



**S8.2-1 IDIQ Contract
Task Order 0013
Task Description**

Site (b)(3): 10 U.S.C. §
130; (b)(7)(E) **Operations and Maintenance
For
Campus Communications**

1 DEC 2015

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SECTION 1

DESCRIPTION OF SERVICES/GENERAL INFORMATION

1 DESCRIPTION OF SERVICES. The Contractor shall provide supervision, and services necessary to perform communications support services as defined in this Statement of Work (SOW). The Government shall provide material and spares necessary for the operation and maintenance of the equipment described herein. The Contractor shall provide services in accordance with (IAW) this SOW, and all applicable manufacturers' manuals and instructions, commercial standards, and laws (to include U.S. Department of Defense [DOD] and U.S. Army directives and regulations, local standards, and [redacted] ordinances/laws).

1.1 PERIOD OF PERFORMANCE. The Contractor shall provide communications support services from 16 December 2015 through 15 December 2016.

1.2 SERVICES REQUIRED. Using on-site government furnished support equipment (e.g., ladders, scaffolding, etc, as needed for equipment access) the contractor shall provide Operation and Maintenance (O&M) support systems associated with Campus Communications at the [redacted] including, but not limited to installation of new IT requirements and technical upgrades. The Contractor shall perform services [redacted] recall time for Campus Communications equipment at [redacted] and perform services [redacted] recall time for Campus Communications equipment at [redacted]

1.3 NETWORK UPGRADES/COMMUNICATIONS

1.3.1 LOCAL AREA NETWORKS AND COMPUTERS.

(a) For Networks, the Contractor shall:

- (1) Obtain training necessary in accordance with USARPAC Policy Memo 12-08 (Privileged Level Access and Training Policy Memo) in order to complete Information Management Officer (IMO) duties IAW AR 25-1.
- (2) Provide administrative support as the IMO IAW AR 25-1, to include unlocking accounts, sharing drive permissions, updating certifications, deleting/creating accounts and updating personnel information by a certified administrator in accordance with DoD 8570.01M, Information Assurance Workforce Improvement Program. Contracted personnel shall possess the necessary certifications as described in DoD 8570.01M.

Ensure emails containing Privacy Act Information or For Official Use Only (FOUO) information are encrypted in accordance with DODI 8500.01

- (3) Comply with the appropriate Signal Battalion directives for having current standard desktop configuration/Federal desktop core configurations images on all work stations; ensure each machine is loaded with current Systems Managements Server

client software and security patches, and each machine has current anti-virus client software and report compliance as directed by the Regional Cyber Center - Pacific.

- (4) Operate and maintain the Local Area Network [redacted] and terminals as required, to include any necessary infrastructure equipment (switches, routers, modem, etc.) and computer resources (client workstations, servers) including software.

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(b) For Government Furnished Computers, the Contractor shall:

- (1) Utilize existing LM IS&GS processes to inventory automated data processing equipment (ADPE) in accordance with AR 25-1, Army Knowledge Management and Information Technology.
- (2) Perform Equipment Custodian (EC) requirements

- (3) Respond to all network problems affecting connectivity or data transfer within [redacted]

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1.3.2 CHANGES AND/OR UPDATES TO THE NETWORK.

The Contractor shall:

- (a) Ensure software patches and component swap out is conducted as required IAW the current and future versions of the DOD, Army, 78th Signal Battalion IA standards or Security Technical Implementation Guides (STIGs). Reconfigure communication racks for non-secure Internet Protocol Routed Network (NIPRNET), Secure Internet Protocol Routed Network (SIPRNET), and mission networks IAW the current and future versions of the 78th Network Enterprise Center (NEC) standard configuration and [redacted] Internet Protocols (IPs).
- (b) Run additional government furnished TFOCA-2 Cables (as needed), install and test network components in facilities
- (c) Complete the connections of new building patch panel to Area Distribution Node (ADN) Patch panel.
- (d) Ensure distribution of LAN via government furnished Multi-Mode (MM) Fiber or CAT6 Cable from ADN to Desk if buildings are not pre-wired.

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1.3.3 COMMUNICATIONS SERVICES.

1.3.3.1 VOICE.

- (a) The Contractor shall operate and maintain a Voice Over IP (VOIP) Capability which will provide access to the Defense Switched Network (DSN) and supporting telephone equipment/circuits and a Defense Red Switched Network (DRSN) system which will provide access to DRSN. Ensure quality control, restoration, and software changes occur

as directed by the appropriate Signal Battalion and in accordance with DISAC 310-115-2. In addition, the Contractor shall:

- (b) Utilize on site procedures to ensure all telephone records are updated.
- (c) Maintain an electronic database containing all telephone records within 30 days of contract start. This will include, but not be limited to, telephone number, organization, class of service, location, cable and pair assignment, date installed and terminal equipment as required.
- (d) Complete telephone circuit or instrument work orders and requests for replacement, repair, relocation or installation within [redacted] for mission essential systems, or within (b)(3):10 U.S.C. § 130 for non-mission essential systems. Coordinate with the originator before starting and after completing work to ensure customer satisfaction.
- (e) Conduct integrated digital network exchange (IDNX) Node Site Coordinator actions in accordance with DISAC 310-55-9.
- (f) Operate and maintain portable satellite or cell phone for emergency communications during outages of other voice communication systems.

