



Programmatic Support

Company Information & Capabilities

Illustrative work sample. All contractor, customer, program, source and performance details are fictional.

Read with Capability Matrix Evidence & Source Context.pdf. Ratings describe only the included evidence.

1. Requirement set	Illustrative research and test program support
2. Company	Example Contractor
3. Contact for questions and data requests	Name, phone and email: omitted in public sample
4. Proposed role	Subcontractor
5. Quality certifications claimed in this example	Quality standard: None claimed Sector standard: None claimed Other: None claimed
6. Illustrative business classification	Business size: Small business Set-aside status: Not represented Institution type: Contractor No legal size or eligibility determination is represented.
7. Organizational conflict answer (company decision)	Not assessed in this sample

8. Capabilities Matrix

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.1 RESOURCE MANAGEMENT SUPPORT					
3.1 (general)	The contractor shall use customer-approved applications and records to perform the resource-management tasks below. The system portfolio includes time and attendance, enterprise finance, travel, supply accounting, barcode property tracking, purchase requests, facility records and program administration. This list describes the minimum functional coverage; the customer may identify additional approved applications for an assigned task. Research resource issues, reconcile information across the applicable systems and prepare findings and recommended actions for customer decision. Access to one application does not establish experience with the entire portfolio.	Partial	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.1.1	Provide financial analysis and accounting support for audit preparation and customer account management. Investigate accounting discrepancies promptly and explain their effect on the information available to resource managers. Examine the financial interfaces with supply, payroll, travel, budget and staffing systems, including current enterprise applications and retained legacy records. Reconcile transactions and supporting documents, identify the responsible office for corrections, and provide accurate account information and recommendations to the customer.	Partial	Yes	Yes	Yes
3.1.2	Assign personnel with accounting-theory and financial-practice expertise to investigate resource-management issues and operate the customer financial system. Document the qualifications needed for the assigned roles.	Partial	Yes	Yes	Yes
3.1.3	Collect and analyze information for resource-management initiatives and recommend improvements. Design collection methods and an implementation plan for examining current program-management functions. Develop, calibrate and maintain specialized resource models, computer applications, databases and storage/retrieval methods. Use those information systems for research and assess their effectiveness and efficiency. Explain whether the resulting information is timely, accurate and relevant to the customer decision, and recommend changes where the current process does not meet that need.	Partial	Yes	Yes	Yes
3.1.4	Enter, collect and analyze resource data, design reports and recommend actions using the applications identified in the customer task direction. Update and maintain financial and supporting databases. Perform the assigned requisition-processing, budget-display and vendor-record-display functions. Complete customer-furnished training required to obtain or retain those roles. When the customer identifies additional coursework, complete it by the stated due date and provide the resulting certification or training record to the designated contract representative.	Partial	Yes	Yes	Yes

