

**STATEMENT OF WORK
FOR
BUSINESS MANAGEMENT SUPPORT SERVICES
U.S. COAST GUARD
COMMAND, CONTROL, COMMUNICATIONS, COMPUTER
AND
INFORMATION TECHNOLOGY SERVICE CENTER**

1.0 GENERAL

1.1 SCOPE

The Contractor shall provide all services necessary to provide Business Management Support Services. These services are in support of the missions and requirements of the United States Coast Guard (USCG) Command, Control, Communication, Computer, and Information Technology C4IT Service Center (C4IT SC) Business Operations Division (BOD). Services may include: Strategic Planning and Organizational Transformation Support, Program/Project Support and Budgetary Planning, Program/Project Integration, Governance, Process, Workforce, and Budgetary Planning, Consulting Services, Facilitation Services, Survey Services, Lean Six Sigma and Continual Process Improvement Consulting Services. These services shall support the missions and requirements of the BOD as well as other components of the C4IT Service Center.

1.2 BACKGROUND. In February 2009, the Coast Guard established the Command, Control, Communications, Computers, and Information Technology (C4IT) Service Center. The establishment of the C4IT Service Center meets one of the Commandant's Coast Guard Modernization Initiatives to shift to a functions-based command structure that will standardize processes and procedures across all locations, missions, and asset types. The primary mission of the C4IT Service Center is to unify the Coast Guard's information technology support structure and business practices into a single mission support model for the entire Coast Guard.

1.3 DESCRIPTION OF WORK.

Strategic Planning and Organizational Transformation Support: Assist senior level management in strategic planning, providing advice, and consultation on organizational transformation initiatives, risk identification, risk management, and assistance in WBS revision as required.

Identify and/or recommend opportunities for better communication between when communication is critical to ensure success of the initiative. Make recommendations that are fully documented and include implementation procedures, time lines, cost, etc., since each initiative may represent a significant work stream with long and short term milestones.

Support higher level strategic planning and transformation efforts by providing recommendations at weekly senior staff meetings, Director's Council meetings, Mission Support Planning and Integration Team (MSPAIT) meetings, and other strategic planning meetings as needed.

Program/Project Integration, Support, Workforce, and Budgetary Planning: Provide project/program planning, recommendations and support for a broad range of initiatives. This

may include the use of strategic tools in support of modernization efforts. These tools may include project/portfolio management, asset tracking and management, timekeeping, service catalog, Coast Guard Consolidated Service Desk (CSD), and the CSD's incident ticketing system (Remedy 7.x). Efforts to support enterprise use of these tools and initiatives may include but are not limited to assisting in defining scope, developing plans, timelines, cost/resource estimate, tracking action items and their resolution, and assessing workforce distribution requirements.

Assist in defining scope, developing plans, timelines, cost/resource estimates, and tracking action items. Attend and facilitate meetings/briefings; prepare multi-media presentations and brief reference materials as required; update project/program plans and documentation; assist in the review and drafting of documents and reports for C4IT Service Center and assist in the management of project information. Tools used include but are not limited to MS Project, MS Excel, and MS Word.

Submit recommendations, including supporting documentation, for potential corrective action in response to problems/issues identified. The recommendations and supporting documentation will be provided to the appropriate engineering center and/or posted as an independent activity, or as a resolution to an existing activity within the appropriate Program/Project Management plan/tool.

Provide integration planning support by defining, researching, analyzing, documenting, and recommending process solutions for a variety of strategic tools in support of multi-mission organization. Provide documentation of all process solution and strategic tool integration recommendations for Coast Guard review.

