



Arnold Engineering Development Complex



U.S. AIR FORCE

AEDC Base Communications and Information Technology Services (BCITS) III Industry Day

15 and 16 NOV 2023

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WELCOME

BCITS III Industry Day Agenda

7:30 AM - 7:40 AM Welcome, Administrative Remarks, Disclaimer

7:40 AM - 7:50 AM Opening Remarks

7:50 AM - 8:05 AM AEDC Contracts Overview

8:05 AM - 8:35 AM Topics of Interest

8:35 AM - 9:35 AM Task Order and Performance Work Statement (PWS 1, 2, 3)

9:35 AM - 9:45 AM Break

9:45 AM - 11:45 AM Performance Work Statement (PWS 4, 5a, 5b 6, 7, 8)

11:45 AM - 11:50 AM Morning Wrap Up and Tour Details

11:50 AM - 1:00 PM Lunch

GROUP A

1:00 PM - 2:50 PM One-on-ones with Government

3:00 PM - 4:00 PM Base Windshield Tour

GROUP B

1:30 PM - 2:30 PM Base Windshield Tour

3:00 PM - 4:50 PM One-on-ones with Government

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WELCOME

Administrative Remarks

Restrooms

Located near entrance

Snacks

On back table (honor system)

Lunch

Is on your own

Gossick Leadership Center (GLC) Emergency Response

FIRE: Gathering point is far side of front parking lot

SEVERE WEATHER: Take Shelter in Restrooms

The Industry Days agenda is the **SAME** for both days

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WELCOME

BCITS III Industry Day Disclaimer



Information provided and discussed is for planning purposes only and **DOES NOT** constitute a commitment, implied or otherwise, that a procurement action will be issued.

All information provided and discussed is pre-decisional.

Note cards are provided to submit questions.

Government responses to all questions from both Industry Days will be provided to all participants in the competition library.

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Air Force Materiel Command



Opening Remarks **AEDC** and the **Air Force** **Test Center (AFTC)**

Clark Brandon
Deputy Director
Test Support Division (TSD)

Deliver and Support Agile War-Winning Capabilities



AEDC Contracts Overview



AFMC



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AEDC Contracts Overview and Current Operating Task Order

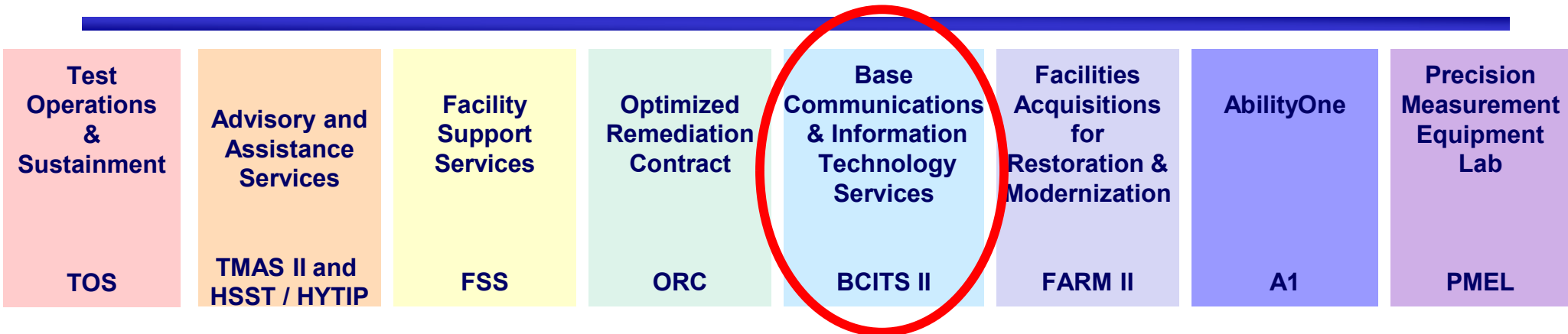
Mr. Brandon Lucy
TSDI Branch Chief

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AEDC Contracts and BCITS III



BCITS III Functional Areas

1. Program Management
2. Communications Focal Point
3. Cybersecurity
4. Information Technology Asset Management
5. Communications Maintenance
6. Network Operations
7. Server / System Administration
8. Knowledge Operations

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BCITS III

Topics of Interest



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- BCITS II (current) vs BCITS III
- Notional Acquisition Schedule
- Intent of AEDC Acquisition Efforts
- Competition Library
- Collective Bargaining Agreement (CBA)
- Government Furnished Property (GFP)
- Associate Contractor Agreements (ACAs)
- AEDC Task Order (TO) and Performance Work Statement (PWS)
- AEDC Operating Locations

Mr. Randy Wroten
Procuring Contracting Officer
AFTC/PZZ

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BCITS II (current) vs BCITS III



| | BCITS II | BCITS III (Anticipated) |
|-------------------|---|--|
| Task Order Type | Firm-Fixed Price (FFP) Task Order off NetCents-2 IDIQ | Firm-Fixed Price (FFP) Task Order off RS3 IDIQ |
| Base Year | One (1) | One (1) |
| Option Years | Three (3) | Four (4) |
| Transition | 1 NOV 2020 | 1 NOV 2024 |
| Performance Start | 1 FEB 2021 | 1 FEB 2025 |
| | FAR 16.5 Small Business Set-Aside | FAR 16.5 Small Business Set-Aside |

- **Surveillance**

- Contractor quality management system (QMS) AFI 63-138
- Government Contracting Officer's Representatives (COR) monthly surveillance
- Quality Assurance Surveillance Plans (QASP)
- Contract Data Requirements List (CDRL), Data Item Descriptions (DID), Performance Standards and Services Delivery Summary
- Monthly performance assessment briefings

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BCITS III

Notional Acquisition Schedule



| | |
|-----------------------------|---------------------------|
| RFI #1 responses due | 4 OCT 23 |
| Industry Days | 15 & 16 NOV 23 |
| Draft FOPR* Release | 17 JAN 24 |
| Final FOPR* Release | 7 MAR 24 |
| Proposals Due | 9 APR 24 |
| Task Order Award | 6 AUG 24 |
| Performance Start | 1 FEB 25 |

* FOPR Fair Opportunity Proposal Request – FAR 16

Methodologies under consideration:

- Full Trade-off
- Highest Technically Rated Offeror (HTRO)

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Intent of AEDC Acquisition Efforts



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- **AEDC must have flexible contract vehicle(s) that allow us to meet our customers' needs while:**
 - Ensuring effective and efficient Test Operations and Support
 - Implementing innovative solutions that immediately reduce cost
 - Accommodating dynamic changes in workload
 - Allowing increased technical work performed by the Government workforce
 - Rewarding management / technical innovation
 - Providing incentives to increase efficiency and productivity in workforce labor practices

Need your help to meet customers' requirements

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BCITS III Competition Library



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- BCITS III information will be placed in the Competition Library: **<https://www.arnold.af.mil/Home/BCITS-III/>**
 - Industry Day Briefing
 - Collective Bargaining Agreement (CBA)
 - Local Regulations and Technical Standards
 - General Information