1.3.4 RADIO AND ANTENNA SYSTEMS O&M. (IAW TECHNICAL ORDERS: 31R2-2GRC171-62, 31R2-2GRR112, and 31R2-2GRT-102) Ensure a UHF or VHF radio is operational at all times. (KCS) Ensure all GAG antennas and GRC-171BV4 anti-jam (Have Quick II) antenna system performance checks evaluate the entire UHF frequency spectrum.

- (a) Maintain inventory and operations of Security Team 16 Government-provided land mobile radios (LMRs) for use daily.

1.3.5 OUTAGES. In the event of an outage, the Contractor shall:

- (a) Follow established LM IS&GS procedures for reporting to CCC at MDIOC, info to site lead a [redacted] and associated Signal Battalion and JFCC-IMD notifications
- (b) Notify the appropriate Signal Battalion help desk of outages within [redacted] to resolve any issues (b)(3):10 U.S.C. § 130;(b)(7)(E)

1.3.6 COMMUNICATIONS SUPPORT.

1.3.6.1 COMMUNICATION-COMPUTER WORK ORDER MANAGEMENT. The Contractor shall submit all new work order requirements via the appropriate Signal Battalion Capability Requests (CAPR) system or the appropriate Signal Battalion portal based held desk system for repairs

<https://army.deps.mil/netcom/sites/516SB/78th/78SB/SitePages/Auto.aspx>

1.3.6.2 FREQUENCY MANAGEMENT. The Contractor shall:

Coordinate changes to radio frequency authorization listing to include additions, deletions, and modifications of frequency assignments with customer designated Frequency manager for all radiating devices in accordance with FM 6-02.70, Army Electromagnetic Spectrum Operations and Army Regulation 5-12 Army Management of the Electromagnetic Spectrum.

- (1) Report known or suspected occurrences of Electromagnetic Interference (EMI) to the 94th AAMDC Spectrum Manager within (b)(3);10 U.S.C. § 130;(b)(7)(E) of the known or suspected occurrence.

1.3.6.3 COMMUNICATIONS SECURITY (COMSEC)/INFORMATION PROTECTION. The Contractor shall:

- (a) Ensure COMSEC accounts are operated and maintained in accordance with NSA, Army, and servicing COMSEC Account procedures.
- (b) Securely operate, control and safeguard classified material and cryptographic controlled items (CCI). All Contractor employees having access to classified areas and COMSEC or Secure Voice material shall possess a current SECRET clearance or shall be properly escorted when accessing classified areas.
- (c) **Controlled Cryptographic Item.** Store, operate, inventory, and protect all required cryptographic equipment in accordance with Army Regulation (AR) 380-40 Safeguarding and Controlling Communications Security Material, AR.
- (d) **Secure Voice Equipment.** Maintain, rekey, and protect all securable-type phones, cryptographic cards and secure voice devices to include Secure Telephone Equipment and OMNIKEY® equipment in accordance with Federal Information Processing Standards (FIPS) 140-2.
- (e) Government reserves the right to summarily revoke access to cryptographic material without explanation to the personnel involved in COMSEC and/or classified insecurities.

1.3.7 ADMINISTRATIVE DUTIES. The Contractor shall:

- (a) Provide IMO duties IAW AR 25-1 to ensure user equipment is properly configured. Provide Telephone Control Officer duties IAW AR 25-1. Ensure Video Tele-Conferencing (VTC) System DISA Global Video System (GVS) registrations are completed and maintained.
- (b) Maintain key control of communications closets and communications nodes.
- (c) Utilize GFE Pubs/TODO accounts to maintain Technical Order (TO) current in accordance with T.O. 00-5-1, AF Technical Ordering System.
- (d) Provide records and reports regarding site and inventory as needed.

- (e) Maintain all Government provided blue line as-built prints on site and make them available upon Government request.

1.3.8 HANDLING OF CLASSIFIED MATERIAL The Contractor shall:

- (a) Appoint in writing a Security Officer who shall be responsible for security aspects of the work performed under this contract and assure compliance with Department of Defense 5220.22-M, existing Espionage Laws (Title 18, US Code), and AR 380-5, Information Security.
- (b) Handle classified material in accordance with AR 380-40. Ensure required personnel responsible for this function apply for SECRET security clearances within 7 duty days of hire. If an Interim SECRET clearance is not obtained within 120 days of hire, obtain a time extension from the PM. If an extension is not obtained, restrict applicable personnel from performing this function.

1.3.9 OPERATIONS: The Contractor shall adhere to site-specific safety, environmental, and security procedures and regulations while performing maintenance. The Contractor shall respond to calls after duty shifts, acceptable response shall be measured from receipt of call to arrival on site. After duty calls will be for catastrophic or emergency events that affect critical or mission operations. The following table provides response times.

(b)(3): 10 U.S.C. § 130; (b)(7)(E)
