U.S. DEPARTMENT OF STATE
Solicitation #: SAQMMA12R0130-A001

BLiSS SERVICES FOR
DEPARTMENT OF STATE MISSION SITES IN IRAQ

SECTION J- EXHIBIT A.1
STATEMENT OF OBJECTIVES

REQUEST FOR PROPOSALS
STATEMENT OF OBJECTIVES (SOO) - TASK ORDER REQUEST FOR LIFE SUPPORT SERVICES FOR U.S. MISSION SITES IN IRAQ

C.1 General Background

This SOO is in support of the U.S. Department of State mission in Iraq, providing BLiSS services functions for State Department compounds. The mission of the United States Embassy in Baghdad is to represent the United States of America to the Government of Iraq (GOI). The U.S. Ambassador, as Chief of Mission (COM), is the U.S. President’s representative to the GOI.

The requirement of this SOO covers the following sites:

- Central- (DOS Sites located within the International Zone (IZ))
  - Baghdad Embassy Compound (BEC) including Camp Condor
  - Olympia, IZ
  - Embassy Heliport (EHP), IZ

- Central- Baghdad Diplomatic Support Center (BDSC), at the Baghdad International Airport

- South –
  - U.S. Consulate General in Basrah,

General descriptions of each site are provided in Section C Statement of Work.

C.2 Scope of Work

The life support services requirements may vary from sites and may include services in the following areas as specified under each individual task orders:

- Postal Services
  - Diplomatic Post Office (DPO) mail supervisor augmentee

- Food Services
  - Cafeteria food operations
  - Janitorial service operations
  - Meal card system operations
  - Food acquisitions and delivery
  - Special events and catering services
  - Site ice productions and storage
  - Snack bar operations
  - Bottled water inventory control and distribution

- Waste Management
  - Septic waste disposal/chemical latrines/hand wash stations
  - Medical waste collection, transport and incineration/disposal
  - Non-hazardous waste incineration
  - Non-hazardous waste hauling from waste collection point
- Non-hazardous waste recycling
- Wastewater hauling and disposal
- Waste sludge hauling and disposal

- Equipment and Property Scrap and Disposal Operations
- Fuel Services
  - Procurement and Delivery
- Recreation Services
  - Recreation centers
  - Event scheduling for athletic fields
  - Movie support/theaters—As Needed
  - Event and meeting support—As Needed
- Fire Protection Services
  - Air crash, fire and rescue
  - Structure fire fighting
  - Scott Air Pak Refilling
- Warehouse Operations
  - Expendable and Non-Expendable Supply Management (includes Cargo and Container Management)
- Airfield Services
  - Weather observations and forecasting and weather distribution
  - Runway sweeping
  - Baghdad International Airport (BIAP) expediter/liaison
  - Baghdad Diplomatic Support Center (BDSC) expediter for non-EAI flights
  - Baggage security screening (domestic and international flights)
  - Cargo loading and unloading (non-EAI flights)
  - Aircraft marshalling and parking (all BDSC aircraft)
  - Airport Air Ramp Tactical Operations Center
  - Provision of commercial cargo handling equipment for airfield operations
- Transportation Services
  - Shuttle bus services
  - Site transportation of bulk potable & non-potable water and waste water
- Supplemental Staffing and Maintenance Services to Regional Security Office (RSO)
  - Security equipment maintenance (military equipment only)
  - Biometrics equipment maintenance (military equipment only)
  - Badging and placard services
The BLISS hours of operation by site and area of service are provided in the following table:

<table>
<thead>
<tr>
<th></th>
<th>BEC</th>
<th>BDSC</th>
<th>BASRAH</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUBLIC HOURS OF OPERATION</td>
<td>08:00-17:00 Sunday -Thursday</td>
<td>08:00-17:00 Sunday -Thursday</td>
<td>08:00-17:00 Sunday -Thursday</td>
</tr>
<tr>
<td>ACCESS TO SITE HOURS</td>
<td>06:00-24:00 7 days/week</td>
<td>07:00-20:00 7 days/week</td>
<td>07:00-19:00 7 days/week</td>
</tr>
<tr>
<td>(GOI-CONTROLLED ECPs SUBJECT TO CHANGE)</td>
<td></td>
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<tr>
<td>US CITIZENS</td>
<td>Minimum 40 hour work week</td>
<td>Minimum 40 hour work week</td>
<td>Minimum 40 hour work week</td>
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<tr>
<td>IRAQI LNs</td>
<td>Minimum 40 hour work week</td>
<td>Minimum 40 hour work week</td>
<td>Minimum 40 hour work week</td>
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<tr>
<td>DFAC FOOD SERVICES</td>
<td>See Exhibit A.1-Attachment 1, pgs 2-3</td>
<td>See Exhibit A.1-Attachment 1, pgs 2-3</td>
<td>See Exhibit A.1-Attachment 1, pgs 2-3</td>
</tr>
<tr>
<td>Grab N Go’s</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>FIRE DISPATCH OFFICE</td>
<td>24/7 manning to be within Tactical Operations Center (TOC)</td>
<td>24/7 manning to be within Tactical Operations Center (TOC)</td>
<td>24/7 manning to be within Tactical Operations Center (TOC)</td>
</tr>
<tr>
<td>RSO BADGING OFFICE*</td>
<td>08:00-17:00 Sunday -Thursday</td>
<td>08:00-17:00 Sunday -Thursday</td>
<td>08:00-17:00 Sunday -Thursday</td>
</tr>
<tr>
<td>WAREHOUSE OPERATIONS</td>
<td>08:00-17:00 Delivery Hours</td>
<td>08:00-17:00 Delivery Hours</td>
<td>08:00-17:00 Delivery Hours</td>
</tr>
<tr>
<td>FUEL</td>
<td>Deliveries: No earlier than 08:00 Must be completed by 16:00</td>
<td>Deliveries: No Earlier than 07:00 Must be completed by 19:00</td>
<td>Delivery Hours No Earlier than 08:00 Must be completed by 17:00</td>
</tr>
<tr>
<td>RECREATIONAL SERVICES</td>
<td>N/A</td>
<td>24/7</td>
<td>24/7</td>
</tr>
</tbody>
</table>

*RSO Badging Office: Occasionally, badging operations may require staffing up to 12 hours per day, 6 days per week during transfer season, typically June through August.

The period of performance is provided in task order requests under the “Anticipated Task Order Period of Performance” paragraph.
Additional requirements for a Local National hiring program, other Contractor responsibilities, facilities clearance are identified in Section C.1.C Statements of Work. Other operating constraints are applicable under the terms and conditions of this RFP.

C.3 Services of Interests and Objectives

Contractor requirements, general performance standards, acceptable quality levels if applicable, and the requirement matrix are provided below and as attachments to this SOO.