**8. Capabilities Matrix (continued)**

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.1.5	Enter and collect data and analyze ordering activity under the customer communications-equipment purchasing arrangement. Respond to customer inquiries and provide ongoing resource status and performance measures to both the ordering official and staff preparing requirements packages. Include historical ordering performance and projections for future needs.	None	No	No	No
3.1.6	Maintain the communications-equipment ordering database, add fields when requirements change and update past, current and planned purchase information each business day.	None	No	No	No
3.1.7	Collect resource information from customer-designated internal and external offices. Research additional government and industry information sources and recommend those suitable for the resource-management function.	Partial	Yes	Yes	Yes
3.1.8	Develop and calibrate resource-analysis models and operate the customer financial information systems used for the assigned project. Run authorized queries, enter data and generate reports. Develop, modify and maintain project databases and specialized financial models, retaining the information needed to explain the model inputs and resulting recommendations.	Partial	Yes	Yes	Yes
3.1.9	Develop and maintain specialized resource-management applications, project databases and information-storage and retrieval tools.	Partial	Yes	Yes	Yes
3.1.10	Enter draft equipment requirements supplied by technical staff into the customer laboratory purchasing portal and route the completed record to the designated customer requester.	None	No	No	No
3.1.11	Use the customer barcode-based equipment register to maintain each item location and provide daily property-status updates.	Partial	Yes	Yes	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.1.12	Maintain an accurate inventory baseline for durable and accountable property. Collect and analyze equipment status and maintain the authorized equipment allowance records used by the customer. Track leased, special-purpose and administrative vehicles along with other assigned property. Identify discrepancies in custody, location or authorization and recommend resource actions consistent with the customer property-accountability rules. Maintaining an asset register alone does not cover the allowance and fleet portions of this requirement.	Partial	Yes	Yes	No
3.1.13	Support near-, medium- and long-term plans for maintaining and repairing facilities, annexes and related property. Use analytical tools to examine seating, building readiness, anticipated growth and modernization needs, and recommend ways to resolve space constraints. Plan and coordinate movement of personnel and equipment, including logistical support for the customer move. Maintain facility access and tracking records, consolidate status reports to identify maintenance trends, and draft technical descriptions for minor service requests. Customer personnel review and submit those requests. Monitor and maintain the applicable facility safety procedures.	Partial	Yes	Yes	No
3.2 COST ESTIMATING AND ANALYSIS					
3.2.1	Support technical and cost reviews of program proposals, develop recommendations and report progress. Customer officials retain evaluation decisions and other reserved government functions.	None	No	No	No
3.2.2	Apply estimating models to design-cost tradeoffs, independent cost studies, operating-cost reduction, technical and cost risks, and budget preparation.	None	No	No	No
3.2.3	Prepare cost and budget recommendations across concept, development, production, operations and retirement. Support budget formulation, justification, execution, impact assessment and reporting under customer policy.	Partial	Yes	Yes	Yes
3.2.4	Design a management cost system for budgeting, cost control, performance measurement and recording operating and capital expenditures.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.2.5	Analyze and integrate program information so the customer can compare current status, long-range plans and accomplishments with program objectives across supported research platforms and subsystems. Prepare documents, illustrations, briefing charts and presentations. Support annual research-center reports, historical records, agreement summaries, innovation-award status, advanced-research plans, international and technology-transfer programs, budget execution and program cost/performance analyses. Maintain and retrieve customer-provided reports, plans, correspondence and digital technical records. Support meetings, acquisition-package preparation, topic presentations, proposal-ranking discussions and recurring program teleconferences. Retain the distinction between contractor recommendations and customer decisions.	Partial	Yes	Yes	Yes
3.2.6	Provide nontechnical cost-estimating and budget recommendations throughout the acquisition lifecycle under applicable customer policy. Support independent estimates, cost and acquisition teams, design-to-cost reviews and source-evaluation boards. Research estimating methods for emerging technology and perform operations-research studies of cost effectiveness. The analytical scope includes lifecycle and design costs, operating and sustainment cost reduction, technical and cost risks, warranty cost effectiveness, estimating relationships and budget preparation. Prepare findings and recommendations; customer officials retain evaluation and approval authority.	Partial	Yes	Yes	Yes
3.3 SCHEDULE DEVELOPMENT AND ASSESSMENT					
3.3.1	Develop and advise on a program for assessing equipment-performance quality at the appropriate stages of the acquisition cycle. Maintain a chronological record of previous quality problems and use that history to recommend recurrence-prevention measures or faster resolution of existing issues.	Partial	Yes	Yes	Yes

