

**Department of the Air Force  
436th Contracting Squadron - DOVER AFB**

**Attachment 1: PWS**

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**Requirement Title:**      **Access Control System**  
**Solicitation Number:**    **FA4497-23-Q-0016**

936944

**Task Order Performance Work Statement**

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**PERFORMANCE WORK STATEMENT (PWS)**

**TECHNICAL REFRESH**

**FOR**

**SECURITY ACCESS CONTROL, VIDEO SURVEILLANCE AND ID  
CARD SYSTEM**

**BLDG 116**

**AIR FORCE MORTUARY AFFAIRS OPERATIONS (AFMAO)**

**AT**

**DOVER AIR FORCE BASE**

**DELAWARE**

**25 July 2022**

1. **Purpose:** To perform a technical refresh of existing system hardware and software with a comprehensive and complete access control, security surveillance and ID badge production system for the Air Force Mortuary Affairs Operations (AFMAO), and Center for the Families of the Fallen (CFF) at Dover AFB, DE.
2. **Scope:** Replace all dated access control card readers, locking devices, video surveillance cameras, hardware controllers, ID card production/management, administration workstations, system server and video storage systems. Also install additional card readers/locks, video cameras, video camera uninterruptable power supplies (UPS) and cabling as detailed in the requirement/description of services below. Also establish a maintenance agreement with an arrangement for future growth and expansion. See attachment 1. Reader locations and attachment 2. Camera locations.

### 3. **Requirement/Description of Services**

#### **3.1. Access control:**

- 3.1.1. Control for all single and double doors (internal and external) to the AFMAO and CFF.
  - 3.1.1.1. All internal/external card readers to be congruent with existing décor.
  - 3.1.1.2. All internal/external card readers to have uninterruptable power supply (UPS) backup power.
  - 3.1.1.3. Access control system to interface with AFMAO facility fire alarm system and all doors to unlock for occupant egress upon fire alarm.
  - 3.1.1.4. All four (4) communication equipment room doors to have combination keypad and proximity card readers.
  - 3.1.1.5. All card readers and video surveillance cameras to be controlled via access/video control server client software.
  - 3.1.1.6. All card readers to be compatible with HD ISOPROX II proximity cards, format H10301, facility code 11, prefer The CAC-which is roughly the size of a standard credit card-stores 144K of data storage and memory on a Single integrated circuit chip (ICC). This CAC technology allows for rapid authentication and enhanced security for all physical and logical access.
  - 3.1.1.7. Access control system must closely match with current AFMES access control system, our CAC/Badges must be compatible.

#### **3.2. Video surveillance:**

- 3.2.1. Coverage for all gated access to the AFMAO compound.
  - 3.2.1.1. Coverage for all external entrances to the AFMAO facilities.
  - 3.2.1.2. Coverage for internal areas of the AFMAO facilities as specified in drawing at attachment provided at site visit.
  - 3.2.1.3. All internal/external video cameras to have uninterruptable power supply (UPS) backup power.
  - 3.2.1.4. All video imagery to be digitally recorded triggered by motion detection. Upon motion detection, camera must be capable of pre-recording imagery a minimum of 5 seconds prior to the time of motion detection.
  - 3.2.1.5. Access/Video control server must be capable of storing and retrieving imagery for a period of six (6) months.
  - 3.2.1.6. Client desktop systems must be capable of writing video imagery to CD/DVD that can be viewed on any computer.

#### **3.3. ID Badge Production:**

- 3.3.1. Must interface directly with the proposed access control system and be able to produce and print customizable ID badges, to include photo.

- 3.3.2. Must use a database that can be accessed using SQL and capable of producing adhoc reports.

### **3.4. IT Component Hardware:**

- 3.4.1. All IT components proposed for use with the access/video control security system must be approved by the AFMAO Cyber Office.
- 3.4.2. Access/video control server to have redundant power supplies and RAID 1 and RAID 5 disk configurations.
- 3.4.3. Preferred server operating system software MS Windows Server 2019 R2.
- 3.4.4. Proposed system will include redundant network switches.
- 3.4.5. Client desktop systems to be compatible with latest Air Force Standard Desktop Configuration (SDC) version of the Microsoft Windows 10 Operating Systems.

