

ORDER FOR SUPPLIES OR SERVICES										PAGE 1 OF 28	
1. CONTRACT/PURCH ORDER/AGREEMENT NO. N0017819D7379			2. DELIVERY ORDER/CALL NO. M6785419F3506		3. DATE OF ORDER/CALL (YYYYMMDD) 2019SEP19		4. REQUISITION/PURCH REQUEST NO. M9545019SUA7156		5. PRIORITY Unrated		
6. ISSUED BY MARCORSYSCOM 2200 Lester St Bldg 2200 Quantico, VA 22134-6050				CODE M67854		7. ADMINISTERED BY (If other than 6) SCD: C			8. DELIVERY FOB <input type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER (See Schedule if other)		
9. CONTRACTOR NAME AND ADDRESS CommIT Enterprises, Inc. 6180 Trotters Glen Drive Hughesville, MD 20637				CODE 1V0C8		FACILITY 055958594		10. DELIVER TO FOB POINT BY (Date) (YYYYMMDD) <b>SEE SCHEDULE</b>		11. X IF BUSINESS IS <input checked="" type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input type="checkbox"/> WOMEN-OWNED	
								12. DISCOUNT TERMS Net 30 Days WAWF			
								13. MAIL INVOICES TO THE ADDRESS IN BLOCK <b>SEE SECTION G</b>			
14. SHIP TO SEE SECTION F				CODE		15. PAYMENT WILL BE MADE BY DFAS Columbus Center, South Entitlement Operations P.O. Box 182264 Columbus, OH 43218-2264				MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.	
16. TYPE OF ORDER		DELIVERY/ CALL <input checked="" type="checkbox"/>		This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract.							
		PURCHASE <input type="checkbox"/>		Reference your _____ furnish the following on terms specified herein.							
<b>ACCEPTANCE.</b> THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.											
CommIT Enterprises, Inc.				William Hoffer				2019SEP18			
NAME OF CONTRACTOR				SIGNATURE				TYPED NAME AND TITLE			
								DATE SIGNED (YYYYMMDD)			
<input type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies:											
17. ACCOUNTING AND APPROPRIATION DATA/LOCAL USE SEE SCHEDULE											
18. ITEM NO.		19. SCHEDULE OF SUPPLIES/SERVICES				20. QUANTITY ORDERED/ACCEPTED*		21. UNIT	22. UNIT PRICE		23. AMOUNT
		SEE SCHEDULE									
*If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.				24. UNITED STATES OF AMERICA  /s/Chris Enos BY:				09/17/2019 CONTRACTING/ORDERING OFFICER		25. TOTAL \$1,751,497.66	
										26. DIFFERENCES	
27a. QUANTITY IN COLUMN 20 HAS BEEN											
<input type="checkbox"/> INSPECTED <input type="checkbox"/> RECEIVED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED:											
b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE						c. DATE (YYYYMMDD)		d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE						28. SHIP. NO.		29. D.O. VOUCHER NO.		30. INITIALS	
						<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		32. PAID BY		33. AMOUNT VERIFIED CORRECT FOR	
f. TELEPHONE NUMBER		g. E-MAIL ADDRESS				31. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				34. CHECK NUMBER	
36. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT.										35. BILL OF LADING NO.	
a. DATE (YYYYMMDD)		b. SIGNATURE AND TITLE OF CERTIFYING OFFICER									
37. RECEIVED AT		38. RECEIVED BY (Print)		39. DATE RECEIVED (YYYYMMDD)		40. TOTAL CONTAINERS		41. S/R ACCOUNT NUMBER		42. S/R VOUCHER NO.	

## Attachment 1

### Performance Work Statement (PWS) Program Management Warfare (PMW 230) Global Combat Support System - Marine Corps/Logistics Chain Management (GCSS-MC/LCM)

September 05, 2019

#### 1.0 Scope

PMW 230 has a requirement for Functional Experts and Field Service Representative/Trainers in the areas of Marine Corps Maintenance, Supply, Financial and System Administration; and Field Service Representatives specializing in disadvantaged (e.g. deployed shipboard environments) and disconnected (e.g. tactical environments) networking environments to ensure GCSS-MC/LCM services and capabilities align with Marine Corps processes, policy and procedures.

The PWS includes meeting participation, contributing to and reviewing various forms of documentation, supporting development and deployment of services, system performance monitoring, identifying and documenting system performance problems, knowledge transfer and training, supply and maintenance readiness analysis and reporting, supporting the GCSS-MC/LCM Service Desk and escalation process, responding to Fleet assistance requests, resolving Fleet issues regarding GCSS-MC/LCM performance and conducting Government testing to verify Material Developer / System Integrator (MD / SI) solutions.

#### 2.0 Background

Program Management Warfare 230 (PMW 230) GCSS-MC manages a portfolio of systems that support the logistics elements of command and control, interoperability, and secure access to and visibility of critical data. The PMW 230 portfolio includes the GCSS-MC/LCM enterprise resource planning system. The GCSS-MC/LCM family of systems is the primary technology enabler for the United States Marine Corps Logistics Modernization (USMC LOGMOD) strategy, providing operating forces with modernized logistics information systems capable of deploying anywhere in the world, during peacetime or war. The PMW 230 Program Management Office (PMO) is focused on enabling the warfighter to operate while deployed or afloat with reach-back from the battlefield. GCSS-MC/LCM is being implemented in increments. Increment 1 replaced 30-year old legacy supply and maintenance information technology systems and achieved a Full Deployment Decision on March 19, 2015. The focus of future increments enhances capabilities in the areas of deployed operation support, distribution, logistics planning, decision support, depot maintenance, and integration with emerging technologies to improve asset visibility. With over 25,000 garrison and deployed Users and more than 40 external system interfaces, GCSS-MC/LCM processes millions of supply, financial and maintenance transactions daily.

The GCSS-MC/LCM Capabilities Development and Integration Product Manager (PdM CDI) is responsible for development and initial fielding of new GCSS-MC/LCM capability. Efforts

include requirements management, cybersecurity, design, development, testing, training and deployment.

The GCSS-MC/LCM Post Deployment System Support Product Manager (PdM PDSS) ensures the GCSS-MC/LCM capability is available to support the Marine Corps mission. This includes performance monitoring, daily maintenance, identifying / resolving functional and technical problems and implementing actions to improve the effectiveness, efficiency, and usability of GCSS-MC/LCM in the garrison and tactical environments.

### 3.0 Specific Requirements

Specific performance standards and Acceptable Quality Levels (AQLs) are specified within the tasks of this PWS. The Contractor shall comply with the performance standards and AQLs. The Contractor's performance will be evaluated in accordance with the Quality Assurance Surveillance Plan (QASP) to ensure the Contractor has satisfactorily performed the PWS. The evaluation will be conducted on a monthly or quarterly basis. The Contractor and Government will meet to discuss the evaluation after each evaluation period. The following General performance standards and AQLs shall apply to all tasks in this PWS except to the extent otherwise specified in the Performance Requirements Summary, Attachment 2:

- a. General Performance Standard #1: The Contractor shall complete each Task as directed in the PWS.
  - i. AQL: Unless otherwise specified, the Contractor shall complete 100% of Tasks as directed in the PWS.
- b. General Performance Standard #2: The Contractor shall deliver each Contract Data Requirements List (CDRL) no later than the due date specified in the CDRL.
  - i. AQL: Unless otherwise specified, the Contractor shall provide at least 90% of the CDRL deliverables in accordance with the CDRL instructions.
- c. General Performance Standard #3: CDRL and task submissions shall be logically organized, written in concise straight-forward English, and contain no spelling, grammar, or typographical errors. No CDRL or task submissions shall contain corporate markings (e.g., corporate logos, slogans, branding, "proprietary") or any other inappropriate or nonconforming marking. For those CDRL and task deliverables where the Government has provided the Contractor a specified format, the deliverable will be in the specified format.
  - i. AQL: The Contractor shall provide at least 90% of the CDRL and task deliverables logically organized, written in concise straight-forward English, and contain no spelling, grammar, or typographical errors, and in the Government specified format when specified.
  - ii. AQL: The Contractor shall provide 100% of the CDRL and task deliverables with no corporate markings or any other inappropriate or nonconforming marking.