**8. Capabilities Matrix (continued)**

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.3.2	Develop and assess research-equipment and automated-diagnostics schedules. Recommend milestones, progress measures and status reports, and participate in coordination meetings on program requirements.	Partial	Yes	Yes	Yes
3.3.3	Recommend improvements to program applications, databases and integrated digital working environments. Advise on acquisition and information-technology strategies and prepare document-management reports.	Partial	Yes	Yes	Yes
3.3.4	Provide schedule recommendations and progress reports covering the following work: a. Develop program schedules for the assigned effort. b. Compare customer and supplier plans against the baseline schedule records. c. Assess risks in both customer and supplier schedules. d. Develop, modify and maintain software for creating, updating and repeatedly assessing schedules. Maintain acquisition schedule and status databases for low-value purchases, card orders, blanket-arrangement orders and other equipment requests. e. Recommend schedule-assessment methods that allow technical and program schedules to adjust when cost, performance or delivery priorities change.	Partial	Yes	Yes	Yes
3.3.5	Evaluate commercial scheduling and assessment applications and recommend products for the customer program.	None	No	No	No
3.3.6	Develop recommended schedules for the coordinated movement of personnel, office furnishings and laboratory equipment among customer campuses, annexes and other participating facilities. Plan the movement to meet cost and time constraints while accommodating changing technical needs. The work may range from a single independent move to a closely integrated relocation involving several organizations. Identify dependencies and responsibilities and include progress in the required status report.	Partial	Yes	Yes	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4 PROGRAM MANAGEMENT, PLANS AND INTEGRATION					
3.4.1	Develop a lifecycle product-quality management strategy for research equipment. Define metrics and implementation plans covering requirements, quality assurance, sustainment and logistics.	Partial	Yes	Yes	Yes
3.4.2	Assess equipment hardware and software problems and recommend remedies. Evaluate, integrate and coordinate product-quality requirements across suppliers, repair organizations, customer sites, fielding activities and cooperative programs throughout the acquisition lifecycle. Include processing of equipment quality deficiency reports. Provide the required technical reports and presentation materials documenting the analysis and recommendations.	Partial	Yes	Yes	Yes
3.4.3	Process assigned equipment quality cases under the customer procedure: verify intake fields, route investigations, consolidate responses, track deadlines and maintain documented closure records.	Full	Yes	Yes	Yes
3.4.4	Analyze equipment issues raised by operating sites, repair organizations and suppliers; coordinate proposed resolutions and record the responsible organization response.	Partial	Yes	Yes	Yes
3.4.5	Participate in technology and sustainment reviews. Assess first-article and product-verification waiver requests, develop supporting rationale and take part in quality audits and onsite verification activities.	None	No	No	No
3.4.6	Assess equipment process-variation reduction programs, statistical process controls and quality-analysis applications. Provide recommendations and support the development and management of the statistical tools, applications and methods used for equipment assurance.	None	No	No	No
3.4.7	Screen replacement items for operating-cost reduction studies using failure rates, acquisition cost, maintainability and special support burdens.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.8	Assess technology alternatives and transition approaches for support programs. Recommend goals, tasks, deliverables and implementation plans for customer consideration.	Partial	Yes	Yes	Yes
3.4.9	Prepare briefing inputs, conference and meeting materials, and program-review records in support of special studies and analyses for the customer research mission.	None	No	No	No
3.4.10	Conduct quality-engineering trade studies for safety-critical test components and recommend procurement strategies based on the engineering results.	None	No	No	No
3.4.11	Prepare directorate analyses covering annual laboratory and historical reports, budget planning and execution, program performance, cost and schedule. Integrate the relevant inputs into the reports and assessments requested by the customer.	Partial	Yes	Yes	Yes
3.4.12	Perform systems-engineering trade studies for safety-critical components and advise the customer on the associated sourcing strategy.	None	No	No	No
3.4.13	Advise special teams resolving reliability, availability, maintainability and system-assessment engineering issues. Recommend solutions and explain how the selected engineering remedies could be implemented.	None	No	No	No
3.4.14	Provide program-management support for reliability, availability and maintainability engineering activities. Recommend related engineering business and strategic plans for the supported research systems.	None	No	No	No
3.4.15	Advise on reliability and system-assessment engineering tasks. Activities include allocation of reliability requirements, failure-mode/effects/criticality analysis, reliability predictions, reliability-growth program management and reliability or maintainability demonstrations. Monitor supplier reliability programs, assess stored equipment, plan condition-based maintenance and develop prognostic and diagnostic approaches. Provide technical recommendations for these tasks and other standard reliability activities required by the supported research platforms.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.16	Assess engineering support within component supply contracts, with particular attention to safety-critical items. Identify process weaknesses and recommend corrections.	None	No	No	No
3.4.17	Evaluate managed safety-critical components and the records requiring engineering testing before an item is released for use. Use two years of purchasing history to develop and maintain a database that maps each item identifier to its actual supplier and the approved suppliers for that item.	None	No	No	No
3.4.18	Monitor safety-critical purchasing actions and advise whether procurement records conform to the customer engineering recommendations.	None	No	No	No
3.4.19	Analyze spare and repair-item purchasing and implement oversight that checks internally managed acquisitions against engineering decisions.	None	No	No	No
3.4.20	Advise integrated teams evaluating safety-sensitive spare parts for research platforms and test equipment.	None	No	No	No
3.4.21	Track and evaluate corrective actions resulting from safety-critical procurement reviews.	None	No	No	No
