

**LOGISTIC SUPPORT SERVICES FOR THE UNITED STATES COAST GUARD  
FORCE READINESS COMMAND (FORCECOM)  
PERFORMANCE WORK STATEMENT (PWS)**

**1. GENERAL.**

**1.1. BACKGROUND.**

- The United States Coast Guard (USCG) has undergone dramatic workforce growth in the last decade resulting from changing maritime homeland security needs. The USCG has undertaken a tremendous workload to increase capacity, and to ensure full support for Coast Guard personnel. All organic resources are being consumed by these efforts. Additional support is required to ensure that the USCG is supported and is staffed with properly trained people for USCG cutters, boats, aircraft, equipment and facilities.

**1.2. SCOPE.**

- The Force Readiness Command (FORCECOM) requires Logistics Support Services at locations: U.S. Coast Guard Special Missions Training Center (SMTTC) Camp Lejeune, NC; Maritime Law Enforcement Academy (MLEA) Charleston SC; Aviation Technical Training Center (ATTC), Elizabeth City, NC and Training Center (TRACEN) Petaluma, CA. Contractor support services shall include: Transportation Coordination Services, Property Coordination Services, Logistical Support Services, Warehouse Support Services, Lodging Coordination Services, and Armory Support Services.

**2. REQUIREMENTS.**

The Contractor shall provide the below support roles at locations listed:

**2.1. PERIOD OF PERFORMANCE.**

The period of performance for this effort is one (1) year from the date of award, with four (4) 1- year option periods that may be exercised at the Governments discretion in accordance with Option to Extend the Term of the Contract.

**2.2. FORCE READINESS COMMAND (FORCECOM) SUPPORT TRANSPORTATION  
COORDINATION SUPPORT SERVICES (Petaluma, CA & Elizabeth City, NC) (1 EACH)**

**2.2.1. The Contractor shall inform USCG personnel on**

- 2.2.1.1. Household goods entitlements
- 2.2.1.2. POV
- 2.2.1.3. The Personally Procured Moves Program
- 2.2.1.4. Overseas travel entitlements;
- 2.2.1.5. Arranging shipments in the USCG transportation data system;
- 2.2.1.6. Providing documentation to the members prior to their departure;
- 2.2.1.7. Creating folders for inbound and outbound students and permanent parties;
- 2.2.1.8. Provide guidance to students through the personally procured move process and track the status of claims, and requests.
- 2.2.1.9. Contractor shall perform services in accordance with Coast Guard and applicable travel regulations (see Attachment II sections 1.1.15.19 and 1.1.15.20).

- 2.2.1.10. The Contractor shall NOT:
- 2.2.1.11. Provide applicable transportation support services to the other armed forces branch personnel as needed;
- 2.2.1.12. Direct traffic management programs for all DOT/DoD units within the geographic boundaries of the Coast Guard Training Center Petaluma;
- 2.2.1.13. Select carriers, modes of transportation;
- 2.2.1.14. Assist in the implementation of traffic management policies, procedures, method, practice and techniques pertaining to transportation of personal property (HHG/POV) and passengers for local, domestic and international movements;
- 2.2.1.15. Represent the Government internally or externally including coordinating customer complaints of poor carrier performance with carrier representatives;
- 2.2.1.16. Prepare cost estimates to assist the customer in determining the best method of movement;
- 2.2.1.17. Conduct performance reviews and quality inspections of services provided under Agent and Carrier's contract for shipment of household goods;
- 2.2.1.18. Perform analysis of damage claims to determine if a particular carrier is causing excessive damage to shipments;
- 2.2.1.19. Respond in writing to Government Accountability Office (GAO) exceptions, outlining the rationale for allowing disputed expenses or forwards any required documentation;
- 2.2.1.20. Ensure the lowest contract fare is obtained or exceptions are authorized;
- 2.2.1.21. Determine entitlement;
- 2.2.1.22. Use or have access to a Government Travel, Purchase Card, or maintain the Government Travel System (GTS) Account.

**2.3. PROPERTY COORDINATION SUPPORT SERVICES (Petaluma, CA). (1 Each)**

**2.3.1. The Contractor shall support property and inventory management operations support services including:**

- 2.3.1.1. Entering, deleting, and modifying all property account information in accordance with Chief Financial Officer audit requirements (see reference section 1.1.15.3), Coast Guard Property Management Manual (PMM) COMDTINST M4500.5(series) (see Attachment II section 1.1.15.14), and Coast Guard Real Property Management Manual COMDTINST M11011 (series) (see Attachment II section 1.1.15.15);
- 2.3.1.2. Providing updated reports and timely guidance on new procedures
- 2.3.1.3. Generating Oracle Property Reports to assist in monthly property audits;
- 2.3.1.4. Generating property tags upon receipt of new property items;
- 2.3.1.5. Completing Reports of Survey for lost or misplaced property items to be routed for approval to the Unit Property Administrator and reviewed by the Unit Property Officer.