In each case where the Contractor fails to meet any (specific or general) performance standard, the Contractor shall promptly remedy the deficiency, to the extent possible, by redoing the performance (including CDRL submissions) at no additional charge to the Government and with no impact to other current task schedules. This remedy shall be in addition to all other remedies the Government may have.

3.1 Support the integration and maintenance of Marine Corps maintenance, supply, financial, and system administration requirements implemented within the GCSS-MC/LCM solution. The Contractor shall:

3.1.1 Maintenance Planning, Management

Provide technical input and validation of all GCSS-MC/LCM maintenance modules, workflows, data capture forms, Oracle Business Intelligence Enterprise Edition (OBIEE) reporting, data exchange and processes ensuring they meet user needs and are compliant with Marine Corps requirements, policies, and procedures in all ground maintenance management processes to include but not limited to Modifications and Instructions, Calibrations, Preventive Maintenance, Publications, Readiness Information, and Maintenance Tracking in both deployed and garrison environments.

3.1.2 Supply Management

Provide technical input and validation of all GCSS-MC/LCM supply management modules, workflows, data capture forms, OBIEE reporting, data exchange and processes ensuring they meet user needs and are compliant with Marine Corps and DoD policies regarding the developmental and sustainment operations of the Marine Corps retail and consumer level supply chain.

3.1.3 Financial System

Provide technical input and validation of all GCSS-MC/LCM financial modules, workflows, data capture forms, OBIEE reporting, data exchange and processes ensuring they meet user needs and are within Standard Financial Information Structure (SFIS) compliance.

3.1.4 System Administration

Ensure system roles and permissions are defined and created in accordance with data security policies that establish the Role Based Access Control.

3.2 Support GCSS-MC/LCM PdM CDI and PdM PDSS Teams

The Contractor shall support GCSS-MC/LCM's PdM CDI and PdM PDSS Teams as described below. The PDSS Team processes are based on the Information Technology Infrastructure Library (ITIL) processes and in-depth descriptions found in the PDSS Sustaining Engineering Plan.

### 3.2.1 Incident Management Support.

The PDSS Incident Management process addresses unplanned service interruptions or reduction in the quality of GCSS-MC/LCM services. The objective of Incident Management is to resolve issues and trouble tickets at the lowest possible level as quickly as possible by analyzing the issue without necessarily identifying or resolving the underlying causes. Incident Management includes Tier I and Tier II Service Desk support provided by a separate contract vehicle and Tier III support provided by this Contract for functional-related trouble tickets with the MD / SI addressing system related trouble tickets. The Contractor shall:

- a. Support Tier I and Tier II Service Desk personnel, when required.
- b. Review, analyze, and resolve escalated Tier III level Trouble Tickets and coordinate responses back to the User through the GCSS-MC/LCM Service Desk personnel within seven (7) business days. (In FY18 there were 901 escalated Tier III tickets).
- c. Identify and track issues in the PMO-provided ticketing system to document incidents.
- d. Coordinate with internal and external activities to provide the PDSS Team with written incident descriptions, initial diagnosis, and impact to the Marine Corps with resolution recommendations (e.g., work arounds, user notifications, etc.).
- e. Work with internal and external activities to expeditiously restore GCSS-MC/LCM services.
- f. Participate in PDSS Team's weekly Incident /Problem Management Support Working Group (PIPMS WG) to review and discuss open incidents. The Contractor shall discuss all functional-related Change Requests (CRs) in the "CR Verification" or "Pending Approval for Backlog" states.
- g. Participate in Tier 0 meetings with the Logistics Systems Coordination Office (LSCO)/Logistics Systems Functional Resource Group (LSFRG).
- h. Identify Tier III troubleshooting activities that could be transferred down to Tier II with additional training and system roles/responsibilities.

### 3.2.2 Problem Management Support.

The PDSS Team's Problem Management process verifies the underlying system issues of functional-related incidents to prevent them from reoccurring and to minimize the impact of incidents that cannot be prevented. For functional-related incidents the Contractor shall:

- a. Create and submit a CR. (In FY18 there was an average of 40 CRs created per month.)
- b. Work with internal and external activities to expeditiously move CRs, through the GCSS-MC/LCM Change Management process until "Approved for Backlog."
- c. Assist with non-software update activities to address resolution of problems related to data inconsistency and provide recommended workarounds/problem resolution to reduce recurrence of repetitive problems.
- d. Participate in PDSS Team's weekly PIPMS WG to review and discuss open problems.

### 3.2.3 Change Request Assessment Integrated Product Team (IPT)

The PDSS CR Assessment IPT meets weekly to review, assess, and plan approved CRs in the CR backlog. With participation from the MD / SI, Deputy Commandant for Installations and Logistics (DC I&L) representatives, and PDSS Team competency representatives (Engineering,

Logistics, Test & Evaluation, Cybersecurity), the IPT develops an initial execution plan for each CR. The Contractor shall:

- a. Participate in the weekly PDSS Team's CR Assessment IPT to provide functional understanding and context of each CR.
- b. Participate in discussions regarding solution objectives to help the MD / SI better understand what is needed.
- c. Develop documentation to provide functional clarification such as white papers and role/responsibility clarifications.

#### 3.2.4 Requirements Management Support.

PdM CDI and PdM PDSS employ a requirements development process for documenting, analyzing, tracing, and prioritizing requirements for new and/or upgrade services/capabilities. Management of requirements assists with understanding the effects of change and linking business goals and objectives to the actual solution that is constructed and delivered. For new services/capabilities managed by the CDI Team, the Contractor shall:

- a. Work with the CDI Engineering Team to decompose high-level requirements into detailed/executable requirements and development of the Requirements Traceability Matrix (RTM).
- b. Work with the CDI Engineering Team to ensure requirements reflect traceability from high-level GCSS-MC/LCM requirements to the requirements used by the MD / SI for solution development.
- c. Ensure the RTM is clear and unambiguous to support coordination and communication with the MD / SI.
- d. Verify requirements for accuracy and completeness.
- e. Ensure requirements meet the Requestor(s) objective and are fully understood by the MD / SI.

For modifications to existing services/capabilities or requests for additional services managed by the PDSS Team, the Contractor shall:

- a. Work with the PDSS Engineering Team to review existing requirements / RTM and identify additional requirements and/or existing requirements requiring update.
- b. Work with the PDSS Engineering Team to decompose new/existing requirements into detailed/executable requirements for solution development by the MD / SI and update of the RTM.
- c. Ensure updated requirements / RTM are clear and unambiguous for use by the MD / SI for solution development.
- d. Verify requirements for accuracy and completeness.
- e. Ensure requirements meet the Requestor(s) objective and are fully understood by the MD / SI.

