

Performance Work Statement

Space and Missile Systems Center
Launch and Range Systems Directorate
(SMC/LR)

11 Aug 2011

1.0 SCOPE AND BACKGROUND

1.1 The scope of this Advisory & Assistance Services (A&AS) Task Order (TO) is to provide direct support to the (INSERT GOVT ENTITY), (INSERT GOVT ENTITY), in the areas of Executive Services, Pricing, and Management Operations to include Training, Manpower, OPR/EPR Management, Awards/Decorations, Information Management, Supply/Facilities, and Personnel Management Readiness support.

1.2 (INSERT GOVT ENTITY) has the responsibility to define, develop, field, and sustain the fleet of United States expendable launch vehicles and the eastern and western launch ranges. SMC/LRSW also leads launch integration, mission assurance, launch campaigns, and range modernization. SMC/LR is composed of three distinct entities: 1) the Atlas/Delta Group – the two families of Evolved Expendable Launch Vehicles (EELV), 2) the Launch Test Range Group – responsible for command and control, tracking, telemetry, communications and safety systems at Patrick AFB, FL and Vandenberg AFB, CA, and 3) Engineering Division – responsible for providing engineering support to both the Atlas/Delta and Range groups.

1.2.1 The Delta IV family of launch vehicles is designed for optimum performance for a wide range of flight profiles, and is capable of carrying payloads ranging from 4,231 kg (9,327 lb) to 12,757 kg (28,124 lb) to geosynchronous transfer orbit (GTO). The Delta IV Medium, Medium-Plus and Heavy configurations are evolved, combining highly reliable, flight proven systems from Delta II and III, while incorporating the latest technology into a family of vehicles maximizing the use of common hardware.

Commonality between all of the systems is central to the Delta IV. Each Medium & Medium-Plus vehicle uses a single common booster core (CBC), while the Heavy uses three CBCs. The Boeing Rocketdyne-built RS-68, a liquid hydrogen/liquid oxygen engine that produces 663,000 lbs of liftoff thrust, powers the first stage. This engine is mounted to the CBC first-stage structure and was designed for ease of manufacture by significantly reducing part count and thereby increasing reliability. Thirty percent more efficient than conventional liquid oxygen/kerosene engines, the RS-68 is environmentally friendly, producing steam as a combustion by-product. The three Delta IV Medium-Plus vehicles use a single CBC and are augmented by either two or four 1.5-meter (60-inch) diameter solid rocket strap-on graphite epoxy motors (GEMs).

The cryogenic second stage is an evolutionary design incorporating the Redundant Inertial Flight Control Assembly (RIFCA) from Delta II and the Pratt & Whitney RL10B-2 engine. The Delta IV Medium & Medium-Plus (4,2) vehicles use the same 4-meter diameter second stage, while the Delta IV Medium-Plus (5,2), Medium-Plus (5,4) and Heavy vehicles use the same RL10B-2 engine, but have larger 5-meter diameter fuel tanks and stretched oxidizer tanks.

On the Delta IV Medium & Medium-Plus (4,2), the payload is encapsulated in a 4-meter (13.1-foot) diameter payload fairing (PLF) for protection. On the Delta IV Medium-Plus (5,2), Medium-Plus (5,4) and Heavy, the payload is encapsulated with a similar 5-meter (16.7-foot) diameter payload fairing. Both the 4 and 5-meter diameter PLFs are composite bisector structures that were evolved from the Delta II 2.9 meter diameter and the Delta III 4-meter diameter PLFs. The Heavy vehicle can also employ a 5-meter diameter aluminum trisector fairing with Titan IV heritage.

ULA has successfully launched seven Delta IV launch vehicles. Delta IV's inaugural flight was marked by the successful launch of a commercial satellite on a Medium-Plus (4,2) in November 2002. Two Air Force communication satellites were successfully launched on Delta IV Medium vehicles in 2003, and the first Heavy vehicle was launched in December 2004.

