



**CONTINENTAL UNITED STATES NORTH AMERICAN AEROSPACE
DEFENSE (NORAD) REGION (CONR)-FIRST AIR FORCE (1 AF) AIR
FORCES NORTHERN (AFNORTH) SUPPORT SERVICES**

PERFORMANCE WORK STATEMENT

TYNDALL AIR FORCE BASE. FLORIDA

Date: September 14, 2021

DRAFT

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1.0 General

1.1. Scope

The contractor shall provide all management and labor necessary to support Continental United States NORAD Region (CONR), First Air Force (1 AF) Air Forces Northern (AFNORTH) Tyndall AFB, FL and its associated units at Eastern Air Defense Sector (EADS), Rome, NY; and Western Air Defense Sector (WADS) at Joint Base Lewis-McChord (JBLM) AFB, WA. All work performed by the contractor shall be performed in accordance with all applicable laws, regulations, Headquarters Air Force (HAF) standards, instructions, and commercial practices.

1.2. Transition

Transition is defined as the tasks required in order to transfer support of the existing services from the incumbent contractor to the new contractor in a collaborative and supportive manner. During the startup period, contractor management shall work closely with assigned government personnel to review facilities, policies, and procedures to provide services outlined in the PWS as seamlessly as possible. The intent of the startup transition is to minimize the risk associated with the potential disruption of service resulting from transferring responsibility from one contractor to another. During this transition period, it is expected that the contractor shall hire adequate staff to fulfill the obligations of the PWS. At the conclusion of the transition period, which will last up to 14 days, the contractor shall assume complete responsibility for the performance of the work detailed within this PWS. If incumbent work force is hired, no transition period should be required.

1.3. Government Requirement for Contractor Identification

All contractor personnel shall at all times be identified as contractors by e-mail, in person, and over the telephone.

1.4. Hours of Operation

Unless otherwise stated in the PWS, the normal duty hours shall be Monday through Friday 0730 to 1630. Core hours shall be 0900 to 1500.

1.4.1. Extended Work Week (EWW)

The mission of CONR-1 AF (AFNORTH) may require that contractors exceed the standard work week. In that event, COR will notify the contractor that the EWW is authorized and will provide the effective dates.

1.4.2. Non-Core Hours

Some task activities may require non-core hours of operation and rotating schedules. For example, a single shift may be three days on, two days off, or Sunday through Thursday. These non-core hour tasks have been identified within the individual PWS paragraphs. The government may switch scheduling to meet mission requirements.

1.4.3. Shift Work

Some of the task activities must be performed 24 hours per day, 7 days per week, accordingly, shift work for those contractor employees performing these services is normal. The activities requiring shift work have been identified within the individual PWS paragraphs. However, when it is necessary for functions to be performed during non-core hours or limited usage time (afternoon

or night shifts), the government reserves the right to request flexible work hours from contractor personnel.

1.4.4. Overtime

Overtime may be required for exercises or contingencies. This requirement has been identified within the individual taskings in the PWS. Overtime for Service Contract Act (SCA) exempt personnel will be paid straight time. Non-exempt personnel will be paid time and a half (1.5 multiplier).

Prior approval from the COR is required before overtime is worked. Notification by e-mail must contain the following: employee name, hours needed, the dates when the hours will be worked, and the reason why overtime is needed.

1.4.5. On-Call Requirements

Some task activities may require the contractor to be “on-call.” On-call status includes weekdays and weekends with the following criteria:

1.4.5.1. Must carry operational government supplied cellular phone at all times while in on-call status.

1.4.5.2. If an issue cannot be resolved over the phone, contractor shall physically respond within one hour of being contacted.

1.4.5.3. Limit travel to an area/distance that shall allow for a one hour physical response time.

1.4.5.4. Must be prepared to act quickly, responsibly, and predictably while in on-call status.

1.4.5.5. Required to document each call and response/resolution provided and recorded during the first normal business day.

1.4.5.6. On-call tasks have been identified within the individual taskings in the PWS.

1.4.5.7. The government will only reimburse the contractor when the contractor resolves an issue over the phone or performs the task at the contractor’s duty section.

1.4.5.8. Re-imbursement may include either compensation time or overtime at the COR’s discretion.

1.4.6. Federal Holidays

If these holidays fall on Saturday, the preceding Friday shall be observed. If these holidays fall on Sunday, the following Monday shall be observed. If a holiday falls on a scheduled service day, the contractor shall be responsible for rescheduling services for the first day post the holiday observance.

New Year’s Day - 1 January

Martin Luther King Day - 3rd Monday in January
President's Day - 3rd Monday in February
Memorial Day - last Monday in May Independence Day - 4 July
Labor Day - 1st Monday in September
Columbus Day - 2nd Monday in October
Veteran's Day - 11 November
Thanksgiving Day - 4th Thursday in November
Christmas Day - 25 December

1.4.7. Down Days

These are days designated by MAJCOM or CONR-1 AF (AFNORTH)/ CC as non-working days. The government reserves the right not to allow all non-essential tasks to be performed on these days. The estimated number of down days is eight per year.

1.4.8. Billable Hours

Billable hours are hours established in the contract workschedule as duty hours, overtime hours, or on-call hours. In order for an hour to be billable to the Government, the contractor employee must have performed as required in the work schedule.

1.5. Continuity of Operations Plan (COOP)

When an emergency situation affects the Tyndall AFB, FL area, CONR-1 AF (AFNORTH) may issue an operations order (OPORD) to execute the CONR-1 AF (AFNORTH) COOP. The COOP provides the mission requirement, guidance, and a CONOPS for ongoing preparations and conduct of alternate AOC and Joint Operations Center (JOC) operations at a designated alternate work location. Additionally, the plan provides for the continuance of the CONR-1 AF (AFNORTH)/JOC mission essential task (MET) and supporting tasks during emergencies that affect CONR-1 AF (AFNORTH)/JOC's capability to operate from their normal operating locations. The contractor shall comply with all requirements and procedures IAW the COOP upon notification by the COR or CO.

1.6. Mission Essential Personnel

Contractor shall provide services designated as essential contractor services in accordance with DFARS 252.237-7600. The Contractor shall be prepared to continue providing such services, in accordance with the terms and conditions of their contracts, during periods of crisis. The designation of services as essential contractor services will not apply to an entire contract but will apply only to those service functions that have been specifically identified as essential contractor services by the functional commander or civilian equivalent. If approved by the COR and Contracting Officer, the contractor shall participate in training events, exercises, and drills associated with Government efforts to test the effectiveness of continuity of operations procedures and practices. Services in which mission essential applies are identified in the position descriptions and IAW Appendix D).

1.7. Contingencies

During contingencies/exercises, the contractor may be required to surge to longer shifts outside CONR-1AF (AFNORTH) "core" hours and perform duties outside normal day-to-day responsibilities to support operations. All tasks in this PWS have a contingency role and may be

subject to this paragraph. In addition, all contingency contractors shall comply with director's instructions. The contractor may be required to perform operations in a telework environment or at other designated location.

1.8. Mission Availability

The government may recall contractor to perform duties described in the PWS, the government may seek to determine the contractor availability to perform contract tasks following a man-made or natural disaster (actual or exercise). When such an availability determination is required, the contractor project manager (PM) will account for contractor personnel performing duties under this PWS in the affected area and report contractor mission availability to the COR.

1.9. Contractor Training

The government may request the contractor to attend conferences, symposiums, and training course/sessions to provide interface and attain knowledge necessary for the performance of PWS requirements. All in-residence training courses must be approved by the COR in writing prior to the contractor making a commitment to attend the course.

1.9.1. Anti-Terrorism Training

The AF will provide appropriate Level 1 antiterrorism awareness training to contractor employees as required for mission requirements. This training shall be requested through the COR.

1.9.2. Derivative Classification Training

The AF will provide initial training on Derivative Classification and Marking Classified Information. Derivative classification refresher training must be accomplished every 2 years (after initial training).

1.9.3. Ancillary Training.

The contractor shall take all ancillary training courses that the government requires for all military and Civil Service employees and any specific course pertaining to a task, such as land mobile radio (LMR).

1.9.4. OPSEC Training.

OPSEC training will be provided upon award. Training for all contractors will be tracked and maintained.

1.9.5. New or Updated Technology Training

Training in support of new or updated technology for the mission requirements will be provided once by the AF for the initial cadre of contract employees working at the time of the upgrade or receipt of new equipment/technology. The method, amount, and need for training will be defined by the AF. The contractor shall be responsible for training any subsequent employees.

1.9.6. Crew Mission Ready Certification

The contractor must complete any required training to become or retain Crew Mission Ready certification. The contractor is required to meet Crew Mission Ready status for any mission-specific requirements as established by the government.

1.10. Travel

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs shall be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel. The Joint Travel Regulations (JTR) and FAR 31.205-46, "Travel Costs," shall be the basis for the determination as to reasonable and allowable. Addition of general and administrative (G&A) and profit to travel costs is not authorized. Maximum use is to be made of the lowest available customary standard coach or equivalent airfare accommodations available during normal business hours. All necessary travel meeting the above criteria shall be approved in advance by the COR. Exceptions to these guidelines shall be approved in advance by the COR. In emergency deployment situations, contractor personnel may be required to travel in government aircraft (or other forms of transportation). In these instances, the Government will not be liable for any injury or harm to the contractor personnel as a result of or during this travel.

1.11. Operating Instructions

Adhere to the Air Force activity Operating Instruction (OI) for internal circulation control, protection of resources and to regulate entry into Air Force controlled areas during normal, simulated and actual emergency operations.

1.12. Publications

Can be accessed on-line at <http://www.e-publishing.af.mil/>. Supplements or amendments to listed publication from any organizational level may be issued during the life of the contract. The contractor shall immediately implement those changes in publications, which result in a decrease, or no change in the contract price. Prior to implementing any such revision, supplement, or amendment that will result in an increase in contract price, the contractor shall submit to the CO a price proposal and obtain prior approval. Price proposals shall be submitted within 15 calendar days from the date the contractor receives notice of the revision, supplement, or amendment giving rise to the increase in cost of performance. Changes in the contract price due to supplements and amendments shall be considered under the FAR 52.212-4, Contract Terms and Conditions - Commercial Items clause. Failure of the contractor to submit a price proposal within 15 calendar days from the date of receipt of any change, shall entitle the government to performance in accordance with such change, at no increase in contract price.

1.13. Freedom of Information Act (FOIA) Program

The contractor shall comply with DoD Regulation 5400.7/Air Force Supplement, DoD Freedom of Information Act Program requirements. The regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material.

1.14. Privacy Act (PA) Program

The contractor shall comply with DoD 5400.11-R, The Privacy Act Program requirements and Air Force Instruction 33-332. The regulation sets mandatory guidelines for collecting, safeguarding, maintaining, using, accessing, amending, and disseminating personal information kept in systems of records to comply with the Privacy Act, Title 5, United States Code (U.S.C.), and Section 552a.

1.15. Resumes/Qualified Staffing

The contractor shall obtain resumes showing that contractor personnel are qualified for the tasks they are performing. Within 15 days of contract award or replacement of personnel during the life of the contract, the government may request and verify contractor personnel are qualified for the tasks they are performing. If the COR determines that the person is not qualified, the contractor shall replace the person within 30 days of contract effective date.

1.16. Staffing Levels

The contractor shall fill a position within 30 work days of a position becoming vacant or the contractor becoming aware of an impending vacancy (whichever occurs earlier).

1.17. Monthly Status Reports

The contractor shall submit a monthly status report that contains a personnel listing (name, position, corresponding PWS paragraph) and contract costs. Cost data will cover current, cumulative contract and projected underrun/overrun costs. Report is due 15 days after month's end.

1.18. List of Employees

The contractor shall maintain a current listing of employees. The list shall include employee's name, level of security clearance, and assigned PWS paragraph/title. The list shall be validated and signed by the company facility security officer (FSO) or program manager. A personnel listing will be included in the monthly status report and provided to the CO and COR.

2.0 Description of Services

The contractor shall provide the positions outlined in the following paragraphs to support 1 AF (AFNORTH) operations.

2.1. Workload Requirements and Position Information

1 AF (AFNORTH) Support Services Workload/Position Information					
Job Description	PWS Paragraph	Mission Critical (Yes or No)	Shift Work/Overtime Availability (Yes or No)	Full Time Equivalent (FTE) Hours	Location
Command Section					
Senior Knowledge Management Specialist	2.4.4	Yes	Yes	1,920	Tyndall AFB, FL
Deputy JOC Chief	2.5.11	Yes	Yes	1920	Tyndall AFB, FL
A3					
Global Force Management Specialist	2.5.13	Yes	Yes	1,920	Tyndall AFB, FL
Operations Planning	2.5.7	Yes	Yes	3,840	Tyndall AFB, FL
A4					
Civil Engineer	2.3.2	Yes	Yes	1,920	Tyndall AFB, FL
Domestic Operations (DOMOPS) Desk Specialist	2.6.1	Yes	Yes	7,680	Tyndall AFB, FL

Facility Manager	2.3.4	Yes	Yes	1,920	Tyndall AFB, FL
A5					
Administrative Assistance	2.2.1	No	No	1,920	Tyndall AFB, FL
A7					
Administrative Assistance	2.2.1	No	No	1,920	Tyndall AFB, FL
Exercise Planner	2.5.4	No	No	1,920	Remote
Special Projects Officer	2.5.9	Yes	Yes	1,920	Tyndall AFB, FL
Training Analysis and Management	2.7.3	Yes	Yes	1,920	Tyndall AFB, FL
Air Operations Center					
Air Defense Sector Operations	2.5.1	Yes	Yes	3,840	Tyndall AFB, FL
Entry Control Point (ECP) Technician	2.6.2	Yes	Yes	3,840	Tyndall AFB, FL
Joint Information Coordination Cell (JICC) Support	2.5.5	No	Yes	1,920	Tyndall AFB, FL
AFRCC					
Administrative Assistance	2.2.1	No	No	1,920	Tyndall AFB, FL
Eastern Air Defense Sector					
Allied Trades	2.3.1	No	Yes	1,920	Rome, NY
Air Defense Systems (ADS) Training Manager	2.7.1	No	No	1,920	Rome, NY
Audio Visual (AV) Technician	2.4.1	No	No	1,920	Rome, NY
Communications Focal Point	2.4.2	Yes	Yes	1,920	Rome, NY
Electrical Systems Support	2.3.3	Yes	Yes	1,920	Rome, NY
Flight Operations Specialist (Scheduling Analyst)	2.5.11	Yes	Yes	1,920	Rome, NY
Information Technology	2.4.3	No	No	1,920	Rome, NY
Network Analyst	2.4.5	No	No	1,920	Rome, NY
Personnel Program Specialist	2.2.2	No	No	3,840	Rome, NY
Powered Support System Mechanic	2.3.5	Yes	Yes	1,920	Rome, NY
Standardization and Evaluation Analyst	2.5.10	Yes	Yes	1,920	Rome, NY
NSEP					
Administrative Assistance	2.2.1	No	No	1,920	Tyndall AFB, FL
DSCA Cell Operations Support	2.5.3	Yes	Yes	1,920	Tyndall AFB, FL
Lead DSCA Cell Operations Manager	2.5.2	Yes	Yes	1,920	Tyndall AFB, FL
Mission Support Analysis	2.5.6	Yes	No	1,920	Tyndall AFB, FL
Training Manager and Operations Analyst	2.7.3	Yes	Yes	1,920	Tyndall AFB, FL
Western Air Defense Sector					
Air Defense Systems Training Management	2.7.1	No	No	1,920	JBLM, WA

Audio Visual (AV) Technician	2.4.1	No	No	1,920	JBLM, WA
Electrical Systems Support	2.3.3	Yes	Yes	1,920	JBLM, WA
Information Technology	2.4.3	No	No	1,920	JBLM, WA
Personnel Program Specialist	2.2.2	No	No	1,920	JBLM, WA
Powered Support System Mechanic	2.3.5	Yes	Yes	1,920	JBLM, WA
Standardization and Evaluation Analyst	2.5.10	No	No	1,920	JBLM, WA
101 ACOMS					
Communications Focal Point	2.4.2	Yes	Yes	1,920	Tyndall AFB, FL
Information Technology	2.4.3	No	No	7,680	Tyndall AFB, FL

2.2. Administrative Support Positions

2.2.1. Administrative Assistance

2.2.1.1. The contractor shall prepare a wide variety of correspondence and reports and compose routine non-technical correspondence, such as letters of acknowledgement or notification.

2.2.1.2. Consolidate and finalize information for various reports; gather and summarize information from files and documents for supervisor's use in responding to inquiries; edit documents for correct grammar, spelling, capitalization, punctuation, and format.

