CNIC Installation Support Center
Watchstander Support

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Purpose

This statement of work outlines the operational imperative to man Commander, Navy Installations Command (CNIC) Installation Support Center (ISC) with expertly managed and trained cadre of professional watch standers.

Background

As an Echelon II command responsible for Navy-wide shore installation management, CNIC is tasked to provide the most effective, efficient and cost-wise shore services and support. CNIC's mission is to enable and sustain fleet, fighter, and family readiness through consistent, standardized, and reliable shore support, and to direct the ashore battlespace in support of homeland defense, disaster relief, fleet readiness, and fleet operational priorities. Responsible for over 70 shore installations spread across 13 Navy regions, CNIC is required to maintain continuous situational awareness of any crisis or contingency that effects their installations or assigned personnel and to ensure the shore enterprise is manned, trained and equipped to execute response plans for all hazards.

The ISC collects and shares worldwide operational information between fleet commanders, Navy regional commands (REGCOMs), federal, state, and local agencies and maintains these lines of communications. The ISC communicates, directs, assesses, reports, and maintains status of information and intelligence on operational issues and threats on all Regional Operations Centers (ROCs). The intent is to synchronize, integrate, and coordinate all related operations and planning across REGCOMs, other governmental agencies (OGAs), and non-governmental organizations (NGOs).

The ISC is manned 24/7/365 with watchstanders who comprise the Battle Watch Team (BWT). The BWT is trained to use various resources, such as the shore enterprise's C4I Suite, to develop and maintain the Commanders Navy Installation Command (CNIC's) common operational picture (COP).

ROC Watch Vision

The ISC is the central information integrator for all the ROCs providing essential communications between the REGCOMs and United States Fleet Forces Command. CNIC's strategic vision is to provide standardized C3 capabilities to installation commanders and REGCOMs to manage all threats and all-hazards from pre-incident planning through response to recovery. This vision is intended to have the following desired effects:

- Integrated operations centers that respond to all threats and all hazards across the lifecycle of all incidents and emergencies.
- Accurate, real-time, 24/7 situational awareness (SA) of global "terra firma" through routine and crisis incident reporting.
- Consolidated C3 capability that minimizes "speed to reaction time" for effective event management.
- Standardized communications capabilities that are compatible and interoperable with the Maritime Headquarters with Maritime Operation Centers, Navy Maritime

Domain Awareness, other services, DOD, non-DOD agencies, and civil partners.

ISC Operations

As the Shore Integrator's central information node, the ISC designed to collect and share operational information among the REGCOMs, supporting/supported Navy commands, joint service commands, federal (where applicable), state (where applicable), host nation (where/when applicable) and to maintain these lines of communications as directed by the CCDRs, and Fleet Commanders following applicable command and control doctrine/policy. The ISC required to communicate, direct, assess, report, and maintain status of information and intelligence on operational issues and threats up and down the chain of command. The intent is to synchronize, integrate, and coordinate all related operations and planning across Navy installations, other governmental agencies (OGAs), and non-governmental organizations (NGOs).

To fulfill these responsibilities, the ISC requires a continued, around-the-clock, all-hazard management expertise to assist REGCOMs in executing their assigned missions. The ISC BWT will possess this 24/7/365 expertise, and is comprised of the following positions:

- Battle Watch Captain(Navy warfare-qualified Officer)
- Battle Watch Supervisor (proposed contractor position)
- Battle Watch Specialist (proposed contractor position)
- ISC Operations Manager (proposed contractor position)

There is a wide array of information gathering sources available to the ISC BWT, including installed software applications, telephones, media reports, other Echelon II Command Centers, local/regional security and law enforcement, and other service organizations such as the US Coast Guard (USCG) Sector Command Center—Joint (SCC-J). By using these sources, the ISC BWT develops a user-defined operating picture (UDOP) and enhanced SA for the REGCOMs, the fleet commanders, subordinate commands, and CNIC. The ISC BWT must be trained to use the various resources to develop and maintain this UDOP. The UDOP enables the ISC BWT to proactively manage any developing situation, disaster, or attack. In an attack scenario, timely and accurate intelligence of an imminent attack enables CNIC to take precautionary or pre-emptive measures to employ resources at the appropriate place and time in order to deter or defend against the attack. The ISC BWT, with support from the CNIC staff, may also be used to develop and review plans for response to all hazards, direct intelligence gathering activities, and conduct periodic exercises to test the C3 and protection ashore capabilities and plans.