3.4.22	Formulate, develop and assess program and project schedules for research equipment and automated test/diagnostic programs. Recommend schedule milestones, systems-engineering plans, progress measures and status-report criteria. Automate and maintain schedules for customer review and analysis. Develop integrated support plans and perform program-management support for development, sustainment, production control and inventory management. Apply earned-value methods to analyze progress and provide feedback on supported programs.	Partial	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.23	Develop and maintain detailed schedules that combine contractor, in-house customer and other participating organization activities. Integrate requirements and resource availability with system milestones, reports and reviews. Monitor task flow and bottlenecks; identify technical-data-package and preproduction fabrication problems; assess their schedule effects; track milestone events; and review quality issues and applicable performance standards. Show dependencies clearly enough for the customer to understand how a change affects the wider program.	Partial	Yes	Yes	Yes
3.4.24	Advise on acquisition planning, processes and controls, special studies, integrated digital working environments, organizational operations, policies and procedures.	Partial	Yes	Yes	Yes
3.4.25	Develop and implement systems-engineering processes for assigned research systems. Analyze existing equipment and processes to improve performance. Perform or support noncompetitive technical evaluations covering equipment design, development, production, modification and deployment.	None	No	No	No
3.4.26	Coordinate program administration, oversight, planning and metrics. Track adherence to administrative policy and maintain current office publications and directives.	Partial	Yes	Yes	Yes
3.4.27	Produce completed documents for program and contracting teams from action items, notes, briefings, instructions and rough drafts. Provide acquisition advice that may include requirement-package drafting, invoice analysis and documentation for contract actions. Review performance descriptions, required data and performance measures; recommend changes and prepare revisions for customer consideration. Contractor personnel may prepare and coordinate the documents but shall not approve official customer documents or substitute their judgment for a reserved government decision.	Partial	Yes	Yes	Yes
3.4.28	Support requirements planning, procurement execution and contract administration using applicable acquisition rules. Prepare training materials explaining the analytical methods and procedures to new personnel.	Partial	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.29	Research and draft acquisition plans, cooperative memoranda, procurement reports and requirement packages. Coordinate inputs with integrated teams and customer organizations.	Partial	Yes	Yes	Yes
3.4.30	Prepare schedules, reference files, actions and briefing materials for legislative reviews, senior acquisition boards and program decision reviews.	Partial	Yes	Yes	Yes
3.4.31	Develop requirement packages and recommended joint proposal positions for customer acquisitions.	Partial	Yes	Yes	Yes
3.4.32	Draft nontechnical documents for customer purchases of materials, supplies and services through the following channels: a. Low-value card purchases, with documentation for the designated ordering official. b. Simplified purchase packages for the servicing contracting office. c. Requirements processed through the enterprise finance and procurement interface. d. Technical-service and commercial-equipment contract packages, including purchases under approved blanket ordering arrangements. Match the documentation to the selected channel and route it to customer officials for review and action.	Partial	Yes	Yes	Yes
3.4.33	Prepare comprehensive program plans under the customer acquisition lifecycle policy and incorporate current streamlining requirements.	Partial	Yes	Yes	Yes
3.4.34	Use the customer enterprise technology catalogue to request quotations, document product nonavailability and prepare technology-purchase waiver requests.	None	No	No	No
3.4.35	Monitor equipment requirement actions in the customer procurement register and provide recurring action-by-action status updates.	Full	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.36	After each equipment purchase is awarded, check delivery status weekly and prepare documentation explaining late items for customer resolution. Recommend commercial or government-developed applications that would improve the acquisition-management process. Any recommended application must support a direct import of material records into the property-management database used for the effort. Explain how the proposed tool would support the required tracking and data transfer.	Partial	Yes	Yes	Yes
3.4.37	Advise integrated teams on nontechnical program execution. Prepare handbooks and training courses, analyze affordability and recommend improvements to program cost effectiveness.	Partial	Yes	Yes	Yes
3.4.38	Recommend changes to software plans for developing, maintaining and implementing program-support IT capabilities.	None	No	No	No
3.4.39	Integrate nontechnical program-level activities across management, cost review, financial management, contract development, systems engineering, logistics, product assurance, configuration management, modeling and simulation, scheduling, testing and software management. Examine both customer and supplier documentation and develop recommended customer positions. Coordinate the related program actions and information so that managers can understand dependencies across the supported functions.	Partial	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.4.40	Support research-program field missions through resource management, schedules and equipment logistics across different operating environments. The covered activities include: a. Joint field exercises and research trials. b. Urgent deployment of prototype capabilities. c. Upgrades that combine specialized hardware and software. d. Equipment prepared for delivery under approved cooperative partner arrangements. e. Refurbished or upgraded equipment returned to operating sites. Coordinate the administrative and logistical requirements of each activity with the responsible customer organizations.	Partial	Yes	Yes	Yes
3.4.41	Provide integrated resource, schedule, facility and logistics management for scarce or unique research equipment used at multiple remote sites. Some equipment must move directly from one trial or demonstration to another because there is insufficient time to return it to the main facility. Plan movement and reissue while maintaining availability and property accountability. Handle equipment ranging from small portable instruments to large integrated assemblies and coordinate the participating sites, transport providers and customer facility staff.	Partial	Yes	Yes	No
3.4.42	Manage and coordinate facility maintenance, construction and modernization programs across the customer estate.	None	No	No	No
3.4.43	Support inventory control, accountable property location, receiving, shipping and management of administrative and specialized vehicle fleets.	Partial	Yes	Yes	No
3.5 STRATEGIC PLANNING ANALYSIS					
3.5.1	Develop a recommended strategic analytical approach for implementing customer acquisition policies, procedures and guidance. Address affordability, streamlined acquisition processes, milestone planning, quality, organizational planning and business strategy.	Partial	Yes	Yes	Yes



