



PERFORMANCE WORK STATEMENT  
(PWS)

For

TELECOMMUNICATIONS O&M SUPPORT

At

NCTAMS LANT CAMP LEMONNIER, DJIBOUTI AFRICA

23 May 2017

## **Djibouti Operation and Maintenance PWS**

### **PERFORMANCE WORK STATEMENT FOR NAVAL COMPUTER & TELECOMMUNICATIONS AREA MASTER STATION ATLANTIC (NCTAMS LANT) / CAMP LEMONNIER, DJIBOUTI, AFRICA**

#### **1.0 INTRODUCTION**

The Navy Computer and Telecommunications Area Master Station, Atlantic (NCTAMS LANT) provides classified and unclassified voice, messaging, data and video to ships, submarines, aircraft and ground forces operating worldwide in support of Naval and joint missions. Included within assignments, NCTAMS LANT has Operations and Maintenance (O&M) responsibility for providing communications services at Camp Lemonnier, Djibouti Africa in support of the Combined Joint Task Force-Horn of Africa (CJTF-HOA) and other tenants at Camp Lemonnier. CJTF-HOA was established to conduct stability operations in the area. In November 2002, the CJTF-HOA staff, a Marine-based organization, arrived off the coast of Djibouti onboard USS Mount Whitney (LCC-20) and in May 2003, CJTF-HOA transitioned from the Mount Whitney to Camp Lemonnier, moving all headquarters personnel and equipment. More recently, the United States Marine Corps turned over responsibility for Camp Lemonnier to the U.S. Navy. Today, U.S. African Command (USAFRICOM) is the component commander and Commander Navy Region Europe Africa South West Asia (CNREURAFSWA) is the Base Operating Support (BOS) commander. Camp Lemonnier provides service to support regional and combatant command requirements; and enables operations in the Horn of Africa. Camp Lemonnier is located on the south-west side of the Djibouti-Ambouli International Airport, between the runway overflow areas and a French military munitions storage facility. Currently, there is a multinational force of more than 4000 personnel along with nearly 1000 local national personnel who work at the camp in support of various commands and missions. NCTAMS LANT has a requirement to provide non-personal Contractor support for planning, design, engineering, operation and maintenance of the C4I communication services at Camp Lemonnier in Djibouti, Africa. This PWS will focus on the operations and maintenance portion of the NCTAMS LANT mission. USAFRICOM is responsible for base-level networks at Camp Lemonnier. Base-level inside plant networks are not in the scope of this PWS.

#### **2.0 SCOPE OF WORK**

The Contractor is responsible for, on a 24x7x365 basis, management and operations of the Technical Control Facility (TCF) Patch and Test Facility (PTF) to include Defense Information System Network (DISN) Node Site Coordinator functions, circuit/cryptologic operations, and DISN SATCOM monitoring; telephone service to include Base Communication Office (BCO) support for billing tenants for phone service and outside cable plant maintenance; asset/plant property management including warehouse operations; Information Assurance (IA)/physical security operations and management to include creation and maintenance of documentation; and monitoring/limited maintenance of mission support

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equipment . This effort includes but is not limited to device and cable plant operations and maintenance, component replacement, and providing the on-site touch labor to respond to service requests from Camp Lemonnier tenant commands, primarily for analog phones. The Contractor shall operate and maintain the communications equipment. The Contractor shall execute NCTAMS access control policies for entry/access to manholes; base-level communications demark spaces as well as the TCF and PTF. The Contractor shall provide personnel with the requisite knowledge and technical expertise to perform the tasks. The Contractor shall be responsible for the provision of adequate levels of staffing required to meet functional requirements.

### **2.1 Historical Information**

There currently are approximately 80 circuits being managed out of NCTAMS LANT Djibouti TCF and Alternate TCF/PTF requiring an average of two circuit service actions via Defense Information Systems Agency (DISA) per month. There are approximately 40 outside cable plant (OSP) Moves-Adds-Changes (MACs) and an average of 50 maintenance calls per month and 10-15 manhole access requests for processing per month and maintenance oversight for 400+ manholes/handholes and 175 communications closets throughout the camp. There are 115 Plain Old Telephone Service (POTS) lines (with projected expansion to 300 over the next seven years) from the Djibouti Telephone Company (DJTELCO) involving approximately 30 maintenance calls per month. There are approximately 60 Inside Cable Plant (ISP) MACs per month. There are approximately 30-40 maintenance calls per month. There are approximately 60 Inside cable Plant (ISP) Moves, Adds, Changes (MACs) per month. The Avaya call manager Version 6 switch in buildings 650 and 200 and communications node E601 have an analog capacity of 5000 lines of which 3500 are cross connected. Figures are as of August 2016.

### **2.2 General Information**

The scope of this contract may increase or decrease depending on the camp's growth and emergent requirements. The Contractor shall be responsible for complying with all applicable Federal Acquisition Regulations (FAR), Defense Federal Acquisition Regulations (DFAR) as well as DoD, USAFRICOM, Camp Lemonnier and NCTAMS LANT Instructions. The objective is to provide full time on-site personnel with technical experience and expertise for support operation, maintenance, monitoring, and management of the communications systems and mission support equipment at Camp Lemonnier. The technical efforts expended by the Contractor to perform includes all work specified in this PWS. This effort includes providing Secret cleared and qualified personnel, providing proper supervision, and providing the requirements to follow industry accepted methodologies and standard business and industry practices. The effort is further characterized by the Contractor using effective and efficient methods, and demonstrating sound cost control. In addition, the Contractor shall be expected to perform these duties with minimal Government guidance. It is the Contractor's responsibility to follow the guidance provided in this PWS to ensure consistent, reliable communications support for the Camp.

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### 3.0 TECHNICAL REQUIREMENTS

This contract provides operations, maintenance, monitoring, management, facilities and related support of Information Technology (IT), Information Assurance (IA)/physical security, BCO/communication infrastructure, and mission support systems at Camp Lemonnier.

#### 3.1 Provide Site Management Services

The Contractor shall be responsible for the day-to-day Operations and Maintenance (O&M) of NCTAMS LANT Djibouti requirements. Duties include but are not limited to:

3.1.1 Contractor shall report any system or equipment failure within 15 minutes of discovery and an Estimated Time to Restoration (when known), to the Contracting Officer's Representative (COR)/Alternate Contracting Officer's Representative (ACOR). This action shall be followed up via E-mail to the COR/ACOR describing the failure, actions taken for restoration, total time down, and a recommendation to prevent a future failure.

3.1.2 Contractor shall ensure that all required reports are submitted accurately and on time IAW this PWS.

3.1.3 Contractor shall submit a daily muster report IAW Camp Lemonnier policy and Force Protection Reporting requirements. The muster is based on administrative status, i.e. location of personnel (in or out of country). This report shall be sent to the COR/ACOR and designated Camp representative daily by 0830. Report contents shall account for all personnel in their respective locations, identify personnel present for duty, personnel on Temporary Duty (TDY) status and the location of the TDY, and personnel on leave with location. Format shall be approved by the Government.

3.1.4 Contractor shall participate in all project planning including attending phone conferences and meetings and reviewing project plans (e.g. Basic Electronic System Engineering Plan (BESEPs) affecting the communications system infrastructure.

3.1.5 Contractor shall work with the COR/ ACOR to resolve issues as required.

3.1.6 Contractor shall identify a Site Lead and Deputy Site Lead who will serve as the POCs for the COR/ACOR. The Deputy Site Lead does not have to be a separate management position, however, the Deputy Site Lead and Site Lead cannot be the same person. Qualifications for the Deputy Site Lead shall be the same as the Site Lead.

#### 3.2 Provide Warehouse Operations Services

The Contractor shall be responsible for the effective planning and management of the warehouse and Information Technology (IT) and General Purpose Electronic Test Equipment (GPETE) assets owned by NCTAMS LANT Djibouti that are required to execute requirements defined in this PWS. It is the Government's intention to provide an area that will be exclusively under the Contractors control. Duties include but are not limited to:

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3.2.1 Contractor shall store items on the shelves provided, with like items grouped together, separated from the general material stored by the Camp, in such a fashion as to provide easy identification for inventory purposes. A forklift will not generally be required for this function. If needed, a forklift can be requested through the Camp Transportation office.

3.2.2 Contractor shall maintain an accurate inventory of all non-network related IT items (to include GPETE and spare parts in the warehouse/storage spaces) in the site administered asset inventory database. The contractor will inventory, track and provide updates to the Defense Property Accountability System (DPAS), administered by NCTAMS LANT Norfolk N4. GPETE items shall include dates when calibration is required. Contractor shall add new items to the inventory as they arrive, receive and transfer items as required via a documentation established by the Contractor. Format of site administered asset inventory database to be approved by the Government.

3.2.3 Contractor shall tag and track all IT related and pilfer able items with property tags provided by the Government.

3.2.4 Contractor shall ship GPETE equipment requiring calibration to NCTAMS LANT N6. In addition, Contractor shall ship other IT related equipment as directed by the COR.

3.2.5 Contractor shall complete shipping paperwork and arrange shipping with the Camp Shipping and Receiving office. Contractor will be reimbursed via the NTE Hardware CLIN as set forth in this PWS.

### 3.3 Provide Facilities Management Services

The Contractor shall be responsible for inspecting, planning and managing all aspects of the facilities functions, ensuring facilities (generator power, Uninterruptable Power System (UPS), Heating, Ventilation, and Air Conditioning (HVAC) supporting the communication mission are available and operational. Note that this requirement is not to actually perform maintenance duties. It is an oversight/coordination of such requirements. Duties include but are not limited to:

3.3.1 Contractor shall coordinate all maintenance activities for NCTL DJ facilities either existing or as may be added in future years.

3.3.2 Contractor shall inspect preventative maintenance logs monthly on equipment supporting the NCTAMS LANT facilities (generator power, UPS, HVAC) and verify maintenance is being completed as required IAW manufacturers' recommendations. Immediately report any discrepancies to the COR/ACOR. In certain circumstances, the inspection may be of other Contractor's logs. The COR/ACOR will provide assistance if needed to gain access to the records.

3.3.3 Contractor shall visually inspect the interior chain link fence and visible security equipment surrounding NCTAMS LANT Djibouti facilities and the facilities themselves at Camp Lemonnier weekly (or as often as dictated by changing Force Protection conditions) to

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ensure integrity. Report any problems to the proper maintenance activity on the Camp for repair as necessary.

3.3.4 Contractor shall do a walk-through of NCTAMS LANT Djibouti buildings at least weekly to check for any facility related maintenance issues such as A/C function. Report any problems identified to the proper entity on the Camp for repair or replacement as necessary.

3.3.5 Contractor shall follow up on all open NCTAMS LANT facility trouble reports daily. Coordinate with the proper maintenance activity on the Camp as necessary to resolve.

3.3.6 Contractor shall assist in the execution of NCTAMS LANT facilities modifications and moves performed by others.

3.3.7 Contractor shall inspect construction and installation progress on new NCTAMS LANT facilities as required ensuring conformance with original design specifications and any applicable change orders. Immediately notify the COR/ACOR via phone when problems are discovered. Send a follow-up email within 24 hours to document the issue.

3.3.8 Contractor shall arrange and coordinate facility maintenance requirements and their execution performed by Public Works or other maintenance groups on the Camp for NCTAMS LANT Djibouti issues.

3.3.9 Contractor shall provide recommendations on facility requirements/improvements to the COR, ACOR, or other Government representative for consideration.

### **3.4 Provide Telephone and Inside Plant (ISP) O&M and Life Cycle Support**

The Contractor shall operate and maintain the Defense Switched Network (DSN) telephone switch systems (currently two AVAYA CM6 switches) including associated DSN local trunking all remote switching equipment, ancillary equipment, IAW the PWS and Technical Exhibits. Contractor shall install, label, test, and document inside voice cabling. Installation scope is limited to MACs for those facilities that already possess ISP; i.e. not new facilities installation. Contractor shall provide, operate, and maintain a Base Communications Office (BCO) service desk that serves as a single point of contact for all telephone communications, and OSP outages and assigns priorities. Contractor shall maintain a database of all calls, resolutions, (JITSMO's REMEDY for analog phone outages) ISP cable plant records, and MACs, Contractor may elect to leverage TCF staffing to receive, log and dispatch Contractor personnel to address BCO and other issues. Duties include but are not limited to:

3.4.1 Contractor shall perform all telephone system administration, operations, maintenance and service in accordance with technical manuals, Security Technical Implementation Guides (STIG) and the original manufacturer's equipment manuals. If the Contractor is unable to resolve an outage affecting more than 10% of the telephone instruments on the switch or related equipment within 15 minutes, the Contractor shall notify the COR/ACOR.

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3.4.2 Contractor shall operate the telephone maintenance console to install new telephone extensions, perform programming changes on telephone numbers, set/change class of service, and administer analog voicemail system as applicable and to activate/deactivate special features IAW the PWS. Voice over Internet Protocol (VoIP) is not included in this requirement as it pertains to telephones devices.

3.4.3 Contractor shall verify all required critical and spare parts (recommended by the manufacturer) are identified, and available and identify shortfalls to the COR/ACOR with procurement information.

3.4.4 Contractor shall provide O&M of the AVAYA CM6 and be responsible for the successful operation, configuration, testing, and status reporting of all trunks and subscriber lines connected to the switch.

3.4.5 Contractor shall maintain the telephone Main Distribution Frame (MDF), Intermediate Distribution Frame(s) (IDFs), and all switch and cable records.

3.4.6 Contractor shall perform all cross connects at the MDF/IDF for installation, relocation, or removal of telephone service or communications circuits transiting the facility.

3.4.7 Contractor shall conduct site surveys for all service orders and install premise wire from the outside cable plant terminal protector to the telephone instrument and for circuits, IAW the PWS and Technical Exhibits.

3.4.8 Contractor shall troubleshoot telephone outages and restore service. AVAYA requires certification to obtain passwords and full access to AVAYA manufactured devices. As such, the contractor shall be responsible for providing remote support from AVAYA (such as a subcontracting agreement or obtaining AVAYA certification) to perform patch updates and troubleshoot above Tier 1. These costs shall be bid as part of the firm-fixed price. Historically, minimal on-site response (1 site visit per year) has been required of AVAYA.

3.4.9 Contractor shall, when required by other communications facilities, including the commercial telephone provider, coordinate in troubleshooting end-to-end circuit problems whether operated and maintained by government or other agencies IAW the PWS and Technical Exhibits.

3.4.10 Contractor shall coordinate with COR/ACOR to turn-in faulty Avaya CM6 equipment for repair or replacement.

3.4.11 Contractor shall ensure that all backup batteries for telephone switch and related mission support equipment are maintained IAW para 3.6.28.

### 3.5 Provide OSP O&M and Life Cycle Support

The Contractor shall provide Outside Plant (OSP) O&M and life cycle support to include, inspecting, splicing, testing, repairing, replacing, upgrading and providing documentation for both copper and fiber optic backbone and distribution systems from the vertical frame to the

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end-user premise equipment IAW standards, codes and regulations specified in the PWS. Contractor shall identify, document and request downtimes as required on all outside plant cable deficiencies discovered. Duties include but are not limited to:

3.5.1 Contractor shall accomplish work orders in accordance with the work order response times IAW Technical Exhibit 3.

3.5.2 Contractor shall modify, replace, maintain, relocate, and remove all terminal boards, cross connect boxes, fiber optic couplers, fiber media converters, and communications pedestals, and shall run all cross connects, ensuring that all are properly grounded, tagged, labeled and/or stenciled.

