

UHF/Narrowband Satellite Communications Operational Maintenance Support

Performance Work Statement (PWS)

N00024-10-R-3388

1.0 INTRODUCTION

The Program Executive Office for Space Systems (PEO Space Systems) is acquiring maintenance support services with acquisition and production support of the military FLTSAT, Ultra-High Frequency Follow-On (UFO) programs, Mobile User Objective System (MUOS) programs as well as the commercial leased satellites, Navy Leased Satellite (LEASAT) and Skynet.

2.0 BACKGROUND

The PEO Space Systems serves as the DoN space program executive officer as called for in the National Security Space Acquisition Policy (NSSAP 03-01). The PEO Space Systems is also responsible for influencing the design, acquisition, and operation of national security space programs in order to provide a full spectrum of on-orbit capabilities in support of open-ocean, littoral, and naval land operations. The Communications Satellite Program Office mission is to develop, acquire, integrate, produce, launch, test and provide operational support for fielded narrowband satellite communication systems supporting Department of Defense (DoD) and the U.S. agencies to enable joint, coalition, combined, and naval operations. PMW-146 manages the acquisition and support of narrowband satellite communication systems for the Department of the Navy.

3.0 SCOPE

The object of this Task Order is to provide PEO Space Systems PMW-146 with the capacity and capability to provide operational maintenance support services that includes logistics, training development and system testing and evaluation of Navy, Joint Military, Foreign Military and Commercial communications systems, encrypted secure networks, and communication links that support and fall under the responsibility of PMW-146. The range of Task Order services required span subject matter expertise (technical), with skill sets and experience that match PMW-146 need to comply with and respond to DoD, SPAWAR, PEO requirements including current, updated program plans and documentation, current and accurate requirements definition, adherence to standards, specifications and best practices, mitigation of risks, addressing issues and performing all of the Program and Project functions necessary to achieve the strategic goals and objectives of the PEO Space Systems.

4.0 APPLICABLE DIRECTIVES/DOCUMENTS

The Contractor shall adhere to the following documents in accordance with paragraph 5.0, Performance Requirements:

Document Type	No./Version	Title	Date
DOD Directive	NSSAP 03-01	National Security Space Acquisition Policy	6-Oct-03

Document Type	No./Version	Title	Date
DOD Instruction	5200.4	DoD Information Technology Security Certification and Accreditation Process (DITSCAP)	30-Dec-97
DOD Instruction	8510.01	DoD Information Assurance and Accreditation Process (DIACAP)	28-Nov-07
DOD Directive	5000.1	The Defense Acquisition System	12-May-03
DOD Instruction	5000.2	Operation of the Defense Acquisition System	12 May 03
DOD Regulation	5000.2-R	Mandatory Procedures for Major Defense Acquisition Programs	5-Apr-02
SECNAVINST	5000.2C	Implementation and Operation of the Defense Acquisition System and the Joint Capabilities Integration and Development System	19-Nov-04

5.0 PERFORMANCE REQUIREMENTS

The Contractor shall provide support services, detailed below, for PMW-146. The Contractor shall provide timely assistance to meet program emergent requirements.

5.1 UHF/Narrowband Satellite Communications Support (O&M)

5.1.1 The Contractor shall use the PEO Space Systems supplied operational testing & support plan which includes FLTSAT, UFO, LEASAT and Skynet program. Using this operational test plan evaluate the suitability of continuous increased frequency channel usage for the satellite footprint, the frequency characteristics, Uplink and Downlink interference, Propagation effects, RF Intermodulation Distortion and channel power and additional specifications determined to be critical to maintaining continuous UHF channels. The operational test shall identify all EMI issues with UHF frequencies being used, to determine if any outages on channels occur during the satellite eclipse and/or solstice periods. Contractor shall provide analysis of tested frequency characteristics, to determine the maximum number of UHF SATCOM channels, and document the additional frequencies added to the UFO Constellation to determine any EMI issues with the current UHF frequencies. The Contractor shall prepare and submit a draft operational maintenance report with the operational test results of Task 5.3.1 for approval of the test results. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES)

5.1.2 The Contractor shall provide support related to engineering of the satellite bus, payload and the issues related to Spacecraft integration, delivery and test. The Contractor shall provide engineering analyses, trade studies and assessments of proposed satellite delivery systems. The Contractor shall submit required documents within the prescribed timelines. The Contractor shall participate in Technical Interface Meetings (TIMs), Integrated Product Team (IPT) meetings, ICN Reviews, Mission Peculiar Hardware meetings, CDRL reviews, Risk assessments, and other meetings/discussions related to these areas as required. The Contractor shall prepare all materials required for participation in the above meetings, reviews and assessments. The Contractor shall submit the material to the MUOS Program Manager and staff for approval within the prescribed

timelines. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES).