C.3.A Postal Services- (Applicable to Task Order Request (TOR) 2, 3 and 4)

Reference 39 U.S.C. 413 authorizes the United States Postal Service (USPS) to establish branch U.S. Post Offices at U.S. diplomatic missions abroad. A diplomatic post office is a postal facility that operates at Department of State missions abroad as branch post offices of the US Postal Service (USPS).

In Iraq, there is one Diplomatic Post Offices with regional responsibilities (BDSC) and three standard Diplomatic Post Offices (BEC, EDSC and Basrah). A regional hub has responsibilities for more than one ZIP code and the larger volume of mail associated with this responsibility.

The Department of State requires one Secret-cleared American to act as Mail Supervisor at each location. This totals the requirement at 3 for the entire county (1 each at BEC, BDSC, and Basrah), The incumbent reports directly to the Department of State U.S. Direct Hire DPO Postal Officer and is responsible for the day-to-day operation of their assigned facility.

Basic Functions of the DPO Mail Supervisor are as follows:

The incumbent serves as the sole American citizen in the Embassy or Consulate DPO mailroom. The DPO mailroom is a high visibility unit due to its utility and its profound impact on post morale. The DPO Mail Supervisor serves as intermediary and spokesperson for the office and continually addresses concerns and issues surrounding the sending, receiving, and processing of DPO mail. The incumbent works alongside locally employed Iraqi staff providing assistance, guidance, and advice as required. The incumbent reports directly to the Information Programs Officer at post.

Major duties and responsibilities:

• Implementing mail policies and procedures in accordance with 14 FAM 700, USPS Regulations, and USPS Postal Bulletins
• Enforce adherence to mail policies and procedures by all authorized postal patrons; report all misuse or abuse of privileges immediately to IPO IAW established procedures
• Sending and receiving of USPS mail
• Distribution and secure storage USPS mail
• Properly inspect and screen all mail for contaminants (i.e., white powder) and other security concerns IAW DoS guidelines
Qualifications:
Security Clearance: Secret level clearance required
Prior Work Experience: Five years in a supervisory role
Language Proficiency: Good oral and written English
Skills and abilities: The incumbent must have superior customer service and interpersonal skills, must adapt easily to foreign cultures, and be able to communicate effectively in environments where English is not spoken fluidly.

Position Elements:
Scope of Work
Incumbent works in conjunction with his Iraqi colleagues and for the Information Programs Officer.
Supervision exercised: none.
Available guidelines: Mail handling standard operating procedures; 14 FAM 700; USPS Regulations; USPS Postal Bulletins
Exercise of judgment: Must exercise good judgment when interacting with all DPO patrons. Responses to all queries, be them verbal or via e-mail, must be prompt, succinct, and accurate.
Authority to make commitments: None
Nature, Level, and Purpose of Contacts: Must be able to establish rapport and develop relationships with mission personnel as one of the section’s most visible representatives.
Time Expected to Reach Full Performance: One month

C.3.B Food Services – See Attachment 1, 2 and 2A (Applicable to TOR 1)

C.3.C Waste Management (Applicable to TOR 2, 3, and 4)
Waste Management includes: The cleaning and servicing of chemical latrines; Medical waste incineration; Non-hazardous waste incineration and/or waste removal at a given site; and disposition services (to include recycling, mutilitation, and de-militarization of equipment). BDSC requires both waste incineration and waste removal services.

Chemical Latrines and Hand Wash Stations Operations
The Contractor shall provide, install, operate, clean and maintain portable toilets with hand-washing stations in work areas in accordance with work area populations as directed and approved by the COR. In addition, Contractor will dispose of septic waste produced by these same chemical latrines. The contractor is to clean latrines daily and restock as required.
The Contractor shall provide services and maintain chemical latrines and hand-washing stations according to a contractor published schedule. Chemical latrines cleaning and service requirement frequencies will be established on a site by site basis due to usage variations. Chemical latrine servicing (emptying and sanitizing) will only be done during normal working hours: 8am to 5pm, Sunday through Thursday. As part of the servicing schedule, the contractor shall restock consumables as required, pick up and dispose of any associated debris around the outside of latrines and replace chemical latrines if unserviceable. Contractor shall ensure that all chemical latrines are anchored and stabilized. Any required wash station repairs must be reported to the OMSS contractor for repair.

The BEC has 32 chemical latrines within the compound, with associated hand-wash stations. There are also 35 dumpsters used for regular/non-hazardous waste. The BliSS contractor must also provide chemical latrines at each CAC entrance within the IZ and at the bottled water/trash collection points under the IZ bridge.

**Medical Waste Collection, Transportation and Incineration/Disposal**

The Contractor shall collect, store, transport and dispose of medical waste generated by medical installations on State sites. For the purposes of this contract, medical waste is defined as any waste generated by a medical installation capable of producing infectious disease.

The seven (7) types of medical waste to be collected, removed and disposed, of are, (1) isolation waste, (2) microbiological waste, (3) blood and blood products, (4) contaminated sharps, (5) surgical waste, (6) pathological waste and (7) medications and/or supplies (consumables) no longer considered viable as directed by the COR. The Contractor shall dispose of medical waste through the appropriate operation of medical incinerators at each site.

The contractor shall properly operate medical waste incinerators to eliminate medical wastes as required. Medical waste incinerators are available at each Diplomatic support hospital (DSH) location (BDSC and Basrah). The Medical support services contractor stores, collects, and prepares medical waste for transport at each site health unit. When requested, GSO transportation contractors will transport medical waste from the health unit to the nearest DSH location for the Contractor to incinerate.

At the DSH locations, the Contractor shall collect waste from designated site locations, transport to the medical waste incinerator, and operate incinerator to properly dispose of medical waste as required. The maximum estimated medical waste amount is 7 dumpster loads per month and is broken down by locations as follows:

- **Diplomatic Support Hospital (DSH)**
  - BDSC DSH- 5 dumpsters per month
  - Basrah DSH- 2 dumpsters per month
**BDSC Non-regulated Waste Incineration**

The non-hazardous waste incinerator construction has begun and will be operational by the time of the BLiSS award. The BDSC waste incinerator is estimated to only be able to incinerate approximately 20% of the site daily waste output with the remainder of the BDSC trash being required to be hauled away. The incinerator will only operate after normal work hours to preclude any environmental issues. The incinerator is to operate daily from 6pm to 5am except holidays (subject to hour reductions from GOI).

**Non-Hazardous Waste Hauling and Recycling**

The Contractor shall remove and dispose of non-hazardous waste from a central collection point at each site in accordance with the direction and approval of the COR. The Contractor shall recycle, as applicable, non-hazardous solid waste from a central collection point as directed and approved by the COR. The Contractor shall also remove gray and black water, as well as sludge, from applicable site systems.