### **3.5. Software:**

- 3.5.1. All software used for the access control, video surveillance and ID badge processing systems must be compatible with the latest Air Force Standard Desktop Configuration (SDC) version of the Microsoft Windows 10 Operating Systems.
- 3.5.2. All software used must be certifiable to operate on the Air Force Global Information Grid (GIG).
- 3.5.3. If required, any and all custom programming code will become the property of the U.S. Government, and made available to the customer upon project completion.
- 3.5.4. The annual system maintenance agreement will include system software version updates when available, and will be installed by a qualified contractor technician as part of a semi-annual preventive maintenance (PM) visit.

### **3.6. DATA Migration**

- 3.6.1. Software and hardware must be capable of migrating security configurations, users and permissions from existing access control system to proposed system.
- 3.6.2. Successful vendor will perform migration of security configurations, users, card holders and permissions from existing access control system to proposed system.

### **3.7. As-Built-Documentation:**

- 3.7.1. Successful vendor will provide professional as-built schematic drawings and documentation detailing total system configuration and design layout.
- 3.7.2. Successful vendor will provide hard copy and soft copy of all as-built documentation. Soft copy formats in .PDF, .VSD and .CAD formats.
- 3.7.3. All as-built documents will become the property of the U.S. Government upon customer receipt and acceptance.

## **4. SPECIFICATIONS:**

- 4.1. **Site Visit:** Recommend potential vendors interested in submitting a proposal participate in a site visit to fully understand the scope of work in order to provide a competitive proposal.
- 4.2. **Materials:** Successful vendor to supply and install all equipment and materials required to perform the installation.
- 4.3. **Labor:** Successful vendor to provide all labor necessary to complete work within the specified timeline of the contract.
- 4.4. **Transportation and Lodging:** Successful vendor will pay for all transportation and lodging for the entire duration of the work effort.
- 4.5. **Period of Performance:** Successful vendor will complete work no later than 1 year from contract award date, giving contractor ample time to receive materials.
- 4.6. **Site Acceptance Testing:** Successful vendor will fully test and verify functionality of all hardware and software with designated AFMAO representatives.
- 4.7. **Training:** Successful vendor will provide general user training, and administrative level training to designate AFMAO and CFF employees.

#### **4.8. Warranty/Maintenance/Future Growth Agreement:**

- 4.8.1. Complete system will be warranted by successful vendor for a period of one (1) year from date of site acceptance by customer with additional four (4) option years to be exercised at customer discretion.
- 4.8.2. The warranty-maintenance agreement will cover full replacement of any defective hardware/software, to include installation and configuration.
- 4.8.3. The warranty-maintenance agreement will provide for two (2) preventive maintenance (PM) visits per year.
- 4.8.4. The warranty-maintenance agreement will provide for additional user/administrator training to be performed at the time of the PM visits.
- 4.8.5. The warranty-maintenance agreement will provide for telephone technical support 365 days per year, 24 hours per day.
- 4.8.6. The warranty-maintenance agreement will provide for next day, on-site technical support after telephone troubleshooting efforts have failed to resolve a problem. Successful vendor will be responsible for all the servicing technician's transportation and lodging costs.
- 4.8.7. The warranty-maintenance-future growth agreement will allow for installation and configuration of additional access control, video surveillance and ID badge equipment. This will be on an as needed basis, and be paid for on a time and materials basis.

5. **RECORDS MANAGEMENT.** The contractor understands that when creating, handling and maintaining records for the Air Force, either electronic or paper, you must meet the requirements established in AFRIMS Records Disposition Schedule (RDS), AFI 33-322, Records Manage Program, AFI 37-138, Records Disposition Procedures and Responsibilities, and AFM 37-123, Management of Records. In order to meet the requirement established IAW the above mentioned regulations contact the Base Records Management Office (436 CS/SCXD, Bldg. 310) at (302) 677-3642 for guidance and training.