2.2.1.3. Screen incoming mail, receive telephone calls, and greet visitors.

2.2.1.4. Maintain supervisor's calendar, schedule appointments, meetings, and conferences.

2.2.1.5. Review and update office procedures to ensure effective and efficient operations regarding the clerical, procedural, and administrative work of the unit.

2.2.1.6. Establish, maintain, purge, and dispose of office records and files in accordance with regulations and procedures.

2.2.1.7. Make travel arrangements including scheduling transportation, making lodging reservations, and preparing travel orders and vouchers.

2.2.1.8. Prepare, consolidate, submit, and maintain time and attendance records in accordance with established procedures.

2.2.1.9. Gather all requisitions for office supplies, printing support, and related materials and services.

2.2.1.10. Update tracker or suspense files as required.

2.2.2. Personnel Program Specialist

2.2.2.1. The contractor shall provide personnel management and administrative support to unit staff.

2.2.2.2. Consolidate and finalize information for various reports; gather and summarize information from files and documents for supervisor's use in responding to inquiries; edit documents for correct grammar, spelling, capitalization, punctuation, and format.

2.2.2.3. Screen incoming mail, receive telephone calls, and greet visitors.

2.2.2.4. Maintain supervisor's calendar, schedule appointments, meetings, and conferences.

2.2.2.5. Review and update office procedures to ensure effective and efficient operations regarding the clerical, procedural, and administrative work of the unit.

2.2.2.6. Establish, maintain, purge, and dispose of office records and files in accordance with regulations and procedures.

2.2.2.7. Make travel arrangements including scheduling transportation, making lodging reservations, and preparing travel orders and vouchers.

2.2.2.8. Prepare, consolidate, submit, and maintain time and attendance records in accordance with established procedures.

2.2.2.9. Gather all requisitions for office supplies, printing support, and related materials and services.

2.2.2.10. Update tracker or suspense files as required.

2.2.2.11. The personnel support specialist must maintain currency of changing personnel instructions through frequent communication with higher headquarters, including state HQs, HQ Air National Guard (HQANG), ACC, AFNORTH and, Air Reserve Personnel Center (ARPC).

2.2.2.12. Responsible for the Unit Manpower Document (UMD). Maintain military unit manning documents; coordinate all moves within the sector; accomplish AF Forms 2096 and SF 52 personnel actions for processing. Provide weekly updates on the document, identify changes, errors (if any), and fix actions.

2.2.2.13. Manage and track gains and losses in the unit. Report personnel full-time strength and accountability to higher headquarters and provide situation reports on unit personnel strength and accountability to the Operations duty officer daily.

2.2.2.14. Maintain and analyze statistical data of unit personnel authorized versus assigned and trained for status of reports and training (SORTs) reporting.

2.2.2.15. Responsible for unit job announcements. Manage, generate, and advertise job announcements when vacancies occur within the organization. Collect applications; review for accuracy, provide guidance to selecting officials, and process forms for newly selected individuals. Also assist in advertising ANG positions outside the organization.

2.2.2.16. Process officer and enlisted promotion requests, provide guidance to supervisors, and maintain liaison with local Command Support Staff.

2.2.2.17. Prepare active duty orders for drill status guardsman personnel.

2.2.2.18. Manage the selective retention process. Ensure the members are briefed and counseled on the state's selective retention process and assist the chain of command with notifications to members being retained/non-retained.

2.2.2.19. Process retirement/separation requests.

2.2.2.20. In-process and out-process unit personnel and augmentees. In-process personnel: provide checklist, construct welcome packages as necessary for new members, obtain required forms (voluntary consent, personal information, etc.), update personnel files, brief members on local policies (pay, billeting, orders, and UTA policies), and make billeting arrangements for drill status guardsmen (DSG) personnel coming in to perform duty. Out-process personnel: provide checklist, obtain copy of orders, obtain forwarding address and phone, update files personnel information files (PIFs), and update pay records.

2.2.2.21. Coordinate updates and corrections of Point Credit Account Reporting (PCARS) of Sector personnel within the military personnel systems.

2.2.2.22. Coordinate all requests for demobilization and/or mobilization between member, state HHQ, ANG, and MAJCOM.

2.2.2.23. Track personnel pending active guard reserve (AGR) (full-time) tour expiration, suspense pending renewals, process extension or termination paperwork as required, and maintain AGR orders for all personnel.

2.2.2.24. Request and produce personnel management products and reports.

2.2.2.25. Manage unit leave program.

2.2.2.26. Manage Squadron's Sponsorship Program; request sponsor through chain of command, ensure sponsor is trained, and welcome package and letter are sent to new member.

2.2.2.27. Provide customer service to members at all levels of command that need information and assistance with programs provided by the commander's support staff (general questions, MilPDS requests, research AF instructions and policies, etc.).

2.2.2.28. Experience in access of military personnel systems: MilPDS, vPC-GR, vMPF, PRDA, AROWS, LeaveWeb, CMAS, AF Portal, and AF/ANG Community of Practice (CoPs).

2.2.2.29. Experience with maintaining manpower documents, personnel records, active guard/reserve tour management, ANG hiring practices, military leave program, and a myriad of other personnel actions.

2.2.2.30. Experience with administrative communications, correspondence, and general office management.

2.2.2.31. Ability to manage multiple tasks while handling a large volume of work with frequent interruptions. Ability to deal effectively with personnel at various levels of command, both orally and in writing. Trained in Information Assurance, Information Protection, Operations Security, Physical Security, Force Protection, Intel Awareness, Human Relations and Records Management Level I and II.

2.3. Facility Support

2.3.1. Allied Trades

2.3.1.1. Carpentry, finish and rough; roofer; plumber; painter; appliance and equipment repair; concrete; facilities maintenance technician; grounds keeping; and laborer support.

2.3.1.2. Construct, maintain and repair test articles, structures, facilities, and associated test support requirements. Perform building and office renovations and routine facility maintenance.

2.3.1.3. Support meetings, shredder runs, moving equipment items, and logistical support including requisitioning and picking up materials from local vendors.

2.3.1.4. Support projects and perform site maintenance to include operating tractors, Bobcat, sweepers, plow, snow throwers and towed or attached equipment to transport materials and equipment, digging, loading, spraying, clearing, or mowing.

2.3.1.5. Perform plumbing duties such as the following: troubleshoot/test various plumbing systems and equipment including backflow prevention devices such as reduced pressure principle devices, double check devices, atmospheric vacuum breakers, and other cross connection devices. Independently install, modify, repair, and maintain a variety of new and existing utility, supply, and disposal systems and equipment such as sewage, water, oil, and gas distribution systems, and water closets, tubs, backflow prevention devices/assemblies, fire sprinkler systems, and showers. Plan and accomplish work from initial layout to final assembly which involves interpreting and applying building plans, specifications, blueprints, sketches, and other plumbing guides/codes using shop mathematics.

2.3.1.6. Perform carpentry duties such as the following: independently apply skilled methods, techniques, and advanced shop mathematics to construct, install, repair, and modify a wide variety of structures. Plan and complete work from initial layout to final assembly by interpreting and applying complex building plans, specifications, blueprints, sketches, and other guides and codes. Apply a full range of carpentry methods in accomplishing complex tasks requiring construction of irregular sizes, shapes, and angles with precise fits and accurate dimensions.

2.3.1.7. Perform masonry duties such as the following: maintain, repair, and construct cement and concrete surfaces. Performs masonry tasks involved in the maintenance, repair, alteration, and construction of interior and exterior surfaces and structures. Compute concrete requirements and operate a cement mixer to mix and prepare concrete, ensuring the proper amount of cement, sand, stone, and water are used. Pour, spread, and level cement and concrete. Determine the type of mortar or concrete mix required. Mix concrete for smaller jobs or receive concrete from truck mounted mixers when large amounts are poured.

2.3.1.8. Perform painting duties such as the following: prepare various surfaces of interior and exterior components of buildings and other structures by mechanically and chemically removing old paint and rust, filling cracks, sanding, and applying fillers and base coats. Mix, thin, blend, and match tints and tones of coating materials. Apply coating materials using brushes, rollers, spray guns, and other means of application.

2.3.1.9. Perform roofing duties such as the following: repair and install roofs consisting of asphalt, tile, slate, roll roofing, felts, and shingles. Remove and replace sections of old, damaged, rotted, or deteriorated roofs. Repair leaks in roofs and install new roofing as required, including flashing and other roofing accessories. Operate asphalt kettle to heat asphalt to proper working temperature. Use hoist for raising asphalt and roofing materials to roof level.

2.3.1.10. Perform repair and preventative maintenance duties such as the following: examine, troubleshoot, and repair appliances, equipment, and systems. Perform preventive maintenance services. Conduct periodic preventive and recurring inspections, e.g.; lubrication in accordance with manufacturers' instructions and checking voltage and amperage changes in electrical equipment. Inspect equipment for condition and proper operation. Determine nature and complexity of repair(s) needed and repair items. Examine for wear and tear and replace worn out parts, bushings, linkage pins, and unserviceable system units and components. Disassemble, clean, and inspect for defective parts. Perform needed repairs by replacing, reworking, or refinishing worn or damaged parts and components. Operate equipment to assure it is running properly and make needed adjustments. Maintain records on repair; preventive and unscheduled maintenance.

2.3.1.11. Perform grounds keeping duties such as the following: operate large, complex riding lawn mowers and similar types of specialized mowing equipment (e.g., multiple and independently-controlled cutting decks) and/or specially designed riding mowers that operate on slopes and require constant attention to working space and environment. Operate various controls and levers to maneuver equipment and lift, lower, adjust, engage, and disengage components or attached devices when working around trees, trenches, large potholes, slopes, curbs, rocks, and other visible obstacles.

2.3.1.12. Utilize safety practices and procedures following established safety rules and regulations and maintain a safe and clean environment. Use and assure proper fit of required safety equipment and clothing. Follow federal and state rules when storing, using, handling, labeling, and disposing of hazardous materials and waste in accordance with environmental standards. Perform clean-up duties such as cleaning equipment, sweeping, straightening, and lining up tools, and other property in the assigned area.

2.3.1.13. Occasional and emergency overtime may be required, shift work and non-core hours will be required.

2.3.2. Civil Engineer

2.3.2.1. The contractor shall assist in the following: determines requirements, establishes plans, provides designs and directs operations, maintenance, repair, alteration and construction of facilities and utility systems. Determines proper use of facilities and effective use of utility systems. Acts as technical representative and engineering consultant for operations and maintenance activities. Responsible to monitor unit infrastructure and provide assistance in construction, maintenance, and repair of Air Force real property; operation of utility systems; fire prevention, protection, and aircraft crash rescue; readiness; explosive ordnance disposal.

2.3.2.2. Functions include planning and programming for maintenance, repair, and construction requirements; design and preparing plans and specifications for contracts, contract inspection, budgetary development and planning; establishing standards, requirements, and funds management for personnel, supplies, and equipment; environmental protection and base procedures for construction and maintenance of environmental improvements at steady state alert sites and contingency locations supporting Homeland Defense in the NORAD and USNORTHCOM Area of Operations. Should have knowledge of readiness, fire protection operations and explosive ordnance disposal; budgetary and programming cycles and budgeting experience; civil engineer unit type codes, unit manning documents, wartime tasking, contingency planning and mobilization procedures.

2.3.2.3. Verify projects are in compliance with building codes, regulations, and life safety standards.

2.3.2.4. Monitors the full range of civil engineering activities supporting contingency operations in theater; maintains liaison with AFNORTH, ANG and HQ ACC A4 staff and engineer functions of other components and joint task forces.

2.3.2.5. Coordinates programs with ANG staff, MAJCOMs, Wing and Unit to support command initiatives and Air Force objectives.

2.3.2.6. Proficient in technical writing and evaluation of complex and highly technical A&E and construction proposals.

2.3.2.7. Overtime may be required.

2.3.2.8. This position is mission essential.

2.3.3. Electrical Systems Support

2.3.3.1. Design, install, modify, repair, troubleshoot, and maintain various electrical systems, controls, and equipment located in and near installation buildings and structures.

2.3.3.2. Must have thorough knowledge of installation and maintenance of commercial electrical systems and associated equipment. Must have knowledge of principles of electricity & electronics, including computation and measurements of common properties such as resistance, inductance, capacitance, voltage, and current. Must have knowledge of construction, installation, operation, and troubleshooting of sophisticated circuitry and controls associated with unique projects. Must have working knowledge of associated trades such as power production and HVAC. Must be able to work individually and alongside other trades in maintaining equipment.

2.3.3.3. Must be able to use and maintain a variety of hand, hydraulic, and power tools, such as screwdrivers, pliers, wire cutters, cable pullers, hand conduit benders, electrical conduit benders and pipe threading machines. In addition, must have knowledge of and use a wide variety of test equipment including test lamps, multi-meters, circuit analyzers, circuit breaker testers, voltage recording meters, meg ohm meter, watt meters, ohmmeters, and ammeters.

2.3.3.4. Must be able to install and maintain distribution lines of various voltages used to supply transformers, distribution panels, switchgear, power and control circuits, UPS systems, high intensity discharge lighting systems, and related equipment, install new circuits and equipment, move and/modify existing circuits and equipment when required. Must be able to test maintain lightning protection components. Must be able to work on energized systems.

2.3.3.5. Must be able to assist engineers in the design and implementation of a wide variety of electrical systems. Must have wide knowledge of various parts used in the electrical field and be able to research parts and equipment utilizing various methods to include printed matter and computer based matter. Validate and oversee contracts and contractors work, give technical support to Sector complex tenants. Creates and modifies blueprints and documents panel schedule changes. Keeps blueprints and panel schedules up to date with most current changes. Maintains facility maintenance records.

2.3.3.6. Must be willing to learn and perform Sector Battle Control Center (BCC) utilities operator tasks.

2.3.3.7. Must be able to work from blueprints, wiring diagrams and schematics, engineering drawings, technical manuals, maintenance manuals, and repair manuals to determine the necessary and proper repairs and/or replacements. Follow all Air Force regulations, local base regulations, National Safety Code (NFPA 70E) and National Electrical Code (NFPA 70).

2.3.3.8. Must be able to troubleshoot and repair defective equipment and faulty wiring.

2.3.3.9. Must be able to troubleshoot electrical circuits containing electronic components in order to isolate the cause of the malfunction, whether electrical or electronic, in complex relay logic circuits for electrical control systems, computer interface devices, analog/digital controls, and solid state motor control circuits.

2.3.3.10. Test and maintain gasoline and diesel generators for proper electrical output. Conduct periodic load tests to ensure adequacy of back-up power systems. Troubleshoot and diagnose complex repair situations involving the electrical components of electrical power production, power distribution, and HVAC systems. Systems include a wide variety of compressors, refrigerant, motor controls and other components.

2.3.3.11. Must utilize safe practices and procedures following established safety rules and regulations. Maintain a safe and clean work environment. Use required safety equipment and clothing (PPE). Use lock-out/tag-out program and follow all locally developed safety programs. Wear protective clothing and gear and required. May work with hazardous materials such as asbestos or accumulated waste. May work in confined spaces. Must have the ability to discern colors, contrast, and depth. Must not be afraid of heights. Will be required to learn CPR.

2.3.3.12. Emergency after hours and overtime work may be required.

2.3.3.13. Must have a minimum of 5 years' experience as a licensed Journeyman electrician.

2.3.3.14. This position is mission essential.

2.3.4. Facility Manager

2.3.4.1. Provide engineering expertise to coordinate and monitor the repair, renovation, alteration, and maintenance of assigned facilities.

2.3.4.2. Assure the optimal functioning of building systems including mechanical, electrical, and fire/life safety through planned maintenance inspections (PMI).

2.3.4.3. Use AF Form 332, Base Civil Engineer Work Request, and Microsoft (MS) office to initiate and document repairs, deficiencies, alterations, and new construction.

2.3.4.4. Coordinate support functions (such as vendors, custodial, security, fire, safety, health and environmental, grounds maintenance, and network infrastructure).

2.3.4.5. Verify projects are in compliance with building codes, regulations, and life safety standards.

2.3.4.6. Maintain and update documents and records using automated systems.

2.3.4.7. Serve as the energy conservation monitor.

2.3.4.8. Maintain key control.

2.3.4.9. Respond to fire department or security forces call out.

2.3.4.10. Monitor custodial contract and performance.

2.3.4.11. Liaise between users and host base.

2.3.4.12. Must be fully capable of acting independently to resolve issues associated with repair and construction projects.

2.3.4.13. On-call support shall be required.

2.3.4.14. This position is mission essential.

2.3.5. Powered Support Systems Mechanic

2.3.5.1. Install, inspect, and perform modifications and repairs to electrical power support systems such as electrical power plants and power distribution equipment.