Will Continually Update

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Collective Bargaining Agreement (CBA)



- **Active contractor union workforce**
 - American Federation of Labor and Congress of Industrial Organizations (AFL-CIO) union support
 - Government neutrality is paramount
- **Craft workforce (except security guards)**
 - Represented by the Air Engineering Metal Trades Council (AEMTC)
 - AEMTC is comprised of 11 unions
 - AEMTC POC Mr. Alvin Cleek (931-454-4699)
- **Service Contract Labor Standards (SCLS) apply to this work**
 - Successor contractors performing substantially the same services in the same locality must pay wages and fringe benefits at least equal to those contained in the SCLS

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Government Furnished Property (GFP)



- **Contractors**
 - Are ordinarily required to furnish all property necessary to perform Government contracts
- **GFP Listing**
 - Contracting officer will release a GFP listing with draft Fair Opportunity Proposal Request (FOPR)
- **GFP Administration, If GFP is provided then:**
 - *Contractor must:*
 - Submit Property Management Procedures to Government
 - Perform self-assessments
 - Comply with FAR Part 45 mandatory clauses and Air Force Regulations
 - Complete GFP Inventory and disposition of excess GFP on contract closeout
 - *The Government will:*
 - Perform recurring audits of Contractor Property Management System (PMS)

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Associate Contractor Agreements (ACA)



- **Agreements between contractors who require sharing information, data, technical knowledge, expertise, or resources**
- **Applicability**
 - Not required for prime to subcontractor relationship
 - Required for cooperation, sharing resources, jointly working contracts or projects
- **Special Requirements**
 - Associate contractors and their relationship
 - Program involved and the relevant Government contracts of the associated contractors
 - Associate contractor interfaces by general subject matter
 - Categories of information to be exchanged
 - Expiration date (or event)

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Associate Contractor Agreements (cont.)



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- **Associate Contractor Working Group Lead (ACWG)**
 - Test Operations and Sustainment (TOS) contractor
 - Negotiation and administration
- **Summary**
 - Contractors will need to work together to achieve successful performance of their individual contracts and ensure the success of the mission
 - ACAs are the platform for that cooperation, communication, and sharing of resources

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AEDC Task Order and Performance Work Statement (PWS)



- **Performance-based requirements**
- **BCITS III PWS currently being drafted**
 - Addresses requirements by functional area and overarching requirements across all task order activities
 - Requirements described in terms of “what” the Government needs as opposed to “how” the work should be accomplished
 - Applicable mandatory directives identified by PWS requirement
 - Government seeks to encourage use of innovative and cost-effective methods of service delivery
 - Deliverables identified with corresponding requirement

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AEDC PWS: Operating Locations



Arnold Engineering Development Complex

- Arnold AFB, TN

Geographically Separated Units (GSUs):

- **Tunnel 9***
 - White Oak, MD
 - Tenant on a General Services Administration (GSA) site
- **National Full-Scale Aerodynamics Complex (NFAC)***
 - Moffett Field, CA
 - Tenant on a National Aeronautics and Space Administration (NASA) site
- **Other GSU's**
 - May be included as the PWS requirements are finalized

* Approximately 50 users at each GSU location

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PWS: Functional Area Briefings



AFMRC

Traditional Base Communications Squadron functions

1. Program Management
 - 1a. Plans and Programs Support
 - 1b. Systems Engineering and Project Support
 - 1c. Portfolio Management
2. Communications Focal Point
3. Cybersecurity
4. IT Asset Management
5. Communications Maintenance
 - 5a. Telecommunications
 - 5b. Radio Frequency Communications
6. Network Operations
7. Server Administration
8. Knowledge Operations

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PWS: Functional Area Briefings



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“Drink from a fire hose”

Each briefing will provide a “high level” requirements overview

Questions

- We prefer NOT to take live questions during or after each briefing
- Note cards are provided to write your questions
- Questions submitted and government answers will be posted in the competition library
- You will have the opportunity to engage with functional experts one-on-one during the afternoon sessions. ***We encourage you to take advantage!***

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Performance Work Statement Program Management



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1. Program Management Plans and Programs Support

Mr. Christian Dale
AEDC/TSDIA Chief

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PWS: 1. Program Management Plans and Programs Support



- **Quality Assurance (QA)**
 - Develop and maintain a Quality Control Plan (QCP)
 - Perform QA inspections to ensure proper installation and configuration of communications infrastructure
- **Comm Planning Records (T.O. 00-33A-1001 Chapter 20)**
 - **Combat Cyberspace Infrastructure Planning System (CIPS)**
 - Maintain CIPS Visualization Component (CVC) and Communication Systems Installation Records (CSIR) in accordance with appropriate Air Force technical orders
 - Inside and Outside Plant record-keeping and workload planning component to request project funding from higher headquarters (HHQ)
 - **Integrated Maintenance Data System (IMDS)**
 - Preventative Maintenance Inspections (PMI)-**document** and **resolve** issues found
 - Annual workload plan to address issues and unfunded requirements
- **Support Agreements**
 - Provide Communications Support Services for AEDC approved support agreements

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PWS: 1. Program Management Plans and Programs Support (cont.)



- **Contingency and Continuity of Operations Planning (COOP)**
 - Develop and maintain all communications systems contingency and COOP plans, and ensure annual review and exercises are completed
 - Maintain the C/CS Emergency Management Plan
 - Develop Business Impact Analysis of all NIPRNet connected servers to identify critical areas of concern.
 - Develop and maintain contingency plans for a major systems (eg. NIPRNet, SIPRNet, Land Mobile Radio (LMR), Telecommunications, etc.)
 - Provide recommendations for mitigation of critical areas.

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Performance Work Statement Program Management



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1b. Systems Engineering and Project Support