1.2.2 ULA Atlas V. ULA Atlas V resulted from Lockheed Martin's combination of the best practices from both the Atlas and Titan programs into an evolved commercial and government launch system for the 21st century. Atlas V builds on the design innovations demonstrated on Atlas III and incorporates a structurally stable booster propellant tank, enhanced payload fairing options and optional strap-on solid rocket boosters.

All nine Atlas V to date were successfully launched. The Atlas V family uses a single-stage Atlas main engine, the Russian RD-180 and the newly developed Common Core Booster (CCB)TM with up to five strap-on solid rocket boosters. The CCBTM is 12.5 ft. (3.8 m) in diameter by 106.6 ft. (32.5m) long and uses 627,105 lbs. (284,453 kg) of liquid oxygen and RP-1 rocket fuel propellants.

Additionally, on Atlas V, ULA introduced a 4.57-meter usable diameter Contraves payload fairing in addition to retaining the option to use the heritage Atlas payload fairings. The Contraves fairing is a composite design and is based on flight proven hardware. Three configurations will be manufactured to support Atlas V. The short and medium length configurations will be used on the Atlas V 500 series.

The Centaur upper stage uses a pressure stabilized propellant tank design and cryogenic propellants. The Centaur stage for Atlas V is stretched 5.5 ft (1.68 m) and is powered by either one or two Pratt & Whitney RL10A-4-2 engines, each engine developing a thrust of 22,300 lbs. (99.2 kN). Operational and reliability upgrades are enabled with the RL10A-4-2 engine configuration. The inertial navigation unit (INU) located on the Centaur provides guidance and navigation for both Atlas and Centaur, and controls both Atlas and Centaur tank pressures and propellant use. The Centaur engines are capable of multiple in-space starts, making possible insertion into low-earth parking orbit, followed by a coast period and then insertion into GTO.

1.2.3 LAUNCH AND TEST RANGE SYSTEM (LTRS)

The LTRS consists of ground based surveillance, navigation, flight operations and analysis, command and control, communications and weather assets located at the Eastern Range (Patrick AFB, Fla.), and the Western Range (Vandenberg AFB, Calif.), used to support space missions. The mission is to provide DoD, NASA and commercial customers a highly reliable, integrated system to support spacecraft launch, ballistic missile and aeronautical testing.

The LTRS is composed of three inter-related segments: 1) Instrumentation Segment (INSEG), 2) Control and Display Segment (CDSEG), and 3) Network Segment (NETSEG).

Instrumentation Segment. This segment of the range system encompasses the sensors necessary to perform mission specific data collection, metric tracking, launch area surveillance, weather data collection, and provides the means for uplinking command destruct functions. Fixed instrumentation

sites optimize mission performance and are supported by mobile stations (ground-based instrumented vans, containerized ships, instrumented aircraft and satellites) when performance limitations and safety constraints dictate their use.

Control and Display. The control and display function serves as the operational heart of LTRS and provides for integrated management of all range assets through video display, voice and data communications, and data processing systems. The CDSEG resources and operators provide all of the range services and human interfaces that are directly observable by LTRS customers.

Network Segment. The Network Segment is the communications backbone of each range. It provides all electronic interconnections between INSEG and CDSEG at each range, and between LTRS and external entities. NETSEG provides the conduit for sending voice/video/data to and from remote and local instrumentation sites. NETSEG design is critical path redundant and automatically looks for contention and link overloads allowing for greater reliability to ensure mission success.