5.2 Graphics and visual communications (O&M)

5.2.1 The contractor shall prepare and provide visual communications through print, 3D solid modeling, mechanical drawing and multi-media for PEO Space Systems. The contractor shall be proficient in graphic design, 3D solid modeling, mechanical drawing, animated, interactive presentations, web page design, project management, data collection and production process of maintenance functions. Projects include graphic representation for technical manuals, inter- corporate brochures and websites, presentation briefs, binders, CDs, informational signage, as well as advertising materials.

5.2.2 The Contractor shall design and prepare program and events information materials including fact sheets, brochures, booklets, progress reports, and guidance documents (written, audio-visual, and electronic materials). The Contractor shall coordinate all program and event orders and purchases including, but not limited to graphics, awards, merchandise orders, and models.

5.2.3 The Contractor shall assist in working with prime contractors and Government agencies in supporting program outreach and launch/event planning. Support shall include the coordination of all launch events; tours and visits of launch sites; coordination and set up of exhibits and guest information center; personnel support and liaison for the government, prime contractors, launch site and launch provider; media coordination support; generation and coordination of invitations; visit/security support; and support of schedule and funding requirements.

5.3 Operational Maintenance Support and Security Operational maintenance (O&M)

5.3.1 The Contractor shall provide operational maintenance support services to assist PMW-146 as directed. The Contractor will provide expertise for all narrowband SATCOM to include the FLTSAT, UFO Legacy, and UHF Hosted Payload program services as well as the commercial LEASAT and Skynet program services. Operational maintenance support services includes the generation, preparation, maintenance and reporting of administrative and management data, project schedules, action items, progress/section reports and supporting documentation, and management reviews.

5.3.2 The Contractor shall provide facilities and program management support to assist the UFO/Narrowband Satellite Communications Manager as directed. The Contractor will provide narrowband SATCOM support in the areas of UFO, LEASAT, and Skynet program services. Facilities management support shall include the coordination of the design and modification of department office spaces and areas with the UFO/Narrowband SATCOM Program Manager and supporting vendors; maintenance of all office space and area signs, name plates and tags; analysis and reporting of department area measurements and layout for office space additions and modifications; planning and budgeting fiscal year facility and spending plans; and providing direct support to the UFO/Narrowband SATCOM Program Manager as directed.

5.3.3 The Contractor shall provide operational support for SSC Pacific, the PMW-146 Program Manager, Information (IA) Assurance Manager, and staff. The Contractor shall create and submit

the required data, schedules, action items reports and reviews. The submission and deliverables shall include but not limited to written maintenance analysis or management recommendations to support development and certification schedules. All work performed shall be completed by the prescribed deadline.

5.3.4 The Contractor shall support the maintenance of the MUOS Common Air Interface (CAI) builds, including all User Entry System (UES) CDRLs, terminal interface and test documents, as well as technical reviews of all UES and UES related CDRLs, participation in all required TIMs, Interface Control Working Groups (ICWGs), and UES related Systems Engineering Integration and Test (SEIT) support.

5.3.5 The Contractor shall provide facilities support for Ka band RF terminals, Radio Access Facilities (RAFs), Switching Facilities, Teleport/DISN Services interface, DISN Core and other related terrestrial interfaces, including site surveys, site preparation, on-site support during vendor installation, and site verification. The contractor shall participate in TIMs, IPT meetings and other meetings/discussions relating to Site Engineering Support, CDRL reviews, and risk assessments. The Contractor shall coordinate support and travel requirements through the Program Manager and shall summarize all facility management support in the monthly report, and provide trip and meeting reports within the prescribed timelines. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES).

5.4 Launch Engineering (RDT&E)

5.4.1 The Contractor shall provide launch engineering for Atlas Launch Vehicles. The Contractor shall provide engineering analyses, trade studies and assessments of proposed satellite launch systems. The Contractor shall submit required documents within the prescribed timelines.

5.4.2 Additional, non-specific engineering shall include participation in Technical Interface Meetings, Integrated Product Team (IPT) meetings, Graphic designs, Videotaping, CDRL reviews, Risk assessments, and other meetings/discussions related to these areas. Contractor shall prepare all materials required for participation in the above meetings, reviews and assessments. The Contractor shall submit the material to SSC Pacific, PMW-146 Program Manager and staff for approval within the prescribed timelines.

