

Air Mobility Command (AMC)  
Directorate of Plans and Programs, Systems Requirements Division  
Maintenance Training Acquisition Program/Acquisition Logistics Management Support

## 1.0 INTRODUCTION.

1.1. Mission. AMC/A5R documents acquisition and modification of system requirements and manages implementation for multiple mission critical services. These services include support for AMC's maintenance training programs in support of AMC weapon systems.

1.2. Background. HQ AMC/A5R requires information technology support for specific areas related to aircraft acquisition and modification programs. To support these programs, expertise is needed in many different areas including: requirements definition, specification development and review, software and hardware supportability and maintainability analysis, acquisition logistics, real-time software design and analysis, operational and mission requirements definition, joint interoperability needs assessment, test, and other areas related to airborne system architectures. These efforts are an extension to previous System Program Office (SPO) managed acquisition and modification support contracts that provided information technology services to HQ AMC/A5R. Consolidation of these efforts is normally contingent upon funding from the applicable SPO.

1.3. Objective. This contract shall provide technical expertise in the areas maintenance training acquisitions, beddown of maintenance training solutions, site activation/beddown logiStics, and acquisition logistics support to enhance HQ AMC/A5R's ability to satisfy programmatic requirements during the requirements definition, development, production, test, modification, and sustainment planning of aircraft systems, subsystems, components and support systems. The following list details the specifics of this effort:

- Provide planning, analysis, milestone planning, tracking and schedule assessments, program guidance assistance, contract and contractor surveillance, database development, program metrics collection and analysis, risk management, briefing development, test and evaluation support, and communication engineering support.
- Collect, store, analyze, and process information to support modification/acquisition planning.
- Develop databases to identify and report impacts resulting from modifications.
- Develop databases identifying the current status of aircraft and training system modification programs.
- Prepare and maintain requirements databases to capture and correlate information among related requirements documents.
- Determine information-processing requirements.

1.4. Scope. Apply technical maintenance knowledge of Air Force systems, subsystems, components, and philosophy, policies, and procedures to pre-award and post-award project/program acquisition logistics/maintenance management activities. Employ integration, communication, coordination, organization, and planning expertise to technical and programmatic efforts across a broad spectrum of activities to include the following:

- Planning Support
- Site Activation and Beddown Planning Support
- Acquisition Logistics Planning Support
- Requirements Development Support
- Management Review Support

2.0 SPECIFIC TASKS AND UNIQUE REQUIREMENTS. Services shall be requested and controlled by means of specific objectives, deliverables, and constraints defined in this document. Work shall be accomplished under the general guidance of the A5R/DA5R through the respective branch chief. Modifications to this contract may be accomplished to increase, decrease and/or modify the attachments as required. Individual tasks will be contingent upon mission requirements and fund availability.

2.1. Planning Support. The contractor shall collect, store, analyze, and process information to support acquisition and modernization planning that pertains to AMC's maintenance training programs as directed by the government. The contractor shall analyze aircraft acquisition and modification program information to identify and report disconnects and limitations between maintenance training capabilities and the design capabilities of aircraft, culTent and future training mission requirements or taskings, and logistics supportability. The contractor shall prepare briefings and technical reports as required and provide them to HQ AMC/ASR.

2.2. Site Activation and Beddown Planning Support. The contractor shall plan and participate in the site activation task force reviews, beddown meetings, and serve as the maintenance training acquisition expert on site activation issues with the SPO, AMC/A4, contractor, and other AMC offices/units. The contractor shall serve as the focal point for all acquisition logistics and site activation/beddown logistics issues originating from the SPO. The contractor shall prepare briefings and technical reports as required and provide them to HQ AMC/A5R.