3.5.3 Contractor shall provide a copy of all completed work requests/trouble tickets weekly to the COR/ACOR with updates for changes to communication circuits.

3.5.4 Contractor shall perform and record an annual check of all cable vaults to determine if cables are properly bonded to the ground, and to ensure cables are properly supported on the cable racks. The Contractor shall provide a written report of findings to the COR/ACOR and correct all deficiencies within 60 days.

3.5.5 Contractor shall splice, and repair all outside cable plant cables/fiber optic cables. Fiber optic splices will use fusion splice and/or mechanical splice techniques IAW the PWS. Contractor shall test all fiber optic cables, multi-mode and single mode upon completion of connections ensuring that repairs are IAW this PWS.

3.5.6 Contractor shall maintain copper cable and fiber optic assignment records in hard copy and electronic format IAW BCO requirements, programs, and processes. The Contractor shall conduct an inspection of cable records quarterly and ensure all changes to existing cable records are forwarded to the COR/ACOR.

3.5.7 Contractor shall identify and label in a manner acceptable to the COR items to include the following Government property: underground cable routes, manholes, hand holes, pedestals, and cables.

3.5.8 Contractor shall execute NCTAMS LANT and CLDJ for instructions regarding access control to manholes to ensure new installs by others are completed IAW installation guidelines referenced above.

3.5.9 Contractor shall maintain all outside cable plant man-holes and hand-holes, and shall perform and record an annual clearing/cleaning of all foreign matter to ensure that all cables/conduits are accessible and in good condition. The Contractor shall provide a written report of findings to the COR within 30 days of inspection and submit for correction for all structural deficiencies within 15 days.

3.5.10 Contractor shall inspect all man-holes/hand-holes for water intrusion monthly and after heavy rains. All applicable safety precautions shall be followed including testing for



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gas prior to entering the manhole. If excess water is discovered Contractor shall submit a Work Request to the Camp Facilities/PWO to have it dewatered to a level of not more than 3 inches. Contactor shall remain onsite during dewatering to ensure dewatering is done to the proper level and to lock the manhole when dewatering is complete. The Contractor shall include the findings within the monthly progress report (CDRL 002). The Contractor shall provide the COR weekly updates of pending dewatering Work Requests.

### **3.6 Provide Technical Control Facilities (TCF) Operations and Circuit Actions**

Buildings 650/315 TCF shall be operated as part of the DoDIN on a 24x7 basis. Building 200 Rm 9 PTF shall be supported 24X7 basis for monitoring and access until moved to bldg. 315. The Contractor shall operate the facilities in accordance with the applicable DISA Circulars and MIL-STD-188-154A. The Contractor shall operate, maintain, and repair all NCTAMS LANT equipment located in the TCFs including non-network cryptologic and DISN equipment identified as NCTAMS LANT responsibility to support. Contractor shall act as the DISA node site coordinator

3.6.1 Contractor shall report system, trunk and circuit status, including outages, hazardous and degraded conditions in accordance with Defense Information Systems Agency Circular (DISAC) 310-55-1 and DISAC 800-70-1 to the COR/ACOR or appropriate authorities.

3.6.2 Contractor shall perform trend analysis in accordance with procedures outlined in DISAC 310-70-1, in order to be alert to equipment degradation and shall implement corrective measures to preclude system or circuit outages. If the required time availability cannot be met in accordance with DISA criteria, the Contractor shall immediately (within 10 minutes) provide telephone or E-mail notification to the COR/ACOR and DISA Regional Network Operations and Security Center (RNOSC).

3.6.3 Contractor shall maintain circuit history files in accordance with DISAC 310-70-1 for each circuit passing through or terminating at the facility. Circuit diagrams shall be posted in accordance with paragraphs C.2.2.2.9 and C.2.2.2.10 of DISAC 310-70-1 and be available in the TCF facility for easy reference by all TCF controllers (for use during troubleshooting, repair actions, and training).

3.6.4 Contractor shall maintain operating logs in accordance with DISAC 270-A85-1 and DISAC 310-70-1. Circuit restoral shall be as tasked by the COR/ACOR or DISA Regional Network Operations and Security Center (RNSOC). All such actions shall be fully coordinated with the DISA RNSOC, Theater Communication Control Center (TCCC) and the COR/ACOR.

3.6.5 Contractor shall provide troubleshooting and connectivity support to the DRSN Red Phone network (switch remotely located) and the instruments for all associated DRSN equipment installed at user locations.

3.6.6 Contractor shall perform start-up and shutdown functions for emergency generator servicing the TCFs (buildings 315, 650 and 200, Camp Lemonnier) as required.

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3.6.7 Contractor shall perform the OEM specified operator maintenance in compliance with Occupational Safety and Health Administration (OSHA) standards for generators attached to the TCFs. At a minimum, perform monthly PMIs to include bringing the generator on line (load) validating operational readiness. Notify the COR/ACOR should any depot level maintenance be required on any unit.

3.6.8 Contractor shall comply with OSHA safety standards and ensure protective equipment is on hand for all employees and these procedures are used (grounding or otherwise) when operating generators.

3.6.9 Contractor shall update and consolidate connectivity diagrams utilizing Microsoft VISIO or other software directed by the COR/ACOR.

3.6.10 Contractor shall set up and configure voice and data switching communications equipment.

3.6.11 Contractor shall identify defective components and replace them, i.e., circuit cards, wiring harnesses, or mounted components.

3.6.12 Contractor shall provide analysis of maintenance failures, research trends and causes of failures, and recommend solutions to avert future failures.

3.6.13 Contractor shall provide hardware and software expertise to resolve problems.

3.6.14 Contractor shall manage, monitor, and maintain situational awareness via the DISA Integrated Network Management System (INMS) and other government provided monitoring/management systems of all DISN circuits traversing the TCF and PTF, to included monitoring SATCOM links transporting DISN circuits.

3.6.15 Contractor shall maintain a Request For Service (RFS) tracking database in that displays the current status of all circuits and RFS actions. (Format to be approved by the Government)

3.6.16 Contractor shall coordinate implementation and installation of new circuits with the DISA RNOSC, other Technical Control Facilities (TCF), and local users until circuit is accepted.

3.6.17 Contractor shall coordinate circuit implementation troubleshooting as required; ensure the Circuit Control Office submits In-Effect Reports in accordance with DISA directives when circuit is accepted.

3.6.18 Contractor shall provide direct support for all circuit and trunk activations and deactivations.

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3.6.19 Contractor shall assist in preparing and presenting activation and deactivation reports and provide technical and operational support to functional users for managing, monitoring and maintaining situational awareness of all activations and deactivations.

3.6.20 Contractor shall receive feeder request for service requests from customers and submit the Request for Service (RFS) to DISA via the DISA Direct Order Entry (DDOE).

3.6.21 Contractor shall maintain a technical library with up-to-date copies of all Naval Telecommunications Publications (NTPs), Joint Army Navy Air Force Publications (JANAPs), and Allied Communications Publications (ACPs), and applicable DISA Circulars/Instructions. Contractor shall incorporate Best Commercial Practices where applicable.

3.6.22 Contractor shall request and schedule authorized outages for all communications in their area of responsibilities to include subordinate sites IAW DISAC 310-70-1 Chapter Seven.

3.6.23 Contractor shall control access to NCTAMS LANT facilities and provide badges for personnel requiring them.

3.6.24 Contractor shall not be responsible for DISA or network routers. Contractor shall ensure the transmission path to them is error free.

3.6.25 Contractor shall maintain connectivity for all Tech Control services provided to Camp Lemonnier.

3.6.26 Contractor shall ensure the Configuration Data Management Database-Open Architecture (CDMD-OA) is continually updated in a manner as prescribed by government.

3.6.27 Contractor shall have Primary and Alternate DISA Node Site Coordinators assigned IAW DISA Circular (DISAC) 310-55-9 and DISAC 310-70-1, as well as other DISAC guidance referenced in these two circulars.

3.6.28 Contractor shall perform required maintenance, repair and operation to three (3) 9390 Powerware UPS units and their associated components IAW DISAC 350- 195-2, Military Handbooks 411B VOLS I/II and 1012/1 and OEM recommendations. This includes a Parallel Redundant 160 KVA system located at Building 200, a single 160 KVA unit located at Building 650, a single 160 KVA unit in Building 315. The Eaton 9390 UPS unit contains (4) cabinets with 40 batteries per cabinet. Removal, installation, and disposal of old electrolytic power capacitors and VRLA batteries will be required and proper disposal shall be conducted in accordance with all federal, state and local environmental regulations. The contractor is responsible to provide all ancillary equipment, parts, tools, lap top computer, factory software, and materials required for maintenance. All work will require close coordination with and approval of the Camp N6/NCTAMS LANT OIC, NCTL Det DJ COR and the Camp PWO Generator systems personnel. The contractor must submit a work schedule to the OIC prior to beginning work. The contractor must be qualified by the Eaton Powerware (OEM) to

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perform work on the UPS system and manipulate the UPS system controls to ensure that the building critical power grid is not jeopardized during work evolutions. The contractor shall isolate only one UPS unit a time as necessary. All covers, plates, plugs, fitting and other ancillary hardware must be completely installed and made ready for use prior to putting the UPS unit back into full service. Parts and materials must be removed from the site within two days of removal. The contractor is responsible for any breakage, spillage, containment, clean-up, and proper disposal of fluids utilized in this work. The contractor shall follow all pertinent OSHA safety regulations including the control of hazardous energy sources.

Maintenance Activities: UPS maintenance shall be performed IAW the Eaton Powerware 9390 Service Manual and IEEE 1188. Duties shall include but are not limited to:

- Daily UPS Inspection. Review any active alarms, and verify UPS is operating normally. Verify UPS and battery room temperatures are within normal levels, and that UPS system vents and louvers are not obstructed. Record all UPS input and output parameters including all significant events, peak demand current and peak kilowatt loads.
- Monthly UPS Maintenance. Review the UPS automatic event log, if so configured. Inspect and change filters as required. Record all UPS input and output parameters including all significant events, peak demand current and peak kilowatt loads. Record UPS room temperature.
- Monthly battery Maintenance. Inspect batteries for leaking, bulging, and corrosion. Record batteries float voltage and battery room temperature.
- Quarterly battery maintenance. Batteries shall be tested at least quarterly. Inspect the battery cabinet interior or battery area if no enclosure is used. Measure, log and analyze cell voltage, and cell resistance to determine battery health. Battery readings taken with a data-logging cell analyzer (GFE) shall be recorded to an electronic database, and results graphed; a hard copy printout shall be appended to the appropriate equipment log(s). Inspect battery terminal for signs of corrosion or loose connections. Clean and re-torque per manufacturer recommendations if required.
- Electrical Load Transfers. The contractor shall perform all critical load transfers when required for UPS maintenance, repairs and operation. The contractor must ensure load transfers are “Closed Transition” to prevent power interruptions to mission critical equipment.

### 1. Special Circumstances:

After Replacing Batteries, reset the Battery Alarm that keeps time for replacement, If Applicable. Normal Time for replacement is 5 years as a default setting by Eaton Powerware. After Replacing DC Capacitors, Verify AC Voltage is <2 VAC. This is accordance with the Eaton Powerware 9390 UPS Service Manual.

### 2. Special Requirements:

The contractor shall work with the COR/Camp N4/PWO and the N6/NCTAMS LANT Officer in Charge (OIC) to ensure access to the site. The contractor shall follow all OSHA and safety regulations pertaining to the control of hazardous energy (lockout/tag out). The contractor shall provide a copy of their Energy Control Program to the COR before work commences. The plan shall contain information sufficient to ensure

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Government employees safety and identify lockout/tag out procedures for hazardous energy sources.

The Contractor performing the maintenance must demonstrate to the COR that he/she is certified and licensed to perform the required electrical work. All work shall be completed as per the latest edition of the National Electrical Code and the National Safety Code.

The Contractor shall submit a maintenance schedule to the Camp N4/PWO and NCTAMS LANT OIC and provide a copy of the maintenance results for each UPS site for their records.

3. General Information: NAVCYBERFOR Emergency Power Program conducts life cycle replacement of their UPS systems and batteries. The following information can be used and guidance for the replacement cycle:

UPS units = 12 years

Batteries = 4 years (replacements, battery life expectancy is 3-5 years)

DC capacitors = 6 years (1 replacement)

4. Points of Contact: (As Directed)

5. Contractor shall perform required oversight and control panel configuration operation for two Cummins model C440D5 at B-200; 3 Caterpillar model C9 at and (2) Kohler model 60REQJZ at 650 compound and 2 Caterpillars at bldg. 315 compound. Each Generator set group for each building contains starting batteries control panels and Automatic Transfer Switches (ATS).

3.6.29 Any work on the generators or ATS will require close coordination with and approval of the Camp N6 and NCTL DJ OIC/COR. The contractor must submit a work schedule to the OIC prior to beginning work. The contractor must manipulate the Generator system controls to ensure that the building power grid is not jeopardized during work evolutions. The contractor shall isolate only one generator at a time as necessary. The Contractor shall ensure that all covers, plates, plugs, fitting and other ancillary hardware must be completely installed and made ready for use prior to putting the Generator back into full service. The contractor shall ensure that all pertinent OSHA safety regulations including the control of hazardous energy sources are followed. Operational Readiness Activities: Generator operational readiness shall include but are not limited to:

a) Daily UPS Inspection:

Inspect ATS and Generator control panel enclosure for proper switch positions as detailed in the accordance with SOP. Fill in check sheet and inform the NCTAMSLANT DJ OIC/COR of any discrepancy. Ensure all enclosure doors are closed and secured.

b) Weekly Generator Inspection:

- Check and ensure fluid levels are correct.
- Check engine preheat system for proper operation.
- Check Battery Charger for proper Voltage and Amps charging.

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- Check Fuel tank level.
- Fill in check sheet and inform the NCTAMSLANT DJ OIC/COR of any discrepancy. Record in Tech Control log/ check sheet when Base Operating Support (BOS) Contractor operates engine

### c) Quarterly Generator test:

Conduct test in accordance with DISAC 350-195-2. Coordinate test with Camp N4/PWO for access and operation of substation power equipment. Note all tests in Master Station Log (in Tech Control) and Equipment Maintenance Logs. Observe and record the Generator and ATS for proper operation. Inform NCTAMSLANT DJ OIC/COR of any discrepancies.

### 3.6.30 Special Circumstances Generator Systems:

3.6.30.1 Observe and record all Oil and oil filter changes, fuels filter changes, coolant changes and air filter changes.

3.6.30.2 Respond to any unscheduled power outages generator starts and record hourly meter readings.

3.6.30.3 Ensure of proper operation and report any discrepancies to the NCTAMSLANT DJ OIC/COR.

3.6.31 Contractor shall perform duties as the CDMA-OA coordinator. Any required training for this position will be provided by the Government. Duties include but are not limited to:

3.6.31.1 Contractor shall establish and maintain an accurate configuration management database.

3.6.31.2 Contractor shall compile audit data and provide overall audit of all NCTAMSLANT installed C4 systems, components and software. Provide results to NCTAMSLANT COR. Audits are due annually on 15 January format will be provided by the Gov't.