Mr. Rick Fraley
AEDC/TSDIA

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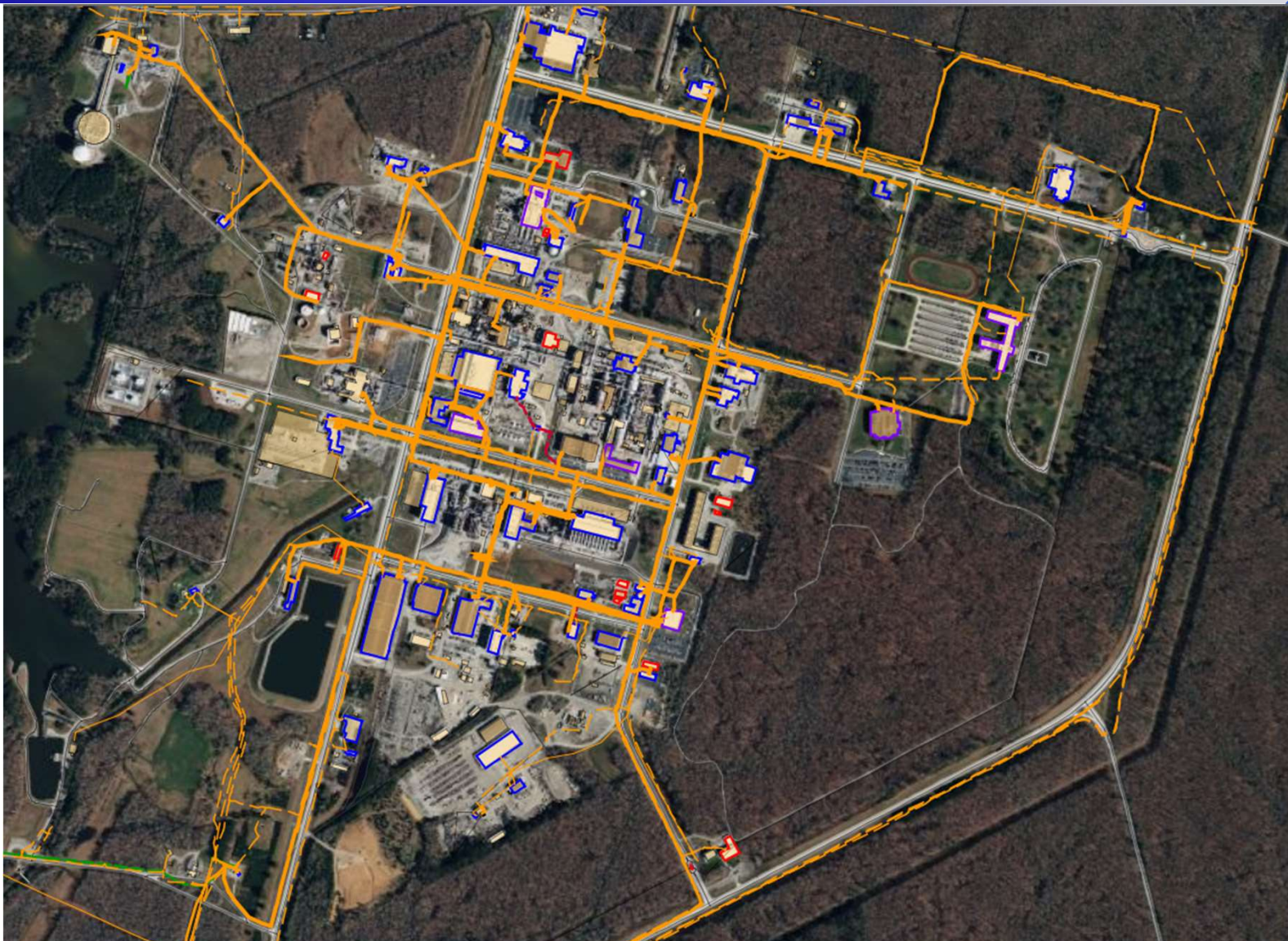
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PWS: 1. Program Management Systems Engineering



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PWS: 1. Program Management Systems Engineering (cont.)



Engineering and Installation Support

- **Ensure Comm / IT compliance**
 - With DoD, AF, UFC, EIA/TIA, BICSI policies, industry standards and local Work Instructions and guidance.
- **AEDC design reviews involving Comm / IT Support**
 - Provide comments and recommendations IAW local departmental policies and procedures.
 - Produce technical documentation IAW departmental policies, Work Instructions, and direction from the supporting Project Manager
- **Develop Design and deliver Engineering Planning documents**
 - To include draft Statement of Work (SOW)/Statement of Objectives (SOO) and design drawings.
- **Maintain *Physical* Fiber documentation and configuration**
 - In the AF approved System of Record
 - Document all fiber strands (old & new), From/To location, Network Supported, whether it supports Protected Distribution System (PDS) unencrypted classified data.
- **Project and Identify Comm/IT requirements**
 - In CIPS system IAW current AF policies and Technical Orders (TO).

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PWS: 1. Program Management Systems Engineering (cont.)



- **Installation Support**

- **Configure and Install network Switches & ancillary supporting material**
- **Provide technical knowledge**
 - To AF contractors maintaining or installing new communications/IT equipment.
 - To contractor(s) responsible to support Alarms and Video Monitoring equipment IAW local contracts.
- **Install and terminate new Fiber Optic Cable and innerduct**
 - Fiber installs to include blow-in microfiber or Cable pulls and termination of all cable (fiber/copper)
- **Inside Plant Premise Wiring**
 - Copper cable Install and terminations. Configure, pull, install & Terminate new CAT 6A or upgrade old copper to new CAT 6A.

NOTE: Will install latest standard of fiber and premise copper wiring in support of the project.

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Performance Work Statement Program Management



1c. Portfolio Management (PfM)

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Mr. Bruce Shaw
AEDC/TSDIA Plans

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PWS: 1. Program Management Portfolio Management (PfM)



Information Technology Investment Portfolio Suite (ITIPS) Support

- Manage responses to higher headquarters taskings
- Update system records in ITIPS
- Coordinate changes, removal, addition of IT systems in ITIPS

Procurement Management

- Receive, coordinate, and make procurements in support of the task order
- Provide clear, regular updates to government Portfolio Manager (PfM) on status of procurements

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Performance Work Statement Communications Focal Point (CFP)



2. Communications Focal Point (CFP)



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Mr. Brandon Beckwith
AEDC/TSDIA

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PWS: 2. CFP - Facilities



- **Facility (Building 1103) lower level**
 - Call center (Tier 0-1)
 - Client support (Tier 1-2)
 - Administrative area (Tier 3)
- **T-Metrics (Call Distribution System)**
- **Enterprise Information Technology Service**
- **Management (EITSM) System**
 - AF-provided BMC Remedy Incident / Ticket Tracking System
 - Service Now system will be adopted mid-contract
- **PWS Metrics**
 - Based around improving efficiency, quality, and customer service experience

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PWS: 2. CFP - Workload Estimates



AFMCG

- **Base population** 2800 users
- **Hours** 0630 - 1630
- **Total Computers** 3000+
 - Desktops 2000
 - Laptops 1000
 - Tablets 40
 - High-end workstations 150
- **Multi-function Devices (MFD) & Printers ~350**
- **AEDC Software Baseline**
 - Will be provided in AEDC Competition Library
- **Monthly Service Desk workload**
 - Telephone calls answered 2000-2500
 - Email responses 1500-1900
 - Walk-ins 40-60

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PWS: 2. CFP - Software



- **Provide Tier 1 and Tier 2 support for local problems**
- **Route and track tickets for service to other teams:**
 - Telephone, land mobile radio (LMR), audio / visual, hardware, server, network
 - Provide Tier 2 Client Support Technician (CST) software / application support
- **Remote and touch support**
- **Monthly CST Software Workload**
 - Software trouble issues / installs 550 – 700
 - Accounts and file share maintenance 450 – 650
- **Core issues triaged to AF Enterprise Service Desk (ESD)**

