections 5.10 and 3.5)	Accuracy Quality Accuracy Accuracy Timeliness	Compliance with DoD and DoN Cybersecurity Program directives and standards. Certification requirements are met and continuously maintained. No evidence of poor documentation for testing, monitoring, auditing or practices. Generation of documentation for AGC systems is thorough and quickly provided in accordance with the guidance.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 "Contract Terms and Conditions – Commercial Items", paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Training (Section 6)	Accuracy Quality	Training is comprehensive, complete and fully documented	1%	Random Monitoring/Surveillance	FAR Clause 52.212-4 "Contract Terms and Conditions –

Deliverable or Service Requirement	Measurement/Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
	Timeliness	for all users. Contractor personnel complete training requirements on time.		Inspection by COR	Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Standard of Workmanship (Sections 7 and 5)	Accuracy Timeliness Quality	Taskings are accurate and completed on time in order to ensure continuous operations.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Confidentiality: Non-disclosure (Sections 8, 5.2.18 and 5.2.19)	Accuracy	Compliance with DoD and DoN standards. No evidence of information mishandling, nor of improper disclosure	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Documentation and Reports (Sections 9 and 5.8)	Accuracy Timeliness	Quality reports delivered on time and as required.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Quality Control Plan (Section 12)	Accuracy Timeliness	Timely submission and relevant to the tasking.	1%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Personnel Qualifications – Personnel, Substitutions and Replacement (Section 13)	Accuracy Quality Timeliness	Meets requirements and on-site.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.
Requirements	Accuracy	Adherence to rules regarding property of the Government to include data provided to or developed by the Contractor.	0%	Random Monitoring/Surveillance Inspection by COR	FAR Clause 52.212-4 “Contract Terms and Conditions – Commercial Items”, paragraphs (a) and (m). Ex: inspection/acceptance and/or termination for cause.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 37 of 50	FINAL
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SECTION F DELIVERABLES OR PERFORMANCE

The periods of performance for the following Items are as follows:

8000 2/1/2018 - 1/31/2019

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

8000 2/1/2018 - 1/31/2019

Services to be performed hereunder will be provided at (insert specific address and building etc.)

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 38 of 50	FINAL
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SECTION G CONTRACT ADMINISTRATION DATA

SECURITY ADMINISTRATION (SEP 2015)

The highest level of security required under this contract is SECRET as designated on DD Form 254 attached hereto and made a part hereof.

The Commander, Defense Investigative Service, Director of Industrial Security, National Capital Region, is designated Security Administrator for the purpose of administering all elements of military security hereunder.

CONTRACT ADMINISTRATION PLAN (CAP) FOR FIXED PRICE CONTRACTS

In order to expedite the administration of this contract, the following delineation of duties is provided. The names, addresses and phone numbers for these offices or individuals are included elsewhere in the contract award document. The office or individual designated as having responsibility should be contacted for any questions, clarifications, or information regarding the administration function assigned.

1. The Procuring Contract Office (PCO) is responsible for:
 - a. All pre-award duties such as solicitation, negotiation and award of contracts.
 - b. Any information or questions during the pre-award stage of the procurement.
 - c. Freedom of Information inquiries.
 - d. Changes in contract terms and/or conditions.
 - e. Post award conference.
2. The Contract Administration Office (CAO) is responsible for matters specified in the FAR 42.302 and DFARS 42.302 except those areas otherwise designated as the responsibility of the Task Order Manager (TOM) or someone else herein.
3. The paying office is responsible for making payment of proper invoices after acceptance is documented.
4. The Task Order Manager (TOM) is responsible for interface with the contractor and performance of duties such as those set forth below. It is emphasized that only the PCO/CAO has the authority to modify the terms of the contract. In no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic contract between the contractor and any other person be effective or binding on the Government. If in the opinion of the contractor an effort outside the scope of the contract is requested, the contractor shall promptly notify the PCO in writing. No action may be taken by the contractor unless the PCO or CAO has issued a contractual change. The TOM duties are as follows:
 - a. Technical Interface
 - (1) The TOM is responsible for all Government technical interface concerning the contractor and furnishing technical instructions to the contractor. These instructions may include: technical advice/recommendations/clarifications of specific details relating to technical aspects of contract requirements;

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 39 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

milestones to be met within the general terms of the contract or specific subtasks of the contract; or, any other interface of a technical nature necessary for the contractor to perform the work specified in the contract. The TOM is the point of contact through whom the contractor can relay questions and problems of a technical nature to the PCO.