3.6.31.3 Contractor shall support implementation of the Maintenance Figure Of Merit (MFOM) program as it relates to CDMA-OA.

3.6.31.4 Contractor shall collaborate with the NCTAMS LANT Plans, Programs and Requirements Department (N5/N8) as required.

3.6.31.5 Contractor shall provide logistic discrepancies at the time of the System Operational and Verification Test (SOVT) to NCTAMS LANT Chain of Command for determination of acceptance and/or level of acceptance (include SOVT discrepancies).

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3.6.31.6 Contractor shall establish a CDMD-OA “viewer” level account at <http://www.cdmd.navy.mil> and monitor the database as needed to ensure accuracy and completeness.

3.6.31.7 Contractor shall perform duties as the Maintenance and Material Management (3M) command/site Systems Duties include but are not limited to:

3.6.31.7.1 Contractor shall develop and maintain planned/preventative maintenance procedures and schedules for all facilities equipment using appropriate individual equipment technical manuals, SPAWAR/WIN-T (Army) antenna maintenance books, , and NAVFAC Guidance. Contractor shall ensure these procedures are kept current in the site 3M manual.

3.6.31.7.2 Contractor shall monitor work center administration of the 3M system. At a minimum, Contractor shall annually conduct 3M systems inspections for all work centers; i.e. TCF, BCO, OSP and administrative work spaces. Contractor shall maintain a master PMS service change accountability log. Contractor shall maintain a master list of equipment not covered by PMS and the status of development of coverage for them.

3.6.31.7.3 Contractor shall maintain a master list of key 3M personnel; i.e. site OIC and site work center leads.

3.6.31.7.4 Contractor shall provide monthly reports of site activity PMS Performance Rates and PMS Quality Assurance Summaries by the 10th of each month.

3.6.31.7.5 Contractor shall, if applicable document in the MFOM program equipment failures and corrective maintenance actions taken to restore or repair the equipment.

3.6.31.7.5 Contractor shall work closely with Site Maintenance Work Center leads to resolve planned maintenance issues.

### **3.7 Provide Communications Security (COMSEC) Operations**

The Contractor shall, as a Local Element (LE), in accordance with Key Management Infrastructure (KMI) directives, and the support Letter Of Agreement (LOA) from the Navy CJTF-HOA KMI account, conform to proper receipt, handling, storage and destruction of COMSEC materials hand-receipted to those work centers requiring such materials in the performance of their O&M responsibilities. This includes performing proper receipt of COMSEC materials, storing materials in a General Services Administration (GSA) approved container (provided as GFE), handling COMSEC materials, performing inventories both for watch turnover(safe) when required and cyclic as directed by the Navy KMI Manager, properly destroying COMSEC materials, ensuring destruction of COMSEC materials in a timely manner (in accordance with COMSEC effective status information), using proper destruction methods and proper documentation of the destruction of COMSEC materials. The Government will provide the contractor with destruction facilities or equipment to ensure compliance. Contractor personnel shall know what constitutes a COMSEC incident and the

## **Djibouti Operation and Maintenance PWS**

proper reporting requirements. The Contractor shall not perform unit level maintenance on CCI but will return all inoperative Cryptographic (CRYPTO) equipment to the Navy-KMI Manager for further disposition. Contractor will not be responsible for COMSEC related to the networks e.g. (NIPRNET, SIPRNET, and Coalition Networks / BICES). Responsibilities will be limited to non-network support. Duties include but are not limited to:

3.7.1 Contractor shall perform, as directed by the Navy-KMI Manager, semi-annual Fixed-Cycle (FC) inventories of COMSEC equipment and keying material at Camp Lemonnier Djibouti TCFs.

3.7.2 Contractor shall perform self-inspections using the Navy KMI inspection checklist every 30 calendar days and prior to a Command COMSEC inspection or a Communications Security Logistics Activity (CSLA) COMSEC inspection/audit, then report those results to the Navy KMI manager.

3.7.3 Contractor shall be familiar with, and comply with the policies and procedures for classified and unclassified COMSEC material contained in KMI directives, manuals, and the KMI LOA.

3.7.4 Contractor shall provide COMSEC monthly updates to support system and user equipment in areas where COMSEC equipment is installed.

3.7.5 Contractor access to classified COMSEC information requires a final personnel security clearance at the requisite level. Appropriate briefings to be provided at the Camp.

3.7.6 Contractor shall conduct cryptographic restarts at specified times IAW KMI instructions and circuit Controlling Authority Representatives (CARs) operational requirements.

3.7.7 Contractor shall be established as a Contractor Local Element (User) under CJFT-HOA support LOA.

3.7.8 Contractor shall designate in writing to the Government KMI Manager, one KMI Local Element Manager and at least one Alternate IAW Camp Lemonnier Djibouti CJFT-HOA support LOA as well as Navy and local KMI polices. The Contractor KMI Local Element Manager and Alternate Manager(s) shall abide by all requirements identified by KMI publications in this PWS.

3.7.9 Contractor shall report all KMI violations IAW EKMS-1 (series) and CJFT-HOA local KMI instructions. The Site Manager shall immediately notify the COR/ACOR and KMI Manager within one hour of any violation. The Site Manager shall have one working day to provide written notification of violation to the KMI Manager.



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### **3.8 Provide Information Assurance (IA) Services Support**

Provide Unclassified/Classified IA services coverage for NCTAMS LANT Djibouti telephone switches and other non-network devices. Enforce NCTAMS LANT IA standards and policies as well as applicable DoD directed instructions/policies to protect information. Ensure the availability and integrity of systems while denying the adversaries access to the same information and systems. Duties include but are not limited to:

3.8.1 Contractor shall provide technical and operational support to protect systems against unauthorized access and inadvertent damage or modification.

3.8.2 Contractor shall act as the focal point for implementation of all non-network Information Security (INFOSEC) matters to include accreditations and establishment of local security policies.

3.8.3 Contractor shall enforce IA Vulnerability Alert (IAVA) compliance and reporting, and assist and coordinate with intelligence and judicial agencies.

3.8.4 Contractor shall ensure the Assured Compliance Assessment System (ACAS) software scans are conducted monthly on all laptops/workstations associated with the operation of the TCFs and BCO missions and forward results to NCTAMS LANT N00SM IA NLT the 10th of each month for the previous month. Contractor format is acceptable.

3.8.5 Contractor shall maintain an inventory of all non-network hardware and peripheral equipment in a Microsoft Excel database in a format to be approved by the Government.

3.8.6 Contractor shall provide assistance and support government entities as required in certifying and accrediting voice networks/systems via the DoD Information Assurance Certification and Accreditation Process (DIACAP) and/or Risk Management Framework (RMF), to include documentation development.

3.8.7 Contractor shall ensure the evaluation of all components of the sites telephone system (i.e., switch room, telephone system, peripheral systems, and auxiliary devices such as processors, modems, fax machines, printers, etc.) for security risks IAW DoD Telecommunications guidance, current DISA DSN checklist(s), and applicable DISA DSN STIG(s).

3.8.8 Contractor shall ensure all information systems are operated and maintained IAW DoD, DoN, and NCTAMS LANT policies.

3.9 Contractor shall provide Facility Security Support to include coordination and administration of NCTAMS LANT Djibouti security, under the direction and guidance of the Command Security Manager. Duties include but are not limited to:

Contractor shall develop and implement security programs to protect and defend information and facilities as follows NLT 15 days after start of contract transition period:

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3.9.1 Physical Security and Loss Prevention IAW DODI 5200.08R, OPNAVINST 5530.14 (series), and NCTAMS LANTINST 5530.1 (series)

3.9.2 Force Protection Antiterrorism IAW DODI 2000.16 AT Standards, and DOD 0-2000.12H AT Handbook

3.9.3 Personnel and Information Security IAW DOD 5200.1-R, DOD 5220.22- M, National Industrial Security Program Operating Manual (NISPOM), SECNAV M5510.36, SECNAV M5510.30, and NCTAMS LANTINST 5510.1 (series)

3.9.3 Information Assurance IAW DODD 8500.1E, DODI 8500.1.E, SECNAVINST 5239.3 (series), SECNAV M5239.1 (series), and NCTAMS LANTINST 5239.1 (series).

3.9.1 Contractor shall maintain a visitors log to record all visitors for entry into classified areas. The log shall include the name of the visitor, company name, date of visit, purpose of visit, time in, time out, and escort name. Visitor logs must be legible and made available for review immediately upon request by the Command Security Manager and/or government investigative agencies/personnel.

3.9.2 Contractor shall ensure proper clearance is reflected in the Joint Personnel Adjudication System (JPAS) prior to granting visitors access to restricted/classified spaces.

3.9.3 Contractor shall maintain positive control of and issue building access badges. Badges must be worn at all times within the command spaces, inventoried, and locked up at the end of each day.

3.9.4 Contractor shall be responsible for accountability and control of critical keys and locks and combinations. Critical keys/locks are defined as those that are used on the security fence lines/gates, Sergeant & Greenleaf locks issued for CAA/SR Controlled Access Area/Secure Room (CAA/SR ) space compliance (i.e. attics), Protected Distribution Systems (PDS)/BCO manholes, PDS boxes (switches, infrastructure cable runs, and security deadbolt locks used to protect command critical infrastructure such as Emergency Generators, electrical power, and HVAC. The COR shall approve requests for key reproductions. Commercial locks, privately owned locks, and the standard Navy brass padlocks are not authorized in restricted areas.

3.9.5 Contractor shall maintain, update and inventory the Naval Warfare Publication (NWP) library listed in NCTAMS LANT INST 3511.1 (series). The Government will add to, delete or modify the list as technological and operational changes occur.

3.9.6 Contactor shall develop an Emergency Plan for the protection of classified information in case of natural disaster or civil disturbance. The minimum plan requirements are indicated in SECNAV M-5510.36, Exhibit 2B. Contractor shall provide a copy of the Emergency Plan to the COR for review and forwarding it to the Command Security Manager for review and approval within 30 days following transition period.

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3.9.7 Contractor shall maintain records of destruction and conduct quarterly inventories and annual safe clean-out. Records of destruction must maintain two person witness signatures and must be legible. Quarterly inventory reports w/copy of destruction reports will be submitted to the Command Security Manager and COR/ACOR for review.

3.9.8 Contractor shall ensure classified material is stored in GSA approved security containers (provided as GFE) even though the space entry is controlled. Valuables, such as money, jewels, precious metals, privately owned material, etc., will not be stored in same container used to store and safeguard classified material.

3.9.9 Contractor shall ensure a security check is completed at the end of each work day for all spaces containing classified material using form SF-701.

3.9.10 Contractor shall ensure personnel transferring have turned over all classified material in their possession.

3.9.11 Contractor shall ensure all compromises, suspected compromises, attempted penetration and/or loss of classified material is reported to the Command Security Manager and COR/ACOR within 15 minutes of discovery. Contractor will provide any and all assistance required for completion of the Preliminary Inquiry directed by the CO, NCTAMS LANT, NCTAMS LANT Djibouti OIC/COR, and Command Security Manager.

3.9.12 Contractor shall verbally report any Government property discovered as missing, lost, or stolen to the COR within 1 hour of discovery. The Contractor shall provide a follow-up written report in case of property with a value in excess of \$100 within three working days to the COR, which documents circumstances surrounding the incident and identification of all personnel involved. In the event the Government determines negligence on the part of the Contractor, the Contractor shall be solely liable for suitable replacement. Replacement item(s) will be subject to Government review and acceptance.

3.9.13 Contractor shall conduct Annual physical security surveys IAW NCTAMS LANT INST 5530.1.

3.9.14 Contractor shall ensure all Contractor personnel complete annual Antiterrorism Force Protection Level III training. Training may be conducted on-line through computer based training as provided by the Government. Records of training shall be maintained for duration of the contract. Records shall contain employee name, type, and date of training. Contractor format is acceptable.

Contractor shall perform two daily random external Protective Distribution System (PDS) inspections IAW NCTAMS Djibouti PDS Standard Operating Procedures (SOP) and Chief of Naval Operations (CNO) Information Assurance (IA) Publication 5239-22, Sept 2008, paragraph 3.4. As a temporary measure IAW PDS SOP and until a security alarm can be installed, contractor shall also perform one daily random internal security inspection of attic space in Bldg. 200 above the NET ADMIN office

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Room 11; security inspection will check attic door physical protection controls and the attic Secret Internet Protocol Router Network (SIPRNET) cabling for tampering. Visual inspections from the ground are acceptable. If signs of tampering are visible, the PDS will have to be examined more closely. The Government envisions that TCF watch standers as well as Outside Cable Plant (OSP) personnel will be leveraged to conduct the external PDS and internal security inspections during non-peak operational hours (daylight hours for external inspections). PDS inspections will be documented in writing daily IAW PDS SOP; in addition to SOP, monthly summarized inspection reports shall be provided to the COR and the NCTAMS Djibouti Security Manager. There are approximately 50 external areas on the camp requiring PDS inspection; to include 7 manholes, 106 Conduit Joints, 26 Pull Boxes and 26 Locks which require inspections twice a day and one door lock in building 200, room 11 that require once a day inspection.

3.9.15 Contractor shall ensure all compromises, suspected compromises, and/or signs of attempted penetration are reported to the Command Security Manager and COR/ACOR within 15 minutes of discovery. Contractor will provide any and all assistance required for completion of the Preliminary Inquiry directed by the CO, NCTAMS LANT, NCTAMS LANT Djibouti OIC, Command Security Manager, or other government investigative agencies

3.9.16 Contractor shall conduct security training as required for Contractor's personnel.

### **4.0 CONTRACTOR PERSONNEL REQUIREMENTS.**

*(A list of Government identified personnel qualifications is provided in Technical Exhibit I)*

#### **4.1 Facilities and Supplies:**

The Government will provide workspace, official business telephone services, document reproduction capability, and all computer resources including access to workstations, printers, software, data, communication networks, and reference material necessary to perform scope identified in this contract. NCTAMS LANT and NCTL-DJ will also make available relevant standards, functional statements, technical manuals and documentation, computer systems guides, regulations, instructions, and operational procedures.

#### **4.2 Base Privileges and Contractor Licensing IAW Djibouti Law:**

Contractor personnel will have base privileges for the Navy Exchange, laundry, gym, barbershop, dining facility, Movie Theater, recreation center, and emergency access (resuscitation) only to medical/dental clinics. There are currently no contractor licensing requirements for doing business on CLDJ. The contractor shall comply with any future law/policy changes at no additional cost to the Government. The Government will not be responsible for activities of the contractor or contractor's employees outside the scope of this contract.

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4.3 Housing: Contractor personnel will reside off Camp. Living Quarter Allowance (LQA) will not be specifically reimbursed; i.e. costs are to be included in the Contractor's Firm Fixed Price monthly services quote. Information on housing in Djibouti may be found by contacting the Embassy of the Republic of Djibouti, 1156 15th Street, NW, Washington, DC 20005, telephone (202) 331-0270, or at the Djibouti Mission to the United Nations, 866 United Nations Plaza, Suite 4011, New York, NY 10017, telephone (212) 753-3163.

