

Attachment 1  
W9124J-12-D-0003  
SUPPORT BASE SERVICES  
PERFORMANCE WORK STATEMENT

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**Support Base Services (SBS)  
Installation Management Command  
Omnibus Contract**

## **1. GENERAL**

The SBS contract is designated as the primary Installation Management Command (IMCOM) vehicle to obtain garrison augmentation support services for not inherently governmental functions that exceed organic capabilities in supporting the Army Forces Generation (ARFORGEN) process. IMCOM's support of the ARFORGEN process, in an era of persistent conflict, is typified by surges related to Active Component (AC) deployment/redeployment and restationing, and Reserve Component (RC) mobilization/deployment/redeployment and demobilization. The SBS contract is designed to provide garrison augmentation services through a flexible, Multiple Award Task Order Contract (MATOC) without creating excess capability for IMCOM Garrisons in the continental U.S. and Hawaii. Services ordered through the SBS MATOC will minimize the number of mobilized RC units and Soldiers providing those not inherently governmental functions addressed in the 12 task areas of this performance work statement.

### **1.1. BACKGROUND**

IMCOM is responsible for providing support base services to the Army, which includes supporting AC deployments/redeployments and RC mobilizations/demobilizations. IMCOM accomplishes this mission through United States (US) Army Garrison staffs which have historically been augmented during surge mobilizations/deployments with RC soldiers. However, RC Soldiers could only be ordered to remain on active duty for a two-year period and were eventually released from active duty, creating a shortage of Garrison support personnel. As part of the Army's long-term remedy, the Continental United States (CONUS) Support Base Services (CSBS) contract was awarded. The SBS requirement is a follow-on to the CSBS MATOC. The purpose of this PWS is to identify SBS task areas required by Garrison staffs to support the ARFORGEN process.

### **1.2. OBJECTIVES**

IMCOM requires a prime contractor(s) with the capability to manage multiple task orders simultaneously at multiple locations. The contractor must also be capable of recruiting and providing a team of highly qualified personnel that will be able to handle mobilization, deployment, redeployment and demobilization mission requirements. Often, these requirements are very fluid, dynamic and can vary by installation. The requirements can develop with little warning and in unexpected volumes. The contractor must be able to respond to unexpected surge requirements with adequate numbers of qualified employees, even when the workload volume is at levels not seen before and with very little advance notice. Capability acquired through the SBS contract vehicle includes, in part, the expertise to maintain military equipment to deployability standards, and effectively control arms, ammunition and explosives (AA&E).

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The objective is to award a multiple award indefinite-delivery, indefinite-quantity contract. All task orders will be executed as performance-based service acquisitions, unless approved by the designated authority as specified in Defense Federal Acquisition Regulation Supplement (DFARS) Subpart 237.170-2.

**1.3. PERSONNEL**

**1.3.1.** The Contractor shall provide experienced personnel to perform the required services. The Government and the Contractor understand and agree that the services to be delivered are non-personal services and both parties recognize and agree that no employer-employee relationships exist between the Government and the Contractor and/or between the Government and the Contractor's employees. Contractor personnel performing under this contract shall not be placed in a position where they are employed by a Federal Officer or are under the supervision, direction, or evaluation of a Federal Officer, military or civilian.

**1.3.2.** Contractor personnel shall conform to standards of conduct and code of ethics, which are consistent with those applicable to Government employees as provided in the Joint Ethics Regulation 5500.7.R. Contractor personnel shall present a neat professional appearance and be easily identified. This shall be accomplished by wearing distinctive clothing bearing the company name or by wearing appropriate badges that contain the company name and employee' name.

**1.3.2.** The Contractor shall comply with all applicable laws, rules and regulations.

**1.3.4.** Contractor personnel will obtain a vehicle pass for access to Posts and a Common Access Card (CAC) for computer access as required and detailed in each task order.

**1.3.5.** Background Checks. All contractor personnel hired under this contract must have a favorable National Agency Check and Inquiries (NACI) investigation as a condition to access Federal facilities and information systems. A Secret Security Clearance will be an acceptable substitute for a NACI. Personnel who do not receive a favorable NACI will not be allowed to perform services under this contract.

**1.4. SPECIAL QUALIFICATIONS/CERTIFICATIONS**

**1.4.1.** The Contractor shall ensure employees have all required certifications/licenses (current and valid) for each applicable occupation category before commencement of work.

**1.5 PERIOD OF PERFORMANCE**

The Period of Performance (POP) will be for one (1) base year from the date of contract award with four 1-year option periods, and includes FAR 52.217-8, Option to Extend Services.

**1.6 GENERAL INFORMATION**

**1.6.1** Contract Work location. Work performed in accordance with this PWS shall be at an Army Post as provided in individual task orders.

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**1.6.2 Security and Safety.**

**1.6.2.1.** Neither the Contractor nor any of its contract service providers shall disclose or cause to disseminate any information concerning operations of military activities. Such action(s) could result in violation of the contract and possible legal actions.

**1.6.2.2.** All inquiries, comments or complaints arising from any matter observed, experienced, or learned of as a result of or in connection with the performance of this contract or resultant task orders, the resolution of which may require the dissemination of official information, shall be directed to the COR and the Contracting Officer (KO).

**1.6.2.3.** The Contractor shall only conduct business with designated government personnel listed as points of contact (POCs). Names of authorized personnel shall be provided to the Contractor by the government, in writing, and updated as necessary throughout the contract period.

**1.6.2.4.** U.S. Government records, copies of original results and reports, verified original data, corrected data, and corrected supporting final reports are maintained by the Contractor, but remain the property of the U.S. Government. These files/results must be surrendered to the COR.

**1.6.2.5.** The Contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this contract. The Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, Privacy Act data, and Government personnel work products that are obtained or generated in the performance of this contract. This includes dissemination of protocols and papers not generally available through the public literature.

**1.6.2.6.** Contract personnel shall wear a badge that clearly identifies them as a contractor employee. The badge will contain a personal picture, name of employee, and Contractor's name. Badges shall be worn on the outer garment, above the waist, in full view at all times, attached to the outer shirt or jacket pocket by a button or clip or worn around the neck secured by an appropriate identification card lanyard.

**1.6.2.7.** The Contractor shall comply with all applicable federal, state and local laws and ensure performance is secure while protecting material, equipment, and supplies from damage and loss. Government security personnel shall have the express right to inspect for security violations at any time during the term of the contract.

**1.6.2.8.** The Contractor shall be responsible for safeguarding all government equipment, information and property provided for Contractor use. At the close of each work period, government facilities, equipment and materials shall be secured.

**1.6.2.8.** Operational (OPSEC) and Personnel Security. Contractors may generate, store or have access to SECRET classified material/information in support of SBS MATOC task orders. When required at the task order level, contractors will be required to obtain a Facility Clearance Level up to the SECRET level. When applicable, a DD Form 254, Contract Security Classification Specification, will be prepared by the ordering agency and issued with the task order, providing specific classification guidance. The contractor shall perform in accordance with the DoD Industrial Security Manual (DoD 5220.22M) and ensure that

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classified material is handled in accordance with the latest appropriate security classification specifications. Contractors not holding or able to obtain Security clearances will be excluded from classified acquisitions under this contract.