2.0 REFERENCE DOCUMENTS

2.1 General

- 2.1.1 National Security Space Acquisition Policy 03-01, current edition
- 2.1.2 DoDD 5000.1, The Defense Acquisition System, 12 May 2003
- 2.1.3 DoDI 5000.2, Operation of the Defense Acquisition System, 12 May 2003

2.2 Manpower, personnel, training and administration

- 2.2.1 AFMAN 37-104, Managing Information to Support the Air Force Mission, current edition
- 2.2.2 AFMAN 37-123, Management of Records, current edition
- 2.2.3 AFI 37-138, Records Disposition-Procedures and Responsibilities, current edition
- 2.2.4 AFI 36-102, Basic Authority and Responsibility for Civilian Personnel Management and Administration, current edition
- 2.2.5 AFI 36-114, Guide to Personnel Recordkeeping, current edition
- 2.2.6 AFI 36-401, Employee Training and Development, current edition
- 2.2.7 AFI 36-502, Managing Civilian Personnel Resources, current edition
- 2.2.8 AFPD 36-24, Military Evaluations, current edition
- 2.2.9 AFPD 36-28, Awards and Decorations Programs, current edition
- 2.2.10 AFI 36-815, Absence and Leave, current edition
- 2.2.11 AFI 36-1001, Managing the Civilian Performance Program, current edition
- 2.2.12 AFI 36-1004, Managing the Civilian Recognition Program, current edition

2.3 Configuration and Data Management

- 2.3.1 AFMAN 37-104, Managing Information to Support the Air Force Mission, current edition
- 2.3.2 AFMAN 37-123, Management of Records, current edition

2.3.3 AFI 37-138, Records Disposition-Procedures and Responsibilities, current edition

2.4 CDRL Development

2.4.1 Federal Acquisition Regulations (FAR), current edition

2.4.2 Department of Defense FAR Supplement, current edition

3.0 CONTRACTOR TASKS

3.1 EXECUTIVE SERVICES (DIRECTORATE LEVEL): The contractor shall provide direct administrative and management support to the SMC/LR Director, Deputy Director, Technical Director and Director's Action Group. (CDRL A004, A005, A007) The contractor shall:

3.1.1 Maintain appointment calendars and schedule meetings on a daily basis with 95% accuracy.

3.1.2 Answer telephones, forward messages, and provide responses to routine queries with 95% accuracy.

3.1.3 Input data into Defense Travel System for travel orders and reservations for squadron personnel with 90% accuracy. Errors shall be corrected within 48 hours of discovery.

3.1.4 Assist in coordinating, consolidating, analyzing, distributing and monitoring action items, suspenses and responses with 90% accuracy.

3.1.5 Prepare agendas, reports and briefings for the weekly Directorate staff meetings with 90% accuracy.

3.1.6 Provide inputs and recommendations regarding Directorate administrative and office management processes and procedures.

3.1.7 Prepare correspondence in accordance with AFMAN 33-326 and error corrections and/or revisions shall be accomplished within one duty day of identification.

3.1.8 Track projected changes to Directorate staffing levels. Provide inputs and recommendations on Directorate organizational responsibilities and structures.

3.1.9 Prepare reports, papers and briefings in accordance with AFH 33-337, and SMC communications policies and templates. Error corrections and/or revisions shall be accomplished within one duty day of identification.

3.1.10 Prepare specialized spreadsheets based upon unique specifications provided by Directorate principals.

3.2 EXECUTIVE SERVICES (DIVISION LEVEL): The contractor shall provide administrative and management services support to the EELV Acquisition Strategy Division, EELV Systems Division, Generation and Operations Division, Spacelift Range Division, Engineering

Division, Program Control, and Contracting. (CDRL A004, A005, A007) The contractor shall:

- 3.2.1** Maintain appointment calendars and schedule meetings on a daily basis with 95% accuracy.
- 3.2.2** Answer telephones, forward messages, and provide responses to routine queries with 95% accuracy.
- 3.2.3** Input data into Defense Travel System for travel orders and reservations for group/division personnel with 90% accuracy. Errors shall be corrected within 48 hours of discovery.
- 3.2.4** Assist in coordinating, consolidating, analyzing, monitoring and reporting action items, suspenses and responses with 90% accuracy.
- 3.2.5** Prepare agendas, reports and briefings for the weekly group staff meetings with 90% accuracy.
- 3.2.6** Provide inputs and recommendations regarding group administrative and office management processes and procedures.
- 3.2.7** Prepare correspondence in accordance with AFMAN 33-326 and error corrections and/or revisions shall be accomplished within one duty day of identification.
- 3.2.8** Track projected changes to group staffing levels. Provide inputs and recommendations on group/division organizational responsibilities and structures.
- 3.2.9** Prepare reports, papers and briefings in accordance with AFH 33-337, and SMC communications policies and templates. Error corrections and/or revisions shall be accomplished within one duty day of identification.
- 3.2.10** Prepare specialized spreadsheets based upon unique specifications provided by group/division principals.
- 3.3** **MANAGEMENT OPERATIONS:** The contractor shall support the Launch Range Systems Directorate (SMC/LR), consisting of approximately 110 military, 75 civilian and 225 non-government personnel. (CDRL A004, A005, A007)
 - 3.3.1** **TRAINING:** The contractor shall:
 - 3.3.1.1** Develop training programs for military and civilians in accordance with DoDD 5000.52, Defense Acquisition, Technology, and Logistics Workforce Education, Training, and Career Development Program.
 - 3.3.1.2** Report Directorate training status in accordance with AFI 10-201, Status of Resources and Training Program with 90% accuracy.
 - 3.3.1.3** Develop inspection programs in accordance with AFI 90-201, Inspector General

- Activities.
- 3.3.1.4** Verify Directorate government personnel have required APDP certification for assigned position within 30 days of notification and notify personnel (and supervision) if any shortcomings exist.
 - 3.3.1.5** Notify military and civilian personnel of Continuous Learning training opportunities within one working day of identification.
 - 3.3.1.6** Manage the unit Intermediate Development Education and Senior Developmental Education programs for approximately 25 potential participants.
 - 3.3.1.7** Notify unit personnel of Continuous Learning training opportunities within one working day of identification.
 - 3.3.1.8** Assist unit personnel with applications for certification, waivers and equivalencies and acknowledge requests within one working day.
 - 3.3.1.9** Maintain unit APDP certification statistics with 95% accuracy.
 - 3.3.1.10** Maintain unit Continuous Learning statistics with 95% accuracy.
 - 3.3.1.11** Assist unit personnel with Transitional Officer Development Plans (T-ODPs) and Individual Development Plans (IDPs), and acknowledge requests within one working day.

3.3.2 MANPOWER: The contractor shall:

- 3.3.2.1** Prepare, process, review, staff, and track manpower and personnel paperwork/actions (manpower and personnel reports, Unit Manning Document (UMD), position descriptions, performance plans, position requisitions, feedback reports, promotion recommendation forms, manpower change requests, requests for personnel actions, appraisals) with 90% accuracy. Errors shall be corrected within 48 hours of discovery.
- 3.3.2.2** Prepare and maintain a statistical analysis and summary of manning levels and display through numeric and graphic presentation with 90% accuracy. Errors shall be corrected within 48 hours of discovery.
- 3.3.2.3** Provide advice and assistance to organizational personnel in the areas of manpower, personnel, and professional/career development, and acknowledge requests within one working day.
- 3.3.2.4** Collect, authenticate, protect, input and update personnel and manpower information into automated personnel, manpower, training and administrative systems in compliance with applicable manpower and personnel statutes, regulations, policies and procedures with 95% accuracy. Errors shall be corrected within 48 hours of discovery.

3.3.3 OPR/EPR MANAGEMENT: The contractor shall:

- 3.3.3.1** Schedule and monitor the processing of OPRs and EPRs with less than 5% late submissions and none more than one week late. (Contractor is not responsible for delays caused by the government)
- 3.3.3.2** Review, correct and provide feedback on OPRs and EPRs in accordance with AFI 36-2406 and AFI 36-2401, and respond within two working days of submission.
- 3.3.3.3** Provide weekly status reports/briefings on the OPR/EPR program, including statistics on timeliness. Errors shall be corrected within 48 hours of discovery.
- 3.3.3.4** Develop semi-annual reports/briefings on OPR/EPR policies, directives and regulations with 90% accuracy. Errors shall be corrected within 48 hours of discovery.