Consulting Services: Provide advice, assistance, guidance or counseling in support of mission-oriented business functions and process improvement. For example:

- o Management or strategy consulting
- o Program planning, audits, and evaluations
- o Studies, analysis, scenarios, and reports relating to mission-oriented business programs or initiatives
- o Policy and regulation development assistance

Facilitation Services: Provide facilitation and related decision support services for agencies engaged in collaboration efforts, working groups, or teams. For example:

- o Defining, refining, and resolving disputes, disagreements, and divergent views (excluding EEO disputed)
- o Leading or facilitating group briefings and discussions, enabling focused decision-making
- o Recording discussion content and related facilitation support services
- o Debriefing stakeholders
- o Preparing and providing draft and final reports relating to the facilitated issues

Survey Services: Provide surveying related to mission-oriented business issues. Assist with or perform all phases of the survey process. For example:

- o Survey planning, design, and development
- o Assessing reliability and validity of data
- o Conducting/administering surveys
- o Analyses of quantitative and qualitative survey data
- o Production of reports related to the survey
- o Briefings of results to stakeholders

Lean Six Sigma and Continual Process Improvement Consulting Services: Assist and mentor BOD Lean Six Sigma Black Belt and Green Belt Candidates in completing Lean Six Sigma improvement projects and developing the C4IT Service Center's process improvement strategy. Assist C4IT Service Center divisions and Centers of Excellence in developing process improvement processes and selecting and executing improvement projects.

1.4 CONTRACTOR PERSONNEL.

The Contractor should provide contracting support to include a Program Manager, Consultant (Senior, Intermediate, and Junior), Lean Six Sigma Master Black Belt, Project Manager, Assistant Project Manager, Functional Analyst, Project Analyst, Administrator, Technical Consultant, and Systems Analyst. Requirements shall be in accordance with this SOW and applicable Federal and Agency regulations.

Key personnel: The personnel specified on individual task order(s) issued under the BPA that are considered to be essential to the work the Contractor performs. Prior to diverting any key personnel to other programs, the Contractor shall notify the Contracting Officer reasonably in advance and shall submit justification, including proposed substitutions or replacements, in sufficient detail to permit the Contracting Officer to evaluate the impact on the work the Contractor is obligated to perform hereunder. The Contractor shall not replace any of the key personnel named to work on individual task order(s) without the written consent of the Contracting Officer.

1.4.1 Program Manager. The Contractor shall provide a Program Manager who shall be responsible for all contractor work performed under this BPA.

1.4.1.1 The Program Manager shall be a single point of contact for the Contracting Officer and the Contracting Officer's Technical Representative (COTR). It is anticipated that the Program Manager shall be one of the senior level on-site employees provided by the Contractor for the work effort. The name of the Program Manager, and the name(s) of any alternate(s) who shall act for the Contractor in the absence of the Program Manager, shall be provided to the Coast Guard as part of the Contractor's proposal. During any absence of the Program Manager, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under this contract. The Program Manager and all designated alternates shall be able to read, write, speak and understand English. Additionally, the Contractor shall not replace the Program Manager without prior acknowledgment from the Contracting Officer.

1.4.1.2 The Program Manager shall be available to the COTR via telephone between the hours of 0800 and 1700 EST, Monday through Friday, and shall respond to a request for discussion or resolution of technical problems within 24 hours of notification.

1.4.1.3 Program Manager (Key Personnel):

Description of Work: The Program Manager shall be responsible for ensuring conformity to contractual obligations, establishing and maintaining master plans and schedules. The Program Manager shall perform day-to-day management of overall contract support operations.

Educational Requirements: The Program Manager shall have a minimum Bachelor's degree, preferably in one of the following disciplines: business, industrial management, marketing, quantitative methods, or organization and management.

Experience Requirements: A minimum of ten (10) years of experience in performing program management support services and/or acquisition support activities or any combination of the two as described in this SOW with a Bachelor's degree, eight (8) years of experience with a Master's degree, or four (4) years experience with a PhD.

Additional Required Knowledge and Skills: In addition to the experience and educational requirements described above, the Program Manager shall possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing, with senior personnel
- Ability to read and interpret government policy, regulations, and directives and to apply those interpretations fully and legally to all activities described in this SOW

1.4.1.4 Lean Six Sigma Master Black Belt (Non-Key Personnel):

Description of Work: The Lean Six Sigma Master Black Belt shall assist and mentor BOD Lean Six Sigma Black Belt and Green Belt Candidates in completing Lean Six Sigma improvement projects. The Lean Six Sigma Master Black Belt shall certify completion of candidate improvement projects when appropriate and assist C4IT Service Center divisions and Centers of Excellence in developing Lean Six Sigma improvement processes and selecting improvement projects.

