CNIC Regional Operations Center
Watchstander Support

OCONUS
(Japan, Guam, Europe, SWA)

22 Aug 2007

Purpose

This statement of work outlines the operational imperative to man Commander, Navy Installations Command (CNIC) Regional Operations Centers (ROCs) 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 ROC provides the command, control, and communications (C3) backbone to CNIC's ashore support responsibilities. The ROC Battle Watch Team (BWT) watchstanders provide the requisite C3 manning resources to maintain 24/7/365 real-time situational awareness and operational focus required of all Regional Commanders (REGCOMs). Furthermore, the Commander US Fleet Forces Command (COMUSFLTFORCOM) has tasked CONUS REGCOMs with all operational matters related to Navy antiterrorism/force protection (ATFP) within the US Northern Command (USNORTHCOM) area of responsibility (AOR). This model is being applied to support all fleet commanders and their missions to support their regional COCOM. Specifically, REGCOM ATFP responsibilities include:

- Control and execution of the ATFP mission for all Navy installations, activities, and facilities within their region, as defined by their Navy Fleet Commander.
- Recommendation of changes to baseline force protection condition (FPCON) and measures, and informing the appropriate Fleet Commander of additional measures directed within their region.
- Review and approve all ATFP plans for all ashore events within their region.

ROC Watch Vision

The ROCs are central information nodes providing essential communications between REGCOMs, their subordinate installation commands, and the CNIC Emergency Operations Center (EOC). 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.

ROC Operations

As the REGCOM's central information node, ROCs are designed to collect and share operational information within their regional AOR between supporting/supported Navy commands, Navy installation commands, joint service commands, federal (where applicable), state (where applicable), host nation (where/when applicable) and local agencies (where/when applicable), and to maintain these lines of communications as directed by their COCOM, Fleet Commander, and CNIC following applicable command and control doctrine/policy. They are 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, REGCOMs require a continued, around-the-clock, all-hazard management expertise to assist REGCOMs in executing their assigned missions. The BWT will possess this 24/7/365 expertise, and is comprised of the following positions:

- Battle Watch Officer, the Command Duty Officer, or at a minimum the designated military command representative on duty (Navy warfare-qualified Junior Officer)
- Battle Watch Supervisor (proposed contractor position)
- Battle Watch Specialist (proposed contractor position)

There is a wide array of information gathering sources available to the ROC 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 ROC BWTs develop a user-defined operating picture (UDOP) and enhanced SA for the REGCOM, the Fleet Commanders, subordinate commands, and CNIC. The ROC BWT must be trained to use the various resources to develop and maintain this UDOP. The UDOP enables the ROC BWT to proactively manage any developing situation, disaster, or attack. In an attack scenario, timely and accurate intelligence of an imminent attack enables the REGCOM 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 ROC BWT, with support from the REGCOM 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 ROC watch stander responsibilities described above:

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

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

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

- Marshall the flow of information between installation EOCs, REGCOM staff, Fleet Commanders, Numbered Fleet Commanders (as required), and CNIC's Installation Support Center (ADCON/TYCOM). The Battle Watch Supervisor and Specialist are responsible for monitoring current events; receiving, analyzing and disseminating intelligence and information; and supervising the administrative operation of the ROC.
- 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 ROC, 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 REGCOM ROCs 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.

Proposed Tasks

a. ROC Watchstander Program Support Tasks proposes to perform the following

tasks:

- Provide sufficient management to successfully execute ROC Watchstander taskings across the OCONUS CNIC enterprise.
- Report status of work performed.
- Assign a Program Manager (PM) to administer contract activities and serve as ROC Watchstander point of contact for project administration.
- Assign a Task Lead at each REGCOM ROC site 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 assigned ROC Watchstanders in the operation and utilization of ROC-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 ROC mission and the integration of the ROC into the larger Navy/Joint/Civil C3 function.

b. ROC Watchstander Tasks. The contractor should provide full-time manning support for the **Regional Watch Supervisor** and **Regional Watch Specialist** positions at each region. The contractor will fill these two positions with highly qualified personnel, capable of training to watchstander proficiency levels, and responsible to the Battle Watch Officer for the following tasks:[1]

- Immediately notify the CDO (and then Current Operations Officer (COPS)) and CNIC emergency operations center (EOC) of any event or incident of operational significance that affects (or is likely to affect) any Navy installation within their AOR. 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 ROC event log.
- Security maintenance of classified information.
- Maintain a daily regional user-defined operational picture (UDOP) for REGCOM 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 ROC SOP.
- Provide regional and installation readiness reports to REGCOM and CNIC EOC.
- 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; CNIC ISC; installation EOCs; 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 ROC Battle Watch Team.
- Operate throughout the range of regional incidents, from Activation Level 1 through Activation Level 4 (full ROC staffing via the Crisis Action Team).
- Support the design, fielding and sustained operation of the REGCOM ROC.
- Provide supplemental operational support to the REGCOM ROC during exercise-related and contingency or emergency operations, including support at alternate ROC sites (if directed by the REGCOM or his designated authority).
- Operate REGCOM ROC equipment and systems included in the C4I Ashore systems suite rollout.
- Conduct regular drills to exercise the C3 and Protection Ashore information

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[1] ROC Watchstander tasks are based on Navy-approved initial operational capability (IOC) C3 NMETs defined in CNIC Message, General text: C3 Ashore IOC Warning Order for Regional Commanders in USNORTHCOM AOR, DTG 031709Z Apr 07. A formal CNIC N7-led Job Task Analysis (JTA) still needs to be conducted. The proposed tasks will be refined once the JTA is completed.

management capabilities of the REGCOM ROC.

- Conduct ROC orientation, as directed, of Navy/DoD personnel assigned to the REGCOM staff.
- Develop and/or review REGCOM 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 ROC Watchstanders.

Watchstander Training

a. The technical training for the ROC Regional Watch Supervisor and Regional Watch Specialist will continue to mature as the ROC 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 ROC). 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 ROC. 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. Plan is to "roll out" a standard ROC configuration in the near future. The ROC staff should be expected to work through a transitional phase from a ROC that simply includes computers and telephonic equipment to the fully upgraded ROC configuration as rolled out in the "NAVFAC ATFP roll out plan".

- Provide access to primary and alternate ROC sites at all levels of activation and operations, to include FPCON C and D.
- Provide required DoD/Navy credentials for ROC personnel to allow network and NMCI access (e.g. CAC/ identification cards).
- Provide the physical workspaces for ROC 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.