

**STATEMENT OF WORK (SOW)  
FOR  
CONVOY TRACKING CAPABILITY  
FOR SUPPORTING OPERATIONS  
IN ISAF**

**(Version 0.2)**

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## DOCUMENT CONTROL PAGE

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## TABLE OF CONTENTS

<b>Introduction .....</b>	<b>4</b>
1.1. Purpose .....	4
1.2. Background .....	4
1.3. Operational Requirements .....	4
1.4. Scope of Contract .....	4
1.5. Scope of Work .....	5
1.6. Travel .....	5
1.7. Continuity of Personnel.....	<b>Error! Bookmark not defined.</b>
1.8. Contractor’s Staff Performance Evaluation .....	5
<b>Annex A - Labour Category Descriptions.....</b>	<b>7</b>
Senior Software Developer .....	7
Senior Support Engineer .....	8
Senior Instructor .....	9
System Administrator.....	10
<b>Annex B - Levels of Expertise .....</b>	<b>11</b>
<b>Annex C - Activities.....</b>	<b>12</b>
<b>SECTION 1: Install the Convoy Tracking Reference System .....</b>	<b>12</b>
1.1. General .....	12
1.2. Technical .....	13
<b>SECTION 2: Provide the Initial Support at NCSA HQ .....</b>	<b>14</b>
2.1. General .....	14
2.2. Technical .....	15
<b>SECTION 3: Install the Convoy Tracking System on site.....</b>	<b>16</b>
3.1. General .....	16
3.2. Technical .....	17
<b>SECTION 4: Conduct the Initial Training on site .....</b>	<b>18</b>
4.1. General .....	18
4.2. Technical .....	19
<b>SECTION 5: Provide the Initial Support on site.....</b>	<b>19</b>
5.1. General .....	19
5.2. Technical .....	21

## INTRODUCTION

### 1.1. Purpose

- 1.1.1. The purpose of this Contract is initial support of a Movement Visibility capability for NATO and national personnel using the NATO Secret (NS), Mission Secret (MS), NATO Unclassified (NU), and internet network domains to support the combined efforts of the NATO Command Structure (NCS) and Troop Contributing Nations (TCNs) to support operations executed in ISAF. The project is known as Convoy Tracking Capability for ISAF Freedom of Movement (short name is Convoy Tracking).

### 1.2. Background

- 1.2.1. The Convoy Tracking project originates from SHAPE Urgent Request SHCMRB/6100/032/09.
- 1.2.2. The aim of the project is to provide an ISAF-wide "Freedom of Movement Convoy/Tracking and Hazard Warning Capability" to COMISAF for the planning, tracking and post-incident management of military and civilian convoys (6 or more vehicles) in the ISAF Area Of Operations (AOO) for the duration of the ISAF operation. This operational capability should be delivered in theatre and transitioned to NCSA/SMD for system management in 2010.

### 1.3. Operational Requirements

- 1.3.1. The Movement Visibility capability will provide an ISAF-wide capability to support Convoy Planning, Convoy Tracking, Convoy Visualization, Incident Management, Troops in Contact and Early Warning.

### 1.4. Scope of Contract

- 1.4.1. Under this Contract, the Contractor will be required to furnish consultant support services by supplying the expertise required in support of the Convoy Tracking project as set forth in this Statement of Work, and within the general areas of competency identified by the appropriate Labour Category described in Annex A, for the activities specified in Annex C.
- 1.4.2. Annex A hereto describes the projected skills, abilities and duties that are expected of personnel of particular labour categories. The Purchaser reserves the right to require skills and abilities that are not specifically called out in the Annex, but could reasonably be expected to be possessed by individuals with such background and experience.

- 1.4.3. Annex C hereto describes the projected activities for which the Contractor will be required to furnish consultant support services. For each activity, Annex C specifies the consultant support services that will be required in terms of duration, places of duty, number of persons and Labour Categories.

## **1.5. Scope of Work**

- 1.5.1. This part of the Statement of Work (SOW) describes the responsibilities of and efforts to be performed by the Contractor in satisfying the requirements of the Convoy Tracking project.
- 1.5.2. The Contractor shall provide on-site consultant support services to the Purchaser for the following activities as specified in Annex C:
- 1.5.2.1. Install the Convoy Tracking Reference system at NCSA HQ, Mons, Belgium
- 1.5.2.2. Provide the Initial Support at NCSA HQ, Mons, Belgium (third level of support)
- 1.5.2.3. Install the Convoy Tracking system on site (upgrades)
- 1.5.2.4. Conduct the Initial Training on site in the ISAF AOO
- 1.5.2.5. Provide the Initial Support on site in the ISAF AOO (first and second level of support)