3.3.4 AWARDS AND DECORATIONS: The contractor shall:

- 3.3.4.1** Manage the submission and processing of military and civilian awards and decorations with 95% accuracy and less than 5% late and none more than one week late. (Contractor is not responsible for delays caused by the government)
- 3.3.4.2** Manage the submission, and processing of military promotion recommendations with 95% accuracy and less than 5% late and none more than one week late. (Contractor is not responsible for delays caused by the government)
- 3.3.4.3** Provide weekly status reports/briefings on the awards program, including statistics on timeliness. Errors shall be corrected within 48 hours of discovery.
- 3.3.4.4** Develop semi-annual reports/briefings on awards policies, directives and regulations with 90% accuracy. Errors shall be corrected within 48 hours of discovery.

3.3.5 INFORMATION MANAGEMENT: The contractor shall:

- 3.3.5.1** Monitor the status of group/division manpower, OPR/EPR, awards/decorations and personnel actions and provide a daily report to group/division leadership with 90% accuracy.
- 3.3.5.2** Maintain directorate/division organization charts, functional/mission statements, operating instructions and procedures, personnel rosters, telephone directories, and recall and additional duty rosters with 95% accuracy. Requests for changes or corrections shall be completed within two working days of receipt.
- 3.3.5.3** Serve as the directorate/division Defense Travel System (DTS) ODTA/system administrator and maintain the DTS database with 90% accuracy. Provide ad hoc DTS training and assistance to Directorate/group/division personnel within one working day of request.

- 3.3.5.4** Administer the Government Travel Card program for the Directorate in accordance with DOD 7000.14-R, Dept of Defense Financial Management Regulation, and provide monthly reports to Directorate/group/division leadership of outstanding travel voucher submissions with 95% accuracy and corrected within two working days.
- 3.3.5.5** Provide advice and assistance on foreign government travel to Directorate personnel in accordance with the Joint Travel Regulations.
- 3.3.5.6** Serve as the Directorate Functional Area Records Manager (FARM) in accordance with AFI 33-322, Records Management Program; AFI 33-360, Publication and Forms Management; and AFMAN 33-363, Management of Records.
- 3.3.5.7** Serve as the group/division records custodian in accordance with AFI 33-322, Records Management Program; AFI 33-360, Publication and Forms Management; AFMAN 37-104, Managing Information to Support the Air Force Mission, and AFMAN 33-363, Management of Records.
- 3.3.5.8** Serve as the Directorate POC for Freedom of Information Act (FOIA) requests in accordance with DoDR 54400.7_AFSUP, DoD Freedom of Information Act Program; and AFSPC CL 33-12, Freedom of Information Act and Privacy Act. Provide monthly reports to Directorate/group leadership on outstanding FOIA requests and historical data with 95% accuracy, and errors corrected within two working days.
- 3.3.5.9** Serve as the Directorate Telephone Control Officer (TCO) in accordance with AFI 33-111, Voice Systems Management.
- 3.3.5.10** Provide graphics support utilizing Microsoft PowerPoint, Microsoft Publisher, and Adobe Photoshop, to create briefings and graphic design images and publications to meet the needs of SMC/LR. Maintain an accessible electronic library of briefings and images for future reference and reuse.