**Non-Hazardous Waste Incineration**

The Contractor shall operate the non-hazardous waste incinerator in accordance with applicable regulations as directed and approved by the COR.

**Disposition Services (Equipment and Property Scrap and Disposal Operations)**

The Contractor shall operate GFE to either mutilate or de-militarize Government equipment or property. Contractor is responsible for ensuring that the proper paperwork and procedures are followed when receiving equipment or property for disposal.

Contractor is responsible for providing employees trained to certify that the mutilation and or demilitarization standards have been met. Contractor must notify appropriate verifying USG officials at a given site that property is ready for verification before disposing of scrap. The Contractor is responsible to assure scrap vendor has been approved by GOI. At present, the only full time disposition facility is located at BDSC with hours of operation as follows: Receiving Operation: Sunday through Thursday – 0900-1600. Facility operations: Sunday through Thursday 0800-1700.

**C.3.D Fuel Supply** - (Applicable to TOR 6, CLIN 3)

The U.S. Mission in Iraq has a requirement for DF2 Diesel, and 95 Octane Unleaded Gasoline (Mo-Gas) fuel supply delivery services to be provided to the DOS Facilities, Embassy and Consulates throughout Iraq, including International Zone, Baghdad Diplomatic Support Centre (BDSC), Erbil Diplomatic Support Center (EDSC) and Basrah Consulate General (CG). See Attachment 12, DOS Fuel Supply Iraq SOO.

**C.3.E Recreation Services** (Applicable to TOR 3 and 4)
Recreational Services will be provided at two sites: BDSC and Basrah. Each site has one or two recreation buildings, containing aerobics and weight/cardiovascular equipment, general meeting and exercise areas used for dances or other physical activities, as well as designated areas for movies, including some snack bar facilities similar to a cinema in the U.S. These facilities are for the use of onsite personnel. These spaces and equipment are maintained by a separate contract, but do require manning for distribution of equipment, preparation of activity schedules and for safety and health reasons.

C.3.F Fire Protection Services (Applicable to TOR 2, 3, and 4)

All BEC structural firefighting efforts for site facilities will be provided by the firefighters located at the Embassy Heliport Fire station. Each fire department will be staffed 24 hours with two alternating shifts in accordance with the manning matrix provided in Attachment 4. Management will be required to work a minimum 56 hr work week spending 1 night per week at the fire department. Communications operators will be required to work an 8 hour shift to cover the 24 hours. BLiSS fire protection services does not include the following as the USG Facility Management personnel will perform these functions:

- Facility Fire Protection Services
- Filling and Servicing of Fire Extinguishers
- Servicing of Smoke Detectors

The Contractor, as directed by the COR, shall maintain fire stations strategically placed for fire protection and prevention. The Contractor shall maintain an emergency communications center for receiving emergency calls/transmissions originating within the Mission and dispatching emergency response vehicles. Firefighters will serve as First Responders for all emergencies. As such, Firefighters shall also be trained First Responders. Firefighters shall respond, extinguish, protect and salvage for the following types of emergencies, but not limited to:

- Structural alarms and emergencies
- Wild-land or brush fires that may threaten the loss of life or Government property
- Automotive or vehicle fire or accident
- Medical emergencies limited to those skills of a First Responder
- Fuel fires or spills
- Aircraft crash, fire and rescue emergencies at U.S. Mission airfields

The Fire Department will operationally comply with all applicable U.S. laws, Department of State and/or Department of Defense Regulations, and National Fire Protection Associations (NFPA) Standards as they apply to fire protection and prevention.

C.3.G Airfield Services (Applicable to TOR 2, 3, and 4)

At specified locations within Mission Iraq, the contractor shall provide the following airfield services:
1. Weather Services
2. Runway sweeping
3. Commercial Airport Expediter/Liaison
4. Security Baggage Screening
5. Cargo loading and unloading
6. Aircraft marshalling and parking
7. Airport Operations Center (AOC)
8. Reports

1. Weather Services:

   a. The Contractor shall operate and maintain weather services to include the following: Observations, Forecasts, Weather Warnings, Weather Advisories, and Flight Weather Briefings.
   
   
   c. The Contractor shall develop and disseminate Mission Execution Forecasts and 5-Day Outlooks and provide Flight Weather Briefings to include seasonal briefings as required.
   
   d. The Contractor shall ensure all personnel possess and maintain proper airfield access and clearance. A secret clearance is not required. These positions must be filled by personnel with the ability to access the Air Force Weather Information Network (AFWIN). AFWIN will be utilized to input weather observations into the global network and to utilize the available products for forecast development.

2. Runway Sweeping:

   a. The Contractor shall operate and maintain runway sweepers to remove Foreign Object Debris (FOD) from runway, parking pads, taxiways and other designated areas in accordance with published schedule. Runway sweepers will be provided as GFE to the contractor which will be maintained by the OMSS contractor.
   
   b. Non-scheduled sweeping services may be required by the senior airfield authority due to unforeseen circumstances and weather events, e.g. dust storm. In such instances the response time will be within 30 minutes.
   
   c. The contractor shall ensure all personnel possess and maintain proper airfield access and clearance. A secret clearance is not required and these positions can be filled by Local Nationals.

3. Commercial Airport Expediter/Liaison:

   a. The contractor shall provide expediter services in direct support of normally scheduled flight operations at designated commercial airport locations to assist Mission Iraq personnel through screening, check-in and immigration procedures. Expediter service assistance includes liaison with the various commercial airlines to retrieve lost luggage as required and to arrange shuttle services to Mission Iraq sites.
For VIP passengers, the expediter will assist VIP personnel in the access to VIP lounges, etc. The expediter will work with RSO/TOC in the event of an emergency, security related issue or flight cancellations to assist passenger in the changing of their flights.

b. Expediter(s) will be on-call to service special mission flights outside normal hours.

c. Expediter(s) must be able to speak both English and Arabic. Farsi is a plus.