2.3.5.2. Repair components such as generators, voltage regulators, governors, starter motors, fuel pumps, fuel lines, and oil pumps. Operate manual and remote switches, circuit breakers, rheostats, and other controls on a variety of automatic transfer switches, switchgears, and power distribution panels to perform necessary electric power control and distribution functions. Adjust cycling and synchronization of generators to meet electrical load demand, energizing and de-energizing circuits to control distribution of electric power to busses and feeder circuits; and related equipment.

2.3.5.3. Perform preventive maintenance on electrical power support systems. Check equipment for fuel, lubricants, coolant, and battery water levels; checks pumps, batteries, fan belts, and spark plugs for wear and tear or replacement. Check engine performance, generator bearings, and oil and temperature gauges. Change fuel filters, oil filters, air filters, and lube oil. Adjust thermal and safety controls.

2.3.5.4. Train and/or guide lower grade or lesser experienced employees as required.

2.3.5.5. Troubleshoot electrical power support systems such as electrical power plants and power distribution equipment. Perform visual, auditory, and dimensional checks on system components such as engines and electrical accessories of engines to determine extent of wear and parts to be repaired or replaced.

2.3.5.6. Perform major repair, replacement, and overhaul of power support system components such as diesel, multi-fuel, or gas turbine engines, and electrical accessories of engines. Analyze and interpret blueprints, wiring schematics, control panel diagrams, technical manuals, and manufacturer's manuals. Adjust, repair, and replace major assemblies and components such as rings, pistons, rods, rod bearings, main bearings, seals, camshaft bearings, valves, valve guides, and gaskets for engines up to 3 to 8 cylinders and 500 horsepower.

2.3.5.7. Maintain records and documents actions; prepare accurate, complete, and up-to-date records of actions taken, and assure documentation is properly signed and coordinated in a timely manner. Use and maintain various types of hand and/or power tools, such as screwdrivers, pliers, wire cutters, soldering irons, cable pullers, hydraulic benders, and pipe threading machines. In addition, use a wide variety of test equipment including test lamps, multi-meters, circuit analyzers, circuit breaker testers, voltage recording meters, meggers, watt meters, ohmmeters, and ammeters.

2.3.5.8. Utilize safety practices and procedures following established safety rules and regulations and maintain a safe and clean work environment.

2.3.5.9. Use and assure proper fit of required safety equipment and clothing (Personnel Protective Equipment (PPE)).

2.3.5.10. Use lock-out-tag-out program and follow locally developed safety programs. Perform sector operations control center (SOCC) utilities operator tasks.

2.3.5.11. Work alongside other trades, power production, heating, ventilation, and air conditioning, in maintaining equipment.

2.3.5.12. Conduct periodic load-tests to ensure adequacy of system. Troubleshoot and diagnose complex repair situations involving the electrical components of electrical power plants and power distribution equipment. Systems include those with a variety of compressors and a variety of refrigerant controls. Systems use a variety of complicated motor controls and other controls to protect against overload or overheating.

2.3.5.13. May work with hazardous materials such as asbestos or accumulated waste. Required to wear PPE gear on occasion; require the ability to discern colors, contrast, and depth.

2.3.5.14. Occasional and emergency overtime may be required, shift work and non-core hours will be required.

2.3.5.15. This position is mission essential.

2.4. Information Technology

2.4.1. Audio/Visual (AV) Technician

2.4.1.1. The contractor shall perform administrative services in support of Radio and Display Systems (SCPT). This includes but is not limited to duties as directed by the Noncommissioned Officer in Charge (NCOIC), Radio and Display Systems.

2.4.1.2. Monitors ongoing operation of AV systems (ex: data walls, video conferencing (VTC) equipment, satellite television, terrestrial television, television displays, etc.) to ensure hardware and software are functioning and operational standards are met.

2.4.1.3. Monitors, reviews, and analyzes overall VTC equipment and system performance to ensure satisfactory operation.

2.4.1.4. Identifies and resolves AV related problems occurring within the assigned area of responsibility.

2.4.1.5. Responds to customer requests for assistance, ensuring trouble reports are handled expeditiously.

2.4.1.6. Troubleshoots hardware, software, infrastructure, and AV problems. Identifies and determines corrective actions to be taken due to failures not covered by established procedures.

2.4.1.7. Participates in the resolution of very complex problems.

2.4.1.8. Resolves partial system failures by providing revised applications of AV system operating capabilities, working through and around the problems with reduced capacity, and readjusting the system when full operating configuration is established.

2.4.1.9. Promotes AV security by ensuring compliance with established security plans, policies, and standards.

2.4.1.10. Participates in planning, monitoring, testing, maintaining, and implementing Multimedia AV, Video VTC as well as Video Display systems.

2.4.1.11. Reports other VTC network or equipment problems for appropriate maintenance action by the support contractor.

2.4.1.12. Installs video switching devices, media converters, wall monitors/televisions, and video control devices that support AV systems.

2.4.1.13. Resolves connectivity and interoperability conflicts between AV components.

2.4.1.14. Provides technical hands-on oversight with software installations, hardware configurations, and communication networking. Analyzes reliability of installed equipment and software to identify and correct problems.

2.4.1.15. Identifies trends in the types and frequency of errors and recommends changes to ensure optimum effectiveness is achieved.

2.4.1.16. Develops instructions for and leads technicians with installing, implementing, integrating, and maintaining AV systems.

2.4.1.17. Researches functional requirements of organization and determines future needs of AV systems to ensure hardware and software are in place and functioning properly at the time of implementation.

2.4.1.18. Analyzes AV reports and equipment use and capabilities to identify potential problems to management.

2.4.1.19. Implements new systems hardware and software to support AV systems.

2.4.1.20. Maintains configuration oversight of the AV systems. Keeps abreast of changes in technology and applications that impact AV operation.

2.4.1.21. Inventories, tests and documents all AV systems and ensures obsolete equipment is properly decommissioned and disposed of.

2.4.1.22. Provides customer support, assistance, orientation, and prime trainer for unit's maintenance personnel on AV systems.

2.4.1.23. Provides technical assistance to current and potential users so that AV systems operations have few major disruptions.

2.4.1.24. Proactively interacts with users to ensure proper operation of AV systems, hardware, and software. Demonstrates processes and provides orientation for new users. Consults with customers regarding potential system or program upgrades.

2.4.1.25. Develops and maintains a trouble resolution database. Ensures systems are used properly.

2.4.1.26. Delivers training course material and provides training to shop personnel. Ensures shop personnel are adequately trained and able to troubleshoot the AV systems.

2.4.1.27. Assists work center with Radio Frequency (RF) Transmission Systems activities.

2.4.1.28. Maintains Tower Climbing and Rescue certification and assists the work center with antenna/tower maintenance operations. Government will provide Tower Climbing and Rescue certification if needed.

2.4.1.29. Assists work center with preventive maintenance inspections (PMIs), troubleshooting open jobs/trouble tickets, and completing installs and project requirements on RF transmissions systems as necessary.

2.4.2. Communication Focal Point Support

2.4.2.1. The contractor shall provide status monitoring and reporting services for CONR-1 AF (AFNORTH) Command, Control, Communications, Computers, and Intelligence (C4I) systems including those used by the AOC, battle control centers, Joint Air Defense Operations Center (JADOC), radars, radio sites, and aircraft alert sites.

2.4.2.2. Act as the single focal point for supported organization's communications problem resolutions. Prepare daily reports and briefings as required. Maintain the master station log (MSL). Monitor available tools for reportable incidents and status reporting, obtain clarification from originating agency, manage a historical database for trend analysis on outages/limiting factors (LIMFAC), and provide management with accurate up-to-date information.

2.4.2.3. Conduct authorized service interrupt (ASI) coordination. Perform facility circuit information tracking (FaCIT) system duties. Perform "Open View" or "What's Up Gold" monitoring duties. Perform Google Earth application duties. Continuously track system and circuit status and advise organizational leadership, and/or appropriate division/team, of outages exceeding 10 minutes. For higher priority systems, networks, or circuits, immediate notification of any outage may be required.

2.4.2.4. Ensure periodic systems checks are conducted on all systems to ensure full operational status. Assign, track, and prioritize job control numbers.

2.4.2.5. Coordinate with information operations (IO) team on all communication degradations and outages to help identify vulnerabilities, deliberate attacks, and alternate procedures as required.

2.4.2.6. Oversee and direct configuration management as required.

2.4.2.7. Obtain/maintain client system administrator (CSA) privileges/status. Enable first look troubleshooting when sitting position on operational floor to include basic functions such as unlocking user accounts, organizational mailbox maintenance, and mapping drives and printers.

2.4.2.8. Open job tickets with network control centers (NCC) and Air Education and Training Command (AETC) network operations security center (NOSC) agencies for resolution to mission critical system outages riding their domain.

2.4.2.9. Operate Recall Systems. Upload database changes; create scenarios and activate scenarios.

2.4.2.10. Non-core hours and on-call support shall be required.

2.4.2.11. This position is mission essential.

2.4.3. Information Technology Support

2.4.3.1. The contractor shall provide IT support for networks, servers and client-level devices to include: installation, configuration, and troubleshooting network and application server hardware, network operating system software, security patches, and peripheral network equipment such as routers, bridges, cabling system, network interface cards, modems, multiplexers, concentrators, telecommunications equipment and Personal Wireless Communications Systems (PWCS).

2.4.3.2. Must be compliant with Department of Defense (DoD) Directive 8410 “Information Assurance Training (IAT), Certification, and Workforce Management,” IAT Level II requirements to obtain privileged network access.

2.4.3.3. A minimum of 3 to 5 years’ experience with installing and upgrading network infrastructure, software, security patches, and equipment via the use of management tools, i.e., Windows Server Update Services (WSUS), System Center Configuration Manager (SCCM) and Active Directory Users and Computers (ADUC).

2.4.3.4. Provides networked application resources by designing, configuring, installing, and managing data services, operating system and server applications (i.e., structured query language (SQL)/ MS SQL servers). Provides directory services utilizing dynamically-assigned internet protocol (IP) addresses, domain name server (DNS), network storage devices, and electronic messaging resources. Manages secure authentication methods utilizing public key infrastructure (PKI) technologies and procedures. Implements server and special mission system security fixes, operating system patches, and antivirus software. Develops, tests, and implements local restoral and contingency operations plans. Processes and reviews C4 systems requirement documentation, telecommunication service requests (TSRs), status of acquisition messages, and telecommunication service orders (TSOs).

2.4.3.5. Performs system resource management, to include load and capacity planning and balance. Creates, administers, and audits system accounts. Performs system-wide backups and data recovery. Ensures continuing systems operability by providing ongoing optimization and problem solving support. Applies computer security policies to safeguard systems and information. Categorizes, isolates, and resolves system problems. Performs fault recovery by validating, isolating, correcting faults, and verifying service restoral with customers. Processes, documents and coordinates resolution of trouble calls from lower support echelons. Processes scheduled and authorized outages. Submits outage reports in response to unscheduled outages.

2.4.3.6. Utilizes enterprise patching tools to implement security updates to include: Information Assurance Vulnerability Assessments (IAVA), C4 Notice to Airman (C4 NOTAM), Time Compliance Network Orders (TCNO), Time Compliance Technical Order (TCTO), operating system patches, and antivirus software updates. Implements and enforces national, DoD, and Air Force security policies and directives. Performs proactive security functions to deter, detect, isolate, contain, and recover from information system and network security intrusions. Performs system sanitation resulting from classified message incidents (CMIs) and classified file incidents (CFIs). Develops scripts to assist in the deployment and patching of software vulnerabilities as needed.

2.4.3.7. Supports information warfare operations within strictly controlled parameters and provides real-time intrusion detection and firewall protection for all networked resources. Researches latest system threats to develop and test tactics, techniques and procedures (TTPs) for defensive information operations. Employs TTPs on Air Force and DoD computer networks to defend against hostile information operations. Analyzes risks and/or vulnerabilities and takes corrective action to mitigate or remove them.

2.4.3.8. Performs client-level Information Technology (IT) support functions. Manages hardware and software. Performs configuration, management, and troubleshooting. Removes and replaces components and peripherals to restore system operation. Installs and configures software operating systems and applications. Provides service to end-users for operation, restoration, and configuration of information systems. Reports security incidents and executes corrective security procedures.

2.4.3.9. Standardize existing websites, create graphics, write system documentation, and provide training.

2.4.3.10. Performs client-level Personal Wireless Communication Systems (PWCS) functions. Manages hardware, software and Controlled Cryptographic Items (CCI). Performs configuration, management, and troubleshooting. Plans, schedules, and implements installation and maintenance functions associated with PWCS. Removes and replaces components and peripherals to restore system operation. Reports security incidents and executes corrective security procedures. Reports spectrum interference incidents.

2.4.3.11. Plans, organizes and implements sustainment activities. Establishes work standards, methods and controls for preventative, scheduled, and unscheduled maintenance actions. Determines extent and economy of repair of malfunctioning equipment. Ensures compliance with technical data, instructions, and work standards. Develops and enforces safety standards. Interprets malfunctions and prescribes corrective action. Manages, or performs research and development projects for assigned systems.

2.4.3.12. Develop and support internet and intranet sites, applications, and systems in accordance with AF MAJCOM and local governing instructions. Provide support utilizing web technologies Microsoft Office SharePoint Server and other web page and graphic design tools. Develop and maintain user, technical, and system documentation.

2.4.3.13. Provide web page design and maintenance and help desk support. This includes receiving, documenting, and responding to user calls for assistance. As required, perform troubleshooting on computer network systems and provide workgroup support.

2.4.3.14. Create and edit video production and documentation to provide visual information for presentation, education and training, and reports and historical archives. Support the community manager by operating visual information equipment.

2.4.3.15. Support electronic and manual publications and forms development, design, control, storage, and dissemination. This may include updating electronic libraries and maintaining and electronically posting publications. Maintain records sets of directives and forms, and coordinate to ensure publications and forms meet prescribed style, format, and legal/statutory requirements.

2.4.3.16. Provide client information services to include information systems devices, applications configuration, installation and maintenance of computer hardware and client software applications to include installation and upgrades to the organization. Add users to network and establish all rights/permissions required for users.

2.4.3.17. Receive, issue, track, distribute, inventory, dispose, and store assets to include but not limited to computers, laptops, monitors, printers, speakers, cables, accessories, peripherals, office supplies, etc., for 1 AF/A6 and 1 AF subordinate units

2.4.3.18. Assist with programs and projects requiring asset requisitioning and storage.

2.4.3.19. Review requirements and determine courses of action such as utilizing current stock or purchase new items; coordinate actions needed to fulfill requirement.

2.4.3.20. Use Asset Inventory Management (AIM) and all other programs of record for inventory management.

2.4.3.21. Provide lifecycle management, identify shortfalls in stock, and coordinate actions to replenish.

2.4.3.22. Print bar code labels for distribution.

2.4.3.23. Deactivate accounts of departing IT custodians, and create new accounts and provide training to new IT custodians.

2.4.3.24. Assist in developing policies and procedures regarding asset management.

2.4.3.25. Generate database reports and prepare reports for senior leadership as requested (i.e., status of accounts, status of lifecycle management).

2.4.3.26. Assist in developing, preparing, and conducting asset management training.

2.4.3.27. Prepare and maintain documentation associated with inventory management.

2.4.3.28. Gather information and statements for investigations for lost or damaged equipment due to negligence or accident.

2.4.3.29. Provide weekly progress and status updates regarding asset management.

2.4.3.30. Maintain correspondence related to asset management.

2.4.3.31. The contractor shall possess and apply a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise projects and tasks as required.

2.4.3.32. The contractor shall install and/or remove cabling. Contractor shall be qualified in fabricating, certifying, and installing category 5 or higher, coaxial, fiber optic (crimp and glue), and multi-pin communications cables.

2.4.3.33. Provide first-look capability for cryptographic equipment items. Contractor shall be able to perform operator functions on KG-175 TACLANEs, KG-84/84A, KG-194, Secure Telephone Unit (STU)-IIIIs, STEs, and KIV-7s & 19s.

2.4.3.34. Complete specialized training packages for cryptographic equipment, as required.

2.4.3.35. Perform first-look maintenance activities on information systems. If unable to correct computer or network problems, coordinate with the help desk for further assistance. Support Air Defense System Integrator (ADSI), Global Command & Control Systems, North American Aerospace Defense Command Contingency Suite, as required.

2.4.3.36. Ability to manage multiple tasks while handling a large volume of work with frequent interruptions.

2.4.3.16. Ability to deal effectively with personnel at various levels of command, both orally and in writing. Trained in Information Assurance, Information Protection, Operations Security, Physical Security and Emissions Security.

2.4.3.37. Provides training for maintenance personnel on networked application resources, VTC equipment, operating system, and server applications.

2.4.3.38. Non-core hours shall be required. On-call support shall be required. Contingency and Exercise Support will be required.