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.5.2	Assess equipment and diagnostic-program lifecycles for organizational development. Prepare expanded-mission concepts, including resources, facilities and cost-benefit analyses.	None	No	No	No
3.5.3	Provide engineering-program management and prepare strategic plans for product assurance and quality engineering.	None	No	No	No
3.5.4	Research future nontechnical program needs and recommend organizational vision, goals, strategies, implementation measures and metrics for customer approval.	Partial	Yes	Yes	Yes
3.5.5	Support organizational change by identifying root causes, gathering evidence, explaining effects, building agreement and implementing approved changes to administrative processes.	Partial	Yes	Yes	Yes
3.5.6	Conduct workplace communication surveys, identify barriers and recommend improvements to meetings and internal and external communications. Prepare briefings, media and leadership speaking material.	Partial	Yes	Yes	Yes
3.5.7	Plan and support conferences, program reviews, technical interchanges and user meetings. Arrange the space, assemble and remove demonstration or display materials, and support preparation and presentation of slides, agendas, handouts and programs. Coordinate participants and track resulting action items.	Partial	Yes	Yes	Yes
3.5.8	Use space audits and move records to plan facility utilization. Support laboratory and office relocation, including furniture removal and installation.	Partial	Yes	Yes	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.6 COOPERATIVE PROGRAM SUPPORT					
3.6 (general)	Provide program support for establishing and carrying out cooperative international research-equipment efforts. Communicate with authorized partner representatives about program administration. Where the assigned work requires transfer of technical data or services, perform that work only under the customer-approved authorization and applicable transfer rules. Advise on and draft data-sharing agreements, memoranda of agreement or understanding, and pricing-and-availability responses for logistics, automated diagnostics and technical support. Support both program establishment and continuing execution while retaining customer decision authority.	Partial	Yes	Yes	Yes
3.7 SECURITY ADMINISTRATION SUPPORT					
3.7.1	Analyze security requirements, advise customer staff and assess the effectiveness of security-policy implementation.	None	No	No	No
3.7.2	Research security laws, directives and customer guidance; assess their operational and strategic effects on protection of sensitive and classified information.	None	No	No	No
3.7.3	Operate authorized customer systems to support personnel, facility, system and information-security administration and analysis.	Partial	Yes	Yes	No
3.7.4	Prepare data products for daily security management that improve situational awareness, inform decisions and support security-policy compliance.	Partial	Yes	Yes	No
3.7.5	Assist customer security professionals with assigned duties protecting sensitive national-security information. Where an assignment requires access to the personnel-security database, complete all required training and protect sensitive and personal information. Duties in that database are limited to submitting and receiving visit authorizations and verifying clearance or access levels.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.7.6	Research, develop and implement methods to compress, correlate, manipulate, store and retrieve security information across the authorized systems. Support auditing, monitoring and tracking while preserving accurate and complete security audit trails. Identify patterns and trends and recommend improvements to data organization, governance, workflows and infrastructure. Advise management on policies that strengthen the effectiveness and resilience of security information practices. Perform the work under applicable customer security directives and cybersecurity standards, preserving confidentiality, integrity and availability throughout the information lifecycle.	None	No	No	No
3.7.7	Prepare, review and route security-related access and authorization documents, recording the work in the monthly status report. Responsibilities include: a. Complete system-access request forms and any successor forms required for the assigned systems. b. Prepare installation and restricted-area entry requests. c. Issue and track temporary visitor passes under local procedures. d. Assist employee credential applications, verify the required eligibility information and coordinate with the issuing authority. e. Process vehicle-entry pass requests. f. Check forms and supporting documents against customer directives and local security procedures, handling personal information confidentially. Customer officials retain access and eligibility decisions.	Partial	Yes	Yes	Yes
3.7.8	Prepare, package and arrange shipment of classified material using the customer security rules. Apply approved wrapping methods, verify classification markings, complete shipment and receipt records, coordinate with authorized transport providers and maintain a documented chain of custody throughout transit. Follow the applicable organizational handling and transport procedures for each classification and material type.	None	No	No	No
3.7.9	Support daily operation and accreditation requirements of specially controlled classified work areas.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.7.10	Support highly classified programs by maintaining access records, coordinating required personnel briefings and debriefings, and assisting implementation of the applicable special-access policies.	None	No	No	No
3.7.11	Inspect and audit highly classified program practices, report compliance and guide personnel on handling protected material.	None	No	No	No
3.7.12	Use authorized unclassified and classified networks, secure conferencing and secure telephone systems to support customer communications.	None	No	No	No
3.7.13	Obtain and maintain the contractor personnel accounts needed to use the compartmented-intelligence network for assigned customer intelligence and security work at designated secure facilities.	None	No	No	No
3.8 OPERATIONS RESEARCH AND SYSTEMS ANALYSIS					
3.8.1	Analyze established supply-chain procedures and recommend more effective methods of confirming that purchased parts and materials meet contract specifications and acquisition requirements. Cover each relevant procurement level. Support establishment of acceptance procedures and the validation of products and processes, and explain the basis for the recommended improvements.	None	No	No	No
3.8.2	Support development of management tools for logistics and automated test/diagnostic systems. Verify and validate the operational capabilities of new or modified hardware and software. Develop, update, modify and maintain the programmatic applications required for system operation, tests and diagnostics.	None	No	No	No
3.8.3	Analyze deployment and utilization options using operations-research methods appropriate to the customer problem.	None	No	No	No