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PWS: 2. CFP - Hardware



- **Provide Tier 2 CST hardware support**
- **Touch maintenance**
 - For computers, peripherals, printers / Multi-Function Devices, etc.
- **Monthly CST Hardware Workload**

| | |
|--|-----------|
| ○ Hardware repair issues / touch maintenance | 300 – 400 |
| ○ Computer / personnel moves | 60 – 80 |
| ○ Computer installs | 50 – 70 |
| ○ Printer installs | 6 – 10 |

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Performance Work Statement Cybersecurity



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3. Cybersecurity

Mr. Ralph Stebbins
AEDC/TSDIC Chief

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PWS: 3. Cybersecurity: Scope



- **Roles required to be executed IAW Air Force Guidance**
 - **Not like similar models at many AF Bases** - *No Active Duty personnel in Base Comms Org, and limited DoD Gov employees.*
 - Contractor fulfills most or all roles that are not inherently Governmental.
 - Inherently Government roles are COMSEC/KMI Manager and EMSEC/TEMPEST/PDS Validator
 - **AF or DoD describes Roles and/or Duties for Contractor to fulfill include, *but are not limited to:***
 - ISSM, ISSOs (multiple), CRO and alternate, SVRO, CPA and alt, CPSO and alt, TEMPEST/EMSEC POCs/area Representatives and alts, PKI Admins primary/alt/tertiary, PKI Trusted Agents primary/alt/tertiary, LRA Primary/alt/tertiary and alternate/secondary, ALT Trusted Agent/alt/tertiary, ITIPS Administrator/Coordinator, Orders Compliance Auditor, STIG Compliance Auditor, ACAS, Vulnerability Management, Security Auditor, Cybersecurity Liaison, Account Access management (cradle to grave/creation to archiving – admin and technical), eMASS roles.

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PWS: 3. Cybersecurity



- **Implement and sustain cybersecurity readiness**
 - Of AF information and supporting IT assets as a primary responsibility
- **Comply with AF and cybersecurity programs**
 - To secure its information and IT assets
- **Air Force's core cybersecurity disciplines:**
 - Computer Security (COMPUSEC)
 - Communications Security (COMSEC)
 - Emissions Security (TEMPEST)
- **The AEDC Cybersecurity Program:**
 - Ensures AF information systems (IS) operate securely
 - By protecting and maintaining the confidentiality, integrity, and availability of IS resources and information processed throughout the system's lifecycle
 - Protects information commensurate with the level of risk and magnitude of harm resulting from loss, misuse, unauthorized access, or modification

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PWS: 3. Cybersecurity (cont.)



- **Manage and implement cybersecurity requirements for all information systems and data:**
 - Follow DoD and AF Cybersecurity requirements - 17 Series, and many others
 - Ensure Security Technical Implementation Guide (STIG) compliance, and scanning/remediation (major focus)
 - Provide certified and qualified personnel
 - Per DoD 8140 (formerly 8570) - anticipate similar standards
 - Responsible for “Operational” Cybersecurity requirements
- **COMSEC and TEMPEST programs will be *managed* by the AF**
 - Contractor to provide TEMPEST/EMSEC and CRO/SVRO Roles
 - Compliance validated by the Air Force
- **Manage and execute all cybersecurity activities**
 - According to orders, directives, policies and procedures for the complex
 - Ad hoc and short notice tasking as necessary

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PWS: 3. Cybersecurity (cont.)



- **Provide Assessment & Authorization (A&A) support**
 - To all other AEDC contractors and tenants as requested
- **Coordinate with the TOS contractor on Cybersecurity issues**
 - Provide support for AEDC test customers
 - Assist TOS contractor by producing A&A documents required for authorization to operate (ATO) (TOS contractor provides required information and artifacts)
- **Work with local Industrial Security and Information Protection offices**
 - As well as Higher Headquarters or off-base Cybersecurity entities
- **Work with Comm Focal Point**
 - To address technical orders, cyber operations, software approvals

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PWS: 3. Cybersecurity: Scope



AFMPC

- **Networks with Risk Management Framework (RMF) requirements:**
 - NIPRNet, SIPRNet, Cell phones, Hotspots wireless access points
 - Includes support for GSUs (NFAC, Tunnel-9), Telework, Remote Workers
 - Mix of classified and controlled-unclassified information (CUI) environments
 - Morale Welfare and Recreation (MWR) Network
 - Data Analysis and Testing network (DATNet) for software testing environments
- **Obtain Authorization to Operate (ATO) and Authorization to Connect (ATC) on NIPRNet and SIPRNet systems**
 - Using Enterprise Mission Assurance Support Service (eMASS) system
 - Maintain Command Communications Service Designators (CCSDs)
 - Respond to Data Calls/TMTs for as required.
- **Lead command in obtaining a Passing/Sat or higher score**
 - On CCRI and other cyber related inspections, audits, or assessments

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PWS: 3. Cybersecurity: Scope



- **Numerous standalone and special purpose systems**
- **Extensive software support and evaluation of software**
 - Using MKRuntest and other AF authorized tools
 - Close work with AFSACA (software assessment and authorization)
- **Cyber Incident and Event Management**
- **Continuity of Operation Plans (COOP), backups, restore, annual revalidations and continuous monitoring**
- **Confidentiality, Integrity and Availability of cyber assets**

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PWS: 3. Cybersecurity: Performance



AFMPC

- **Vulnerability Scanning SIPR, NIPR, Overall Scores**
 - ACAS Weighted Vulnerability Index ≤ 1.5
 - Credentialed Scan Access rate $\geq 98\%$
- **Security Technical Implementation Guides (STIGs)**
 - SIPR, NIPR, Traditional, and others, if applicable
 - Fully documented and tracked
 - "Minimal" or "No Concern" on 95% of all assets within a category
 - Categories include Printers, Workstations, Servers, Switches, Traditional, and more.
- **Command Cyber Readiness Inspections (CCRI), and other related inspections, audits, formal assessments**
 - Passing or better scores (e.g. CCRI, MICT IT/Cyber portion)

* All performance standards in this brief are draft.

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PWS: 3. Cybersecurity: Performance (cont.)



- **100% NIPR, SIPR ATOs 100% of the time**
 - Cybersecurity requirements cross into virtually all areas of PWS
- **Comprehensive CRDL (DID) submissions.**
- **100% of Software, Hardware on NIPR, SIPR documented and approved to be installed**
- **Fully compliant with 95% of all applicable Cyber Orders**
 - Tasking Orders (TASKORD), General Administration Messages (GENADMIN), Information Assurance Vulnerability Management Alerts (IAVA), Operations Orders (OPORD), etc.

*All performance standards in this brief are draft.