2.4.3.39. This position is mission essential.

2.4.4. Senior Knowledge Management Specialist

2.4.4.1. The Senior Knowledge Management Specialist will perform duties under the direction of the Chief of Staff/Deputy Chief of Staff and with the latitude to exercise independent judgment and perform complex, sensitive, high level work as a technical expert in management information systems. This position is located in Headquarters Continental NORAD Region (CONR) 1st Air Force (Air Forces Northern) (CONR-1 AF (AFNORTH)), Chief of Staff (CS), on Tyndall AFB FL and will perform the following duties:

2.4.4.2. Assists with strategic management defined as the ability to synthesize data from various sources and provide specific recommendations related to policy and process improvement recommendations to improve organizational performance. Engages in knowledge sharing mechanisms that promote data driven decision making and organizational awareness across business lines utilizing systems such as Microsoft Office 365, Microsoft SharePoint, All Partners Area Network (APAN), IntelShare, Cloud One and other developing systems.

2.4.4.3. Applies knowledge of systems such as Microsoft Office 365, Microsoft SharePoint, APAN, IntelShare, Cloud One and other developing systems to develop and deliver training modules for the Air Force Forces (AFFOR) Staff in an effort to promote a culture of shared knowledge, data driven decision making and organizational awareness across business lines.

2.4.4.4. Collects, manages, and analyzes data sets from distinct sources, in different formats, and across various classified domains to improve data and information management in support of the command's mission. Develops the ability to identify and target diverse issues quickly for timely resolutions across the enterprise. Maintain a data and metadata inventory that is accessible to senior leadership

2.4.4.5. Serves as an agency contact for key programmatic decisions in the occupational area related to the component, regional or headquarters organization. Assists with critical analysis of pressing issues and required policy recommendations to management officials in formulating decisions regarding changing responsibilities or business needs, as well as in the design/development and evaluation of the ongoing and/or new program issues.

2.4.4.6. The incumbent will leverage industry tools and best practices such as Agile, SCRUM, Lean/Six Sigma, Continuous Process Improvement, and Lessons Learned Management to identify, analyze, develop and utilize various concepts, solutions, and evaluative techniques in support of sharing data related to workforce management, training and development and other business services provided by the enterprise. The contractor participates as either a team leader or team member on cross functional teams designing and/or building solutions.

2.4.4.7. This position is mission essential, and may require working nonstandard duty shifts, periods of on-call status, remote (telework) duty, and/or duty during nights, weekends, or holidays. CompTIA Security+ Certification is required for this position. A Top Secret/SCI Clearance is required for this position.

2.4.4.8. It is recommended that the contractor hold at least a Bachelor's Degree in Computer Sciences, Organizational Leadership, or similar fields, Certification by a reputable Senior Knowledge Management Institution, or 10+ years' Senior Knowledge Management experience at a base or headquarters levels.

2.4.5. Networks Analyst

2.4.5.1. The contractor shall provide basic cyber system support.

2.4.5.2. Provide computer and network services to install, configure, and troubleshoot network and application server hardware, network operating system software, security patches, and peripheral network equipment such as cabling system, network interface cards, multiplexers, and concentrators.

2.4.5.3. Conduct testing of network systems to ensure current network software products are compatible with system configurations and to ensure operability, efficiency, and compliance with existing standards.

2.4.5.4. Continually survey system operation to identify and anticipate potential problems which could lead to loss or serious interruption of service.

2.4.5.5. Provide client information services to include information systems devices, applications configuration, installation and maintenance of computer hardware and client software applications to include installation and upgrades to the organization. Add users to network and establish all rights/permissions required for users.

2.4.5.6. Assist with configuration management services to establish and maintain consistency of product's performance, functional and physical attributes throughout its lifecycle to include information systems devices, applications configuration, installation and maintenance of computer hardware and client software applications to include installation and upgrades of IT assets. Ensure security compliance through implementation of new guidance from Technical Control Network Order (TCNO) and the deployment/performance of network security patching.

2.4.5.7. Provide mobile device support to include tracking, receiving, configuring, activation, user training, training material development, and disposal to include but not limited to iPhone, Blackberry, Android devices, cables, accessories, and peripherals.

2.5. Operations Support

2.5.1. Air Defense Sector Operations

2.5.1.1. The contractor shall initiate and maintain Defense Red Switch Network (DRSN) teleconference used to communicate with the President, Vice President, Secretary of Defense, NORAD, and other national command authorities.

2.5.1.2. Control plasma and data wall displays to enhance situational awareness for operations floor personnel and battle staff.

2.5.1.3. Ensure that communications are established between interceptor aircraft and NORAD sector controllers and pass real-time updates to battle staff personnel. Support CONR-1 AF (AFNORTH) as a communications and data technician (CDT) by maintaining a combat mission ready (CMR) status in the position.

2.5.1.4. Compile and disseminate reports and positional aids as required by Chief Combat Operations Division. Support the Chief of Combat Operations during air defense events by initiating and maintaining combined forces air component commander (CFACC) conference calls, set up displays for the AOC floor, monitor integrated warfare systems (IWS), Zircon chat, and live active-air defense intercept communications.

2.5.1.5. The CDT duty position shall be responsible for the standards and evaluation checklist updates, training plan input, and job qualification standard updates.

2.5.1.6. Utilize internal and external public announcement systems as required by duty.

2.5.1.7. Point of Contact (POC) for battle cab officers for the status of the CFACC, maintenance of equipment, key personnel phone listings, and the initiation of the recall of personnel during exercises and contingencies.

2.5.1.8. This task requires working nights, weekends, and holidays, as necessary to meet operations requirements. Serve as a member of the continuity of operations plan (COOP) team. Non-core hours shall be required. Shift work shall be required.

2.5.1.9. This position is mission essential.

2.5.2. DSCA Cell Operations Manager

2.5.2.1. Primary responsibility is to direct, manage, and maintain the daily operations of the DSCA cell.

2.5.2.2. Develop policy, procedures, and conduct operational analysis of data processing equipment to ensure readiness. Provide 24/7 emergency response to DSCA cell for activation and alert notifications.

2.5.2.3. Maintain the appropriate secure facility training, documents, and access list. Provide quarterly DSCA cell and information technology training to current staff and new EPLOs.

2.5.2.4. Coordinate with Tyndall and AFNORTH staff for DSCA cell maintenance and information technology requirements required to execute the DSCA mission.

2.5.2.5. Publish alert and notification rosters and activate NSEP recalls in support of disaster and exercise scenarios.

2.5.2.6. Publish operational documents and NSEP staff contact list to the CONR-1 AF (AFNORTH) portal.

2.5.2.7. Assist the information technology staff with issuing, maintaining, and tracking 120 laptop computers, mobile phones and broadband wireless cards issued to staff and EPLOs.

2.5.2.8. Monitor the NSEP web-based tools for content accuracy, update data, provide mission information, and coordinate procedures to improve mission reporting.

2.5.2.9. Review and comment on DoD and service regulations, instructions, plans, and procedures. Compile and resolve comments from the NSEP staff for review by the NSEP Director.

2.5.2.10. Performs C2 activities, per direction of the DSCA Cell Chief (Director, Deputy AD or T- 5 RD) of the CONR-1 AF (AFNORTH) AT cell.

2.5.2.11. As a member of the DOMOPS desk, coordinate with internal and external SMEs regarding incidents and activities that affect USAF assets within the USNORTHCOM AOR.

2.5.2.12. Within the DOMOPS activity, coordinate, implement, and execute processes associated with the commander's critical information requirements, including drafting executive summaries, building and presenting briefings, and initiating CONR-1 AF (AFNORTH) Commander directives.

2.5.2.13. Monitor all information systems and activities available to the DOMOPS desk to include web sites, instant messaging/chat, communications systems, resources, and equipment statuses. Compile, coordinate, and forward information summaries to CONR-1 AF (AFNORTH) leadership.

2.5.2.14. Handle process, draft, edit, and review law enforcement sensitive materials.

2.5.2.15. Produce summary reporting slide data for SAR operations.

2.5.2.16. Work other than normal duty hours, which will include: dayshift, swing-shift, nightshift, evenings, weekends, and/or holidays as the mission and duty warrants. Shift work in 12-hour increments and TDY/travel away from the normal duty station to CONUS/OCNUS locations may be required as mission dictates.

2.5.2.17. This position is mission essential.

2.5.3. DSCA Cell Operations Support

2.5.3.1. Primary responsibility is to manage and maintain the daily operations of the DSCA cell.

2.5.3.2. Develop policy, procedures, and conduct operational analysis of data processing equipment to ensure readiness. Provide 24/7 emergency response to DSCA cell for activation and alert notifications.

2.5.3.3. Maintain the appropriate secure facility training, documents, and access list. Provide quarterly DSCA cell and information technology training to current staff and new EPLOs.

2.5.3.4. Coordinate with Tyndall and AFNORTH staff for DSCA cell maintenance and information technology requirements required to execute the DSCA mission.

2.5.3.5. Publish alert and notification rosters and activate NSEP recalls in support of disaster and exercise scenarios.

2.5.3.6. Publish operational documents and NSEP staff contact list to the CONR-1 AF (AFNORTH) portal.

2.5.3.7. Assist the information technology staff with issuing, maintaining, and tracking 120 laptop computers, mobile phones and broadband wireless cards issued to staff and EPLOs.

2.5.3.8. Monitor the NSEP web-based tools for content accuracy, update data, provide mission information, and coordinate procedures to improve mission reporting.

2.5.3.9. Review/comment on DoD and service regulations, instructions, plans, and procedures. Compile and resolve comments from the NSEP staff for review by the NSEP Director.

2.5.3.10. Performs C2 activities, per direction of the DSCA Cell Chief (Director, Deputy AD or T- 5 RD) of the CONR-1 AF (AFNORTH) AT cell.

2.5.3.11. As a member of the DOMOPS desk, coordinate with internal and external SMEs regarding incidents and activities that affect USAF assets within the USNORTHCOM AOR.

2.5.3.12. Within the DOMOPS activity, coordinate, implement, and execute processes associated with the commander's critical information requirements, including drafting executive summaries, building and presenting briefings, and initiating CONR-1 AF (AFNORTH) Commander directives.

2.5.3.13. Monitor all information systems and activities available to the DOMOPS desk to include web sites, instant messaging/chat, communications systems, resources, and equipment statuses. Compile, coordinate, and forward information summaries to CONR-1 AF (AFNORTH) leadership.

2.5.3.14. Handle process, draft, edit, and review law enforcement sensitive materials.

2.5.3.15. Produce summary reporting slide data for Search and Rescue (SAR) operations.

2.5.3.16. Work other than normal duty hours, which will include, dayshift, swing-shift, nightshift, evenings, weekends, and/or holidays as the mission and duty warrants. Shift work in 12-hour increments and TDY/travel away from the normal duty station to CONUS/OCONUS locations may be required as mission dictates.

2.5.3.17. This position is mission essential.

2.5.4. Exercise Planner

2.5.4.1. The contractor shall be bilingual (Spanish) and assist in the planning, development, and execution of one exercise with Mexican military per year. The contractor will develop a draft Joint Event Life Cycle (JELC) for each exercise, to be discussed and approved at the Initial Planning Conference by both the US and Mexican exercise delegations participating in the exercise. These exercises may be standalone events or be linked to other exercises such as ARDENT SENTRY or VIGILANT SHIELD. The exercises will be primarily Field Training Exercises (FTX), with portions exercised at the Command Post Exercise (CPX) level.

2.5.4.2. The contractor shall assist in the coordination and development of approximately four US-Mexico exercise planning conferences per year as part of the JELC, and one exercise execution. Note: Each conference averages three days in duration and will require extensive contractor coordination and preparation in order to support. The location for the JELC planning events will alternate between US and Mexico locations. Execution of FTX/CPX events will occur simultaneously in both US and Mexico.

2.5.4.3. The contractor shall assist in the conduct of exercise planning using an annual JELC that complements 1 AF/AFNORTH (CONR) exercises to incorporate the following primary planning events: Initial Planning Conference, Mid-Term Planning Conference, and Final Planning Conference. In addition to primary JELC meetings, contractor shall support all necessitated JELC meetings involving Mexican military participation, to ensure de-confliction and coordination. Support for the JELC is completed with exercise execution and the post-exercise After Action Conference with US-Mexico participation and final report development. The follow-on annual exercise concept will also be discussed at the After Action Conference.

2.5.4.4. The contractor shall coordinate US (non-Mexican) In-Progress-Review (IPR) meetings (pre-JELC conferences), approximately five (5) associated with the planning and execution of exercises involving US-Mexican military and interagency participation.

2.5.4.5. The contractor shall interface with N-NC Staff, USNORTHCOM Components and Subordinate Commands, NORAD Regions and Sectors, and any interagency participants at the regional, federal, and multinational level during exercise planning and development to ensure training objectives are identified during exercise development.

2.5.4.6. The contractor shall coordinate with Mexican military exercise planners to confirm participation of Mexican Navy and Marines (SEMAR) and Mexican Army and Air Force (SEDENA) in selected N-NC exercises. The contractor will lead and coordinate all logistic and country clearance processes required to conduct the planned JELC conferences. Provide recommendation to the 1 AF/AFNORTH (CONR) government lead as to travel, lodging, and interpreter support.

2.5.4.7. The contractor shall develop exercise scenarios based on current cyber threats and hazards, new and existing communications systems, exercise engagement initiatives with Mexican military (MEX-Mil) forces, and other training situations in these areas that further 1 AF/AFNORTH (CONR) efforts to support mission readiness requirements.

2.5.4.8. The contractor shall coordinate US/MEX-Mil attendance and read-aheads, conference facility (when conference in US location) and required equipment availability, conference briefing slide development to include any issues to be discussed, and sourcing of interpreter services & equipment. The contractor will develop the initial conference agenda and will support and facilitate the conference presentations and discussions as needed and lead the documentation (Minutes), and Spanish interpretation, of JELC conferences with US-Mexican participants. Plan for approximately one US/MEX-Mil conference event per quarter.

2.5.4.9. The contractor shall support execution of approximately three pre-exercise Communications Exercise (COMMEX) events for all exercises involving US-Mexican military participation. Each pre-exercise COMMEX lasts approximately 3 hours. (Note: These COMMEX events are in addition to normally planned JELC events for each exercise). Critical COMMEX events will be conducted the day prior to the CPX/FTX exercise and on exercise execution day, will all exercise participants attending the COMMEX. Exercise players will conduct COMMEXs in association with other training activities to verify primary and secondary communications systems are functional for the primary training event, normally an FTX. The MEX-Mil planner will assist the A6 and communications exercise planners, as appropriate, in the development and execution of COMMEX events, including injects and other supporting materials. Contractor will coordinate directly with the MEX-Mil counterpart for all of the US/MEX-Mil COMMEX events.

2.5.4.10. The contractor shall develop exercise Concept of Operations (CONOPS), Exercise Plan (EXPLAN), and Exercise Directive as necessary. Contractor shall also participate in the lessons collection effort following exercise execution to assist in hot wash/AAR preparation.

2.5.5. Joint Information Coordination Cell (JICC) Support

2.5.5.1. The contractor shall assist in the operations of the CONR-1 AF (AFNORTH) JICC and Global Command and Control System (GCCS) Common Operational Picture (COP) Cell positions/ equipment as well as their respective architectures. These operations include but are not limited to:

2.5.5.2. Data link activity status for (to include but is not limited to) the Pentagon, NORAD, EADS, WADS, 2nd FLEET, 3rd FLEET, Alaskan NORAD Region (ANR), Canadian NORAD Region (CANR), Joint Air Defense Operations Center (JADOC), Airborne Early Warning Systems (AEWS), deployed Air Control Squadron (ACS).

2.5.5.3. Data link equipment/COP hardware is operational for (to include but is not limited to) the Joint Range Extension (JRE), Air Defense System Integrator (ADSI), GCCS, Theater Battle Management Core Systems (TBMCS), and Secure Telephone Equipment (STE).

2.5.5.4. Data shall be collected daily by documenting operational status on the Daily Activity Report (DAR), as well as other locations such as various Power Point briefings, Xircon Chat, and voice reports.

2.5.5.5. The contractor shall assist the CONR-1 AF (AFNORTH) Joint Interface Control Officer (JICO) by maintaining an operational qualification CMR), a SECRET security clearance, and staying knowledgeable and current on all operational plans/documents with respect to the planning, fielding, and execution of Tactical Data Link (TDL)/COP architecture and CONR-1 AF (AFNORTH) operations/mission sets.

2.5.5.6. The contractor shall follow and regularly review for content all checklists, job aides, and operational procedures to aid in development and advancement of JICO cell operations and capabilities.

2.5.5.7. The contractor shall assist in the analysis and evaluation of new technologies and concepts pertaining to enhancing information management and communication.

2.5.5.8. The contractor shall assist in training TDL and COP operations/procedures; manage data coordination/track supervision communications nets; conduct/track data monitoring, operations, and coordination using all command and control (C2) and TDL/COP systems available.

