

FA461323R0005 CCTV Maintenance Questions and Answers REV03 as of 20 March 2023, 2:00 pm MT:

Question #1: Is this a follow on contract?

Govt's Answer: Yes, this is a follow on contract for FA461318P0023 CCTV Maintenance awarded in 2018. The new contract will begin 1 September 2023 through 31 August 2028, as a Firm Fixed Price, Base with Four Option Years. Proposals shall remain valid until 1 September 2023.

Question #2: Is the scope of work different from the current contract or just continue to maintain/repair/replace like it has been with the current contract?

Govt's Answer: The scope of work from the current contract stayed the same but a few adjustments in reporting, invoicing, CLIN structure and procedural clarifications added to the Performance Work Statement dated 20 March 2023.

~~Question #3: How are we going to price labor for Attachment 02 Replacement Parts?~~

~~Govt's Answer:~~ Per PWS dated 13 March 2023, CLIN 0001 (and corresponding CLIN OYs) shall be an hourly labor rate to be utilized for maintenance, repair and replacement visits. CLIN 0002 (and corresponding CLIN OYs) shall be designated as a Not To Exceed Price, with Firm Fixed Price List for replacement equipment/materials. Pricing on this CLIN is **ONLY** for materials. Labor rate shall be calculated per CLIN 0001 (Semi Annual Visit) and the corresponding option years's labor rate. CLIN 0003 (and corresponding CLIN OYs) shall be designated as an hourly labor rate to be utilized for emergency service where contractor is required to report on site within 24 hours of call request (M-Th) and Fridays by next business day. Attachment 02 Vendor Confirmation Form was revised. Attachment 03 Replacement Parts List was revised.

Question #4: Were there other offerors in the local area interested?

Govt's Answer: Yes.

Question #5: Were there a site visit conducted?

Govt's Answer: No site visit was requested by any offeror in time with the deadline noted in the solicitation.

Q&A as of 20 March 2023:

Govt's Narrative:

After discussion, the Government's narrative below addressed all questions received but also highlighted the revisions made to this solicitation. We greatly appreciate the questions submitted as it made us look at our requirements more closely. We hope that the clarification provided defines the level of work

expected on this follow-on contract. Additionally, the CCTV system has been on an uninterrupted maintenance schedule for the past five years.

This will be the NEW and final CLIN structure for this solicitation:

CLINS 0001, 1001, 2001, 3001, 4001: Semi-annual inspection and preventative maintenance @ 2 Jobs each service year.

This CLIN ONLY covers semi-annual routine maintenance/inspection of the system in conjunction with the work listed in the PWS dated 20 March 2023, para 1.1. *“Each semi-annual visit includes full maintenance and responsibility for the equipment identified in Appendix A. Except for those services identified for total equipment replacement and emergency calls, the fixed price includes all inspections, maintenance and minor repairs (no replacement, alterations to existing equipment).”*

Additionally, para 1.2 describes what is included in this CLIN and defines what preventative maintenance includes:

- 1.2. Provide Preventive Maintenance Inspection/Service (PMI/S) on a semi-annual basis, for all DVRs, camera, UPS units, and associated/miscellaneous equipment. The expected service is to provide:
 - Clean filters
 - Adjust, focus, and set cameras
 - Check/repair connections
 - Correct maintenance prob

This CLIN does NOT cover any new/replacement equipment.

CLIN 0002, 1002, 2002, 3002, 4002 Equipment and Labor is a Not to Exceed (NTE) amount set by customer based on availability of funding. Unused funds shall be deobligated at the end of the service year.

This CLIN shall be used for replacement equipment costs and associated routine labor hourly rate. At the conclusion of the semi-annual preventative maintenance visit, contractor will provide the Contract Administrator a service log along with a recommendation of parts that need to be replaced and provide a quotation for this repair. All parts, labor and any other costs associated with this effort with a complete breakout of costs, will be detailed as in the example provided in the **NEW Attachment 06: Contractor Quote Example**. Contractors are free to use a quote format they wish HOWEVER, the items listed in the example must be included. NO work under this CLIN shall be preformed UNLESS quote is approved by the Contracting Officer, and the contractor is given the go ahead to perform the work. Please note, per the PWS, contractor must complete approved repair/replacement withing 30 calendar days from notice of approval. Any work to include ordering parts without approval, will be at contractor’s expense.

In **Attachment 02 Cost Proposal**, it breaks down equipment and labor costs for CLIN 0002. The equipment costs are for evaluation purposes only. This price list shall be utilized in the determination of fair and reasonableness of the offeror’s proposal. During the technical evaluation of the proposal, offeror may be asked to provide the brand name for the basis of CLIN 0002 (and corresponding years) pricing. If offeror becomes the awardee, this price list shall be compared to the awardee’s equipment replacement costs with consideration to current market conditions.