Educational Requirements: The Lean Six Sigma Master Black Belt shall be certified by an appropriate certifying authority. Department of Defense, American Society for Quality, or Six Sigma business certification is preferred.

Experience Requirements: The Lean Six Sigma Master Black Belt shall have a minimum of four (4) years experience in completing Lean Six Sigma improvement projects.

Additional Required Knowledge and Skills: The Lean Six Sigma Master Black Belt shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.5 Business Consultant, Senior (Non-Key Personnel):

Description of Work: The Senior Consultant shall provide support and assistance in government business practices, business re-engineering, business process development, business metrics development, facility and workforce planning, communications and marketing planning, and management-related issues as designated in specific tasks order(s).

Educational Requirements: The Senior Consultant shall have a Bachelor's degree in either business or organization and management.

Experience Requirements: The Senior Consultant shall have a minimum of ten (10) years experience in business development, re-engineering, and management with a Bachelor's degree, eight (8) years experience with a Master's degree, or six (6) years experience with a PhD.

Additional Required Knowledge and Skills: The Senior Consultant shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.6 Business Consultant, Intermediate (Non-Key Personnel):

Description of Work: The Intermediate Consultant shall provide support and assistance in government business practices, business re-engineering, business process development, business metrics development, facility and workforce planning, communications and marketing planning, and management-related issues as designated in specific tasks order(s).

Educational Requirements: The Intermediate Consultant shall have a Bachelor's degree, preferably in either business or organization and management.

Experience Requirements: The Intermediate Consultant shall have a minimum of six (6) years experience in business development, re-engineering, and management with a Bachelor's degree, four (4) years experience with a Master's degree, and three (3) years experience with a PhD.

Additional Required Knowledge and Skills: The Intermediate Consultant shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.7 Business Consultant, Junior (Non-Key Personnel):

Description of Work: The Junior Consultant shall provide support and assistance in government business practices, business re-engineering, business process development, business metrics development, facility and workforce planning, communications and marketing planning, and management-related issues as designated in specific tasks order(s).

Educational Requirements: The Junior Consultant shall have a Bachelor's degree, preferably in either business or organization and management.

Experience Requirements: The Intermediate Consultant shall have a minimum of four (4) years experience in business development, re-engineering, and management with a Bachelor's degree, or two (2) years experience with a Master's degree.

Additional Required Knowledge and Skills: The Financial Analyst I shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.8 Technical Consultant (Non-Key Personnel)

Description of Work: The Technical Consultant shall have the ability to provide Integrated C4&IT Systems Acquisition and C4&IT Technical Authority Support for C4&IT Acquisition Programs to include: support for the acquisition and transition to sustainment of the C4&IT equipment and capability for surface, air, and shore assets including definition of C4ISR operational and functional requirements; development of C4ISR Operational, System and Technical Architectures; surface electronic system specifications; C4ISR *Operational Logistics Support Plans* (OLSPPs), *Integrated Logistics Support Plans* (ILSPs), and *Electronics Integrated Logistics Support Plans* (EILSPs); and support Contract Data Requirements List (CDRL) reviews. The acquisition programs supported will include, but are not limited to: National Security Cutter, Offshore Patrol Cutter, Fast Response Cutter, Interagency Operations Center, Standard/Cutter/Small Boat acquisitions, and Aviation.

Educational Requirements: The Technical Consultant shall have a Bachelor's degree in electrical engineering, electronics engineering, or computer science; or meet the minimum experience requirements.