**1.6.2.9. Key Control** - The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

**1.6.2.10. Lock Combination** - The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations.

**1.6.2.11. Environment and OSHA** - The Contractor shall comply with all local, State, and Federal environmental and occupational safety laws, rules, and regulations. The Contractor shall be liable for all fines, penalties, and costs, which result from violations of, or failure to comply with, all such local, State, or Federal laws, rules, and regulations. All unsafe acts, conditions, environmental non-compliances, etc. fostered by the Contractor or Contractor personnel may be grounds for the Contracting Officer or his authorized representative to halt any and all Contractor performance with a commensurate deduction of moneys due the Contractor, until the unsafe or non-compliant conditions are corrected.

## **1.7. Quality Control/Quality Assurance**

**1.7.1. Quality Control** - The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. Unless specified differently in the task order, the Quality Control Plan shall be delivered to the COR for delivery to the KO within 10 days of a Task Order award. In the event revisions are required the Contractor shall return the revised QCP within five (5) working days of receipt of notification to revise. After acceptance of the quality control plan the Contractor shall receive the contracting officer's acceptance in writing of any proposed change to the QC system.

**1.7.2. Quality Assurance** - The government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

**1.8. Contracting Officer's Representative** - Each task order will have a COR assigned and will be identified by separate letter. The COR monitors all technical aspects of the task order and assists in contract administration. The COR is authorized to perform the following functions: assure that the

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Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

**1.9. Pre-performance Award Conference** - The Contractor agrees to attend all contract/task order pre-performance conferences within 10 days of contract and/or task order award convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The basic contract and larger, complex task orders may require physical attendance of a contractor representative at the pre-performance conference. In the event the government requires a physical attendance, the contractor shall comply.

**1.10. Key Personnel** - Designation of key personnel may be required at the task order level.

**1.11. Identification of Contractor Employees** - All contract personnel attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by Contractors are suitably marked as Contractor products or that Contractor participation is appropriately disclosed.

**1.12. Data Rights** - The Government has unlimited rights to all documents/material produced under this contract. All documents and materials produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

**1.13. Contractor Performance** - Contractor performance will be measured and assessed, using the performance objectives listed in the Performance Requirements Summary (PRS) (Part 7 to this PWS). Customers may also elect to add additional performance objectives, peculiar to their respective requirements. The TOs shall state specific requirements, performance standards and metrics within the scope of the TO PWS. The PRS was developed to measure and assess the following:

**1.13.1. Quality Service** - The contractor shall provide quality services/products and management oversight in all functional areas and acquisition processes. The contractor shall provide accurate data/reports, shall meet task order objectives, with emphasis on overall success and positive impact to the acquisition program and organizational mission.

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**1.13.2 Schedule** - The contractor shall adhere to all schedule timelines, milestones, delivery schedules and administrative requirements that contribute to, or effect schedule variance, to include scheduled on-time delivery of reports, data products, billing invoices, staffing of personnel, and action items.

**1.13.3 Cost Control** – Not applicable to fixed price contract line item numbers. The contractor shall demonstrate effectiveness in forecasting, managing, and controlling contract/task order costs. The contractor is solely accountable for the accuracy, disclosure, control, forecasting, estimation, and overall management of all cost management or reporting activities at both the contract and task order levels. This includes status reports (as applicable), quarterly program reports, invoices, proposals, and limitation of funds/costs notifications.

**1.13.4 Business Relations** - The contractor shall successfully integrate and coordinate all business relations activity needed to execute the contract/task order, including:

1. The timeliness, completeness and quality of problem identification,
2. Corrective action plans,
3. Proposal submittals,
4. Timely identification of issues in controversy,
5. Effective/responsive management of sub-contractors,
6. Customer satisfaction, and
7. Professional and ethical behavior of the contractor management personnel.

**1.13.5 Management of Personnel** – The contractor shall provide qualified personnel, with appropriate skills and experience. The contractor shall provide effective management of all personnel, to include the selection, retention, training, support, and replacement, when necessary (e.g., employee is not qualified to perform assigned tasks, or if disruptive personality conflicts and/or behavioral problems arise.).

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**Part 2**

**DEFINITIONS AND ACRONYMS**

**2. DEFINITIONS AND ACRONYMS.**

**2.1. DEFINITIONS:**

**2.1.1. CONTRACTOR.** A supplier or vendor having a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

**2.1.2. CONTRACTING OFFICER.** A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

**2.1.3. CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

**2.1.4. DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

**2.1.5. DELIVERABLE.** Anything that can be physically delivered but may include non-physical things such as meeting minutes.

**2.1.6. KEY PERSONNEL.** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

**2.1.7. PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

**2.1.8. QUALITY ASSURANCE.** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

**2.1.9. QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

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**2.1.10. QUALITY CONTROL.** All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

**2.1.11. SELF-HELP.** Performance of minor maintenance tasks by facilities occupants to maintain or improve living conditions and appearance of facilities.

**2.1.12. SUBCONTRACTOR.** One that enters into a contract with a prime Contractor. The Government does not have privity of contract with the subContractor.

**2.1.13. WORK DAY.** The number of hours per day the Contractor provides services in accordance with the contract.

**2.1.14. WORK WEEK.** Is defined as Monday through Friday, unless specified otherwise.

**2.2. ACRONYMS:**

AA&E	Arms, ammunition and explosives
AC	Active Component
ADACG	Arrival/Departure Airfield Control Group
AFARS	Army Federal Acquisition Regulation Supplement
AHAs	Ammunition Holding Areas
ALPS	Automated Load Planning System
AMOPES	Army Mobilization and Operations Planning and Execution System
ANG	Army National Guard
APOE/D	Aerial Ports of Embarkation/Debarcation
AR	Army Regulation
ARFORGEN	Army Force Generation
AUEL	Automated Unit Equipment List
CAC	Common Access Card
CFR	Code of Federal Regulations
CIF	Central Issue Facility

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CIVTRACKS	Civilian Tracking System
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off the Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DFAS	Defense Finance and Accounting Service
DMDC	Defense Manpower Data Center
DOD	Department of Defense
DOIM	Directorate of Information Management
DOL	Directorate of Logistics
EMILPO	Electronic Military Personnel Office
FAR	Federal Acquisition Regulation
FGI	Force Generation Installations
FLIPLs	Financial Liability Investigation of Property Loss
FORMDEPS	FORSCOM Mobilization and Deployment Planning System
FSO	Facility Security Officer
GCCS-A	Global Command and Control System-Army
GCSS-A	Global Combat Support System -Army
HM	Hazardous Material

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IAVAs	Information Assurance Vulnerability Alert
IDIQ	Indefinite-delivery, indefinite-quantity
IFS	Integrated Facilities System
IMCOM	Installation Management Command
JFHQs	Joint Forces Headquarters
KO	Contracting Officer
LAN	Local Area Network
MAT	Mobilization Assistance Team
MATOC	Multiple Award Task Order Contract
MHE	Material Handling Equipment
MILVANs	Military-Owned Demountable Containers
MOBLAS	Mobilization Level Application Software
MOSQ	Military Occupational Specialty Qualification
NBC	Nuclear Biological and Chemical
NIPR	Non-Secure Internet Protocol Router
OCI	Organizational Conflict of Interest
OCIE	Organizational Clothing and Individual Equipment
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
OPLANs	Operation Plans
ORF	Operational Readiness Float
PA	Public Affairs
PBO	Property Book Officer