### 3.2.5 Solution Development Support.

The Solution Development process ensures that a holistic, integrated approach is taken to the design of GCSS-MC/LCM services / capabilities. Solution Development identifies service requirements and devises new services / capabilities, as well as changes and improvements to existing ones. The objective is to coordinate design activities and processes, and ensure resources are identified and available to support the PMO's schedule. The process ensures the consistent and effective design of new or changed Information Technology (IT) services, service management information systems, architectures, technology, processes, information, and metrics. The Contractor shall:

- a. Participate in design reviews, technical interchange meetings, and solution development activities between the PMO and MD / SI.
- b. Ensure the solution design complies with Marine Corps requirements and business processes throughout the design, development and testing phases.
- c. Document non-compliance and propose corrective actions and recommendations.
- d. Review requirements, design, and in-process engineering documentation and provide comments and recommendations.
- e. Support the development and maintenance of technical system documentation as requested by the Government.
- f. Review technical and functional designs for accuracy and alignment with system architecture, DoD directives and policies, and other applicable guidance.
- g. Work with the MD / SI on the development of test scripts, test cases, acceptance expectations, and other supporting test documentation required to successfully demonstrate MD / SI developed solutions meet established requirements.
- h. Support the maintenance of a total operational picture for data flows within and external to GCSS-MC/LCM.

### 3.2.6 Test Readiness Review (TRR) Support.

The TRR is a multi-disciplined technical review designed to ensure the solution under review is ready to proceed into formal test. The TRR assesses test objectives, test methods and procedures, scope of tests and confirms that required test resources have been properly identified, made available, and coordinated to support planned tests. The TRR verifies the traceability of planned tests to program requirements and user needs. It determines the completeness of test procedures and their compliance with test plans and descriptions. The TRR also assesses the system under review for development maturity, cost/schedule effectiveness, and risk to determine readiness to proceed to formal testing. GCSS-MC/LCM TRRs are tailored to provide the level of review commensurate with the complexity of the solution being reviewed. The Contractor shall:

- a. Review and analyze MD / SI test results, test documentation and draft technical documentation in preparation and provide the PdM Team with comments and recommendations prior to the TRR.
- b. Participate in TRRs and provide the PdM Team with recommendations for either moving forward or delaying Government test along with supporting rationale and required actions for the MD / SI.

### 3.2.7 Test & Evaluation (T&E) Support.

The T&E is where the intended product functionality is assessed and defects are identified and reported, tracked, remediated, and retested until the product has reached the expected quality standards established by the PMO. The amount and duration of testing is related to the complexity of the solution being tested. For functional-related T&E efforts, the Contractor shall:

- a. Define data verification and validation methods for test events, to include observation points, data collection plans, and technical/non-functional (e.g., system performance) requirements.
- b. Execute tests in the designated test environment by running test scripts for the associated change to operationally verify solutions delivered by the MD / SI against requirements and Marine Corps business processes.
- c. Develop and submit Test Incident Reports, test findings, test script results and test reports providing detailed and unambiguous explanations on results along with supporting documentation (e.g., screenshots, design documentation, requirements not met) for any subsequent corrective action by the MD / SI.
- d. Participate in hot/cold washes and other T&E related meetings, such as the T&E Working Integrated Product Team (WIPT), Go/No-Go meetings, and Technical Review Boards.
- e. Support the Test Lead and Test Coordinator in the development of test plans, briefs and reports.

### 3.2.8 Training Process Support.

The GCSS-MC/LCM Training Process begins when new services / capabilities, as well as changes and improvements to existing ones that are identified as having a training impact. For new or updates to functional-related services / capabilities, the Contractor shall:

- a. Work with the curriculum developer to identify the training objectives / learning objectives.
- b. Provide functional-related expertise in the development and review of training material.
- c. Review MD / SI developed training materials to ensure sufficient detail is provided to adequately train Users in new / changed services.

## 3.3 Ensure continuity and compliance of GCSS-MC/LCM Production system functional services and capabilities.

### 3.3.1 Production System Performance Monitoring and Analysis.

The system performance monitoring and analysis identifies system functional problems as early as possible. The Contractor shall:

- a. Continually monitor system functional performance to ensure business processes, interfaces, underlying workflows, reports, and related processes are functioning properly.
- b. Immediately notify the PDSS Team when a system problem is detected.
- c. Identify and track issues in the PMO-provided ticketing system to document incidents.

- d. Develop and submit a CR once the incident is determined to be a problem to ensure corrective action is taken.
- e. Provide a weekly report of system performance concerns.

### 3.3.2 Interface Management Support.

The interface management support defines, controls, and implements information exchanges with external systems / partners. The Contractor participates in the planning, coordination, and implementation of new interfaces, as well as the identification and resolution of issues with existing interfaces. The Contractor shall:

- a. Support the functional-related analysis, design and test of new and existing interfaces.
- b. Support the integration of GCSS-MC/LCM and coordinate with the points of contact of system interfaces.
- c. Provide functional-related information to support development of data exchange requirements documents, engineering documentation, memorandums, and related interface management documentation.
- d. Develop CRs in support of interface management which includes new interfaces, changes to existing interfaces, and termination of existing interfaces.
- e. Provide technical integration support to the assessment and development of system recovery procedures to include necessary coordination with external system stakeholders.

### 3.3.3 Data Quality Support.

The GCSS-MC/LCM data quality effort evaluates GCSS-MC/LCM data to determine whether the data is consistent and aligns with Marine Corps policy and expectations, and are of the right type to support the intended use. Data quality issues include inconsistency, non-compliance to standards, and missing data. Exposing data quality issues allows the PMO to work with its interfacing systems and its Customers to properly plan for data cleansing strategies. The Contractor works with the PMO in identifying and recommending solutions to improve the quality of GCSS-MC/LCM data. The Contractor shall:

- a. Support data quality assessments.
- b. Troubleshoot data integrity issues within GCSS-MC/LCM and support troubleshooting efforts with external interface partners.
- c. Support the collection of data pertinent to customer problems and requests and support data-related ticket resolution, information, and support requests.
- d. Support Root Cause Analysis for data-related problems within GCSS-MC/LCM and in support of external interface partners.
- e. Support the analysis of data-related issues within GCSS-MC/LCM environments and coordinate with the necessary teams to obtain and verify system fixes.
- f. Support technical review of system data as it relates to Marine Corps business processes through definition of ad hoc reports and data extracts.
- g. Support end-to-end analysis of data quality, integrity, and availability of GCSS-MC/LCM data, integrating both functional and technical perspectives.
- h. Collect, compile, and evaluate GCSS-MC/LCM Enterprise data discrepancies.
- i. Support audit and compliance review.

- j. Support the development and scheduling of Structured Query Language (SQL) queries and scripts in support of Production, Production Service System (PSS), and development instances of GCSS-MC/LCM.
- k. Support data cleansing and reporting activities to legacy system owners necessary in identifying and correcting data inconsistencies, such as incorrect formats, invalid values, or duplicate records.
- l. Support the analysis of system changes resulting from data-related governance directives and policies.

#### 3.3.4 Data Conversion Support

The GCSS-MC/LCM data conversion effort ensures internal / external-sourced data is accurately converted for use within GCSS-MC/LCM. Data conversions may be required to support software upgrades, new interfaces, and policy changes. Planning for a data conversion requires reviewing existing business processes, organizational policies and procedures, to identify risks, and mitigations steps to reduce risk. The Contractor shall:

- a. Support the development, testing, and implementation of data conversion objects and templates.
- b. Support review of conversion and interface data to ensure data meets the functional requirements.
- c. Plan and execute mock conversion events and facilitate validation and verification of conversion output.
- d. Provide analysis and recommendations on data-related issues in support of the conversion processes.
- e. Develop, and maintain post-conversion reconciliations and conversion-related artifacts.