2.3. Acquisition Logistics Planning Support. The contractor shall manage the acquisition logistics elements (maintenance planning; manpower and personnel; supply support; support and test equipment; technical data; training and training support; facilities; packaging, handling, storage, and transportation; computer resources support; and design interface) for AMC maintenance training systems. The contractor shall accomplish the following actions relative to each of the ten acquisition logistics elements in order to identify supportability implications: analyze proposed change/modification/design alternatives to identify logistics constraints and define the resultant logistics support requirements for each; advocate the selection of the most easily supported change/modification/design alternative by communicating the logistics support implications of the alternative; influence the emergence of the change/modification/design by creating cost-effective and supportable detailed design decisions; refine the logistics support to reflect the particulars of the emerging change/modification/design alternative to ensure that the logistics support requirements are defined to the same depth and at the same pace as the emerging design; assist in all management actions affecting AMC weapon systems acquisition logistics; interface with the AMC/A4 staff to ensure acquisition logistics requirements are clearly defined, procured, and implemented in order to meet AMC's long-term weapon system sustainment goals; review and prepare input to acquisition, logistics, planning, programming, and contractual documents; and assist in administering and formulating logistics support plans and agreements to ensure logistics infrastructure is established for initial and sustained support for weapon system site activations. The contractor shall prepare briefings and technical reports as required and provide them to HQ AMC/A5R.

2.4. Requirements Development Support. The contractor shall assist in the preparation and coordination of requirement documents. These documents may include Initial Capability Documents (ICDs), Capability Development Documents (CDDs), Mission Area Plans (MAPs), modification requests, and other documents as required. The contractor shall prepare briefings and technical reports as required and provide them to HQ AMC/A5R.

2.5. Management Review Support. The contractor shall participate in Configuration Control Boards (CCBs), Requirements Review Boards (RRBs), Preliminary Design Reviews (PDRs), Critical Design Reviews (CDRs), Prime Item Development Specification Reviews, Malfunction Working Group Reviews, Training Integrated Product Team Reviews, Integrated Logistics Working Groups, Technical Order Validation/Verification Reviews, Test Plan Working Groups (TPWGs), and other reviews as required by the government for the programs being supported. The contractor shall participate in the preparation and review of the Statement of Work (SOW), system specifications, program success criteria, program exit criteria, system safety requirements, operational test and evaluation requirements, and other reviews to ensure logistics supportability is considered and factored into the management plans. The contractor shall provide technical maintenance training logistics support for collecting, processing, and analyzing information required for technical data packages. The contractor shall support Integrated Product Teams (IPTs) established to support AMC's maintenance training acquisition programs. The contractor shall conduct research, provide expert advice, and assist in the preparation of program documentation and the analysis of new requirements or enhancements as required as an IPT participant. The contractor shall prepare briefings and technical reports as required and provide them to HQ AMC/A5R.

2.6. Personnel Expertise. The contractor is responsible for providing personnel with expertise in the required subject matter areas as defined in the corresponding subparagraphs to comply with the terms of this requirement.

2.6.1. Air Mobility experience.

- Knowledge of analytical and evaluative methods in all areas of airlift/tanker maintenance and logistics support.
- Knowledge of Air Force tanker/airlift logistics support functions, responsibilities, force structure, regulations, procedures, and policies.
- Managerial skills and abilities.
- Skills in effective communication, both verbal and written.
- Ability to deal with people and groups.
- Ability to analyze data and identify trends or needed corrections and provide effective solutions to problems.
- Ability to represent management for the USAF in a professional manner.
- Experience in AMC aircraft maintenance and a thorough knowledge of AMC aircraft maintenance policy and procedures is required.
- Speciality experience in aircraft maintenance training and/or maintenance training program acquisitions is required.
- Experience in C-17, C-5, C-130, KC-135, or KC-767A maintenance training acquisitions is desirable.