## **1.6. General expectations for Contractor's Staff Performance**

- 1.6.1. The Purchaser reserves the right to request the replacement of any Contractor's Staff that, according to the Purchaser's on-site representative's assessment, does not demonstrate the abilities required to perform the job.
- 1.6.2. Performance Assessment Parameters
- 1.6.2.1. The Purchaser expects the Contractor's Staff to meet the following performance requirements (list not exhaustive):
- 1.6.2.2. Technical – consisting in:
- 1.6.2.2.1. Demonstrated technical knowledge at the levels required by this SOW
- 1.6.2.2.2. Demonstrated productivity, efficient time management, motivation and proactive attitude
- 1.6.2.2.3. Effectiveness in acquiring familiarity with the Convoy Tracking system
- 1.6.2.2.4. Effectiveness in providing the required level of support for the entire Convoy Tracking system, as required by this SOW

- 1.6.2.2.5. Ability to effectively collaborate and communicate with the other key stakeholders, as required by this SOW
- 1.6.2.2.6. Ability to identify risk factors and alternatives for alleviating risk
- 1.6.2.2.7. Ability to identify and solve problems expeditiously
- 1.6.2.2.8. Ability to employ the standard tools/methods/ procedures applicable to the tasks, as required by this SOW
- 1.6.2.3. Management – consisting in:
  - 1.6.2.3.1. Overall communication with Purchaser’s Staff
  - 1.6.2.3.2. Effectiveness and reliability of Contractor's personnel
  - 1.6.2.3.3. Ability to effectively manage subcontractors (if any)
  - 1.6.2.3.4. Planning, scheduling, and monitoring
- 1.6.2.4. Customer Satisfaction – consisting in:
  - 1.6.2.4.1. Contractor’s personnel overall performance
  - 1.6.2.4.2. Contractor's personnel ability to be cooperative, business-like and concerned with the interests of the customer
  - 1.6.2.4.3. Contractor’s personnel inter-personal skills

## ANNEX A - LABOUR CATEGORY DESCRIPTIONS

### Senior Software Developer

[MAN\_1] Develops, tests, documents and trouble-shoots software programs. Analyses system faults, bugs and defects. Performs operational support activities. Analyses system performance data. Captures and analyses system adaptive maintenance requirements. Administers and maintains databases. Prepares reports and assessments on technical feasibility and cost estimates.

[MAN\_2] Specific essential skill set and experience required:

- i. Proven experience in the analysis, design, development, implementation and maintenance of software changes, related applications software and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security
- ii. Knowledge of System Analysis principles to guide Information Systems development
- iii. Excellent working knowledge of programming languages (Java and C# in particular), to include the design, implementation and maintenance of Web based applications and applications hosted on Windows 2000/XP/2003 and Unix operating systems, with at least five years experience in software programming
- iv. Knowledge of and experience with Microsoft Visual Studio .NET 2008/2010 development environment (with team foundation suite)
- v. Experience in the implementation, configuration and customisation of relational database systems with at least four years experience in database administration
- vi. Experience in all Lifecycle aspects of Information Systems to achieve effective system development and deployment
- vii. Knowledge of architectural design as applied to computer systems
- viii. Ability to express oneself clearly in English both orally and in writing
- ix. Ability to work with confidence and minimum supervision, producing positive tangible results
- x. Good interpersonal and communication skills

[MAN\_3] Specific desirable skill set required:

- i. Deep working knowledge of NATO LOGFAS systems.
- ii. Deep working knowledge of NATO NIRIS 3.3x or 3.4x baseline
- iii. Knowledge of PostgreSQL database administration
- iv. Modern software design methodologies (e.g. Object Oriented Analysis and Design)

- v. Relational databases and non-procedural database query languages
- vi. Use of tools for version control, configuration control, test and issue management and automated testing
- vii. UML based engineering
- viii. Creative approach to problem solving
- ix. Helpdesk experience

[MAN\_4] Education: Master Degree in Software Engineering. Significant relevant experience will be considered a substitute for a relevant degree-level qualification.

[MAN\_5] Clearance: NS Security Clearance

### Senior Support Engineer

[MAN\_6] Analyses system faults, bugs and defects. Performs operational support activities. Captures and analyses system adaptive maintenance requirements. Administers and maintains databases. Prepares reports and assessments on technical feasibility and cost estimates. Supports system activation and develops users and system administrator's familiarity with the system.

