



**STATEMENT OF WORK
(SOW)
Giant Voice Sustainment and Maintenance**

PR No. 

1.0 Background

The Naval Undersea Warfare Center, Newport (NUWC DIVNPT) Security Division is responsible for the mass notification to its employees of emergency and non-emergency situations that may arise via the Giant Voice Notification system. The maintenance of this system is required to ensure proper working order of internal building speakers and base stations throughout the command. The government requires contractor services to maintain and repair this system to ensure consistent operational status and compliance.

2.0 Scope

This procurement is to provide repair/sustainment support for the Naval Undersea Warfare Center, Division Newport (NUWC DIVNPT) Indoor Voice (IV) Mass Notification Systems (MNS). To support NUWC DIVNPT's repair, and sustainment of MNS assets.

3.0 Applicable Documents

3.1 DoD Issuances

3.3.1 DoD Regulations 5400.7

3.4 Navy Issuances

3.4.1 SECNAVINST 5211.5E, Department of the Navy (DON) Privacy Program

3.4.2 M-5510.36 Department of the Navy Information Security Manual

3.4.3 SECNAV M-5239.2, Department of the Navy Information Assurance Workforce Management Manual to support the IA Workforce Improvement Program

3.5 Industry Standards

3.5.1 Structural Standards for Steel Antenna Site(s) and Antenna Supporting Structures – ANSI/TIA-222-G-1

3.5.2 R56 Motorola Standards

3.5.3 Giant Voice Administrator Training Federal Signal Command & Control with Commander Assistance

3.5.4 Giant Voice Operator Training Federal Signal Command & Control with Commander Assistance

3.6 NUWC DIVNPT Instructions/Documents

3.6.1 NUWC DIVNPT 5500.4C Security Manual

3.6.2 NUWC DIVNPT Giant Voice Parts Listing

3.6.3 NUWC DIVNPT Giant Voice/Indoor Voice Installation Plan

3.6.4 NUWC DIVNPT Giant Voice System Installation Design Plan Volumes 1-3

3.6.5 NUWC DIVNPT Emergency Management Standard Operating Procedure for Giant Voice Mass Warning & Notification System



4 Technical Requirements

Contractor shall provide sustainment, and repair support to NUWCDIVNPT IV MNS Assets located in Newport RI..

4.1 Contractor shall provide qualified technicians to repair, maintain, and sustain the IV MNS.

4.2 The contractor shall work with Government and other Contractor personnel as assigned to ensure compliance with all current Information Technology (IT) & Information Assurance (IA) policies as applicable/requirements

4.3 The contractor shall respond to a service call within 4 to 24 hours and resolve said service call within 2 business days, depending on the priority and complexity of the call.

4.3.1 Depending on the call requirements and the distance involved, the contractor shall respond as required based on priority of the trouble call. Service calls will require a response from the contractor at hours which are outside of normal on-site working hours.

4.3.2 The contractor is required to submit the appropriate resources to accomplish any on-site repair within 2 business days from arrival at the on-site location. If this cannot be accomplished, the contractor will submit a written request to the Government for an extension of time to complete the repair/task. The written request shall include a statement of the problems encountered, an estimate of the effort/materials required to complete repair, and a timeline of needed events for timely completion of the repair effort.

4.3.3 The contractor will provide after-hours support for emergencies.

4.4 The Contractor shall provide systems administration and correctional actions due to hardware or software failures or vulnerabilities. The support shall include as required the monitoring and testing of system backups and restores, installation of IAVA security patches, application and operating patches, maintaining network compliance, and other associated administration as directed by the Government.

4.5 The Contractor shall provide to the Government all project associated documentation to include operator manuals, build notes, administration manuals, CONOPs, passwords, and reports, etc.

4.6 The contractor shall perform periodic equipment inspections, tests, calibrations, preventive maintenance tasks, corrective maintenance actions to ensure the GV MNS operates as intended. The contractor shall provide sustainment support for all systems as required.

4.7 The contractor will maintain the Federal Signal Indoor Voice system consisting of UVIC, UVIC-B, UVRI, UVRI-B or UV-LOC as appropriate. Contractor may find other brands of indoor voice that may need some attention.

4.8.1 Provide system operational evaluation/assessment of sites for faults/failures

4.8.2 Site Inventory of all associated IV MNS equipment will be maintained as an asset data template.

4.8.3 Site collection of firmware and software status for all IV MNS equipment will be maintained as an asset data template.

4.8.4 Provide an inventory/location of spares if any.

4.8.5 Provide current operational status of system.

4.9 The contractor will provide retrofit/upgrade support to sites identified by the Govt. for future retrofit/upgrade.

4.10 The contractor will schedule and perform Planned Maintenance not to exceed period of 6 months from time of last Planned Maintenance visit. Site visits for repair where Planned Maintenance was also conducted will reset the 6-month clock.

4.11 The contractor will perform system backups of any and all Servers, Workstations, Encoders/Decoders, DV Message Chips, Switches, Security Codes, Operating Frequencies etc... for each system and store this data as required for future use and turn over to the Govt. monthly and upon task completion.

5 Government Furnished Information

Applicable documents listed in paragraph 2.0 of this SOW are the Contractor's responsibility to obtain. The Government may provide approved documents not listed on this SOW (such as site drawing packages, monthly reports, monthly metrics report, operator manuals, admin manuals), but this section shall still apply.

The following Government Furnished Information (GFI) will be identified and made available under this contract **TBD**.

5.1 NUWCDIVNPT 5500.4C Security Manual

5.2 NUWCDIVNPT Giant Voice Parts Listing

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- 5.3 NUWCDIVNPT Giant Voice/Indoor Voice Installation Plan
 - 5.4 NUWCDIVNPT Giant Voice System Installation Design Plan Volumes 1-3
 - 5.5 NUWCDIVNPT Emergency Management Standard Operating Procedure for Giant Voice Mass Warning & Notification System

6.0 Exception From Information and Communication Technology Accessibility Requirements

The Government has determined that this procurement is an exception to the Information and Communication Technology (ICT) Accessibility Standards (36 C.F.R. § 1194.3 - Chapter 2 E202 General Exceptions of Section 508 Refresh). Notwithstanding that an exception exists, the Contractor may furnish items or services provided under this contract that comply with the ICT Accessibility Standards (36 C.F.R. § 1194- Chapters/WCAG to Section 508 Refresh).

7.0 Compliance With Information and Communication Technology Accessibility Requirements

The Government has determined that this procurement is compliant with the Information and Communication Technology (ICT) Accessibility Standards (36 C.F.R. § 1194.3 - Chapter 2 E202 General Exceptions of Section 508 Refresh).