**2.4. SUPPLY SUPPORT SERVICES (Petaluma, CA) (4 each)**

2.4.1. The Contractor shall provide support for supply operations for four (4) departments: The Contractor shall assemble procurement packages based on Government requirements and submit to the Procurement Office for processing.

- 2.4.1.1. Maintain budget tracking spreadsheets for division work centers;
- 2.4.1.2. Confirm procured items are available for pickup, and advise Government customers on the status of their procurements;
- 2.4.1.3. Generate weekly reports on all division accounts;

- 2.4.1.4. Reconcile expenditures using Program Element Manager Spending Report and the Financial Procurement Desktop (FPD) Program;
- 2.4.1.5. Ensure adequate stock of expendable unit supplies on hand;
- 2.4.1.6. Troubleshoot late/missing items, maintain budget documentation and files for all accounts.
- 2.4.1.7. Contractor shall NOT draft Independent Government Cost Estimate (IGCE), requirement documents, any source selection information/documentation or information covered by the Procurement Act and other related laws and regulations.
- 2.4.1.8. Contractor shall perform services in accordance with the Simplified Acquisition Procedures Manual CIM 4200.13H and the Finance Center Standard Operating Procedures (see Attachment II sections 1.1.15.22 and 1.1.15.23).\
- 2.4.1.9. The Contractor shall NOT perform any duties that would be considered secretarial/administrative assistant in nature.
- 2.4.1.10. The Contractor shall NOT initiate Purchase Requests (PRs).
- 2.4.1.11. The Contractor shall support personnel security operations by acting as a liaison between Training Center Petaluma and the Coast Guard Security Center, which includes initiating and tracking security clearance applications via the electronic questionnaires for non-sensitive processing system.
- 2.4.1.12. The Contractor shall provide support for training operations to include student administration and scheduling support. The employee shall have the ability to multi-task between instructor, classroom and resource scheduling, and training supply support

## **2.5 WAREHOUSE SUPPORT SERVICES (Petaluma, CA & Camp Lejeune, NC) (1 each CA, 2 each NC)**

- 2.5.1 The Contractor shall perform clerical and physical tasks in connection with the shipping of goods for the Government and arrival of incoming shipments.
  - 2.5.1.1 The Contractor shall provide support for one (1) department in Petaluma, CA and duties typically involve the following for**
  - 2.5.1.2 Verify the correctness of incoming shipments from common carriers and freight companies
  - 2.5.1.3 Verify incoming shipments against shipping documents, report discrepancies
  - 2.5.1.4 Prepare shipments for pick/delivery by common carriers and freight companies;
  - 2.5.1.5 Label and store all palletized goods
  - 2.5.1.6 Advise Government customers on the arrival of their shipments;
  - 2.5.1.7 Direct the movement of received goods to appropriate divisions or to appropriate storage area/facilities;
  - 2.5.1.8 Maintain procurement tracking spreadsheet;
  - 2.5.1.9 Enter data into the USCG Smart Tracking Receiving System;
  - 2.5.1.10 Provide customer service to USCG personnel regarding outbound shipment of unaccompanied baggage;
  - 2.5.1.11 Assist customer service desk with the distribution and pickup of Supply cage orders;
  - 2.5.1.12 Assist Receiving Section with processing and distribution of received items, including personal shipments received.
  - 2.5.1.13 Contractor shall on occasion operate a forklift and hand or power trucks in performing duties.

**2.5.1.14 Contractor shall perform the following services to support training delivery and prevent equipment shortages at Camp Lejeune, NC**

2.5.1.15 Maintain an up-to-date inventory of warehouse equipment\

2.5.1.16 Perform preventive maintenance on equipment in accordance with applicable maintenance procedure cards

2.5.1.17 Schedule shipment and return of training equipment to and from training sites based on established TRACEN timelines

2.5.1.18 Inventory all training kits using standard template

2.5.1.19 Locate late or missing training equipment

2.5.1.20 Contractors shall be able to lift ranging in weight of 100 -145 lbs each, typically requiring two (2) individuals, 60lbs individually

2.5.1.21 Contractor shall perform services in accordance with the Transportation of Freight Manual CIM 4610.5A.

2.5.1.22 Contractor must have experience in warehouse management and shipping and receiving to assist in the Supply Branch and main SMTC warehouse.

2.5.1.23 Contractor shall have a valid driver license and have nothing preventing them from operating a Government Vehicle and the company shall have the necessary insurance to cover damage of government property. Company shall provide immediate updates of any traffic violations or other situation that might affect the contractor's ability to operate the government vehicle.

2.5.1.24 Contractor must be able to certify within one month, to operator all forklifts maintained by SMTC.

2.5.1.25 Contractor must be able to deliver supplies via government vehicle or forklift to any location within SMTC, Marine Corps Base Camp Lejeune and surrounding areas.

2.5.1.26 Contractor shall be able to complete and maintain access to Coast Guard purchasing and ordering system, place and track procurement requests and manage spend plan.

