SeaPort Enhanced (SeaPort-e) and SkyBridge Tactical, LLC
IDIQ Contract # NOO178-16-D-9023

SeaPort-e is the US Navy contract vehicle for procuring engineering, technical, logistics, program management and financial support services. SkyBridge was awarded an ID/IQ (indefinite-delivery/indefinite-quantity) multiple award contract (MAC) on 30 June 2016.

The SeaPort-e ID/IQ MAC period of performance is valid through 4 April 2019. SkyBridge is a SeaPort-e prime contract holder. Headquartered in Tampa, FL, and with offices in Orlando, FL, SkyBridge Tactical has presence in the Gulf Coast Zone (Zone 4) and established offices in the Midwest Zone (5), Southwest Zone (6), Northwest Zone (7) and through our subcontractor MARCH Marketing, have a qualifying presence in the National Capital Region Zone (2).

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Task Orders
TBD
SkyBridge Tactical, LLC is a privately held Service Disabled Veteran Owned Small Business (SDVOSB) founded in 2008 organically filling a need for relevant training expertise - providing former SOF operators as instructors to bring proven tactical procedures and techniques in support of USSOCOM’s and respective Components’ mission.

Today, SkyBridge Tactical has become a full spectrum service provider dedicated to supporting our customer across the globe with Program/Project leadership and subject matter expertise in all components of Acquisition, Logistics, Operations, Intelligence, Security, Maintenance, and Training (including all supporting corporate functions). Further leveraging our foundation in Special Operations, applying scalable program support, employing small, agile, multifunctional teams with a variety of skillsets to meet our customers’ most challenging needs. Leveraging our ties within the SOF community and a deep network of industry partners; national and international strategic partners and NGOs, we provide readily vetted, relevant and culturally matched expertise across a variety of focused services. Solving our customer’s operational issues always has been, and always will be, the key to SkyBridge Tactical’s success.

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Our staff is comprised primarily of former military and government civilian personnel with expert knowledge in engineering, training, operational support and life-cycle management services, specializing in streamlined acquisition and program / project management operations support to government organizations and other government agencies. SkyBridge’s organizational structure follows our paradigm of efficient, scalable management, eliminating bureaucracy and delegating decision making to the most effective level, thus providing the flexibility and responsiveness to rapidly respond to our customers’ operational needs, leading to a superior record of service. Our investment in human capital and our strict recruiting standards ensure we match people with the appropriate skills, experience, capabilities, and the right attitude to serve our customers, thus providing quick reaction capability and professional support services through global deployment of personnel and equipment to support all Seaport-e needs.

Our sister company, SkyBridge Resources, under common ownership with SkyBridge Tactical, provides extensive staff augmentation in the civilian commercial marketplace. Their proven human resources processes assist SkyBridge Tactical with an aggressive rapid staffing model, actively recruiting and filling staffing requirements with the right skillsets, experience, expertise and customer culture awareness within 24-72 hours. SkyBridge is about quality people.

We are committed to working with only the best people in the industry. We believe that recruiting and retaining a pool of individuals with high character, superior abilities, and proven track records are the most important aspects of our business. By adhering to these core fundamentals, we support our customers with the highest quality professionals; providing relevant and current expertise.
To enhance our Public Affairs and Multimedia Support expertise, SkyBridge has teamed with MARCH Marketing. MARCH Marketing is the leading agency specializing exclusively in strategy, consulting, marketing, recruiting, public relations, social media and word of mouth communications for products and services targeted to military and veteran families. With unique expertise in this market, MARCH offers exciting services to help clients reach military veterans effectively, through traditional media, online and – increasingly – in person.

With offices in Chicago (Midwest Zone 5) and the Washington, DC area (National Capital Region Zone 2), MARCH Marketing brings to the Navy's Seaport-E a rare combination of world-class marketing coupled with an unmatched knowledge of the U.S. Armed Forces and military communities.

MARCH, a Service Disabled Veteran Owned Business (SDVOB), is led by Tom Aiello, who has spent a lifetime honing his expertise in marketing to the military. He graduated from West Point and Kellogg Business School, and created successful marketing programs with Leo Burnett, Monster.com and Sears Holdings Corporation; such as U.S. Army Reserve Recruiting, Helmets to Hardhats, and the Department of Defense Transition Assistance Program. Tom’s marketing skills is equal to his skill in the veteran employment space honed through his creation of hundreds of veteran employment programs and serving on the President’s National Hire Veteran’s Committee. This unique combination coupled with the unique insight and capabilities of MARCH gives the Navy a competitive advantage executing their missions.

MARCH has found a growing sea of noise within the broader military & veteran space all competing for share of voice. While there has been increasing national attention recently on the military there seems to be inadequate attention on the unique communication needs of military programs. To operate in this space requires focused differentiation and targeting with an agility to take advantage of societal & news trends. MARCH’s proprietary Military Intelligence™ insight and media tools can enable the Navy to compete and win in this competitive arena.
SkyBridge is a SDVOSB that has formed a team to meet and exceed the Seaport criteria for OUTSTANDING small business technical capability rating, with relevant experience in 12 of 22 Functional Areas, covering 5 of 7 Zones.

### Team SkyBridge Overview

SkyBridge Tactical is full spectrum service provider dedicated to supporting our customers across the globe with Program/Project leadership and subject matter expertise in all components of:

- FA 3.3. Modeling, Simulation, Stimulation, and Analysis Support,
- FA 3.4. Prototyping, Pre-Production, Model-Making, and Fabrication Support,
- FA 3.7. Reliability, Maintainability, and Availability (RM&A) Support,
- FA 3.8. Human Factors, Performance, and Usability Engineering Support,
- FA 3.10. Configuration Management (CM) Support,
- FA 3.11. Quality Assurance (QA) Support,
- FA 3.16. Logistics Support,
- FA 3.17. Supply and Provisioning Support,
- FA 3.18. Training Support,
- FA 3.20. Program Support,

### Technical Breadth and Depth

Team SkyBridge has the understanding, appropriate processes and procedures; capabilities; technical expertise; breadth and depth of technical experience; ability to perform the requirements and/or manage subcontractors and produce quality services in 12 of the 22 functional services areas. Our collective technical expertise and experience to deliver qualified personnel, materials, facilities, equipment, test instrumentation, data collection and analysis, hardware and software, and other professional support services for these areas are described in detail below.