[MAN\_7] Specific essential skill set and experience required:

- i. Proven experience in the analysis, design, development, implementation and maintenance of software changes, related applications software and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security
- ii. Knowledge of System Analysis principles to guide Information Systems development
- iii. Knowledge of programming languages (Java and C# in particular), to include the design, implementation and maintenance of Web based applications and applications hosted on Windows 2000/XP/2003 and Unix operating systems, with at least two years experience in software programming
- iv. Knowledge of PostgreSQL database administration or equivalent database system with at least four years experience in database administration
- v. Proven experience with database and application servers backup/recovery, monitoring, patching, upgrades, performance tuning and administration, to provide a high availability service.
- vi. Proven experience in the development of Standard Operating Procedures and/or Concepts of Operations documents
- vii. Experience in all Lifecycle aspects of Information Systems to achieve effective system development and deployment

- viii. Good understanding of Customer care and ability to translate functional requirements into technical solutions
- ix. Ability to thrive under pressure
- x. Ability to explain complicated processes in non technical language
- xi. Ability to express oneself clearly in English both orally and in writing
- xii. Ability to work with confidence and minimum supervision, producing positive tangible results
- xiii. Good interpersonal and communication skills
- xiv. Authorized to travel in theatre (deployment training is a pre-requisite)

[MAN\_8] Specific desirable skill set and experience required:

- i. Deep working knowledge of NATO LOGFAS systems.
- ii. Deep working knowledge of NATO NIRIS 3.3x or 3.4x baseline
- iii. Deployment experience in military operations and or good knowledge of Movement and Transportation operations in theatre
- iv. Knowledge of and experience with Microsoft Visual Studio .NET 2008/2010 development environment (with team foundation suite)
- v. Use of tools for version control, configuration control, test and issue management and automated testing
- vi. UML based engineering
- vii. Creative approach to problem solving
- viii. Helpdesk experience

[MAN\_9] Education: Master Degree in Software Engineering. Significant relevant experience will be considered a substitute for a relevant degree-level qualification.

[MAN\_10] Clearance: NS Security Clearance

### Senior Instructor

[MAN\_11] Conducts training classes. Determines training requirements. Develops and maintains training materials. Reviews and provides inputs for technical documentation. Conducts the research necessary to develop and revise training courses and prepares training plans. Develops instructor (course outline, background material, and training aids) and student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer-aided training. Provides daily supervision and direction to staff.

[MAN\_12] Specific essential skill set and experience required:

- i. Proven experience in delivering training courses in the area of Functional Services within military Information Systems with at least four years in

delivering functional training courses in the area of information systems as a training instructor. At least three years in the preparation of functional training materials.

- ii. Authorized to travel in theatre (deployment training is a pre-requisite)

[MAN\_13] Specific desirable skill set and experience required:

- i. Experience in delivering training courses in the area of military Logistics Functional Services.

[MAN\_14] Education: Bachelor Degree.

[MAN\_15] Clearance: NS Security Clearance.

### **System Administrator**

[MAN\_16] Installs and administers systems operations and configuration. Creates and maintains user accounts and profiles. Sets up automatic system backup and documents restoration procedures. Tests and troubleshoots installation and operational problems. Co-ordinates system configuration and performance issues with central network support staff and Purchaser site personnel. Trains system administrators.

[MAN\_17] Specific essential skill set and experience required:

- i. Proven experience in installing software systems and creating user accounts with different types of software (COTS, GOTS, bespoke applications) and in the creation and use of installation packages (e.g. install shield), to include systems operated on Windows and Unix Operating Systems
- ii. Good documentation & automation (UNIX scripting) skills
- iii. Proven experience in troubleshooting as relates to network and software issues
- iv. Proven experience with database and application servers backup/recovery, monitoring, patching, upgrades, performance tuning and administration, to provide a high availability service.
- v. Experience in implementing security measures (e.g. Group Policy Objects)
- vi. Experience in site activation testing
- vii. Authorized to travel in theatre (deployment training is a pre-requisite) [applies only for candidates for activities described under section 3]

[MAN\_18] Education: Associates degree or two years of technical training.

[MAN\_19] Clearance: NS Security Clearance.