**2.6. HOUSING COORDINATION SUPPORT SERVICES (Camp Lejeune, NC) (2 each)**

The Contractor shall support the management and maintenance of barrack rooms for student billeting at up to three different locations, to include coordination with local commercial lodging for overflow. **The Contractor shall:**

2.6.1 Maintain a roster of all students housed in the barracks and available barrack spaces. The roster will be updated and submitted daily to the duty section

2.6.2 Provide technical oversight by coordinating, inspecting and performing preventative and corrective maintenance for the barracks in accordance with SMTC Command policy and regulations.

**2.6.3 Specific duties include**

2.6.4 Coordinate with working parties in maintaining barracks, buildings, and grounds in a clean, sanitary, and orderly condition; make periodic inspections of plumbing, electrical equipment, and other building components, and arrange for required repairs in the barracks:

2.6.5 Perform preventive maintenance and make minor repairs to tools and equipment

2.6.6 Coordinate with the Marine Corps Base Camp Lejeune (MCBCL)/Command to correct deficiencies in the barracks

2.6.7 Coordinate housekeeping functions for the barracks

2.6.8 Contractors shall be able to lift ranging in weight of 100 -145 lbs each, typically requiring two (2) individuals, 60lbs individually



- 2.6.9 Contractor shall have a valid driver license and have nothing preventing them from operating a Government Vehicle and the company shall have the necessary insurance to cover damage of government property. Company shall provide immediate updates of any traffic violations or other situation that might affect the contractors ability to operate the government vehicle
- 2.6.10 Contractor must be able to pick up and deliver supplies via government vehicle from any location at SMTC, Marine Corps Base Camp Lejeune and surrounding areas
- 2.6.11 Contractor shall be able to complete and maintain access to Coast Guard purchasing and ordering system, place and track procurement requests and manage spend plan.

## **2.7 LOGISTICAL SUPPORT SERVICES (Camp Lejeune, NC) (1 Each)**

- 2.7.1 The Contractor shall provide general logistical support to the USCG SMTC Command Center. **The Contractor shall:**
  - 2.7.1.1 Coordinate with the supply branch to ensure all command building supplies are fully stocked
  - 2.7.1.2 Maintain a budget tracking spreadsheet for each program element for the logistics division and present bi-weekly to the Command
  - 2.7.1.3 Complete daily shipping and receiving logs
  - 2.7.1.4 Dispatch freight for delivery and arrange for pick-ups; record shipment data such as weight, charges and damages
  - 2.7.1.5 Complete safety reports for health and safety issues
  - 2.7.1.6 Contractors shall be able to lift ranging in weight of 100 -145 lbs each, typically requiring two (2) individuals, 60lbs individually
  - 2.7.1.7 Contractor shall have a valid driver license and have nothing preventing them from operating a Government Vehicle and the company shall have the necessary insurance to cover damage of government property. Company shall provide immediate updates of any traffic violations or other situation that might affect the contractors ability to operate the government vehicle
  - 2.7.1.8 Contractor must be able to pick up and deliver government vehicles or rentals from any location at SMTC, Marine Corps Base Camp Lejeune and surrounding areas
  - 2.7.1.9 Contractor shall be able to complete and maintain access to Coast Guard purchasing and ordering system, place and track procurement requests and manage spend plan

## **2.8 ARMORY SUPPORT SERVICES (Camp Lejeune, NC) (1 Each)**

- 2.8.1 The Contractor shall assist in the operation and maintenance of USCG SMTC military armory
  - 2.8.1.1 **The Contractor shall**
  - 2.8.1.2 Ensure that SMTC Command policy and regulations, and safety procedures applicable to armory operation are followed;
  - 2.8.1.3 Assist in the inventory, issue/recovery of Arms, Ammunition and Explosives and any other Government property assigned to the armory
  - 2.8.1.4 Assist in physical security for the armory and the associated collateral equipment and supplies by monitoring compliance with physical security regulations
  - 2.8.1.5 4 Be proficient in the operation and maintenance and the intermediate maintenance of weapons assigned to SMTC. (see Attachment II sections 1.1.15.25 – 1.1.15.30 for manual titles. Manuals available as PDF files)