#### 3.3.5 Audits

The Contractor shall participate in and support audits for GCSS-MC/LCM compliance with Financial Improvement Audit Readiness, Federal Information System Controls Audit Manual, and SFIS requirements. The Contractor, at the PMO's request, shall conduct compliance audits on system processes leveraging the Contractor's functional-area expertise, to verify compliance such as monitoring and reviewing the integrated ledger between Standard Accounting Budgeting Reporting System (SABRS) and GCSS-MC/LCM to ensure requirements for financial audits are met.

#### 3.4 Continuous Service Improvements (CSI)

The CSI effort provides functional expertise in the areas of maintenance, supply, finance and system administration utilizing knowledge of Oracle products, R12, and Marine Corps business processes, policy and requirements to identify system/product improvements. The Contractor shall:

- a. Support all planned functional product improvements in support of CSI in order to meet the programs objectives.

- b. Provide the PdM PDSS with detailed future solution capability insight to various IPT and other various Logistics Modernization work groups managed by the approved change control process.
- c. Establish procedures to analyze Reports, Interfaces, Conversions and Extensions for potential impacts to current baseline for the recommended upgrade and provide findings/impacts to the PdM PDSS.
- d. Recommend procedural changes and training updates to the PdM PDSS that will enhance the GCSS-MC/LCM user experience.

### 3.5 Ensure optimal performance of GCSS-MC/LCM in the disadvantaged and disconnected environments

This effort ensures the best possible GCSS-MC/LCM performance in a disadvantaged (e.g., deployed shipboard environment) and disconnected (e.g., tactical) environments. There are many factors and influences impacting GCSS-MC/LCM performance. The PMO's expectation is to provide Contractor support for pre-deployment and deployment activities to include setting up Marine's User devices for accessing GCSS-MC/LCM, monitoring GCSS-MC/LCM system performance, conducting over-the-shoulder training, coordinating with supporting network personnel to troubleshoot and facilitate the end-to-end connection to the GCSS-MC/LCM Production environment including Wide Area Network (WAN) Optimization performance.

#### 3.5.1 Disadvantaged Network Support.

The GCSS-MC/LCM employs optimization hardware (Steelhead Mobile Controller/Riverbed Steelhead Appliances co-located in Kansas City Information Technology Center (KCITC) with the Production system) and software (Riverbed Mobile Client) to reduce the bandwidth requirements for GCSS-MC/LCM in disadvantaged network environments (e.g., deployed, garrison, and shipboard environment). The Contractor shall:

- a. Manage the Mobile Client User base (e.g., Marine Expeditionary Unit (MEU) and Special Purpose Marine Air-Ground Task Force (SPMAGTF) Users).
- b. Assist the PMO in managing distribution of the Mobile Client software.
- c. Facilitate transparent transition of WAN Optimization users to future optimization technology, as required.
- d. Participate in weekly WAN Optimization IPT and provide recommendations for pre-deployment activities, performance measures, lessons learned, and related disadvantaged network support activities.
- e. Provide recommendations to improve WAN optimization.
- f. Use the reporting capabilities of the GCSS-MC/LCM WAN capability to monitor GCSS-MC/LCM WAN optimization status (to include capabilities, metrics, issues and points of contact).
- g. Provide reports of site visits and lessons learned.
- h. Integrate into the GCSS-MC/LCM Tiered Help Desk process by ensuring IT Service Management tickets are created and updated for all WAN Optimization issues for historical purposes and tracking of lessons learned in order to improve future WAN Optimization capabilities.

- i. Support the PMO in maintaining and updating the WAN Optimization Quick Reference Guide, develop other user reference documentation as required, communicate and distribute updates to users and Communications sections, and solicit feedback.
- j. Support PMO initiatives to develop solutions for disconnected Users.
- k. Provide support for PWS sections 3.1 through 3.4 based on personnel availability.

### 3.5.2 Pre-deployment workups / Deployment Support.

This effort increases the likelihood of a Marine GCSS-MC User successfully using GCSS-MC/LCM onboard ship, training exercises, and ground-based deployments. For planning purposes, the Contractor should assume 6–9 ground events and 6–12 afloat events per year evenly distributed between the 3 Marine Expeditionary Forces (MEFs), Marine Forces Reserve (MFR), and Blount Island Command. Events include Deploying Group System Integration Test (DGSIT), Functional Integrated Test, System Integration Test, System Operational Test, Integrated Test Exercises, and similar events. Each afloat event will involve support to approximately three ships simultaneously throughout the event. The Contractor shall:

- a. Validate all L-class ships comply with the GCSS-MC/LCM elevated Quality of Service (QoS) directive.
- b. Provide on-site/pier-side support to MEU deploying workup events, exercises, and related events, as requested by the PMO.
- c. Provide remote support to deployed MEUs, as requested by the PMO.
- d. Support urgent requests for deployment support, to include those calling for worldwide travel, as requested by the PMO.
- e. Conduct and coordinate with Marine Corps Amphibious Advisory Board (MCAAB) Blue-In-Support-Of-Green (BISOG) activities to ensure GCSS-MC/LCM user requirements are understood and opportunities to improve/integrate are identified.
- f. Determine the end-user workstation and local network settings and configurations necessary to achieve WAN Optimization as well as tactical network setup settings and configurations to achieve communications with GCSS-MC/LCM system in KCITC.
- g. Support tactical network setup (shipboard and/or ground-based) to ensure settings and configurations support optimal communication links with GCSS-MC/LCM
- h. Conduct system testing of User Device configuration to ensure connectivity to GCSS-MC/LCM in deployed/garrison environments.
- i. Respond to all requests from other user communities (other deployed Marine units, other Logistics units, and garrison units as necessary).
- j. Maintain a common operation picture of the WAN Optimization status worldwide, to include capabilities, metrics, issues, and points of contact.
- k. Provide reports of site visits and/or lessons learned within 5 days of event.
- l. Provide a weekly report of system performance concerns.
- m. Provide support for PWS sections 3.1 through 3.4 when not deployed.

### 3.5.3 Disconnected Network Support.

This effort increases the likelihood of a Marine GCSS-MC User successfully using GCSS-MC/LCM in a tactical environment where network connectivity is not available (e.g., MEU and SPMAGTF). In this situation, the PMO is working to deploy a capability allowing Users the

ability to work offline with periodic network connectivity to GCSS-MC/LCM via e-mail and/or through the upload of data files by using technologies, such as Oracle Web Applications Desktop Integrator and Desktop Integration Framework. The Contractor shall:

- a. Work with the PMO in the planning, coordination, and implementation of a disconnected capability within Marine Corps tactical networks.
- b. Provide remote support to deployed GCSS-MC/LCM users operating in a disconnected environment as requested by the PMO.
- c. Ensure user requirements are understood and opportunities to improve/integrate them are identified.