2.6.2. Hardware. The hardware to be used is PC based work-stations using Microsoft Windows NT or Microsoft Windows XP operating system software, typically comprised of the following components. Additional hardware will not be procured as part of this project unless technology developments require it. Hardware (in use or projected for use):

- Gateway 9000 Server
- ALR Servers
- IDP Servers
- HP Servers
- 100 Base CAT 5 Fast Ethernet
- Switches
- Hubs
- CD Tower
- CD Writers/Duplicator
- Uninterrupted Power Supplies
- Print Servers
- IBM PC compatible computers (486 or higher, Pentium II, III)
- (includes laptop computers with or without docking stations)
- Jazz Drives
- Zip Drives
- LS120 Drives
- LCD Projection System
- Conference Room Control Equipment
- Plasma High Definition Television
- Scanners
- Bar Code Equipment
- HP Color and B&W Laser Printers
- Miscellaneous personal laser printers
- HP Color Inkjet Plotter
- HP Color Inkjet Printers
- Tape Backup Devices
- Dell PowerEdge Series Servers
- 3Com Access Builder
- Castelle FaA5Res
- SUN Enterprise Servers
- Projection Screen devices

2.6.3. Software. Expertise in the following software is required:

- Microsoft Word XP or more current version;
- Microsoft Excel XP or more current version;
- Microsoft Access XP or more current version;
- Microsoft PowerPoint XP or more current version;
- Microsoft Outlook XP or more current version; and
- Microsoft Project 98 or more current version.
- Netware Utilities
- Netscape
- MS Windows XP
- MS Windows NT (Server and Workstation)
- MS BackOffice Suite
- Microsoft Exchange

- Microsoft Internet Information Server
- Microsoft Office (97 and 2000)
- Disk Image
- Partition Magic
- Perfect Disk
- MS Internet Explorer
- MS SMS
- Jet Form Filler
- Norton Anti-Virus
- Support Magic
- Optivity 6.0 or higher
- Performance Monitor
- Network Monitor
- MS Front Page
- Windows 2000
- Windows 2000 Server
- Easy CD Creator
- FAST
- ABSS
- DSS
- AMDS
- Disk Keeper
- Oracle Client Software Application
- Microsoft SQL Server
- Server Fax Software
- DMS Software (Needs Fortezza card and activation when authorized)
- Winzip
- Adaptic CD Creator
- Seagate Backup Exec 7.01 or higher
- Novell NetWare OS 3.x, 4.x, 5.x
- Novell Zenworks
- Novell BorderManager
- IDOCS
- Internet Explorer
- Acrobat Reader 4.0, or higher
- FormFlow

2.6.4. Teleprocessing. Expertise is required in the use of Scott AFB's local area network, which is built upon Windows NT based network equipment.

2.6.5. Functional Skills. Personnel must be capable of working independently and with demonstrated working knowledge of the network hardware & software component types noted previously in this SOW. The lead individual(s) shall be familiar with policies and procedures, as well as have working knowledge of the non-computer effort required previously in this SOW.

### 3.0 DELIVERABLES.

3.1. Monthly Progress Report. The monthly progress reports shall be submitted to the HQ AMC/A5R at 402 Scott Drive, Unit 3L3, Scott AFB, Illinois and to the GSA Information Technology Representative (ITR) no later than the 5th workday of every month through ITSS and to any other destination at the client's request. Failure to provide reports correctly shall cause resubmission by the company. All deliverables shall be produced using recommended formats, software tools and software versions as approved by the Government. The monthly Progress Report shall include, but is not limited to:

- A brief task description
- A narrative review of work accomplished during the reporting period and/or significant events
- Deliverables processed
- Problem areas
- Anticipated activity for the next reporting period
- Description of any travel or unique services provided
- A monthly and cumulative total of funds expended and remaining available, by task

3.2. Inspection and Acceptance. In the absence of other agreements negotiated with respect to time provided for government review, deliverables shall be inspected and the contractor notified of the client and ITR's findings within 5 work days of normally scheduled review. Representatives of the client agency and the contractor shall meet with the ITR at a time designated by the ITR on a monthly basis after receipt of the progress report to review performance: to inspect work for compliance with the SOW, the associated contractor proposal; and to accept or reject deliverables completed since the previous review. Quarterly reviews normally shall be held at the place of task performance. **In** the event that the contractor is excused from attending the final review, formal acceptance or rejection of deliverables will be accomplished by mail.