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PBSC	Performance Based Service Contracting
PIPO	Phase In/Phase Out
PKI	Public Key Infrastructure
PMI	Primary Marksmanship Instruction
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
RC	Reserve Component
RFI	Rapid Fielding Initiative
RSCs	Regional Support Commands
RTCHs	Rough Terrain Container/Cargo Handlers
SETA	Security Education, Training and Awareness
SIDPERS	Standard Installation Division Personnel System
SIPR	Secret Internet Protocol Router
SPOE/D	Sea Ports of Embarkation/Debarcation
SRP	Soldier Readiness Processing
TC-ACCIS	Transportation Coordinator Automated Command and Control Information System

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TC-AIMS	Transportation Coordinator Automated Information Management System
TE	Technical Exhibit
TO	Task order
TPS	Tactical Personnel Systems
UMP	Unit Movement Plan
USAR	United States Army Reserve
WIAS	Worldwide Individual Augmentation System

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**Part 3**

**GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES**

**3. GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES**

**3.1.** The Government will furnish certain Government Furnished Property (GFP) to the contractor for use in performing work under this PWS or a task order PWS when work is performed at the government site. GFP consists of Government Furnished Facilities, Government Furnished Equipment, and Government Furnished Software. The Government will also provide infrastructure-type services to the contractor such as utilities, a Local Area network (LAN), and emergency medical, police, and rescue services. Refusal to accept some or all of the GFP offered by the government shall not relieve the contractor from performance, but will relieve the Government from the obligation of providing the same or similar GFP at a future date. The contractor shall not use GFP for other than the performance of the work under this PWS or a task order PWS and shall not remove the GFP from Government property or other supported areas without the approval of the Contracting Officer or COR.

**3.1.1. Care, maintenance, and Use of the GFP**

The contractor shall be responsible for the proper care, maintenance, and use of GFP in its possession or control from the time of receipt until property relieved of stewardship responsibility. Contractor limits of liability and responsibility for investigation and reporting of shortages, loss, damages, or destruction of GFP shall be in accordance with the applicable property clauses contained in the contract.

**3.2. Government Furnished Facilities**

The Government will provide contractor personnel who perform at the government site with appropriate office facilities. The Government furnished facilities shall be identified in the individual task orders issued under the contract. The Government will maintain ownership of all real property, fixtures, appurtenances, and facilities that are provided to the contractor. The contractor shall maintain the GFF in a clean and neat condition. The contractor shall not mark or affix any decals, emblems or signs portraying the contractor's name or logo to Government Facilities. The contractor shall not make alterations to the GFF without prior approval of the Contracting Officer. The contractor shall secure GFF when not occupied by contractor personnel.

**3.3. Government Furnished Equipment (GFE).** The Government will provide contractor personnel who perform at the government site with appropriate office equipment. The GFE shall be identified in the individual task orders issued under the contract, to include types, quantities, acquisition cost and condition of equipment provided. The contractor shall not modify any GFE, without prior written approval of the Contracting Officer.

**3.4. Government Furnished Services**

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The Government shall furnish certain services for the contractor's use, including utilities, refuse collection, information management systems, security, fire, environmental, and emergency services.

3.4.1. The Government will provide training schedules to the contractor.

3.4.2. Telephone Instruments and Lines

The Government communications systems, including telephone instruments and line located in GFF may, if approved by the Contracting Officer or COR, be used by the contractor for work related purposes. Long distance phone service for official business is included as a Government Furnished Service. Mobile phone, pager equipment, and service are typically not included. Use of Government communications systems constitutes consent to monitoring at all times. The contractor shall not move, remove, add, or reconfigure Government communications systems, networks, or lines without Contracting Officer or Contracting Officer designated official approval, which must be obtained by written request. The contractor shall notify the COR when maintenance or repair of telephones or telephone lines is required.

3.4.3. Refuse Collection

The Government will collect refuse (non-recyclable solid waste that is not hazardous waste, hazardous substance, construction and demolition debris, nor hazardous material) from assigned waste receptacles. The contractor shall comply with all Government programs pertaining to pollution prevention and solid waste reduction, including ongoing recycling initiatives.

3.4.4. Information Management Systems

The Government will provide desktop Computing Services, network Support, and Applications Programming Services to the contractor, when work is performed on a Government site. Government Furnished Information and management systems shall be utilized for Official Business only, in direct support of this award. Computer workstations and network lines located in facilities to be occupied by the contractor will be provided by the Government for contractor use. These workstations will be provided on a case-by-case basis as approved by the COR. Government furnished workstations shall, only be used for transaction of official business in direct support of this award, the Government will upgrade hardware in support of the lifecycle replacement program managed by the Directorate of Information management. Non-Government provided workstations cannot be connected to the Government's LAN without prior approval by the Network Enterprise Center (NEC). Use of all workstations on a Government LAN constitutes consent to security monitoring.

3.4.5. Emergency Medical Services

Under the provisions of AR 40-3, Medical, Dental and Veterinary Care, Army medical activities will provide emergency care to contractor personnel will performing work under this award, when required to prevent undue suffering or loss of life for job-related injuries. The provider on duty will assess, treat and stabilize the patient, and determine whether to discharge or transfer the patient to a civilian facility additional medical treatment. The contractor shall be responsible for all medical expenses incurred. Army medical activities will invoice the contractor for all services rendered at Army hospitals by Army personnel to include contract physicians, physician's assistants and other medical personnel.

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**Part 4**

**CONTRACTOR FURNISHED ITEMS AND SERVICES**

**4.0. CONTRACTOR FURNISHED ITEMS AND SERVICES**

**4.1.** The contractor shall furnish all facilities, materials, supplies, services, vehicle, temporary work places and equipment not furnished by the Government in Part 3 necessary to perform work required under this PWS or task order PWS. The failure of the contractor, for any reason (excluding an Act of God or an Act of War), to furnish any of the foregoing shall neither justify nor excuse achievement of the performance standards included in this PWS or resulting task order PWS.

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**Part 5**

**SPECIFIC TASKS**

**5.1** This Performance Work Statement (PWS) conveys the basic requirements, and performance standards that will apply to all issued SBS Task Orders (TOs). The requirements and performance standards were developed from installation input provided throughout the IMCOM Regions. Performance standards, when stated in the SBS PWS, provide a general basis for measuring the performance of each requirement associated with the standard. The absence of performance standards in the SBS PWS infers that their issuance will be made solely at the TO level.

**5.2 SCOPE OF WORK:** The SBS contract is designated as the primary Installation Management Command (IMCOM) vehicle to obtain garrison augmentation support services for not inherently governmental functions that exceed organic capabilities in supporting the Army Forces Generation (ARFORGEN) process. IMCOM's support of the ARFORGEN process, in an era of persistent conflict, is typified by surges related to Active Component (AC) deployment/redeployment and restationing, and Reserve Component (RC) mobilization/deployment/redeployment and demobilization. The SBS contract is designed to provide garrison augmentation services through a flexible, Multiple Award Task Order Contract (MATOC) without creating excess capability for IMCOM Garrisons in the continental U.S. and Hawaii. Services ordered through the SBS MATOC will minimize the number of mobilized RC units and Soldiers providing those not inherently governmental functions addressed in the 12 task areas of this performance work statement.

Contractors shall provide support as outlined in individual task orders, tailored to the needs of each installation and are not limited solely to support of mobilizing/demobilizing RC forces. Task orders may be written to backfill installation support normally provided by Soldiers and to augment installation staffs for AC and RC support.