### 3.6 Field Service Representative (FSR)/Training Support

The FSR/Trainer effort provides training and analysis support with emphasis and background in Supply and Maintenance expertise, Oracle Installed Base and GCSS-MC/LCM Order Management expertise to assist the Functional Assist and Sustainment Training Team, Focused Training Assistance and Assessment for GCSS-MC/LCM Sustainment, Supply and Maintenance Analysis Team (SMAT) and LSCOs with GCSS-MC/LCM material readiness analysis requirements and training. Tasks for the on-site MEF, Marine Corps Forces Special Operations Command (MARSOC) and MFR FSR/Trainers include GCSS-MC/LCM supply and maintenance readiness analysis and reporting, knowledge transfer and training, local unit GCSS-MC/LCM support and training. They will also assist in the development of GCSS-MC/LCM process flows and implementation of proper GCSS-MC/LCM processes and procedure. Specifically, the Contractor shall:

- a. Be dispatched to support MEF, MARSOC, and MFR major subordinate commands, as required to teach and troubleshoot GCSS-MC/LCM supply and maintenance issues in an effort to build expertise within Operational Forces (OPFORS) Logistics Readiness Evaluation (LRE)/SMATs and LSCOs, to include set-up and configuration support, supply and maintenance analysis reporting, and training support.
- b. Conduct analysis across the MEF, MARSOC and MFR areas of supply and maintenance responsibilities as they relate to MEF, MARSOC and MFR unit readiness.
- c. Conduct GCSS-MC/LCM Knowledge Transfer (capture, refinement, organization, and distribution of GCSS-MC/LCM actions, lessons learned, and best practices) and coordinate with User Unit Account Managers and using units across the Marine Corps.
- d. Provide working level liaison support to the PMO for the MEF, MFR, MARSOC, GCSS-MC/LCM Help Desk, and USMC Maintenance and Supply leaders.
- e. Participate in Tier 0 Resolver Group Meetings with the PMO and LSCO/LFSRGs to provide recommendations, feedback, and analysis reporting.
- f. Conduct analysis of local unit material readiness with GCSS-MC/LCM business processes and reports to support MEF, MARSOC, and MFR field support training, and assist efforts and teams.
- g. Provide desk-side configuration support of the GCSS-MC/LCM system, as required.
- h. Support troubleshooting required to work around GCSS-MC/LCM unit-related known issues and identify and report new issues to the PMO.
- i. Develop, refine, and perform GCSS-MC/LCM processes and functions as they relate to unit composition/decomposition or re-designation for deployments or unit realignments.

- j. Provide technical assistance to User Unit Account Managers in the execution of their duties and provide an understanding of unit configurations as they relate to personnel and equipment.
- k. Assist in curriculum development and training materials in support of the Material Readiness Training Cell or as stand-alone classes/training.
- l. Develop training materials for logistics capabilities to include curriculum, presentations, podium-led classes, virtual training, manuals, and technical references.
- m. Provide over-the-shoulder, individualized, small unit and formal classroom instruction on all areas of GCSS-MC/LCM and as the system relates to USMC supply and maintenance functions.
- n. Provide basic troubleshooting of GCSS-MC/LCM configuration for MEF, MARSOC, and MFR units.
- o. Develop specialized reports and tools within the system and externally as needed to address unit and operational tasks or reporting requirements.
- p. Provide GCSS-MC/LCM Tier 0 Help Desk support for resolution of trouble tickets aligned to the system and/or user capabilities/abilities to operate within the system.
- q. Identify and track issues in the PMO-provided ticketing system to document incidents.
- r. Provide reports of site visits and/or lessons learned within 5 business days of event.

### 3.7 PMO Team Support

#### 3.7.1 PMO Meeting Participation and Support.

Meetings requiring Contractor involvement will be focused on those areas where the Contractor's extensive understanding of Marine Corps logistics business processes and GCSS-MC/LCM implementation are required. The Contractor shall:

- a. Participate in meetings, as requested by the PMO. Meetings include but may not be limited to: MD / SI design reviews, GCSS-MC/LCM requirements reviews, Test Planning Meetings, Change Request / Engineering Change Proposal Reviews, Interface Planning/Coordination Meetings, Solution Development Meetings, Problem and Incident Management Working Groups, CR Assessment IPT, Tier 0 Resolver Group.
- b. Provide a weekly situational report of accomplishments, upcoming activities, upcoming meetings and system performance concerns to the PdM PDSS.
- c. Provide monthly status reports to the Government. The reports shall provide the contractor's technical progress and PRS metrics; summarize any problems and concerns; and highlight all areas requiring government assistance or guidance. Contractor's status reports shall annotate deviates and projected deviations from the contractor's previous plans for achieving administrative and technical objectives. (CDRL B001)
- d. Conduct technical and functional project analysis and write information papers or reports to respond to data calls and informational requests from program leadership. (CDRL B002)

### 3.7.2 PMO Training.

This effort provides the PMO with an increased understanding of Marine Corps Logistics processes and the implementation of those processes within GCSS-MC/LCM. The Contractor shall:

- a. Provide a quarterly brown bag training class for the PMO based on a list of Government agreed-upon topics.
- b. Provide read-ahead material no later than one week prior to the training class.
- c. Post presentation materials in the PMO's SharePoint site no later than one week following conduct of the training class.

### 4.0 Contract Data Requirements List (CDRL)

CDRL	Title of Data Item	Frequency
B001	Status Report	Monthly
B002	Technical Report – Study/Services	Frequency and due dates are program schedule and milestone dependent – Government coordinated.

### 5.0 General Requirements

#### 5.1 Place of Performance

The Contractor's facility will be located within twenty (20) miles of the GCSS-MC/LCM PMO located at 105 Tech Parkway Stafford VA. Contractors should be available and prepared to support GCSS-MC/LCM in "hot seat" (excluding MCEN access) work spaces at 105 Tech Parkway, Stafford, VA and Marine Corps Base Quantico, VA on a daily basis, if requested by the Contracting Officer's Representative (COR). The Contractor shall have the tools necessary to be fully functional when working on-site at the Government's location including computers, and other equipment and materials. Contractors shall have the capability to participate in VTC and teleconference meetings from the Contractor's location. Contractor FSRs, deployed and training, will be dispersed amongst major commands and installations in accordance with staffing organizational chart (attachment 3), and periodically deployed worldwide during Navy/Marine Corps exercises, pre-deployment workups, and deployment (ground or afloat).

#### 5.2 Non-Personal Services

5.2.1 The Government shall neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees.

5.2.2 It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the Contractor believes that any actions by the Government constitute, or may be perceived to constitute, personal services, it shall be the Contractor's responsibility to notify the Contracting Officer immediately.

### 5.3 Other Direct Cost (ODC)

#### 5.3.1 Travel and miscellaneous ODCs

All ODCs must be submitted to the COR for approval and authorization. Cost of Living Allowance (COLA), Housing and Utilities are not reimbursable as an ODC under this task order. Relocation cost is limited to a maximum of \$5,000 per move. ODCs that are not approved and authorized are unallowable costs.

The Contractor may be required to travel to various locations to perform the GCSS-MC/LCM requirements. The travel associated with GCSS-MC/LCM performance is cost reimbursable. All travel requests (including purpose, dates, itinerary, estimated costs) must be submitted to the COR for approval and authorization.

Upon approval, the travel costs become a "not to exceed" amount. Any incurred costs greater-than the approved "not to exceed" amount for that trip is an unallowable expense (future travel underruns will not offset exceeded travel). Upon completion of a trip, the travelers will complete and provide an expense statement to the COR, and that amount will be invoiced against the Contract Line Item Number (CLIN) (as long as it is not greater than the approved "not to exceed" amount).

Travel expenses, inclusive of lodging and transportation, for CONUS and OCONUS locations are to be in accordance with the Federal Travel Regulations (FTR). The Contractor shall submit invoices in accordance FAR 31.205-46 Travel Costs and the FTR. Local travel (i.e., within 50 miles, one-way) is unallowable.

Travel costs for Contractor personnel to attend training events as a student is unallowable. Commuting costs are unallowable for reimbursement under this task order, no matter what the distance. Travel cost is non-fee bearing; no fee allowed. Any travel cost that is not authorized by the COR shall not be reimbursed. The Government anticipates travel outside the local area to support the PMO at the following locations:

Anticipated Travel Requirements. Figure 1.