**Modeling, Simulation, Stimulation, and Analysis Support (3.3)**

SkyBridge technical staff are experienced with the use of models, simulation, and stimulation through our support to military training programs. Additionally, our SMEs recognize the criticality of ensuring that these training systems are accurate and realistic, so that trainees play the same role in a live training exercise as they would in conflict. Through real world experience and expert knowledge of required data collection and analysis and system operations and functions, SkyBridge staff ensure simulation systems operate and emulate the real world components and data accurately and that these systems are stimulated to operate as expected in actual employment. We have extensive familiarity and capability in the live, virtual, and constructive training domains, and the associated use of training systems that integrate a combination of simulation and stimulation technology to allow military staff to train as they would work. Our staff is experienced with the processes and procedures to take information from the constructive simulation and enhance it to provide needed information to stimulate tactical systems, and drive Virtual Reality environments.

**Prototyping, Pre-Production, Model-Making, and Fabrication Support (3.4)**

Under the SOF Fielding and Training Team (FTT) contract, SkyBridge implemented rapid prototype and design of equipment and technology to address new or modified SOF requirements. SkyBridge provided engineering expertise
in the design, fabrication, and testing of the Mobile Operations Technology Support system (MOTS). MOTS is a platform capable of prototyping in several media.

Similarly, for Mobile Technology and Repair Complex (MTRC) SOF In-Theater Support Engineering (SITE), SkyBridge works directly with deployed SOF Teams in the field to develop innovative concepts and technologies that can be rapidly prototyped, evaluated and implemented in SOF operations, greatly reducing the time to develop and deploy the SOF-specific equipment needed to maintain an advantage. Our teams are deployed with Mobile expeditionary shelters equipped with welding, metal working, Kydex machines, carpentry, 3D printers and any other tools or materials they may require to design, develop, prototype and test new components, modification to existing systems or hardware, and on-site repair to items ranging from NVGs, to RHIBs, to weapons mounts, to camp facilities. Items prototyped and tested at this “point of the spear” are documented, supported with CAD drawings, and processed into the Configuration management or S&T channels for adoption, manufacturing and use across USSOCOM. Monthly “quad charts” are distributed from the program capturing the concept and “need” to ensure widest dissemination of recognized or potential solutions to the identified need.

Reliability, Maintainability, and Availability (RM&A) Support (3.7)
RM&A operations not only focus on break/fix but leverage Team SkyBridge experience in collecting/analyzing logistics management information to perform root cause analysis, Failure Analysis and Corrective Action (FRACAS), and trade studies. As systems mature, many enhancements or engineering changes have been suggested to the OEM. Team SkyBridge applies our experience under adverse field conditions to recommend improvements and address the “low hanging fruit” that improve reliability, availability, and maintainability (RAM) at the least cost and impact to the product line. These, in addition to system and process improvements have enabled our customers and users to increase their capability, reduce liabilities and risk, while continuing their critical missions.

SkyBridge experience in RM&A spans from initial concept development – considering the utility and applicability of approaches such as Performance-Based Logistics; through design – merging OEM metrics, real-world employment and maintainability data, and experiential availability of like items; through full package fielding – ensuring sets/kits/outfits, repair parts allocation and stockage, levels of maintenance, and warranty consideration and planning are integral to the fielded system approach. The identification/taxonomy, media, and maintenance of Logistics Management Information (LMI) follows our efforts throughout the design, develop, manufacture, test, field process, ensuring data availability for continued planning and resource allocation for operations and maintenance, post fielding. During LRIP (Low rate initial production) and/or Post fielding, we are experienced in planning and establishing a proactive Diminishing Material Sources and Manufacturing Shortages (DMSMS) program to manage obsolescence and supplier supportability issues. Throughout the new equipment development and fielding, you will find SkyBridge functional and engineering staff establishing a Failure Reporting and Corrective Action System (FRACAS) to identify root cause of issues and their resolution. These efforts are fed back into the development/fielding cycle, recommended as modifications, or applied to assess vendor/supplier issues. OCONUS, we conduct multi-faceted analyses of Technology Components, Operational Serviceability, Interoperability, Failure, Materiel Studies, Equipment Engineering, Instrument Test Support, and Accessory Component Design. Examples of this work include circuit boards, sensors and weapon components. In addition, our team provides developmental, reliability, operational, and evaluation test support.

Human Factors, Performance, and Usability Engineering Support (3.8)
SkyBridge staff apply typical Human Factors engineering and usability analysis under a number of program venues. Typically, we address both human factors engineering and human performance reliability in an interactive manner and thereby add another dimension of importance to considering the human/user in the system and process development. Our Human Engineering Analysis approach usually occurs at point of use, based on our core customer (USSOCOM) preferred method. Elements impacting the resulting recommendations include: Qualitative and Quantitative Allocation of Functions to Human-Machine Systems and Processes; Human Engineering Analysis Methods; Task Analysis; Operational Sequence Diagrams and Other Flow Methods; Workload Analysis; Fault Tree Analysis and Similar Techniques; Human Engineering Design Guidelines; Human Interface Demonstration and Analysis. Additionally, our typical efforts are integrally tied to the mission training, mission profile, or other specific collective tasks so that the equipment or process is assessed within the correct operations context.

SkyBridge’s staff of SOF veterans and our continuous communication with current operators ensures complete understanding of the unique requirements of SOF environment and that needs are being translated into usable engineering solutions for our current SOF customers.

Configuration Management Support (3.10)
Configuration Management
SkyBridge Configuration Management support services are developed or provided within a process infrastructure providing a framework for information management and establishes a process that aids informed and coordinated system configuration control. It keeps the Government involved and in control of its baseline. CM also verifies changes to the allocated and product baselines that are distinctly identified and recorded in customer CM database repositories, subsequent to being evaluated, approved, and incorporated. We manage bidirectional traceability between the allocated and product baselines, using our core customers’ requirements management tool.