3.3. Other Reporting Requirements. In addition to the Monthly Status Reports required previously the contractor shall provide the following:

- The contractor shall inform the assigned GSA ITR in writing, of the actual task starting date, on or before the starting date.
- The contractor shall bring problems or potential problems affecting performance to the attention of the GSA ITR as soon as possible. Verbal reports shall be followed up with written reports when directed by the GSA ITR.
- The contractor shall provide in writing the results of all meetings with the client that affect and/or change conditions, or result in additional agreements or requirements to the GSA ITR.
- The contractor actually working in A5R shall submit unedited trip reports for all travel to the branch chief, in turn to A5R, within three days following the completion of travel in the approved division format. Such trip reports are considered "Official Use Only" and may not be distributed outside government channels without the approval of A5R.
- Technical reports as required in accordance with DIIMISC-80508/T guidance.
- Trip reports as required in accordance with DI-MISC-80386/1' guidance.
- Additional written reports as required and negotiated.

#### 4.0 PERFORMANCE.

4.1. Work is to be accomplished through the General Services Administration (GSA), Federal Technology Services (FTS), Great Lakes Region, through its contract with the selected contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the

approved technical and cost proposal, and all amendments. The client's representative, GSA's representative, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representative, and the contractor's representative may meet at the place determined by the client representative and GSA representative.

4.2. Period of Performance. It is the government's intent for this to be an ongoing contractual effort for the duration of the various aircraft programs, renewed annually, contingent on program fund availability. The period of performance of this initial task is anticipated to be 1 January 2004 through 31 December 2004. This task may be incrementally funded, based on program requirements. Any unused hours may be carried over until exhausted at the Government's prerogative. The contractor's proposal shall include four option years, which may be exercised at the client's request based upon the Government's continuing need, past performance and funding availability.

4.3. Place of Performance. The primary place of performance shall be in Government facilities in

4.3.1. Travel. The contractor shall also perform travel between Scott AFB IL and non-local facilities as required during the performance period of this task order (TO). The travel required under this task order may include CONUS and OCONUS travel. Travel requests shall be submitted in ITSS and through the branch chief to the Deputy A5R (DA5R) using a Division Travel Data Sheet with supporting justification to enable Client Representative (CR) approval NLT five workdays prior to travel. Travel will be handled in accordance with the terms and conditions of the Federal Supply Schedule (FSS) contract. Travel shall be coordinated and approved prior to costs being incurred via GSA's web-based procurement system Information Technology Solutions Shop (ITSS). Reimbursement of expenses will be consistent with the JTR (Joint Travel Regulations) guidance. All non-local travel arrangements will normally be the responsibility of the contractor including, but not limited to, airline, hotel, and rental car reservations. The contractor should make all efforts to schedule travel far enough in advance to take advantage of reduced airfares. The contractor shall monitor all non-local expenditures and provide expense status to the CR/ITR in the Monthly Status Report. The contractor should allow a \$5,000.00 ODC for each individual assigned to support each program task. Local travel is reimbursable to the extent authorized by the JTR.

4.4. Hours of Work. Contractor personnel are expected to conform to client agency normal operating hours (07:30L AM - 16:30L PM). The contractor shall provide for non-duty hours on an as required basis. Work shall generally consist of a 40-hour workweek, Monday through Friday, excluding federal holidays. The Contractor personnel shall observe all Federal Holidays. Saturday and overtime support may be required but shall have prior approval by the client and GSA/ITM and shall be billed at the hourly rate specified in the contract award. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than two weeks duration.

4.5. Personnel Retention. The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace personnel, the Contractor shall immediately notify the GSA ITR in writing of any potential vacancies. The Contractor shall submit the resumes of all potential personnel selected to perform under this contract to the GSA ITR through ITSS for Government review and acceptance/rejection prior to the individual performing task requirements.