(2) The TOM is prohibited from issuing any instruction which would constitute a contractual change. The TOM shall not instruct the contractor how to perform. If there is any doubt whether technical instructions contemplated fall within the scope of work, contact the PCO for guidance before transmitting the instructions to the contractor.

b. Contract Surveillance

(1) The TOM shall monitor the contractor's performance and progress under the contract. In performing contract surveillance duties, the TOM should exercise extreme care to ensure that he/she does not cross the line of personal services. The TOM must be able to distinguish between surveillance (which is proper and necessary) and supervision (which is not permitted). Surveillance becomes supervision when you go beyond enforcing the terms of the contract. If the contractor is directed to perform the contract services in a specific manner, the line is being crossed. In such a situation, the TOM's actions would be equivalent to using the contractor's personnel as if they were government employees and would constitute transforming the contract into one for personal services.

(2) The TOM shall monitor contractor performance to see that inefficient or wasteful methods are not being used. If such practices are observed, the TOM is responsible for taking reasonable and timely action to alert the contractor and the PCO to the situation.

(3) The TOM will take timely action to alert the PCO to any potential performance problems. If performance schedule slippage is detected, the TOM should determine the factors causing the delay and report them to the PCO, along with the contractor's proposed actions to eliminate or overcome these factors and recover the slippage. Once a recovery plan has been put in place, the TOM is responsible for monitoring the recovery and keeping the PCO advised of progress.

(4) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a Contractor Performance Assessment Report (CPAR) in the CPARS Automated Information System (AIS). The initial CPAR, under an eligible contract, must reflect evaluation of at least 180 days of contractor performance. The completed CPAR, including contractor comments if any, (NOTE: contractors are allowed 30 days to input their comments) should be available in the CPARS AIS for reviewing official (PCO) review no later than 270 days after start of contract performance. Subsequent CPARs covering any contract option periods should be ready at 1-year intervals thereafter.

c. Invoice Review and Approval/Inspection and Acceptance

(1) The TOM is responsible for quality assurance of services performed and acceptance of the services or deliverables. The TOM shall expeditiously review copies of the contractor's invoices or vouchers, certificate of performance and all other supporting documentation to determine the reasonableness of the billing. In making this determination, the TOM must take into consideration all documentary information available and any information developed from personal observations.

(2) The TOM must indicate either complete or partial concurrence with the contractor's invoice/voucher by executing the applicable certificate of performance furnished by the contractor. The TOM must be cognizant of the invoicing procedures and prompt payment due dates detailed elsewhere in the contract.

(3) The TOM will provide the PCO and the CAO with copies of acceptance documents such as Certificates of Performance.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 40 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

(4) The TOM shall work with the Contractor to obtain and execute a final invoice no more than 60 days after completion of contract performance. The TOM shall ensure that the invoice is clearly marked as a "Final Invoice."

d. Contract Modifications. The TOM is responsible for developing the statement of work for change orders or modifications and for preparing an independent government cost estimate of the effort described in the proposed statement of work.

e. Administrative Duties

(1) The TOM shall take appropriate action on technical correspondence pertaining to the contract and for maintaining files on each contract. This includes all modifications, government cost estimates, contractor invoices/vouchers, certificates of performance, DD 250 forms and contractor's status reports.

(2) The TOM shall maintain files on all correspondence relating to contractor performance, whether satisfactory or unsatisfactory, and on trip reports for all government personnel visiting the contractor's place of business for the purpose of discussing the contract.

(3) The TOM must take prompt action to provide the PCO with any contractor or technical code request for change, deviation or waiver, along with any supporting analysis or other required documentation.

f. Government Furnished Property. When government property is to be furnished to the contractor, the COR will take the necessary steps to insure that it is furnished in a timely fashion and in proper condition for use. The COR will maintain adequate records to ensure that property furnished is returned and/or that material has been consumed in the performance of work.

Enclosure (1)

g. Security. The TOM is responsible for ensuring that any applicable security requirements are strictly adhered to.

h. Standards of Conduct. The TOM is responsible for reading and complying with all applicable agency standards of conduct and conflict of interest instructions.

i. Written Report/Contract Completion Statement.

