

# **PERFORMANCE-BASED WORK STATEMENT (PWS)**

**for**

## **Geospatial Intelligence (GEOINT) Infrastructure** **Industry Day Version**

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**AFMC AFLCMC/HBGB**

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## 1.1 DESCRIPTION OF SERVICES

This PWS describes the services required to support the Air Force Distributed Common Ground System (AF DCGS). The DCGS Field Support responsibilities include system maintenance, administration, and management for support of the ground operations, (to include sensor management, ground system maintenance while conducting missions, and associated IT Operations administrative and operational support requirements) for the Command and Control, Intelligence, Surveillance, and Reconnaissance C2ISR enterprise. The requirements described within this PWS include the tasks associated with managing and providing field support for the GEOINT Infrastructure and associated sub-systems, Advanced Synthetic Aperture Radar System (ASARS) and associated mission application software, Mission Application Technical Support (MATS), and Logistics Liaison positions.

The Government Program Management Office (PMO) recognizes the benefits of maximizing the use of multi-skilled/cross trained field support personnel to avoid duplication of infrastructure support requirements and to reduce manpower costs. The Government expectation for an innovative response to these staffing components and new cost-effective support structures, will include the optimal mix of resources assigned to each local site. Both the categories of supported sites and the staffing plan resources will be defined and fully documented in the Contractor's proposal. Also, both the mix of skills and experience profiles, the numbers of full time equivalent (FTE) support resources staffing at each site will be at the discretion of the Contractor.

The Contractor shall use the descriptions, and guidelines for the field support services to develop, document, and submit a proposal that defines both how the Contractor intends to deliver these specified services, and the total costs to AFLCMC/HBG (the Government) for providing these services.

Future budgetary and resource constraints are primary factors driving the Government to require a more cost effective strategy to be designed, developed, and implemented that provides high quality field support and sustainment services for the mission critical AF DCGS Weapons System. The overall intent of the Government is to retain (or improve) current service levels provided by a similar mix of services currently being delivered, while leveraging Air Force Personnel (AFP), service automation tools and remote support techniques to significantly reduce total costs.

Additionally, maintenance & sustainability services shall be focused in achieving several overall goals and objectives. The field support structure shall be responsible and accountable for, but not limited to, the following:

- Contractor field support personnel shall follow all policies, processes and procedures as prescribed by the Government PM and Government Site leadership. Where conflicts occur, or in the absence of site guidance, the Contractor shall default to specified Government PMO requirements or guidance as well as Department of Defense (DoD) and other Government agency instructions.

- Contractor shall update all required data collection systems (e.g., ESD tickets) as applicable on all “problem” actions performed within a timely manner (before shift ends), including the detailed logging of all support services provided.
- Contractor site resources will provide technical support and facilitate authorized requests for information as required by PMO Government resources.
- Contractor shall be responsible for ensuring all required documentation, in any form, is created and maintained in a manner that meets or exceeds the Government minimum required standards.
- Contractor site resources will provide On-the-Job-Training (OJT) or informal training to AFP at the request of the Contracting Officer Representative (COR) without impacting mission requirements.
- Contractor shall assist in installation of Field-Level Time Compliance Technical Orders (TCTO) and Time Compliance Network Orders (TCNO) as required by the Government.
- Contractor shall support DCGS assigned mission threads in support of mission operations.
- Contractor shall provide and support recommendations for improvements of Operating Systems, virtualization services, patching strategies, hardware and software asset management, and network management.

The Contractor leadership shall be responsible and accountable for, but not limited to providing management direction, tasking and work monitoring for all services applicable to Contractor site resources roles and responsibilities, including the oversight and monitoring of site event documentation in electronic systems of all field support services provided at the sites.

The Contractor shall be available to assist AFP to ensure continuity of operations, mission success, and accomplishment of system orientation, familiarization, and training, when appropriate.

For sites where no AFP are assigned or available, the Contractor’s field support personnel will communicate supply requirements as appropriate in accordance with (IAW) the logistics support plan.

## 2.0 SERVICES SUMMARY

| Performance Objectives                            | PWS Reference | Performance Threshold   |
|---|---------------|---|
| Quality of Delivered Documentation                | 10.1          | Contractor shall meet the quality content requirements specified in the Contract Data Requirement List (CDRLs) of the PWS at a rate of 95% of the time or will receive no more than two (2) unanswered written customer complaints per year concerning Contractor deficiencies relating to the contract requirements. Identified deficiencies must be successfully corrected within ten (10) work days of notification. |
| DCGS Operational Availability (Service/Subsystem) | 7.0           | <p>The Contractor shall maintain DCGS Operational Availability at a minimum uptime ratio (UTR) of 99.5 percent.</p> <p>Availability shall not fall below this threshold for more than 4 hours in any continuous 24 hour period.</p>   |

## 3.0 GENERAL INFORMATION

The Contractor shall coordinate with the AFLCMC/HBGB Program Manager on all performance trends and changes to the baseline to include staffing, sites, system utilization, system type, system access, system maturity, and cost.