4.4 Cell Phones and Radios: The Government will provide cell phones to the Contractors Site Manager and OSP Lead to support recalls and coordination with Government and Contractors in the field. The Contractor shall identify requirements for land mobile radios to execute tasking in this PWS to the COR. The COR will review the request and provide radios based on availability. If radios are not available, the Contractor shall identify and alternate means to support on-base communications subject to COR approval.

4.5 Government Vehicles: One Government vehicle (currently one utility vehicle (Gator/Mule)) will be made available on an as needed basis, to the Contractor for use in the performance of duties performed under this PWS. The Contractor shall be liable for any and all damages caused while operating Government vehicles. The use of Government vehicles for personal use is strictly prohibited.

4.6 Cost of Living Allowance (COLA): COLA is not authorized for work under this PWS.

4.7 Meals: Contractor will have access to the CLDJ operated dining facilities; however, Government provided meals are not authorized under this PWS, to include no reimbursement CLIN by the Government. Contractors choosing to use the dining facility will be charged the standard meal rate. Currently the rate is approximately \$14/day.

### **5.0 CONTRACTOR FURNISHED ITEMS AND SERVICES**

#### **5.1 Contractor Furnished Equipment:**

The Contractor shall be prepared with, maintain, and provide on-site at contract start date all requisite tools of the trade, cable handling equipment, and test equipment required to execute this contract successfully.

5.2 Transportation: Contractor shall be responsible for arranging for the purchase or lease of a sufficient quantity of vehicles as may be required for transportation of its employees to and from the Camp as well as performing all requisite duties while at work. Vehicle associated costs shall not be specifically reimbursed; i.e. fuel and maintenance. These costs are to be included in the Contractors firm fixed prices. Personal vehicles are not permitted on camp.

5.3 Personnel Qualifications: The Contractor is responsible for providing personnel with expertise in the areas as described in Paragraph 8 and Technical Exhibit 1 – Personnel

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Qualification. Candidates are expected to be high-level self-starters with demonstrated technical experience in the appropriate functions. It is expected that much of the work will require independent performance. Personnel assigned to this PWS must maintain their levels of expertise in the respective technologies associated with this PWS. In addition, good communications skills, in English, both oral and written, are necessary, since there will be considerable interface with NCTAMS LANT personnel and customers at CLDJ.

5.4 Personnel Training: The Contractor shall provide all training to ensure Contractor personnel maintain technical proficiency for scope of contract requirements, The Government will not provide or fund training to obtain certification for Contractor employees.

### **6.0 MATERIALS PROCUREMENT (INVENTORY)**

In support of this effort, the contractor shall maintain a list of parts and materials, excluding switches and other active devices, required to support emergent OSP/ISP requirements at CLDJ. The contractor shall maintain an inventory of spare parts and materials and notify NCTL-DJ COR/Technical Representative when additional parts and materials are required. After NCTL-DJ COR/ Technical Representative approves/validates the procurement requirement, the contractor shall procure material and arrange for shipping directly to Djibouti and/or to NCTAMS LANT, Norfolk. All equipment required shall be addressed as "Other Direct Costs" (ODC) and treated as a cost reimbursement with a "Not To Exceed" (NTE) amount. Contractor shall promptly notify the NCTL-DJ COR/Technical Representative via e-mail when 50% of the funds have been expended. The NCTL-DJ COR/Technical Representative must approve all procurements prior to purchase. The Government will not reimburse contractor for purchases not approved in writing by the NCTL-DJ COR/Technical Representative.

Additionally, incidental materials (e.g., office supplies, replacement hardware, cable ties, welding cloth, rags, and packaging) shall be obtained through the equipment procurement process and inventoried as detailed above.

### **7.0 Phase-In/Phase-Out and Manning Provisions.**

7.1 Phase-In: The Contractor shall conduct a fourteen (14) day on-site transition prior to the contract start date. During the Phase-in period, the incumbent Contractor shall retain all O&M and E&I OSP planning, design, install, as-built, and other related responsibilities. All orientation/phase-in/turnover period activity shall be conducted in such a manner as to not interfere with, disrupt, or hinder the incumbent personnel in the performance of their assigned functions. The transition period shall include, but not be limited to the following:

7.1.1 The contractor shall perform a joint inventory of materials procured through the Materials/ODC CLIN with the incumbent Contractor and the designated COR. All discrepancies and problems shall be noted and submitted to the Government COR for resolution. In no instance will the incoming Contractor be held liable for any discrepancy and problem noted. It is the sole responsibility of the outgoing Contractor to rectify the noted

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discrepancies or problems to the satisfaction of the COR. All discrepancies shall be noted and submitted to the COR for resolution.

7.1.2 The contractor shall shadow, observe, and assist the O&M and E&I activities of the incumbent Contractor to gain experience and familiarization with tasks to be performed to discharge their assigned responsibilities.

7.1.3 The contractor shall establish a management climate by formulating and implementing appropriate internal policies or procedures designed to assign schedules and tasks appropriate to the designated positions; determine logistics procedures and emergency conditions; establish records; integrate personnel; familiarize with operating and reporting procedures.

7.1.4 The contractor shall establish company operations and interaction/communication with Government personnel, familiarize with maintenance manuals, reports, maintenance histories, logs, multiplex and related O&M and E&I OSP/Telephone switch ancillary equipment, circuitry, cable records and maintenance procedures. All pertinent logs and records will be turned over to the incoming Contractor during the phase-in process,

7.1.5 Prior to the phase-in period, the incoming Contractor is responsible for making all necessary security/medical preparations for full performance in accordance with the Foreign Clearance Guide (FCG) posted on the Pentagon website (<https://www.fcg.pentagon.mil/fcg.cfm>). The contractor is responsible to ensure all medical, training, country clearances, Synchronized Pre-deployment and Operational Tracker (SPOT) registration and approvals, etc. are completed prior to travel to Djibouti. All necessary credentials for employees to enter the facilities will be coordinated with the COR and other offices as identified in the DD-254 for the issuance of Official identification cards. Personal ID's including valid passports will be maintained at the responsibility of the incoming Contractor.

7.1.6 Contractor Employees Report: The Contractor shall provide the Government a written report, at the end of the orientation period, and upon the occasion of a vacancy filling, with the names of all on-site Contractor employees, their position and job assignment.

7.1.7 Contractor Employees Report Updates: The Contractor shall submit report updates within five working days to the COR/ACOR when substitutions are made, and when employees are terminated, furloughed, suspended or on extended leave of absence (for reason of illness, death, military reserve or national guard activation or any other cause).

7.2 Contractor Personnel Exempted From Phase-in: Personnel who are currently employed by the Government or its Contractor work force and already working at the facility, but have been hired by the new Contractor, may be exempted from participating in the orientation/phase-in period upon written request and approval from the Contracting Officer. All requests for exemption shall be submitted by the Contractor to the Contracting Officer's Representative (COR), who shall review the list and forward it to the Contracting

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Officer for a determination. The Contracting Officer, or delegated representative, will make the final determination and issue approval or disapproval thereof. The Contractor's request shall include, but not be limited to, a list of nominees for exemption, their titles, current positions with the U.S. Government or its Contractor work force, and reason for requested exemption. Requests for exemption shall be submitted in sufficient time for the request to be denied or granted prior to the date required to report on site.

7.3 Incoming Contractor Personnel: The phase-in period allows Contractor personnel to familiarize themselves with site equipment configuration, receive on-the-job familiarization training in standard procedures for performing tasks described in the PWS. At the end of the phase-in period, the functions identified in the PWS will be turned over to the Contractor to provide a work force that is fully qualified and capable of performing all work required under this contract.

7.4 Phase-Out: The Contractor shall provide phase-out coordination and familiarization for a new Contractor, or Government employees, for a period of thirty (30) days prior to the conclusion of this Contract, regardless of reason for end of contract. The phase-out/turnover period shall include, but not be limited to the following:

7.4.1 The contractor shall perform a joint inventory of equipment and material assets and determine condition of equipment with the Government and the incoming Contractor. The outgoing Contractor shall prepare an inventory report, in a format agreed to by the Government. The Government may conduct an independent evaluation to determine the working condition of all equipment. Items of equipment not in working order and any discrepancies found beyond normal wear and tear that are deemed to be a result of negligence shall be corrected by the Contractor at no additional cost to the Government.

7.4.2 The contractor shall provide site orientation to include maintenance history reviews, Navy job related process orientation and other related documentation, and job site familiarization and documentation.

7.4.3 Outgoing Contractor personnel shall allow the Incoming Contractor to shadow, observe, and assist with the O&M and E&I OSP project planning, design, install, and related activities of the incumbent Contractor to gain experience and familiarization with tasks to be performed to discharge their assigned responsibilities. Proper checkout and clearing of any account obligations shall be performed prior to the Outgoing Contractor personnel departing the Camp. If applicable, Camp Lemonnier ID cards, and/or facility security badges, and facility keys and locks will be turned over to the COR prior to personnel departure.

7.5 Removal of Contractor Property: The Contractor shall remove all items from Government furnished spaces and property not later than midnight on the last day of the contract. The Contractor shall leave all areas in a neat and clean manner. The Government reserves the right to make a cost reduction, on any remaining invoices due the Contractor, for any costs incurred by the Government to remove or clean up any Contractor items not properly removed in accordance with this section. These terms apply to any costs associated



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with removal of the Contractor's company property, as well as property belonging to Contractor employees and subcontractors.

### 8.0 CONTRACTOR PERSONNEL REQUIREMENTS

8.1 Required Baseline Staffing: The contractor shall provide sufficient personnel with qualifications and skills to manage operations of the TCF, Telephone Call Manager, Inside/Outside Plant to maintain the engineering and installation labor of the inside/outside plant at Camp Lemonnier in accordance with this PWS. Off-duty military personnel shall not be used to fill any of the vacant positions. All labor categories of personnel, proposed by the Contractor in its Technical Proposal shall constitute the minimum manning during the life of the contract. The Contractor shall coordinate with COR/ACOR for any changes to minimum staffing levels required per watch and or hours of work.

The Contractor shall provide the Government at the end of the Orientation/Phase-In Period, the names of all on-site Contractor employees, their position as specified in the Technical Proposal, job assignment, functional area, location, and security clearance. During the life of the contract, the Contractor shall continually update the list of on-site Contractor personnel when substitutions are made and when employees are terminated, furloughed, suspended, or on extended leave of absence due to illness, death in family, or any other cause.

Changes to the list of on-site Contractor employees shall be effected by the Contractor within five working days of the actual substitution or termination of the employee.

### 8.2 Overtime/Surge Support

8.2.1 OSP/E&I only: During performance there will be instances where the Government will require additional contractor resources in order to successfully accomplish the requirements of the PWS. Therefore, the contractor shall provide surge support when determined to be necessary by the Government. When required, the contractor shall provide one (1) additional on-site cable installer and additional support from the OSP/ISP Cable Engineer (off-site) for a period of two weeks (120 work hours) per surge. The Government anticipates no more than two (2) surges for the base year and each of the option periods. The additional on-site cable installer shall perform in accordance with Section 13.1.1 Hours of Operation contained within this PWS.

8.2.2 O&M/TCF: From time to time, the contractor shall provide afterhours support outside of the regular 10 hours per day/6 days a week schedule. Separate CLINS shall be provided for the following call back durations and estimated historical need:

- 2 Hour, 8 calls
- 4 Hour, 6 calls
- 8 Hour, 8 calls

Each CLIN will be funded based on historical needs. The government will reimburse based on the minimum recall time that covers the work performed and multiple recalls can be used

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for the same effort (for example, a one hour and forty-five minute recall would be paid as two hours; a four hour and fifteen minute recall would be paid as a four hour and a two hour). The contractor shall request approval for use of recall from the COR.

8.3 CSWF Requirements: Contractor personnel shall be appropriately “qualified” under the Navy Cyber Information Technology and Cybersecurity Workforce Qualification Program (Cyber IT/CSWFQP), per references (11.58-11.62) as identified below. A “qualified” Navy CSWF member will ensure a Cyber IT/CS person with a baseline understanding of the fundamental Cyber IT/CS principles and practices related to their assigned functional position under this contract. Each contractor shall be assigned under the Cyber IT/CS Workforce structure in three (3) areas: line of operation, category, and specialty area. Specific “qualification” requirements are based on each contractor’s CSWF assignment. In addition, each CSWF member will be assigned a proficiency level based on their work functionality. Meeting “qualification” requirements will require a combination of credentialing (education, formal training, and/or certification), Continuous Learning Program (CLP) (40 hours/per year of continuing leaning activities/units), and experience activities (On-Job Training, Personnel Qualification Standards, or Job Qualifications Requirement).

The contractor shall “qualify” each contractor/subcontractor employee under the Navy Cyber IT/CSWFQP program based on the workforce structure assignment and proficiency level per functional position, and within the time constraints identified in reference (11.61). Specific Specialty Area (SA) codes and proficiency level are identified in the Qualifications section of the PWS.

Contractor shall ensure all contractor personnel designated as Navy CSWF have the proper combination of credentialing (education, formal training, and/or certification) upon contract full performance date. Contractor personnel will provide proof in the form of an official education transcript or commercial certificate to the Contracting Officer and/or COR signifying the appropriate credentials and levels were achieved. If a contractor employee obtains commercial certification to meet the credentialing requirement, the contractor employee shall maintain commercial certification under the Navy Cyber IT/CSWFQP at this certification level or higher at contract full performance date and for the duration of the performance period.

After COR coordinates the contractors’ access to Navy’s Total Workforce Management System (TWMS) data base, the contractor shall update/maintain Cyber IT Work Force personnel qualification status in TWMS.

Failure to obtain or maintain appropriate commercial certification as well as Cyber IT/CSWFQP qualification is grounds for contractor removal from site potentially resulting in contractor’s inability to perform support services under this contract. Removal of employees under these circumstances does not relieve the contractor from the obligation to perform under this PWS.

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8.4 Key Personnel: During the first ninety days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide any necessary information. After the initial 90-day period, the Contractor shall submit the information to the Contracting Officer at least 15 days prior to making any permanent substitutions for any contractor personnel. No personnel substitutions will be executed without Government approval by the COR.

The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. All proposed substitutes must have qualifications that are equal to or higher than the qualifications required of the person to be replaced.

8.5 Contractor Personnel Security Clearance Requirements: U.S. citizenship is required of all Contractor personnel. A SECRET security clearance is required for Contractor personnel supporting NCTL DET DJ at Camp Lemonnier and is identified in the DD Form 254. Foreign Nationals shall not be permitted on the contract. The Contractor shall be required to wear a Contractor identification badge and a Common Access Card (CAC) at all times while on Government property. The Contractor shall take appropriate precautions to prevent security violations, ensure possible compromises are reported in a timely manner, and promote a high level of security awareness among personnel assigned to this PWS. Contractor shall send and ensure proper clearance is reflected in the Joint Personnel Adjudication System (JPAS) prior to the Contractor personnel requesting access to restricted/classified spaces and SIPRNET accounts.

8.6 Cooperation with Other Contractors: Contractor shall cooperate and coordinate with the Government or other Contractors when requested to the maximum extent practicable.