- 2.8.1.6 Use procedures described within maintenance technical manuals that accompany the weapons to perform, inspect, and provide preventative and corrective maintenance for weapons and equipment within the armory to ensure safe operation and to support ongoing training operations
- 2.8.1.7 Inspect and assist in maintaining compliance with the HAZMAT Program and safety equipment associated with the armory and take action as to ensure its availability and correct operation
- 2.8.1.8 Assist in maintaining records, inventories and various memoranda associated through operate computer word processing and spreadsheet programs with the operation and maintenance of the armory
- 2.8.1.9 Comply with all Marine Corps Base Camp Lejeune explosive safety and security regulations
- 2.8.1.10 Contractors shall be able to lift ranging in weight of 60lbs
- 2.8.1.11 Contractor shall have a valid driver license and have nothing preventing them from operating a Government Vehicle and the company shall have the necessary insurance to cover damage of government property. Company shall provide immediate updates of any traffic violations or other situation that might affect the contractors ability to operate the government vehicle
- 2.8.1.12 Contractor must be able to complete the explosive driving requirements for USMC within 2 months of reporting. Contractor shall be able to pick up and deliver weapons and ammunitions from any location at SMTC, Marine Corps Base Camp Lejeune and surrounding areas
- 2.8.1.13 Contractor shall be able to complete and maintain access to Coast Guard purchasing and ordering system, place and track procurement requests and manage spend plan
- 2.8.1.14 Contractor must be able to work in extreme conditions to include range operations, extreme heat and cold weather conditions
- 2.8.1.15 Contractor will be required to qualify within 3 months as a Duty Gunners Mate, which includes the standard Personal Defense Weapon (PDW/Pistol) as well as qualify on the CG's Judgmental Use of Force (JUFE)
- 2.8.1.16 Contractor must be able to operate within their allotted hours per day, week, weekends and holidays, at varying schedule to include evenings to meet training or course requirements

## 2.9 STUDENT ADMINISTRATION AND SCHEDULING SYSTEM LOGISTICIAN SUPPORT SERVICES (Charleston, SC) (1 each)

- 2.9.1 The Contractor shall provide Student Administration and Scheduling System Support (SASS). The Contractor shall assist with instructor and resource scheduling, training logistics support, resolving scheduling conflicts, and coordinating with the Federal Law Enforcement Training Center (FLETC) Charleston scheduling staff. **The Contractor shall:**
  - 2.9.1.1 Contact CG units to schedule Chemical, Biological, Radiological and Nuclear (CBRN) Training, submitting monthly CBRN training schedules in the prescribed template to the Contracting Officer's Representative (COR) for approval NLT 30 days prior to all requested training dates
  - 2.9.1.2 Communicate with units to ensure training materials arrived on time

- 2.9.1.3 Merge and load FLETC SASS course schedules into Coast Guard Training Management System (TMS)
- 2.9.1.4 Manage master schedules in TMS and building courses within the TMS
- 2.9.1.5 De-conflict monthly course schedules between Maritime Law Enforcement Academy (MLEA) Schoolhouses and various FLETC programs
- 2.9.1.6 Recognize and swiftly respond to the training needs and requirements of all MLEA and Southeast Regional Fishery Training Center courses
- 2.9.1.7 Provide annual MLEA staff training on SASS/TMS scheduling and maintenance.
- 2.9.1.8 Work closely with School Chiefs on managing/updating model schedules
- 2.9.1.9 Work closely with the Training Officer and School Chiefs to develop and assist in de-conflicting annual training schedules

## 2.10 **GOVERNMENT VEHICLE COORDINATION SUPPORT SERVICES (Camp Lejeune, NC)**

2.10.1 The Contractor shall support the coordination and maintenance of USCG fleet vehicles.

### **The Contractor Shall:**

- 2.10.1.1 Provide technical oversight in the allocation, assignment and recovery of SMTC vehicles and scheduling
- 2.10.1.2 Coordinate, inspect, and perform preventative and corrective maintenance for the Government vehicle fleet. Contractor shall be able to maintain cleanliness of the government vehicles and operate the USMC or USCG cleaning machines or bays
- 2.10.1.3 **Contractor's specific duties shall include**
- 2.10.1.4 Monitoring the quality of maintenance and repair work
- 2.10.1.5 Maintaining the accuracy of inventories of Government property associated with the vehicle fleet
- 2.10.1.6 Providing physical security for the vehicle fleet and the associated collateral equipment and supplies
- 2.10.1.7 4 Coordinating the inspection and maintenance of safety equipment associated with the vehicle fleet and take action as necessary to ensure its availability and correct operation
- 2.10.1.8 The Contractor shall maintain spreadsheet of vehicle inventory, update as necessary and present to Command for verification daily
- 2.10.1.9 The Contractor is responsible for responding to vehicle fleet related emergency calls during business hours and determining and initiating appropriate corrective actions to ensure the safety of personnel, mitigate damage and establish contact with appropriate Camp Lejeune staff
- 2.10.1.10 The Contractor shall maintain a daily roster listing the status of all vehicles. The daily vehicle status roster shall include: the working status of each vehicle, who each vehicle was signed out to, for what purpose, when it was signed out and when it is expected to be returned. The vehicle roster shall be updated daily and kept in a location easily accessible to the duty section
- 2.10.1.11 Contractors shall be able to lift up to 60lbs individually
- 2.10.1.12 Contractor shall have a valid driver license and have nothing preventing them from operating a Government Vehicle and the company shall have the necessary insurance to cover damage of government property. Company shall provide immediate updates of

any traffic violations or other situation that might affect the contractors ability to operate the government vehicle

2.10.1.13 Contractor must be able to pick up and deliver government vehicles or rentals from any location at SMTC, Marine Corps Base Camp Lejeune and surrounding areas.