## **ANNEX B - LEVELS OF EXPERTISE**

Consultant Support is divided into the following classifications dependent on education and experience:

1. Level 1: The most senior or principal staff. Individuals in this category possess unusual and unique technical knowledge and experience in the given discipline. These individuals are normally the corporate experts on a subject. An advanced degree, normally a doctorate would be expected at this level. If a doctorate is not possessed, extensive and unique experience would be required. An individual at this level would be expected to have published literature in his field or have been a collaborator on published works.
2. Level 2: Individuals in this category are Senior Staff that are experts in their discipline with considerable experience. Individuals at this level have normally been Lead Staff on large and complex projects within the company or been responsible for significant research work within the company. The individual would be expected to have a minimum of a Masters Degree, if not a doctorate. If such educational level has not been attained, extensive or unique knowledge or experience would be required.
3. Level 3: Individuals in this category are considered journeymen staff, personnel with excellent knowledge and significant experience in their discipline. The individual would normally be expected to have a minimum of a Baccalaureate Degree but may compensate for a lack of formal education by extensive or unique experience. An individual at this level would be expected to have assisted senior staff on major projects in his field.

## ANNEX C - ACTIVITIES

The scope of work is divided into the following activities

1. Install the Convoy Tracking Reference system at NCSA HQ, Mons, Belgium
2. Provide the Initial Support at NCSA HQ, Mons, Belgium (third level of support)
3. Install the Convoy Tracking system on site (upgrades)
4. Conduct the Initial Training on site in the ISAF AOO
5. Provide the Initial Support on site in the ISAF AOO (first and second level of support)

This annex describes, for each activity, the requirements applicable to the consultant support services that will be required in terms of duration, places of duty, number of persons and Labour Categories.

### SECTION 1: INSTALL THE CONVOY TRACKING REFERENCE SYSTEM

#### 1.1. General

- 1.1.1. The Contractor shall provide on-site support to the Purchaser for the installation of the Convoy Tracking Reference system.
- 1.1.2. This support shall be based at the Purchaser's facility in Mons, Belgium.
- 1.1.3. The Contractor shall provide two persons who meet or exceed the criteria for a System Administrator as defined in Annex A of the SOW with a level 2 of expertise as defined in Annex C of the SOW.
- 1.1.4. This individual shall work 7.6 hours per working day within the normal working hours of the Purchaser's facility.
- 1.1.5. Contractor's Personnel shall not work during the official NATO holidays.
- 1.1.6. Under no circumstances, these personnel may be requested to work additional hours with regard to the standard number of hours per working day specified in paragraph 1.1.4 above.

- 1.1.7. The Contractor shall provide this support for a consecutive period of 10 working days, effective the first working day the designated individual is available to begin work at the Purchaser's facility.
- 1.1.8. The Contractor shall ensure the designated individual is available to begin work at the Purchaser's facility within 1 week of the effective date of this Contract.
- 1.1.9. The Purchaser's on-site representative will assign and monitor progress on specific tasks within the scope of this Contract and this Activity.
- 1.1.10. At the end of the performance the individuals shall report to the Purchaser's Project Manager on tasks conducted under this Activity.
- 1.1.10.1. The report (quantity: one) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 1.1.11. At the end of the performance the individuals shall report to the Purchaser's Project Manager on the time spent at work.
- 1.1.11.1. The timesheet (quantity: one per Contractor's staff) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 1.1.12. The Contractor's designated individuals shall travel as required by the Purchaser's on-site representative.
- 1.1.12.1. The Contractor shall be reimbursed on a direct basis for travel costs incurred under this Activity on the basis of invoices submitted for authorised travel costs as specified in the Specific Terms and Conditions of this Contract.

**1.2. Technical**

- 1.2.1. The Contractor shall install the Convoy Tracking reference system including all hardware and software as required (including but not exhaustively: HP, Cisco and Sun Microsystems COTS hardware, Microsoft and Sun COTS software, NATO and NATO nations GOTS, bespoke NC3A software).
- 1.2.2. The Contractor shall use the installation documentations and installation programs and test scripts provided by the Purchaser.
- 1.2.3. The Contractor shall update the installation documentations and programs when necessary (except COTS documentations).
- 1.2.4. The Contractor shall test the system to verify the correctness of the installation.
- 1.2.5. The Contractor shall provide installation reports. Such reports shall indicate the scope of the installation, the start and end dates, any deviation to the installation documentations, any problem met during the installation.

- 1.2.6. The individuals shall spend 2 days at NC3A The Hague, Netherlands, at the beginning of this performance in order to acquire familiarity with the Convoy Tracking system and its installation and support procedures.