8. Capabilities Matrix (continued)

Requirement paragraph and scope		Self-rated capability Full / Partial / None	Relevant company experience Yes / No	Can draft technical approach Yes / No	Customer A experience Yes / No
3.8.4	Analyze operational effectiveness and performance using customer-approved simulation models, scenario characteristics, environmental data, deployment assumptions and operating constraints. Independently review equivalent studies prepared by customer or other contractor organizations to corroborate findings or identify errors and deficiencies.	None	No	No	No
3.8.5	Develop program-level simulations of remote research-platform deployments, automated field equipment and coordinated operating scenarios, including effectiveness and cost modules.	None	No	No	No
3.8.6	Verify and validate program simulations and cost models, including conceptual effectiveness studies and methods for improving lifecycle cost efficiency.	None	No	No	No
3.8.7	Advise on and implement updates, maintenance and development of operations-research and systems-analysis software.	None	No	No	No
3.8.8	Modify analytical model software and conduct verification, validation and compatibility testing for program applications.	None	No	No	No

9. Short Description of Past Performance

Example Contractor has supported financial reconciliation and audit preparation for Customer A; research-instrument delivery schedules, program briefings and action tracking for Customer A; equipment quality case processing as a subcontractor to Prime Contractor for Customer A; cooperative equipment acquisition planning, contract documentation, funding reconciliation and procurement monitoring for Customer A; and property accountability, unclassified shipping and receiving, disposition coordination and asset moves as the prime contractor for Customer B.