(1) The TOM is responsible for timely preparation and submission to the PCO, of a written, annual evaluation of the contractors performance. The report shall be submitted within 30 days prior to the exercise of any contract option and 60 days after contract completion. The report shall include a written statement that services were received in accordance with the Contract terms and that the contract is now available for close-out. The report shall also include a statement as to the use made of any deliverables furnished by the contractor.

(2) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a final Contractor Performance Assessment Report (CPAR) in the CPARS with 30 days of contract completion.

(3) The TOM is responsible for providing necessary assistance to the Contracting Officer in performing Contract Close-out in accordance with FAR 4.804, Closeout of Contract Files.

5. The Technical Assistant (TA), if appointed, is responsible for providing routine administration and monitoring assistance to the TOM. The TA does not have the authority to provide any technical direction or clarification to the contract. Duties that may be performed by the TA are as follows:

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 41 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

- a. Identify contractor deficiencies to the TOM.
- b. Review contract deliverables, recommend acceptance/rejection, and provide the TOM with documentation to support the recommendation.
- c. Assist in preparing the final report on contractor performance for the applicable contract in accordance with the format and procedures prescribed by the TOM.
- d. Identify contract noncompliance with reporting requirements to the TOM.
- e. Review contractor status and progress reports, identify deficiencies to the TOM, and provide the TOM with recommendations regarding acceptance, rejection, and/or Government technical clarification requests.
- f. Review invoices and provide the TOM with recommendations to facilitate TOM certification of the invoice.
- g. Provide the TOM with timely input regarding technical clarifications for the statement of work, possible technical direction to provide the contractor, and recommend corrective actions.
- h. Provide detailed written reports of any trip, meeting, or conversation to the TOM subsequent to any interface between the TA and contractor.

CONTRACT ADMINISTRATION APPOINTMENTS AND DUTIES

In order to expedite administration of this contract/order, the following delineation of duties is provided including the names, addresses and phone numbers for each individual or office as specified. The individual/position designated as having responsibility should be contacted for any questions, clarifications or information regarding the functions assigned.

1. PROCURING CONTRACTING OFFICER (PCO) is responsible for:

- a. All pre-award information, questions, or data;
- b. Freedom of Information inquiries;
- c. Change/question/information regarding the scope, terms or conditions of the basic contract document; and/or
- d. Arranging the post award conference (See FAR 42.503).

Name: [REDACTED]
Address: 1968 Gilbert Street, Suite 600, Norfolk, VA 23511
Phone: [REDACTED]
Email: [REDACTED]

2. CONTRACT ADMINISTRATION OFFICE (CAO) is responsible for matters specified in FAR 42.302 and DFARS 242.302 except in those areas otherwise designated herein.

Name: [REDACTED]
Address: 1968 Gilbert Street, Suite 600, Norfolk, VA 23511
Phone: [REDACTED]
Email: [REDACTED]

4. PAYING OFFICE is responsible for payment of proper invoices after acceptance is documented.

Name: Naval Support Activity Washington
Address: 1000 Navy Pentagon Washington, DC 20350
Phone: [REDACTED]
Email: [REDACTED]

5. TASK ORDER MANAGER (TOM) is responsible for:

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 42 of 50	FINAL
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- a. Liaison with personnel at the Government installation and the contractor personnel on site;
- b. Technical advice/recommendations/clarification on the statement of work;
- c. The statement of work for delivery/task orders placed under this contract.
- d. An independent government estimate of the effort described in the definitized statement of work;
- e. Quality assurance of services performed and acceptance of the services or deliverables;
- f. Government furnished property;
- g. Security requirements on Government installation;
- h. Providing the PCO or his designated Ordering Officer with appropriate funds for issuance of the Delivery/Task order; and/or
- i. Certification of invoice for payment.

NOTE: When, in the opinion of the Contractor, the TOM requests effort outside the existing scope of the contract (or delivery/task order), the Contractor shall promptly notify the Contracting Officer (or Ordering Officer) in writing.

No action shall be taken by the contractor under such direction until the Contracting Officer has issued a modification to the contract or, in the case of a delivery/task order, until the Ordering Officer has issued a modification of the delivery/task order; or until the issue has otherwise been resolved. THE TOM IS NOT AN

ADMINISTRATIVE CONTRACTING OFFICER AND DOES NOT HAVE THE AUTHORITY TO DIRECT THE ACCOMPLISHMENT OF EFFORT WHICH IS BEYOND THE SCOPE OF THE STATEMENT OF WORK IN THE CONTRACT OR DELIVERY/TASK ORDER.