The Contractor shall provide field sustainment support for AF DCGS to ensure ground systems in the C2ISR enterprise are efficiently operated and maintained at the highest state of readiness and availability possible thereby ensuring effective mission capability. All Contractor employees shall be trained, qualified, cleared, certified when applicable, professional in demeanor, and customer-oriented to consistently provide responsive, flexible, and efficient service. For new hire personnel, individuals will have the basic skills necessary to execute requirements while they are being trained and qualified on specific weapon system capabilities.

Quality of task performance and workmanship shall be fully aligned with industry best practices for support and sustainment services. The Contractor shall perform to the standards of this PWS in a secure, safe and environmentally acceptable manner consistent with federal, state, and local laws as well as DoD and other Government agency directions/instructions.

The Contractor shall report problem activity necessary for the Government to gain knowledge of the DCGS weapons system health, anomalies, and fixes.

The Contractor shall provide all personnel, supervision, and other service items in support of this effort. The Contractor shall support, with the assistance of AFP, performance of all testing and certifications associated with the installation and operational acceptance of AF DCGS systems as directed by the host organization. Overall field support for AF DCGS program requirements shall be met by a combination of programmatic and management objectives as outlined in this PWS.

### **3.1 Place of Performance**

The place of performance for this contract will be a combination of U.S. Government installations and non-U.S. Government installations (as applicable) (see DD254 for specific performance sites). Contractor must have a local office within a maximum twenty-five mile radius of Robins Air Force Base for program management support.

### **3.2 Technical Requirements**

#### **3.2.1 Program and Management Objectives**

The Contractor shall use electronic medium documentation, data storage, and retrieval to reduce paper copies of program information IAW the Paperwork Reduction Act, United States Code, Title 44, Public Printing and Documents, Chapter 35, Coordination of Federal Information Policy. All documentation shall be reported and provided to the Government IAW CDRL A001, Data Accession List, DI-MGMT-81453B/T.

**3.2.2** Provide a single POC to AFLCMC/HBG for all programmatic issues.

**3.2.3** The Contractor shall use the SERENA Ticketing System to document any system incidents or system incident resolutions. Serena Incident Tickets allow for the formal tracking of an incident. The information entered into the SERENA Incident Ticket should adequately describe the problem, the diagnostic steps taken that lead to this conclusion, and any steps taken to troubleshoot or resolve the issue by site personnel. The Contractor shall record maintenance actions no later than end of shift, including the detailed logging of all actions taken to resolve anomalies.

**3.2.4** Utilize SERENA/ Air Force DCGS Services Management (ADSM) to develop metrics and measure the Contractor's ability to meet the program's operational availability requirement. The Government will utilize this metric to verify Contractor

performance.

**3.2.5** Create a program management process providing programmatic schedule and performance information to the Government.

**3.2.6** The Contractor shall follow all AF DCGS Configuration Management (CM), system security and system administration requirements. The Contractor shall not make system modifications or revisions without prior approval of the AF DCGS Configuration Control Board (CCB), TCTO, COR or designated Government representative.

**3.2.7** The Contractor shall provide recommendations, through the site designated representative, for system sustainment improvements utilizing Organizational Change Requests (OCRs) or the 1067 process.

**3.2.8** The Contractor shall be responsible and accountable for, but not limited to, the following:

- Support DCGS mission threads in support of mission operations. Provide mission status information to the GMS/DMS/IMS/EMS/MOC. Provide end of mission reports as determined by site personnel. Follow mission debrief process and data collection, as outlined in AF DCGS T.O. 31S5-2GSQ272-1.
- Provide technical support and facilitate authorized requests for information, in coordination with on-site military personnel and program personnel.
- Interface with the unit's Communications Focal Point (CFP) function, ISR Maintenance Operations Center (I-MOC) and AFP counterpart work center to ensure that Air Force and Contractor efforts take place on-schedule and in a coordinated manner.
- Coordinate maintenance actions requiring system (not just mission) down time with the local CFP function prior to execution. This is not to be confused with maintenance actions taken during a mission, but addresses areas where system down time is required in order to perform maintenance actions that require an otherwise operational system to be taken off line. Maintenance actions required during mission activity must be coordinated with the CFP IAW local site procedures.
- Attend site planning and information meetings as required and approved by local Government leadership.
- Provide On-the-Job-Training (OJT) to AFP. Train AFP through OJT/mentoring/other avenues. When issues are elevated from military to field personnel to resolve, the field personnel shall take the opportunity to provide OJT if applicable and document those efforts for inclusion in the Weekly Activity Report (WAR).
- Attend formal training if required, and funded to ensure sustainment of new or modified systems.
- Install and/or assist in the installation and compliance with Field-Level Time Compliance Technical Order (TCTO) and Time Compliance Network Orders (TCNO), and emergency software patches when directed by the Government site designative representative.