#Trips	#People	# Days/Nights	To (Location)
6	2	5/4	MCLC Albany, GA
2	2	5/4	SPAWAR, New Orleans, LA
2	2	5/4	MFR, New Orleans, LA
2	2	5/4	SPAWAR, Charleston, SC
3	2	5/4	MCTSSA, Camp Pendleton, CA
2	2	5/4	Camp Foster, Okinawa, Japan
2	2	5/4	Mayport, Jacksonville, FL
2	2	5/4	Camp Lejeune, Jacksonville, SC
1	1	5/4	Naval Base, Guam
2	2	5/4	MCLC Albany, GA
6	2	5/4	Camp Lejeune, Jacksonville, SC
4	2	5/4	Stafford/Quantico, VA
1	1	5/4	MCTSSA, Camp Pendleton, CA
2	2	5/4	Mayport, Jacksonville, FL

#Trips	#People	# Days/Nights	To (Location)
6	2	5/4	San Diego, CA
1	2	5/4	Camp Foster, Okinawa, Japan
2	2	3/2	Twentynine Palms, CA
2	2	5/4	Camp Lejeune, Jacksonville, SC
2	2	5/4	Yuma, AZ
2	1	5/4	Kaneohe Bay, HI
2	1	5/4	Kaneohe Bay, HI
2	2	5/4	Twentynine Palms, CA
2	2	5/4	Camp Lejeune, Jacksonville, SC
2	2	5/4	Stafford/Quantico, VA
2	2	5/4	MCLC, Albany, GA
2	2	5/4	MFR, New Orleans, LA
2	2	5/4	San Diego, CA
2	2	5/4	(OCONUS; i.e., Norway, Iraq, Afghanistan, Kuwait, UAE, Austria, Philippines, South Korea, Africa, South America )

### 5.3.2 Deployment Premium

The Contractor is authorized to pay its personnel a deployment premium while in a deployment status. The deployment premium is a FFP amount specified in the task order. All deployment premiums must be submitted to the COR for authorization with the Travel request for each deployment. Overtime Premium is not allowed in a deployment status. Any deployment premium that is not authorized by the COR, in writing, is the responsibility of the Contractor.

### 5.3.3 Overtime Premium

The Contractor may be required to work extended hours in support of GCSS-MC/LCM. The overtime premium is a FFP amount specified in the task order. The overtime premium is comprised of straight time plus an overtime differential. The COR will approve, in writing, any overtime premium that is needed by GCSS-MC/LCM. All overtime premium must be authorized prior to the performance of work in an overtime status. Overtime premium authorization shall include the purpose, dates, hours per employee and total overtime amount authorized. Overtime premium is not allowed in a deployment status. Any overtime premium that is not authorized by the COR, in writing, is the responsibility of the Contractor.

The Contractor shall notify the Contracting Officer and COR when ODC expenditures exceed seventy-five (75%) of the CLIN funded amount (see FAR 52.232-20 and 52.232-22). Costs incurred in excess of the authorized amount shall not be reimbursed.

## 5.4 Key Positions

(a) The requirements of this contract place great emphasis on the qualifications of Key Positions on the Contractor's staff. As such, the individuals listed in paragraph (b) are designated as "Key Positions." These individuals shall be available immediately upon the start of the contract and shall be expected to remain in their respective positions throughout the period of performance. Any replacement of the "Key Positions" will require a modification to the contract.

(b) The Contractor agrees to assign qualified key personnel to the key positions listed below:

Key Positions:

#1 Program Manager

#2 Functional Expert (Sr.)

(c) If circumstances require that any "Key Position" be replaced, the Contractor shall provide the Contracting Officer with a proposed qualified candidate. The request for replacement shall be submitted, in writing, to the Contracting Officer at least 14 days prior to the departure of any key personnel for voluntary separation. All requests for replacement of Key Positions (whether for voluntary or involuntary separation or re-assignment) must contain a detailed explanation of the circumstances necessitating the replacement, a complete resume detailing the qualifications and certifications of the proposed replacement, a letter from the contractor attesting that the proposed replacement meets or exceeds the education, experience and certification qualifications specified in Section J, Attachment 5 "Minimum Qualifications" and any other information required by the Contracting Officer to accept or reject that the qualifications of the proposed replacement meet the positions requirements and that the contractor has attested to those qualifications.

#### 5.5 Contractor Personnel Changes

The Contractor shall have the right to remove its personnel assigned to perform the tasks hereunder and to substitute other qualified personnel provided that the Contracting Officer and COR are notified of (and in certain circumstances approve) such removal and replacement. The Contractor shall notify the Contracting Officer and COR prior to such change, providing (at a minimum) the new employee's name, security clearance and qualifications.

#### 5.6 Transition

##### 5.6.1 Phase Out

In order to ensure a smooth phase-in to the next Contractor and to prevent possible decreases in productivity or service quality, upon request, the Contractor shall provide a phase-out plan for the 30 calendar day period prior to the contract end date (i.e. at the end of all option periods). At a minimum, during this period, while still maintaining full performance, the Contractor shall make available to key incoming Contractor personnel a representative of the incumbent Contractor who is versed in the operation of all functions to be performed. All non-proprietary data, documentation, templates, schedules, processes, procedures, work instructions, configuration management repositories, code repositories, etc. used to execute the performance of the contract shall be transferred to the Government at the beginning of the phase-out period. Transfer of GFP will be made at the end of the phase-out period.

#### 5.7 Government Furnished Contractor Support

The following is a summary of the type of support the Government will provide the contractor, on an "as-available" basis while the contractor is deployed. In the event of any discrepancy

between this summary and the description of services in this Performance Work Statement, this paragraph will take precedence. These services are only provided at locations approved by the Contracting Officer. When contractor employees are in transit all checked blocks are considered authorized.

#### U.S. Citizens

X APO/FPO/MPO/DPO/Postal Services	X DFACs	X Mil Issue Equip
X Billeting	X Excess Baggage	X MILAIR
X CAAF*	Fuel Authorized	X MWR
X Controlled Access Card (CAC)	X Govt Furnished Meals	X Resuscitative Care
X Badge	X Military Banking	X Transportation
X Commissary	Military Clothing	All
Dependents Authorized	X Military Exchange	None
	Embassy Housing, Meals**	
	Embassy Air***	

#### Third-Country National (TCN) Employees

X N/A	DFACs	Mil Issue Equip
Authorized Weapon	Excess Baggage	MILAIR
Billeting	Fuel Authorized	MWR
CAAF*	Govt Furnished Meals	Resuscitative Care
Controlled Access Card (CAC)	Military Banking	Transportation
Badge	Military Clothing	All
Commissary	Military Exchange	None
Dependents Authorized		

#### Local National (LN) Employees

X N/A	DFACs	Mil Issue Equip
Authorized Weapon	Excess Baggage	MILAIR

\* CAAF means Contractors Authorized to Accompany Forces.

## 6.0 Special Requirements

### 6.1 Security

This contract will require the contractor to have a Secret Facility Clearance and will require certain contractors to obtain and maintain classified access eligibility. The contractor shall have a valid Secret Facility Clearance prior to classified performance. The prime contractor and all sub-contractors (through the prime contractor) shall adhere to all aspects of DoD Directive 5220.22-M and DoD Manual 5220.22 Volume 2. All personnel identified to perform on this

contract shall maintain compliance with Department of Defense, Department of the Navy, and Marine Corps Information and Personnel Security Policy to include completed background investigations (as required) prior to classified performance. This contract shall include a DoD Contract Security Classification Specification (DD-254) as an attachment.