**5.2.1** The IMCOM Installations identified for this acquisition are as follows:

Camp Atterbury, IN	Fort Carson, CO
Camp Shelby, MS	Fort McCoy, WI
Fort Bliss, TX	Fort Sill, OK
Fort Dix, NJ	Fort Stewart, GA
Fort Hood, TX	Fort Benning, GA
Fort Knox, KY	Fort Polk, LA
Fort Lewis, WA	Schofield Barracks, HI
Fort Bragg, NC	Fort Hunter Liggett, CA
Fort Drum, NY	Fort Campbell, KY
Fort Eustis, VA	Fort Leonard Wood, MO
Gowen Field, ID	Camp Roberts, CA

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Fort Sam Houston, TX

Fort Gordon, GA

Fort Riley, KS

**5.2.2.** Other than Hawaii, OCONUS installations are not covered under the SBS contract. Performance at IMCOM Installations, other than those identified in paragraph 5.2.1., may be required provided the requirement is within scope of this PWS and approved by IMCOM Headquarters.

**5.3. TASKS:** Different intervals of surge and lull may occur at installations. Local management of contracted services shall address these issues by defining a specific contract period and standards required for each issued TO, and will allow for flexible and scalable contract execution.

**5.3.1.** For the purposes of this contract, flexible and scalable are defined as follows:

**Flexible** – Ability to react to changing situations during mobilization operations in an appropriate and timely manner. May include change of mission/mission priority

**Scalable** – Ability to adjust to meet fluctuating mobilization demand in a deliberate manner. Same mission/mission priority.

**5.3.2. Contract/Task Order Management.**

Task Order Management. Prepare TO management plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout TO execution. Provide a monthly status report monitoring the quality assurance, configuration management, security management applied to the TO (as appropriate to the specific nature of the PWS), narrative of accomplishments, delivery of labor, and all associated TO costs incurred. This report must be in sufficient detail to permit the government to validate, approve and pay invoices in a timely manner.

**5.3.3. TASK AREAS:**

**Task 1 - Plans.**

a. General requirements. Augment the garrison with trained personnel to manage mobilization and deployment planning. This may require work outside normal duty hours including 24-hour operations and shift work. Conduct all actions in accordance with the Army Mobilization and Operations Planning and Execution System (AMOPES), the FORSCOM Mobilization and Deployment Planning System (FORMDEPS) and local Installation Mobilization Plans.

b. Focus on six primary objectives of unit processing from reception of the mobilized unit at the mobilization station to deployment. The objectives are:

1. Housing and feeding
2. Facilitating Soldier Readiness Processing (SRP)
3. Coordinating the processing and shipment of unit vehicles and equipment

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4. Assisting the Mobilization Assistance Team (MAT) with the planning of individual and collective training
5. Participating in unit validation
6. Unit deployment, redeployment, and demobilization

c. Plan and schedule all required mobilization/demobilization and deployment/redeployment processing. Prepare and update handbooks and “read ahead” books for senior leadership, middle management or action officer level. Update garrison mobilization and deployment planning and execution documents.

**Task 2 - Training.**

a. General requirements. Augment the garrison with trained personnel to conduct mobilization/deployment training. This may require work outside normal duty hours, including 24-hour operations and shift work. Services under this task may include but are not limited to the stated requirements. Support and assist with the management of training events and calendars. Develop and execute non-standard range and training requirements. Prepare training schedules. Manage and coordinate all training resources. Coordinate with the MAT to develop training plans. Schedule training ranges and training areas for units. Manage training ammunition. Assist units in developing post-mobilization training using applicable documents including applicable field manuals, mission training plans and unit mission essential task lists. Manage training readiness. Coordinate sustainment training for validated units remaining at the mobilization station for an unspecified period. Maintain unit and individual training records. Review, evaluate, track and report the training status of mobilized units. Coordinate with First Army and subordinate commands. Provide support to meet training aid requirements. Assist in validating training readiness and provide feedback in accordance with objectives of applicable Army regulations, FORSCOM regulations, FORMDEPS and other applicable standards.

b. Conduct weapons training. Plan, supervise and execute turnkey range operations. Provide Primary Marksmanship Instruction (PMI) to all mobilized units. Provide trained personnel proficient with all standard small arms and crew served weapons to supervise live-fire ranges. Supervise firing line activities to include movement and positioning of troops, readiness and clearance of weapons, proper safety and tower procedures. Provide range control services including target operation and maintenance. Request medical support as required. Assist units on qualification ranges with weapon malfunctions. Order training supplies. Assist units with coordination for ammunition delivery and residue turn-in.

c. Conduct all activities in accordance with AR 350-1 Army Training and Leader Development as well as applicable Department of the Army regulations and local policies addressed in the task order PWS. Complete training to Army standards according to appropriate field manuals and other training guidance.

**Task 3 - Mobilization.**

a. General requirements. Augment the garrison with trained personnel to manage the mobilization, deployment, redeployment and demobilization cycle. This may require work outside normal duty hours including 24-hour operations and shift work. Provide liaison personnel and associated

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supervisors of liaison personnel to manage throughput of mobilizing/demobilizing Soldiers and units. Monitor the validation and readiness status of all units.

b. Perform operations center functions. Manage an operations center in support of mobilization and deployment. This may require work outside normal duty hours including 24-hour operations and shift work. Manage daily operation and flow of priorities between mobilized/deploying units and support elements. Maintain communication and coordination with higher, lower, state and local organizations. Participate in unit validation. Conduct installation support coordination meetings for air, rail and bus movements on and off post. Facilitate unit deployment. Coordinate and control information flow into, within, and from the operations center. Prepare and conduct mobilization/deployment status briefings. Coordinate and conduct standard briefings (advance party, theater specific, country, deployment, reunion, individual requirements, training, etc.). Maintain and update mobilization data in the Global Command and Control System – Army (GCCS-A) database. Monitor communications systems to include (GCCS-A, Global Combat Support System – Army (GCSS-A), Worldwide Individual Augmentation System (WIAS), Non-Secure Internet Protocol Router (NIPR) and Secret Internet Protocol Router (SIPR) traffic for orders, reports, alert messages, mobilization messages, personnel planning guidance and other information. Process and disseminate the information as appropriate. Prepare daily situation reports in accordance with published guidelines. Track mobilization orders, arriving and departing units, unit training progress and equipment shortages. Coordinate administrative, logistic, and training support. Assist in resolving concerns between the supporting and supported staffs and/or units. Perform liaison between the operations center, active component and activated RC units, Aerial Ports of Embarkation/Debarcation (APOE/D) and Sea Ports of Embarkation/Debarcation (SPOE/D). Provide administrative support to mobilized activities.

c. Provide Public Affairs (PA) support. Augment the garrison Public Affairs Office (PAO) with personnel to provide public affairs planning, media relations, and event coverage for mobilization, deployment, redeployment, VIP and civic events. Provide photojournalist services. Provide broadcast journalist services. Coordinate media events for mobilized/deploying unit arrival and departure. Cover stories for local units that deploy into theater. Assemble information packets consisting of standard PAO guidance, hometown news release instructions, media policy in military operations information, casualty affairs administrative information and other appropriate information.

**Task 4 – Security.**

a. DPTMS – Information Security, Personnel Security, Industrial Security and supporting Security Education, Training and Awareness (SETA) programs. General requirements. Augment the garrison with trained personnel to provide a full range of Information Security, Industrial Security, Personnel Security and supporting SETA program management and support services, in accordance with Army Regulations (AR 380-5, AR 380-67 and AR 380-49); authorities as established in FORMDEPS (FC Reg 500-3-1); applicable Department of Defense policies; and the IMCOM OIP for proper execution of funds in support of this task. This task area does not include police or security guard duties. This may require work outside normal duty hours including 24-hour operations and shift work. Performance metrics and measures will be used to monitor contractor personnel performance. All contractor personnel performing within this task require a SECRET security clearance and will execute security program support tasks under the guidance, direction and oversight of a government employee.