**Quality Assurance (QA) Support (3.11)**

SkyBridge supports the delivery of outstanding services and products with staff certified in ISO9001:2008 standards, Lean Six Sigma, and other US and international protocols as required by the project or program. Our leader for these efforts, Michelle Dovel-Cash, is a certified CMMI assessor and facilitator, Lean Six Sigma Blackbelt, and brings hands-on experience from 30 years of contributing and direct work in the QA field. Michelle has prepared for and led assessments that range from CMM Level 2 of a small business’ constructive simulation software development program (WARSIM Intelligence Module) to large scale assessments and CMMI L5 assessments and audits for the development processes of Lockheed Martin and General Dynamics. Additionally, she has developed the “rhythm”, schedule and criteria for surveillance audits and quarterly ISO9001 continuous quality reviews.

SkyBridge staff ensure that following the development or adoption of a Quality Management System (QMS) it remains integrated within the overall management system through application of the quality assurance processes, metrics, and continuous improvement requirements into every stage of the process. The Quality Manual should document all of the processes, procedures, and metrics used to assess and assure quality within the program or project. The methods and metrics documented in the Quality Manual form the basis for the standard operating procedures and reporting used throughout the program.

The processes documented in the Quality Manual define the TO quality control plan to ensure it incorporates all the quality assurance processes that apply to the specific TO. Specific quality processes directly support the USG services summary performance objectives and are included in all TOs. Any new QA processes developed for specific tasks are added into the Quality Manual for future use in similar tasks. All resulting/applicable metrics derived from applying the quality processes are added to the medium used for tracking, preferably an MIS. Reporting should begin at the lowest level implementing the TO quality control plan and reporting the TO metrics to the Program Quality Manager (QM). Management reviews all TO metrics in their portfolio and identify any nonconformances or trends that could impact quality. The QM will develop any corrective action plans and monitor and report on the successful close out of the action.

The metrics generated at the TO level form the basis for management decisions and reporting. The management team (PM, TO Leads/DPMs, QM) track and report quality metrics at the IDIQ level to ensure that the USG has timely and accurate information for each active TO and to identify systemic trends across TOs. For metrics generated that directly support performance objectives identified in the USG services summary, the organization will provide the USG with specific reporting to support the USG quality surveillance.

The senior management team will then take the necessary steps to correct any discrepancy identified in the metrics before it becomes a nonconformance. The integration of quality processes as documented in the Quality Manual at the start of project planning ensures integration of quality in each TO. The metrics generated through application of the TO quality control plan ensure the implementation of quality at the lowest level through direct oversight of the management team. By reporting quality metrics across the entire IDIQ program, it ensures that the QMS is maintained and implemented across the entire program.

Typically, the QA representative (QAR) participates in all technical and management reviews, may selectively attend TIMs (Technical Integration Meeting), and reports to the appropriate level to ensure unbiased oversight and effective Quality Control implementation. Typical procedures developed for various SkyBridge programs have included:

- Control of Nonconforming Product
- Corrective & Preventive Action
- Internal Audit Procedure
- Calibration
- Continual Improvement Process

Typical Work Instructions include: System Final Inspection, Receiving Inspection, Vendor Purchase Order Review, Customer PO & Spec Review, Supplier QA Requirements. Typical forms developed through the implementation of a program QA program include: Nonconformance Report, Corrective Action Request Form, Internal Audit Report, System Final Inspection Form, Initial Quality Planning Form, NCR Log (Electronic), QA Inspection Log-in Sheet, Rework Defect Matrix (Make Ref Only), Vendor Quality Appraisal Questionnaire, Test Logs, Request For Waiver...
SkyBridge conducts a joint inventory with both the delivering and gaining organizations to ensure our success on the Seaport environment. What are the specific needs including training, support and maintenance, safety, and security into our sources, schedules, and delivery mechanisms to minimize and manage requirements dictated to guarantee quantity and quality of equipment and other resources.

Logistics Support (3.16) Logistics support services are integral to SkyBridge’s accomplishments and continued success. We bring a significant depth of proven experience in providing a full range of logistics support services from fielding to operations and maintenance (O&M) and sustainment. Our Total Package Fielding (TPF) approach, the US Army’s standard process for fielding new weapons, equipment, and other material systems, is applied to ensure our success on the Seaport-e contract. Elements of SkyBridge TPF support include:

- **Requirements Determination:** What are the specific needs including training, support and maintenance requirements, in addition to the particular items? This sets the stage to ensure fielded item is suitable to the requirement, supportable in the environment and sustainable for the gaining organization.
- **Material Requirements Coordination:** We apply a tailored approach to development of the detailed supporting and ancillary equipment and materials necessary for sustained operation and support.
- **Staging:** The staging site is the facility or location where the total package comes together. It is usually at the staging site that all end items, support equipment, and packages of initial-issue spare and repair parts are prepared for handoff to the gaining organizations.
- **Joint Supportability Assessment:** The joint supportability assessment (JSA) leads to the TPF package being called forward and its shipment to the staging site. Before shipping any TPF packages, the fielding and gaining organizations coordinate and agree on the final fielding and handoff schedule. The JSA is a detailed assessment that identifies all shortages of equipment and support items and any deficiencies that would impact the operation, maintenance, or support of the system.
- **De-processing:** Once equipment has arrived at its destination, SkyBridge installs the systems and ensures that they are complete and ready to go, so that the delivering entity can inspect and confirm that they are fully operational before handing them off to the gaining organization.
- **Joint Inventory:** SkyBridge conducts a joint inventory with both the delivering and gaining organizations to ensure that all needed items are either received onsite or placed on a shortage list and scheduled for later delivery.

A strong example of this type of support is the work SkyBridge performed as part of the team for the Mine Resistant Ambush Protected (MRAP) vehicles New Equipment Training (NET) and Field Service Representative (FSR) Support program through USSOCOM. SkyBridge was responsible for logistics management for all training related to this program. This included programmatic support for Initial Capability Documents (ICD), Capability Development Documents (CDD), Combat Mission Needs Statements (CMNS), and other communications documents for use at various levels of the Force. We coordinated with senior Original Equipment Manufacturer (OEM) representatives as surge requirements dictated to guarantee quantity and quality of equipment and other resources.

Supply and Provisioning Support (3.17) SkyBridge brings significant breadth of proven experience in providing a full range of supply and provisioning support services including supply chain management, transportation, inventory management services, and warehouse services. Our approach to supply and provisioning support defines specific responsibilities, standard procedures, selective subcontracting, and checks and balances to ensure cost-effective acquisition and timely delivery of goods and services.