Experience Requirements: The Technical Consultant shall have a minimum of eight (8) years experience with command, control, sensor, and communications systems. If a Bachelor's degree has not been earned, must have a minimum of twelve (12) years military experience maintaining command, control, sensor, and communications systems or equivalent. Command, control, sensor, and communications systems experience shall include: command and control systems based on the COE; vessel integrated sensor systems (e.g. radar, AIS, direction finders, electro-optical/infra-red, Identification Friend or Foe (IFF), Electronic Surveillance Measures (ESM); TEMPEST practices; HF, VHF, UHF, MILSATCOM, COMSATCOM, and network communications; communications integration systems; Electro-Magnetic Interference (EMI) analysis and mitigation techniques.

For contractor personnel supporting Interagency Operations Center, additional experience with *Services Oriented Architecture* (SOA) implementations is desired, but not required.

For contractor personnel supporting Standard/Cutter/Small Boat acquisitions, experience with American Boat & Yacht Council (ABYC) and National Marine Electronics Association (NMEA) standards is preferred.

Additional Required Knowledge and Skills: The Technical Consultant shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives
- Familiarity with statements of work development, requirements management practices, and specifications development

1.4.1.9 Systems Analyst (Non-Key Personnel):

Description of Work: The Systems Analyst shall provide expert analysis and recommendations of current and emerging national and international maritime standards in relation to C4ISR systems. Provide advice on the standards and requirements applicable to functional capabilities for C4ISR equipment (e.g. electronic navigation systems and equipment, communications systems and equipment, command and control systems) within the Coast Guard. Provide expert advice in the development of C4ISR compliance and requirements verification plans and test procedures. Participate with the Coast Guard at designated national and international standards bodies meetings.

Educational Requirements: The Systems Analyst shall have a Bachelor's degree in electrical or electronics engineering.

Experience Requirements: The Systems Analyst shall have a minimum of fifteen (15) years experience determining and evaluating standards and requirements applicable to functional capabilities for C4ISR equipment (Electronic navigation systems and equipment, Communications systems and equipment, Command and control systems) deployed on Coast Guard assets or at Coast Guard Units; a minimum of fifteen (15) years experience working with and participating in the following national and international standards organizations: Radio Technical Commission for Maritime Services (RTCM), the American National Standards Institute (ANSI), the International Maritime Organization (IMO), or the International Hydrographic Organization (IHO); and a minimum of five (5) years experience performing engineering services for Electronic Chart Display and Information Systems (ECDIS).

Additional Required Knowledge and Skills: The Subject Matter Expert shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives
- Familiarity with statements of work development, requirements management practices, and specifications development

1.4.1.10 Project Manager (Key Personnel):

Description of Work: The Project Manager shall have the ability to provide guidance and direction for multiple projects in implementing business process development, business re-engineering, and strategic business projects. The Project Manager shall have the capability to manage projects of high complexity and to direct the completion of projects within estimated timeframes and resource constraints. The Project Manager shall coordinate all parties to tasks and review work products for completeness, quality, and adherence to customer requirements.

Educational Requirements: The Project Manager shall have a Bachelor's degree in a relevant field.

Experience Requirements: The Project Manager shall have a minimum of eight (8) years of experience in managing projects, with a focus on business process and re-engineering projects, six (6) years experience with a Master's degree, or four (4) years experience with a PhD.

Additional Required Knowledge and Skills: The Project Manager shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.11 Assistant Project Manager (Non-Key Personnel):

Description of Work: The Assistant Project Manager shall assist the Project Manager in managing multiple projects. The Assistant Project Manager shall provide management assistance in project execution, coordination, and tracking.

Educational Requirements: The Assistant Project Manager shall have an Associate's degree in a relevant field or five (5) years relevant experience.

Experience Requirements: The Assistant Project Manager shall have a minimum of four (4) years of relevant experience, three (3) years experience with a Bachelor's degree, or one (1) year experience with a Master's Degree.

Additional Required Knowledge and Skills: The Assistant Project Manager shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.12 Functional Analyst (Non-Key Personnel):

Description of Work: The Functional Analyst shall analyze C4IT Service Center business environment, structure, and strategy to develop functional requirements for projects relating to government business practices, business re-engineering, business process development, business metrics development, facility and workforce planning, communications and marketing planning, and management-related issues as designated in specific tasks order(s).