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BREAK



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10 Minute Break

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Performance Work Statement IT Asset Management



4. Information Technology (IT) Asset Management



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Mr. Mark Lewis
AEDC/TSDIA

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PWS: 4. IT Asset Management



- **IT Asset Management Program goal:**

Enable the warfighter to effectively and efficiently manage IT hardware and software assets in accordance with (IAW) Department of the Air Force Manual (DAFMAN) 17-1203, *Information Technology (IT) Asset Management (ITAM)*

- **Chapter 2 – Hardware Acquisition to disposition**

- Cradle to Grave Accountability
 - Accountability requirements apply

- **Chapter 3 – Software Acquisition to disposition**

- Cradle to Grave Accountability
 - Accountability requirements apply

- **Contractor responsibilities:**

- Alternate Base Equipment Control Officer (BECO)
 - Unit Accountable Property Officer (Unit APO) & Property Custodians (PC)
 - Alternate Base Software License Manager (BSLM)
 - Unit Software License Manager (USLM)

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PWS: 4. IT Asset Management - Hardware



- **Alternate BECO Role (Contractor):**
 - **Manages/coordinates accountability for all IT hardware assets**
 - In accordance with (IAW) Department of the Air Force Manual (DAFMAN) 17-1203, *Information Technology (IT) Asset Management (ITAM)*
 - **Provides the Property Custodian with:**
 - Required annual training
 - DPAS-generated bar code labels and ADPE inventory listing
 - **Locks delinquent accounts**
 - Due to invalid / unaccounted for IT assets
 - **Coordinates all AEDC Automated Data Processing Equipment (ADPE)**
 - Through authorized purchase processes
 - **Provides support to ensure lifecycle management of IT assets**
- **Base Warehouse:**
 - Provides support to central point of receiving, returning, and disposition of IT asset accountability

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PWS: 4. IT Asset Mgt: Hardware



- **Property Custodian**
 - **Perform and/or coordinate IT Asset inventory**
 - For 100% of all IT hardware assets annually for all asset accounts
 - **Perform and/or coordinate software inventory**
 - For 100% of all software assets annually
 - Annual & Quarterly Software Inventory deliverable
 - **Maintain Defense Property Accountability System (DPAS)**
 - Ensure Inventory is complete and accurate
 - Ensure DPAS bar code labels are affixed to all IT hardware assets
 - **Turn in of excess IT assets (hardware and software)**
 - **Ensure all assets are properly tagged with DPAS stickers**
 - **Maintain Custodian Folder (E-Binder)**
 - Documentation includes but not limited to appointment letters, training, transfers, issuances, inventories, etc.

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PWS: 4. IT Asset Mgt: Lifecycle Management



- **Hardware Lifecycle Support**
 - NIPRNet Desktops/Laptops/Graphic Workstations ~3,000
 - Printing devices on the NIPRNet ~350
 - Multifunction devices (MFD) ~200
 - Printer-only devices ~150
 - Includes acquisition, distribution, maintenance, lifecycle management of all IT hardware included PC's, printers, scanners, optical media and other network hardware devices
- **Tracking, labeling, disposal, delivery, coordination, etc. responsibilities for non-NIPRNet devices:**
 - Printing devices on non-NIPRNet Networks ~600
 - Non-NIPRNet computers ~7,500
- **Hardware Baseline**
 - AEDC hardware baseline will be provided in the AEDC Competition Library

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PWS: 4. IT Asset Mgt: Software



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- **Alternate BSLM Role (Contractor):**
 - Communicate/coordinate with Govt BSLM
 - Ensures proper accountability
 - Of NIPRNet, SIPRNet and Quality of Life network software
 - Ensures all software purchases follow applicable buying programs
 - Properly manages software on NIPRNet, SIPRNet and Quality of Life networks
 - Ensures software is legal, authorized, approved, and manage to ensure documentation is maintained per the PWS
 - Types of documentation includes proof of ownership, authorization/approval, etc.
 - Perform inventory requirements
 - Annual and quarterly inventories, validation of installed software, ensure no illegal, unauthorized or unapproved software is installed on networks
- **USLM (Unit Software License Manager)**
 - Ensures Ownership, licensing and authorization of software documents
 - Coordinates, executes and communications
 - Per PWS requirements such as license expiration, replacement licenses, software update requirements, etc.

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Performance Work Statement Communications Maintenance (Comm)



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5a. Comm: Telecommunications (Telecom)

Outside Plant
Inside Plant
Voice Over Internet Protocol (VOIP)

Mr. Brandon Beckwith
AEDC/TSDIA

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PWS: 5a. Comm: Telecom - Phone System



AFMCS

- **Primary Switch (Nortel CS1000M)**
 - Technician work area
 - Administrative space
- **Backup Switch (Nortel 11C)**
- **Active Phone Lines** **4,800**
- **Telephones**
 - Digital phones **1,062**
 - Analog phones **3,035**
 - VoIP phones **498**

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PWS: 5a. Comm: Telecom - Phone System Activities



AFMCS

- **Telephone**
 - Inside / Outside Plant Maintenance
- **Maintain Communications System Authorization (CSA) Records**
- **VOIP**
 - Currently working to install VOIP system and minimize the usage of Analog / Digital Phones

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PWS: 5a. Comm: Telecom - Phone System Stats



AFMCS

- **Moves, Adds, Changes and Trouble calls**
 - 400 per month
- **Dig permits**
 - 15 - 30 per month
- **Infrastructure maintenance**
 - Cable splicing, installation, termination, and removal
- **Maintain circuit records**
 - Telephone Management System (TMS)
 - CIPS Visualization Component (CVC)
- **E911 data maintenance**

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PWS: 5a. Comm: Telecom - Outside Plant



AFMC

- **Outside Plant maintenance requires:**
 - **Utilization and implementation of CIPS / CVC tool**
 - Develop, update and maintain records in accordance with all applicable Technical Orders and industry standards
 - Manage 310 miles of trunked fiber and copper plant infrastructure
 - **Installation, maintenance, conduit, aerial fiber and copper requirements, and splicing of fiber and copper plant systems**
 - **Maintenance of all Protected Distribution System (PDS) and Non-PDS Infrastructure**

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PWS: 5a. Comm: Telecom - Outside Plant (cont.)



AFMC

- **Outside Plant consists of ~200 manholes, ~40 hand-holes**
 - Ensure serviceability and cleanliness
 - Maintenance of and record all connections (butterfly drawings and cut sheets)
- **Routine Preventive Maintenance Inspections (PMI) and maintenance of all communication transport infrastructure**
 - Conduit
 - Aerial
 - Direct burial