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1. Task 4, Security, Information Security (AR 380-5), Subtask 1: Provide information security program management and support, guidance and assistance to personnel and organizations.

2. Task 4, Security, Personnel Security, AR 380-67, Subtask 2: Provide personnel security clearance management support, guidance and assistance to personnel and organizations. The conduct of administrative hearings to determine the eligibility of any person for a security clearance, or involving actions that affect matters of personal reputation or eligibility to participate in Government programs are considered to be an inherently governmental function and shall be excluded from this task.

3. Task 4, Security, Industrial Security, AR 380-49, Subtask 3: Provide industrial security program support, guidance and assistance to classified (non-SCI) contracts let in support of personnel and organizations.

4. Task 4, Security, SETA, AR 380-5, AR 380-67, AR 380-49, Subtask 4: Provide Security Education, Training and Awareness support, guidance, assistance and products to personnel and organizations (in support of information, personnel and industrial security program requirements). While the industrial security program is not generally considered to be an inherently governmental function, certain services and actions that are not considered to be inherently governmental functions may approach being in that category because of the nature of the function, the manner in which the contractor performs the contract, or the manner in which the Government administers contractor performance. Contractors will not be allowed to work in any situation that permits or might permit them to gain access to confidential business information and/or any other sensitive information (other than situations covered by the National Industrial Security Program Operating Manual DoD 5220.22-M).

**Task 5 - Human Resources.**

a. General requirements. Augment the garrison with trained personnel to provide full service personnel support for mobilization, deployment, redeployment and demobilization. Provide support to non-deploying Soldiers, to include rear detachment, created by the deployment of AC human resource providers and/or additional “surge” work created by deployment/mobilization. This may require work outside normal duty hours including 24-hour operations and shift work. Provide full service personnel support for mobilizing/demobilizing RC Soldiers, units and backfill support to active component Soldiers. Perform active component backfill management. Provide a control element for all mobilization personnel readiness activities. Provide trained personnel with appropriate security clearances to manage a unit and or Soldier postal operations center (separate or combined with the existing installation post office). Calculate unit readiness in four areas: assigned strength; available (overall) strength; available Military Occupational Specialty Qualification (MOSQ) strength; and available senior grade strength.

b. Task 5, Human Resources, Subtask 1: Provide Soldier Readiness Processing (SRP). The standard for this subtask is as follows: Perform all personnel actions related to mobilization, demobilizing and deployment. This may require work outside normal duty hours including 24-hour operations and shift work. Conduct in and out processing, reassignment, transition, and records management for mobilizing/demobilizing units and individual Soldiers. Coordinate and develop SRP schedules with units, MAT, operations center, state National Guard Joint Forces Headquarters (JFHQs) and Regional Support Commands (RSCs). Report status of filler personnel, update files, and provide transportation manifest services for deploying Soldiers, civilians and units. Verify and update

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information on the Record of Emergency Data, DD Form 93. Coordinate with Medical Activity (MEDDAC) and Dental Activity (DENTAC) representatives for pre-review and pre-screening of medical and dental records. Prepare locator cards (DA Forms 3955) on personnel processing through the SRP site. Assist units in filling out personnel mobilization worksheets. Perform cross leveling of personnel as required to include tracking of Derivative Unit Identification Codes (DUICs). Provide and coordinate support for excess, non-deployable, legal hold, and administrative hold Soldiers. Prepare Service member's Group Life Insurance Election and Certificate (SGLV-8286) for all military personnel processing through SRP site. Administers the Employer Support of the Guard and Reserve (ESGR) program for all military personnel processing through the SRP site.

c. Task 5, Human Resources, Subtask 2: Manage personnel accountability. Provide strength management and reporting services. Prepare and process assignment, change of station and movement orders. Process and administer leaves. Process and control passes. Register deploying Army Civilians in the Civilian Tracking System (CIVTRACKS).

d. Task 5, Human Resources, Subtask 3: Manage personnel records. Maintain individual mobilization files for all mobilized and demobilized Soldiers. Conduct joint inventories of unit personnel records, finance records, medical/dental records. Maintain unit mobilization folders. Control medical/administrative holds records; legal actions and suspension of favorable personnel actions. Prepare, maintain and process retirement requests. Prepare and process Certificates of Release or Discharge from Active Duty (DD214's). Prepare, process and issue ID cards and tags. Input required data into Defense Biometric Identification System (DBIDS). Prepare reports and routine correspondence.

e. Task 5, Human Resources, Subtask 4: Provide Electronic Military Personnel Office (EMILPO) and database support for existing and future database management and software programs to include, but not limited to iPERMS, AORS, DAMPS, TRANSPOC, DARTS, DIMRS, WebTAADS. Process all Standard Installation Division Personnel System (SIDPERS) and EMILPO actions. Perform system updates using Regional Level Application Software (RLAS) (US Army Reserve management). Supervise EMILPO updates. Enter RLAS updates onto the RC System. Provide Mobilization Level Application Software (MOBLAS) quality control. Establish and maintain a locator database.

f. Task 5, Human Resources, Subtask 5: Provide military HR support to installation permanent party population as a result of deployment of AC Soldiers. Support to military HR providers due to increased (Surge) workload associated with deployment/mobilization, to include promotions, Soldier actions and applications, eMILPO, ID cards/DEERS RAPIDS, strength accounting and distribution, military personnel file maintenance, TCS orders, casualty assistance centers (CAC) and other military HR functions that increase as a result of deployment/mobilization. Contractors are responsible for HR processing support while military personnel retain inherently governmental responsibilities per AR 600-8 Military Personnel Management and the AR 600-8 series of Army Regulations.

g. Task 5, Human Resources, Subtask 6: Provide support to mobilized/demobilized units which include TRICARE briefings and counseling on medical and health care benefits support. Provide support staff to augment installation TRICARE personnel in support of the installation mobilization mission, tenant units, and mobilized ARNG and Army reserve units. This may require work outside normal duty hours including 24-hour operations and shift work.

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h. Task 5, Human Resources, Subtask 6: Provide support to manage the processes for adding/hiring/sourcing volunteer Soldiers for vacancy fills, and to manage and ensure compliance with the individual Soldier mobilization packets with higher headquarters. This may require work outside of the normal duty hours including 24-hour operations and shift work. Provide full service personnel support for mobilizing ARNG and Army Reserve Soldiers.

**Task 6 - Finance.**

Services under this task may include but are not limited to the stated requirements. Augment the garrison with trained personnel to provide military finance support to mobilizing/demobilizing and deploying/redeploying units and Soldiers. Provide Army civilian pay services as required. This may require work outside normal duty hours including 24-hour operations and shift work. Schedule, coordinate and provide SRP finance coverage. Coordinate with home station unit Point of Contact (POC), Defense Finance and Accounting Service (DFAS), RSCs and state National Guard JFHQs as required. Review finance actions completed at home station. Review MOBLAS unit finance actions. Verify required finance documentation. Correct errors and resolve omissions. Verify unit pay input, entitlements and W-2 information. Provide financial advice and briefings. Provide military pay customer service, cashier service, debt management services, separations processing services and other finance services. The standard for this task is to ensure 100% compliance with regulatory controls.