2.5.5.9. Contractor shall support CONR-1 AF (AFNORTH) by working a rotating manning (non-core hours) schedule for the 24/7 operation of the JICO cell.

2.5.6. Mission Support Analyst

2.5.6.1. This AF National Security Preparedness (AFNSEP) Directorate contract position performs a dual-role as: (a) the action officer responsible for the execution of the directorate's human resources-related programs (manpower, personnel, & organization) as well and (b) the functional analyst of the directorate's mission support (information technology & logistics) functions required to successfully equip/deploy the directorate's 90 USAF Emergency Preparedness Liaison Officers (EPLOs) nation-wide. Furthermore, this position will serve as the lead action officer for the AFNSEP Director's Action Group and will produce official presentations, write speeches, generate presentations, and draft focused correspondence.

2.5.6.2. The personnel/human resources programs action officer role will require the incumbent to maintain currency of ever-changing personnel instructions through frequent communication with higher headquarters, including Headquarters Air Force (HAF), Air Combat Command (ACC), Air Force Reserve Command (AFRC), and the Air Reserve Personnel Center (ARPC). Will serve as the directorate's primary functional point of contact for the in-processing/out-processing of AFNSEP personnel.

2.5.6.3. The incumbent will be responsible for the overall up keep and maintenance of AFNSEP's official Unit Manpower Document (UMD) to effectively employ AFNSEP personnel nation-wide, orchestrate internal personnel movements/re-assignments as required, and project anticipated personal gains/losses. This includes the responsibility of preparing the necessary personnel actions (AF Form 2096/SF 52 actions) with HAF, 1AF/A1, AFRC, ARPC, and AFNSEP's supporting Air Force Civil Personnel Office at Joint Base Langley-Eustis, Virginia for processing in a timely manner. Per the direction of NSEP leadership, generates and prepares formal Manpower Authorization Change Requests (MCRs) and Organizational Change Requests (OCRs) as required IAW AFI 38-101, AIR FORCE ORGANIZATIONS.

2.5.6.4. Serves as the AFNSEP military/civilian awards and decorations program manager. In this role, the incumbent will work with AFNSEP's senior leadership and all supervisors to ensure deserving military and civilian individuals are formally recognized through the use of personnel decorations, service awards/medals, outstanding achievement awards, extended tour awards, meritorious service awards, and unit awards for meritorious/outstanding service as well as excellence above and beyond the call of duty IAW AFI 36-2803, The Air Force Military Awards and Decorations Program.

2.5.6.5. Serves as the AFNSEP Directorate's personnel evaluations program manager. Ensures all military Officer Performance Reports (OPRs)/Enlisted Performance Reports (EPRs) are accomplished in a timely manner IAW AFI 36-2406, OFFICER & ENLISTED EVALUATION SYSTEMS, as well as current Office of Personnel Management (OPM) + Department of Defense (DoD) Title V Civil Service Personnel regulations and applicable command contractor evaluation guidance.

2.5.6.6. Serves as the functional analyst of the directorate's mission support (information technology & logistics) functions required to successfully equip and deploy the directorate's 90 USAF Emergency Preparedness Liaison Officers (EPLOs) nation-wide.

2.5.6.7. Serves as an action officer for the AFNSEP Director's Action Group. Support includes the production of official presentations, presentation generation, and drafting official correspondence on behalf of NSEP for key higher headquarters (ACC, HQ USAF), supported combatant commands (USNORTHCOM, USPACOM), joint/sister service emergency preparedness senior leader personnel, and emergency management academic subject matter experts in the field.

2.5.6.8. Must have an extensive background in military personnel programs and processes with a minimum of 7-10 years of human resources/force support/A1-related program (manpower, personnel, services, organization, and/or formal training) experience with higher headquarters level experience preferred. Must also have a working knowledge/experience utilizing a variety of Air Force personnel management applications such as VPC-GR, Virtual Military Personnel Flight, PRDA, AROWS, and LeaveWeb and have ability to access these programs.

2.5.6.9. A minimum of five years of mission support functional experience preferred (communications, civil engineering, or security forces) with prior DSCA, unit/base-level.

2.5.6.10. This position is mission essential.

2.5.7. Operations Planning

2.5.7.1. The contractor shall assist in the drafting of Air Force, joint service, and combined operations plans.

2.5.7.2. Administer the AFNORTH operations planning process in accordance with HAF, MAJCOM, and joint service policies, directives, and procedures.

2.5.7.3. Develop operation plans that are consistent with Air Force and joint service doctrine that fully exploit the United States Air Force (USAF) and joint services' unique warfighting capabilities.

2.5.7.4. Coordinate draft versions of plans between staff agencies to ensure a coherent planning effort to include AFNORTH/A5 and the 601st AOC Strategy Divisions.

2.5.7.5. Develop and coordinate concepts for inclusion into Air Force, joint services, or combined operations policies, ensuring operations policies are designed to maximize the effectiveness of air component operations in support of combatant commander's missions; coordinate operations policy actions to facilitate issue resolution and ensure timely completion.

2.5.7.6. Draft Concept of Operations (CONOPS), warning orders, operations orders, execute orders and requests for forces for the Director, Air, Space and Information Operations.

2.5.7.7. Draft operations annexes of CONR-1 AF (AFNORTH) supplements to NORAD and USNORTHCOM conceptual and operations plans.

2.5.7.8. Conduct mission analysis and course of action development, develop request for forces with through analysis of mission requirements, higher headquarters guidance, plans and supporting data. Participate in the AFNORTH deliberate and crisis action planning process, lead and participate in operations planning groups, and in the CONR-1 AF (AFNORTH) contingency action team operations.

2.5.7.9. Perform Joint Operations Center (JOC) future operation lead planning duties as required for any contingency or exercise requiring a JOC. Shift work is usually required for JOC duties.

2.5.7.10. Overtime may be required.

2.5.7.11. This position requires a Top Secret clearance with SCI eligibility. This position requires an SCI indoctrination for access to intelligence information.

2.5.7.12. This position is mission essential.

2.5.8. Operations Standardization Technician

2.5.8.1. The contractor shall perform administrative services in support of Standardization and Evaluations (CCV). This includes but is not limited to duties as directed by the Chief, Standardization and Evaluations.

2.5.8.2. Maintain all Flight Evaluation Folders (FEF) IAW AFMAN 13-1 GBMC2 V2Vol. 2.

2.5.8.3. Maintain all evaluation documentation to include AF Form 8 (Certificate of Aircrew Qualification) and AF Form 942 (Record of Evaluation).

2.5.8.4. Prepare and staff all Form 8s for signature by CCV, Operations Personnel, and ADS Staff.

2.5.8.5. Perform monthly FEF reviews.

2.5.8.6. Draft a Memo for Record for any major discrepancy item noted during an FEF review.

2.5.8.7. Calculate academic and positional trends on a semi-annual basis for all duty qualifications.

2.5.8.8. Maintain the accuracy of the 17 Month Letter on a daily basis, identifying the evaluation status for all personnel within the 6-month evaluation window. Update and post the 17 Month Letter on the first duty day of the month on the CCV SharePoint.

2.5.8.9. Administer the INIT QUAL, INIT MSN and QUAL/MSN Closed Book tests in the electronic Stan/Eval records management database.

2.5.8.10. Make all appropriate entries into the electronic Stan/Eval records management database in support of CCV-required data entries, to include individual positional status updates.

2.5.8.11. Maintain the CCV File Plan as Records Custodian.

2.5.8.12. Perform the 100% accountability/currency monthly inventory for the unit electronic Operations Information File (requires a NIPR, N/NC-SIPR, and SIPR account).

- 2.5.8.13. Post checklist, quick reference guide, and current read file changes.
- 2.5.8.14. Perform duties as MICT Assessor.
- 2.5.8.15. Perform duties as SharePoint site-level owner.
- 2.5.8.16. Maintain the office supply inventory.
- 2.5.8.17. Serve as the primary CCV administrative point of contact.
- 2.5.8.18. Perform duties as the electronic Stan/Eval records management database.

2.5.9. Special Projects Officer

2.5.9.1. The contractor shall directly assist the A7 Director's office providing policy recommendations for multiple A7/operations programs supporting the Air Force Forces (AFFOR) staff, Air Operations Center (AOC), Air Defense Sectors (ADS), and Continental United States (CONUS) fighter units supporting CONR-1 AF (AFNORTH), Operation NOBLE EAGLE (ONE) and United States Northern Command (USNORTHCOM) assigned missions.

2.5.9.2. Provide expert guidance to effectively execute and administer A7/operations initiatives. Develop position papers, presentations, and background information on assigned projects. Subject Matter Expert (SME) on sensor systems, air and ground communications systems, counter-unmanned aerial systems (C-UAS), battle management systems (i.e. BCS-F, BC3, etc.), Ground Based Air Defense (GBAD), Electro-magnetic Pulse (EMP), and other Command Control, Communications and Computer (C4) systems and processes.

2.5.9.3. Support the directorate as a project manager for specific assigned tasks. Work closely with AFFOR staff, higher headquarters, assigned units, and other interagency partners to breakdown tasks and direct efforts to a successful conclusion.

2.5.9.4. Provide training and support to A7 personnel related to Command Control, and Communications (C3) capabilities development, acquisition, operational and developmental testing, systems fielding, and sustainment.

2.5.9.5. The contractor will have the ability to surge to support command contingencies (i.e. Homeland Defense and Defense Support of Civilian Authorities (DSCA) events.) Support Joint Operations Center (JOC) efforts as both a primary operator, as well as, a positional trainer in both the Current Operations Cell (CUOPS), and the Future Operations Cell (FUOPS).

2.5.9.6. Overtime may be required.

2.5.9.7. This position is mission essential.

2.5.10. Standardization and Evaluation Analyst

2.5.10.1. The contractor shall compile trend analysis information for Standardization/Evaluation Boards (SEBs) and HHQ reporting. Report trend analysis results to the Chief of Stan/Eval and HHQ every 6 months. Assist in identifying operational and/or training factors that positively or adversely affect crew capability and make specific recommendations for corrective actions as needed. Assist in the presentation of semiannual SEBs for the Air Defense Squadron Commander and the Sector Commander. Compile Supplementary Evaluations trend data and report that information to the Chief of Stan/Eval. Maintain and utilize an electronic file database for recordkeeping, trend analysis, printing of standard forms, and archival storage.

2.5.10.2. Maintain Flight Evaluation Folders (FEFs) that contain source documents constituting the history of Command and Control operations qualifications for all operational personnel. Review documented results of administered evaluations for accuracy including Temporary Evaluation Certificates PEX AF IMT 3862 (Flight Evaluation Worksheet) and Certifications of Qualification (AF Form 8). File PEX AF IMT 3862 (Flight Evaluation Worksheet) in the crewmember's FEF after all evaluation requirements are complete including academic and positional requisites. File AF Form 8s in the FEF when all reviews and approvals are accomplished. Create and file Memorandums for Record (MFRs) to document corrections, waivers, and extensions. Maintain qualification history on an AF Form 942 (Record of Evaluation) for all personnel with operational qualifications. Conduct posting review of unit FEFs prior to the end of each calendar year. Document periodic reviews on the crewmember's AF Form 942.

2.5.10.3. Administer electronic examinations via the Patriot Excalibur System (PEX) as required. Document electronic examination scores acquired during PEX testing. Utilize the PEX to verify and load qualification competencies as required. Utilize the PEX to collect trend analysis information for HHQ and SEBs. Identify and report to the Chief of Stan/Eval any Master Question File (MQF) discrepancies observed while administering PEX electronic examinations.

2.5.10.4. Maintain a library of current read files, publications, and the Operations Information File (OIF). Assist with the creation and dissemination of operational positional checklists.

2.5.10.5. Administer electronic examinations via the PEX as required. Document electronic examination scores acquired during PEX testing. Utilize the PEX to verify and load qualification competencies as required. Utilize the PEX to collect trend analysis information for HHQ and SEBs. Identify and report to the Chief of Stan/Eval any Master Question File discrepancies observed while administering PEX electronic examinations.

2.5.10.6. Coordinate with the Chief of Stan/Eval, Superintendent of Stan/Eval, Chief of Combat Training Branch, Chief of Combat Operations Branch, and Chief of Exercise and Analysis Division concerning evaluation requirements and documentation. Coordinate with Combat Operations Training Specialist concerning release from training, additional training, and evaluation results.

2.5.10.7. Conduct daily office duties to include general typing, database entry, stock replenishment, safety/security checks, and evaluation reference accountability.

2.5.11 Flight Operations Specialist

2.5.11.1. Schedules Aerospace Control Alert (ACA) assets and HHQ training missions. Builds and maintains Operations and Training Schedule utilizing locally developed spreadsheet/file/web-based application, in the requested format/application (currently OMNI PEX).

2.5.11.2. Facilitates DOO's weekly Huntress Operations Training Schedule (HOTS) meeting. Maintains weekly/monthly Flying/HHQ training mission schedule. SQ Scheduling Administrator; provide training to all DOO Personnel and Crew Scheduling Representatives, as necessary. Makes all appropriate entries into the DOO Scheduling Database in support of operations.

2.5.11.3. Maintains accuracy of DOO Monthly Historical Data. Manages events in ANG/EADS Long Range Org Calendar (visits, Temporary Flight Restrictions, HHQ missions, etc). DOO Administrative Point of Contact. Aids in updating and rewriting DOO's 224 ADS Business Rules. Maintains ACA Flying Unit Contact List and Alert Asset Monthly Flying Request Schedule. Maintains the DOO File Plan as Records Custodian. Coordinates with Wing Aviation Resource Management (ARM) to ensure appropriate documentation and recording of crew personnel data.

2.5.11.4. Maintains office continuity for personnel rotating into DOO office positions. Provides on-the-job training. Maintains the DOO office supply inventory.

2.5.12 Deputy JOC Chief

2.5.12.1. The contractor shall directly assist the A33 JOC Director in providing current operations monitoring and execution of current CONR-1AF (AFNORTH) operations supporting the Air Force Forces (AFFOR) staff, Air Operations Center (AOC), Air Defense Sectors (ADS), and Continental United States (CONUS) fighter units supporting CONR-1AF (AFNORTH), Operation NOBLE EAGLE (ONE), and United States Northern Command (USNORTHCOM) assigned missions. As required the contractor will monitor the execution and support needs assigned to 1AF/AFNORTH within the Alaska NORAD Region and Canada NORAD Regions.

2.5.12.2. As a member of the JOC the contractor will support the Command through day-to-day leadership of trained, cross functionally manned personnel, and is equipped to manage, track, and fuse operational information for the CONR-1AF (AFNORTH)/CC in-order to coordinate work across the headquarters and subordinate units to ensure operations are successfully executed while Command priorities are maintained. Monitor, assess, plan and direct functions on behalf of the CONR-1AF (AFNORTH)/CC. Tasks include but are not limited to:

- 2.5.12.2.1. Supervise day to day JOC battle rhythm
- 2.5.12.2.2. Present and brief to 1AF-AFNORTH/CC and staff the Commander's update and Battle update briefs
- 2.5.12.2.3. Information collection and dissemination central node for all operational information flowing in and out of AFNORTH
- 2.5.12.2.4. Monitor situation, location, status and actions of all assigned forces and known adversarial forces in the Area of Operation (AO)
- 2.5.12.2.5. Track and remain aware of force flow and deployment schedule, provide updated capability briefs as forces become available
- 2.5.12.2.6. Ensure operation displays and status of forces is accurately maintained
- 2.5.12.2.7. Receive orders and transmit orders; write, revise, update, and coordinate the release of orders within 24 hour operations horizon
- 2.5.12.2.8. Coordinate and track CCIRs, tasks, and RFIs assigned by the Commander and HHQ
- 2.5.12.2.9. Maintain expert knowledge of plans, orders and force capability
- 2.5.12.2.10. Ensure close vertical and horizontal coordination with functional and service component commands for timely and effective information flow through direct coordination and SITREPs as required/directed
- 2.5.12.2.11. Timely total force accountability and force posture visibility for all AFFOR theatre force bed down locations

2.5.12.3. In the absence of the A33/JOC Director or as needed in-order to support current operations due to expanded hours, the contractor shall act as the A33/JOC Director.

2.5.12.4. The contractor will have the ability to surge to support command contingencies (i.e. Homeland Defense and Defense Support of Civilian Authorities (DSCA) events.