Educational Requirements: The Functional Analyst shall have a Bachelor's degree.

Experience Requirements: The Functional Analyst shall have a minimum of six (6) years of relevant experience, four (4) years experience with a Master's Degree, or two (2) years with a PhD.

Additional Required Knowledge and Skills: The Functional Analyst shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing
- Ability to conduct detailed research and analysis of technical data
- Ability to read and interpret acquisition policy, regulations, and directives

1.4.1.13 Project Analyst (Non-Key Personnel):

Description of Work: The Project Analyst shall assist the Project Manager and Assistant Project Manager with establishing and maintaining a process to manage the project, including managing tasks and resources, tracking and reporting project progress, and any other project-related activities.

Educational Requirements: The Project Analyst shall have a High School Diploma or GED.

Experience Requirements: There is no minimum experience requirement for the Project Analyst. The Project Analyst will be supervised by the Project Manager and/or Assistant Project Manager.

Additional Required Knowledge and Skills: The Project Analyst shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing

1.4.1.14 Administrator (Non-Key Personnel):

Description of Work: The Administrator shall provide general computer, financial, word-processing, graphics, and other administrative support directly to project teams as necessary. The Administrator shall provide general administrative support for multiple task orders to include project management support, meeting preparation, deliverable production support, project financial management support, and other duties.

Educational Requirements: The Administrator shall have an Associate degree, some college level courses or technical training in a relevant field.

Experience Requirements: The Administrator shall have at least one (1) year of general business or administrative experience.

Additional Required Knowledge and Skills: The Administrator shall clearly possess the following knowledge and skills:

- Proficient in the following Microsoft applications: Word, Excel, PowerPoint, Outlook
- Ability to communicate effectively, both orally and in writing, with senior personnel

1.4.2 Qualified Personnel. The Contractor shall provide capable and qualified personnel to perform all requirements and tasks specified in the task orders issued under this contract. Contractor personnel proposed for each labor category must possess the experience, knowledge, expertise, and education to fulfill all the requirements listed for their labor category. Contractor employees supporting task orders shall be able to read, write, speak and understand English fluently, and shall be United States citizens per HSAR 3052.204.

1.4.3 Employee Identification. Contractor employees visiting Coast Guard and other 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 Coast Guard and Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

1.4.4 Employee Conduct. The Contractor's employees shall observe and comply with all applicable local and Headquarters regulations, policies and procedures (e.g., fire, safety, sanitation, environmental protection, security, flag officer courtesy, "off limits" areas, wearing of parts of military uniforms, and possession of firearms). The Contractor shall ensure that all contractor employees present a professional appearance at all times, and their conduct does not reflect discredit on the United States, the Department of Homeland Security or the U.S. Coast Guard.

1.4.4.1 The Project Manager shall ensure Contractor employees understand and abide by Coast Guard-established rules, regulations and policies concerning safety and security.

1.4.5 Removing an Employee for Misconduct or Security Reasons. The Government at its sole discretion may direct the Contractor to remove any contractor employee from Coast Guard facilities for misconduct or security reasons. Such removal does not relieve the Contractor of the responsibility to provide sufficient qualified staff for adequate and timely service. The Government will provide the Contractor with an immediate written rationale for the removal of the employee through the Coast Guard Contracting Officer.

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

1.5 Key Personnel. Before replacing any individual designated as Key by the Coast Guard, the Contractor shall notify the Contracting Officer no less than 15 business days in advance, submit written justification for replacement, and provide the name and qualifications of any proposed substitute(s). All proposed substitutes shall possess qualifications equal to or superior to those of the Key person being replaced. The Contractor shall not replace Key Contractor personnel without written acknowledgement from the Contracting Officer. The Government may designate additional Contractor personnel as Key in each task order issued under this BPA.