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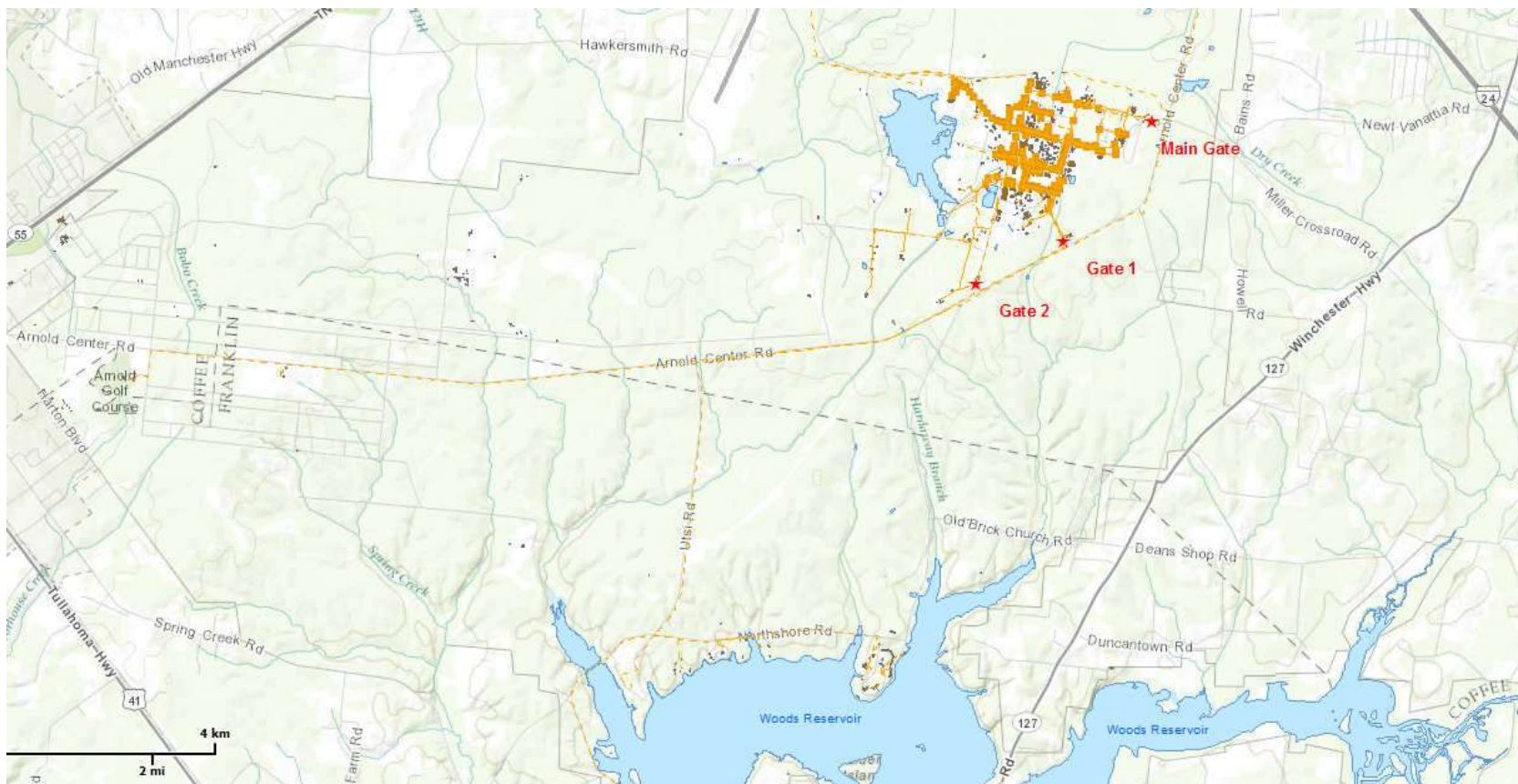
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PWS: 5a. Comm: Telecom - Outside Plant (cont.)



AFMCC



- Focused infrastructure within industrial area with coverage across large sections of the entire base

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PWS: 5a. Comm: Telecom - Inside Plant



- **Support to all facilities, buildings, and outside networked devices (i.e., cameras)**
 - **Responsible for all fiber / copper inside and unique connection requirements**
 - Installation, troubleshooting, and replacement
 - ~245 miles of inside plant copper
 - Fiber used for backbone transport systems, direct connections to switches and network devices, and desktop in required locations
 - **Includes all wiring requirements from communications closets**
 - (ITNs, nodes, building demarcations) to the requirement wall / fence
 - **Complete utilization of CIPS / CVC**
 - Includes updating all records and changes to infrastructure

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Performance Work Statement Communications Maintenance (Comm)



5b. Comm: Radio Frequency (RF) Communications

LMR Land Mobile Radio

Giant Voice

PWCS Personnel Wireless Communication Services

Spectrum Mgt

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AEDC/TSDIA

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PWS: 5b. Comm: Radio Frequency Comm-LMR System and Facilities



AFMCG

- **Motorola Enterprise Land Mobile Radio (LMR) system**
 - Two sites (Monin/Gentry) providing wide area radio coverage through ELMR network
 - Utilizes "T-sub" (trunking subsite) to prevent loss of wide area if connectivity to main ELMR core is severed
- **Gentry Tower**
 - 250 ft. freestanding
- **Monin Tower**
 - 200 ft. freestanding
- **Building 351 / 352 LMR shop**
- **Over 700 subscriber LMR units**
 - Fixed, mobile and portable
- **MCC-7500 PC base console for BDOC dispatch**

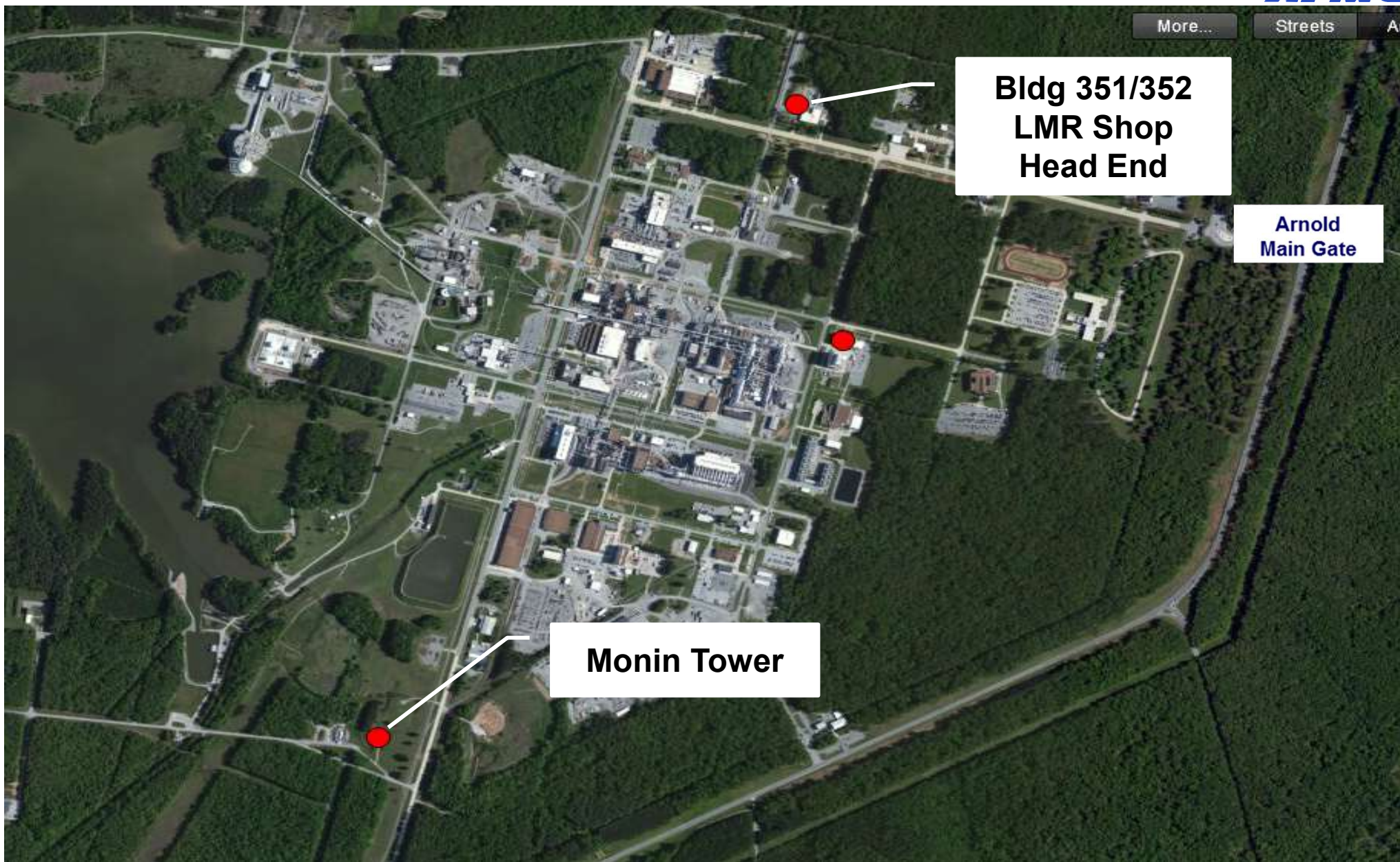
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AFMC