8.7 Manning Provisions: The Contractor shall provide for the life of the contract, at a minimum, the number and types of personnel (labor categories) as contained in the Contractors proposal and accepted by the Government for contract award (unless changed by modification of the contract), 365 days per year, 24 hours per day, and 7 days per week. Any vacancy shall be filled by fully qualified personnel within the same management or labor category of the existing vacancy within a 30 day period (with the exception of Key Personnel two (2) weeks). Filling the position by reassigning an existing employee who is already filling a position on the contract (in house resources) shall not alleviate the Contractor from the thirty-day requirement for filling the original vacancy. The new vacancy created by filling the original vacancy with in house resources shall be tracked from the date of the original vacancy, and the original vacancy shall continue to be considered vacant until all positions that were impacted by the original vacancy are fully manned by qualified personnel. The Contractor may submit a written request via email to the COR to request a waiver to the 30 day requirement to fill a vacancy. The COR may grant a waiver for up to 30 additional days if evidence is provided that demonstrates that the Contractor has taken reasonable and aggressive steps to fill the vacancy.

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### **9.0 TRAVEL**

The contractor shall be required to travel in performance of this contract. The numbers of trips and types of personnel traveling shall be limited to the minimum required to accomplish work requirements and shall be coordinated with the NCTL-DJ COR/Technical Representative. Contractor must comply with all travel requirements for Djibouti IAW the Foreign Clearance Guide (FCG) posted on the Pentagon website <https://www.fcg.pentagon.mil/fcg.cfm>. Contractor is responsible to ensure all medical, training, country clearances, Synchronized Pre-deployment and Operational Tracker (SPOT) registration and approvals, etc. are completed prior to travel to Djibouti.

9.1 Additional travel of short duration may be required under this PWS for such things as conferences, working groups, and/or training. For all trips, the point of departure will be the primary assigned work site unless otherwise directed by the COR or ACOR. Travel expenses will be cost reimbursable under the Not to Exceed (NTE) Travel CLIN. Contractor shall promptly notify the COR/ACOR via E-mail when 80% of these funds have been expended. All travel must be approved by the COR/ACOR in writing three weeks in advance, when possible, via memorandum or E-mail. The request shall contain, at a minimum:

- (1) Name(s) of individual(s) traveling
- (2) Date, time, and place of proposed travel
- (3) Purpose of travel
- (4) A breakdown of estimated travel and per-diem charges

The costs for travel, subsistence, and lodging shall be reimbursed to the Contractor only to the extent as defined in this paragraph. The costs for travel, subsistence, and lodging shall be reimbursed to the Contractor in accordance with the Federal Travel Regulations (FTR). All travel costs related to deployment, repatriation, local transportation/commute, and vacation/leave to include replacement personnel shall be included in the contractors fixed cost bid and shall not be reimbursable under the travel CLIN.

9.2 Trip Reports: The Contractor shall provide a trip report for all trips taken at Government expense. The trip report is due to the COR/ACOR three working days after return. At a minimum, the trip report shall list the reason for the trip (TDY, Training, Travel, Conference, etc.), time period, synopsis of events, outcome, and benefit to the Government. Contractor format is acceptable.

### **10.0 ADMINISTRATIVE REQUIREMENTS**

10.1 General: The contractor shall be responsible for its own administrative requirements such as correspondence, typing, and photocopying. The Contractor shall operate the site 24 hours per day, seven days per week, 365 days per year. The site shall be manned by sufficient fully qualified personnel to respond to normal and emergent tasking within the guidelines of Acceptable Quality Levels specified in the Government's QASP, complying with all safety and security requirements. The premises shall be kept free at all times from accumulations of waste material and/or debris resulting from work performed under this

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contract. These areas will be subject to unscheduled as well as scheduled fire, safety and health inspections by Government personnel. The Contractor shall be responsible for correcting any discrepancies identified. The Contractor shall correct all fire, safety, and health deficiencies not requiring a reengineering level of effort immediately. The Contractor shall commence warning and abatement actions immediately for those which cannot be corrected without assistance and additional time. Subject to review and approval for negative operational impact, the Contractor shall operate under conditions that preclude the waste of utilities in accordance with guidance/directives provided by the Commanding Officer, Camp Lemonnier. These guidance/directives are typically provided in the form of record message traffic, E-mails, or items posted on the HOA Portal. The Contractor shall be responsible for all damages caused by the intentional or negligent activity of its employees.

### 10.2 Synchronized Pre-deployment and Operational Tracker (SPOT) System:

SPOT has been designated as the Joint Enterprise contractor management and accountability system to provide a central source of contingency contractor information. Contractor shall maintain by name accountability within SPOT of all contract personnel assigned to this contract. The Government will use SPOT for oversight and potential source of contractor Letter of Authorization (LOA) for each contractor personnel traveling to Djibouti. Information on registration and use of SPOT may be found at [spot.outreach@us.army.mil](mailto:spot.outreach@us.army.mil).

10.3 Non-disclosure: This PWS, including all attachments, contract data, and data generated by Contractor or subcontractor(s) incidental to performance, shall be considered FOR OFFICIAL USE ONLY (FOUO) before, concurrent with, and after award of and/or performance of the contract (including proposals and contract modifications), and is subject to the restrictions set forth at DFARS 252.204-7000.

10.4 Standards of Behavior: Contractor personnel shall present a neat, clean, hygienic, and professional appearance as generally observed in a professional setting and shall adhere to the US Navy no smoking policy. Smoking is allowed only in designated areas where it does not compromise the rights of non-smokers.

10.4.1 General Order on Alcohol: The following applies to all personnel on Camp Lemonnier and all personnel within CJTF-HOA CJOA/Area of Interest (AOI).

- No person shall possess or consume alcoholic beverages within the CJTFHOA CJOA/AOI except in authorized locations physically onboard Camp Lemonnier, Forward Operating Location, or Team House.
- Where authorized, no person shall consume more than three (3) alcoholic beverages with a 24 hour period. An “alcoholic beverage” is one can or bottle of beer, one glass of wine or one mixed drink containing “hard” alcohol.
- No person shall drive any vehicle, including gators, within eight (8) hours of consuming their last alcoholic beverage on board Camp Lemonnier.
- Alcoholic beverages may only be possessed or consumed at the following locations: The Wardroom Chief’s Mess, 11 Degrees North, and the White House Lounge while physically on board Camp Lemonnier.

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10.5 Workspace. Contractor shall maintain assigned workspaces in a clean, neat, and orderly manner. The workspace should be free of dust/dirt and be uncluttered.

10.6 Personnel Removal. Government rules, regulations, laws, directives, and requirements which are issued during the contract term relating to law and order, installation administration, and security on the installation shall be applicable to all Contractor employees or representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements may result in the command removing personnel from the site. Removal of employees under these circumstances does not relieve the Contractor from the obligation to perform under this PWS.

10.7 Removal by Contracting Officer. The Contracting Officer may require the Contractor to remove any employee working under this contract from the installation for conduct determined to be contrary to good order, discipline, installation security, or failure to follow the direction of the assigned COR/Technical Representative of NCTAMS LANT. Removal of employees under these circumstances does not relieve the Contractor from the obligation to perform under this PWS.

10.8 Removal by Commanding Officer of NCTAMS LANT or CAMP LEMONNIER.

The Commanding Officer may require the Contractor to remove any employee working under this contract from the installation for conduct determined to be contrary to good order, discipline, or installation security. Removal of employees under these circumstances does not relieve the Contractor from the obligation to perform under this PWS.

10.9 Safety:

The contractor shall comply with all Federal Occupational Safety and Health Administration (OSHA), Environmental Safety and Health Manual, local and base safety requirements, whichever are the most stringent. The contractor shall also comply with all local and base regulations pertaining to the environment, including but not limited to, confinement space, water, air, solid waste, and noise pollution. Concerning confinement space (CS) requirements, contractor shall comply with CLDJ CS entry permit polices, and IAW OPNAVINST 5100.23G, contractor shall have a CS program/plan per EM-385 safety/health training and CS entry OSHA 29CFR1910.146; also, contractor shall have CS permit or non-permit CS (NPRCS) certificate to access manholes.

10.10 Medical/Dental: Medical and dental services on Camp Lemonnier available to the contractor employees are very limited. The camp clinic will provide emergency resuscitation services as required on a reimbursable cost provided by the contractor. Routine medical care is available in Djibouti City at expense of the contractor. The contractor shall provide a letter to the COR and CC the NCTL DJ OIC with an acceptable Emergency Evacuation Plan for personnel within 30 days of start of contract. The letter will also state medical carriers and contact numbers related to the contract personnel. The contractor shall screen prospective employees with the objective to exclude those with admitted chronic disorders from traveling to Djibouti. The contractor should advise prospective employees of the limited medical and

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dental services available at Camp Lemonnier, and explain the contractor's policy concerning the extent of liability and coverage for required treatment. Every reasonable attempt shall be made to prevent personnel with chronic disorders, which may require treatment, such as cardiovascular problems, diabetes, tuberculosis, and other medical disorders that would prevent the individual working effectively in the environment at Camp Lemonnier. At the discretion of the Camp Lemonnier Commanding Officer or Camp Lemonnier Medical Officer, contractors with prolonged or chronic illnesses could be directed to return to CONUS at contractor's expense.

10.10.1 Medications: Per current CLDJ Policy as well as FCG requirements for travel to Djibouti, Anti-Malaria medication is mandatory for all personnel working on CLDJ. Neither anti-Malaria medication nor routine medications will be provided by the CLDJ clinic. Contractors should ensure they arrive with an initial ninety (90) day supply of any required routine medications and coordinate a continuing resupply. Government is not responsible for any routine medication.

10.11 Force Protection under Non-Wartime/Non-hostile Conditions: By law and current DoD policy, Force Protection (FP) responsibility for DoD contractors to include employees and family members rests with the contractor. DoD has no legal obligation for Anti-Terrorism (AT) protection of DoD contractors or contractor employees. Contractor employees who live or work on U.S.-controlled sites or facilities benefit from many of the same security measures provided to military service members and DoD employees by virtue of their location; however, contractor employees who work off-site or who reside on the local economy do not receive these indirect benefits and thus must provide for their own security.

10.11.1 Wartime/Hostile Environment: The requirements of this contract have been identified by the U.S. Government as being essential to the mission and operational readiness of Allied Forces. The Contractor shall be responsible for performing all requirements of the contract notwithstanding the existence of any declared state of war, or states of emergency as declared by the United States. The Contractor shall participate in the requirements related to the U.S. preparation for any of the aforementioned incidents, per the scope of the contract. Under these circumstances, the Government will provide contractor personnel with force protection and force protection equipment, including individual body armor. Failure by the Contractor to perform may subject the Contractor to a termination for default.

10.12 Badges/Common Access Card (CAC): Contractor shall ensure that every employee applies for and receives a CAC prior to the start of full contract performance. The NCTL-DJ Technical Representative will help facilitate this if required. The contractor shall also ensure that all passes/CACs are returned to the NCTL-DJ Security Representative as employees are dismissed or terminated, and when the contract expires. The contractor shall ensure that all employees display their passes/CAC above the waist and that they are visible at all times while on CLDJ.

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10.13 Government Inspections and Technical Evaluations: DISA Performance Evaluations (PEs): DISA will conduct PEs (usually bi-annually) to evaluate operational readiness of NCTAMS LANT Djibouti, to include but not limited to operations, maintenance, logistics, training, power production, documentation, circuit history, grounding, bonding and shielding. The Contractor shall cooperate in these visits and correct any deficiencies discovered during the evaluations that are within the scope of the contract. The Contractor shall further submit a monthly status report to the COR for forwarding through the chain of command to DISA, NCTAMS LANT Norfolk, and the KO, which reflects those deficiencies which have been corrected and an estimated date of completion for resolving all outstanding deficiencies. The Contractor shall submit a plan to the COR to correct these deficiencies within 10 days of receipt of the DISA P/E final report and correct all deficiencies within 120 days of receipt of the final report. The Contractor shall bear all costs for labor hours and repair/adjustments to correct deficiencies cited in the DISA PE report that are in the Contractor's area of responsibility as defined in the PWS.

10.13.1 NCTAMS LANT Command Inspection: NCTAMS LANT Command Inspections are conducted periodically (approximately every three years) to evaluate the operational readiness of individual stations, detachments or sites. Command Inspection teams are comprised of personnel from DON Inspector General (IG) Staff and NCTAMS LANT Departments or Field Activities. Notification of inspection visits is normally provided 30 days in advance. The Government will notify the Contractor of all scheduled and unscheduled inspections. The objectives of the inspection are to:

- A. Evaluate facilities and equipment to identify significant deficiencies and problem areas that affect the operational capability of the station, service to the users, or system quality and reliability.
- B. Present significant problems to the appropriate levels of the command to allow implementation of timely corrective actions.
- C. Provide technical assistance as required.
- D. Ensure that deficiencies and problem areas have been properly resolved

10.13.2 Zone Inspections: The Government will perform a minimum of two (2) Zone Inspections (ZI) per year, as well as unannounced inspections for cleanliness, safety, security, and environmental conformance. All discrepancies shall be routinely reported to COR for tracking. Discrepancies shall be corrected by the Contractor prior to the next scheduled Zone Inspection.

10.13.3 Additional Performance Review/Inspections: Below is a list of Contractor performance areas that are subject to review by the controlling authority. This list is subject to change and may not be all inclusive.

- Physical Security and Loss Prevention Program
- KMI (Key Management Infrastructure)



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- Maintenance, Management and Material (3M)
- Antiterrorism Program
- Information Systems Security Program
- Navy Warfare Publications (NWP)
- Safety/Environmental Program
- Information and Personnel Security
- Industrial Security Program
- Telephony records and documents

10.13.4 Contractor's Responsibility: The Contractor shall provide access to spaces, records and equipment in support of inspection teams. NCTL DET DJ will respond to inspection team findings and provide technical direction for correction of deficiencies. The Contractor shall be responsible for correcting deficiencies that are within the scope of this PWS within the time limits described in preceding sections.

### 10.14 Security Programs:

10.14.1 All Contractor personnel assigned to work at CLDJ, Djibouti, Africa shall comply with the security guidance of the DD Form 254 in this contract. Proof of security clearance shall be provided to the Government prior to the Government granting unescorted access to CLDJ, Djibouti spaces and the start of the contract phase-in period.

10.14.2. Host Command Security Regulations: The contractor shall comply with host command regulations while on the premises and for obtaining personnel identification. Certifications of the need for access to the camp may be coordinated with the NCTL-DJ Technical Representative. The COR and/or NCTL-DJ Technical Representative will coordinate with Camp Lemonnier on the contractors' behalf. Government CAC badges are required for access to Camp Lemonnier.

10.14.3 Information and Personnel Security: Contractor shall ensure that no individual will have access to classified and/or sensitive information, or be assigned to sensitive duties unless a favorable personnel security determination has been made and adjudicated by the Department of Defense Consolidated Adjudication Facility (DoD CAF), Navy Division and recorded within the Joint Personnel Adjudication System/Joint Clearance and Access Verification System. Contractor will ensure that all Periodic Reinvestigations for Personnel Security Clearance Renewals, as required per policy, are conducted within the required scope.