Under the same **CLIN is a Routine Labor Hourly Rate**. This routine labor rate shall be firm fixed price and shall be the basis of the routine hourly labor rate utilized for all equipment repairs/replacements for each corresponding year. Multiplier utilized in Attachment 02 does not reflect actual hours for repairs and is used for evaluation purposes only.

CLIN 0003, 1003, 2003, 3003, 4003: Emergency Visit services: 20 Hrs.

The Government understood the costs it takes to report within 24 hours ON SITE at FE Warren AFB, WY per PWS para 1.8., hence, the Contractor shall be authorized to invoice for a minimum of one (1) hour for any emergency service call. This emergency labor hourly rate is expected to vary from the routine labor hourly rate due to urgency of response, whereas, a repair is scheduled and coordinated days in advance. If video footage retrieval takes 1 minute to 60 minutes, the contractor may invoice for one full hour. Should work exceed 60 minutes, the contractor shall invoice in 15-minute increments.

The Contractor will need to have a signature verification as specified in the PWS. Work performance shall begin at the agreed upon appointment time/meeting time with the Government representative (or COR) and performance shall conclude at handover of materials requested and when facility has been secured. The contractor's offer should be based upon the information above and include all costs for effort, as separate trip and transportation costs shall not be authorized.

Attachments for Amendment 02:

Atach 1 PWS 20 March 2023

Atach 2 Cost Proposal

Atach 3 Mission Essential Ktr Svc Plan

Atach 4 WD 2015-5405 27 Dec 2022

Atach 5 Q&A Rev04 as of 20 Mar 2023

Atach 6 Example Contractor Quote

Question #6: Amendment 01 included a new pricing worksheet that offerors are to fill out and return with bids. It appears in CLIN 0001 that the Government is looking for an hourly rate for 32 hours of work for the entire semiannual preventive maintenance for the ten buildings'-worth of cameras and associated systems. This is not the amount of hours that we have estimated to complete the PWS. A rate given here to be multiplied by 32 would necessarily be fairly large in order to accommodate the costs, on a FFP basis, for completing the work detailed in the PWS. We wonder if this is your intention here or not. Originally you had a lot of 1 priced out for this CLIN. Also, the out-years (CLINS 1001, 2001, etc) all exclude the language in CLIN 0001 regarding inputting an hourly rate, but have 32 as the multiplier in their relative rows. It is our assumption that there is a clerical error at play here. Please verify and confirm the Government's intent for this worksheet.

Govt's Answer: Pricing worksheet has been updated to reflect CLIN 0001, and associated years, as 2 Jobs, based on the re-write the CLIN Structure and Description. **See Attachment 02 Cost Proposal of Amendment 02.**

Question # 7: Section 6 and Attachment 2 both Exclude building 838, however Building 838 is referenced in Appendix A with regards to the DVR storage. Can you please confirm if Building 838 should be included or excluded in our bid?

Govt's Answer: PWS dated 20 March 2023 reflects the appropriate locations. Vendor Confirmation Form was removed.

Question # 8: Appendix A- references DVR/ NVR storage with digital quality and pixelation for "facial recognition". Facial recognition is a specific industry term that can often correlate with facial detection that is used to track and identify individuals. This often requires specific cameras, NVRs and a variety of components to accomplish. If facial recognition systems will be needed as replacements it likely will require all associated cameras to be upgraded when a new DVR is deployed to meet these requirements. Can you confirm the purposes of this solicitation with regards to the new equipment and the mention of "facial recognition" is intended to obtain the best quality image of faces and people based on the current system's capabilities and not a true facial recognition system?

Govt's Answer: Government DOES NOT want facial detection technology. The intent is to have all cameras installed with high quality pixelation so that investigators can get a clear picture of a subject's face. Cameras should have the ability to provide quality image so that people's faces, objects and surrounding may be discernable and recognized. Government does not want technology that connects to any system/program which runs suspect faces through a database. Government has reworded the statement in the PWS dated 20 March 2023.

Question #9: Attachment 2, CLIN 0001 has an hourly limit of 32 total hours. Can you please elaborate on the intention of this hourly amount- Is it safe to assume this is intended for the two semi annual maintenance each year and to replace the equipment indicated in Attachment 3? To further clarify Attachment 2, CLIN 0001, if all 32 hours are used up before the second semi-annual maintenance is set to be scheduled, and no additional funds are approved, would the vendor be exempt from performing the second visit that they are contractually obligated to perform since all of the labor funds were exhausted?