## **SECTION 2: PROVIDE THE INITIAL SUPPORT AT NCSA HQ**

### **2.1. General**

- 2.1.1. The Contractor shall provide on-site support to the Purchaser for the Convoy Tracking system at NCSA HQ.
- 2.1.2. This support shall be based at the Purchaser's facility in Mons, Belgium.
- 2.1.3. The Contractor shall provide one person who meets or exceeds the criteria for a Senior Software Developer as defined in Annex A of the SOW with a level 2 of expertise as defined in Annex C of the SOW.
- 2.1.4. This individual shall work 7.6 hours per working day within the normal working hours of the Purchaser's facility.
- 2.1.5. Contractor's Personnel shall not work during the official NATO holidays.
- 2.1.6. Under no circumstances, these personnel may be requested to work additional hours with regard to the standard number of hours per working day specified in paragraph 2.1.4 above.
- 2.1.7. The Contractor shall provide this support for a consecutive period of 140 working days, effective the first working day the designated individual is available to begin work at the Purchaser's facility.
- 2.1.8. In exception to 2.1.7, and in addition to 2.1.5, the individual may request leave days in the maximum amount of 10 working days inclusive, under Purchaser's on-site representative approval. These leave days will constitute a temporary suspension of the performance days.
- 2.1.9. The Contractor shall ensure the designated individual is available to begin work at the Purchaser's facility within 3 weeks of the effective date of this Contract.
- 2.1.10. The Purchaser's on-site representative will assign and monitor progress on specific tasks within the scope of this Contract and this Activity.
- 2.1.11. The individual shall report to the Purchaser's Project Manager on tasks conducted under this Activity on a weekly basis.
- 2.1.11.1. The weekly report (quantity: one report per week) shall be developed and delivered in Microsoft Word (Office 2007) format.

- 2.1.12. The individual shall report to the Purchaser's Project Manager on the time spent at work on a monthly basis.
  - 2.1.12.1. The monthly timesheet (quantity: one timesheet per month) shall be developed and delivered in Microsoft Word (Office 2007) format.
  - 2.1.12.2. The monthly timesheet shall include a high level summary of the weekly reports of the period covered by the timesheet.
- 2.1.13. The Contractor's designated individual shall travel as required by the Purchaser's on-site representative.
  - 2.1.13.1. The Contractor shall be reimbursed on a direct basis for travel costs incurred under this Activity on the basis of invoices submitted for authorised travel costs as specified in the Specific Terms and Conditions of this Contract.

## **2.2. Technical**

- 2.2.1. The Contractor shall support NCSA to manage all aspects of maintenance and operational support of the Convoy Tracking system. This support consists of testing, fixing and improving the Convoy Tracking system applications, databases, and the documentation as required by the Purchaser.
- 2.2.2. The Contractor shall support NCSA for the interpretation of user requirements, design of appropriate technological solutions, analysis of system faults and performance issues, the scheduling of software releases, and the development of alternative approaches and application of standards.
- 2.2.3. The Contractor shall provide analysis and advice on support requirements for future system implementations.
- 2.2.4. The individual must provide timely resolutions to all issues and provide emergency support and training to ISAF staff and interfacing with ISAF convoy tracks providers and with the Purchaser's ISAF FAS Support Team.
- 2.2.5. The Contractor shall support NCSA for the analysis, design, implementation and maintenance of authorised changes to software and/or related network structures and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security. The Contractor shall analyse new requirements for system enhancements, advise the Purchaser about the technical feasibility and costs involved, and participate in technical reviews, walkthroughs and audits.
- 2.2.6. The Contractor shall update the programs, installation packages and the documentations (including but not exhaustively the training packages, test plans and test scripts) as required by the Purchaser.
- 2.2.7. The Contractor shall perform unit and integration testing and provide test reports as required by the Purchaser.

- 2.2.8. The Contractor shall use the documentations and the development environment provided by the Purchaser.
- 2.2.9. The Contractor shall provide expeditious support services (including technical help desk and emergency remote on-site assistance) within NATO and ISAF AOO to ensure the Convoy Tracking system remains operational.
- 2.2.10. The Contractor shall support NCSA for baseline management and configuration control management of the Convoy Tracking system.
- 2.2.11. The Contractor shall be responsible for interfacing and coordinating with the convoy track providers in effectively addressing any issues impacting on the operational status of the Convoy Tracking system, for supporting NCSA for the testing, approving, scheduling and applying any required updates.
- 2.2.12. The Contractor shall maintain the operational and support environments for the software of all assigned systems.
- 2.2.13. The Contractor shall update or establish and maintain operational system support related directives, procedures and instructions.
- 2.2.14. The Contractor shall support the Purchaser to review and implement the required configurations for interoperability with NATO and National Systems, in coordination with POCs of these systems.
- 2.2.15. The Contractor shall deliver system administrator training to the Purchaser's CIS staff.