2.10.1.14 Contractor shall be able to complete and maintain access to Coast Guard purchasing and ordering system, place and track procurement requests and manage spend plan.

**2.11 SATISFACTION SURVEY:**

2.11.1 The Contractor shall submit a customer service survey monthly to the COR that measures Task Order performance for each individual subsection of services detailed in PWS Section 2.3

2.11.2 The Contractor's survey shall use FAR 42.1503 Table 42-1 Evaluation Rating Definitions

**2.12 Reports:**

2.12.1 Contractor shall provide a monthly report identifying what tasks were completed for that given month

2.12.2 Due on the first Thursday of each month, the report shall outline what services were provided during that month.

**2.13 CONTRACTOR PERSONNEL**

**2.13.1 KEY PERSONNEL**

The following personnel are designated as Key for this task order: Program Manager. The Contractor shall provide a signed "letter of intent" from the proposed Key Personnel. Before changing an individual identified as "KEY", the Contractor shall notify the Contracting Officer no less than fifteen (15) business days in advance and shall submit justification (including the name and resume, showing the qualifications of the proposed substitution). The proposed substitution shall possess qualifications equal to or superior to those of the key person being replaced. The Contractor shall not substitute "KEY" personnel without written consent of the Contracting Officer. The Government may designate additional Contractor personnel as Key awarded under this task order.

**2.14 QUALIFIED PERSONNEL**

2.14.1 The Contractor shall provide qualified personnel to perform all requirements specified and awarded under this effort. The Contractor shall submit resumes for individuals proposed to work on this project. The Contractor shall do a background check on all personnel they intended on hiring for these positions to include finger print checks through security before hiring them to work on a military facility.

2.14.2 Program Manager: Minimum requirements for Program Manager is a four (4) year Business degree, a combination eight (8) years working experience within the related field of which, three (3) years' experience shall be in a management or a supervisory role. Applicants with a non-related four (4) year degree shall possess a Project Management Professional (PMP) certification. Potential Managers resume should clearly reflect the individuals experience in Program Management, facilitation, program management toolset implementation, and organization transformational efforts



- 2.14.3 Contractor: Minimum requirement for Contractor is a two (2) years' work experience in the field of which they are being hired for.

## 2.15 EMPLOYEE IDENTIFICATION.

- 2.15.1.1 Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display the Government issued badge in plain view above the waist at all times.
- 2.15.1.2 Contractor employees visiting Government facilities shall wear an identification badge that, at minimum, displays the Contractor name, the employee's photo, name, clearance-level and badge expiration date. Visiting Contractor employees shall comply with all Government escort rules and requirements.
- 2.15.1.3 For all Contractors working for the USCG, the Contractor shall utilize the Department of Defense (DoD) Contractor Verification System (CVS) to apply for a Common Access Card (CAC) for their employees that require access to a USCG or other Federally-controlled computer information system.
- 2.15.1.4 The Contractor shall submit a list of employees to RAPIDGate and the COR (for the CVS). The Contractor shall be responsible for all associated fees (initial and renewal) are required to participate in RAPIDGate.
- 2.15.1.5 Contractor or subcontractor employees who are declined a CAC via the CVS are ineligible to perform work under this effort. When an employee with a CAC is no longer performing work under this effort, the Contractor shall notify the COR on the same day the employee stops working and shall deliver the CAC to the COR within seven (7) calendar days after such notification.

## 2.16 EMPLOYEE CONDUCT.

- 2.16.1.1 Contractor employees shall comply with all applicable Government regulations, policies and procedures (e.g., fire, safety, sanitation, environmental protection, security, "off limits" areas, wearing of parts of military uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor shall ensure contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States, the Department of Homeland Security or the U.S. Coast Guard.
- 2.16.1.2 Removing Employees for Misconduct or Security Reasons. The Government may, at its sole discretion, direct the Contractor to remove any Contractor employee from U.S. Coast Guard facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under this contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

2.16.1.3 Conflict of Interest. The Contractor shall not employ any person who is an employee of the United States Government if that employment would, or would appear to cause a conflict of interest.

2.16.1.4 Non-Personal Services. It is a matter of policy within the United States government to rely on the private sector for needed commercial services. However, using contractor support must be done in a way that does not interfere with the Government's ability to effectively create government policy, monitor contractor performance, or maintain a competent and highly-skilled workforce. Information provided herein sets forth guidance stating the Government's limitation on contractors performing personal services and its' restriction of contractors performing inherently governmental activities for government requirements.

In accordance with federal procurement policies and regulations, no personal services or inherently governmental activities shall be performed under this effort. No contractor employee will be directly supervised by a Government employee. All individual contractor employee assignments, and daily work direction, shall be given by the applicable employee supervisor. If the contractor believes any Government action or communication has been given that would create a personal services relationship and/or result in a contractor performing inherently governmental activities between the Government and any contractor employee, the contractor shall promptly notify the Contracting Officer of this communication, direction or action.