#### **6. SECURITY.**

- 6.1. All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the governmental installation shall abide by all security instructions and directives of Dover AFB. Employees are responsible for safeguarding all government property provided for contractor use.
- 6.2. At the close for each work period, government facilities, equipment and materials shall be secured, lights, heat and water turned off and all doors and window secured.
- 6.3. The contractor and, as applicable, subcontractor shall not employ persons for work on this contract if such employee is identified as a potential threat to the health, safety, security, general wellbeing or operational mission of the installation and its population, nor shall the contractor or subcontractor employ persons under this contract who have an outstanding criminal warrant as identified during the Criminal Background Check (CBI).
- 6.4. Contractors shall ensure their employees and those of their subcontracts have the proper credentials allowing them to work in the United States. Employees and subcontractors later found to be undocumented or illegal aliens will be remanded to the proper authorities.
- 6.5. The contractor shall not be entitled to any compensation for delays or expenses associated with complying with the provisions of this clause. Furthermore, nothing in this clause shall excuse the contractor from proceeding with the contract as required.
- 6.6. All contractors and subcontractors when working in a Controlled, Restricted or other sensitive areas must be escorted at all times. The military agency or unit responsible for the project or work is responsible for providing the escorts. The Contractor shall follow existing procedures and instructions for obtaining entrance to restricted or controlled areas.

7. **HOURS OF OPERATION:** Bldg. 116 and Bldg. 211 will be available for the vendor to perform work Monday through Friday, 0730 – 1630, excluding federal holidays.

8. **GOVERNMENT FURNISHED PROPERTY:** N/A

**NOTE:** The successful vendor and all employees who would have any interaction with the AFMAO or CFF facilities would be required to sign a non-disclosure agreement which prohibits the signatory from discussing anything they see, hear or smell while in the facility. Dover AFB will take every action possible to protect the dignity of the honored dead, and the sensitivity of contractor personnel; however, employees must be made aware of the fact that they could be subjected to sights, noises or smells that could be very disturbing.

9. Type of Contract: The government will award a Firm Fixed Price Contract.

10. Security Requirements: All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the governmental Installation shall abide by all security instructions and directives of Dover AFB. Employees are responsible for safeguarding all government property provided for contractor use.

10.1 The contractor and, as applicable, subcontractor, shall not employ persons for work on this contract if such employee is identified as a potential threat to the health, safety, security, general well-being or operational mission of the Installation and its population, nor shall the contractor or subcontractor employ persons under this contract who have an outstanding criminal warrant as identified during the Criminal Background Check (CBI).

10.2 Contractors shall ensure their employees and those of their subcontracts have the proper credentials allowing them to work in the United States. Employees and subcontractors later found to be undocumented or illegal aliens will be remanded to the proper authorities.

10.3 The contractor shall submit any request for compensation on delays to the Contracting Office for approval. The contractor shall notify the Contracting Office or authorized representative as soon as the contractor realizes/determines of any potential delays IAW the terms and conditions of this requirement.

10.4 All contractors and subcontractors when working in a Controlled, Restricted or other sensitive areas must be escorted at all times. The military agency or unit responsible for the project or work is responsible for providing the escorts. The Contractor shall follow existing procedures and instructions for obtaining entrance to restricted or controlled areas.

11. Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

12. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

12.1 Contractor Badge Policies: All requests for contractor badges will be submitted through the AFMAO Cyber Office. The Site Cyber office will then fill out an Operational Risk Management Assessment Form (ORM) for the requesting agency and submit it to the Pass and Registrations section for approval IAW with Operational Plan 31-101. As a minimum the ORM will be submitted 10-days prior to the requested date of employment.

13.1 All contractor employees who'll be granted unescorted access to the Installation are required to consent to a CBI prior to being granted entry to the Installation. Continued employment is contingent upon successful completion and favorable reporting of the CBI.

13.2 Dover AFB Contractor badges will be issued for a maximum period of one year. Prior to reissuing new badges, all old badges must be returned to 436 Security Forces Squadron (SFS), Pass and Registration for destruction. Also before a new badge will be issued an ORM must be resubmitted to the Pass and Registration section for approval again. In the event a badge is lost or stolen, immediately contact the AFMAO Cyber Office. The badge holder must accomplish the Loss/Theft of Identification Worksheet and provide it to his/her supervisor. The supervisor of the contractor will investigate the loss and report in writing the circumstances in which the badge was lost to the AFMAO Cyber Office and submit a new request for badge before a new badge can be reissued.