### **SECTION 3: INSTALL THE CONVOY TRACKING SYSTEM ON SITE**

#### **3.1. General**

- 3.1.1. The Contractor shall provide on-site support to the Purchaser for the installation of the Convoy Tracking system in ISAF.
- 3.1.2. This support shall be mainly based at the Purchaser's facilities in Kabul airport, Afghanistan, and shall include visits in 6 different sites in Afghanistan, located in Kabul city, Herat, Mazar-e-Sharif, Kandahar, Bagram and Camp Bastion.
- 3.1.3. The Purchaser (IJC HQ) will be responsible for the scheduling of the installation program and associated itinerary planning.
- 3.1.4. The Contractor shall provide one person who meets or exceeds the criteria for a System Administrator as defined in Annex A of the SOW with a level 2 of expertise as defined in Annex C of the SOW.
- 3.1.5. This individual shall work ten hours per day (including travel), seven days a week, within the normal working hours of the Purchaser's facility.

- 3.1.6. Travel may take place out of normal working hours.
- 3.1.7. Under no circumstances, these personnel may be requested to work additional hours with regard to the standard number of hours per working day specified in paragraph 3.1.5 above.
- 3.1.8. The Contractor shall provide this support for a consecutive period of 40 calendar days, effective the first day the designated individual is available to begin work at the Purchaser's facility.
- 3.1.9. The Contractor shall ensure the designated individual is available to begin work at the Purchaser's facility within 3 weeks of the effective date of this Contract.
- 3.1.10. The Purchaser's on-site representative will assign and monitor progress on specific tasks within the scope of this Contract and this Activity.
- 3.1.11. At the end of the performance the individual shall report to the Purchaser's Project Manager on tasks conducted under this Activity.
  - 3.1.11.1. The report (quantity: one) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 3.1.12. At the end of the performance the individual shall report to the Purchaser's Project Manager on the time spent at work.
  - 3.1.12.1. The timesheet (quantity: one) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 3.1.13. The Contractor's designated individual shall travel as required by the Purchaser's on-site representative.
  - 3.1.13.1. Intra theatre travel to the different sites will be in military provided transport.

**3.2. Technical**

- 3.2.1. The Contractor shall install the production Convoy Tracking system including all hardware and software as required (including but not exhaustively: HP, Cisco and Sun Microsystems COTS hardware, Microsoft and Sun COTS software, NATO and NATO nations GOTS, bespoke NC3A software).
- 3.2.2. The Contractor shall use the installation documentations and installation programs and test scripts provided by the Purchaser.
- 3.2.3. The Contractor shall update the installation documentations and programs when necessary (except COTS documentations).
- 3.2.4. The Contractor shall test the system to verify the correctness of the installation.

- 3.2.5. The Contractor shall provide installation reports. Such reports shall indicate the scope of the installation, the start and end dates, any deviation to the installation documentations, any problem met during the installation.
- 3.2.6. The individual shall be one of the two individuals who performed the activities described at Section 1.

## **SECTION 4: CONDUCT THE INITIAL TRAINING ON SITE**

### **4.1. General**

- 4.1.1. The Contractor shall provide on-site user training to the Purchaser for the Convoy Tracking system in the ISAF Area Of Operations (AOO).
- 4.1.2. This support shall be mainly based at the Purchaser's facilities in Kabul airport, Afghanistan, and shall include visits in 5 different sites in Afghanistan, located in Herat, Mazar-e-Sharif, Kandahar, Bagram and Camp Bastion.
- 4.1.3. The Purchaser (IJC HQ) will be responsible for the scheduling of the training program and associated itinerary planning.
- 4.1.4. The Contractor shall provide one person who meets or exceeds the criteria for a Senior Instructor as defined in Annex A of the SOW with a level 2 of expertise as defined in Annex C of the SOW.
- 4.1.5. This individual shall work ten hours per day (including travel), seven days a week, within the normal working hours of the Purchaser's facility.
- 4.1.6. Travel may take place out of normal working hours.
- 4.1.7. Under no circumstances, these personnel may be requested to work additional hours with regard to the standard number of hours per working day specified in paragraph 4.1.5 above.
- 4.1.8. The Contractor shall provide this support for a consecutive period of 20 calendar days, effective the first day the designated individual is available to begin work at the Purchaser's facility.
- 4.1.9. The Contractor shall ensure the designated individual is available to begin work at the Purchaser's facility within 5 weeks of the effective date of this Contract.
- 4.1.10. The Purchaser's on-site representative will assign and monitor progress on specific tasks within the scope of this Contract and this Activity.
- 4.1.11. At the end of the performance, the individual shall report to the Purchaser's Project Manager on tasks conducted under this Activity.
- 4.1.11.1. The report (quantity: one) shall be developed and delivered in Microsoft Word (Office 2007) format.