**Task 7 - Material Management and Supply.**

a. General requirements. Services under this section may include but are not limited to the following: Augment the garrison with trained personnel to provide logistical support for mobilizing/demobilizing Army National Guard (ARNG) / United States Army Reserve (USAR) units for CONUS and OCONUS operations and deployment/redeployment of AC units. This may require work outside normal duty hours including 24-hour operations and shift work. Contractors are responsible for material management and supply support while military personnel retain inherently governmental responsibilities in accordance with AR 710-2 Inventory Management Supply Policy Below the National Level. Provide assistance with supply management for all classes of supply (except Class VIII) supporting mobilization/deployment. Provide requisition, receipt, storage, issue and turn-in services. Prepare sub-hand receipts, clothing records, supporting document files, requisitions, expendable/durable supply equipment records, real property records, and property accountability records. Identify requirements. Receive, record, and distribute equipment and parts to mobilizing units. Manage the Standard Army Maintenance System – Enhanced (SAMS E). Provide data input into the supply system. Control daily operation and flow of priorities between mobilized units and support elements. Coordinate with units and the installation Directorate of Logistics (DOL). Coordinate and support the logistics requirements of a multifunction detachment. Provide management of supply rooms, dining facilities, arms rooms, motor pools, Central Issue Facilities (CIFs), transportation, budgets, maintenance, Ammunition Supply Points (ASPs), fuel points, warehouse operations, Troop Issue Subsistence Activities (TISAs), shipping and receiving, major end items (Class VII) and Class IX supporting mobilization/deployment. The determination of what Government property is to be disposed of and on what terms is considered to be inherently governmental function and will be treated as such. When government-furnished property is no longer required or suitable for its intended use, the Contractor shall prepare and provide transfer, turn-in or disposal documentation to the COR or other appropriate government employee, as specified in the task order PWS, for approval and disposition directions in

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accordance with applicable Installation Property Book Office Guidance and Instructions for Turn-In of Installation Property.

b. Task 7, Material Management and Supply, Subtask 1. Provide Petroleum, Oil and Lubricant (POL) (Class III) support. Staff and manage fuel points for mobilized units. Provide fuel handler services. Provide trained fuel handlers who possess Hazardous Material (HAZMAT) certification. Provide fuel support for unit training ranges and other field training. Refuel vehicles on training ranges and during other field training. Compile data for fuel on hand, issued and received.

c. Task 7, Material Management and Supply, Subtask 2. Provide Ammunition (Class V) support. Provide support to ammunition transfer points and training ranges supporting mobilization. This may require work outside normal duty hours including 24-hour operations and shift work. Operate Ammunition Holding Areas (AHAs). Provide trained ammunition handlers who possess Hazardous Material (HAZMAT) certification and an ammunition handler's card. Provide trained drivers who possess HAZMAT certification and an ammunition handler's card to load, haul and unload ammunition. Coordinate delivery of Class V basic loads for mobilized units to the Sea Port of Embarkation (SPOE) and the Aerial Port of Embarkation (APOE). Assist in determination of ammunition To Accompany Troops (TAT) and preparation of DA Forms 581, Request for Issue and Turn-in of Ammunition. Determine explosive weights and the need for transportation assets. Manage the turn-in, storage and disposition of unserviceable ammunition and residue. Operate a deformer and APE1408.

d. Task 7, Material Management and Supply, Subtask 3: Provide Major End Item (Class VII) support. Manage Major End Items (Class VII) held in Unit Residual Equipment (URE), cross-level stockage and Operational Readiness Float (ORF). Maintain the master Class VII document register. Coordinate inbound and outbound transportation of items. Initiate forward push or disposition of URE. Review unit cross-leveling list from RRC or JFHQ. Verify that appropriate cross leveling at home station was accomplished.

e. Task 7, Material Management and Supply, Subtask 4: Provide Repair Parts (Class IX) support. Provide all Class IX supply functions to include oversight management, warehousing, direct exchange, issue, turn-in, restocking and the master document register. Operate a lead-acid battery issue, turn-in and recycling point. Collect and dispose of all Class IX items with HAZMAT components.

f. Task 7, Material Management and Supply, Subtask 5: Provide Property Book Officer (PBO) support services. While the designated PBO representative may be either a uniformed officer or a DOD civilian manager, the contractor provides assistance with property book management and stock and inventory control services. Contractors are responsible for material management and supply support while military personnel retain inherently governmental responsibilities in accordance with Army Regulation 710-2 Inventory Management Supply Policy Below the National Level. Assist with management of installation property books for mobilized units to include billets, industrial facilities and training areas. Assist primary hand receipt holder for Soldier barracks. Assists with requests for supplies and services, maintenance and transportation requirements. Verify that appropriate cross leveling of equipment at home station was accomplished. Verify that requisitions are prepared for outstanding equipment shortages and are appropriately logged to a document register. Assist with managing equipment shortage requests for Non-national Stock Number (NSN) items. Assist with unit equipment shortage requisitioning and equipment ordering. Confirm accuracy of overall unit equipment rating.

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Verify that delegation of authority for receipt of supplies and signature cards are prepared. Assist mobilized units with requisitions, document register maintenance and with automated property accountability.

g. Task 7, Material Management and Supply, Subtask 6. Operate a Central Issue Facility (CIF). Coordinate and manage Organizational Clothing and Individual Equipment (OCIE) operations. Provide management and staffing for CIF warehouse/s, inventory, storage, issue and turn-in of OCIE. Provide workforce management and staffing for CIF issue stations. Provide item issue control. Augment CIF sewing service to prepare nametags, sew patches and perform repair tasks. Assign duties at issue stations or warehouses. Schedule times for issue/turn-in. Post document registers. Issue and account for property, process statement of charges and Financial Liability Investigation of Property Loss (FLIPLs) IAW Army standards. Requisition specialized items of OCIE. Ensure cleaning of equipment and Rapid Fielding Initiative (RFI) items is done IAW manufacturer's instructions. Assemble and disassemble RFI as required IAW manufacturer's instructions. Store components of RFI and to ensure accountability and prevent loss. Inventory and prepare OCIE laundry items for pickup and update shipping paperwork to update DA-ISM with laundry item status. Maintain equipment inventory control documents while equipment is in laundry status. Receive, sort, verify quantities, and properly return items to stock.

**Task 8 - Services.**

a. Augment the garrison with trained personnel to provide subsistence, laundry, and supply and warehouse services. This may require work outside normal duty hours including 24-hour operations and shift work. Services under this section may include but are not limited to the following:

b. Provide subsistence services. Perform liaison between the garrison and units. Coordinate food service operations for all dining facilities supporting mobilization. Coordinate the provisioning of Subsistence (Class I) to training ranges and other field training sites. Request, pick up, and deliver subsistence. Review food service requests. Verify basic loads of Class I.

c. Provide supply and warehouse services. Provide packing, crating, blocking, bracing, shipping, receiving, inspection, quality control, material handling, supply accounting and warehouse services supporting mobilization.

d. Ensure all property book items are maintained and accounted for at all times.

e. Ensure all items required for the units to complete training are available and issued at the designated times. All items are inventoried and properly accounted for on DA Form 2062 or other documentation made available to the government.

**Task 9 - Movements.**

a. General requirements. Augment the garrison with trained personnel to support the transportation of units, individuals and equipment. This may require work outside normal duty hours including 24-hour operations and shift work. Support movements by air, rail, sea, and ground modes of transportation. Evaluate transportation options and determine transportation requirements. Coordinate on-post transportation requirements. Monitor cargo and material shipments to ensure accountability.