Facility Security Officers (FSOs) are responsible for notifying the MCSC AC/S G-2 Personnel Security Office (PERSEC Office) at 703-432-3374/3952 if any contractor performing on this contract receives an unfavorable adjudication. The FSO must also notify the PERSEC Office of any adverse/derogatory information associated with the 13 Adjudicative Guidelines concerning any contractor performing on this contract, regardless of whether a JPAS Incident Report is submitted. The FSO shall notify the Government (written notice) within twenty-four hours of any contractor personnel added or removed from the contract that have been granted classified access, issued a Common Access Card (CAC) and/or MCSC Building badge/access.

#### 6.1.1 Defense Biometric Identification (DBID) Card

Certain contractors may require the issuance of a DBID card in order to gain access to Marine Corps bases/stations. The COR will identify and approve only those contractor employees performing on this contract that require a DBID card in order to perform their job function aboard the base. All contractor personnel accessing Marine Corps Base Quantico and Marine Corps Systems Command must be in compliance Access Control policy identified within MCSCO 5530.2A Access Control Order.

#### 6.1.2 Marine Corps Base Quantico (MCBQ) Installation Gate Access

Access onto MCBQ requires the use of an active Department of Defense Personally Identifiable Verification (PIV) credential (i.e. Common Access Card (CAC), Military Dependent Identification Card, Military Retiree Identification Card, Transportation Worker Identification Credential) that can be scanned at all installation Gates prior to being granted access onto the installation. Contractors/vendors who require routine/reoccurring access to MCBQ and are not receiving a CAC in support of this contract effort (or do not already have an acceptable PIV), are eligible for a DBID card. DBID cards may be obtained at no cost from the MCBQ Provost Marshall's Office (PMO) after coordination with the COR and the MCSC, AC/S G2, Physical Security Team (PHYSEC Team). To obtain a DBID card, the vendor shall submit a completed Vendor Screening Form (obtained from the COR or the PHYSEC Team) via: encrypted email to [mcsc\\_physicalsecurity@usmc.mil](mailto:mcsc_physicalsecurity@usmc.mil), faxing to 703-432-3481 (attn.: Physical Security), or a hand delivered typed hard copy to the PHYSEC Team at Building 2200. The information on the Vendor Screening Form will be used by MCBQ PMO to conduct a background check. The vendor will be notified of the results of their vendor screening background check by the PHYSEC Team and/or COR. Vendors who do not meet the eligibility standards, will not be cleared for access onto MCBQ or MCSC. Vendors who meet the eligibility standards and receive a favorable response to the background check will be required to complete the DBID registration process using a website address/link that will be provided by the PHYSEC Team or COR. Once the Vendor has successfully completed the DBID registration process, a registration code will be provided. The registration code shall be printed and hand carried by the Vendor to MCBQ PMO, Bldg. 2043, between the hours of 0700 - 1500 in order to be issued the DBID card.

DBID cards will be issued for a period of 3 years regardless of contract expiration. For additional questions regarding submission of the Vendor screening Form or access requirements, you may contact the PHYSEC Team at [mcsc\\_physicalsecurity@usmc.mil](mailto:mcsc_physicalsecurity@usmc.mil) or by calling 703-432-3964/3909.

### 6.1.3 Marine Corps Systems Command Facility Access

All contractor personnel accessing Marine Corps Systems Command facilities/buildings, must maintain compliance with access control policy identified within MCSCO 5530.2A - Access Control Order. Access into MCSC facilities requires use of a Command facility access badge issued by the PHYSEC Team. Contractor personnel assigned to sit within MCSC spaces with a dedicated (by name) workspace will be considered as “on-site” contractors and may be issued a Green badge with the holder’s photograph. Contractor personnel that frequently visit (three or more times a week) MCSC spaces will be considered as “off-site” contractors and may be issued an Orange badge with the holder’s photograph. Issuance of a MCSC facility access badge shall be initiated by the COR using the Badge Request process hosted on the MCSC VIPER website. Vendors may be issued a MCSC facility badge prior to issuance of a CAC or DBID card; however, receipt of an unfavorable response will result in deactivation of any currently issued MCSC facility access badge. All other vendors supporting this contract who do not meet the “Green” or “Orange” badge standards shall be required to have their visit to MCSC notified in advance using the MCSC Visitor Notification System hosted on the MCSC VIPER website. Visitor Notifications shall only be submitted by a MCSC sponsor with access to the MCSC VIPER website. Visitors who arrive at MCSC facilities without an approved Visitor Notification on file shall be turned away unless a MCSC escort with a “White”, “Powder Blue”, or “Green” badge can be reasonably coordinated. Vendors possessing an “Orange” badge are not authorized to escort visitors without an approved Visitor Notification on file. All “Green” and “Orange” badges will be programmed with unescorted access into approved MCSC facilities Monday through Friday from 0630-1700. Unescorted access outside of these times to include federal holidays, furloughs, shutdowns, etc. is restricted. For additional questions regarding MCSC facility access requirements, you may contact the PHYSEC Team at [mcsc\\_physicalsecurity@usmc.mil](mailto:mcsc_physicalsecurity@usmc.mil) or by calling 703-432-3964/3909.

### 6.2 Common Access Card (CAC) Requirement.

**COMMON ACCESS CARD (CAC) REQUIREMENT.** The COR will identify and only approve those contractor employees performing on this contract that require CACs in order to perform their job function. In accordance with Headquarters, United States Marine Corps issued guidance relative to Homeland Security Presidential Directive – 12 (HSPD-12), all personnel must meet eligibility criteria to be issued a CAC. In order to meet the eligibility criteria, contractor employees requiring a CAC, must obtain and maintain a favorably adjudicated Personnel Security Investigation (PSI.) Prior to authorizing a CAC, the employee’s Joint Personnel Adjudication System (JPAS) record must indicate a completed and favorably adjudicated PSI or (at a minimum) that a PSI has been submitted and accepted (opened). The minimum acceptable investigation is a T-1 or a National Agency Check with Written Inquiries (NACI). If a contractor employee’s open investigation closes and is not favorably adjudicated, the CAC must be immediately retrieved and revoked. CACs are not issued for convenience.

Facility Security Officers (FSOs) are responsible for notifying the MCSC AC/S G-2 Personnel Security Office (PERSEC Office) at 703-432-3490/3952 if any contractor performing on this contract receives an unfavorable adjudication after being issued a CAC. The FSO must also notify the PERSEC Office of any adverse/derogatory information associated with the 13 Adjudicative Guidelines concerning any contractor issued a CAC, regardless of whether a JPAS Incident Report is submitted.

Each CAC is issued with a “ctr@usmc.mil” e-mail account that the individual contractor is responsible to keep active by logging in on a regular basis (at least twice a month), sending an e-mail and clearing any unneeded e-mails. Contractors issued a CAC are prohibited from “auto-forwarding” e-mail from their .mil e-mail account to their .com e-mail account. If the “ctr@usmc.mil” e-mail account is not kept active, G-6 will deactivate the account and the CAC will also lose its functionality. Contractor employees shall solely use their government furnished “ctr@usmc.mil” e-mail accounts for work supporting the USMC, conducted in fulfillment of this contract, and shall not use a contractor supplied or personal e-mail account to conduct FOUO government business. The use of a contractor or personal e-mail account for contractor business or personal use is allowed, but only when using cellular or a commercial internet service provider.

If a contractor loses their eligibility for a CAC due to an adverse adjudicative decision, they have also lost their eligibility to perform on MCSC contracts.