10.14.4 Briefings: The Contractor shall ensure all new employees are provided a reporting brief covering security indoctrination for access to classified and/or sensitive information, building/detachment access control procedures, key control, government property control, and the introduction of prohibited items in restricted spaces, action to be taken in the event of emergency situations (bomb threat, fire), Anti-Terrorism/Force Protection, and information systems security awareness. Contractor shall further ensure annual security training is provided and includes but is not limited to; counterintelligence briefing, NATO SECRET re-

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briefs, Information Security, Information Assurance, and antiterrorism awareness training is provided all employees. This may be conducted on-line through computer based training or through All Hands podium sessions. Records of training shall be maintained for duration of the contract. Records shall contain employee name, type, and date of training. Contractor format is acceptable.

10.14.5 Continuous Evaluation Program: Contractor shall ensure an active continuous evaluation program for the continuous evaluation of personnel eligibility for access to classified information or assignment to sensitive duties is conducted. Contractor shall report to the Command Security Manager and COR/ACOR, all questionable or unfavorable information that becomes available concerning individual(s) who have been granted access to classified information or assigned to sensitive duties. The Contractor will coordinate and assist the Command Security Manager with obtaining any and all documentation necessary for submission of required Incident Reports to DoD Central Adjudication Facility (CAF).

10.14.6 Visitor Control: The Contractor shall submit a visit request to the COR, who will review and provide written approval to the Contractor on visit requests, written or verbal, prior to access to the facility. The Contractor shall ensure all visitors comply with regulations related to introduction or removal of classified material and unclassified property and information. The visitor shall be escorted by an appropriately cleared Contractor employee. Visitors not holding a minimum of SECRET security clearance shall be escorted by an appropriately cleared Contractor employee who will ensure sanitation of space(s) has occurred prior to entry to any restricted and/or classified space. Firefighting, law enforcement, or other personnel responding to an emergency shall be granted immediate access. In case of fire or other catastrophic events the Contractor shall notify, as soon as possible, the COR and others as instructed by pertinent instructions.

10.14.7 Information Security: Contractor shall establish administrative procedures for the proper handling and control of classified and/or Controlled Unclassified Information (CUI) , as required. If required, Contractor shall maintain an inventory of all classified material in their custody to include publications, electronic removable media.

10.14.8 Trusted Agent Sponsorship System (TASS) Trusted Agent (TA): Contractor shall coordinate Common Access Card (CAC) applications as needed with the NCTAMS LANT TASS TA.

10.14.9 Emission (TEMPEST) Security: Contractor employees shall not operate the following personal equipment within the Tech Control Facilities or any other classified space; radios (portable or otherwise), tape recorders, television sets, transmitting equipment, cameras, cellular phones, laptop computers, automated hand-held office assistants (Palm Pilots) and equipment containing electronic oscillators.

10.14.10 Key and Lock Control: Contractor shall comply with NCTAMS LANT Det Djibouti key control program for ensuring that all keys and locks issued to the Contractor by the Government or Government representative are controlled and accounted for. Items discovered lost or unaccounted for shall be reported to the COR/ACOR and Command

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Security Manager within 12 hours or the next scheduled workday, whichever occurs first. All locks for lost keys will be replaced or rekeyed immediately at Contractor's expense. No keys issued by the government will be duplicated without approval of the COR/ACOR and Command Security Manager. Checkout procedures shall be employed to the maximum extent in lieu of permanent issuance of keys to personnel. If applicable for Contractor working space(s), Contractor shall operate and maintain the existing cipher lock system. Combinations to any cipher locks in use shall be changed immediately upon departure of any person having knowledge of the combination or, at minimum, semi-annually. Procedures for key and cipher lock control shall be provided by the Government or Government representative. Quarterly key inventories will be conducted with written report of program compliance provided to the COR and Command Security Manager by end of each quarter.

10.14.11 Electronic Security System (ESS): Contractor shall operate and monitor the site Electronic Security Systems (ESS). The ESS consists of intrusion alarm system, closed circuit TV monitoring system, card readers and cipher lock key pads. These systems provide continuous security on 24 hours a day, 7 days a week basis. ESS shall be used to provide surveillance of exterior and interior areas for vandalism, sabotage, intrusion and as a means to monitor requests for access to Buildings 315, 650 and 200/200D (and future command spaces as ESS functionality expands) prior to unlocking perimeter security doors. Actual failure or alarm of a system requires the Contractor to immediately notify the COR. The COR will notify the Command Security Manager the next business day who will provide direction for repair effort. The ESS will be maintained IAW manufacture's recommendations. The Contractor shall monitor these systems at all times.

10.14.12 Facilities Security Inspections: Contractor shall make, at a minimum, weekly inspection of facilities they occupy to ensure proper operation of Electronic Security System (ESS) devices, locking devices and critical assets located in Contractor spaces. The Contractor shall take immediate action to report to an appropriate Government person any deficiencies within the scope of responsibility and report those not within scope of responsibility to the COR.

10.14.13 Physical Security/Antiterrorism and Loss Prevention: Contractor shall develop a Physical Security/Antiterrorism and Loss Prevention (PSLP) Plan covering the facility, which will include the necessary and applicable elements set forth in the effective edition of OPNAVINST 5530.14. The PSLP Plan shall also contain implementing actions for security support and emergency services provided by the host command as contained in the Installations Physical Security and Anti-Terrorism Force Protection Plan. The Contractor shall provide a copy of the PSLP Plan to the COR for review and forwarding it to the Command Security Manager for review and approval within 30 days following Contract start date.

10.14.14 Report Equipment Failure via Hazardous Condition (HAZCON) Message: A HAZCON is a condition, applicable to links and facilities in which loss or severe degradation of communications is probable unless preventive/corrective action is taken. A HAZCON shall be reported to the appropriate operational chain and COR/ACOR in the event of a failure of any combination of primary or back-up communications equipment or power

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facilities if the failure of another like component would lead to severe degradation or cause a link or facility outage. (Refer to the appropriate DISAC.)

10.14.15 **Restricted Areas:** The Contractor shall maintain perimeter protection and access control to facility assets and spaces in accordance with DOD 5200.08R; Physical Security Program and Chief of Naval Operations Instructions (OPNAVINST) 5530.14 (series) for the restricted area designation.

### **11.0 APPLICABLE DOCUMENTS/REFERENCES**

All work to be performed in conjunction with this contract shall be in accordance with the appropriate applicable documents. The work shall also comply with all Federal and U.S. Navy policies and regulations applying to telecommunication and electrical installations including the National Electric Code. The following is a partial list of documents which are applicable to this Performance Work Statement; however it may not be inclusive of all DOD or Industrial directives which may be applicable to some specific tasks. In that case, the latest and highest authority level documentation will take precedence.

11.1 MIL-STD-188-154A, Subsystem, Equipment, and Interface Standards for Common Long Haul and Tactical Telecommunications Control Facilities

11.2 COMSPAWAR M-4720.1, Shore Installation Process Handbook (V4.0), 12 November 2014

11.3 MIL-STD-188-124B N3, Grounding, Bonding, and Shielding for Electronic Common Long Haul/Tactical Communications Systems including Ground based Communications - Electronics Facilities and Equipment.

11.4 NFPA 70, National Electrical Code; current addition MIL-HDBK-419A, Vol. 2, Grounding, Bonding, and Shielding for Electronic Equipment and Facilities

11.5 ANSI/TIA/EIA-568B; Commercial Building Telecommunications Cabling Standard

11.6 ANSI/TIA/EIA-569A, Commercial Building Standard for Telecommunications Pathways and Spaces

11.7 ANSI/TIA/EIA-606, Administrative Standard for the Telecommunications Infrastructure of Commercial Buildings

11.8 NSTISSAM TEMPEST/2-95, 12 December 1995 with Amendment NSTISSAM

11.9 TEMPEST/2-95A of February 2000 Incorporated, Red/Black Installation Guidance

11.10 USN/USMC IA PUB 5239-22, OCTOBER 2003, Protected Distribution Systems (PDS)

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- 11.11 TIA/EIA 607, Grounding and Bonding Requirements for Telecommunications in Commercial Buildings
- 11.12 TIA/EIA 568-B.1, Commercial Building Telecommunications Wiring Standard
- 11.13 Unified Facilities Criteria (UFC)-3-580-01, Telecommunications Building Cabling System Planning and Design
- 11.14 Camp Lemonnier ISP/OSP Installation Design Drawings
- 11.15 NCTAMS LANT and DET Djibouti Instructions/Policies and Standard Operating Procedures (SOPs) related to OSP/ISP, e.g., manhole access policy, cable labeling schema, etc.
- 11.16 OPNAVINST 5100.23G, CH-1, Navy Safety and Occupational Health Program
- 11.17 Department of the Army, Technical Criteria for the Installation Information Infrastructure Architecture, February 2010
- 11.18 US AFRICOM *Technical Design Guidance, Version: 1.1 25 March 2011*
- 11.19 Defense Information Systems Agency Circular (DISAC) 310-55-1 Status Reporting
- 11.20 DISAC 800-70-1 Operation and Control of the Defense Satellite Communications System (DSCS)
- 11.21 DISAC 310-70-1 DII Technical Control
- 11.22 DISAC 310-130.2 Management Thresholds and Performance Objectives
- 11.23 DISAC 350-195-2 Auxiliary Electric Power Systems
- 11.24 DOD Directive 8140.01 Cyberspace Workforce Management dated 11 AUG 2015
- 11.25 Shore Installation Process Handbook (V2.2) dated 21 Sep 2007
- 11.26 DoD Instruction 2000.16, Antiterrorism Standards
- 11.27 DoD Instruction 0-2000.12H Antiterrorism Handbook
- 11.28 DoD Instruction 5200.08R, Physical Security Program
- 11.29 OPNAV Instruction 5530.14, Navy Physical Security
- 11.30 DOD 5220.22M, Industrial Security Manual for Safeguarding Classified Information

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- 11.31 NFPA 70, National Fire Protection Association (NFPA) codes and standards; current edition
- 11.32 NEC, National Electrical Code (NEC); current edition
- 11.33 American National Standards Institute (ANSI) C2, National Electrical Safety Code
- 11.34 Occupational Safety and Health Administration (OSHA) General Industry Standards
- 11.35 International Telecommunications Union- Telecommunications Standardization Sector (ITU-T)
- 11.36 Federal Communications Commission (FCC) Rules and Regulations
- 11.37 Military Handbook (MIL-HDBK) 411B VOLS I/II, Power and the Environment for Sensitive DoD Electronic Equipment
- 11.38 MIL-HDBK 1012/1, Electronic Facilities Engineering
- 11.39 MIL-HDBK-419A, Vol. 2, Grounding, Bonding, and Shielding for Electronic Equipment and Facilities
- 11.40 SECNAVINST 5239.3, DON, Information Systems Security (INFOSEC) Program
- 11.41 NSTISSAM TEMPEST/2-95, 12 December 1995 with Amendment NSTISSAM TEMPEST/2-95A of February 2000 Incorporated, Red/Black Installation Guidance
- 11.42 USN/USMC IA PUB 5239-22, 2008, Protected Distribution Systems (PDS)
- 11.43 DoD 5200.1-R, Information Security Program
- 11.44 SECNAV M5239.1, Information Assurance Manual
- 11.45 SECNAV M5510.30, Personnel Security Program
- 11.46 SECNAVINST 5510.36, March 1999, DON Information Security Program
- 11.47 Navy Shore Infrastructure Master Plan V3
- 11.48 DoD Directive 8500.01E, 23 April 2007, Information Assurance
- 11.49 DoD Instruction 8500.2, 6 February 2003, Information Assurance Implementation
- 11.50 DoD Instruction 8510.1, 28 November 2007, DoD Information Assurance Certification and Accreditation Process (DIACAP)

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- 11.51 DISA DSN STIG, 30 April 2006, DoD Telecommunications and Defense Switched Network Security Technical Implementation Guide (STIG), V2R3
- 11.52 DISA DSN Checklist, 27 August 2010, DoD Telecommunications and Defense Switched Network Checklist, V2R3.5
- 11.53 Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01C, 9 November 2007, Policy of DoD Voice Networks with Real Time Services (RTS)
- 11.54 CJCSI 6211.02C, 9 July 2008, DISN: Policy and Responsibilities
- 11.55 DoD FMR 7000.14-R, June 1999, DoD Financial Management Regulation (FMR), VOL 1, Chapter 9
- 11.56 TIA/EIA 607, Grounding and Bonding Requirements for Telecommunications in Commercial Buildings
- 11.57 Camp Lemonnier ISP/OSP Installation Design Drawings
- 11.58 DODD 8140.01, Cyberspace Workforce Management, dtd 11Aug2015
- 11.59 DODM 8570.01-M, Information Assurance Workforce Improvement Program, dtd 10Nov2015
- 11.60 SECNAVINST 5239.20A, DON Cyberspace Information Technology and Cybersecurity Workforce Management and Qualification, dtd 10Feb2016
- 11.61 SECNAV M-5239.2, Cyberspace Information Technology and Cybersecurity Workforce Management and Qualification Manual, dtd June 2016
- 11.62 SECNAVINST 1543.2, Cyberspace/Information Technology Workforce Continuous Learning, dtd 30Nov2012

Note: DISA Circulars can be viewed at the following URL:

<https://intranet.disa.mil/ca/pubs/circulars/circular.html#DISAC270A851>

**12.0 Contract Data Line Items (CDRLs):** The Contractor shall provide reports and records as required to document all contract support activities. Specifically, the Contractor shall provide reports and records as follows:

**12.1 Contract Data Requirements List (CDRL) Deliverables:**

- A. Deliverable A001 - Contractor shall provide a Weekly Progress Report encompassing work performed, projects in progress and completed projects, status of staffing, project dependencies and/or any issues of concern. The report is due to the COR

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every Monday for the previous week's work. Contractor format to be approved by the COR.

- B. Deliverable A002 – Contractor shall inventory 10% of material in storage and key inventory each month and perform full inventory semi-annually. Resolve discrepancies and report results to COR within 96 hours via E-mail. COR shall be notified within 48 hours of any inventory discrepancies.
- C. Deliverable A003 - Contractor shall submit a daily muster report IAW Camp Lemonnier policy and Force Protection Reporting requirements. The muster is based on administrative status, i.e. location of personnel (on or off camp). This report shall be sent to the NCTL-DJ Technical Representative(s) by 0800. Report contents shall account for all personnel in their respective locations, identify personnel present for duty, personnel on TDY status and the location of the TDY, and personnel on leave and expected return to CLDJ, if applicable. Format shall be approved by the Government.
- D. Deliverable A004 - Contractor shall provide a daily status report to include Link/Trunk/Circuit outages, Inside Plant/Switch issues, and power/AC issues to the COR daily. This report is to identify the problem, resolution, and a recommendation (if any) to prevent a reoccurrence. Contractor shall, at a minimum, maintain station logs for below listed work areas:
- TCF Facility
  - Outside Plant
  - Inside Plant

Contractor format to be approved by the Government.

- E. Deliverable A005 - Contractor shall provide a Monthly Progress Report encompassing work performed projects in progress and completed trouble tickets opened/closed, status of staffing, and any issues of concern. Contractor format to be approved by the Government.
- F. Deliverable A006 - Contractor shall provide a Monthly Financial Status Report. The report shall be formatted (by CLIN) to provide cost for the current period, cost to date, the total amount negotiated, the amount remaining, and an Estimate To Completion (ETC). ODCs shall be reported similarly. The report is due to the COR by the 10th of the month preceding the month being reported. Contractor format to be approved by the Government.
- G. Deliverable A007- Contractor shall provide an inventory and location of SOPs and related documentation. Post on a Web Portal to be identified by the Government.