Proposed Strategy

The qualified contractor should propose the following two-prong approach for meeting the ISC watch stander responsibilities described above:

a. Provide critical ISC Watchstander program management, oversight, training, and contract support. Specifically,

- Ensure the ISC has a sustainable watchbill with requisite Watchstander manning.
- Assist CNIC with the development of Personnel Qualification Standards (PQS) for the ISC BWT.
- Leverage CNIC N7 exercise roadmap to ensure BWT sustained proficiency and expertise.
- Actively manage the quality of ISC Watchstanders and execution of assigned responsibilities
- Provide ISC Watchstander contractual support to ensure comprehensive compliance with all contracted roles and responsibilities.

b. Fill ISC Battle Watch Supervisor and Specialist positions with highly qualified personnel, preferably with prior military/government operational experience. Specifically,

- Marshall the flow of information between the REGCOM ROCs, Fleet Commanders, Numbered Fleet Commanders (as required), and CNIC's Staff. The Battle Watch Supervisor and Specialist are responsible for monitoring current events; receiving, analyzing and disseminating intelligence and information.
- Provide professional and disciplined operations center response to CNIC's "all threats/all hazards" operational focus. This involves a clear understanding of Navy Operational Reporting (OPREP) procedures and other associated command reporting requirements. This also involves understanding of all technical functions of the ISC, to include the management and implementation of command, control, communications, computers, and intelligence (C4I) information technology (IT) suite of equipment.
- Provide emergency management (EM) subject matter expertise (SME) support to the ISC and assigned staff. SMEs will be trained in Navy EM procedures and associated defense support responsibilities to civilian counterparts. Watch standers will understand and remain compliant with the National Incident Management System (host nation dependent but policies and procedures used CONUS will apply OCONUS unless NIMS policy and procedures directly conflicts with host nation agreements with the US DoD) as it pertains to their assigned responsibilities.
- Provide crisis action planning (CAP) expertise in the formulation and execution of regional "on-the-shelf" contingency and "all hazard" plans.

c. Fill ISC Operations Manager position with highly qualified personnel, preferably with prior military/government operational experience. Specifically,

- Act as web administrator for the ISC NIPR/SIPRNET C4I home pages, web portal, and is responsible for transmission and posting of operationally significant information of interest to this HQ and the Navy Regions.

- Assists in the coordination of the updating and revision of the Continuity of Operations Plan (COOP) for CNIC.Assists in the CNICs' preparation, training, and infrastructure support to the Emergency Relocation Site requirement in support of the CJCS Continuity of Operation Plan in the event of a threat to

the National Capitol Region.

- Ensures seamless transmission of sustaining actions and repairs for the ISC functionality.

- Assists the BWT in acquiring, consolidating, displaying and operational events.

- Assists the COPS in managing and coordinating ISC activities.

Proposed Tasks

a. ISC Watchstander Program Support Tasks proposes to perform the following tasks:

- Provide sufficient management to successfully execute ISC Watchstander taskings across the CNIC enterprise.
- Report status of work performed.
- Assign a Program Manager (PM) to administer contract activities and serve as ISC Watchstander point of contact for project administration.
- Assign a Task Lead to provide direct interface between the contractor's staff and the Contracting Officer's Technical Representative (COTR).
- Provide technical assistance, PQS development assistance, and training and exercise support for ISC Watchstanders in the operation and utilization of ISC-installed systems, execution of approved standard operating procedures (SOPs), and effective utilization of incident checklists.
- Provide indoctrination training to assigned personnel on the duties and responsibilities of assigned functions as well as the overall concept of operations for the ISC mission and the integration of the ISC into the larger Navy/Joint/Civil C3 function.

b. ISC Watchstander Tasks. The contractor shall provide full-time manning support for the **ISC Watch Supervisor** and **ISC Watch Specialist** positions at the CNIC ISC on the Washington Navy Yard. The contractor will fill these two positions with highly qualified personnel, capable of training to watchstander proficiency levels, and responsible to the Battle Watch Captain for the following tasks:

- Immediately notify the BWC (and then Current Operations Officer (COPS)) of any event or incident of operational significance that affects (or is likely to affect) any Navy installation. It is critical to follow Navy policy for reporting incidents.
- Promptly execute preplanned responses for "all threat/all hazard" incidents via checklist execution.
- Daily maintenance of the ISC event log.
- Security maintenance of classified information.
- Maintain a daily global user-defined operational picture (UDOP) for CNIC and staff.
- Timely data entry for required information collection systems (Defense Readiness Reporting System—Navy, CNIC Portal, Central Vulnerability

Assessment Management Program, Navy Lessons Learned Database, etc).
- Provide daily status updates, briefs, and reports per the ISC SOP.
- Provide regional and installation readiness reports to CNIC Staff.
- Review and respond to Defense message System (DMS) traffic, as appropriate.
- Submit draft operational reports (OPREPs).
- Review and respond to SIPRNET and NIPRNET email traffic.
- Collaborate real-time with Fleet Command Center; Navy Operations Center (NOC); REGCOM ROCs; Dispatch Centers; and, if required, other Navy commands, other services, and other government agencies (OGAs).
- Collect and promulgate Commander's Critical Information Requirements (CCIRs), Other Information Requirements (OIRs), and Regular Reporting Requirements (RRRs), per the ROC SOP.
- Update, as needed, all regional instructions and incident checklists that relate to the duties and responsibilities of the ISC Battle Watch Team.
- Operate throughout the range of regional incidents, from Activation Level 1 through Activation Level 4 (full ISC staffing via the Crisis Action Team).
- Support the design, fielding and sustained operation of the ISC.
- Provide supplemental operational support to the ISC during exercise-related and contingency or emergency operations, including support at alternate ISC site (if directed by CNIC or his designated authority).
- Operate ISC equipment and systems included in the C4I Ashore systems suite rollout.
- Conduct regular drills to exercise the C3 and Protection Ashore information management capabilities of the ISC.
- Conduct ISC orientation, as directed, of Navy/DoD personnel assigned to the CNIC staff.
- Develop and/or review CNIC incident plans, processes, procedures, and checklists, including report and briefing templates, standing orders, commander's critical information requirements, and exercise plans.
- Support REGCOM, as required, on ROC-related working groups, integrated process and cross functional teams, and conferences.
- Support the training and qualification of ISC Watchstanders.