An activity may be provided by contractor support where the contractor does not have the authority to decide on the course of actions, but is tasked to develop options or implement a course of actions with agency oversight. Furthermore, a commercial activity related to the procurement of these requirements is not so intimately related to the public interest as to mandate performance by Government personnel.

The Contractor shall ensure that all of its employees supporting these subsequent requirements are informed of the substance of this stipulation. Nothing in this requirement shall limit the Government's rights in any way under any other provision, including those related to the Government's right to inspect and accept the services to be performed in accordance with this IDIQ contract. The substance of this requirement shall be included in all subcontracts at any tier and/or teaming arrangements.

## 2.17 TRANSITION PLAN.

The Contractor shall provide a draft transition plan as part of their proposal. The Contractor shall, provide a final transition plan within five (5) days of the kick off meeting. The Contractor shall provide a program transition plan that defines the Contractor's capacity and capability for an orderly and seamless transition for the delivery of the Coast Guard support services and be operational no later than fifteen to thirty (15 to 30) days after award of the task order. Requirements of the plan shall include, but not be limited to the following:

### Contract Phase-In Services:

- In order to ensure continuity of services, the contractor will provide for a seamless transition to phase in support services.
- The contractor's phase-in plan must provide for full operation upon expiration of the existing support services contract.
- The Coast Guard will have five (5) business days for review and acceptance / rejection of the Contractor's Final Transition Plan.

## 2.18 QUALITY CONTROL PLAN

The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. The Contractor's internal QCP must document how the Contractor will meet and comply with the standards specified in this PWS. All quality assurance plans must cover sub-contractors or affiliates, if they are used. At a minimum, the QCP must include an outline of the procedures that the Contractor will use to maintain quality, timeliness, responsiveness, and other requirements set forth in this solicitation. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO) acceptance in writing of any proposed changes to its QCP.

## 2.19 KICK-OFF MEETING.

The Contractor shall attend a Kick-Off Meeting with the Contracting Officer and the COR not later than five (5) business days after the date of award. The purpose of the Kick-Off Meeting, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's draft Transition Plan, Quality Control Plan and Project Plan. The Kick-Off Meeting will be held at the Government's facility.

## 2.20 STATUS REPORTS.

The Contractor shall provide a monthly status report to the COR and Contracting Officer via electronic mail no later than the fifth (5<sup>th</sup>) day of each month detailing the activities of the previous month. This report shall include a summary of all Contractor work performed under this contract, an assessment of technical progress, schedule status, any travel conducted and any Contractor concerns or recommendations for the previous month. This report will be used to justify the billing for each reporting period and shall be commensurate with hours submitted in applicable invoices. Contractor shall provide additional reporting requirements if required by the Government. PROGRESS REPORTS, MEETINGS AND PROGRAM MANAGEMENT REVIEWS.

The Contractor shall meet with the COR and other designated personnel on an as needed basis to discuss project progress, exchange information and resolve emergent technical problems and issues. These meetings shall take place at the Government's facility. Contractor shall provide additional meeting requirements IAW PWS Section 2.

## 2.21 GENERAL REPORT REQUIREMENTS.

The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with Coast Guard Standard Workstation (Windows Vista and Microsoft Office Applications).

2.18.1. Due to USCG Internet restrictions, electronic mail file attachments over 5 MB in size for each file may not be accepted. Upon request, the Contractor shall provide any electronic deliverable exceeding the 5 MB size on CD-ROM or as applicable to a network shared drive.

3. PLACE OF PERFORMANCE.

The primary place of performance will be USCG TRACEN Petaluma, Petaluma, CA., USCG Air Station Elizabeth City, Elizabeth City, NC, USCG Charleston, Charleston, SC and USCG SMTTC, Camp Lejeune, NC. The Contractor shall be capable of providing concurrent services in accordance with this PWS in different locations as specified above and as needed by the Government and established in the task order.

4. HOURS OF OPERATION.

Contractor employees shall generally be available to the Government between the hours of 0730 and 1700 EST, Monday through Friday (except Federal holidays). However, there may be occasions when Contractor employees shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this contract.

5. TRAVEL.

Contractor travel may be required to support this contract. All travel required by the Government outside the local commuting area(s) will be reimbursed to the Contractor in accordance with the Federal Travel Regulations. The Contractor shall be responsible for obtaining COR approval (electronic mail is acceptable) for all reimbursable travel in advance of each travel event. Local commuting area is defined as travel outside of the primary place of performance, but within a minimum driving distance of less than fifty (50) miles, by the most direct route. Such local travel is not reimbursable under this contract.

6. SECURITY.

Contractor access to Sensitive but Unclassified Information will be required under this task order. Sensitive information shall be protected in accordance to DHS Class Deviation 15-01 for proper handling and safeguarding of the security of all such USCG information, as defined in the terms and conditions of this task order. The task order will be updated and assessed for security needs at time of new services requirement.