4.6. Training. Completion of initial acquisition training (ACQ 101, LOG 101 & TST 101) is required within 90 days of assignment or when web-based training allocations are available.

## 5.0 GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS.

The government will provide the following resources to the contractor for task performance:

- The Government will provide available texts, briefs and other materials associated with the hardware/software noted previously in this SOW when required.
- The Government will provide initial familiarization/orientation.
- The Government will provide available Standard Operational Procedures to the contractor at the place of performance.
- The Government will provide workspace at a government facility for XX contractor.
- The Government will provide all necessary standard office equipment (office work area, telephone, computer, software, base network access, etc.)
- The Government will provide a desktop computer and E-mail account on the AMC Office Information System (OIS).
- The Government will provide telephone service with DSN and commercial access. The government will pay for all official commercial long distance calls made in the performance of this task order.
- The Government will provide unescorted access to Building 1600 on Scott AFB to contractor personnel assigned to this task order.

## 6.0 SECURITY.

6.1. Clearance. A National Agency Check shall be required to obtain a security clearance. As a minimum, Secret level security clearances shall be required for personnel working within the government facilities. The contractor shall follow all security provisions for receiving, shipping, and storing classified documents as identified in the DD254, provided by the client.

6.2. Identification of Non-Disclosure Requirements. Due to the sensitive nature of the data and information being worked with on a daily basis, completion of non-disclosure statements will be required by on-site contractor personnel to ensure information that is considered sensitive or proprietary is not compromised.

6.3. Badges. The contractor is required to provide identification badges for their employees. All contractor personnel shall wear these badges while on duty on the government site. Badges are required to identify the individual, company name, and be clearly and distinctly marked as contractor. Size, color, picture, style, etc. are to be mutually agreed to by contractor and client.

6.4. Privacy Act. Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

## 7.0 ADMINISTRATIVE CONSIDERATIONS.

### 7.1. Points of Contact:

Client Representative (CR):  
Colonel

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Client's Security Officer

H. [REDACTED]

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GSA Information Technology Representatives (ITR)

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GSA Contracting Officer

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7.2. Procedures for Payment. The attached Service Delivery Summary is provided to identify the performance objectives and respective payment percentages based on relative importance to total task performance. This document also identifies the Government's proposed quality assurance surveillance methodology. Billing and payment shall be accomplished through ITSS in accordance with the contract terms. The invoice shall reflect the current month's charges, a cumulative total and identify the balance of funds remaining on the task through the current performance period. The contractor shall submit the invoice, and supporting documents, through ITSS to allow the client to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the hours, travel, and/or other services ordered by GSA and provided in direct support of the client's project requirements. In addition, a hard copy of the invoice shall be forwarded for payment to GSA Fort Worth office (address identified on the Standard Form 300) by the tenth day of the following month. Failure to comply with the procedures outlined may result in payment being delayed.

The program manager or designee shall certify the report. The following statement shall be annotated at the bottom of each labor hour's report:

#### CLIENT AGENCY CERTIFICATION

The Contractor labor-hours report is accurate.

The order level-of-effort (labor hours by skill category) is being provided.

The progress toward producing the required product(s) is acceptable or the level and quality of service provided is acceptable.

Acceptance of the monthly invoice through ITSS by the Client Representative (or designee) shall constitute certification of this information. A hard copy shall be provided.

Failure to comply with the procedures outlined above may result in your payment being delayed.

7.3. Personal Service. The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

7.4. Section 508. All services and products provided in response to the requirements identified in the attached Statement of Work shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

7.5. Pricing Terms. All Pricing and pricing terms of this purchase will be governed by GSA FSS MAS Schedule 70 contract award. Open market pricing shall not exceed the \$5,000.00 other direct cost travel allowance. The contractor's proposal shall also contain the contract number and the contract expiration date from which the pricing is being quoted. Discounts from contract prices are encouraged.