- 4.1.12. At the end of the performance, the individual shall report to the Purchaser's Project Manager on the time spent at work.
- 4.1.12.1. The timesheet (quantity: one) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 4.1.13. The Contractor's designated individual shall travel as required by the Purchaser's on-site representative.
- 4.1.13.1. Intra theatre travel to the different sites will be in military provided transport.

## **4.2. Technical**

- 4.2.1. The Contractor shall train the Convoy Tracking system users.
- 4.2.2. The Contractor shall use the training documentations and tutorials provided by the Purchaser.
- 4.2.3. The training courses may take place in conference rooms, in training rooms or directly at user desks, depending on facilities availability.
- 4.2.4. As part of his report for this activity (paragraph 4.1.11), the Contractor shall recommend updates of the training documentations and tutorials when necessary based on the feedback of trainees.
- 4.2.5. As part of his report for this activity (paragraph 4.1.11), the Contractor shall provide the list of trainees names and positions.
- 4.2.6. The individual shall spend 2 days at NC3A The Hague, Netherlands, at the beginning of this performance in order to acquire familiarity with the Convoy Tracking system and its training material and training program, and to refine training requirements with the Purchaser's personnel.

## **SECTION 5: PROVIDE THE INITIAL SUPPORT ON SITE**

### **5.1. General**

- 5.1.1. The Contractor shall provide on-site support to the Purchaser for the Convoy Tracking system in the ISAF Area Of Operations (AOO).
- 5.1.2. This support shall be mainly based at the Purchaser's facilities in Kabul airport, Afghanistan, and shall include frequent visits in 6 different sites in Afghanistan, located in Kabul city, Herat, Mazar-e-Sharif, Kandahar, Bagram and Camp Bastion.
- 5.1.3. The Purchaser (IJC HQ) will be responsible for the scheduling of the training program and associated itinerary planning.

- 5.1.4. The Contractor shall provide one person who meets or exceeds the criteria for a Senior Support Engineer as defined in Annex A of the SOW with a level 2 of expertise as defined in Annex C of the SOW.
- 5.1.5. This individual shall work ten hours per day (including travel), seven days a week, within the normal working hours of the Purchaser's facility.
- 5.1.6. Travel may take place out of normal working hours.
- 5.1.7. Under no circumstances, these personnel may be requested to work additional hours with regard to the standard number of hours per working day specified in paragraph 5.1.5 above.
- 5.1.8. The Contractor shall provide this support for a consecutive period of 180 calendar days, effective the first day the designated individual is available to begin work at the Purchaser's facility.
- 5.1.9. In exception to 5.1.8, the individual may request leave days in the maximum amount of 21 calendar days inclusive, under Purchaser's on-site representative approval. These leave days will constitute a temporary suspension of the performance days.
- 5.1.10. The Contractor shall ensure the designated individual is available to begin work at the Purchaser's facility within 7 weeks of the effective date of this Contract.
- 5.1.11. The Purchaser's on-site representative will assign and monitor progress on specific tasks within the scope of this Contract and this Activity.
- 5.1.12. The individual shall report to the Purchaser's Project Manager on tasks conducted under this Activity on a weekly basis.
- 5.1.12.1. The weekly report (quantity: one per week) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 5.1.13. The individual shall report to the Purchaser's Project Manager on the time spent at work on a monthly basis.
- 5.1.13.1. The monthly timesheet (quantity: one per month) shall be developed and delivered in Microsoft Word (Office 2007) format.
- 5.1.13.2. The monthly timesheet shall include a high level summary of the weekly reports of the period covered by the timesheet.
- 5.1.14. The Contractor's designated individual shall travel as required by the Purchaser's on-site representative.
- 5.1.14.1. Intra theatre travel to the different sites will be in military provided transport.