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Maintain accountability of equipment. Consolidate, prepare, review and process reports. Provide personal property services to include inventorying the residual personal property of mobilized/deployed Soldiers and preparing the property for storage. Perform convoy control. Provide trained Material Handling Equipment (MHE) operators to operate Rough Terrain Container/Cargo Handlers (RTCHs), cranes, forklifts, and other MHE to support unit moves. The contractor may be required to provide RTCHs, cranes, forklifts, and other MHE. Such a requirement will be indicated in the TO provided by the installation. Provide oversight and management of rail operations. Provide trained locomotive engineers, switchmen and locomotive mechanics to support installation railcar movements. The following IMCOM installations perform rail movements: Fort Drum, Fort Eustis, Fort Leonard Wood, Fort Benning, Fort Bragg, Fort Campbell, Fort Knox, Fort Polk, Fort Stewart, Fort Bliss, Fort Carson, Fort Hood, Fort Lewis, Fort Riley, Fort Sill and Fort McCoy. Provide cargo inspection services for military containers and various types of vehicles (both track and wheel). Inspections services include technically inspect all equipment for surface transport prior to departing from installation. Conduct technical inspections of all equipment for air transport prior to flights. Provide inspection services for Military-Owned Demountable Containers (MILVANS) and other equipment. Supervise joint inspections and movements of Soldiers and equipment.

b. Unit movements. Provide trained personnel for all administrative, communication and training functions associated with unit movements. Review Unit Movement Plans (UMP). Conduct and assist units with Automated Unit Equipment List (AUDEL) preparation and updating. Provide trained personnel who possess Secret security clearances to enter AUDEL updates into a computer database using the Transportation Coordinator Automated Information Management System (TC-AIMS) and/or the Transportation Coordinator Automated Command and Control Information System (TC-ACCIS). Track all unit movements. Review driver and equipment licensing documentation. Verify Hazardous Material (HAZMAT) documentation. Provide tactical vehicle drivers' training for mobilizing units, and defensive drivers' training for demobilizing units.

c. Provide freight services. Provide cargo loading and unloading services including but not limited to rail and aircraft. Manage and operate a container yard. Provide services for Aerial Ports of Embarkation (APOE) and Aerial Ports of Debarcation (APOD). Move personnel, vehicles, containers, equipment and cargo to and from rail yards, on and off installations, to and from rail staging and marshalling areas, to and from airfields and on and off aircraft. Provide trained drivers to transport and download containers and vehicles from a railhead. Provide cargo loading and unloading services including but not limited to rail, aircraft, and an intra-post transportation network and freight terminal operations to ship, receive, document, account and process all inbound and onward freight shipments to include assisting Soldiers in receipt, processing, and preparation of freight for shipment to CONUS/OCONUS.

d. Provide Arrival/Departure Airfield Control Group (ADACG) services. Provide aircraft fueling services. Provide personnel who have successfully completed air HAZMAT course training and air-load planner course training. Verify and certify all HAZMAT cargo for loading on aircraft. Provide trained personnel to enter and complete Automated Load Planning System (ALPS) and Tactical Personnel Systems (TPS) databases to provide to Air Force aerial ports. Provide trained k-loader operators and k-loader services. Supervise operations on airfield and service ramps. Execute operational tasks on the airfield and service ramps. Provide passenger management.

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e. Provide trained bus and van drivers to perform shuttle services, transportation to and from training and for administrative purposes. Provide driver and vehicle dispatch services. The contractor may be required to provide buses and vans. Such a requirement will be indicated in the TO provided by the installation. Provide trained light, medium and heavy truck drivers and tractor trailer drivers. The contractor may be required to provide light, medium and heavy trucks and tractor trailers with accompanying flatbeds and/or box trailers. Such a requirement will be indicated in the TO provided by the installation.

f. Provide personnel to assist in determining requirements for equipment and personnel required to support port. Ensure maintenance support is provided to assist port labor in loading/downloading, maintain/repair unit equipment to FMC standards if time permits. Assist in the accountability for all liaison, unit representatives, specialty drivers, and supercargo personnel at the port. Assist in coordinating life support to PSA, liaison personnel, supercargo, specialty drivers and convoy personnel. This includes hotel accommodations for personnel OPCON to PSA. Establish and maintain credit card log/transactions file on a monthly basis. Check status of equipment that is due maintenance by 2404, maintenance spread sheet or required by job order. Assist Coordinating paid transportation for redeploying supercargoes through their unit, or home station Transportation office.

g. Serve as Transportation Assistant for the Port Support Activity. Assists in planning, coordinating and executing port support activities And coordinating life support for all personnel performing port operations

**Task 10 - Equipment Readiness and Maintenance.**

a. General requirements. Augment the garrison with trained personnel to manage equipment readiness and maintenance. This may require work outside normal duty hours including 24-hour operations and shift work. Conduct all actions in accordance with Army Regulation 750-1 Army Materiel Maintenance Policy

b. Services under this section may include, but are not limited, to the following: Provide maintenance management services. Manage equipment inspection, repair and maintenance. Provide direct coordination between mobilizing units, demobilizing units and maintenance departments. Provide management data and maintenance status reporting services to units, the installation and higher headquarters. Provide timely and accurate reports to Higher Headquarters and the Director of Logistics using STAMIS Systems and Microsoft Office Programs. Assist mobilized units with maintenance administration. Provide trained equipment inspectors and perform initial equipment inspections. Identify and order the repair parts needed to bring equipment to the designated level of readiness for deployment. Manage the Authorized Stockage List (ASL). Support establishment of maintenance priorities and schedule the flow of unit maintenance through motor pools. Operate an authorized cannibalization point. Track maintenance actions. Prepare unit equipment for shipment to theater. Technically Inspect (TI) equipment for demobilization purposes. Provide historical records of mobilization and demobilization of units.

c. Provide maintenance services. Provide trained personnel to staff and operate repair facilities for all mission essential equipment. Provide trained personnel to perform the following services: mobile maintenance; vehicle recovery; welding; machinist services to fabricate parts; textile repair; small arms

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repair; light wheel, heavy wheel, and track vehicle maintenance; construction equipment repair; electric repair; electronic repair; alternator repair; refrigeration services; power generation mechanic services; and Nuclear Biological and Chemical (NBC) defense equipment repair services.

d. The standard for this task is to bring 100% of unit equipment to the designated level of readiness for deployment and upon redeployment and demobilization, prior to return to home station.

**Task 11 - Billeting and Facilities.**

Augment the garrison with trained personnel to provide garrison billeting and facilities services. This may require work outside normal duty hours including 24-hour operations and shift work. Services under this section may include but are not limited to the stated requirements. Manage the facilities assigned to support mobilization, deployment, demobilization and installation field training to include Soldier quarters, dining facilities and common use buildings. Manage space allocation and maintain the facilities to a self-help level while coordinating higher level maintenance and repairs with Directorate of Public Works (DPW). Manage billeting operations. Remove and replace furnishings. Provide life support, custodial, grounds maintenance services and life cycle equipment replacements. Maintain serviceability conditions of buildings. Assign unit billets when advance parties arrive and coordinate, as required, for off post billeting assignments. Provide billeting inspection services. Issue and turn in rooms and linen. Order billet supplies and equipment for mobilizing/demobilizing units. Prepare and maintain real property records. Submit work orders and prepare estimates for repairs and general maintenance of buildings. Utilize the Integrated Facilities System (IFS) database.