4. Security Baggage Screening:

Passenger and Baggage Screening personnel provide security for passengers, the aircraft and the airport. The employee is directly responsible for front-line passenger and baggage screening.

a. The employee(s) shall operate two (2) Government-provided Rapiscans and conduct Passenger and Baggage Screening functions 100% of the time in accordance with Transportation Safety Administration prohibited items list. One screening operation at the Baghdad Diplomatic Support Center (BDSC) will be done as a preliminary check for Mission Iraq personnel departing on a commercial airline at the Baghdad International Airport (BIAP). The other BDSC screening operation is for international Embassy Air (EAI) Flights departing from the BDSC EAI terminal. Specific duties include examining baggage as it runs through X-ray machines and screening passengers with a hand-held wand, walk-through detectors. The employee(s) must also be able to perform manual baggage and passenger searches as necessary. The employee(s) control(s) and monitor(s) entry and exit points into secured airport locations, such as the ramp, sterile terminal areas, baggage claim and other controlled areas.

b. Baggage and Passenger Screening hours at BDSC are from 0500 hours local – 2200 hours local time six days a week, Saturday through Thursday. The terminals are closed on Fridays due to aircraft maintenance except for an occasional Very Important Person (VIP) Visitor or Medical Evacuation flights. BDSC averages 130 flights each week, with approximately 1,200 passengers transiting per month.

c. The contractor shall ensure all personnel possess and maintain proper airfield access and clearance. A secret clearance is not required and these positions can be filled by Local Nationals.

5. Cargo Loading and Unloading:

The contractor shall perform airfield ramp cargo loading and unloading operations at Embassy Air Terminals located on designated State sites six days a week, Saturday through Thursday, 0500 local hours to 2200 local hours by:

a. Providing personnel with the appropriate skill sets to operate contractor or USG provided equipment to load and off-load aircraft (fixed and rotary wing).

b. Contractor shall take direction from the Airport Tactical Operations Center for loading and unloading requirements.
c. The contractor will provide and maintain personnel with current Hazmat certifications for air cargo in accordance with Air Force Manual 24-204 IP or Title 49 CFR Part 172 Subpart H Training (IATA, Dangerous Goods Regulations or ICAO, Technical Instructions training may also be used). Training must include function specific duties related to military air transportation.

d. For out-bound shipments, the Contractor shall ensure cargo is validated for air worthiness 100% of the time in accordance with procedures established in the following documents; Defense Transportation Regulation (DTR) Part III, USCENTCOM Aerial Port LOI, and Air Mobility Command Instructions (AMCI) 24-101 series.

e. Maintain and operate the airfield cargo yard and all related equipment to include weight scales, and supplies in accordance with applicable directives.

6. Aircraft Marshalling and Parking:

a. The Contractor shall operate and maintain aircraft parking and transient alert.

b. Aircraft parking will be clear of obstructions 95% of the time. Reported obstructions will be cleared within 15 minutes of a report, if parking is necessary.

c. Transient alert vehicles will be in position prior to aircraft exiting the runway 95% of the time.

d. Aircraft will be parked in accordance with a parking plan based on the daily flying schedule.

e. The Contractor will provide power to aircraft and tow aircraft as required utilizing USG-provided equipment.

f. Conduct daily ramp and taxiway inspections prior to first aircraft departure or arrival to ensure surfaces are free of potential hazards.

7. Airport Operations Center (AOC):

a. The contractor shall provide personnel with the necessary skills and qualifications to manage the aerial port. Personnel will require the ability to obtain a Department of State Unclassified Open Net account in order to maintain communications with other departments and agencies.

b. To manage and conduct and airfield drivers training program as required.

c. Operate a Prior Permission Request (PPR) program.

d. Develop and disseminate a consolidated flying schedule to include identifying flights transporting VIP and VVIP passengers.

e. Function as the Ramp Coordinator and monitor the ramp operations during the loading and unloading of passengers and cargo.

f. Coordinate all activities on the airfield to ensure safety.

g. Manage the airfield FOD program.

h. Monitor AOC radios and respond to any calls for information.

8. Reports:

The contractor shall provide the following reports as required:
  b. Baggage Screening
  c. Airfield Equipment Status

C.3.H Transportation Services- (Applicable to TOR 2, 3, and 4)

1. Shuttle Bus Services-
The BEC operates a shuttle bus service to other sites within the IZ. Current schedules are provided below:

   BEC- RING ROUTE: 1 each 20 PAX bus is used to operate a ring route on the IZ from 06:00 to 23:30 daily.
   MEADOWLANDS EXPRESS: 1 each 20 PAX bus is used to operate a LES shuttle to and from an access gate to the Embassy Compound from 0715 to 1845 daily.

   BDSC
   The BDSC Ring Route has eight stops, using one 12 passenger van. The van runs daily every 30 minutes from 0500 to 2300.

   BASRAH
   One shuttle and driver is required during the hot months of the year, from May through October, to operate a continuous ring route from 07:00 to 18:00 on the Consulate grounds only.

2. Transportation of bulk potable & non-potable water & waste water –
The Contractor shall transport both potable and non-potable water from a bulk water supply source to individual facilities at each site as directed by the COR. All transport will take place either within a site or within and between International zone sites.

C.3.I Supplemental Staffing and Maintenance Services to RSO- (Applicable to TOR 5)

C.3.I.1 Z-Backscatter Vans and Forward Scatter Technology

REFERENCED DOCUMENTS:

   a. AS&E Exclusion of Warranties
   b. ZBV Operators Manual ASE-3100-3 Rev C
   c. ZBV Operators Manual ASE-3200
   d. Powertech Generator Operator’s Manual

TASK DESCRIPTIONS. The Contractor shall provide the following sustainment services for the ZBV systems located in Iraq.

A. Sustainment.
All systems covered by this PWS shall be sustained in a way to obtain and maintain an operational readiness rating of 90.0 percent or higher for each region of systems covered, with the exception of damaged vehicles resulting from any cause listed in 3.1.2.2.2 a thru e.

**B. Maintenance.**

**B.1 Maintenance for ZBV Systems:** The Contractor shall conduct and document routine PMCS activity on the ZBV systems and subsystems that require such maintenance in accordance with the GEN 1 Preventative Maintenance Plan and the GEN 2 Preventative Maintenance Plan. The Contractor shall provide all spare parts used during PMCS. The ZBV systems and subsystems include but are not limited to the following:

- a. Mercedes-Benz truck chassis, air conditioner, and generator
- b. Backscatter X-Ray system
- c. Any and all computer software associated with the system
- d. Computer hardware hosting the software and associated supporting hardware
- e. Detector array and associated electronics and safety systems

**B.2 Maintenance for Forward Scatter Units.** The Contractor shall conduct and document routine PMCS activity on the Forward Scatter systems and subsystems that require such maintenance in accordance with the Forward Scatter Preventative Maintenance Plan. The Contractor shall provide all spare parts used during PMCS. The Forward Scatter systems and subsystems include but are not limited to the following:

- a. trailer and hitch
- b. detectors and detector stand
- c. cables
- d. beam stop
- e. software

**B.3 Operator Maintenance Responsibilities.** The following routine maintenance activities and materials are understood to be operator responsibilities, but it is the responsibility of the Contractor to ensure the necessary items are on hand for each system except for items provided by the government:

- a. On-site support for routine items including, replenishing fuel, oil, and other vehicle fluids; replacing lamps and operator-replaceable fuses as provided by the Contractor, etc.
- b. Providing consumables shall remain the responsibility of the Contractor to include, but not limited to, lamps, fuses, batteries, and wiper blades. The government will provide CDs, diskettes, fuel, oil, and other vehicle fluids as needed unless vehicle requires something that is not common to the military’s supply and logistics system.
- c. Image analysis: Contractor shall provide support and training as needed.