2.5.12.5. Overtime may be required.

2.5.12.6. This position is mission essential and may require working nonstandard duty shifts, periods of on-call status, remote (telework) duty, and/or duty during nights, weekends, or holidays

2.5.12.7. Contractor specific requirements include:

- 2.5.12.7.1. A Top Secret/SCI Clearance is required
- 2.5.12.7.2. Attained a military grade of Lieutenant Colonel or higher or is a GS-13 with operations center experience
- 2.5.12.7.3. CONR-1AF (AFNORTH) staff experience of more than 4 years is required
- 2.5.12.7.4. Experience of greater than 2 years of persistent work within a NAF, HHQ, Joint Staff operations center (or equivalent) is highly desired
- 2.5.12.7.5. Experience in the planning, execution, and sustainment of Defense in Support of Civil Authorities mission is highly desired.
- 2.5.12.7.6. Experience in the performance and conducting the Joint Planning Process, understanding/performing Base/Wing level deployment, mobility and movements of personnel and equipment, familiarity/use of Global Force Management process and systems associated with deployment of forces, participation in the planning/execution of Combatant Command or higher level exercises is all highly desired.

2.5.13. Global Flight Management Specialist

2.5.13.1. The contractor shall be bilingual (Spanish) and assist in the planning, development, and execution of one exercise with Mexican military per year. The contractor will develop a draft Joint Event Life Cycle (JELC) for each exercise, to be discussed and approved at the Initial Planning Conference by both the US and Mexican exercise delegations participating in the exercise. These exercises may be standalone events or be linked to other exercises such as ARDENT SENTRY or VIGILANT SHIELD. The exercises will be primarily Field Training Exercises (FTX), with portions exercised at the Command Post Exercise (CPX) level.

2.5.13.2. The contractor shall assist in the coordination and development of approximately four US-Mexico exercise planning conferences per year as part of the JELC, and one exercise execution. Note: Each conference averages three days in duration and will require extensive contractor coordination and preparation in order to support. The location for the JELC planning events will alternate between US and Mexico locations. Execution of FTX/CPX events will occur simultaneously in both US and Mexico.

2.5.13.3. The contractor shall assist in the conduct of exercise planning using an annual JELC that complements 1 AF/AFNORTH (CONR) exercises to incorporate the following primary planning events: Initial Planning Conference, Mid-Term Planning Conference, and Final Planning Conference. In addition to primary JELC meetings, contractor shall support all necessitated JELC meetings involving Mexican military participation, to ensure de-confliction and coordination. Support for the JELC is completed with exercise execution and the post-exercise After Action Conference with US-Mexico participation and final report development. The follow-on annual exercise concept will also be discussed at the After Action Conference.

2.5.13.4. The contractor shall coordinate US (non-Mexican) In-Progress-Review (IPR) meetings (pre-JELC conferences), approximately five (5) associated with the planning and execution of exercises involving US-Mexican military and interagency participation.

2.5.13.5. The contractor shall interface with N-NC Staff, USNORTHCOM Components and Subordinate Commands, NORAD Regions and Sectors, and any interagency participants at the regional, federal, and multinational level during exercise planning and development to ensure training objectives are identified during exercise development.

2.5.13.6. The contractor shall coordinate with Mexican military exercise planners to confirm participation of Mexican Navy and Marines (SEMAR) and Mexican Army and Air Force (SEDENA) in selected N-NC exercises. The contractor will lead and coordinate all logistic and country clearance processes required to conduct the planned JELC conferences. Provide recommendation to the 1 AF/AFNORTH (CONR) government lead as to travel, lodging, and interpreter support.

2.5.13.7. The contractor shall develop exercise scenarios based on current cyber threats and hazards, new and existing communications systems, exercise engagement initiatives with Mexican military (MEX-Mil) forces, and other training situations in these areas that further 1 AF/AFNORTH (CONR) efforts to support mission readiness requirements.

2.5.13.8. The contractor shall coordinate US/MEX-Mil attendance and read-aheads, conference facility (when conference in US location) and required equipment availability, conference briefing slide development to include any issues to be discussed, and sourcing of interpreter services & equipment. The contractor will develop the initial conference agenda and will support and facilitate the conference presentations and discussions as needed and lead the documentation (Minutes), and Spanish interpretation, of JELC conferences with US-Mexican participants. Plan for approximately one US/MEX-Mil conference event per quarter.

2.5.13.9. The contractor shall support execution of approximately three pre-exercise Communications Exercise (COMMEX) events for all exercises involving US-Mexican military participation. Each pre-exercise COMMEX lasts approximately 3 hours. (Note: These COMMEX events are in addition to normally planned JELC events for each exercise). Critical COMMEX events will be conducted the day prior to the CPX/FTX exercise and on exercise execution day, will all exercise participants attending the COMMEX. Exercise players will conduct COMMEXs in association with other training activities to verify primary and secondary communications systems are functional for the primary training event, normally an FTX. The MEX-Mil planner will assist the A6 and communications exercise planners, as appropriate, in the development and execution of COMMEX events, including injects and other supporting materials. Contractor will coordinate directly with the MEX-Mil counterpart for all of the US/MEX-Mil COMMEX events.

2.5.13.10. The contractor shall develop exercise Concept of Operations (CONOPS), Exercise Plan (EXPLAN), and Exercise Directive as necessary. Contractor shall also participate in the lessons collection effort following exercise execution to assist in hot wash/AAR preparation.

2.6. Security Operations Support

2.6.1. Domestic Operations (DOMOPS) Desk Specialist

2.6.1.1. Coordinates CDRAFNORTH (and higher headquarters (HHQ)) information requirements and immediate response coordination with respective agencies for all non-air domain incidents, events, or activities which fall under the authorities or missions assigned to CONR-1 AF (AFNORTH). This includes, but is not limited to, Homeland Defense (HLD), Antiterrorism (AT), Force Protection (FP), Defense Support of Civil Authorities (DSCA), Chemical, Biological, Radiological, and Nuclear (CBRN), Theater Security Cooperation (TSC), and post disaster support, as required.

2.6.1.2. Direct and perform initial and follow-on reporting of Commander's Information Requirements (Critical, AFNORTH Supplemental, and Force Protection) for the 1 AF (AFNORTH) DOMOPS Desk operating as part of the 601 AOC.

2.6.1.3. Must be able to simultaneously coordinate up, down, and laterally to ensure timely reporting, analysis, and notification to affected officials and organizations throughout the USNORTHCOM Area of Responsibility (AOR).

2.6.1.4. Monitor and coordinates reports with DSCA, National Security Emergency Preparedness Directorate (NSEP), and AF Rescue Coordination Center (AFRCC) Subject Matter Experts (SMEs), as required.

2.6.1.5. Coordinates with respective SMEs to support nine MAJCOMs, multiple Field Operating Agencies (FOAs), and one Direct Reporting Unit (DRU), as well as other outlier organizations which comprise the CONR-1AF (AFNORTH) enterprise. This includes Eastern Air Defense Sector (EADS), Western Air Defense Sector (WADS), Joint Air Defense Operations Center (JADOC), Alaskan Command (ALCOM), and National Guard Bureau (NGB)/A4/7, and other Service Component Commands (SCCs), when needed. This coordination also includes incidents or activities which affect Air Force assets/equities (personnel, aircraft, equipment, etc.) within the USNORTHCOM AOR.

2.6.1.6. Coordinate, implement, and execute processes associated with either the CDRUSNORTHOM or CDRAFNORTH's Critical Information Requirements (CCIRs), AFNORTH Supplement Information Requirements (ASIRs), and AFNORTH FP Information Requirements (FPIRs). This includes, but is not limited to: drafting SPOT Reports (SPOTREPs), drafting executive summaries, building briefing slides, and coordinating and disseminating CONR- 1 AF (AFNORTH) Commander FP directives and messages.

2.6.1.7. Monitor all information systems (classified and unclassified) and report activities affecting Air Force assets/equities to include: messaging, communications systems, resources, and equipment.

2.6.1.8. Handle, process, draft, edit, and review law enforcement sensitive materials.

2.6.1.9. Update both the AFNORTH Daily Mission Summary slide and the Commander's Update Briefing (CUB) slide.

2.6.1.10. Normal duty hours (8-hr increments) includes dayshift, swing-shift, nightshift, evenings, weekends, and/or holidays, as the mission and duty warrants. Shift work in 12-hour increments when temporary duty (TDY)/travel away from the normal duty station to CONUS and/or other than Continental United States (OCONUS) in support of COOP relocation or other AFNORTH FP Branch requirements. The DOMOPS Desk falls under the administrative control of the AFNORTH/A7SA Antiterrorism (AT) Cell.

2.6.1.11. This position is mission essential.

2.6.2. Entry Control Point (ECP) Technician

2.6.2.1. Issue and retrieve Vindicator access control badges.

2.6.2.2. Work variable shift schedules (days and hours) to support contingencies, exercises, and emergency conditions.

2.6.2.3. Verify visit-authorization approval and individual identification.

2.6.2.4. Exchange identification document for Vindicator badge.

2.6.2.5. Brief individuals on proper use of badges.

2.6.2.6. Account for badges.

2.6.2.7. Perform identification checks as required to provide enhanced security, to include possible bag and hand-carried item checks/searches.

2.6.2.8. Provide compound vehicular access control. Operate the AOC compound vehicle gates (either manually or through use of automatic openers).

2.6.2.9. Perform random vehicle checks/searches based on exercise, contingency, or random antiterrorism measures. Establish cordons as directed by higher authority in support of safety, security, contingent, or antiterrorism measures (real world and/or exercise).

2.6.2.10. Randomly inspect parked vehicles in support of antiterrorism.

2.6.2.11. Provide physical security for AOC compound and facilities. Direct responsibility for security of AOC mail handling and ECP facilities.

- 2.6.2.12. Permit access to mail handling room by authorized AOC/LG and CONR-1 AF (AFNORTH) personnel for mail/package screening duties. Conduct periodic compound security checks that entail complete physical inspection of all compound security.
- 2.6.2.13. Perform video surveillance monitoring and logging, report unusual circumstances through chain of command and/or Base Defense Operations Center (BDOC). Report all video surveillance operational discrepancies to the 1 AF (AFNORTH)/A7 program manager.
- 2.6.2.14. Coordinate with CONR-1 AF (AFNORTH) and 325 FW protocol offices to allow AOC compound access for large tour groups.
- 2.6.2.15. Act as liaison between compound visitors and unit point of contact. Facilitate unhindered access as much as possible.
- 2.6.2.16. Modify Vindicator system operation to control compound turnstiles.
- 2.6.2.17. Program and issue Vindicator Badges.
- 2.6.2.18. Maintain the AOC Entry Authority List (EAL) utilizing the Joint Personnel Adjudication System (JPAS) to verify and validate Visit Authorization Requests (VARs).
- 2.6.2.19. Conduct Random Antiterrorism Measures (RAMs) assigned to the AOC as directed by the Installation Antiterrorism Officer.
- 2.6.2.20. Report the status of RAMs conducted to the Installation Antiterrorism Officer.
- 2.6.2.21. Accomplish and maintain all pertinent ECP training proficiencies to include quality control (QC) in order to meet mission and duty requirements.
- 2.6.2.22. Perform basic daily housekeeping of work area.
- 2.6.2.23. Ensure new members accomplish and document initial security education using the 101 AOG SF In-Processing checklist.
- 2.6.2.24. Perform in-processing functions and indoctrination for access within DISS.
- 2.6.2.25. Accomplish creation of and signature routing for AF Form 2586, *Unescorted Entry Authorization Certificate*
- 2.6.2.26. Notify the 125FW Chief, Information Protection when new 101 AOG members are gained.
- 2.6.2.27. Notify 1AF Command Security Managers when Active Duty members are assigned for duties at the 601 AOC.

- 2.6.2.28. Perform out-processing functions and debrief local access within DISS.
- 2.6.2.29. Accomplish creation of and acknowledgement for AF Form 2587, *Security Termination Statement* if required.
- 2.6.2.30. Notify the 125FW Chief, Information Protection when Guard members retire/separate/PCS.
- 2.6.2.31. Notify 1AF Command Security Managers when Active Duty members retire/separate/PCS.
- 2.6.2.32. Ensure appropriate training has been accomplished and clearance data is included and notated when processing AF Form 2875.
- 2.6.2.33. Ensure members accomplish and receive instructions for obtaining appropriate clearance and information protection training. Examples:
- 2.6.2.33.1. Derivative Classification certification
 - 2.6.2.33.2. Marking Special Categories of Classified Information certification
 - 2.6.2.33.3. NATO briefings
 - 2.6.2.33.4. Initial Security Education and Awareness training
 - 2.6.2.33.5. Classified Courier briefing
 - 2.6.2.33.6. Foreign Travel briefing
 - 2.6.2.33.7. Continuous Evaluation briefing
- 2.6.2.34. Create and maintain security training files for all members assigned to the AOC.
- 2.6.2.35. Utilize DISS to validate clearance data on forms which require clearance data. Examples:
- 1.1.1.36.1. DD Form 2875, *System Authorization Access Request*
 - 1.1.1.36.2. ANG Form 336, *Air National Guard Orders Request*
 - 1.1.1.36.3. AF Form 2587, *Security Termination Statement*
 - 1.1.1.36.4. AF IMT 2586, *Unescorted Entry Authorization Certificate*
 - 1.1.1.36.5. AHRC TASS Form 2.1
 - 1.1.1.36.6. Other official Security Clearance Verification Memorandums
- 2.6.2.36. Input Visit Authorization Requests for all AOC members whose clearances are either “serviced” or “owned” in DISS.
- 2.6.2.37. Input new members as subjects into the 101 AOG SMO by creating an administrative “relationship” in DISS. Follow up with communicating the relationship with 125FW/IP.
- 2.6.2.38. Access the Global Electronic Approval Routing System (GEARS) to access clearance requests.
- 2.6.2.39. Validate monthly clearance requests for specific AOC divisions which validate

members' clearances by mandate.

2.6.2.40. Ensure familiarity with the Foreign Partner clearance roster as provided by the Foreign Disclosure Officer or other designated official.

2.6.2.41. Ensure members listed on the 601 AOC/101 AOG Unit Manning Document maintain active clearances.

2.6.2.42. Advise and instruct members concerning the details of their active clearances, timelines associated with their clearance level, and local access eligibility.

2.6.2.43. Familiarization with Air Force Instruction 16-1404, *Information Security Program, ACC Supplement*, and Air Force Guidance Memorandum 2020-01, 23 July 2020 is required.

2.6.2.44. Perform duties as an assistant to the 101 AOG Security Manager.

2.6.2.45. This position is mission essential.

2.7. Training Support

2.7.1. Air Defense Systems (ADS) Training Management

2.7.1.1. The contractor shall manage and/or monitor Initial Qualification Training (IQT), Mission Qualification Training (MQT), Continuation Training (CT) and produce monthly/yearly positional training requirements status reports by initiating, tracking, coordinating, planning, and ensuring execution of ADS training program.

2.7.1.2. Manage/monitor ADS Training Program. Enter individual's personal information into Senior Knowledge Management System (KMS). Create learning history record data. Initiate training program requests. Enter individuals into IQT, MQT, and CT by entry into KMS. Maintain AF IMT 4141/LMS, AF IMT (Individual Training Reports), DOD FORM 2992, Medical Recommendation for Flying or Special Operational Duty reports, and other documentation IAW AFMAN 13-1 BCC V1 and local instructions.

2.7.1.3. Administer electronic examinations via Moodle as required. Document electronic examination scores in KMS. Coordinate with the Chief, Operations Training, Superintendent of Training, Chief of Stan/Eval, and Superintendent of Stan/Eval concerning training requirements and documentation. Coordinate with Stan/Eval concerning release from training and additional training results.

2.7.1.4. Issue training materials, create all 6-part training folders and explain training plan requirements/process during IQT initial entry.

2.7.1.5. Conduct daily office duties to include general typing, database entry, manage supply inventory, safety/security checks, and ADS reference accountability

2.7.1.6. Manage/monitor KMS database to ensure trainees' progression meets training timelines and deadlines.

2.7.1.7. Finalize trainees' completion of training by ensuring required documentation is accurate and complete.

2.7.1.8. Manage monthly/yearly positional Continuation Training (CT) quota requirements by notifying Combat Mission Ready individuals of required quotas.

2.7.1.9. Coordinate with other stakeholder offices and agencies (including standards and evaluations, airspace scheduling, etc.), to ensure training relevance and continuity.

2.7.1.10. Must have a minimum of 5 years related experience.

2.7.2. Training Analysis and Management

2.7.2.1. The contractor shall assist in the management and input of policy recommendations for operations training programs for the Air Force Forces (AFFOR) staff, AOC, Air Defense Sectors (ADS), and Continental United States (CONUS) fighter units supporting CONR-1 AF (AFNORTH), Operation NOBLE EAGLE (ONE) and United States Northern Command (USNORTHCOM) assigned missions.

2.7.2.2. Provide expert guidance to effectively execute and administer operations training programs in accordance with (IAW) AFI 13-1BCC, Volume 1, Space, Missile, Command and Control Ground Environment Training--Air and Space Operations Center; AFI 13-1AD Volume 1, Space, Missile, Command and Control Air Defense Systems Training, and AFFOR staff training plans.