## **Djibouti Operation and Maintenance PWS**

H. Deliverable A008 - Contractor shall develop and maintain a change management SOP. Format to be approved by the Government.

I . Deliverable A09 - Contractor shall provide a monthly report on Information Assurance Vulnerability Alert (IAVA) compliance and Automated Information System (AIS) incidents. Contractor format to be approved by the Government.

J. Deliverable A010- Contractor shall develop and maintain SOPs for circuit checks and failovers.

K. Deliverable A011- Contractor shall prepare a security report. Contractor format to be approved by the Government. Report shall contain the following information:

Section I. Security Activity Report. This section should contain information that details all security related activity for the month, the current state of affairs and any significant upcoming events.

Section 2. Physical Security:

Visits by law enforcement/security officials with date and reason for visit.

Date and results of security inspections/surveys/key inventories/lock control reports or other security related reports/surveys.

Date of periodic physical security review committee meetings or other special meetings.

- List all faulty security equipment and status of repair.
- Any changes in FPCON.
- All unusual security related events.
- Missing or stolen government property.
- Describe all upcoming special visits, exercises, installations, etc.
- List any suggestions for improving the security system.

Section 3. Personnel and Information Security: List date, time and reason for all special visits, meetings or inspections.

- List of pending personnel security clearances.
- Date of last annual/semi-annual Secret inventories.
- Classified Material Destruction Reports
- Personnel Security Incident Reports
- Preliminary Inquiries for security violations or suspected compromises
- Security Container Check Sheet: Insert.
- Security End of Day Check Sheet: Insert
- Visitor Logs: Insert

L. Deliverable A012 - Establish and maintain an accurate configuration management database in the CDMA-OA database.

M. Deliverable A013 - Compile audit data and provide overall audit of all NCTAMSLANT installed C4 systems, components and software. Contractor format to be approved by the Government.

## **Djibouti Operation and Maintenance PWS**

N. Deliverable A014 - Develop planned/preventative maintenance procedures and schedules for all facilities equipment and antennas using appropriate individual equipment technical manuals, SPAWAR/WIN-T (Army) antenna maintenance books, COMNAVNETWARCOM's antenna maintenance manual, and NAVFAC Guidance. Contractor format to be approved by the Government.

O. Deliverable A015 - Monthly report of site activity PMS Performance Rates and PMS Quality Assurance Summaries. Contractor format to be approved by the Government.

P. Deliverable A016 – Quarterly report of completed CSWF continuous learning units (CLUs) for each contractor employee in a designated CSWF position.

### **12.2 Distribution of Technical Data:**

All data deliverables shall prominently show the following statement:

DISTRIBUTION STATEMENT: Distribution authorized to DoD components only. Other requests shall be referred to the COR.

### **12.3 Unauthorized Distribution of Contract Data:**

Contractor shall not distribute technical data to any DoD agency or activity or commercial entity other than those set forth in this contract as directed by NCTL-DJ Technical Representative.

### **12.4 Disclaimer Statement:**

All reports resulting from this contract shall contain the following disclaimer statement on the cover of such reports: "The views, opinions and findings, contained in this report are those of the author(s) and should not be construed as an official Department of Defense (DoD) position, policy, or decision, unless so designated by other official documentation."

## **13.0 OTHER INFORMATION**

13.1 O&M Hours of Operation: Contractor personnel working on-site at CLDJ shall provide support during the core business hours which are Monday through Saturday 0700-1730 (includes 30-minutes for lunch), excluding federal holidays. The TCF in compound 650 is to be staffed 7/24/365 by a minimum of one (1) qualified person at all times. The new TCF in building 315 is staffed Monday through Saturday 0730-1830, including Federal holidays. The work week at CLDJ is 60 hours.

The government will be shifting the 7/24/365 TCF watch from compound 650 to building 315. After this shift, the operating hours described in the above paragraph shall switch so that building 315 is staffed 24/7/365 by a minimum of one (1) qualified person at all times and compound 650 is staffed Monday through Saturday 0730-1830, including Federal holidays.

## **Djibouti Operation and Maintenance PWS**

13.1.1 OSP E&I Hours of Operation: Contractor personnel working on-site at CLDJ shall provide support during the core business hours which are Monday through Saturday 0700-1730 (includes 30-minutes for lunch), excluding federal holidays.

13.2 Place of Performance: On-site work shall be performed at the Camp Lemonnier, Djibouti Africa. Draftsman and other technical/logistic reach back support and project management support may be performed CONUS (e.g., off-site) as required.

### **14.0 ANTI-DEFICIENCY CLAUSE**

Per the FAR 32-702 regarding the Government Policy on contract funding and 31 USC 1341 Anti-Deficiency Act: Should the Contractor work at risk without an official notification from the Contracting Officer to continue, the Contractor may not be compensated for the value of work performed while funding had been exceeded.

### **15.0 ACCEPTANCE AND INVOICING**

(a) An invoice is the Contractor's bill or request for payment under the contract for products or services formally accepted by the Government in accordance with Section E of the contract. All invoices rendered under this contract shall be submitted electronically through Wide Area Workflow (WAWF). Reference DFARs Clause 252-232-7003 Electronic Submission and Processing of Payment Requests. WAWF Help Desk 1-866-618-5988. WAWF Website/vendor guide: <https://wawf.eb.mil/>

(b) The Contractor shall bill no more often than monthly, with the exception of 8(a) small disadvantaged businesses who may invoice twice a month.

(c) Invoices shall clearly identify the following and be attached as a document (via the Misc. Info. Tab) in WAWF:

- Name and address of Contractor
- Invoice date
- Contract number
- Period of Performance
- Contract line item number (CLIN)
- Item Number
- ACRN(s) associated with the item billed
- Description, serial number, quantity, unit of measure, unit price and extended price for services performed
  - o Total charges and, if applicable, the prompt payment discount
- Travel, materials, and any other direct costs charged during the period. Invoices with errors will be returned for re-submission before processing for approval and payment.

(d) Method of Payment:

Treasury regulations require that all payments be made using electronic transfer. In order to accomplish this, the Contractor shall provide to the KO within seven (7) days after the award,

## **Djibouti Operation and Maintenance PWS**

the information required in Clause 52.232-33, Mandatory Information for Electronic Funds Transfer Payment, which is included in Section I, Contract Clauses.

(e) Contractors who are already being paid electronically do not need to submit this information unless their information has changed. Invoices are payable when received in accordance with the Prompt Payment Act. Payment shall be considered as being made on the day a check is dated or an electronic funds transfer is made.

NCTAMS LANT WAWF Coordinator: TBD, NCTAMS LANT N00FM, commercial (757) 445-9433, DSN 312-565-9433, Email TBD.

### **16.0 PERSONAL SERVICE**

The award shall not be used to procure personal services as prohibited by the FAR Part 37.104 titled "Personal Services Contracts."

### **17.0 LIST OF ACRONYMS**

ACOR Alternate Contracting Officers Representative  
AIS Automated Information System  
BCO Base Communications Office  
BESEP Basic Electronic System Engineering Plan  
BLII Base Level Information Infrastructure  
CAF Central Adjudication Facility  
CDMD-OA Configuration Data Management Database-Open Architecture  
CDR Contractor Discrepancy Report  
CLIN Contract Line Item Number  
CLU Continuous Learning Unit  
COMSEC Communications Security  
COR Contracting Officers Representative  
CSLA Communications Security Logistics Activity  
CSWF Cyber Security Workforce  
DDOE DISA Direct Order Entry  
DISA Defense Information Systems Agency  
DoDIN Department of Defense Information Network  
E&I Engineering and Installation  
EIT Electronic and Information Technology  
ETC Estimate To Completion  
FAR Federal Acquisition Regulations  
FC Fixed Cycle  
FRCB Fleet Readiness Control Board  
GPETE General Purpose Electronic Test Equipment  
HVAC Heating, Ventilation, and Air Conditioning  
IA Information Assurance  
IAVA Information Assurance Vulnerability Alert  
IAVM Information Assurance Vulnerability Management

## Djibouti Operation and Maintenance PWS

IDF Intermediate Distribution Frame  
INFOSEC Information Security  
INMS Integrate Network Management System  
ISP Inside Cable Plant  
IT Information Technology  
JFTR Joint Federal Travel Regulations  
JPAS Joint Personnel Adjudication System  
KMI Key Management Infrastructure  
KO Contracting Officer  
LE Local Element  
MDF Main Distribution Frame  
MILPERS Military Personnel  
NCTAMS LANT Naval Computer and Telecommunications Are Master Station, Atlantic  
NTE Not To Exceed  
ODC Other Direct Charge  
OEM Original Equipment Manufacturer  
OIC Officer-in-Charge  
OSHA Occupational Safety and Health Administration  
OSP Outside Cable Plant  
PDS Protected Distribution System  
PMI Preventative Maintenance Inspection  
POTS Plain Old Telephone Service  
QASP Quality Assurance Surveillance Plan  
RFS Request For Service  
RNOSC Regional Network Operations and Security Center  
SLIN Sub-Line Item Number  
SME Subject Matter Expert  
SOP Standard Operating Procedure  
SSAA System Security Authorization Agreement  
STIG Security Technical Implementation Guide  
TCF Technical Control Facility  
TDY Temporary Duty  
UPS Uninterruptable Power System  
VTC Video Conferencing  
WAWF Wide Area Work Flow

## **Djibouti Operation and Maintenance PWS**

- Technical Exhibit 1:** Personnel Qualifications
- Technical Exhibit 2:** Government Furnished Facilities
- Technical Exhibit 3:** Work Order Response Times
- Technical Exhibit 4:** Status of Forces Agreement

## Technical Exhibit 1

*The following job qualifications are considered the minimum acceptable. All contract personnel are expected to adapt and embrace additional requirements and functions in support of the dynamic IT environment that they support. Note that the certifications listed under “Other Qualifications” (where present) do not, in all cases, list requirements mandated by DOD 8570.01-M. All labor categories must be in compliance whether or not specifically called out.*

### **O&M Personnel Qualifications**

The following job qualifications are considered the minimum acceptable. All contract personnel are expected to adapt and embrace additional requirements and functions in support of the dynamic environment that they support. The designate Site Lead and Deputy Site Lead shall be identified and shall be KEY PERSONNEL. The Site Manager may fill the role of the either the Site Lead or Deputy Site Lead. All other job descriptions below are intended to describe required roles and do not necessarily require one person per role. For example, one person can be both a circuit control specialist and a communications security specialist provided they meet both sets of qualifications below.

#### **Site Management**

##### **Site Manager (KEY PERSONNEL)**

A. Qualifications. Must demonstrate six (6) years performing similar tasks. Must demonstrate solid understanding of TCF and BCO operations and a basic knowledge of facilities functions. Must demonstrate strong project management and interpersonal skills. Must demonstrate a working knowledge of DoD, Navy, and OSHA directives applicable to communications station operations. With respect to communications station operations, must demonstrate ability to successfully perform planning, scheduling, and supervision of day-to-day activities of employees such as contract compliance, facility security, COMSEC/KMI management, contingency/emergency planning (e.g. natural disasters, civil disturbances, power outages, and bomb threats), administrative/oversight of Quality Control and 3M programs.

This role is designated a CSWF position, specialty code 48, master level and must comply with the requirements of references 11.58-11.62.

#### **Warehouse Operations**

##### **Supply/Inventory Specialist**

A. Qualifications. This position requires 2-3 years performing similar tasks and a good, basic understanding of warehouse operations procedures and inventory management. Proficiency with PCs and the Microsoft Office Suite required. Experience with an inventory/asset management system required.

#### **Facilities Management**

##### **Facilities Manager**

## **Djibouti Operation and Maintenance PWS**

A. Qualifications. This position requires 3-5 years performing similar tasks. Good, basic understanding of construction techniques/requirements, primary/backup power, facility/equipment grounding, Uninterruptible Power Supply (UPS), and HVAC. Proficiency with PCs and the Microsoft Office Suite required. Strong project management, interpersonal and facilitation skills are required.

### **Telephone /ISP-Support**

Telephone Switch Technicians

A. Qualifications. Requires 3-5 years' experience in AVAYA CM6 Call Manager and/or Telephone Switch operation and maintenance within the DoD. Telephone database experience: Certified Network+ and CCNA required with MS Server 2008 R2 Admin experience.

This role is designated a CSWF position, specialty code 48, intermediate level and must comply with the requirements of references 11.58-11.62.

### **Cable Technicians**

#### **Senior Cable Technician**

A. Qualifications. Requires 5-7 years' experience in the management and installation of OSP/ISP within the DOD and Naval shore installation practices. 1-2 years' experience with AutoCAD , MS VISIO or any similar software experience.

This role is designated a CSWF position, specialty code 48, intermediate level and must comply with the requirements of references 11.58-11.62.

#### **General Cable Technicians**

A. Qualifications. Requires 1-2 years' experience in installation of OSP/ISP within the DOD and Naval shore installation practices. 1-2 years' experience with AutoCAD, MS VISIO or any similar software experience.

This role is designated a CSWF position, specialty code 48, entry level and must comply with the requirements of references 11.58-11.62.

### **Technical Control Facility and Circuit Action**

Technical Control Facility Manager

A. Qualifications:

Must demonstrate six (6) years' experience performing Technical Control Facility (TCF) operation and maintenance, three (3) years of which are in management, administration, and supervision of personnel operating, maintaining, and providing logistical support to communications facilities of similar size and mission. Be familiar with and have 5 years' experience with IDNX system level II access to perform O&M as well as interface fault isolation functions. Must demonstrate a) ability to resolve and/or identify complex telecommunication switch and/or multiplexer interface O&M requirements, b) understanding of communications circuits and how they connect/interface to telecommunication systems, and c) performance of fault isolation down to the lowest replaceable unit (LRU) level (e.g., isolate to CSU, COMSEC/TRANSEC device, media converter).

This role is designated a CSWF position, specialty code 48, master level and must comply with the requirements of references 11.58-11.62.



## **Djibouti Operation and Maintenance PWS**

B. Must demonstrate a working knowledge of DISA directives applicable to communications facility operations. With respect to Technical Control Facilities, demonstrate ability to successfully perform planning, scheduling, and supervision of day-to-day activities of employees such as TCF security, COMSEC management, and contingency/emergency planning (e.g. natural disasters, civil disturbances, power outages, and bomb threats).

### **Circuit Support Specialist**

A. Qualifications. Requires 5-7 years' experience performing similar tasks as noted in 3.6. Be familiar with and have 3 years' experience with IDNX system level II access to perform O&M as well as interface fault isolation functions. Be able to a) resolve and/or identify complex telecommunication switch and/or multiplexer interface O&M requirements, b) understand communications circuits and how they connect/interface to telecommunication systems, and c) perform fault isolation down to the lowest replaceable unit (LRU) level (e.g., isolate to CSU, COMSEC/TRANSEC device, media converter, and/or PROMINA card/interface).

This role is designated a CSWF position, specialty code 48, intermediate level and must comply with the requirements of references 11.58-11.62.

### **COMSEC Operations support**

#### **Communications Security Specialist**

A. Qualifications. Requires 3-5 years' experience in Communication Security (COMSEC) vault administration, equipment and materials with KMI experience. Experience with government/military cryptographic systems helpful.