**B.4 Technical Support.** The Contractor shall provide supporting services for up to all fielded systems covered by this contract as annotated in Appendix B or anything else the Government...
purchases in this family of systems that requires follow on sustainment on an as required or as requested basis, such support to include the following services.

B.5 Scheduling. The Government will provide transportation and escort services in support of contract performance via Embassy Air Iraq. The Contractor may combine scheduled maintenance PMCS tasks with unscheduled calls for support to reduce the number of trips made to the same location.

B.6 Response Time. Contractor shall respond to calls for support within 24 hours contingent upon the availability of government furnished transportation or security escort.

B.7 Unscheduled Corrective Maintenance and Repair. Unless otherwise set forth in the PWS, the Contractor shall conduct and document unscheduled corrective maintenance or repair on equipment and keep all equipment in full mission capable condition, repaired to one standard that provides a consistent and measurable level of sustainment.

B.8 Repair of system damage due to any cause including the following:

a. Misuse whether by fault, negligence, or otherwise unless caused by the Contractor or an agent acting on its behalf, which is the sole responsibility of the Contractor. Said repair shall be treated as under warranty
b. Damage from peripheral power sources or equipment not delivered with the original system
c. Conditions resulting from improper use of the equipment or operation of equipment outside the specified environmental conditions
d. Modifications or repairs to the equipment other than made by the Contractor,
e. Acts of God, war, riots, insurrections or force majeure events.

Repair of damaged vehicles resulting from any cause listed in 3.1.2.2.2, a thru e, above, and including causes unknown, shall be handled in accordance with the procedures set forth herein unless caused by the Contractor or an agent acting on its behalf. Repair of damage is not subject to system repair and down time goals set forth in 3.1.2.3.3 unless caused by the Contractor or an agent acting on its behalf. Upon the Contractor’s notification or discovery of system damage, the Contractor shall submit a Work Request to the Contracting Officer and the designated Contractor representatives. The Work Request shall describe the over and above work proposed to include the probable cause of the damage, the extent of the damage, and the material/spare parts required to correct the damage. The Contractor shall identify catalog and non-catalog repair parts to the extent practicable and submit an estimated cost of repair, which shall constitute a ceiling price until the repair order is definitive. If damage is due to misuse whether by fault, negligence, or otherwise, the Contractor shall provide a detail report of investigation conducted by the government and a copy of the report in accordance with AR15-6 to the Contracting Officer’s Representative as Classified, For Government Official Use Only.

The Government will promptly review Work Requests and notify the Contractor whether to proceed. Within 24 hours of the Government’s authorization to proceed, the Contractor shall submit a Final Proposal for repair in sufficient detail to permit definitization. The Contractor
shall submit the sub-Contractor’s quote for any non-catalog parts, sub-Contractor labor, freight, and other associated costs identified in the Final Proposal, to include the unit prices and costs. The non-catalog repair parts and sub-Contractor costs shall be priced in accordance with the sub-Contractor’s quote and the agreed upon Contractor’s Material and Sub-Contractor (M&S), G&A, and profit rates as stated in the contract. The parties shall negotiate the final price of repair within 72 hours of the Contractor’s Final Proposal submission and the Government shall issue an order reflecting this definitization. Failure to agree on the price of over and above work shall be a dispute within the meaning of the disputes clause of this contract.

B.9 System Repair and Down Time. Once on site the Contractor shall:

a. Diagnose the ZBV system within 8 hours
b. Complete the repairs within 24 hours following completion of the diagnosis, subject to:
   1) Availability of parts
   2) Availability of transportation of personnel and spares to the system location

It is understood that not all spare parts will be forward based in Iraq and may require export from the U.S. to Iraq in order to support the repair. This should be an exception. The Contractor is encouraged to forward base as much material as necessary to maintain availability and readiness rates.

B.10 Training. Contractor Personnel Training. The Contractor shall provide training for its own personnel in all areas of safety, operation and maintenance of the ZBV systems. The Contractor shall also provide qualified trainers that will perform the training described in paragraph 5.3/5.12.+

B.11 Spares and Consumables Management. An initial stock of spare parts and material was purchased by the Government and forward based in Iraq. Initial stockage of material and spare parts unique to the ZBV will also be established. The Contractor shall provide custodial care, inventory accountability, and management of this material as necessary to support the ZBV. The Contractor’s proposal shall include a catalog list of spare parts and supplies along with unit price per item. The catalog list shall be utilized to procure any additional spare parts on an as needed basis. In the event that spares are used in repairing a warranted item the Contractor shall reclaim the part from the warranty provider and replenish the governments spares base. In the event, the ZBV or its parts/components is designated by the President of the United States as a defense article in accordance with the International Traffic in Arms Regulation, the Contractor shall take appropriate action to secure an export license from the US Department of State and use carriers designated by the license.

B.12 Radiation Safety Officer (RSO) Requirements: The Contractor shall operate the radiation safety program as directed by and under the oversight of the ARCENT Command Radiation Safety Officer (CRSO). The Contractor shall perform tasks assigned under the PWS as directed by and under the oversight of the ARCENT Command Radiation Safety Officer (CRSO). The Contractor health physics personnel and RSO shall assist the CRSO in providing services outlined in this PWS. The Contractor shall evaluate, make recommendations, provide reports, and assist in the administration of the Army radiation safety and dosimetry programs for all
affected ZBV systems in accordance with (Law) DA PAM 385-24, The Army Radiation Safety Program as applicable.

The Contractor shall evaluate, make recommendations, provide reports, and assist in the administration of the Army radiation safety and dosimetry programs for all affected systems in accordance with (IAW) DA PAM 385-24, The Army Radiation Safety Program, DA PAM 11-18, Personnel Dosimetry Guidance and Dose Recording Procedures for Personnel Occupationally Exposed to Ionizing Radiation, Joint Pub 3-11, Operational Doctrine for NBC Environments, and any written radiation safety or radiation dosimetry procedures or policies set forth by ARCENT, CENTCOM, or the CRSO. The Contractor shall administer a dosimetry account (or accounts) established by the US Army from the US Army Dosimetry Center (ADC) to issue dosimeters to potentially exposed personnel IAW regulation and policy, maintain dosimetry records, report overexposures to the CRSO, and perform related dosimetry custodian duties in support of operators and guards. The Contractor shall use reasonable efforts to assist the CRSO in the implementation and administration of the Army Radiation Safety program by providing required radiation safety training, RADIAC support, radiation surveys, reporting significant radiological incidents or exposures to the CRSO, hosting the CRSO or other safety authorities during radiation protection audits or inspections, and related radiation safety functions as set forth in this PWS. The Contractor shall report any discovered non-conformities to the cognizant CRSO for action to correct any such non-conformities. Notwithstanding the support to be provided by the Contractor under this PWS, it is understood that all services provided under this PWS will be performed under the Army’s radioactive material license and under the direction of the CRSO. Compliance with all radiation safety requirements remains the US Army’s sole responsibility.