1.6 Security. Performance of this contract may require the Contractor to gain access to Classified National Security Information (includes documents and material). Classified information is Government information which requires protection in accordance with Executive Order 12958, National Security Information (NSI) as amended and supplemental directives. The Contractor shall abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, an attachment to the awarded BPA, and the National Industrial Security Program Operating Manual (NISPOM) for protection of classified information, as directed by the Federal Acquisition Regulation (FAR) Clause 52.204-2, "Security Requirements."

The Contractor must possess at least a Department of Defense (DoD) SECRET facility clearance (FCL), issued in accordance with the National Industrial Security Program Operating Manual (NISPOM), DoD 5220.22-M. Specifically-designated contractor employees must also possess a DoD SECRET personnel security clearance to access classified information.

1.6.1 Department of Defense Contractor Verification System (CVS) and Common Access Cards:

All Contractor employees working for the Coast Guard 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.

The Contractor shall submit a list of employees to the Contracting Officer's Technical Representative (COTR) for the CVS within 3 days after contract award.

Contractor and subcontractor employees required accessing a USCG, DOD, or other federally controlled computer information system and/or facility, or need Public Key Infrastructure authentication to perform their contractual duties shall use CVS to obtain a CAC.

The Contractor shall provide such forms to or request such information from Contractor employees that may be necessary for obtaining a CAC via the CVS. Completed forms and information shall be submitted as directed by the COTR. Contractors are responsible for the accuracy and completeness of the information submitted and for any liability resulting from the Government's reliance on inaccurate or incomplete information.

Contractor or subcontractor employees who are declined a CAC via the CVS are ineligible to perform work that requires a CAC under this contract. When an employee with a CAC is no longer performing work under this contract, the Contractor shall notify the COTR on the same day the employee stops working and shall deliver the CAC to the COTR within seven (7) calendar days after such notification.

Coast Guard Headquarters (CGHQ) utilizes a standardized entry protocol called the RAPIDGate™ Program for all vendors, suppliers and Contractors requiring routine access to CGHQ Transpoint and Jemal Riverside buildings to perform unclassified work. To participate in the RAPIDGate Program, the Contractor must contact Eid Passport at 877-RAPIDGATE (877-727-4342) and provide a CGHQ sponsor point of contact (must include: name, phone number, and e-mail address). Final authorization to participate in the program will be granted by Coast Guard Headquarters Support Command Security and Safety Office.

1.7 Ordering Period. The ordering period for this BPA is five (5) years from date of award. The Coast Guard may issue task orders against the BPA anytime during the ordering period.

1.8 Place of Performance. The Contractor will be required to provide contract support primarily at the following locations:

- U.S. Coast Guard Command, Control, Communications, Computers, and Information Technology Service Center (C4IT SC) at the Telecommunication Information Systems Command (TISCOM), 7323 Telegraph Road, Alexandria, VA 20598.
- U.S. Coast Guard Command, Control, Communications, Computers, and Information Technology Service Center (C4IT SC) at 300 Main Street Towers, Norfolk, VA 23510.
- U.S. Coast Guard Command, Control, Communications, Computers, and Information Technology Service Center (C4IT SC) at the Ronald V. Dellums Federal Building 1301, Oakland, CA 94612.
- U.S. Coast Guard Command, Control, and Communications Engineering Center (C3CEN) at 4000 Coast Guard Blvd, Portsmouth, VA 23703.

- U.S. Coast Guard Operations System Center (OSC) at 408 Coast Guard Drive, Kearneysville, WV 25430.
- U.S. Coast Guard Command, Control, Communications, Computers, and Information Technology Service Center (C4IT SC) at the Jemal Federal Building, 1900 Half Street, SW, Washington, DC 20593.

Additional locations may be added during the performance of this BPA.

1.9 Hours of Operation. Typical hours of operations are Monday-Friday from 8AM-4:30PM. Specific hours of operations will be specified in each task order.

1.10 TOTAL VALUE OF TASK ORDERS. The total value of the task orders issued under this BPA may not exceed \$9.9 million over the five (5) year order period.