- Support equipment removal/relocation as requested by the site designated representative. Relocation/removal of equipment can only be accomplished via an approved AF DCGS CCB action, TCTO or an approved emergency modification. Equipment relocations within a room must be approved by a HGBB CCB. Work with Quality Assurance, Information Assurance Officers and appropriate supply personnel to sanitize, physically disassemble, disconnect, secure for shipment, package and dispose of equipment as necessary.
- Assist in the preparation of a DR when a serviceable item is received from supply with material deficiencies or a PQDR when an item is discovered with quality deficiencies IAW TO 00-35D-54, USAF Deficiency Reporting, Investigation, and Resolution utilizing Deficiency Report, and IAW TO 00-33A-1001 General Cyberspace Support Activities Management Procedures and Practice Requirements.
- Assist in development of, and adhere to, site-specific priority restoral guidance and timelines.
- Perform basic system administrative functions, for assigned systems, such as manage/assisting in management of user accounts, IP address management, virus scanning software updates, creating user directories on servers/workstations, monitoring logs for errors and failures, configuration management documentation, backups and restores etc. Document system administration procedures and instructions for incorporation into the enterprise knowledge management system.
- If applicable, maintain all equipment IAW the applicable Technical Order, the Source, Maintenance, and Recoverability (SMR) codes, logistics support plans, and maintenance manuals. When the Contractor identifies issues with the T.O.s (procedures that do not work and technical inaccuracies) they are responsible to write an AFTO 22 to correct the problem. For systems where T.O.s are incomplete or not available, the first contact reach back entity will be the DSIL.
- Support, with the assistance of AFP, performance of all testing and certifications associated with the installation and operational acceptance of AF DCGS systems at a site based on mission schedule and availability.
- Support site integration efforts as required. Provide on-site AF DCGS level integration and assistance to associate Contractors for site system integration and upgrade. Coordinate all integration activities and associated requirements with site designated representatives.
- Provide Status of Forces Agreement (SOFA) status for PCS Support
- Provide Technical Expert Status Accreditation (TESA) for applicable sites

**3.2.9** The Contractor shall be responsible and accountable for the positions as outlined below.

**3.2.9.1** ASARS Sensor Manager: Live airborne management of the airborne sensor and associated ground systems. Provides technical and engineering support to the PCPAD process. Involves comprehensive analysis, diagnostics and fault isolation for the sensor, ground components and end-to-end network.

Assist with mission planning (NAV, Collection), system/mission readiness, and mission

setup based on associated sensor/sensor –kit and any sensor limfac currently required. Provide direct mission/sensor support by constantly monitoring associated sensors, executing corrective actions within the sensor, sensor biasing, data screening/QC, raw sensor data dissemination to external systems, re-tasking/adhoc sensor support, and communicating with sensor maintainers to allow quick systems restoral.

**3.2.9.2 GEOINT Systems Manager/Maintainer:** Support provided by multiple OEMs. Includes Software support, system administration, maintenance of all systems required for GEOINT (High and Med Alt) systems to operate/interface with multiple sensors and PED systems. Provides technical and engineering software and systems administration support to the PCPAD process. Involves comprehensive analysis, diagnostics and fault isolation for the sensors, associated ground components, and end-to-end network paths. This includes mission preparation (i.e. system readiness, system/mission configurations relative to the sensor or comms link being utilized), direct mission execution support (to include real-time interfacing with the operators during anomalies, providing assistance to the users with mission execution) and post-mission support in further evaluating ground anomalies, to include maintenance actions, trouble tickets, and potential DR submissions. Technicians also provide sustainment support for system upgrades providing SME assistance prior to an upgrade/TCTO, TCNO, SME and physical support during an upgrade, and post upgrade efforts (TTPs, OIs, identifying means to streamline sustainment, OJT to AFP).