6.1 All hardware, software, and services provided must be compliant in accordance with 140-01 Information Technology Systems Security and the DHS Sensitive Systems Handbooks 4300A

6.2 The assurance of the security of unclassified facilities, Information Technology (IT) resources, and sensitive information during the acquisition process and contract performance are essential to the DHS mission. DHS Management Directive (MD) 11042.1 Safeguarding Sensitive but Unclassified (For Official Use Only) Information, describes how contractors must handle sensitive but unclassified information. DHS MD 140.01 Information Technology Systems Security and the DHS Sensitive Systems Handbook prescribe policies and procedures on security for IT resources. Contractors shall comply with these policies and procedures, any replacement publications, or any



other current or future DHS policies and procedures covering contractors that require access to DHS facilities, IT resources or sensitive information. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted by the contractor except as specified and approved by the Government.

6.3 Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Representative (COR) will arrange, and complete any nondisclosure agreement furnished by DHS.

6.4 The contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COR in writing as necessary for performance of the work under this contract. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

6.5 Contractor access to DHS networks through the use of VPN or VDI from a remote location is a temporary privilege for mutual convenience while the contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

## 7. INTELLECTUAL PROPERTY.

All Contractor developed processes and procedures and other forms of intellectual property first developed and/or associated with this contract shall be considered Government property.

7.1 All documentation and electronic data and information collected by the Contractor and entered into or generated in support of this contract shall be considered Government property, and shall be returned to the Government at the end of the performance period. In addition, Government property shall be available for review by the COR (or other designated staff) at any time.

## 8. PROTECTION OF INFORMATION.

Contractor access to proprietary information is required under this contract. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive but Unclassified (SBU) Information. SBU includes information categorized by DHS or other government agencies as: For Official Use Only (FOUO); Official Use Only (OUO); Sensitive Homeland Security Information (SHSI); Limited Official Use (LOU); Law Enforcement Sensitive (LES); Safeguarding Information (SGI); Unclassified Controlled Nuclear Information (UCNI); and any other identifier used by other government agencies to categorize information as sensitive but unclassified. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

The Contractor shall continue to ensure employees safeguard this information when the new Controlled Unclassified Information (CUI) framework replaces the sensitive but unclassified (SBU) categorization.

## 9. SECTION 508 COMPLIANCE.

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable EIT accessibility standards have been identified:

### Section 508 Applicable EIT Accessibility Standards

36 CFR 1194.21 Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then 1194.21 Software standards also apply to fulfill functional performance criteria.

36 CFR 1194.24 Video and Multimedia Products, applies to all video and multimedia products that are procured or developed under this work statement. Any video or multimedia presentation shall also comply with the software standards (1194.21) when the presentation is through the use of a Web or Software application interface having user controls available.

36 CFR 1194.31 Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required 1194.31 Functional Performance Criteria, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

### Section 508 Applicable Exceptions

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that

may apply: 36 CFR 1194.3(b) Incidental to Contract, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

#### Section 508 Compliance Requirements

36 CFR 1194.2(b) (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available meet some but not all of the standards, the agency must procure the product that best meets the standards. When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires authorization from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

#### 10. GOVERNMENT TERMS & DEFINITIONS.

CGHQ - Coast Guard Headquarters  
CAC - Common Access Card  
CVS - Contractor Verification System  
DHS - Department of Homeland Security  
DOD - Department of Defense  
FORCECOM – Force Readiness Command  
IT - Information Technology  
IMS – Integrated Master Schedule  
OFCO – Operating Facility Change Order  
OMR – Organizational Modification Request  
PAL – Personnel Allowance List  
PMP - Project Management Plan  
TTP – Tactics, Techniques, and Procedures  
TS - Top Secret

#### 11. GOVERNMENT FURNISHED INFORMATION AND PROPERTY.

The Government will provide sufficient workspace, equipment and supplies necessary to perform the on-site portion of Contractor services required under this contract. The Contractor shall be responsible for returning all Government furnished resources in good working condition, subject to normal wear and tear.

#### 12. CONTRACTOR FURNISHED PROPERTY.

The Contractor shall furnish all facilities, materials, equipment and services necessary to fulfill the requirements of this contract, except for the Government Furnished Information and Property specified in this work statement.

### 13. REFERENCES.

A-130 establishes official OMB policy and guidance on information technology management for federal executive agencies based on the following laws, Executive Orders, and prior OMB guidance documents:

- 13.1. The Paperwork Reduction Act (PRA) of 1980 (amended by the Paperwork Reduction Act of 1995[44 U.S.C. Chapter 35])
- 13.2. The Clinger-Cohen Act (Pub L. 104-106, Division E)
- 13.3. The Privacy Act of 1974, as amended [5 U.S.C. 552a]
- 13.4. The Chief Financial Officers Act of 1990 (31 U.S.C. 3512 et seq.)
- 13.5. The Federal Property and Administrative Services Act of 1949, as amended [40 U.S.C. 487]
- 13.6. The Computer Security Act of 1987 (Pub. L. 100-235)
- 13.7. The Budget and Accounting Act, as amended [31 U.S.C. Chapter 11]
- 13.8. The Government Performance and Results Act of 1993(GPRA)
- 13.9. The Office of Federal Procurement Policy Act (41 U.S.C. Chapter 7)
- 13.10. The Government Paperwork Elimination Act of 1998 (Pub. L. 105-277, Title XVII)

Additional references will be provided under this Contract as needed.