**5.2. Technical**

- 5.2.1. The Contractor shall support NCSA to manage all aspects of adaptive maintenance and operational support of the Convoy Tracking system. This includes requirements capture, user support and helpdesk, customisation, and configuration.
- 5.2.2. The Contractor shall support NCSA for the interpretation of user requirements, design of appropriate technological solutions, analysis of system faults and performance issues, the scheduling of software releases, and the development of alternative approaches and application of standards.
- 5.2.3. The Contractor shall provide analysis and advice on support requirements for future system implementations.
- 5.2.4. The individual must provide timely resolutions to all issues and provide emergency support and training to ISAF staff and interfacing with ISAF convoy tracks providers and with the Purchaser's ISAF FAS Support Team.
- 5.2.5. The Contractor shall support NCSA for the analysis, design, implementation and maintenance of authorised changes to software and/or related network structures and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security. The Contractor shall analyse new requirements for system enhancements, advise the Purchaser about the technical feasibility and costs involved, and participate in technical reviews, walkthroughs and audits.
- 5.2.6. The Contractor shall perform release upgrades of the Convoy Tracking system as required by the Purchaser. The Contractor shall provide initial user support for the features introduced by these upgrades.
- 5.2.7. The Contractor shall use the documentations provided by the Purchaser.
- 5.2.8. The Contractor shall provide expeditious support services (including technical help desk and emergency on-site assistance) within ISAF AOO to ensure the Convoy Tracking system remains operational.
- 5.2.9. The Contractor shall support NCSA for theatre configuration control management of the Convoy Tracking system.
- 5.2.10. The Contractor shall be responsible for interfacing and coordinating with the convoy track providers in effectively addressing any issues impacting on the operational status of the Convoy Tracking system.
- 5.2.11. The Contractor shall maintain the operational environment for the software of all assigned systems.
- 5.2.12. The Contractor shall support the Purchaser for the update or creation and maintenance of operational system support related directives, as well as standard operating procedures and instructions.

- 5.2.13. The Contractor shall support the Purchaser to review and implement the required configurations for interoperability with NATO and National Systems, in coordination with POCs of these systems.
- 5.2.14. The Contractor shall deliver system administrator training to the Purchaser's CIS staff in theatre.

## Annex D Glossary

ACO	Allied Command Operations
ACT	Allied Command Transformation
AOO	Area Of Operations
AOR	Area Of Responsibility
Bi-SC AIS	Bi-Strategic Command Automated Information System
C2	Command and Control
CCB	Configuration Control Board
CI	Configuration Item
CIS	Communications and Information Systems
CJOC	Combined Joint Operations Centre
CM	Configuration Manager
CM	Configuration Management
CMP	Configuration Management Plan
CP	Capability Package
COP	Common Operational Picture
CORSOM	Coalition Reception Staging and Onward Movement system
COTS	Commercial Off-The-Shelf
CSRS	Community Security Requirement Statement
EDC	Effective Date of Contract
FAS	Functional Area Services
FAT	Factory Acceptance Tests
FOC	Full Operational Capability
FSA	Final System Acceptance
GIS	Geographic Information System
GOTS	Government Off-The-Shelf
HQ	Headquarters
IC	Infrastructure Committee
ICD	Interface Control Document
IJC	ISAF Joint Command
ILSP	Integrated Logistics Support Plan
IOC	Initial Operational Capability
IS	International Staff
IS	ISAF Secret
ISAF	International Security Assistance Force (in Afghanistan)
JMCC	Joint Movement Coordination Cell
LNO	Liaison Officer
KFOR	Kosovo Force
KS	KFOR Secret
MNTFs	Multi-National Task Forces
MS	Mission Secret
NC3A	NATO Consultation Command and Control Agency
NCS	NATO Command Structure

NCSA	NATO Communications and Information Systems Services Agency
NGCS	NATO Global Communication System
NIATC	NATO Information Assurance Technical Centre
NIRIS	Network Interoperable Real-time Information System
NOR	NATO Office Of Resources
NS	NATO Secret
NSIP	NATO Security Investment Programme
NU	NATO Unclassified
NVG	NATO Vector Graphics
PCA	Physical Configuration Audit
PM	Project Manager
PMO	Project Management Office
PMP	Project Management Plan
PMS	Project Master Schedule
POC	Point of Contact
PSA	Provisional System Acceptance
PSR	Project Status Report
PWBS	Project Work Breakdown Structure
QA	Quality Assurance
QAM	Quality Assurance Manager
QAP	Quality Assurance Plan
SAA	Security Accreditation Authority
SDD	System Design Document
SDR	System Design Review
SecOPs	Security Operating Procedures
SHAPE	Supreme Headquarters Allied Powers in Europe
SIP	Site Implementation Plan
SISRS	System Interconnection Security Requirements Statements
SIVP	Security Implementation Verification Procedures
SME	Subject Matter Expert
SOP	Standard Operating Procedures
SOW	Statement Of Work
SRA	Security Risk Assessment
SRS	System Requirements Specification
SRS CM	SRS Compatibility Matrix
SSRS	System-Specific Security Requirement Statement
ST&E	Security Test and Evaluation
TCN	Troop Contributing Nation
TMCC	Theatre Movement Coordination Cell
TP	Test Plan