PWS: 5b. Comm- Radio Frequency Comm-LMR System and Facilities Map





PWS: 5b. Comm: Radio Frequency Comm-LMR System and Facilities Map



AFMC



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PWS: 5b. Comm: Radio Frequency Comm-Devices & Supported Systems



AFMPC

- **LMR**
 - 660 Handheld radios
 - 45 Mobile (vehicles)
 - 15 Desktop base stations
 - 140 Fire alarm radios
- **Giant Voice System**
 - 23 Giant Voice speaker towers (13 outdoor/11 indoor)
 - 2 Activation locations (primary and alternate)
- **Supported RF Systems**
 - Fire alarms
 - Environmental
 - Mutual Aid repeater
 - Emergency vehicle support radios
 - Audio Visual (A/V) support
 - AV Conference Room Systems
 - Projectors / A/V equipment
 - ~50 pieces
- **Video Teleconferencing (VTC) operations (classified)**
- **Assist/Support RF Spectrum Manager**
 - Comm system/Spectrum analyzing equipment in support of RF interference program

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PWS: 5b. Comm: Radio Frequency Comm-Annual Maintenance Activity



- **Personnel wireless communication services (PWCS) / LMR (Radios and/or Cell Devices)**
 - ~750 annual trouble tickets
 - Includes daily routines and PMIs
 - Vehicle installations
- **A/V ~725 trouble tickets**
 - Preventative maintenance
 - Event support
 - Equipment repair
- **VTC (two classified capable systems)**
 - 30 conferences / month

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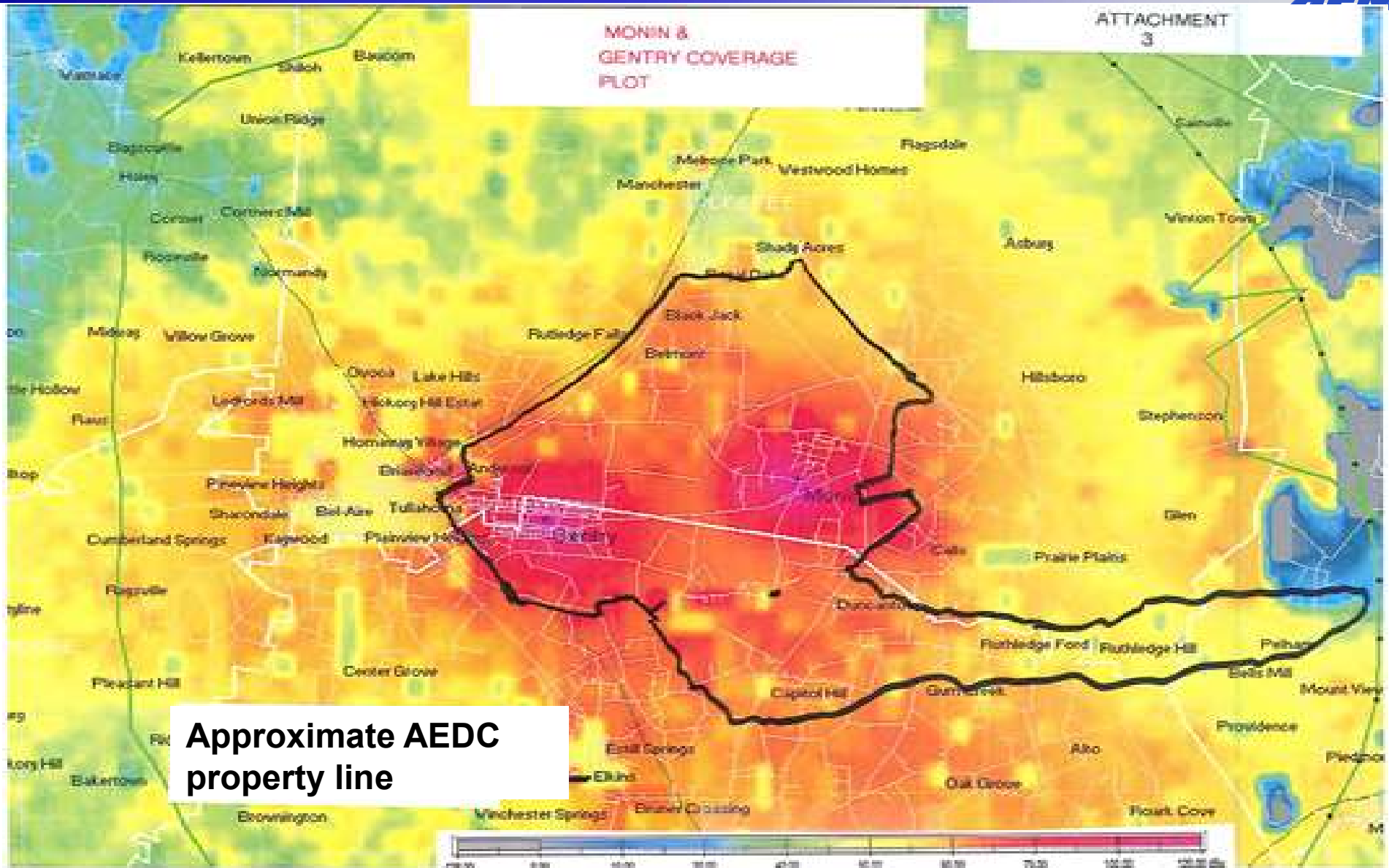
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PWS: 5b. Comm: Radio Frequency-Spectrum Management Coverage



AFMC



Approximate AEDC property line

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Performance Work Statement Networks