### **Information Assurance**

#### **InfoSec Systems Technical Specialist**

A. Qualifications. Requires 3-5 years' experience in Information Assurance in the DoD and experience with the DoD Information Assurance Certification and Accreditation Process (DIACAP).

This role is designated a CSWF position, specialty code 46, intermediate level and must comply with the requirements of references 11.58-11.62.

### **Facility Security**

#### **Facility Security Specialist**

A. Qualifications. Requires 3-5 years' experience working within security programs administration. Good, basic understanding of Physical Security, Force Protection/Antiterrorism, Personnel and Information Security, and Information Assurance in the DOD. Proficiency with PCs and the Microsoft Office Suite required.

## **Djibouti Operation and Maintenance PWS**

### **Technical Exhibit 2**

The NCTAMS LANT DET Djibouti facilities currently consist of two Technical telecommunications control facilities, 315 building and 650 compound and an ISP/OSP work space. In addition, a Containerized Working Unit (CWU) will be available.

**Djibouti Operation and Maintenance PWS**

**Technical Exhibit 3**

<b>Work</b>	<b>Response Times</b>
<b>URGENT CAT 1</b>	Contractor shall respond on site, in person, within one hour of notification by the BCO Help Desk, to troubleshoot/repair mission-essential systems.
<b>URGENT CAT 2</b>	Contractor shall respond the same day of notification by the BCO Help Desk, to complete service order actions (Software changes) (i.e., suspend and restore voice/data services, Class of Service, Call forwarding, Call waiting, Etc.)
<b>URGENT CAT 3</b>	Contractor shall respond within one (1) working day of notification by the BCO Help Desk, to install voice/data services where sufficient cable pairs are available at the protector of the building.
<b>URGENT CAT 4</b>	Contractor shall respond within one (1) working day of notification by the BCO Help Desk, to relocate voice/data services.
<b>ROUTINE CAT 1</b>	Contractor shall respond within one (1) working day of notification by the BCO Help Desk, to complete service order actions (Software changes) (i.e., suspend and restore voice/data services, Class of Service, Call forwarding, Call waiting, Etc.)
<b>ROUTINE CAT 2</b>	Contractor shall respond within five (5) working days of notification by the BCO Help Desk, to install voice/data services where sufficient cable pairs are available at the protector of the building.
<b>ROUTINE CAT 3</b>	Contractor shall respond within five (5) working days of notification by the BCO Help Desk, to relocate voice/data services.

## Djibouti Operation and Maintenance PWS

### Technical Exhibit 4

AGREEMENT  
BETWEEN THE GOVERNMENT OF THE UNITED STATES OF AMERICA  
AND THE GOVERNMENT OF THE REPUBLIC OF DJIBOUTI ON ACCESS TO  
AND USE OF FACILITIES  
IN THE REPUBLIC OF DJIBOUTI

The Government of the United States of America and the Government of the Republic of Djibouti (hereinafter "the Parties"):

Recognizing the need to enhance their common security, to contribute to international peace and stability, and to initiate closer cooperation;

Affirming that such cooperation is based on full respect for the sovereignty of each Party;

Desiring to conclude an Agreement on enhanced cooperation between the United States of America and the Republic of Djibouti that will support their defense relations and the fight against terrorism;

Have agreed as follows:

#### Article I Definitions

For the purposes of this Agreement, the following terms are hereunder defined:

1. "United States personnel" (hereinafter "U.S. personnel") means military members of the U.S. forces and civilian personnel employed by the United States Department of Defense.
2. "United States contractors" (hereinafter "U.S. contractors") means non-Djiboutian companies and firms and their employees under contract with the United States Government in connection with activities under this Agreement.
3. "Executive Agent" means the Department of Defense for the Government of the United States of America and the Ministry of Defense of the Armed Forces for the Government of the Republic of Djibouti.

## **Djibouti Operation and Maintenance PWS**

- 1 -

### Use of Facilities

The Government of the United States of America (hereinafter, "USG") is authorized access to and use of Camp Lemonier and such other facilities and areas in the Republic of Djibouti as may be mutually agreed. Such access and use will be through procedures mutually agreed by the Executive Agents of the Parties. U.S. personnel and U.S. contractors and vehicles, vessels, and aircraft operated by or for U.S. forces may use and have unimpeded access to these facilities and areas for training, transit, support and related activities, refueling of aircraft, maintenance of vehicles, vessels and aircraft, accommodation of personnel, communications, staging of forces and materiel, and for such other purposes or activities as the Parties or their Executive Agents may agree.

### Article III Logistic Support

1. Upon request by the USG and as feasible, the Executive Agent for the Government of the Republic of Djibouti shall provide to U.S. forces in the Republic of Djibouti logistic support as listed in Annex A as necessary to conduct activities under this Agreement. To the extent that any of the logistic support, supplies and services provided to the U.S. forces by the Republic of Djibouti is appropriately provided under the terms of the Acquisition and Cross Servicing Agreement (ACSA) between the Department of Defense of the United States of America and the Ministry of Defense of Djibouti, which entered into force on February 13, 2002, the provisions of the ACSA will govern. Any logistic support, supplies and services provided to the U.S. forces by the Republic of Djibouti, which is not provided under the ACSA, will be reimbursed by the USG in accordance with paragraphs 2 and 3 of this Article.

2. The USG will pay reasonable costs associated with the provision of logistic support. Reasonable costs are rates or charges no less favorable than those available to the Republic of Djibouti Armed Forces or government, excluding taxes, fees or similar charges.

3. Procedures for payment shall be established through Implementing Arrangements as mutually agreed by the Parties or their Executive Agents.

### Article IV Respect for Law

Without prejudice to the privileges and immunities provided in Article VI, U.S. personnel are obligated to respect the laws, regulations and customs of the Republic of Djibouti and shall have a duty not to interfere in the internal affairs of

## **Djibouti Operation and Maintenance PWS**

the Government of  
the Republic of Djibouti.

### **Entry and Exit**

1. U.S. personnel may enter and exit the Republic of Djibouti with military or other U.S. Government identification cards and collective or individual movement orders. Passports and Visas shall not be required.

2. U.S. contractor's employees shall be required to obtain passports; however, visas shall not be required. Such personnel will not by reason of their presence in the Republic of Djibouti be regarded as acquiring any right to permanent residence in Djibouti or any obligation that would otherwise result from such residence.

### **Article VI**

#### **Status of United States Personnel**

1. U.S. personnel shall be accorded the status equivalent to that accorded to the administrative and technical staff of the United States Embassy in Djibouti under the Vienna Convention on Diplomatic Relations of April 18, 1961.

2. The Government of the Republic of Djibouti recognizes the particular importance of disciplinary control by U.S. military authorities over U.S. personnel and therefore, the Government of the Republic of Djibouti authorize the USG to exercise exclusive criminal jurisdiction over such personnel.

3. The Parties confirm that U.S. personnel may not be surrendered to, or otherwise transferred to the custody of, an international tribunal, or any other entity or State without the express consent of the USG.

### **Article VII**

#### **Bearing of Arms and Wearing of Uniforms**

1. U.S. personnel and other persons as agreed may possess and carry arms in the Republic of Djibouti as required by the performance of their duties or authorized by their orders.

2. U.S. forces may wear their uniforms while performing official duties in the Republic of Djibouti.

## **Djibouti Operation and Maintenance PWS**

### **Contracting**

1. As mutually agreed between the Executive Agents, construction, alteration, and improvements may be made to facilities and areas used by U.S. personnel pursuant to this Agreement.

2. Should the USG award contracts for the acquisition of articles and services, including construction; such contracts shall be awarded in accordance with U.S. laws and regulations. To the maximum extent feasible, the U.S. forces will award contracts to Djiboutian contractors.

### **Article IX Taxation**

1. The Government of the Republic of Djibouti shall exempt from taxation any income received from the United States or from sources outside the Republic of Djibouti by U.S. personnel and by U.S. contractors and contractor employees, other than nationals of the Republic of Djibouti.

2. Articles and services acquired in the Republic of Djibouti by or on behalf of U.S. personnel shall not be subject to any taxes or similar charges by the Government of the Republic of Djibouti or its instrumentalities.

3. U.S. personnel, U.S. contractors and their employees, other than nationals of the Republic of Djibouti, shall not be liable to pay any tax or similar charges on the ownership, possession, use, or transfer amongst themselves on their tangible movable property imported into the Republic of Djibouti or acquired while in the territory of Djibouti for personal use during the term of this Agreement.

### **Article X Importation and Exportation**

1. The U.S. forces and U.S. contractors may import into the Republic of Djibouti any equipment, supplies, material or services required for their operations in the Republic of Djibouti.

2. The U.S. forces, U.S. personnel and U.S. contractors and their employees (other than nationals of the Republic of Djibouti), may import into the Republic of Djibouti personal effects and articles for the consumption by or use of such personnel.

3. The importation and re-exportation of any articles brought into the Republic of Djibouti, in accordance with this Agreement, shall not be subject to any taxes, customs, duties, license, or other restrictions by the Government of Djibouti or its instrumentalities.

4. The U.S. forces, U.S. personnel, U.S. contractors and their employees shall retain title to all removable property that they have imported into or acquired while in the territory of the Republic of Djibouti. Such property may be removed from the Republic of Djibouti or disposed of therein provided the disposition of such property in the Republic of Djibouti to persons or entities not entitled to exemption from applicable taxes and duties may be subject to payment of such taxes and duties by such persons or entities.

#### Article XI Claims

Other than contractual claims, the Parties waive any and all claims against each other for damage to, loss or destruction of property owned by either Party, or death or injury to any military personnel and civilian employees of either Party, arising out of activities in the Republic of Djibouti under this Agreement. Claims by a third party arising out of the acts or omissions of any U.S. personnel may, at the discretion of the USG, be dealt with and settled by the USG.

#### Article XII

##### Movement of Aircraft and Vehicles

1. Aircraft, vessels and vehicles operated by or for U.S forces may enter, exit, and move freely within the territory of the Republic of Djibouti.
2. The access and movement of such aircraft, vessels, and vehicles shall be free of landing and parking fees, port, pilotage, navigation and overflight charges, tolls, overland transit fees and similar charges while in the Republic of Djibouti; however, U.S. forces will pay reasonable charges for services requested and received. Such aircraft, vessels and vehicles shall be free from inspection.
3. The Government of the Republic of Djibouti shall accept as valid, without a driving fee or test, driving licenses or permits issued by appropriate USG authorities to U.S. personnel and to employees of U.S. contractors, other than nationals of the Republic of Djibouti.



### **Article XIII Security**

The Government of the Republic of Djibouti shall take all reasonable measures to ensure the safety and security of U.S. personnel and property in the Republic of Djibouti, as well as the protection of such property from seizure by or the unauthorized use or possession by any person, persons, entity or organization other than the USG, without the prior consent of the USG. The U.S. forces are authorized to provide internal security of those facilities and areas assigned to their use.

### **Article XIV**

#### **Utilities and Communications**

1. U.S. forces and U.S. contractors may use water, electricity, and other public utilities on terms and conditions, including rates or charges, no less favorable than those available to the Republic of Djibouti Armed Forces or government, in like circumstances, unless otherwise agreed. Arrangements for the provision of the rates described in this paragraph shall be made through procedures as mutually agreed by the Executive Agents.

2. U.S. forces may operate their own telecommunication systems (as the term "telecommunication" is defined in the 1992 Constitution of the International Telecommunication Union). This shall include the right to utilize such means and services as are required to ensure a full ability to operate telecommunication systems, and the right to use, free of charge, all necessary radio spectrums for these purposes. The U.S. forces, in the interest of avoiding mutually disruptive interference, as well as to assist the Government of the Republic of Djibouti in fulfillment of its international obligations, will make every reasonable effort to coordinate the use of frequencies with the appropriate authorities of the Government of the Republic of Djibouti.

### **Article XV**

#### **Postal and Recreational Facilities**

1. U.S. forces may establish, maintain, operate and use military postal and other service facilities for the morale, welfare and recreation of U.S. personnel and U.S. contractor employees.

2. All such facilities, stations and services and the use thereof shall be exempt from duties, taxes, and other charges as well as inspections, license requirements and regulations of the Government of the Republic of Djibouti and its instrumentalities.

#### Article XVI Residual Value

In the event that U.S. forces discontinue use of a facility, the Republic of Djibouti shall compensate the USG for the residual value, if any, of any construction or improvements made by the USG to that facility, as authorized in Article VIII above.

#### Article XVII Implementing Arrangements

The Parties or their Executive Agents may enter into Implementing Arrangements or Agreements to carry out the provisions of this Agreement.

#### Article XVIII Amendments

This Agreement may be amended by mutual written agreement of the Parties.

#### Article XIX Disputes

Any dispute that may arise from the application, implementation, or interpretation of this Agreement, or its implementing arrangements or agreements, shall be resolved by consultation between the Parties or their Executive Agents, including, as necessary, through diplomatic channels, and will not be referred to any national or international tribunal or any third party for settlement.

#### Article XX Duration and Termination

1. This Agreement, of which Annex A forms an integral part, will enter into force upon the date of signature, and shall have an initial term of one year. Thereafter, it shall continue in force unless terminated by either Party on one year's written notice through diplomatic channels.

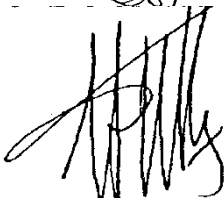
2. The Status of Forces Agreement between the Government of the Republic of Djibouti and the Government of the United States of America, signed on December 20, 2001, and the related Department of State Diplomatic Note of December 20, 2001, shall be superseded and terminate upon entry into force of this Agreement.

**IN WITNESS WHEREOF**, the undersigned, being duly authorized by their respective governments, have signed this Agreement.

DONE at Djibouti,                      day of February, 2003, in the English and French languages,  
this 19th

both texts being equally authentic.

FOR  
THE GOVERNMENT OF THE UNITED STATES OF AMERICA FOR THE  
GOVERNMENT OF THE  
REPUBLIC OF DJIBOUTI

A handwritten signature in black ink, appearing to be a stylized name, is written over the text of the signature line for the Republic of Djibouti.

## ANNEXA

### Logistic Support

For purpose of this agreement, the following categories of logistic support are encompassed by Article III thereof:

- Accommodations
- Maintenance and repair services, including storage
- Water, potable and non-potable, including distribution and storage
- Food, perishable and non-perishable
- Fuel, to include storage, distribution and quality control services
- Land, sea and air transportation services
- Utilities and services, including power and communications
- Civilian labor
- Medical support and services
- Air service for aircraft and cargo
- Other logistic support as mutually agreed.

The Department of State refers the Government of Djibouti to the Access Agreement between our two countries, concluded in Djibouti 19 February, 2003.

The Department informs the Government of Djibouti that, notwithstanding the provisions contained in the aforementioned Access Agreement, it has been determined that Ambouli International Airport is a commercial airport and, as such, United States state aircraft will pay reasonable fees, based upon International Civil Aviation Organization (ICAO) standards, for parking and landing at this field upon receipt of an itemized invoice, so long as Ambouli International Airport remains a commercial airport.

This note replaces the side-letter of the Department of State to the Status of Forces Agreement of December 20, 2001.

A handwritten signature in black ink, consisting of several vertical strokes and a circular flourish at the bottom.