3.3.6 SUPPLY/FACILITIES: The contractor shall:

- 3.3.6.1** Maintain Directorate stores of accountable and non-accountable supplies and equipment and conduct annual inventories with 90% accuracy in accordance with AFI 23-111, Management Of Government Property in Possession of the Air Force; and AFMAN 23-110, USAF Supply Manual.
- 3.3.6.2** Collect and document Directorate requirements for accountable and non-accountable supplies and equipment with 95% accuracy. Process requisitions for items within two working days of government approval.
- 3.3.6.3** Serve as the LR liaison with the 61ABG Civil Engineering facilities contractor to ensure all facility issues, i.e., electrical problems, lighting, maintenance, furniture, heating and air conditioning, etc., are addressed in a timely fashion. Represent SM/LR at the

quarterly Facilities Working Group addressing requirements applicable to LR. Process facility requests within two working days of government approval.

3.3.7 READINESS: The contractor shall:

3.3.7.1 Administer the SMC/LR readiness program and maintain personnel readiness folders in accordance with AFI 10-401, Air Force Operations Planning and Execution, AFI 10-402, Mobilization and Personnel Readiness, AFH 10-416, Personnel Readiness and Mobilization, and AFI 10-244, Reporting Status of Aerospace Expeditionary Forces.

3.3.7.2 Provide monthly status reports/briefings to SMC/LR Directorate/group/division leadership on military readiness status with 95% accuracy and correct errors within one working day. Brief Directorate personnel (during in-processing and quarterly) on their readiness responsibilities/status and provide references to Air Force publications and HQ AFSPC/SMC POCs.

3.3.7.3 Represent SMC/LR at monthly deployment manager meetings, respond to data requests and action items, and provide meeting minutes to Directorate leadership within two working days and with 90% accuracy.

3.3.7.4 Provide daily readiness updates to LOGMOD, ARTS, and E-SORTs with 95% accuracy and correct errors within one working day of notification.

3.4 PRICING: The contractor shall provide pricing support to the Launch and Range Systems Directorate. (CDRL A004, A005) The contractor shall:

3.4.1 Analyze proposals to determine Air Force objective position given technical evaluation.

3.4.2 Evaluate field pricing (DCAA and DCMA) using analytical process to examine accuracy and completeness during technical evaluations.

3.4.3 Analyze and evaluate cost and pricing data for proposed and on-going procurements on a fixed price and cost reimbursement basis.

3.4.4 Assist the contracting officer as the price negotiator of a team that may consist of the contracting officer, buyer, auditors, engineers, and other technical and program personnel.

3.4.5 Prepare clearly written, thorough documentation to support the negotiation objectives and final negotiation prices.

3.4.6 Provide professional advice to Contracting Officers on the pricing needs for upcoming acquisitions, and Contracting Officers and other buying personnel undertaking their own cost/price analysis.

- 3.4.7** Complete required price/cost analysis taskings in a manner that meets the needs of the customer.
- 3.4.8** Provide basic guidance to buyers concerning such matters as PNM preparation, defective pricing recommendations, independent government estimates, and Requests for Proposal.

4.0 GENERAL CONSIDERATIONS

4.1 Task Order Management

4.1.1 Scope. This Task Order (TO) will be issued with the greatest level of detail available at the time of issuance. Efforts of mutual cooperation between the Government and the contractor will consider Government concerns, TO priorities and manpower availability.

4.1.2 Task Order Management Plan. The contractor shall prepare a TO Management Plan that proposes the “best” (optimum) method for completing this effort within the allotted time and budget. The plan must describe the approach, assessment processes to quantitatively measure performance, performance metrics, organization, schedule, personnel (including team members and subcontractors) and deliverables projected to meet the requirements of the TO PWS. The contractor shall deliver and brief a draft version of the management plan to the Functional Area Evaluator or Functional Area Chief within thirty (30) calendar days of TO issuance, and return it to the Government five (5) working days after receipt of comments. The plan will also be maintained and updated for the life of the TO to reflect any significant changes in priorities, resource availability, taskings, or execution of the TO. (CDRL A001)

4.1.3 Integration of Effort. The contractor shall be solely responsible for the management of their employees, consultants and subcontractors, and the execution and integration of all work performed.