1.11 DELIVERABLES / REPORTING REQUIREMENTS:

1.11.1 TASK ORDER KICK-OFF MEETING: For each task order issued under this BPA, the Contractor shall attend a Kick-Off Meeting with the Contracting Officer and the COTR no later than five (5) business days after the task order has been issued. The purpose of the Kick-Off Meeting is to discuss technical and contracting objectives of the task order.

1.11.2 MONTHLY STATUS REPORTS: For each task order issued under this BPA, the Contractor shall provide a monthly status report to the COTR and Contracting Officer via electronic mail. This monthly progress report shall include a summary of all Contractor work performed including a breakdown of labor hours by labor category, all direct costs by line items, an assessment of technical progress, schedule status, any travel conducted and any Contractor concerns or recommendations for the period being reported that may impact successful Contractor performance.

1.11.3 STATUS MEETINGS: The Contractor shall be available to meet with the Contracting Officer and COTR upon request to discuss task order progress, exchange information and resolve emergent technical problems and issues. These meeting shall take place at Coast Guard's facilities and/or via telephone conference call. A mutual effort will be made to resolve all problems identified during these meetings. Additional details will be provided in each task order issued under this BPA.

1.11.4 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 Server 2003 and Microsoft Office Applications). The Contractor shall use proven methodologies that assure all activities and deliverables are identified, documented, and tracked so that the contractor's performance can be continuously evaluated and monitored for timeliness and quality service.

1.11.5 SECURITY DELIVERABLE: Contractor shall provide an OPSEC Plan detailing how Sensitive but Unclassified/For Official Use Only (SBU/FOUO) and Secret material will be handled, discussed, disseminated, and protected by their employee within 45 days after award of the first task order.

Contractor shall provide a training plan in accordance with the NISPOM detailing how procedures are implemented for initial briefings, annual refresher briefings, and debriefings within 45 days after contract awarded

1.11.6 SECTION 508 COMPLIANCE: Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998, requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they must ensure that it is accessible to people with disabilities, unless it would pose an undue burden to do so. Federal employees and members of the public who have disabilities must have access to and use of information and services that is comparable to the access and use available to non-disabled Federal employees and members of the public. For additional information, please refer to FAR 39.2 or <http://www.section508.gov>.

1.12 PROTECTION OF INFORMATION.

1.12.1 PRIVACY ACT INFORMATION. Contractor access to information protected under the Privacy Act may be required for task orders issued under this BPA. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

1.12.2 UNCLASSIFIED BUT SECURITY SENSITIVE AND CLASSIFIED INFORMATION: Contractor access to unclassified, but Security Sensitive Information and classified information may be required under this contract. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination. Additional details will be provided in each task order.

1.12.3 PROPRIETARY INFORMATION: Contractor access to proprietary information may be required for task orders issued under this BPA. 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.

1.13 TRAVEL. Contractor travel may be required to support task orders issued under this BPA. 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 COTR approval (electronic mail is acceptable) for all reimbursable travel in advance of each travel event. Additional details will be provided in each task order.

2.0 Government Furnished Property/Resources and Information. Government furnished property/resources and information will be specified in each task order issued under this BPA. The Coast Guard shall provide and incorporate specific requirements in the Task Orders that are issued under the BPA. Each Task Order will specify the scope, tasks, requirements, deliverables, schedules, places and periods of performance, and funding. Task Orders shall

also address security, travel, technical or environmental requirements as applicable. The Government shall furnish all necessary facilities, materials and equipment necessary to fulfill the requirements of task orders awarded issued under this BPA.

3.0 CONTRACTOR FURNISHED PROPERTY: N/A

4.0 REFERENCES:

- 5.1 Federal Acquisition Regulations
- 5.2 Homeland Security Acquisition Regulations
- 5.3 Homeland Security Acquisition Manual
- 5.4 Coast Guard Acquisition Procedures (CGAP)
- 5.5 Coast Guard Correspondence Manual

5.0 DELIVERABLES:

Specific requirements for all deliverables will be described in each task order issued under this BPA.