**3.2.9.3 Mission Application Technical Support (MATS):** MATS shall provide mission systems and integration support for numerous mission applications and operational requirements. MATS shall possess strong GEOINT domain knowledge and the technical expertise to support the evolving and complex application stack at the East and West Coast Hubs in support of the Open Architecture (OA) program. MATS shall possess an understanding of the high and medium-altitude sensors, sensor products and data flow across the DCGS enterprise and within each DGS enclave and the knowledge to resolve complex problems within the OA environment. MATS shall have a strong background in system administration and software maintenance of the COTS (commercial off the shelf) software used under OA (ex. VMware, DDF, Kibana, ElasticSearch, Xplorer, Socet GXP, databases, etc.) and the ability to support the OEM specific software packages (ex. SOA ESB, Artemis brokers, UNICORN, SIRIS, IRISS, Reflex, PNC-SA, etc.). MATS shall participate and support in depth technical discussions with the OA program office and OEMs during integration efforts, root cause analysis investigation. MATS shall work closely with existing DSIL, OAMC and DOC enterprise support to resolve issues as part of a combined DCGS technical team.

## **4.0 MAINTENANCE CONCEPT**

Future budgetary and resource constraints are primary factors driving Government senior Program Management to require a more cost effective design solution to be designed, developed, and implemented that provides high quality field support services for the mission critical AF DCGS Weapons System. The Contractor field services efforts described in this PWS includes the management of field support personnel and their support to all Sensors, DSIL, OAMC, MATS positions, DPOC's, and AFDCGS as

delineated in the requirements document. The Air Force Life Cycle Management ISR organization (AFLCMC/HBG) has defined the maintenance concept by system, as identified by the using command and by location. The maintenance concept is identified in T.O. 31S5-2GSQ272-1, Chapter 5.

#### **4.1 Skills & Experience Profiles**

The Government expects the Contractor to provide the proper mix of skills and experience to fulfill the PWS requirements.

Contractor support requirements are documented in the attached appendices with each appendix defining the type and number of support personnel required by each applicable DCGS site and/or other operating site. Appendix B and Appendix C

#### **4.2 Enterprise Service Desk Service (ESD) Automation Tool & IT Processes**

The Contractor shall provide information to the ESD on assigned tickets and resolutions/status. In order for the Government to understand the weapon system performance on a day-to-day basis and over time, the SERENA, problem reporting process has been implemented at each operational site. This problem reporting process will include:

-Problem Identification

    What is the problem?

    Background information of the problem

    Fix Action/Status

    Lessons Learned

    Number of Weeks Reported

-System Administration

    Tasks Performed

    Password Resets

    Account Creation

Break/Fix Actions (Motherboard replacements, restarting services, Hardware/Software failures, etc.)

Weekly maintenance (server reboots, database cleanup, backups, etc.)

    IT Hardware/Software Installation

-Abbreviation/acronym appendix

-Term Definition Appendix

The Contractor field support personnel in the field shall use service automation tools when available and processes leveraging the inherent capabilities of the DSIL and SD to ensure standardize resolution of maintenance problems in the field.

The processes include:

**4.2.1** Submitting Tier 3 and Tier 4 support requests via the DSIL/ESD. Validation and development of the ESD feedback loop for improved overall delivery of field support and sustainment services.

**4.2.2** Utilization of the SERENA business management system to input tickets' status/resolutions

- 4.2.3** Conducting testing and validation activities that support troubleshooting and efficient, effective provisioning of platforms, system software, and applications targeted for field support services.
- 4.2.4** Execution of Information Technology Service Management (ITSM) best practices and Information Technology Infrastructure Library (ITIL) adoption
- 4.2.5** don't spell it out here

Tools include but are not limited to the following:

- 4.2.6** Eracent Asset Manager (AM). Details of controlling, tracking and documenting baseline IT configurations and ongoing configuration monitoring/management will comply with AF DCGS standard asset and configuration management processes, and the Contractor shall fully leverage capabilities of the AF DCGS IT Asset Management (ITAM) Repositories [Configuration Management System (CMS), Definitive Media Library (DML) and the Definitive Store (DS)].
- 4.2.7** SERENA Business Manager (SBM). The capabilities of the SBM tool will be leveraged, by integration with the Eracent AM tool, to provide a rich set of standard baseline configuration reporting capabilities, combined with an ad hoc report writer formatting tool, used to create specialized configuration reports, as required.
- 4.2.8** SERENA Service Manager (SSM). The SSM service automation tool, automates industry standard processes, functions, and activities for Change Management, Release/Fielding Management, and ITAM, improving the efficiency of delivery for these activities.

The Government expects the Contractor to provide these services, leveraging efficiencies of these service automation tools, without significant increases in the total sedlevel of effort (for planning purposes, or in actual practice) required to comply with these AF DCGS policies, processes, and procedures.

The Government will provide training on all required data collection systems, ESD service automation tools and ADSM.

## **5.0 Technical Training**

Contractor field support personnel will provide informal or OJT technical training for all systems supported to include weapon system applications, system services, middleware, or applications necessary for the AFP to perform continuing maintenance and support services, as required, for the AF DCGS Weapons System.

Every effort will be made to allow AFP to perform these continuing maintenance and support services, whenever feasible.