Govt's Answer: CLIN 0001, along with associated years of said CLIN, have been re-written to be "2 Job." Therefore, the contract will be fully funded for that CLIN at time of award. The expectation is for the offeror to bid on this CLIN, based on two semi-annual maintenance visits. Repair labor hours shall be captured **under routine labor hourly rate corresponding to CLIN 0002** (and succeeding years). This routine hourly labor rate is Firm Fixed Price per offeror's pricing for each service year.

Question #10: Attachment 2, CLIN 0001 and CIN 0003, please clarify how the hours should be logged, can you confirm if that time begins when a vendor arrives at the gate and subsequently leaves the base? Assuming any delays gaining entry to the base are billable by the vendor? Most industry standards permit a 2 hour minimum arrival for all service calls, or a trip fee and labor onsite. How does the government anticipate these hours to be logged and will they permit either a trip fee and billable time onsite or a minimum number of hours for every visit?

Govt's Answer: CLIN 0001, will not require an "in/out" time. Price is for 2 Job, therefore, the contractor is expected to complete all maintenance/inspection inclusive of CLIN 0001 offered price (including transportation costs). The inspection/maintenance schedule still needs to be coordinated and submitted to the COR/CO at least two weeks in advance. If the COR cannot stay with the contractor throughout the duration of the maintenance, the contractor is expected to call Dorm Office/Unaccompanied Housing or the CO, to inform the parties that maintenance has been completed for the day. Refer to PWS dated 20 March 2023, para 1.8, for emergency calls.

Question #11: Attachment 2, CLIN 0002 Calls out the equipment that needs to be replaced, to clarify, that should be the total amount calculated on Attachment 3 without any labor costs, and the labor will be calculated on CLIN 1?

Gov'ts Answer: Price List has been revised in Attachment 2 Cost Proposal. Please disregard prior versions. This cost proposal takes into account two labor hourly rate. Under CLIN 0002 Routine Hourly Labor Rate, is for labor utilized for approved repairs/equipment replacement requests. Under CLIN 0003 Emergency Hourly Labor Rate, is for labor utilized for 24 hours ON SITE response for video footage download. Both rates are firm fixed price per offeror's cost proposal under each corresponding service year.

Question #12: Attachment 2, CLIN 0002 Would the Government accept the semi-annual visits and emergency visits quoted at a maximum number of hours on CLIN 0001 and 0003 and permit the parts list to include the labor, shipping and misc components associated with each device? This may be more adventitious for effective budgeting of the repairs through the year, as replacing some devices may encounter unforeseen challenges that will increase the number of hours spent for the repair. Quoting on a Time and Materials basis, as the solicitation is currently written will have a hard stop limit of all time spent on repairs so it is possible approved repairs may not be completed if the allotted hours are exhausted. Alternatively, if the repair line items include labor, then that cost will be fixed regardless of the amount of time it takes to replace a device. Additionally, a challenging repair that requires extensive troubleshooting will likely absorb the maintenance hours and other approves parts repairs.

Gov'ts Answer: See Answer to Question #11.

Question #13: Attachment 2, CLIN 0002: If this requirement cannot be changed and parts/ labor need to be quoted separately as indicated in the solicitation, can you elaborate on how the Government plans to handle cases where several parts have been approved with the associated, yet separate line items for labor and the repair takes longer than quoted? Will the vendor be permitted to stop work until additional labor can be approved and if the additional labor is not approved, would he Government accept billing for the approved parts with just the approved labor, even if the repair could not be completed because the additional time wasn't approved?

Gov'ts Answer: Per PWS dated 20 March 2023, para 5.8, Repair/Equipment replacement recommendations by the contractor, *"The repair recommendations shall have, at a minimum, justification for repair and a breakdown of individual equipment costs, and routine labor rate/labor hours. All costs with replacement parts shall be itemized. CO shall determine fairness and reasonableness based on current market conditions and in comparison to offeror's cost proposal. Routine labor hourly rate is firm fixed price per the terms of the contract (CLINS 0002, 1002, 2002, 3002, 4002). It is recommended the contractor submit the "Contractor Quote" form per the contract, however, contractors may utilize their own form as long as the required information is included."*

Attachment 02 Cost Proposal has been revised to reflect these changes. Equipment Price List is not firm fixed price but routine hourly labor rate is. The Government's expectation is that this price list will be used as a basis for price reasonableness when the offeror becomes the awardee. The CO will consider the offeror's price list and current market conditions, in the approval of equipment replacement costs.