We build redundancy, safety, and security into our sources, schedules, and delivery mechanisms to minimize and mitigate risks. Our experience has shown that no matter how large a supplier or support organization may be, the need for quick reaction, redundant capability ensures the lowest possible risk to executing any portion of our contracts and promises.
SkyBridge provides the highest quality and standard of supply chain management, procurement and sourcing available to Seaport-e. We provide innovative sourcing, negotiation, competitive bidding where appropriate, and legal reviews to minimize risk and reduce delivery time to the end user. We record, track, and report the procurement status of all purchase orders, shipments, receipts, and the disposition of equipment and supplies.

SkyBridge experience managing complex, customized ground, air, and sea freight shipments includes chartering aircraft and sea vessels to support multi-modal, door-to-door pick-up and delivery to remote locations. We are prepared to move assets by all three modes of transportation (ground, sea, and aviation) in support of the Seaport-e program. SkyBridge will perform a transportation mode assessment to determine the best course of action. Like our Total Package Fielding (TPF) approach, our transportation operations coordination and execution considers all labor, parts, material, fuel, oil, transportation, drivers, supervision, and life support requirements early, gaining consensus from all stakeholders on the specific requirements and plan of execution.

SkyBridge has a strong and documented history of successful inventory management of USG property. We are well versed in all supply chain and data management, material monitoring, and reporting processes. As few such examples include Property Book Unit Supply Enhanced (PBUSE), Standard Army Maintenance System-Enhanced (SAMS-E), Web Federal Logistics Information Service (WEBFLISS), and the Special Operations Forces Sustainment, Asset Visibility and Information Exchange (SSAVIE) systems. SkyBridge Tactical has a demonstrated proficiency in managing and maintaining property of the USG while overseas. As a component of the program requirements for which it is responsible, SkyBridge Tactical has overseen everything from facilities to machinery, spare parts, personal protective equipment and vehicle fleets. In every case, SkyBridge utilizes a customer approved equipment logistics protocol development and implementation strategy to ensure long-term continuity and program transparency. We utilize a web-based information management tool to ensure 100% accountability of each item.

SkyBridge has provided warehousing services around the world in dangerous and difficult environments including Iraq and Afghanistan. From that critical experience we have developed agile and meticulous warehousing procedures, underlying simple and easily understood phases or activities. Our process starts with the CONUS receiving warehouse personnel who ensure the interests of the government are being protected. Once the item arrives in the CONUS warehouse, we inspect the item for possible damage during shipping. This inspection includes a deconsolidation for serviceability check to ensure parts received are not cracked, broken, corroded, dented, or otherwise received in an unserviceable state, then reconsolidated upon completion of inspection. The receiving inspector also checks the packaging for integrity. Once the asset has passed inspection and the quantity has been verified, the receipt can be processed and the stocks labeled and prepared for movement, either to the assigned storage location or for release to customers.

With our extensive global logistics experience, SkyBridge is familiar with a broad range of customs and clearance policies. We coordinate shipments from CRPs in all modes (air/ground/ocean/unconventional) to multiple remote OCONUS locations to meet all delivery schedules, ensuring all proper commercial or USG documentation is completed for the shipper’s letter of instruction (e.g. export and ITAR documentation, DD Form 250, DD Form 1149). OCONUS inventory is securely controlled and accounted for from time of receipt through to time of turn-over. Warehousing overseas readies materiel for deployment until such time it is to be delivered to end users. We conduct bilateral inventories to provide first-hand confirmation of material in OCONUS inventory. As a matter of practice, we observe all Defense Trade Control, export, and ITAR requirements in transportation operations.

For MTRC,

**Training Support (3.18)**

**Technical Training Support (3.18.1)**

SkyBridge has a diverse training portfolio that includes development and delivery of training to support the Warfighter, such as operational equipment, vehicle - driver and operations / maintenance, personal equipment, and weapons training. We are experienced and skilled in developing and delivering Programs of Instruction (POIs) across a wide variety of functions to educationally diverse audiences. Each development effort involves efficiently applying standard training task analyses and curriculum development processes to implement training programs that can be delivered and distributed using a variety of cutting edge teaching/training methods. While familiar with most of the traditional training/instruction development models, standards, and references, SkyBridge tailors the most applicable approach to the environment and needs of the target audience. Similar to the ADDIE model, we prefer an initial Assessment or Training Needs Analysis (TNA), followed by Design, Develop, Implement, and Evaluate activities.
Efforts are initiated with a full training needs assessment/analysis (TNA). In partnership with the customer and other stakeholders, we identify and document gaps between the actual and desired performance levels before the POI is developed. We use interview and survey techniques to collect and categorize information. The output of the TNA process is a measurable and observable list of performance deficiency symptoms, which drive the necessary actions to deliver the required POI elements of lesson plans, student training materials, handouts, student evaluation/ performance tests, student completion reports, course critiques, graduation certificates, and completion/failure reports.

While SkyBridge leverages an existing library of POIs that can be tailored to support training requirements, we are also capable of developing new POIs as needed. New curriculum and lesson plans go through a multi-step development process prior to ever being delivered in a classroom. The steps include: defining the scope and objectives of the lesson plan, researching and compiling a list of topics to be included, integrating the lesson plan into the course schedule, identifying and creating materials for student distribution, creating corresponding multimedia presentations, and finally, defining the training equipment requirements that will be needed for execution.

SkyBridge uses a customized approach to tailor training to align with the applicable training references and requirements. We are familiar with TRADOC Campaign of Learning, DoD Instructional Systems Development/Systems Approach to Training and Education, USN Integrated Learning Environment, and the legacy Task Based Curriculum Development Model and Personnel Performance Profile Curriculum Development Models. Applying our flexible processes and knowledge of various training standards, we can design, develop, and revise POIs to deliver tailored training programs that provide continuity and consistency of training from individual, through team and organizational course execution.