2.7.2.3. Provide coordination and identification of training needs by conducting staff assistance visits and training needs assessments. Perform research and identify resources to provide appropriate training to meet identified training shortfalls.

2.7.2.4. Ensure the AFFOR staff, AOC, and ADS Training Managers receive the training required to effectively administer operations training programs IAW Major Command (MAJCOM)/Numbered Air Force (NAF) Instructions.

2.7.2.5. Support the development of supplements to Air Combat Command (ACC)/NORAD training instructions and CONR-1 AF (AFNORTH) Training Operating Instructions (OIs).

2.7.2.6. Coordinate the training trend analysis program and recommend corrective actions; ensure updates to NORAD, ACC, CONR-1 AF (AFNORTH) instructions, and Operational Plans (OPLANS) are incorporated into training programs to ensure currency and viability.

2.7.2.7. Perform Joint Training Information Management System (JTIMS) administrative functions and Training Plan Analyst duties. Provide JTIMS user training for AFFOR staff, AOC, and ADS training representatives. Coordinate with NORAD-USNORTHCOM JTIMS program managers for support in ensuring compliance with Joint Training System requirements.

2.7.2.8. Coordinate with internal and external agencies for sector training slots for appropriate training courses. Research and recommend courses of action to alleviate training shortfalls at subordinate units. Evaluate, process, and make recommendations on requests for training waivers from subordinate units.

2.7.2.9. Formulate recommended checklists, operating instructions, and procedural guides for the sectors in conjunction with CONR-1 AF (AFNORTH) Standardization and Evaluation Division.

2.7.2.10. Perform Joint Operations Center (JOC) Superintendent duties as required for any contingency or exercise requiring a JOC. Shift work is usually required for JOC duties.

2.7.2.11. Overtime may be required.

2.7.2.12. This position is mission essential.

2.7.3. Training Manager and Operations Analyst

2.7.3.1. Primary responsibilities are to design, develop, maintain, support, and conduct training for approximately 95 senior United States Air Force Reserve (USAFR) individual mobilization augmentees (IMAs), emergency preparedness liaison officers (EPLO), and approximately 14 active duty and civilian (GS) staff members.

2.7.3.2. Develop, conduct, and coordinate multiple DSCA training courses, ensuring members are current and have completed required training. Coordinate with all services regarding DSCA mission, operations, execution, and training in support of local, state, and federal agencies. Organize, direct, and execute Air Force activities in support of the annual joint national EPLO workshop attended by more than 500 senior military and civilian personnel from DSCA agencies.

2.7.3.3. Organize, direct, and execute the NSEP new-hire orientation on a quarterly basis or as needed. Work in concert with the NSEP staff to ensure all EPLOs are current on all training and monitor/track the training.

2.7.3.4. Monitor the NSEP web-based tools for content accuracy, update data, provide mission information, and coordinate procedures to improve mission reporting.

2.7.3.5. Review and comment on DoD and USAF regulations, instructions, plans, and procedures dealing with DSCA operations, training, and mission requirements.

2.7.3.6. Facilitate the development of new briefings and maintain accuracy of existing briefings used for training and staff functions. Perform staff officer functions; DSCA SME for assigned tasks as the mission requires.

2.7.3.7. This may be a 24/7 resource during contingencies.

2.7.3.8. Overtime may be required.

2.7.3.9. This position is mission essential.

3.0 Service Summary

The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SS and the contractor's Quality Program Plan (QPP) provide information on contract requirements, the expected level of contractor performance, and the expected method of government validation and confirmation of services provided. These thresholds are critical to mission success.

Procedures as set forth in the FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Items, Inspection/Acceptance, will be used to remedy all deficiencies.

Performance Objective	PWS Para	Performance Threshold
SS-1 Staffing Level: Contractor maintains the staffing level for the total work order over the life of the contract.	Para 2.1	95 percent compliance over the life of the contract
SS-2 Staffing vacant tasks within 30 working days of a position becoming vacant or the contractor becoming aware of an impending vacancy (whichever occurs earlier).	Para 1.16	100 percent compliance
SS-3 Qualified Staffing (Resume)	Para 1.15	100 percent compliance

SS-4 Security Clearances. Contractor personnel shall have a secret clearance prior to performing any task. Personnel shall ensure their clearances are current as required.	Para 5.1.3	100 percent compliance
SS-5 Assigned Tasks	Para(s) 1.0 – 2.7	Not to exceed 2 valid customer complaints per month
SS-6 Monthly Status Report accuracy and timeliness	Para 1.17	Not to exceed 2 data errors per month. Due 15 days after month's end.

3.1. Quality Control.

The contractor shall develop and maintain a Quality Program Plan (QPP) to ensure services are performed in accordance with commonly accepted commercial practices and services identified in this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and repeat of defective services do not occur. As a minimum, the contractor shall develop QPP addressing the areas identified in paragraph 3.0, Services Summary. The Contractor selected for award shall submit a final QPP to the CO for acceptance 30 days after contract start date.

3.2. Quality Assurance.

The government will evaluate the contractor's performance to ensure services meet contract requirements. When a performance threshold has not been met or contractor performance has not been accomplished, contracting officer's representative (COR) will initiate and provide the contracting officer (CO) a corrective action report (CAR) for issuance to the contractor. The contractor shall respond to the CAR IAW instructions provided and return it to the CO within 10 calendar days of receipt.

3.3. Multifunctional Team Meeting.

The program manager and the contractor may be required to meet with the CO, contract administrator, COR, and other government personnel as deemed necessary. The contractor may request a meeting with the CO when the contractor believes such a meeting is necessary. If the CO or contract administrator deems necessary, written minutes of any such meetings shall be recorded in the contract file and signed by the project manager (PM) and the CO or contract administrator. If the contractor does not concur with any portion of the minutes, such nonoccurrence shall be provided in writing to the CO within ten (10) calendar days following receipt of the minutes.

3.4. Pre-Performance Conference

Offerors/bidders are hereby advised that if they are awarded a contract as a result of this solicitation, they shall be required to appear at the pre-performance conference at a date and time to be determined by the CO prior to any work on Tyndall AFB, Florida. Contractor shall provide key points of contact.

4.0 Government Furnished Property and Services

4.1. Government Furnished Facilities

The government will provide office space. No office space will be provided for contract program managers. No alterations to the office space shall be made without the specific written permission from the functional commander and the CO as coordinated and approved via the Civil Engineer work order, AF Form 332. In case of alterations necessary for compliance with OSHA, such permission shall not be reasonably withheld. The contractor shall return the office space to the government in the same condition as received, except for fair wear and tear and approved modifications.

4.2. Government Furnished Supplies and Equipment.

The government will furnish computer equipment (desktop and/or laptop), and necessary application software, office supplies, reproduction support, and office phone(s) (digital and/or analog).

4.3. Government Furnished Utilities.

The government will furnish electricity, water, and sewage service as necessary for accomplishment of work in accordance with this contract.

4.4. Utility Conversation.

The contractor shall adhere to all base level utility conservation practices or requirements. The contractor shall be responsible for operating under conditions that prevent waste of utilities.

4.5. Telephone Service.

The government will provide base, local, and long distance commercial telephone service. The contractor shall use government provided telephone services for official government business only. Personal calls made by the contractor will be identified to the Telephone Control Officer for repayment to the Government.

4.6. Security, Fire, and Medical Service.

The government will provide police and fire protection. In the event of a medical emergency, Bay County EMS will be utilized for transporting an injured employee to a local hospital. NOTE: Base ambulance services have limited availability and are mission focused, when available, they may be utilized for transport to a local hospital on a cost reimbursement basis.

4.7. Mail Service.

The government will provide postal services for official government mail only. Contractor shall be responsible for coordinating with the US Postal Service for the delivery of mail to the contractor's facility or post office box.

4.8. Access to Government Systems

In accordance with DoD Directive Number 7045.14, The Planning, Programming, Budgeting, and Execution (PPBE) Process, contractors are not allowed access to any DoD PPBE system without explicit authorization of a relevant government official, and that is based on a need-to-know basis

only. Individuals requiring access must have the appropriate clearance for the particular system and must sign a nondisclosure agreement.

4.9. Government-Owned Vehicles

The contractor may be required to drive government-owned vehicles to perform the task stated within the contract. The contractor shall comply with AFI 24-301, Vehicle Operations.

5.0 Security Information

5.1.1. DD Form 254, Contract Security Classification Specification

The security requirements for this task are defined in the DD Form 254, Contract Security Classification Specification. The requirements and the predominance of the work are at the secret level although the Operations Planner (A3) shall perform some tasks on this contract at a Top Secret level which will require an active Top Secret (TS)/Special Compartmented Information (SCI) DoD clearance. As a minimum, all contractor personnel performing on this contract shall have a secret clearance prior to performing any task. Personnel shall ensure their clearances are current as required. The contractor shall be required to have a secret facility clearance with NO safeguarding capabilities required. The contractor shall require access to communications security (COMSEC) information, restricted data (RD), Non-SCI intelligence information, special access information, North Atlantic Treaty Organization (NATO) information, foreign government information, and for official use only (FOUO) information. Any deviation in security requirements shall be approved by the Contracting Officer.

In performing this contract, the contractor shall have access to classified information only at another contractor's facility or government activity, have operations security (OPSEC) requirements, and be authorized to use the defense courier service.

5.1.2. Visitor Group Security Agreement (VGSA)

The contractor shall enter into a long-term visitor group security agreement if contract performance is on base. This agreement shall outline how the contractor integrates security requirements for contract operations with the Air Force to ensure effective and economical operation on the installation. The agreement shall include:

- a. Security support provided by the Air Force to the contractor shall include storage containers for classified information/material, use of base destruction facilities, classified reproduction facilities, use of base classified mail services, security badging and visitor control, investigation of security incidents, base traffic regulations, use of security forms and conducting inspections required by DoD 5220.22-R, Industrial Security Regulation, Air Force Policy Directive 31-6, Industrial Security, and Air Force Instruction 31-601, Industrial Security Program Management.
- b. Security support requiring joint Air Force and contractor coordination includes packaging classified information, mailing and receiving classified materials, implementing emergency procedures for protection of classified information, security checks, and internal security controls for protection of classified material and high-value pilfer able property.
- c. On base, the long-term visitor group security agreement may take the place of a standard practice procedure (SPP).

- d. Subcontractors submit independent Visit Requests to the serviced organization via JPAS on their employees.

5.1.3. Clearance Requirements

The contractor must possess or obtain an appropriate secret facility security clearance prior to performing work on a classified government contract. If the contractor does not possess a facility clearance, the government will request one. The government assumes the costs and conducts security investigations for upgrades in current security clearance requirements only. The contractor shall request security clearances for personnel requiring access to classified information within 15 days after receiving a facility clearance or, if the contractor is already cleared, within 15 days after contract award. Due to costs involved with security investigations, requests for contractor security clearances shall be kept to an absolute minimum necessary to perform contract requirements. The contractor shall notify the information security program manager (ISPM) at each operating location 30 days before on-base performance of the contract. The notification shall include:

- a. Name, address, and telephone number of company representatives.
- b. The contract number and contracting agency.
- c. The highest level of classified information which contractor employees require access to.
- d. The location(s) of contract performance and future performance, if known.
- e. The date contract performance begins.
- f. Any change to information previously provided under this paragraph.

5.1.4. Suitability Investigations

Personnel working in a government facility 6 months or longer or at any time requiring access to the Local Area Network will require a National Agency Check with Written Inquiry (NACI) clearance. An open NACI Investigation, at a minimum, is required before access to government furnished workstations that have access to Air Force e-mail systems can be granted. A Network Waiver may be granted by the Unit Commander after Local Files Check is completed. These investigations shall be submitted by the government at no additional cost to the contractor. The contractor shall comply with the DoD 5200.2-R, Personnel Security Program, and AFI 33-119, Electronic Mail (E-mail) Management and Use, requirements.

5.1.5. Unescorted Entry to Restricted Areas

When contractor employees require unescorted entry to restricted areas, the Air Force will submit NACI investigations for contractor employees at no additional cost to the contractor. The contractor personnel shall successfully complete a NACI investigation to obtain unescorted entry to a restricted area. The contractor shall comply with DoD 5200.2-R, and AFI 31-501, Personnel Security Program Management, requirements.

5.1.6. Pass and Identification Items

The contractor shall ensure the following pass and identification items required for contract performance are obtained for employees and non- government owned vehicles:

- a. Defense Biometrics Identification System (DBIDS) - Contractor Identification Card.
- b. AF Form 1199, USAF Restricted Area Badge, or a locally developed badge (if applicable).

- c. DoD Common Access Card (CAC), AFI 36-3026(I). (If LAN access is required – a CAC is processed through Military Personnel Flight rather than receiving a DBIDS Identification card).
- d. AF Form 75, Visitor/Vehicle Pass (AFI 31-204). The contractor shall adhere to local security policy when applying for short/long term visitors' passes. Any contractor requesting a pass for more than 3 days will complete a Background Affidavit with 325th Security Forces Squadron (SFS)/Pass & Registration. Vehicle passes (personal vehicles) are no longer required.

5.1.7. Retrieving Identification Media

The contractor shall retrieve all identification media from employees who depart for any reason before the contract expires; e.g., terminated for cause or retirement and submit them to the COR.

5.1.8. Security Manager Appointment

The contractor shall appoint a security manager for the on-base long-term visitor group. The security manager shall provide employees with training required by DoD 5200.1-R, Industrial Security Program Regulation, Chapter 10, AFD 31-4, Information Security, and AFI 31-401, Information Security Program Management. The contractor shall provide initial and follow-on training to contractor personnel who work in Air Force controlled/restricted areas. Air Force restricted and controlled areas are explained in AFI 31-101, The Air Force Installation Security Program.

5.1.9. Computer Security Requirements

In accordance with DoD 5200.1-R and AFI 31-401, the contractor shall comply with AFI 33-115 V2, Licensing Network Users and Certifying Network Professional, Air Force Special Security Investigation; Air Force System Security Instruction (AFSSI) 8522, Access to Information Systems, and AFI 33-200, Information Assurance Management as they apply to required security clearances and training requirements prior to being granted access to systems.

5.1.10. Reporting Requirements

The contractor shall comply with AFI 71-101, Volume-1, Criminal Investigations, and Volume-2 Protective Service Matters, requirements. The contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware may pose a threat to the security of DoD personnel, the contractor personnel, resources, and classified or unclassified defense information. The contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment and as required thereafter.

5.1.11. Physical Security

Areas controlled by the contractor's employees shall comply with base operations plans/instructions for force protection conditions (FPCON) procedures, random antiterrorism measures (RAMS) and local search/identification requirements. The contractor shall safeguard all government property including controlled forms provided for contractor use. At the close of each work period, government training equipment, ground aerospace vehicles, facilities, support equipment, and other valuable materials shall be secured.

5.1.12. Controlled/Restriction Areas

The contractor shall implement local base procedures for entry to Air Force controlled/restricted areas where contractor personnel shall work.

5.1.13. Entry Procedures for Controlled Areas

For on-base cleared facilities overseen by the base ISPM, the contractor shall comply with the National Industrial Security Program Operating Manual (NISPOM), previously referred to as the Industrial Security Manual (ISM), to implement controlled area requirements. The ISPM will approve the establishment, construction, and modification of all contractor designated controlled areas before they may be used to limit access.

5.2. Key Control

The contractor shall establish and implement key control procedures in the QCP to ensure keys issued to the contractor by the government are properly safeguarded and not used by unauthorized personnel. The contractor shall not duplicate keys issued by the government.

5.2.1. Lost Keys

Lost keys shall be reported immediately to the COR. The government replaces lost keys or performs re-keying. The total cost of lost keys, re-keying, or lock replacement shall be deducted from the monthly payment due to the contractor.

5.2.2. Government Authorization

The contractor shall ensure its employees do not allow government issued keys to be used by personnel other than current authorized contractor employees. The contractor employees shall not use keys to open work areas for personnel other than contract employees engaged in performance of duties, unless authorized by the government functional area chief.

5.2.3. Lock Combinations

The contractor shall establish procedures in local OIs ensuring lock combinations are not revealed to unauthorized persons and ensure the procedures are implemented. The contractor is not authorized to record lock combinations without written approval by the government functional area chief. Records with written combinations to authorized secure storage containers or secure storage rooms (SSR), shall be marked and safe-guarded at the highest classification level as the classified material maintained inside the approved containers. The contractor shall comply with DoD 5200.1-R security requirements for changing combinations to storage containers used to maintain classified materials.

5.3. Tyndall AFB Traffic Laws

The contractor and its employees shall comply with base traffic regulations. NOTE: The use of cellular phones are prohibited while operating any form of motorized transportation on Tyndall AFB without the accompaniment of a hands-free device.