**Task 12 - Information Management.**

a. General requirements. Augment the garrison Directorate of Information Management (DOIM) and other requiring Directorates with trained technicians and supervisory personnel to provide oversight of mobilizing unit automation needs. This may require work outside normal duty hours including 24-hour operations and shift work. Services under this section may include but are not limited to the stated requirements. Provide subject matter expertise in support of command and control systems involved in mobilization. Specific requirements shall be identified in the individual TOs.

b. Task 12, Information Management, Subtask 1: Provide information systems support. Plan integrate, install, operate, maintain and provide supervision for multi-function/multi-use information processing systems, peripherals, and associated devices for workstations requiring Local Area Network (LAN) connectivity and domain access. Provide services on classified and unclassified systems. Interface with Installation Management Command (IMCOM) network specialists to implement information system security requirements, physical connectivity requirements and required specific updates. Install and set-up new computer equipment; troubleshoot as required. Perform customized hardware and software installations. Administer and maintain all database work as this is not a DOIM CLS. Administer and maintain Oracle DB2, and other databases. Manage telephone services. Manage use of fax machines. Provide video teleconference coordination. Provide help desk services.

c. Task 12. Information Management, subtask 2. Provide Information Assurance. Provide Public Key Infrastructure (PKI) support, COMSEC support, Risk management/Accreditation/Certification services, network security services, Information Assurance

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Vulnerability Alert (IAVAs) compliance. Provide trained personnel with the appropriate security clearances to operate and maintain GCSS, GCCS-A and SIPRNET equipment. Download and scan alert messages, mobilization messages, Operation Plans (OPLANs), personnel planning guidance and other messages and documents. Provide surge support to high-volume or short-fuse Army and DOD IAVA compliance requirements.

d. Task Area 12, Information Management, Subtask 3: Provide Automation support. Provide Email (NIPR & SIPR) services, Database Administration services, Desktop/software support services, Web support services, Data Network Services, Continuity of Operations and OPLAN support, Automation and Network Service Support.

**5.4. Deliverables.** Deliverables shall be provided in electronic format or other appropriate media, as applicable to and specified in the task orders. All deliverable requirements will be developed IAW applicable IMCOM regulations and guidance.

5.4.1. The contractor shall provide a Quarterly Status Report (QSR) to the SBS Administrating Contracting Officer and SBS COR no later than 10 business days after the end of each quarter. The QSRs shall address all activity under the SBS MATOC through the last day of the last month of the quarter. The QSR shall as a minimum, contain all of the following information.

5.4.1.1. A listing of ALL task orders awarded for the preceding quarter to include:

- Period covered by report;
- Number of task orders awarded, including task order numbers, date(s) of issuance, performance period for each order including option periods, total amount ordered and expended under each individual task order to include any modifications;
- Task area(s);
- Procuring contracting office and customer information;
- Indicate number of task orders provided fair opportunity, the number responded to, number declined to participate and the rationale for not participating; and
- Show Cause/Cure Notices and current status.

5.4.1.2. Cumulative summary of total dollars ordered and expended to-date on IDIQ contract; and

5.4.1.3. Cumulative summary of total dollars ordered and expended by task area when the task order spans more than one task area.

5.4.1.4. Cumulative summary of total dollars expended for prime contractor employees on each task order, and the cumulative summary of total dollars expended for subcontractor employees on each task order.

5.4.2 Deliverable requirements shall also be specified in individual task orders.

**5.5 Contractor Manpower Reporting (CMR):** The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor shall report ALL Contractor manpower (including subcontractor manpower) required for

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performance of this contract. The Contractor shall completely fill in all the information in the format using the following web address <https://Contractormanpower.army.pentagon.mil>. The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative (COTR) or also known as the Contracting Officer's Representative (COR); (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor's name, address, phone number, e-mail address, identity of Contractor employee entering data; (5) Estimated direct labor hours (including sub-Contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-Contractors); (7) Total payments (including sub-Contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each sub-Contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purposes of reporting this information); (11) Locations where Contractor and sub-Contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment or contingency contract language; and (13) Number of Contractor and sub-Contractor employees deployed in theater this reporting period (by country). As part of its submission, the Contractor shall provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period shall be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a Contractor's system to the secure website without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the website.

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**Part 6**

**APPLICABLE REGULATIONS AND MANUALS**

6. Army Regulations and DoD Regulations will be provided at the task order level.

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**Part 7**

**PERFORMANCE REQUIREMENTS SUMMARY**

**7.1** SBS contract level measure.

<b>Required Service</b>	<b>Performance Objectives</b>	<b>Performance Threshold</b>
Timely and complete submission of contract deliverables. <b>PWS para 5.4</b>	Number of contractor deliverables that are delivered as specified in the SBS Performance Work Statement.	The contractor delivers a complete and accurate Quarterly Status Report on time and with no more than one discrepancy, which is corrected and returned within 5 business days of notification by the KO.

**7.2** Task order level measures. Task order level metrics shall be developed and incorporated with each task order awarded over the life of the contract. At a minimum, each task order will contain the following metrics.

<b>Required Service</b>	<b>Performance Objectives</b>	<b>Performance Threshold</b>
Timely and complete submission of contract deliverables.	Number of contractor deliverables that are delivered as specified in the Performance Work Statement.	All deliverables will be complete, accurate and delivered on time.
Unit Readiness and Training	Number of mobilizing, deploying, redeploying and demobilizing individual/unit processing activities and training requirements that are scheduled, to include Central Issue Facility (CIF) draw/turn in, and Training Support Operations (TSO).	All individual/unit processing activities and training requirements are scheduled. Any discrepancies or omissions shall be corrected within one business day of identification.

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Required Service	Performance Objectives	Performance Threshold								
Property Management	<b>Quality:</b> Number of property book files and hand receipt folders, to include request, issue, and transfer actions, that are properly maintained and accurate.	All property book records, files and hand receipts will be complete and accurate, ensuring positive control and 100 percent accountability of equipment. Any discrepancies or omissions on the records shall be corrected within 3 business days of identification.								
Property Management	<b>Timeliness:</b> Number of records/actions that are completed in accordance with specified timeframes.	All records and hand receipts will be prepared and submitted on time.								
Cost Reduction Innovations (Cost Type Task Orders)	Percentage of cost reduction or cost avoidance process innovations implemented each period of performance (POP).	<p>Contractor implements cost reduction process improvements for each POP. Specific implemented cost reduction measures will be detailed to the COR/KO.</p> <p>Implementation of cost reduction measures will result in positive contractor performance documented in CPARS. Costs saving percentages are based on the estimated task order cost for each POP.</p> <table border="0"> <tr> <td style="text-align: center;"><u>Percent</u></td> <td style="text-align: center;"><u>Ratings</u></td> </tr> <tr> <td>5%+*.....</td> <td>Exceptional</td> </tr> <tr> <td>1%+.....</td> <td>Good</td> </tr> <tr> <td>&lt;1%.....</td> <td>Neutral</td> </tr> </table> <p>*Percentages can be tailored for each task order, but must be more than a nominal amount for an Exceptional rating.</p>	<u>Percent</u>	<u>Ratings</u>	5%+*.....	Exceptional	1%+.....	Good	<1%.....	Neutral
<u>Percent</u>	<u>Ratings</u>									
5%+*.....	Exceptional									
1%+.....	Good									
<1%.....	Neutral									