The SkyBridge staff is comprised of skilled training developers with decades of instructional design, technology, and training development experience. We apply and adapt military/industry processes to develop materials for all methods of training delivery. Our POI/course curriculum design process applies the TNA results. We assess comprehensive factors to design a training product with the appropriate length, taxonomy, delivery mode, delivery frequency and learning measurement outcomes. Tailored instructional development methodologies and doctrine are used to develop the module-specific POIs which include a breakdown of all lesson plans and blocks of instruction that are delivered as classroom instruction and practical and field training exercises. Learning objectives are typically sequenced according to MIL-HDBK-29612-2A, ISD/Systems Approach to Training and Education. For Interactive Multimedia Instruction (IMI) (if appropriate for the environment and tasks to be trained) we refer to MIL-HDBK-29612-3A (Development of IMI) to define IMI levels.

Training solutions are documented in Design Documents and training material development/authoring implements the approved design. Our team uses readily available training development tools to rapidly build high quality training products based on pre-approved storyboards and navigation guidance. Our training concept provides a “Full Spectrum” training capability, where the training development team leverages various training delivery media across the spectrum from low-tech, expedient or traditional training delivery media, through computer enhanced instructional technologies and continuing to various simulation technologies to meet courseware development and training requirements. These capabilities ensure we can effectively analyze and prepare training courseware, POIs, lesson plans, practical exercises, and train-the-trainer (T3) packages to accommodate a wide variety of training program environments.

The number one contributing factor to promoting student learning is the quality of instruction, and the implementation of lesson plans. Preparation to deliver a high-quality program is essential for any educator. The instructor must have expert knowledge and experience with the topic, skill, or lesson to be taught, in addition to a thorough understanding of the pedagogy necessary to deliver that knowledge. Instructors must be aware of the current training and experience level of their students, know the educational objectives of each lesson plan, and ensure the training equipment is available and working.

All POIs include training evaluations that measure course effectiveness, including pre- and post-training evaluations. Written and practical testing are essential to determine the effectiveness of any training program, as well as to evaluate the participant’s ability to perform the skills taught in the training course at an acceptable level. SkyBridge will use pre- and post-training written evaluations in order to provide an objective measure of the knowledge gained by the training participant. The pre-test will evaluate the competency level of the students prior to the course, and the post-test will provide an objective comparison. The post-tests will also be continually reviewed throughout the period of performance to identify any trends or consistency poor performance areas. As these are identified, the training
curriculum can be adjusted in order to better prepare the students in that topic area. SkyBridge will also use practical evaluations based on standardized criteria to evaluate the training course participant’s ability to successfully perform a skill or procedure that has been taught in the course. Similar to the written test, these practical evaluations will be utilized to evaluate the course participants individually and recommend remediation, but also to strengthen the program over the period of performance.

**Professional Development and Training Support (3.18.2)**

In addition to technical training, SkyBridge is also very proud of the professional development and training support and process improvement advisory services we have provided to both our government and industry customers. These services have included professional education development programs for skills upgrade and military staff training; budgeting; strategic planning; logistics planning and management; acquisition support; development of operational training centers; force development, maneuvers and management; organizational assessment design and structuring; program evaluations and assessments; tactics, techniques and procedures (TTPs) and doctrine development.

SkyBridge’s core advisory services typically support force modernization and capabilities development for designated focus areas including doctrine, training, and leadership education. Our teams apply tailored Doctrine, Organization, Training, Materiel, Leadership and Education, Personnel and Facilities (DOTMLPF) considerations/approaches to ensure completely trained and mission ready organizations and forces are the outcome. In order to succeed in these tasks, support services typically execute, but are not limited to, ten (10) core functions as shown in Figure below.

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<tr>
<th>SkyBridge Functional Advising, Mentoring and Training Core Functions</th>
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<tbody>
<tr>
<td>Leader Training and Development</td>
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<tr>
<td>Education at All Levels</td>
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<tr>
<td>Capturing and Documenting Lessons Learned</td>
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<td>Doctrine Production</td>
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**Leveraging SkyBridge’s 10 Core Functions we can support and enhance professional development across all Seaport-e requirements.**

Leader training and development ranges from designing and executing formal Organizational Assessments and Leader Development Programs, through knowledge-based training and advice such as Legal/Military Justice, Budgeting and Planning, Logistics Management, and general Staff Operations. Levels addressed range from Host Nation leadership through individual military members and staff. With personnel rooted in Special Operations backgrounds and experience, counterterrorism, peacekeeping and humanitarian affairs, and consequence management, are core areas of our expertise. Delivery and support venues include developing Centers of Excellence for major functional focus at the National level, to designing and developing TTPs trained in an exercise environment and applied in the operational environment. From these core skills, we augment our staff with thought leaders and subject matter experts to ensure professional development programs receive the organizationally and process experienced expertise needed.

SkyBridge performs Professional Development and Training Support as an integral element of all our programs. From advising and assistance training at the Senior Levels of SOF deployed teams on MTRC, to UAV strategic planning and operation on our Robotics Training program subcontract from AECOM/URS for US Army TACOM, to writing the POIs and other instruction material for the NSW Program Support Services contract, to O&M training on every vehicle program in USSOCOM – SkyBridge trains leaders, staff, operators and maintainers up and down the chain of command.

**Program Support (3.20)**

Like all our internal processes, our Program support approach for customers is based on lean, agile, and scalable contract and program / project management structures and processes learned from our experience on Special Operations (SOF) contracts. Applying our staff’s training for PMP certifications, LEAN Six Sigma training and certifications, Program Management and Contract DAWIA certifications, as well as our hands-on experience across services and development contracts, SkyBridge tailors our support and program management plans to conform with the needs of our customers. Our compliant and metrics based approaches ensure customers have the data to ensure informed decisions effecting cost, schedule and performance as well as a clear view of program dependencies – with stakeholders, internal elements and external software, systems and hardware.

customer focused/tailored processes conforming to the five PMI process groups: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. By using the PMI framework, we provide structured approaches to all projects/programs that allow rapid audit and review as well as ensuring all management and control elements are addressed.