Appendix A: AFSC Conversion Chart/Minimum Experience/Education Requirements

AFSC Conversion Chart/Minimum Experience/Education Requirements			
Job Description	PWS Paragraph	AFSC	Minimum Education/Experience Requirements
Administrative Support			
Administrative Assistance	2.2.1	3A0X1 or 3S0X1	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3A0X1 or 3S0X1 has been used to meet this requirement.
Personnel Program Specialist	2.2.2	3A0X1, 3F071, 3S0X1, or 1C5XX	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3A0X1 or 3SXX1 has been used to meet this requirement.
Facility Support			
Allied Trades	2.3.1	3E0X1, 3E1X1 or 3E2X1	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3E0X1/3E1X1/3E2X1 have been used to meet this requirement.
Civil Engineer	2.3.2	32E4	Air Force Officer with Air Force Specialty Code of 32E4 has been used to meet this requirement. This position requires a Bachelor's Degree in Engineering, Architecture or Physical Sciences substantially relevant to facility and infrastructure type projects from an accredited institutions within the 50 United States
Electrical Systems Support	2.3.3	3E0X1	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3E0X1 has been used to meet this requirement. This position requires a minimum of five (5) years' experience as a licensed Journeyman electrician.
Facility Manager	2.3.4	3E5X0	Air Force Enlisted with Air Force Specialty Code of 3E5X0 has been used to meet this requirement.
Powered Support System Mechanic	2.3.5	3E0X2	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3E072 has been used to meet this requirement.
Information Technology Support			
Audio Visual (AV) Technician	2.4.1	3D1X3 or 3V0X1	Air Force Enlisted with a military grade of E6 and an Air Force Specialty code of 3V0X1 with recent Air Defense Sector experience has been used to meet this requirement.
Communications Focal Point	2.4.2	2E1X3 or 3DXXX	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 2E1X3 has been used to meet this requirement.
Networks Analyst	2.4.3	17D, 33SX, 2E2XX, or 3DOX2	Air Force Officer and Enlisted with military grades O-2/E7 and an Air Force Specialty Code of 33SX or 2E2XX have been used to meet this requirements
Information Technology	2.4.4	3C0X1, 3D1X2, or 3D0X2	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3D1X2 has been used to meet this requirement.
Sr. Knowledge Management Specialist	2.4.5	3D0X1, 17D4Y, or GS2210	Air Force Enlisted with a military grade of E6/7 and an Air Force Specialty Code of 3D0X1 or GS-12, Occupational Specialty code: 2210
Operations Support			
Air Defense Systems (ADS) Training	2.5.1	1C5X1	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 1C571 has been used to meet this requirement.
Lead DSCA Cell Operations Manager	2.5.2	16G4, 86PO, 1C391 or 3A0X1	Air Force Enlisted and Officer with a military grade of E8/0-3 and an Air Force Specialty Code of 16G4/86PO with some 3A0X1 has been used to meet this requirement.

DSCA Cell Operations Support	2.5.3	16G4, 86PO, 3E971, or 3A0X1	Air Force Enlisted and Officer with a military grade of E8/O-3 and an Air Force Specialty Code of 16G4/86PO with some 3A0X1 has been used to meet this requirement.
Exercise Planner	2.5.4	11XX, 12XX, 13BX, 13SX, 14NX or 1C5XX	Air Force Officer 03/04 with AFSCs 11XX, 12XX, 13BX, 13SX or 14NX or Senior Enlisted E7 - E9 with AFSC 1C5X has been used to meet this requirement. Position requires individual to be bilingual (Spanish).
Flight Operations Specialist	2.5.11	1C5, 1A, 13B	Air Force Enlisted with Military Grade of E-7/O-3 Bachelor's Degree w/24 business hours preferred
Global Flight Management Specialist	2.5.13	11XX, 12XX, 13BX, 13SX, 14NX or 1C5XX	Air Force Officer 03/04 with AFSCs 11XX, 12XX, 13BX, 13SX or 14NX or Senior Enlisted E7 - E9 with AFSC 1C5X has been used to meet this requirement. Position requires individual to be bilingual (Spanish).
Joint Information Coordination Cell (JICC) Support	2.5.5	1C5XX	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 1C5XXX have been used to meet this requirement.
Mission Support Analysis	2.5.6	3A0X1, 3S0X1 or 3D1X2	Air Force Enlisted with a military grade of E5 and an Air Force Specialty Code of 3A0X1 or 3S0X1 and 3D1X2 has been used to meet this requirement. A minimum of five years of mission support functional experience preferred (communications, civil engineering, or security forces) with prior DSCA, unit/base-level.
Operations Planning	2.5.7	11XX, 12XX, 13BX, 13SX, 14NX or 1C5XX	Air Force Officer 03/04 with AFSCs 11XX, 12XX, 13BX, 13SX or 14NX or Senior Enlisted E7 - E9 with AFSC 1C5XX has been used to meet this requirement.
Operations Standardization Technician	2.5.8	1C5XX	Air Force Enlisted with a military grade of E6 and an Air Force Specialty code of 1C5XX with recent Air Defense Sector experience has been used to meet this requirement.
Special Projects Officer	2.5.9	16GX	Air Force Officer with military grade of O-4 and an Air Force Specialty Code of 16GX has been used to meet this requirement.
Standardization and Evaluation Analyst	2.5.10	1C5XX	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 1C5XX has been used to meet this requirement.
Operations Support			
Domestic Operations (DOMOPS) Desk Specialist	2.6.1	16G4, 86PO or 3A0X1	Air Force Enlisted and Officer with a military grade of E8/O-3 and an Air Force Specialty Code of 16G4/86PO with some 3A0X1 has been used to meet this requirement.
Deputy JOC Chief	2.5.12	11XX, 12XX, 13XX, 21XX	Air Force Officer 03/04 with AFSCs 11XX, 12XX, 13BX, 13SX or 21XX has been used to meet this requirement.

Entry Control Point (ECP) Technician	2.6.2	3P0X1	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 3P0X1 have been used to meet this requirement. Must have a minimum of 5 years related experience.
Training Management Support			
Air Defense Systems Training Management	2.7.1	1C5XX	Air Force Enlisted with a military grade of E7 and an Air Force Specialty Code of 1C5XX has been used to meet this requirement.
Training Analysis and Management	2.7.2	1C5XX or 13BX	Air Force Senior Enlisted with a military grade of E7 - E9 and an Air Force Specialty Code of 1C5X or Officer 03- 04 Specialty Code of 13BX has been used to meet this requirement.
Training Manager and Operations Analyst	2.7.3	1C591, 16G4 or 3S2X1	Air Force Enlisted with a military grade of E7/GS-13/NSPS WA-02 and an Air Force Specialty Code of 1C591/3S271 or 16G4 has been used to meet this requirement.

Appendix B: Acronyms and Definitions

For the purpose of this document the following acronyms and definitions apply.

1AF	First Air Force
ACC	Air Combat Command
ACS	Air Control Squadron
ADS	Air Defense Sectors
ADSI	Air Defense System Integrator
ADUC	Active Directory Users and Computers
AETC	Air Education and Training Command
AEWS	Airborne Early Warning System
AF	Air Force
AFB	Air Force Base
AFFOR	Air Force Forces
AFI	Air Force Instruction
AFNORTH	Air Forces Northern
AFRCC	Air Force Rescue Coordination Center
AFSSI	Air Force Special Security Investigation; Air Force System Security Instruction
AGR	Active Guard Reserve
AIM	Asset Inventory Management
ALCOM	Alaskan Command
ANG	Air National Guard
ANR	Alaskan NORAD Region
AOC	Air Operations Center
AOR	Area of Responsibility
APAN	All Partners Area Network
ARPC	Air Reserve Personnel Center
ASI	Authorized Service Interrupt
ASIR	AFNORTH Supplemental Information Requirements
AST	Air Surveillance Technician
ATC	Air Traffic Control
AT	Antiterrorism
BCC	Battle Control Center
BITS	Base Information Transfer System
C2	Command and Control
C3	Command, Control and Communications
C4	Command, Control, Communications, and Computer
C4I	Command, Control, Communications, Computer and Intelligence
C4NOTAM	C4 Notice to Airman
CAC	Common Access Card
CANR	Canadian NORAD Region
CAR	Corrective Action Report
CAT	Contingency Action Team
CBRN	Chemical, Biological, Radiological, Nuclear

CCI	Controlled Cryptographic Items
CCIR	CRDAFNORTH Critical Information Requirements
CCV	Office Symbol in Standardization and Evaluation
CDRAFNORTH	Commander, AFNORTH
CDRNORAD	Commander, NORAD
CDT	Communications and Data Technician
CFACC	Combined Forces Air Component Commander
CFI	Classified File Incidents
CMI	Classified Message Incidents
CMR	Combat Mission Ready
CMRA	Contractor Manpower Reporting Application
CO	Contracting Officer
COA	Courses of Action
COC	Contingency Operations Cell
COMSEC	Communications Security
CONOPS	Concepts of Operations
CONR	Continental United States NORAD Region
CONUS	Continental United States
COOP	Continuity of Operations Plan
CoP	Community of Practice
COP	Common Operational Picture
COR	Contracting Officer's Representative
CSA	Client System Administrator
CT	Continuation Training
C-UAS	Counter-Unmanned Aerial System
CUB	Commander's Update Briefing
CS	Chief of Staff
DAR	Daily Activity Report
DBIDS	Defense Biometrics Identification System
DNS	Domain Name Server
DoD	Department of Defense
DOMOPS	Domestic Operations
DRSN	Defense Red Switch Network
DRU	Direct Reporting Unit
DSCA	Defense Support to Civil Authorities
DSG	Drill Status Guardsman
EADS	Eastern Air Defense Sector
EAL	Entry Authority List
ECP	Entry Control Point
EIM	Electronic Information Management
EMP	Electromagnetic Pulse
EPLO	Emergency Preparedness Liaison Officer
EWV	Extended Work Week
FaCIT	Facility Circuit Information Tracking
FAR	Federal Acquisition Regulation
FEF	Flight Evaluation Folder

FOA	Field Operating Agency
FOIA	Freedom of Information Act
FOC	Future Operations Cell
FOUO	For Official Use Only
FP	Force Protection
FPCON	Force Protection Condition
FPIR	FP Information Requirements
FSO	Facility Security Office
G&A	General and Administrative
GBAD	Ground Based Air Defense
GCCS	Global Command and Control System
HAF	Headquarters Air Force
HHQ	Higher Headquarters
HLD	Homeland Defense
HQANG	Headquarters Air National Guard
HTML	Hyper Text Mark Up Language
IA	Information Assurance
IAVA	Information Assurance Vulnerability Assessment
IAW	In Accordance With
IMA	Individual Mobilization Augmentee
IO	Information Operations
IQT	Initial Qualification Training
ISM	Industrial Security Manual
ISPM	Information Security Program Manager
IT	Information Technology
IWS	Integrated Warfare Systems
JADOC	Joint Air Defense Operations Center
JCS	Joint Chiefs of Staff
JICC	Joint Information Coordination Cell
JICO	Joint Interface Control Officer
JPAS	Joint Personnel Adjudication System
JRE	Joint Range Extension
JTIDS	Joint Tactical Information Distribution System
JTL	Joint Theater Logistics
JTIMS	Joint Training Information Management System
JTR	Joint Travel Regulations
LAN	Local Area Network
LIMFAC	Limiting Factors
LMR	Land Mobile Radio
LMS	Learning Management System
MAJCOM	Major Command
MET	Mission Essential Task
MFRs	Memorandums for Record
MICT	Management Internal Control Toolset
MIDS	Multifunctional Information Distribution System

MILPDS	Military Personnel System
MQF	Master Question File
MQT	Mission Qualification Training
MS	Microsoft
MSL	Master Station Log
NACI	National Agency Check with Written Inquiry
NAF	Numbered Air Force
NATO	North Atlantic Treaty Organization
NCC	Network Control Centers
NCOIC	Noncommissioned Officer in Charge
NGB	National Guard Bureau
NISPOM	National Industrial Security Program Operational Manual
NORAD	North American Aerospace Defense Command
NORTHCOM	Northern Command
NOSC	Network Operations Security Centers
NSEP	National Security Emergency Preparedness
OCONUS	Other Than Continental United States
OCS	Operational Contract Support
OIs	Operations Instructions
OIF	Operations Information File
ONE	Operation NOBLE EAGLE
OPLANS	Operational Plans
OPORDS	Operation Orders
OPSEC	Operations Security
OSHA	Occupational Safety and Health Administration
PCAR	Point Credit Account Reporting
PEX	Patriot Excalibur System
PIF	Personnel Information File
PKI	Public Key Infrastructure
PM	Project Manager
PMI	Planned Maintenance Inspection
POC	Point of Contact
PPBE	Planning, Programming, Budgeting and Execution
PPE	Personnel Protective Equipment
PWS	Performance Work Statement
PWCS	Personal Wireless Communications System
QC	Quality Control
QPP	Quality Program Plan
RAMs	Random Antiterrorism Measures
RD	Restricted Data
RF	Radio Frequency
SADL	Situational Awareness Data Link
SAR	Search and Rescue
SCC	Service Component Command
SCA	Service Contract Act
SCI	Special Compartmented Information

SCCM	System Center Configuration Manager
SEBs	Standardization/Evaluation Boards
SFS	Security Forces Squadron
SME	Subject Matter Expert
SOCC	Sector Operations Control Center
SOP	Standard Operating Procedures
SORTS	Status of Resources and Training
SPP	Standard Practice Procedure
SQL	Structured Query Language
SS	Services Summary
SSR	Secure Storage Rooms
STE	Secure Telephone Equipment
STU	Secure Telephone Unit
TBMCS	Theater Battle Management Core System
TCTO	Time Compliance Technical Order
TCNO	Technical Control Network Order
TDL	Tactical Data Link
TDY	Temporary Duty
TMPG	Transparent Multi-Platform Gateways
TS	Top Secret
TSC	Theater Security Corporation
TSOs	Telecommunication Service Orders
TSRs	Telecommunications Service Requests
TTPs	Tactics, Techniques and Procedures
UMD	Unit Manpower Document
US	United States
USAF	United States Air Force
USAFR	United States Air Force Reserve
USC	United States Code USNORTHCOM
	United States Northern Command
UTA	Unit Training Assembly
UTC	Unit Type Code
VARs	Visit Authorization Requests
VGSA	Visitor Group Security Agreement
WADS	Western Air Defense Sector
WSUS	Windows Server Update Services

Appendix C: Publications and Forms

Publications

AFI 10-245	Antiterrorism
AFI 10-701	Operations Security (OPSEC)
AFI 13-1AOCV1	Ground Environment Training-Air and Space Operations Center
AFI 13-1ADV1	Air Defense Systems Training
AFI 13-1AOCV2	Standardization/Evaluation Program–Air and Space Operations Center
AFI 13-1ADV3	Air Defense Command and Control Operations
AFI 13-1AOCV2	Standardization/Evaluation Program--Air and Space Operations Center
ACCI 13-1 AD OIF	Supplement to Air Force Instruction 13-1 Air Defense Volume 3 – Space, Missile, Command and Control Air Defense Command and Control Operations
AFI 16-1404	Air Force Information Security Program
AFI 16-1406	Air Force Industrial Security Program
AFI 24-301	Vehicle Operations
AFPD 31-4	Information Security
AFPD 31-6	Industrial Security
AFI 31-101	Integrated Defense (FOUO)
AFI 31-204	Air Force Motor Vehicle Traffic Supervision
AFI 31-501	Personnel Security Program Management
AFI 33-119	Air Force Messaging
AFI 33-200	Assurance (IA) Management
AFI 36-3026V1	Identification cards for Members of the Uniformed Services, Their Eligible Family members and Other Eligible Personnel
AFI 71-101V1	Criminal Investigations Program
AFI 71-101V2	Protective Service Matters

AFSSI 8522	Access to Information Systems
DoD 5200.1-R	Information Security Program
DoD 5200.2-R	Personnel Security Program
DoD 5400.7-R	DoD Freedom of Information Act Program
DoDD 7045.14	Planning, Programming, and Budgeting System (PPBS)
DoDD 8140	Information Assurance (IA) Training, Certification, and Workforce Management
DoDM 5200.01 V1-4	DoD Information Security Program

Forms

AF 8	Certificate of Aircrew Qualification
AF 75	Vehicle Pass
AF 332	Base Civil Engineer Work Request
AF 942	Record of Evaluation
AF 1042	Medical Recommendations for Flying or Special Operational Duty
AF 1199	USAF Restricted Area Badge
AF 2096	Classification/On-the-Job Training Action
AF 4142	Individual Annual Training Record
AF 4143	Certificate of Qualification
AF 2096	Classification/On-the-Job Training Action
AETC 58	Civilian Identification Card
DoD 254	Contract Security Classification Specification
SF 52	Request for Personnel Action