These support services are proposed on a go forward basis, and subject to the condition of the current records accurately documenting compliance with the approved referenced regulations and Army license requirements. This support shall include performing an initial baseline assessment of the following programmatic areas:

- **License:**
  1) Obtain copies of all applicable ARAs that are available for each system to identify the specific requirements of the ARAs.
  2) Compile all applicable regulations for review, and assess the posting of information regarding program and emergency contact and other required postings (i.e. NRC Form 3, “Notice to Employees”).

- **Training Issues:** All findings shall be sent to the CRSO and the COR.

- **Ensure operator is aware of operator maintenance responsibilities as outlined in paragraph 3.1.1.**

B.13 Hazardous Material certifier requirements: Contractor will provide a trained and current Hazardous Material certifier that is trained IAW 49 CFR (Code of Federal Regulations), Part 172, IATA (International Air Transportation Association) 1.5.2 and 1.6, and AFMAN24-204
Attachment 25 to certify all Hazardous Material shipments offered for carriage, regardless of mode of transportation.

C. Period of Performance - See Task Order Request

D. Security

Contractor personnel who have access to or who generate secured information shall be required to have a secret security clearance. The Contracting Officer shall provide a DD Form 254, Department of Defense, Contract Security Classification Specification.

4.1 Classified Information. Any information concerning the current or projected location, condition, mission, vulnerabilities and operating military force(s) for the systems maintained under this contract shall be classified SECRET. All other aspects of this contract are considered UNCLASSIFIED.

E. Safety

Contractor is responsible for providing appropriate industrial safety equipment, training and procedures for his own employees.

F. Deliveries

Reports: The Contractor shall provide a daily report documenting the operational status of all ZBV in Iraq. The report shall include maintenance challenges impacting any system’s fully operational status to include status of any parts or material needed to bring the equipment to fully mission capable status. Contractor shall provide immediate notification on operational readiness status changes once change is confirmed being either operational or non-operational with whatever details are available at the time. Information will be sent in the form of an email to the point of contact designated by PM-SKOT and courtesy copy the COR. Status of parts and material is defined as ETA, method of shipment, and method of tracking the parts or material.

The daily report shall document open issues concerning discussions with the Government, personnel working on the contract, parts, repairs, systems in a other than fully mission capable condition for more than 15 days, and any information pertinent to quality program management. Further, the Contractor shall also provide monthly reports of its activities that were conducted in the performance of this contract. This report shall include a full list of parts and materials that were replaced, used, consumed and subsequently replenished in the performance of all the maintenance and technical support provided. The Contractor shall provide a daily report detailing services performed on equipment. Additionally, the contractor will report on any training conducted with operators.

C.3.1.2 Rapid Deployment Integrated Surveillance System (RDISS)

RDISS is a force protection product identified as Theater Property Equipment (TPE) for continued use by the Office of Security Cooperation- Iraq (OSC-I) Missions after 31 December 2011.
The contractor shall perform work as identified in the above reference and as specified below for RDISS.

RDISS Tasks.

A. Maintain an Operational Readiness rate (OR) of 90% or higher IAW the OR criteria.

B. Provide input to the Assistant Product Manager (APM) RDISS on trends and anomalies with the RDISS. Coordinate with APM for the frequency and format of the reports.

C. Provide the Product Manager access to the Army War Reserve Deployment System (AWRDS) for RDISS spares usage oversight and assistance.

D. Provide monthly consumption report on spares.

E. TAB B is an initial spares package for at least 4 months that CECOM LCMC Elevated Sensors will transfer to Office of Security Cooperation – Iraq (OSC-I) for the contractor’s use.

F. TAB C is an estimate annual spares list based on historical data. TAB C includes a complete parts list, expected prices for the contractor and lead times per part.

G. The contractor shall participate in the APM RDISS Weekly Stakeholders Teleconference. APM RDISS will coordinate the time and dial-in information with the contractor.

H. The contractor shall develop an agreement for RDISS spare parts with the OEM. If the contractor is unable to acquire the necessary ITAR licenses required for import and export operations, APM RDISS will continue to support the requisition of spare parts and systems as required until those licenses are in place. The specific process and funding strategies for continued APM RDISS support will be developed and coordinate by the government and provided to the contractor.

I. The Point of Contact for joint inventories of RDISS systems and spares being transferred from CECOM LCMC Elevated Sensors to OSC-I is the CECOM LCMC Elevated Sensors Operation New Dawn Technical Lead and Contracting Officer’s Representative.


See ENCL 1: RDISS Operational Readiness Criteria, Spares and References (5 pages)

C.3.1.3 BETSS-C W/SGS Tower Sensor Systems

The Contractor shall perform sustainment and support as identified, but not limited to, in the above reference and as specifically specified below for the RAID System.
RAID System Tasks: The Contractor shall perform the following specific tasks associated with RAID:

A. Maintain an Operational Readiness Rate (OR) at or above 90% IAW the OR criteria in Enclosure 1

B. In coordination with PM ITS, provide maintenance data via Army War Reserve Deployment System (AWRDS) download to PM ITS OEM, Contractor on a monthly basis. The specific format and data fields will be provided by PM ITS and are not included in this PWS.

C. Provide the PM ITS access to the AWRDS for maintenance and spares usage oversight and assistance.

D. Receive and sign for initial spares ASL provided by CECOM LCMC Elevated Sensors to OSC-I/DoS for the Contractor’s use IAW Enclosure 2. The Contractor shall coordinate with the Contracting Officer Representative (COR) for updated lists of equipment as transition operations continue in Iraq between USF-I and USM-I.

E. The Contractor shall develop and execute a relationship with the OEM for software support for the Standard Ground Station (SGS).

E.1 SGS Hardware Engineering Tasks: The Contractor shall perform reliability tracking from field failures. Evaluate OEM product changes and obsolescence evaluation. Provide notification of product obsolescence. Respond to field inquiries regarding the function and operation of hardware, and provide inputs to changes in requirements. Identify hardware improvements. Perform analysis of failures and their trends and provide periodic reporting of results. Resultant impacts to sparing plans shall be performed with recommendations for necessary adjustments in the sparing levels.