Public Affairs and Multimedia Support (3.22)
Leveraging the expertise of our subcontracted full-service SDVOSB marketing agency, MARCH Marketing, the SBT Team can deliver a range support services to public affairs organizations. Our communications team has expertise supporting the public affairs and public relations efforts for both military, non-profit and commercial organizations. This team is led by a retired Army public affairs officer with over 20 years of experience working public affairs and visional information assignment Army and joint assignment at the major command level up to the Office of the Secretary of Defense. The communication team also includes graphic and web designers, copywriters, editors, communication and media strategist and other key communication and artistic professionals. The SBT Team’s communication practice supports clients’ through the ideation, creation and execution of the command communication strategy, planning and tactics for national-level initiatives across all target audiences. Our qualifications include expertise and past performance including all capacities under Assignment 22 including:

Provide Public affairs support - Leveraging the expertise of our subcontracted full-service SDVOSB marketing agency, MARCH Marketing, the SBT Team can deliver a range of public affairs services including:

- **Speechwriting** – The SBT Team includes several talented speech writers who have a history of success creating speeches, scripts and other written products that communicate speaker’s priority messaging in a voice and style that keeps audience member’s attention. Our speech writing past performance includes writing speeches for events such as the First Lady’s Joining Forces Launch, Illinois Joining Forces Summit, Rebuilding Together Annual Convention, and the American Legion National Convention.

- **Photography support** – The SBT Team includes photographers specialize in portrait, documentation and commercial photography. They are able to leverage their equipment and keen artistic eyes to capture images that communicate much more than a thousand words. Our graphic designers then take over to adjust and enhance photographs and create graphic images that can be used for a variety of communication and marketing purposes. Our photographic services past performance includes multiple photo shoots to create pools of images for ads (Myomo and Veteran Launch) and also photography of client events such as the First Lady’s Joining Forces Launch, Illinois Joining Forces Summit.

- **Strategic planning and consulting** – The SBT Team strategic consulting practice focus on providing clients expert support in developing and implementing strategic communication and marketing efforts. Our consultants continuously monitor changing media and marketing environment to best serve our clients’ objectives and adjusts advice and plans to enable capture of emerging opportunities. Our strategic consulting past performance include developing strategic communications plans for The Mission Continues, The McCormick Tribune Foundation, and Rebuilding Together, Craftsman, and Pilot Flying J.

- **Metrics** – The SBT Team believe that want cannot be measured, is difficult to improve. That’s why we identify key performance indicators and establish metrics monitoring protocols with nearly everything we do. Once collected, we analyze data and provide metrics reports to clients to enable us to optimized campaigns to achieve maximum results and the lowest practical cost.

- **Technical writing services** – The SBT Team’s technical writing focus primarily on communication and marketing writing. We are skilled in creating written products to support communication of concepts from simple to complex. Our writers do their homework to understand the issues and challenges that impact our clients’ missions and then apply that research to creating products that effectively communicate and impact desired outcomes. Out technical writing past performance includes brand guides for Veteran Launch, Vets Help, GrayWolves Telecom and website e-commerce manuals for Rags of Honor.

- **Message/brand development** – A solid brand identity and coherent messaging two imperatives to successful organizational communication. The SBT Team is expert in helping organization brand or rebrand themselves and/or their product and services. This include development of the brand’s promise, key messaging, visual presentation and voice. We then help organizations update collateral, signage and other materials focused on internal and external audiences. Our messaging and brand development past performance includes brand and message matrix creation for many brands to include Veteran Launch, The McCormick Foundation, WIN Insights, GrayWolves Telecom, Rebuilding Together, and Colorado Tech University.

- **Multimedia Support** - Our multimedia practice includes a range of services including graphic design, photography, video and film production and print and digital production.

- **Still and Video** – In addition to still photography described above, The SBT Team has significant experience creating video and film products for industrial, marketing and/or entertainment purposes. This includes everything from scriptwriting, budgeting, set planning, logistical coordination and video/film product, post-product editing and
distribution. Our video products past performance includes creating video vignettes for The Discovery and Science Channels.

**Support of the command exhibit program** - Exhibit planning/services/leasing of exhibit – The SBT Team is expert in helping clients’ plan, prepare for and execute event participation from simple 8x* booths to complex large area displays with equipment and interactive displays. We focus our exhibit creation on five key components that have proven to yield great results: content, design, budget, production and schedule. We can leverage a variety of technologies, innovative designs and engaging content to effectively achieve participation objectives. Our exhibition planning and execution past performance include comprehensive, technical exhibits for Myomo Medical Orthotics.

**Design/layout of command publication** - The SBT Team is unique in its ability to deliver skilled and experience publication design, layout, printing and distribution of command publications. Out subcontractor MARCH Marketing has a publishing brand that has for the last 15 year publish five military focused print magazines including Reserve & National Guard and Military Families Magazines. Through this capability, the SBT Team can deliver high quality command publication support of both print and digital editions.

**SkyBridge Quality Management**

The SkyBridge comprehensive Quality Management System (QMS) ensures the use of best practices focused on providing the customer high-quality products and service. Our approach is based on the following principles:

- Emulate **ISO 9001:2008 QMS** as the framework for quality initiatives.
- Apply quality management practices at the TO and functional services area levels.
- Develop TO-level Quality Control Plans (QCPs) focused on the specific cost, schedule, and deliverable requirements of each TO and functional service area.
- Follow our **Plan-Do-Check-Act process** to monitor performance and continually improve performance.
- Assign a diligent and knowledgeable Quality Management Representative (QMR) for each TO to review all deliverables and invoices prior to submission, monitor compliance with TO quality objectives, and implement and oversee quality improvement programs and initiatives.

Our QMS provides the framework for the development of each Seaport-e TO Quality Control Plan (QCP). Our QC processes are conducted to detect, document, and correct deviations from the acceptable quality level of all performance requirements. Specific QC processes include peer reviews, formal reviews, regularly scheduled inspections, random “spot check” inspections, and audits of deliverables and contract activities using checklists, customer feedback surveys, direct observation, and other methods as appropriate to the contract activity. To further drive transparency, we collaborate with the Government to conduct special or directed quality-related activities. When SkyBridge discovers a discrepancy, the nonconformance is documented and reported to both the project management chain. We will then work with the relevant employees, subcontractors, and/or vendors to remedy the nonconformance through root-cause analysis, corrective action plans, and any other methods required. Corrective action plans are monitored to ensure they are closed out and effective within the time limits established. Through project management internal controls, the status of each corrective action resolution is tracked to closure. The corrective action process is aimed at eliminating or reducing the likelihood of the problem’s reoccurrence. When corrective action is needed, the method for implementation is tailored to the issue or problem to prevent recurrence of any and all deficiencies. Our quality processes ensure that problems are reported and documented, resolution determined and action taken, within specified times. Where problems occur such that a trend is identified, the issue is immediately elevated, as the root cause may have more serious ramifications. Problems of a more serious nature are elevated, and if warranted, corrective modifications to SOPs and QCPs are made as part of our continuous improvement process, which serves to evaluate the effectiveness of our quality system in meeting the performance standards and contract requirements.
## SkyBridge Tactical Performance Experience

### Program Name: USSOCOM Mobile Technology Repair Complex (MTRC) SOF In-Theater Support Engineering (SITE)

| Contract / Task Order Number: USSOCOM PRIME CONTRACT NO. H92254-09-D-0001 - TO 15-1302, TO 16-1430 | Contract Type: FFP, CP & T&M elements |
| Description of Work Performed |

#### Descriptions of Work Performed:

**Project Location(s):** Indiana, Florida, Afghanistan, Kuwait, Iraq, Germany (USSOCAFRICA), Turkey, Jordan, Djibouti, South Sudan, other OCONUS.