5.5 Constellation Sustainment (O&M)

5.5.1 The Contractor shall provide dedicated Program Management and maintenance support for the Ultra High Frequency / Follow On (UFO) constellation and the Navy Leased Satellite (I FASAT) program satellite as they execute sustained operations. The Contractor shall provide operational maintenance support to SSC Pacific and PMW-146 as necessary to provide sustained communication satellite services over the expected life of the program.

5.5.2 The Contractor shall provide operational maintenance support and actively participate in the Constellation Sustainment Integrated Process Team. Contractor operational maintenance support shall include providing operational maintenance analysis, trade and feasibility studies of proposed

LEASAT or UFO constellations configurations. The Contractor shall complete and submit the requested analysis and studies within the agreed to timeframe and in accordance with Section 12.0 Best Practices and SSC Pacific and PMW-146 direction. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES)

5.5.3 The Contractor shall conduct periodic operational tests of on orbit UFO and LEASAT assets as directed. The Contractor shall review and analyze data obtained from on orbit tests and telemetry down links, and submit a written report of the analysis within 14 days of the test. If problems are identified, a follow-up report shall be submitted with recommendations for resolution within 30 days of the test. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES)

5.5.4 The Contractor shall create power point presentations as assigned of UFO and LEASAT analysis, to include anomaly data for SSC Pacific and PMW-146 review within 14 days of tasking.

5.5.5 The Contractor shall create technical diagrams, key event schedules, operational milestones, and update files for the UFO and LEASAT programs.

5.5.6 The Contractor shall prepare the necessary documentation and materials necessary to fully participate in Technical Interface Meetings, operational assessments, and other meetings/discussions related to providing operational support to the UFO and LEASAT programs. All materials shall be submitted to PMW-146 in sufficient time for review and approval prior to use.

5.5.7 The Contractor shall provide engineering management and satellite control support while participating in satellite constellation sustainment IPTs, including providing operational maintenance analysis, trade and feasibility studies of proposed MUOS constellation configurations. The Contractor shall conduct operational tests of on orbit MUOS assets, including review and analysis of data obtained from on orbit tests and telemetry down links. The Contractor provide technical recommendations when problems are detected within the prescribed timeline and incorporate anomaly data into required documentations and presentations for government review. The Contractor shall create technical diagrams, key event schedules, operational milestones, update files and participate in TIMs, risk assessments, and other meetings/discussions related to providing operational support to the MUOS program, including pre- and post- launch activities. All work performed shall be completed by the prescribed deadline. (DI-MISC-80508B –TECH REPORT – STUDY/SERVICES).

5.6 ASSISTANT CUSTOMER TECHNICAL REPRESENTATIVE (ACTR)

5.6.1 The ACTR is generally responsible for carrying out the following tasks:

1. Preparing and submitting seat orders in NET
2. Managing PMW/Code NMCI assets
3. Providing 1st level NMCI Technical Support
4. Coordinating NMCI deployments
5. Preparing and submitting MAC requests

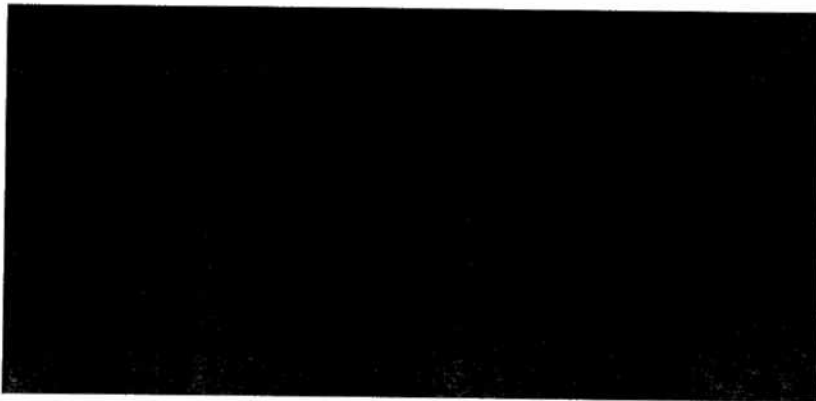
6. Coordinating special NMCI activities
7. Monitoring NMCI funding at the PMW/Code level
8. Monitoring NMCI Service Level Agreements (SLAs)
9. Working directly with the CTR on NMCI related matters
10. Monitoring and reporting recurring or site specific technical problems
11. Escalating NMCI issues to the CTR
12. Monitoring and assisting internal security monitoring teams
13. Validating corrective actions taken for issues identified during security testing
14. Coordinating the delivery of NMCI services to meet PMW/Code requirements
15. Identifying additional software application requirements
16. Knowing NMCI Contract Line Item Numbers (CLINs)

6.0 Deliverables

REQUIREMENT	DUE DATE
Monthly Status Report	Due the 10th of the following month
Technology Report – Study/Services	As required

Format and other delivery requirements are provided in the Contract Data Requirements List (CDRL) in the basic contract. All remaining deliverables are cited in applicable performance requirements section 5.0.