### 14. OTHER REQUIREMENTS.

All solutions and services shall meet DHS and USCG Mission Support policies, standards, and procedures.



## 15. DELIVERABLES.

All deliverables shall be submitted to the COR according to the due date specified below

<u>Item</u>	<u>Section</u>	<u>Deliverable/Event</u>	<u>Due By</u>
1	2.19	Kick-Off Meeting	The Contractor shall attend a Kick-Off Meeting with the Contracting Officer and the COR not later than five (5) business days after the date of award. The purpose of the Kick-Off Meeting, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's project plan. The Kick-Off Meeting will be held at the Government's facility.
2.	2.17 2.18	Draft Transition Plan and Quality Control plan	The Contractor shall develop a Draft Transition Plan and Quality Control plan for Government review. The draft plans shall be submitted with the quote and again at the kick off meeting for government review and comment. At a minimum, the plans shall include milestones and timelines to meet all specified deliverables identified in this PWS and during the Kick-Off meeting.
3	2.17 2.18	Final Contractor Transition Plan and Quality Control plan	The Contractor shall provide a final Transition Plan, Project Plan, and Quality Control plan to the COR NLT five (5) business days after receiving comments from the Government
4	2.20	Status Reports	The Contractor shall provide a monthly status report to the COR and Contracting Officer via electronic mail no later than the fifth day of each month detailing the activities of the previous month. This report shall include a summary of all Contractor work performed under this contract, an assessment of technical progress, schedule status, any travel conducted and any Contractor concerns or recommendations for the previous month. This report will be used to justify the billing for each reporting period and shall be commensurate with hours submitted in applicable invoices. Contractor shall provide additional reporting requirements if required by the Government.

16. PERFORMANCE REQUIREMENTS SUMMARY.

A Performance Requirements Summary (PRS) has been prepared by the Government that is specific to this contract. In general, the PRS will set forth the expected outcomes (objectives) of this contract, the service(s) required of the contractor to attain the objectives, a performance standard per outcome, and a plan for a reduction in payment in the event the contractor does not meet the performance standard. The PRS is not an exclusive remedy and inclusion of the PRS does not preclude the Government from using any other remedy available by law or contract terms, including reductions in payment in accordance with any clause for inspection of services.

The PRS table below reflects the metric determined to be important for the successful performance of this contract. This includes the expected standards of performance and surveillance methods. The Government will review the Contractor's established QCP for their corporation, and if it meets all performance requirements summary listed in the below table then the Government will implement the plan, or adjust it accordingly to meet the needs of the Government. If corporation doesn't have an established QCP they will have 15 days from award of contract to draft one and present it to the Government for review and approval.

PERFORMANCE REQUIREMENTS SUMMARY CONTRACTOR DOCUMENTATION AND PROGRAM MANAGEMENT COORDINATION SUPPORT FOR THE UNITED STATES COAST GUARD FORCE READINESS COMMAND (FORCECOM)			
<i>Objectives</i>	<i>Required Service</i>	<i>Performance Standard</i>	<i>Reductions</i>
Quality and Timely Performance	The contractor shall perform quality and timely services.	A satisfactory of above rating on the Satisfaction survey	If determined to be unacceptable to the COR and cannot be resolved to the satisfaction of the Government, the Government will consider payment reductions.

**PERFORMANCE REQUIREMENTS SUMMARY**  
**CONTRACTOR DOCUMENTATION AND PROGRAM MANAGEMENT COORDINATION SUPPORT FOR THE UNITED STATES COAST**  
**GUARD FORCE READINESS COMMAND (FORCECOM)**

<i>Objectives</i>	<i>Required Service</i>	<i>Performance Standard</i>	<i>Reductions</i>
Quality and timely, Barracks Assignment Roster	Daily delivery of accurate and complete Barracks Assignment Rosters	With the exception of force majeure, the Barracks Assignment Roster shall be accurate, be free from technical or typographical errors, and delivered timely 96% of the time.	If determined to be unacceptable to the COR and cannot be resolved to the satisfaction of the Government, the Government will consider payment reductions.
Quality and timely, Government Vehicle Spreadsheet	Daily delivery of accurate and complete Vehicle Status Spreadsheet	With the exception of force majeure, the Government Vehicle Spreadsheet shall be accurate, be free from technical or typographical errors, and delivered timely 96% of the time.	If determined to be unacceptable to the COR and cannot be resolved to the satisfaction of the Government, the Government will consider payment reductions.