The Mobile Technology and Repair Complex MTRC provides subject matter expertise and training to SOF teams deployed in OCONUS locations, to refine and extend the warfighter’s expertise and equipment including weapons and other personal equipment. MTRC provides custom, expeditionary shelters that allow for the engineering equipment and training environments for our SOF Technicians to design, test, repair, and train SOF members and HN Forces on equipment. SkyBridge assigns former SOF operators who either bring targeted skills and expertise with them or are trained in specific subject matter before imbedding with the Teams to provide optimal performance. The SkyBridge team members customize training for the specific needs of the location- training SOF Forces. Force training has included individual equipment; weapons and weapons accessories; night vision and other essential equipment; vehicle repair and maintenance; ground mobility as well as military operations skills training for both US and allied troops. Also, as part of our Civil Military and Village Stability Operations efforts, the SkyBridge team provides training to indigenous populations. This training has included security, medical, welding, concrete manufacturing, water filtration/purification, mining, agricultural & farming techniques and other micro-economic stabilizing courses. SkyBridge provides Logistics and Project Management, Organizational Assessment, Force Development and Management, Military Staff Training and Rapid Prototyping, as well as Training Strategy Development, Design and Implementation. Stateside, SkyBridge provides Project Leadership, Logistics Analysis and Support, Supply Chain Management and Cultural Awareness/Human Domain Training.

### Relevance of Work to Proposed Functional Areas (FAs)

3.4. Prototyping, Pre-Production, Model-Making, and Fabrication Support, 3.14. Interoperability, Test and Evaluation, Trials Support, 3.5. System Design Documentation and Technical Data Support, 3.10. Configuration Management (CM) Support: SkyBridge works directly with deployed SOF Teams in the field to develop concepts and technologies that can be rapidly prototyped, evaluated and implemented in SOF operations, greatly reducing the time to develop and deploy the SOF-specific equipment needed to maintain an advantage. Our teams are deployed with Mobile expeditionary shelters equipped with welding, metal working, Kxady machines, carpentry, 3D printers and any other tools or materials they may require to design, develop, prototype and test new components, mods to existing systems or hardware, and on-site repair to items ranging from NVGs, to RHIBs, to weapons mounts, to camp facilities. Items prototyped and tested at this point of use are documented, supported with CAD drawings, and processed through our Configuration Management and/or S&T channels for potential adoption, manufacturing and use across USSOCOM. Monthly quad charts are distributed from the program capturing the concepts, “need”, and solution to ensure widest dissemination of recognized/potential solutions to the identified need.

3.16. Logistics Support, 3.17. Supply and Provisioning Support

SkyBridge manages the program’s OCONUS office in Bagram, Afghanistan where it coordinates all in-theater logistics, resources and imbedded personnel. This support includes production of logistics management information - reliability, availability, maintainability, obsolescence management – as well as safety, training development, new equipment training and sustainment training. In addition, SkyBridge orchestrates all program level management, staffing and logistics from its headquarters in Tampa and Program HQs in Bloomington, IN. Within and through our logistics and training facility near Bloomington, IN, we warehouse and store equipment until ready for shipment based on availability of transport or desires of USSOCOM. Site specific or country packages are configured during or concurrent with Receipt/Inspection/Inventory activities. These packages meet the regulatory and shipment requirements for the mode, country, and desires of the receiving activity or unit. This CRP is capable of accommodating multiple receiving and shipping activities and able to flex capacity during periods of increased demand as demonstrated recently during several “push” packages to Africa that were acquired and processed, then configured and shipped via military aircraft from our site – all while normal supply actions, equipment replacement, and support packages continued to flow through to our locations in Afghanistan, Kuwait, Iraq, Jordan, and Turkey. SkyBridge maintains, operates and is accountable for a wide range of training, construction, and other equipment.
within this facility. Inventoried at over $6 million, SkyBridge instituted a compliant routine and High Value Item inventory, accounting and operational process that had never been implemented before we won the Task Order. SkyBridge extends this process OCONUS, conducting periodic site equipment inventories as well. SkyBridge has been lauded as providing “invaluable support” from multiple CJSOTF Commands and SOF team leaders at various Afghanistan Forward Operating Bases. In November 2015, SkyBridge successfully direct deployed two MTRC teams, construction equipment, supplies, and other material for SOCAF to forward locations in Africa (Niger, Djibouti, Cameroon, and Kenya). This marks a milestone for MTRC, demonstrating the “expeditionary” capability by directly deploying from the Monroe County Airfield (MCAF), Indiana via C17 to an OCONUS location other than Afghanistan/Iraq. The Program Executive Officer, Special Operations Forces Support Activity (PEO SOFSA), COL Samuel L. Peterson, USA, provided feedback to the USSOCOM Acquisition Executive (AE) that lauded our performance:

“Based on the feedback from the supporting organizations it all went very well as cargo was prepped, palletized and loaded to AF standards for safety. Load plan requirements including all the certifications for hazardous cargo and cargo movement data was collected and input on the proper shipping paperwork, placards, load and packing lists. The USAF cargo loaders said our preparation was the best seen for units mobilizing. Great preparation and execution...”