TOM Name: [REDACTED]
Address: Admiral Gooding Center, Washington Navy Yard
1244 Patterson Ave SE, Washington, DC
Phone: [REDACTED]
Email: [REDACTED]

(End)

Accounting Data

SLINID	PR Number	Amount
8000	N0001218RCCS001	[REDACTED]
LLA :		
AA 1781804	12TA 252 71202	056521 2D N00012
Cost Code: 01218RCC5001		

BASE Funding [REDACTED]
Cumulative Funding [REDACTED]

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 43 of 50	FINAL
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SECTION H SPECIAL CONTRACT REQUIREMENTS

Not Applicable

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 44 of 50	FINAL
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SECTION I CONTRACT CLAUSES

CLAUSES INCORPORATED BY REFERENCE

52.203-19	Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements	JAN 2017
52.204-2	Security Requirements	AUG 1996
52.204-18	Commercial and Government Entity Code Maintenance	JUL 2016
52.219-6	Notice Of Total Small Business Set-Aside	NOV 2011
52.222-40	Notification of Employee Rights Under the National Labor Relations Act	DEC 2010
52.224-3	Privacy Training	JAN 2017
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
252.223-7006	Prohibition On Storage, Treatment, and Disposal of Toxic or Hazardous Materials	SEP 2014
252.246-7003	Notification of Potential Safety Issues	JUN 2013

CLAUSES INCORPORATED BY FULL TEXT

52.223-18 ENCOURAGING CONTRACTOR POLICIES TO BAN TEXT MESSAGING WHILE DRIVING (AUG 2011)

(a) Definitions. As used in this clause--

Driving—

(1) Means operating a motor vehicle on an active roadway with the motor running, including while temporarily stationary because of traffic, a traffic light, stop sign, or otherwise.

(2) Does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

Text messaging means reading from or entering data into any handheld or other electronic device, including for the purpose of short message service texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication. The term does not include glancing at or listening to a navigational device that is secured in a commercially designed holder affixed to the vehicle, provided that the destination and route are programmed into the device either before driving or while stopped in a location off the roadway where it is safe and legal to park.

(b) This clause implements Executive Order 13513, Federal Leadership on Reducing Text Messaging while Driving, dated October 1, 2009.

(c) The Contractor is encouraged to--

(1) Adopt and enforce policies that ban text messaging while driving--

(i) Company-owned or -rented vehicles or Government-owned vehicles; or

(ii) Privately-owned vehicles when on official Government business or when performing any work for or on behalf

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 45 of 50	FINAL
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of the Government.

(2) Conduct initiatives in a manner commensurate with the size of the business, such as--

(i) Establishment of new rules and programs or re-evaluation of existing programs to prohibit text messaging while driving; and

(ii) Education, awareness, and other outreach to employees about the safety risks associated with texting while driving.

(d) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts that exceed the micro-purchase threshold.

(End of clause)

52.232-18 AVAILABILITY OF FUNDS (APR 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

(End of clause)

52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from

Eric Dieges
1968 Gilbert Street, Suite 600
Norfolk, VA 23511-3392
Phone: 757-443-1373
Email: eric.dieges@navy.mil

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 46 of 50	FINAL
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(a) Definitions. As used in this clause--

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission

of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall--

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this Web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through

WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 47 of 50	FINAL
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(e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

2-IN-1

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

Not applicable.

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	N68732
Issue By DoDAAC	N00189
Admin DoDAAC	N00189

Inspect By DoDAAC _____

Ship To Code _____

Ship From Code _____

Mark For Code _____

Service Approver (DoDAAC) N00012

Service Acceptor (DoDAAC) N00012

Accept at Other DoDAAC _____

LPO DoDAAC N00012

DCAA Auditor DoDAAC _____

Other DoDAAC(s) _____

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the email address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.



(g) WAWF point of contact. (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

Not applicable.

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 49 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

AVAILABILITY OF FUNDS

Pursuant to FAR clause 52.232-18, funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract. The notice of availability of funds can be found at the following: <https://www.navsup.navy.mil/public/navsup/flcn/contracting/>

CONTRACT NO. N00178-15-D-8268	DELIVERY ORDER NO. N0018918F3004	PAGE 50 of 50	FINAL
----------------------------------	-------------------------------------	------------------	-------

SECTION J LIST OF ATTACHMENTS

DD254