E.2 SGS Software Engineering Tasks: The Contractor shall provide subject matter expertise to Visualizer, Sensor Manager and TerraSightTM Server software components for updates and bug fixes. Perform software code changes and related documentation updates resulting from government approved changes in support of maintenance, bug fixes, updates to existing features and functionality.

E.3 SGS Theater Support: The Contractor shall provide support to the BETSS-C SGS and the installed TerraSightTM product in Iraq:

- Provide expertise for repair and/or operational issues
- Provide delta training for SGS / TerraSight operations to local operators
- Provide recommendations for SGS sparing and provisioning
- Provide updated map data to deployed systems as data becomes available

E.4 SGS System Engineering: The Contractor shall provide BETSS-C SGS system level subject matter expertise to support activities ISO DoS and OSC-I in Iraq. This includes but is not limited to providing updates to existing maintenance functions, identifying changes to baseline
software and hardware to correct known and uncovered deficiencies in meeting operational needs, responding to issues developed in fielded operations through software and/or hardware updates and revisions as directed by the government.

E.5 SGS Testing: The Contractor shall maintain a test environment for testing bug fixes and enhancements, performing software and hardware evaluations and analysis, and reproducing system behavior based on field inquiries. Types of testing include functionality, regression, robustness, longevity, and FVT. The Contractor will perform testing in support of government approved ECNs for software bug fixes, field issues, changes to OEM operating systems, functions and firmware, information assurance enhancements. The Contractor shall perform testing in support of government approved ECN changes to hardware resulting from changes to OEM equipment and field concerns.

E.6 SGS Training and Demonstration Support: The Contractor shall ensure that all SGS SMEs are trained prior to deployment in support of DoS and OSC-I.

E.7 SGS Technical Support: The Contractor shall provide technical expertise at the Contractor’s Princeton Facility available 0800-1700 (Eastern Time) and help line support on off hours for Iraq operations.

E.8 SGS Administrative Support: Contractor shall provide program and technical management for all of the listed tasks and those not separately broken out.

E.9 SGS Sustainment Administration: The Contractor shall maintain or utilize a Government maintained data base as defined for reported trouble, issues and resulting actions. The Contractor shall maintain a spread sheet for tracking spares and returned parts. The Contractor shall provide a weekly issue summary from the SGS support data base.

F. The Contractor shall participate in the PM ITS weekly maintenance teleconferences. PM ITS will coordinate with send invites to identified Contractor personnel.

G. The Contractor shall not connect the RIAD tower with SGS software to any SIPR/NIPR/CLASSNET/OPENNET networks. In event that there is a mission requirement to do so, the Contractor shall ensure that the systems meets all specified IA requirements by the PM ITS, OSC-I, DoS and CENTCOM/ARCENT.

H. The Contractor shall develop an agreement for RAID and SGS spare parts with the OEM. The Contractor is required to provide the Government the timeline to acquire the necessary ITAR/EAR licenses needed for import/export operations.

I. The Contractor shall execute and manage a repair and return process for Contractor Depot Repair of the FLIR Star Safire III (SS III) camera system IAW agreements between FLIR Systems Inc. and URS/Raytheon. Serial number accountability shall be maintained for all Lowest Repair Unit (LRU’s), Turret FLIR Unit (TFU), Central Electronics Unit (CEU), Laptop Control Unit (LCU) and require OEM to maintain repair history to provide to PM ITS.
J. The Contractor shall not change any tower system payloads or system configuration without prior written notification to PM ITS if changes come from the OEM; if PM ITS directed, contractor will receive written notification from PM ITS. Contractor shall notify PM ITS of any obsolescence issues before changing any component of the towers systems for approval to do so.

K. The Contractor shall execute and manage calibration of the tower system tensiometer to maintain annual calibration requirement.

L. The Contractor shall provide all necessary qualifications for any new FSR hires to PM ITS for validation. PM ITS will review and make recommendations back to the COR if further training is required. PM ITS will assist in the coordination and set up of additional training upon approval from the COR.

M. The Contractor shall comply with all safety requirements for tower operations and implement all safety bulletins concerning tower safety issued by PM. Coordinate with PM ITS for all recent safety bulletins. The Contractor shall coordinate with PM ITS to execute any upgrade or Field Bulletin requirements changes to the RAID system

See Attached

ENCL 1A: RDISS Operational Readiness Criteria
ENCL 2: RAID Tower Operational Readiness Criteria
ENCL 3: Initial ASL, ASL Cost, 1 Year Budget Costs

C.3.1.4 Biometrics Equipment (TBD)

I. In coordination with designated Government representatives, the Contractor shall provide field service support to Biometrics equipment utilized by the Department of State (DoS) and the Office of Security Cooperation Iraq (OSC-I):

- Coordination, planning, and management oversight of TBS field service support. The Contractor shall ensure that planning and resources allow for backfill of personnel who are on-leave or rotating out of country.

- Management of facilities, vehicles, and other infrastructure assets assigned to the mission. The Contractor shall provide timely notification to direct support organizations regarding the operability and serviceability of assigned assets.

- Management of equipment and supplies assigned to the mission. The Contractor shall provide timely notification to direct support organizations regarding the operability and serviceability of assigned equipment. The Contractor shall maintain configuration management of BAT-A and BISA hardware, software, and equipment.

- Field Service Engineering (FSE) support for all TBS in use. The Contractor shall provide FSE support to include comprehensive and responsive network support services, planning, scheduling, operation, optimization, database administration, security administration, maintenance, network management, network monitoring, administration, and configuration management including local area networks (LANs) and connectivity to associated wide-area-networks (WANs). The Contractor shall address software issues
and conduct upgrades. The Contractor shall provide hardware maintenance assistance with the lifecycle replacement plans and repair processing of equipment.

- Database Administration (DBA) support for BAT-A and BISA systems in use. The Contractor shall provide support to include database maintenance, tracking and monitoring of data flow, establishment and coordination of division replication schema, server software upgrades. The Contractor shall perform daily tasks to include monitoring the replication schema, monitoring and optimizing network performance, providing network metrics, developing and implementing database monitoring tools, and serving as the resident database expert for TBS users.

- Training support for all TBS in use. The Contractor shall conduct limited refresher training for OSC-I and DoS BAT and BISA equipment operators in theater as required by the Government. Training shall be geared to cover all of the tasks and associated skills required to execute the specific biometric mission. The Contractor shall identify the number of operators trained, the material covered and any additional information requested by the Government/PM Biometrics.