6. Networks



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PWS: 6. Networks: Network Footprint



- **~Five (5) Networks:**
 1. NIPRNet* Non-classified Internet Protocol Router Network
 2. SIPRNet* Secret Internet Protocol Router Network
 3. MWR Morale Welfare and Recreation (Tullahoma Light Tube local ISP)
 4. DATNet Data Analysis and Testing Network (local software testing)
 5. Alarm Networks (local)
 - **Multiple-Vendor Environment:**
 - Cisco, Juniper, Brocade, HP, Allied Telesyn, and Palo Alto
 - **~245 Communication Closets:**
 - ~530 layer 2 and 3 switches with Power over Ethernet (PoE) and non-PoE
 - ~4,500 connections
 - Day-to-day operations Includes Voice over Internet Protocol (VoIP) and Unified Communications (UC) Capabilities
 - **Long-haul DISA Node site coordination**
- * Connected to Department of Defense Information Network (DoDIN)

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PWS: 6. Networks: Network Environment



- **NIPRNet**
 - **Full control over all assets (except Boundary)**
 - **7 zones, Information Transfer Nodes (ITN) (Juniper)**
 - With Arnold AFB full control (Level 2 and 3)
 - **Edge buildings (Cisco) ~315 switches**
 - **Cisco Identity Services Engine (ISE) for PC authentication**
 - **Dual 1G circuits**
 - **Boundary integrated network operations and security center (I-NOSC)**
 - Controlled Arnold AFB touch maintenance only
- **SIPRNet**
 - **Full control over all assets (except Boundary):**
 - **Tactical Local Area Network Encryption (TACLANE) infrastructure**
 - **Most areas are single connection**

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Performance Work Statement Servers/System Administration



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7. Server / SharePoint / System Administration

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PWS: 7. Server Administration: Environment



- **Non-classified Internet Protocol Router Network (NIPRNet) / Secret Internet Protocol Router Network (SIPRNet)**
 - Windows Server, Linux, VMware ESXi, non-Windows
 - NIPRNet Servers: ~35 Physical, ~110 Virtual
 - SIPRNet Servers: ~10 Physical
 - Database, file, print, application, SAN, utility servers
- **MWR / Quality of Life (QoL)**
 - MWR Servers: ~10 Physical
 - ALOHA – Point of Sale (PoS) and Credit Card
 - RecTrac

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PWS: 7. Server Administration: System Administration



- **Server, DB, SAN, and Application Lifecycle Support**
 - **Cradle to Grave**
 - **Outage Management** - scheduled and unscheduled
 - **Configuration and Change Management**
 - Drawings, Labels, Lists, Hardware/Software Baselines
 - **Maintain compliance and currency**
 - Security Technical Implementation Guides (STIGs)
 - Patching; Operating System and Application Upgrades
 - File share access and permissions
 - Refresh planning and forecasting
 - Preventive Maintenance
 - **Monitor Performance and Capacity**
 - **Troubleshoot issues & customer trouble ticket resolution**
 - ~190 Remedy tickets resolved per month

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PWS: 7. Server Administration: Server Details



AFMC

| Network | Management | Quantity | Applications |
|---------|--------------------|----------|--------------|
| NIPR | BCITS Managed | 53 | ~100 |
| NIPR | TOS Managed | 57 | ~125 |
| NIPR | Enterprise Managed | 27 | ~25 |
| NIPR | PMO Managed | 4 | ~10 |
| SIPR | BCITS Managed | 5 | ~6 |
| SIPR | Enterprise Managed | 5 | ~5 |
| MWR | BCITS Managed | 8 | ~8 |
| MWR | PMO Managed | 2 | ~2 |

- PWS will have a detailed Appendix with quantities and support levels
- There are ~800 NIPR file shares

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PWS: 7. Server Administration: SharePoint Management



- **AF Portal**
 - **Serve as content manager for (2) AF Portal sites**
- **Enterprise Information Management (EIM) Support**
 - **Participate in all EIM efforts**
 - **SharePoint 365 Administration**
 - Local SharePoint Point of Contact (POC) and subject matter expert (SME)
 - Provides site owner and site member training
 - Trouble ticket resolution for customers
 - Site Collection Administrator (SCA) for AEDC site collections
 - 220 organizational sites
 - 470 community sites
 - Note - These quantities include subsites

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Performance Work Statement Knowledge Operations



8. Knowledge Operations

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AEDC/TSDIA

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PWS: 8. Knowledge Operations: Records Management (RM)



Alternate Base Records Manager (BRM)

- **Administer Records Management Program**
 - Air Force Records Information Management System (AFRIMS) account management
 - AFRIMS RM POCs: 45
 - Inventories/File Plans: 30 - 50
- **Assist Base Records Manager**
 - In conducting staff assistance visits (SAVs)
- **Assist Records POCs**
 - In maintaining working records and official records in the appropriate records repositories
- **Assist with training**

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PWS: 8. Knowledge Operations: Records Management (cont.)



- **Records Staging**
 - **Manage transitory staging area**
 - According to applicable guidance (AFI 33-322 & local plan)
 - Number of boxes in staging area: 300 (amount varies)
 - Process hardcopy for transfer, destruction, or digitization
- **Designated Records Management POCs**
 - **Manage & maintain records**
 - In area(s) of responsibility

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PWS: 8. Knowledge Operations: Publications and Forms Management



- **Publications & Forms Manager/Alternate TODO**
 - **Manage the lifecycle of AEDC/Arnold AFB publications & forms**
 - Current AEDC forms 35
 - Current AEDC/Arnold AFB Publications 67
 - **Assist with training and support**
 - **Maintain Pubs/TODO SharePoint sites.**
 - **Alternate TODO**
 - Manage 2 accounts with 12 sub-accounts



Bus Tour Plans



AFMC

Morning Wrap Up and Bus Tour

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Bus Tour



- **Must be US Citizens**
- **Tours will depart from and return to the GLC**
- **Take index cards**
 - To write questions on during the tours, drop in trays at GLC
- **We will not depart the bus during the tour**
- **Tour will take approximately one hour**

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Afternoon Schedule



AFMC

11:50 PM - 1:00 PM

LUNCH BREAK

GROUP A

1:00 PM - 2:50 PM One-on-ones with Government

3:00 PM - 4:00 PM Base Windshield Tour

GROUP B

1:30 PM - 2:30 PM Base Windshield Tour

3:00 PM - 4:50 PM One-on-ones with Government

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Lunch Break



AFMC

Lunch

Resume at 1:00

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Afternoon Schedule



AFMC

11:50 PM - 1:00 PM

LUNCH BREAK

GROUP A

1:00 PM - 2:50 PM One-on-ones with Government

3:00 PM - 4:00 PM Base Windshield Tour

GROUP B

1:30 PM - 2:30 PM Base Windshield Tour

3:00 PM - 4:50 PM One-on-ones with Government

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Closing Remarks



Closing Remarks

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Thank You



**for Supporting AEDC's
BCITS III Industry Day**

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