3.18. Training Support

USSOCOM initially planned for a “one size fits all” approach to cultural awareness and VSO. After SkyBridge’s initial assessment of VSO site locations and an analysis of the complexity and differences with respect to needs (security, agricultural and farming, water, etc.), as well as the diversity among the tribes and their respective leadership, SOCOM could not determine what support packages or personnel were appropriate for the task. Driven by first-hand knowledge of the impact of effective cultural awareness, SkyBridge’s president became personally involved in the MTRC program. It was determined that to best serve our customer and advance their VSO mission, we needed to expand our personnel training beyond the basic Afghanistan Cultural Awareness (CA).

SkyBridge engaged several universities with hands-on expertise in regional Afghan culture and developed a specific regionally-based CA training course. The extended and more in-depth training has been invaluable to both our personnel as well as the Government engineers who attend the course but, ultimately, most beneficial to the SOF units we support in-theater. It has enabled the combined SkyBridge/USG team to enter specific sites with a better cultural and situational awareness of all the competing variables that may affect certain decisions in the regions where they work. The process continues to be refined for new locations and to incorporate new information and trends as they emerge through continued research and our own reporting process established to capture qualitative information from our personnel. Both our personnel and our customer have reported that the benefit of increased regional cultural awareness as well as a consistency of personnel has provided for a much more effective and seamless transition which provides resident experts with nuanced awareness has built enhanced trust and relationships that better supports the USSOCOM VSO and MTRC mission.

3.20. Program Support

SkyBridge delivers on the requirements of MTRC within an often ambiguous and uncertain environment, regularly adjusting to rapidly changing situations while managing complex and many times competing priorities. SkyBridge has used this program to develop a “hand-in-glove” project management approach, providing scalable and seamless transition to the customer, cost efficiencies and flexibility for the Government as well as increased access and support for the SOF operator, HN forces and Indigenous populations all supporting regional and stabilization and peacekeeping efforts. MTRC currently has separate teams throughout the Mid-East, Germany, Turkey, Jordan, as well as several locations in Africa. Management and support of these teams requires detailed knowledge of each specific country’s requirements and costs – including VISAs, Import/Export, local labor and materials as well as much more. We have empowered our Project Managers (PMs) to implement best practices while maintaining the flexibility necessary to ensure program agility and success. Our PMs serve as the primary POC for all members of team, including government customers, contractors and staff.

3.21. Functional and Administrative Support

Within MTRC, deployment package development, inventory management and documentation, presentation and briefing materials development, as well as typical program administrative functions in finance, security, HR, ITAR, and transportation/shipping coordination are coordinated from offices in Bagram, Afghanistan and Tampa, FL.

As part of the MTRC program requirements, SkyBridge spends significant time collecting and analyzing data to ensure program success now and into the future. The team conducts both quantitative and qualitative evaluations to provide baseline analyses as well as ongoing program performance assessments. This approach has led to decreasing program development time and cost while increasing mission success and the number of Teams supported, in an increasing number of Theaters and countries.
SkyBridge provides solutions for operations, planning and technical support within NSWC. Contract scope includes Project Management Support, Administrative Support, Data Management Support, Training Support, Financial Management Support, Logistics Support, and Engineering Support. Skybridge Tactical’s current TO provides services for Technical Writing Support to COMNAVSPECWARCOM (CNSWC) N32/N5 to support the development of operational doctrine publications and training, readiness and education documentation. Purpose is to collect, develop, edit, maintain, and incorporate comments into new and existing doctrine, policies, and Lesson Training Guides (LTG) for CNSWC N32. For CNCSWC N5, this task order supports technical writing and development of NTTP’s. Priority established by the N5 includes; manual and policy technical editing, facilitation, research and analytic, graphic and writing support.

**Relevance of Work to Proposed Functional Areas (FAs)**

**3.2. Engineering, System Engineering and Process Engineering Support:** Provide innovative research, scientific study and experimentation to deliver state of the art concept formulation for NSWC Plans Directorate. Current TO supports the analysis and evaluation of concepts, technologies and systems to support the development of Navy Tactical Techniques Publications (NTTP) and advance the consistency of their current library of publications. Deliverables include testing of operational concepts and tactics with 5 Major Commands and coordinated with Theater Special Operations Commands (TSOC) to validate/improve existing capabilities in Mission Planning, NSW force integration and Afloat Forward Staging Bases. Support NSWC unique application of engineering disciplines. Support alterations to existing Combat systems in SEAL Teams, Special Boat Teams, Special Recon Teams and SEAL Delivery Vehicle Teams. This includes technical support to development of significant alterations to systems, support integration with existing systems, and interface of existing applications or platforms to support the warfighter.

**3.16. Logistics Support, 3.17. Supply and Provisioning:** Deliver engineering and analytical support for logistics to improve/mod systems across NSWC. Focus is on skill sets that support life-cycle analysis and ensure infrastructure and Combat Service support are evaluated/delivered across the fielding, operations and maintenance of Maritime Special Operations Programs. Provide Financial Management disciplines & Supply/Provisioning to include staff augmentation to the proper storage, transport, inventory - managed in a cost effective manner to sustain NSWC commands in CONUS, OCONUS and deployed to remote locations.

**3.18. Training Support:** Delivered over 39 Lesson Training Guides to support Unit level training that provides technical/analytical support to support SEAL Team, Special Recon Team, SEAL Delivery Team, and Special Boat Team Unit Level Training Programs. Current Task Order has review and applied exercises that analyze KSAT for over 10 Special Operations Force Mission Areas: Intelligence, Unmanned Aerial Systems, Environmental, Battle Staff Training, SEAL Delivery Systems, Dry Deck Shelter (DDS), Special Warfare Combatant Craft, Irregular Warfare, Human Performance, Combatives, Sniper Operations, Joint Terminal Attack Controller (JTAC), and Multi-Purpose Canine.

**3.20. Program Support:** Deliver Program Office that operate at the SECRET level all NSWC HQ areas in; Tampa, FL, Virginia Beach, VA, Stennis, MS, San Diego, CA. Provide senior SOF contract personnel that apply business, financial management, and technical disciplines to support planning, organizing, staffing and leading team efforts to dynamic Special Operations requirements. Oversee delivery of all tasks within PMP standards of Process and Knowledge groups to ensure program goals achievement through development, production, deployment, operations, support and closing. Deliver all facets of clerical and administrative support aligned with SOCOM and NSWC objectives to include the seamless operation of contract personnel in the workplace and workforce assimilation to DoD standards.