7.0 TRAVEL



8.0 QUALITY ASSURANCE

The Contractor will be evaluated on their performance on each task identified in Section 5.0 Performance Requirements. These tasks, and associated subtasks, will be evaluated in accordance with the performance requirements identified for this TO's tasks and subtasks for Quality, Cost, Schedule, and Management including business relations and retention of key personnel. The required performance standards and/or quality levels are shown below.

- **Excellent** - An excellent grade is considered to be exceptional and awarded infrequently, reflects all of the following: very efficient performance regarding costs, quantity of hours, labor-mix, or timeliness; very effective performance (results are very reliable with high validity, and add value

that is vital to program decision-making and/or outcomes); and all the efficient and effective traits described in this rating description are reflected in the subcontract management as well.

- **Very Good** - A very good grade is the expected, consistent baseline of performance and reflects all of the following: efficient performance regarding costs, quantity of hours, labor-mix, or timeliness; effective performance (results are reasonably reliable and valid, and add value to program decision-making and/or outcomes); and good, proactive subcontract management.
- **Satisfactory** - A satisfactory grade reflects some or all of the following: mostly efficient performance regarding costs, quantity of hours, labor-mix, or timeliness; mostly effective performance (the results are somewhat reliable and valid, and add some value to program decision-making and/or outcomes); and adequate subcontract management.
- **Unsatisfactory** - An unsatisfactory grade indicates that, while the Contractor successfully completed the requirements of the authorized CLINs/SLINs, performance was below the satisfactory level. An unsatisfactory grade reflects some or all of the following: inefficient performance regarding costs, quantity of hours, labor-mix, or timeliness; or ineffective performance, (results that may be unreliable, not valid, or add little or no value to program decision-making and/or outcomes); and poor subcontract management.

Contractor shall have CMMI Maturity Level 2 or higher and provide a Quality Assurance Plan (QAP) that the SSC SD Task Order Manager will use to evaluate the Contractor's TO performance.

9.0 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) ACCESS TO OTHER CONTRACTOR'S PROPRIETARY DATA

To perform the tasks specified in this PWS, the Prime Contractor (or Subcontractor) will require access to other companies' proprietary data. The Contractor agrees that it will not accept nor allow its subcontractor(s) to accept proprietary data until it or its applicable subcontractor(s) (i) execute the agreement and (ii) furnishes a copy of such agreement to the Contracting Officer. H-8 "Organizational Conflict of Interest"; H-12 "Organizational Conflict Of Interest – Limitation On Future Contracting"; H-13 "Disclosure Of Potential Organizational Conflict Of Interest"; and H-14 "Organizational Conflict Of Interest (Access To Proprietary Information) (Dec 1999)" incorporated in Section H of the contract.

10.0 SECURITY REQUIREMENTS

The nature of this task requires access to SECRET information and unclassified information. The work performed by the Contractor will include access to SECRET data, information, spaces and unclassified data, information and spaces. The Contractor will be required to attend meetings classified at SECRET levels. The contractor is required to access SIPRnet.

All work is to be performed in accordance with DOD and Navy Operations Security (OPSEC) requirements and in accordance with the OPSEC attachment to the DD 254.

Note: If foreign travel is required, all outgoing Country/Theater clearance message requests shall be submitted to the SSC SD foreign travel team, OTC2, Room 1656 for action. A Request for Foreign Travel form shall be submitted for each traveler, in advance of the travel to initiate the

release of a clearance message at least 35 days in advance of departure. Each Traveler must also submit a Personal Protection Plan and have a Level 1 Antiterrorism/Force Protection briefing within one year of departure and a country specific briefing within 90 days of departure.

11.0 BEST PRACTICES

Work performed by the Contractor shall provide support to PMW-146 and SPAWAR command-level "Best Practices" principles incorporated in the SPAWAR Program Manager's Toolkit Acquisition Support Office Guides (1) Acquisition Program Structure Guide; (2) Contract Management Process Guide; (3) Business and Financial Manager's Manual, (4) Program Manager's Handbook; (5) Scheduling Guide; (6) Systems Operational maintenance Guide; (7) Technology Alignment Guide and support the command wide implementation process.

12.0 TASK ORDER MANAGER (TOM)

Technical Point of Contact/Task Manager: 