c. ISC Operations Manager Tasks. The contractor shall provide full-time manning support for the **ISC Operations Manager** position at the CNIC ISC on the Washington Navy Yard. The contractor will fill this position with a highly qualified individual, capable of training to watchstander proficiency levels, and responsible to the Battle Watch Captain for the following tasks:

- Assigned as web administrator for the ISC NIPR/SIPRNET C4I home pages, web portal, and is responsible for transmission and posting of operationally significant information of interest to this HQ and the Navy Regions.
- Coordinates the updating and revision of the Continuity of Operations Plan (COOP) for CNIC.
- Responsible to assist in the CNICs' preparation, training, and infrastructure support to the Emergency Relocation Site requirement in support of the CJCS Continuity of Operation Plan in the event of a threat to the National Capitol Region.

- Ensures seamless transmission of sustaining actions and repairs for the ISC functionality.
- Assists the BWT in acquiring, consolidating, displaying and operational events.
- Assists the COPS in managing and coordinating ISC activities.

Watchstander Training

a. The technical training for the ISC Watch Supervisor, Watch Specialist, and Operations Manager will continue to mature as the ISC is equipped and capabilities are fielded. At a minimum, the following training will be accomplished at contract award:

- FEMA EM Training
  > IS 100—Introduction to Incident Command System (ICS)
  > IS 200—ICS for Single Resources and Initial Action Incidents
  > IS 700—NIMS, an Introduction
  > IS 800—National Response Plan (NRP), An Introduction

b. The following training may be completed following contract award at the discretion of the government:

- FEMA EM Training
  > G191—ICS-EOC Interface
  > G275—EOC Management and Operations
  > G300—Intermediate ICS (IS 300)
  > G400—Advanced ICS (IS 400)
- Hazardous Materiel (HAZMAT) Level 1 Responder Awareness Training
- Crisis Action Planning Training
- C4I Suite New Equipment Training
- Defense Support to Civilian Authorities (DSCA) Level 1 Training (Can be waived by the Regional Commander if determined that this will not be sufficiently equivalent to the humanitarian assistance and disaster relief missions in his Regional Area of Responsibility).

Government Furnished Equipment and Information

All work will be performed within government workspaces (e.g., the primary or alternate ISC). The Government will:

- Provide information and access to uniquely available equipment and information required to accomplish task objectives.
- Provide all material and operational equipment required to operate the ISC. Equipment will be installed and tested to be in working order. All equipment will be maintained in working order by the government and will government will replace equipment that is defective and or inoperative. Equipment will include, but not be limited to, desk space, computers, telecommunication equipment, video monitors, workstations, radios and any other equipment typically found in an operations center.
- Provide access to primary and alternate ISC sites at all levels of activation and

operations, to include FPCON C and D.

- Provide required DoD/Navy credentials for ISC personnel to allow network and NMCI access (e.g. CAC/ identification cards).
- Provide the physical workspaces for ISC operations and support.

Security Requirements

Access to classified data/information up to and including SECRET will be required in the performance of this proposed work. Consequently, all personnel will require at least a SECRET clearance to perform their assigned tasks. The contractor will endeavor to ensure all assigned personnel hold a SECRET security clearance at the time of appointment/award. However, some instances may occur when interim clearance is required while awaiting Department of the Navy Central Adjudication Facility (DONCAF) certification. Exceptions to the above will be reviewed and approved by the Government point of contact, the Contracting Officer Representative (COR). All exceptions will include a justification to include, but not limited to the following: (1) The reason for the exception, (2) what skill is being provided, and (3) why the position can not be filled with personnel cleared at the designated level.

All battle watch personnel will require access to STU-III/STE equipment in the accomplishment of their duties. All BW Teams shall be capable of receiving and generating classified material on the SIPR Net using such applications as electronic mail (MS Outlook), MS Word, C4I Tools Suite, and the Defense Message Service (DMS). The absence of expressed permission within this document shall not interfere in the battle watch teams' ability to execute their duties consistent with each individual's level of security clearance.

In the performance of their duties, the Battle Watch Team may:

- Use STU III and STEs
- Inventory Fortezza cards
- Inventory/use CIK keys
- Inventory/use Crypto tape and loader
- Inventory/use classified harddrives
- Use secure facsimile (FAX) equipment
- Set-Up/Use Secure Video Teleconference (VTC) Equipment
- Inventory/use classified laptops
- Use intel (non-SCI) reports from SIPR websites