4.1.4 RESERVED

4.1.5 Contract Funds Status Report. The contractor shall deliver a monthly Contract Funds Status Report for ODC CLINs only. The report will close out on the last day of the contractor’s monthly accounting period and be submitted no later than fifteen (15) calendar days after close of the contractor’s monthly accounting period. (CDRL A003)

4.1.6 Monthly Status Report. The contractor shall deliver a monthly TO Status Report. This report shall: 1) summarize accomplishments of the previous month, 2) discuss major issues and/or concerns, 3) provide any updates to the TO management plan, 4) summarize the current financial billing profile for ODC CLINs, and 5) detail the monthly labor charges by company for all direct labor, including the contractor, consultants and subcontractors. The report will close out on the last day of the contractor’s monthly accounting period and be submitted no later than fifteen (15) calendar days after close of the contractor’s monthly accounting period. (CDRL A002)

4.1.7 Quarterly Manpower Report. The BPA holder shall deliver a quarterly Manpower Report for this TO. This report shall: 1) summarize all quarterly labor charges by labor category, including team members, and 2) break down the labor charges by labor category, PWS paragraph, and organization supported. (CDRL A006)

4.2 TASK ORDER ADMINISTRATION

4.2.1 Training. The contractor shall be responsible for the employment, training, guidance and supervision of personnel assigned to perform tasks under this contract. These personnel should be knowledgeable of and be able to apply the guidance found in the reference documents identified in section 2.0 or as specified by the Functional Area Evaluator or Functional Area Chief.

4.2.2 Identification.

(a) Contractor personnel, consultants or subcontractors must identify themselves as contractors during meetings, telephone conversations, in electronic messages or correspondence related to this contract.

(b) Contractor-occupied facilities (on any Government installation) such as offices, separate rooms, or cubicles must be clearly identified with contractor-supplied signs, nameplates or other identification, showing that these are work areas for contractor personnel.

4.2.3 Technical Interchange Meetings. The contractor shall host and participate in technical interchange meetings and working groups with government and contractor organizations as directed by the Functional Area Evaluator or Functional Area Chief. The contractor may also be asked to provide support within 90 minutes notice for more informal and time sensitive actions. Repeated inability to meet the 90 minute constraint will reflect negatively on the contractor's performance evaluation. The contractor shall prepare briefings, special technical reports or papers as requested, and provide the Government with copies of all materials (with facing page text) presented at technical interchange and working group meetings. This information shall be delivered to the Government as either Technical Reports or Presentation Material and Conference Minutes, whichever is more appropriate. (CDRL A005, A007)

4.2.4 Supplies and Equipment. The contractor may be required to provide supplies and support items during the execution of this TO, and notification will be provided by the Government.

4.2.5 Task Order Accounting. Contractor, consultants and subcontractor Task Order accounting systems shall provide traceability of all man-hours and cost reimbursable elements (travel, supplies/materials, and computer lease charges) to individual TO funding citation's Accounting Classification Reference Number (ACRN), if requested.

4.2.6 Non-Disclosure Agreements. The contractor is responsible for obtaining all non-disclosure agreements with all applicable corporate, supplier, and subtier vendors with

proprietary, restricted, competition sensitive, or any other restricted (e.g. non-foreign disclosure due to public law) data that will be used or accessed during the execution of this TO.

4.3 PERFORMANCE EVALUATION

Performance of a service shall be evaluated to determine whether or not it meets the performance requirements of this contract. Re-performance of unacceptable services at no additional cost is the preferred course of action when appropriate. The FAE shall use a Surveillance Assessment Report (SAR) to record their evaluation of the contractor conformance with the terms of the contract. The FAE shall document discrepancies on a Corrective Action Report (CAR). If a CAR is issued, the contracting officer shall respond appropriately in accordance with the “Inspection of Services” clause (see Federal Supply Schedule).