A. The Contractor shall ensure that BAT-A and BISA are operating at the necessary levels to accomplish each system’s operational capabilities as described in this SOO. The Contractor shall be responsible for performing or assisting personnel to perform daily operational tasks, including: system start-up, initialization and shut down; software patch implementation; system maintenance checks; security checks of daily logs; daily operation of servers to include email server and web server (if applicable); transaction reconciliation; local area networks (LAN) administration and coordination with wide area networks (WANs); network security functions IAW System Security Authorization Agreement; database administration, including extracting data for reporting purposes; performance of system upgrades including planning/scheduling, testing, and coordination.

B. The Contractor shall also assist Government operators that have been issued TBS equipment with equipment management and configuration, to include:

- Handling of Damaged / Inoperable Equipment. In conjunction with designated logistical support providers (e.g., Tobyhanna, GISA) the Contractor shall coordinate to replace (swap out) damaged and/or inoperable equipment for BAT-A and BISA users. Where authorized, the Contractor may perform minor field service repair activities. The Contractor shall also be expected to provide feedback on suitability of equipment and recommendations for improvement.

- Handling of Equipment Requiring Refresh. In conjunction with designated logistical support service providers (e.g., Tobyhanna, GISA) the Contractor shall coordinate to replace (swap out) equipment at the end of its lifecycle with the latest approved version for BAT-A and BISA users.

- New Equipment Fielding / Issuance. Based on approved requirements and resource availability, the Contractor shall coordinate with designated logistical support service providers (e.g., Tobyhanna, GISA) to provide new users with BAT-A and BISA equipment. Along with issuance of these systems/devices, the Contractor shall provide the necessary new equipment training to support their effective use.
- Configuration of issued equipment. The Contractor shall assist DoS and OSC-I as needed to configure issued equipment for specific mission requirements.

2. **Security Requirements:** Contractor personnel providing DBA or FSE support require an active SECRET clearance.

C.3.J **Warehouse Operations** - (Applicable to TOR 3 and 4)

Offerors are requested to propose a team of augmentees to assist the DOS General Services Office in the support of Warehouse Operations as specified under Attachment 8.

C.3.K **Program Management Office (PMO)** - (Applicable to TOR 6)

DoS is seeking offerors to establish a program management organization and structure to achieve overall IDIQ contract desired outcomes as provided in Attachment 11 and 12 SOOs.

C.4 **DOS Inspections**

The DoS reserves the right to inspect and evaluate Contractor provided services at any time during the contract performance period(s). At the DoS’s discretion, the Contractor’s activities or deliverables may be inspected by DS local staff, DoS officials, or other knowledgeable third party sources designated by the DoS.

C.4.A The DOS also has the right to conduct security, health and safety inspections of all spaces within the compound at any time

C.4.B Performance issues, security issues and safety issues identified by the Chief QA inspector, Safety Officer or COR to the Contractor shall be promptly remedied. In some cases, the Contractor may be required by the Contracting Officer (CO) through the COR to submit formal reports that detail corrective action taken in response to documented problems and steps that will be taken to prevent re-occurrences.

C.4.C In accordance with Trafficking in Persons requirements, the U.S. Department of State reserves the right to inspect any and all housing facilities, including man-camps, which are located outside USG property.

C.5 **Schedule**

The period of performance is estimated on or about May 1, 2013 and continues through April 30, 2014. This period may be adjusted based on solicitation delays or reasons outside the control of the DoS. The DoS has the option to extend the period of performance by up to four (4) one-year periods. The Transition Plan shall be submitted 10 days after Contract Award for approval.
C.5.A  Phased Deployment Plan

C.5.A.1  Phase I – Contract Transition

Phase I shall consist of the first set of key personnel being on site within 35 days after award of contract. This set should include the PMO Country Manager, PMO Operations Manager, PMO Food Operations Manager and Site Operations. The second deployment of key personnel as proposed by the Contractor will be onsite not later than 60 days after contract award. It is mandatory that the key BLiSS personnel be on site to participate in the turnover process and to become familiarized with all facilities, equipment, processes and systems prior to transition from the current LOGCAP Contractor. Training by the current LOGCAP provider on how to operate and maintain the equipment is anticipated during this period. Offeror shall propose a Transition Plan for evaluation purposes (see below and Section L).

The key personnel shall conduct an inspection of the condition and layout for all sites and provide a detailed assessment within 75 days after full mobilization on-site to the DOS personnel on any potential problems that may adversely affect the performance of duties under this contract. Also included in the report shall be proposed remedies and any cost impacts to this contract.

C.5.A.2  Phase II – Contract Start

Phase II shall consist of 85% personnel being on sites on the Contract Start Date (Assumption of all duties). The Contractor shall provide all support services required under this solicitation.

C.5.A.3  Phase III – Full Mobilization

Phase III shall consist of commencement of all duties under this contract on the Contract Start Date. Contractor staffing on site in accordance with the Staffing Plan is expected to be at 100% 30 days after Contract Start Date (Assumption of all duties).

C.5.B  The Transition Plan shall be based on a sound transition that minimizes disruption associated with required service changes from the current, incumbent contractor to the new contractor, as necessary. The plan will take into consideration transportation limitations, securing housing for off-site personnel, security vetting, obtaining visas, work permits, licensing requirements, and requirements on re-deployment of the existing contractor personnel. The Contractor is expected to conduct a fact-finding site survey and transition meeting with both DOS program management and the current contractor, to negotiate reasonable timeframes, and oversee the transition.

C.6  Summary of Attachments

Attachment 1- Food Service SOO (Revised A001)
Attachment 2- DFAC Equipment
Attachment 3- Supplemental Staffing and Maintenance Services to RSO (see 3A-3E below)
Attachment 3A- ENCL 1A RDISS Operational Readiness Criteria, Spares and Others
Attachment 3B- ENCL 2 RAID Tower Operational Readiness Criteria (Event and Symptom)
Attachment 3C- ENCL 3 Initial ASL, ASL Cost, 1 Year Budget Costs
Attachment 3D- RSO Equipment List
Attachment 3E- Current Manning by Site
Attachment 4- Embassy Heliport Fire protection service performance requirements and Fire
Service Manning Matrix
Attachment 5- Equipment/Property Scrap and Disposal at BDSC SOO
  Attachment 5A- Acceptable Performance Level (APL)
  Attachment 5B- Technical Exhibits 1-9
Attachment 6- BLiSS Contract Critical Services letter dated Dec 1, 2012
Attachment 7- Government Furnished Properties/ Equipment (New A001)
Attachment 8- Warehouse Operations (New A001)
Attachment 9- Reserved
Attachment 10- BLiSS Requirement Matrix
Attachment 11- Program Management Office (PMO) SOO
Attachment 12- Fuel SOO (Revised A001)