### 6.3 Marine Corps Enterprise Network (MCEN) Computer Access

Contractor personnel accessing Marine Corps Systems Command Computer systems, must maintain compliance with United States Marine Corps Enterprise Cybersecurity Manual 007 Resource Access Guide. Contractor personnel will submit a DD 2875, and completion certificates for the CYBERC course located on MarnieNet located at <https://www.marinenet.usmc.mil> The CYBERC course consist of the DOD Cyber Awareness Challenge and Department of the Navy Annual Privacy Training (PII). Contractors will have to create a MarineNet account in order to acquire the required training.

MCEN IT resources if provided are designated For Official Use Only (FOUO) and other limited authorized purposes. DoD military, civilian personnel, consultants, and contractor personnel performing duties on MCEN information systems may be assigned to one of three position sensitivity designations.

1) ADP-I (IT-1): Single Scope Background Investigation (SSBI)/SSBI Periodic Reinvestigation (SBPR)/SSBI Phased Periodic Reinvestigation (PPR)

2) ADP-II (IT-2): Access National Agency Check and Inquiries (ANACI)/ National Agency Check and Inquiries (NACI)/ National Agency Check with Law and Credit (NACLC)/Secret Periodic Review (S-PR)

### 3) ADP-III (IT-3): National Agency Check (NAC)/ Entrance National Agency Check (ENTNAC)

All privileged users must undergo an SSBI regardless of the security clearance level required for the position. Privileged users must maintain the baseline Cyberspace Workforce Information Assurance Technical (IAT) or Information Assurance Manager (IAM) relating to the position being filled. Privileged users are defined as anyone who has privileges over a standard user account as in system administrators, developers, network administrators, code signing specialist and Service Desk technicians.

All MCEN users must understand and comply with policy and guidance to protect classified information and CUI, and to prevent unauthorized disclosures in accordance with United States Marine Corps Enterprise Cybersecurity Manual 007 Resource Access Guide and CJCSI 6510.01F.

#### 6.4 MCEN Official E-mail usage

MCEN IT resources are provided For Official Use Only (FOUO) and other limited authorized purposes. Authorized purposes may include personal use within limitations as defined by the supervisor or the local Command. Auto forwarding of e-mail from MCEN-N to commercial or private domains (e.g., Hotmail, Yahoo, Gmail, etc.) is strictly prohibited. E-mail messages requiring either message integrity or non-repudiation are digitally signed using DoD PKI. All e-mail containing an attachment or embedded active content must be digitally signed.

MCEN users will follow specific guidelines to safeguard Controlled Unclassified Information (CUI), including PII and For Official Use Only (FOUO). Non-official e-mail is not authorized for and will not be used to transmit CUI to include PII and Health Insurance Portability and Accountability Act (HIPAA) information. Non-official e-mail is not authorized for official use unless under specific situations where it is the only mean for communication available to meet operational requirements. This can occur when the official MCEN provided e-mail is not available but must be approved prior to use by the Marine Corps Authorizing Official (AO).

All personnel will use DoD authorized PKI certificates to encrypt e-mail messages if they contain any of the following:

1. Information that is categorized as For Official Use Only (FOUO) or Sensitive but Unclassified (SBU).
2. Any contract sensitive information that normally would not be disclosed to anyone other than the intended recipient.
3. Any privacy data, PII, information that is intended for inclusion in an employee's personal file or any information that would fall under the tenets of MSGID: DOC/5 USC 552A. Personal or commercial e-mail accounts are not authorized to transmit unencrypted CUI, or PII.
4. Any medical or health data, to include medical status or diagnosis concerning another individual.
5. Any operational data regarding status, readiness, location, or deployment of forces or equipment.

## 6.5 Non-Disclosure Agreement (NDA)

The Contractor must obtain a signed NDA (Attachment 7) from each of its employees and its sub-Contractor's employees that are assigned to perform the requirements of this PWS, and forward the signed NDAs to the COR within seven (7) days of the employee being assigned to perform the requirements of the PWS.

## 6.6 Government Furnished Property (GFP)

The Contractor shall establish a Department of Defense Activity Address Code (DODAAC) account in order to take receipt of the GFP, in accordance with governing laws and regulations. The items must be received and transferred within the Procurement Integrated Enterprise Environment (PIEE) GFP module. The Contractor shall report any changes to asset data, such as changes in equipment location, resulting from warranty actions.

Upon the receipt of any GFP, the Contractor shall inventory and complete a signed confirmation of the transfer for the property or information in the PIEE GFP module and submit a GFP report semi-annually. The Contractor shall report all additions, changes, or deletions to an environment/location GFP, or if the responsible party changes. The Contractor shall identify each GFP by make, model, serial number, and person using it, and shall report any changes in assignments to the COR. The Contractor shall notify the COR the next business day if they have received GFP that is defective, using the Contractor's own format while including information adequate to determine what GFP is defective and a description of the defect. The Contractor shall report any missing, lost, stolen, or damaged (MLSD) GFP to the COR immediately upon discovery, and provide required documentation as required by the Government (e.g., police reports, MLSD forms) to support the reporting process.

The Contractor shall support configuration status accounting, physical configuration audits, and quarterly physical inventories to maintain an accurate accountability of GCSS-MC/LCM assets.

The Contractor shall ensure Government personnel have access to all GFP within 24 hours of requesting access. All GFP shall be delivered to the Government upon completion of the contract and transferred via the PIEE GFP module.

## 7.0 Mandatory Directives, Instructions, and Policies

Reference/Document	Reference Title/Description
DoD Financial Management Regulations Volume 3, Chapter 8	Standards for Recording Commitments & Obligations
DoDI 8510.01	Risk Management Framework
DoD 8570.01-M, Volume I-IV	Information Assurance Workforce Improvement Program
DoD Manual 5220.22	National Industrial Security Program Operating Manual
DoD Directive 5230.25	Withholding of Unclassified Technical Data From Public Disclosure
DoDI 8500.2	Information Assurance Implementation
SECNAV Manual 5510.30	Personnel Security Program
FISMA Title 44 U.S.C. § 3541	Federal Information Security Management Act (FISMA)
Homeland Security Presidential Directive – 12	Policy for a Common Identification Standard for Federal Employees and Contractors
MIL-HDBK-46855	DoD Handbook - Human Engineering Program Process and Procedures
GEIA-HB-0007	Logistics Product Data Handbook
GEIA-STD-0007	Logistics Product Data
Federal Acquisition Regulation (FAR) 9.505-4	Obtaining Access to Propriety Information
NIST Special Publication 800-171	Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations
NAVMC 1533.1	Systems Approach to Training (SAT) Manual
MCO 1553.2B	Management of Marine Corps Formal Schools and Training Detachment
MCO 1553.3A	Unit Training Management
USMC TECOM Collage of Distance Education and Training	MarineNet Courseware Development Technical Standards, Version 2.0 dtd July 18, 2002
DoD Instruction 1322.2	Sharable Content Object Reference Model (SCORM)
GCSS-MC Document	Desing_Standards_Reiew_7_V2.pdf
DoD Directive 5000.01	The Defense Acquisition System
MCO 5400.5	System Engineering Technical Review (SETR) Process

GCSS-MC Document	Sustainment Engineering Plan (SEP) Version 1, dtd 24 October 2016
GCSS-MC Document	GCSS-MC/LCM Configuration Management Plan, dtd 30 December 2016
USD(ATL) Memorandum dtd 9 January 2017	Department of Defense Risk, Issue, and Opportunity Management Guide for Defense Acquisition Programs
Rehabilitation Act (Title 29 U.S.C. § 794d), as amended	Americans with Disabilities Act Section 508
GCSS-MC Document	GCSS-MC/LCM Incident Management Plan, dtd 10 October 2016
GCSS-MC Document	GCSS-MC/LCM Problem Management Plan, dtd 10 October 2016