Performance Objectives	PWS Para. Ref.	Performance Threshold	Method of Surveillance
Quality: Quality of Work met task requirements. Work required little rework. Deliverables were complete and accurate to meet customer objectives.	All	No more than two (2) verified formal customer complaints/contract discrepancy reports per quarter. The contractor must resolve customer complaints within ten (10) working days of receipt.	Periodic Customer Comments
Schedule: Deliverables are completed in an accurate and timely manner. Deliverables were complete and accurate in most respects.	All	No more than one (1) late document per month and no more than five (5) working days late. No more than two (2) sets of corrections required on any product and all corrections must be submitted within one (1) working day of the negotiated suspense. No more than two (2) verified formal customer complaints/contract discrepancy reports per quarter.	Customer Comments Periodic
Management Operations: Contractor conducts on-going and follow-up assessments and analyses improving policy development and decision making.	3.2	Prepare, process, review, staff, and track all actions with 90% accuracy. Errors shall be corrected within 48 hours of discovery.	Periodic Customer Comments
Customer Relations: Customer Interface and Communications	All	Communication with internal and external customers is professional. Few minor problems incurred due to communication problems.	Inspection Clause Customer Comments

		Adequate managerial involvement demonstrated to prevent potential problems or delays in accomplishing the tasks. Internal and external customers satisfied with management communication. No more than two (2) verified formal customer complaints per quarter. The contractor must resolve customer complaints within ten (10) working days of receipt.	
Personnel Staffing and Retention (including recruitment, employment, and efficient application to government needs)	All	Provided fully qualified staff in all cases. Contractor management cognizant of customer needs and provides almost all of the staffing required on assigned tasks when required by the task. Customer reasonably satisfied with staffing efforts.	Periodic
Key Personnel: Provide qualified personnel in a timely manner	All	New or replacement personnel in place within five (5) working days of negotiated date.	100% Inspection
Cost Control: Assigned tasks are performed within contract price and on schedule.	All	Contractor performs tasks within budget of contract price and schedule as reflected in the TOMP.	Periodic
Security: Comply with contract security requirements.	All	No more than one (1) security violation or Classified Message Incident (CMI) per year.	Periodic

5.0 DELIVERABLES. The Contractor shall submit data in accordance with the Contract Data Requirements List (CDRL) which includes the following:

<u>CDRL</u>	<u>Deliverables</u>	<u>Frequency</u>	<u>Distribution</u>	<u>Format</u>	<u>Qty</u>
A001	Task Order Management Plan (TOMP)	30 DATO As required	SMC/PIC, FAC, FAE	E	1
A002	Monthly Status Report*	Monthly	SMC/PIC, FAC, FAE	E	1
A003	Contract Funds Status Report*	Monthly	SMC/PIC, FAC, FAE	E	1
A004	Technical Report-Study Services	As Required	FAC, FAE	H/E	1/1
A005	Presentation Material	As Required	FAC, FAE	H/E	1/1
A006	Quarterly Manpower Report	Quarterly	FAE/FAC SMC/A1	H/E	1/1
A007	Conference Minutes	As Required	FAC, FAE	E	1/1

* Reports due 15 calendar days after contractor's monthly accounting period ends

DATO = Days after Task Order

H = Hard Copy

E = Electronic Copy

Day = Working Day

6.0 CONTRACT SECURITY REQUIREMENTS

Access to classified national security information up to TOP SECRET may be required under this TO. The Government will provide the contractor with system security classification guidance and instructions as required. Work involving access to or production of classified information will be performed at Space and Missile Systems Center, Los Angeles AFB, CA, unless otherwise specified. The contractor shall immediately report any cost savings or cost impacts to the cognizant PCO. All classified material will remain under the control of the Air Force, including disposition of any classified material at the completion of this TO.

7.0 GOVERNMENT FURNISHED EQUIPMENT/PROPERTY

The Government intends to provide office space, computers, network access and telephones for the majority of the personnel supporting this TO, but specific allocations will be established post-award.