13.3 AFMAO Cyber Office will immediately notify 436 SFS, Pass and Registration when a contractor's employment has been terminated. The Site Supervisors are responsible for notifying and returning the contractor's badge to AFMAO Site Cyber Office when this occurs. At no time will a contractor contact Security Forces directly regarding badge denial; they need to contact the AFMAO Cyber Office.

14. Installation Access: The Contractor shall obtain personal contractor identification badge for all employees and vehicle passes for all contractor and personal vehicles requiring entry onto Dover AFB from 436 SFS, Pass and Registration, for the duration of the contract. Employees are only permitted to enter the Installation during the date and time periods indicted on their contractor badge.

14.1 Vehicle registration, proof of insurance and a valid driver's license must be presented for all vehicles while operating on the Installation. All vehicles entering the Dover AFB Main Base, Military Family Housing or sensitive areas are subject to search. Any refusal or non-consent by an employee will result in termination of their base access and immediate confiscation of this access badge.

14.2 During Force Protection Condition (FPCON) Normal and Alpha, personnel without base issued badges must be sponsored onto the installation.

14.3 During FPCON Bravo, Charlie and Delta, personnel without base issued identification shall be physically escorted onto the installation.

14.4 During Higher FPCONs (Charlie and Delta) the base will normally curtail non-essential operations/functions; access by non-essential Contract operations will be suspended as the direction of the Installation Commander.

15. Antiterrorism Awareness Level I Training: DoD Contractors or subcontractors without a Common Access Card (CAC) or who do not have access to a government Non-classified Internet Protocol Router Network (NIPRNET) computer performing construction on the installation should consider completing AT Awareness Level I training IAW AFI 10-245, Antiterrorism, Standard 25, by completing the— Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> IMPORTANT: The standalone course MUST be completed on the computer in which it is started. Course progress is not transferable between computers. The standalone course does provide a completion certificate but will not be tracked on JKO and no record will be maintained. AT Awareness Level I Training should be provided by the requiring unit after contract award or the sponsoring organization.

16. Special Qualifications: Contractor staff involved with system design, configuration, acceptance testing, and Federal Identity, Credential, and Access Management (FICAM) processes corrective maintenance shall have proven competencies and be certified as a Certified Systems Engineer Identity, Credential and Access Management (ICAM) Personnel Access Control System (PACS) (CSEIP). Contractor's technician names shall be listed on the Registry of Certified System Engineer ICAM PACS. A link to this registry is below; the link can also be reached by going to the GSA IDManagement.gov web site. <https://www.securetechalliance.org/activities-cseip-registry/>

16.1 The contractor shall have on its staff at least two CSCIP/G certified professionals: Certified Smart Card Industry Professional with a specialty in Government smart cards. The Registry of the certified professionals can be found at: [https://www.securetechalliance.org/activities-leap-cscip-registry/#cscipg\\_registry](https://www.securetechalliance.org/activities-leap-cscip-registry/#cscipg_registry).

16.2 The contractor shall have an enterprise level dealership for the manufacturer (Lenel) and the contractor's on-site staff shall have valid PACS manufacturer (Lenel) training and certification.  
LENEL CERTIFICATION LEVELS –

16.3 Lenel Certified Associate (LCA) - Entry-level certification representing foundational knowledge of the basic implementation of a Lenel electronic security system.

16.4 Lenel Certified Professional (LCP) - Represents advanced knowledge in at least one of the content-specific concentration areas.

16.5 Lenel Certified Expert (LCE) - Represents in-depth knowledge and expertise of all components in at least one content-specific concentration area.

16.6 Lenel Certified Design Architect (LCDA) - Represents the highest level of certification achievable and recognizes the architectural expertise of security system designers who can support the increasingly complex security needs of global organizations.

16.7 Contractor must be a pivCLASS certified reseller as issued by HID Global.

16.8 Contractor must hold a certification to the ISO 9001:2015 standard, an internationally recognized standard that sets out the requirements for a quality management system (QMS).

17. Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office IAW Federal

Acquisition Regulation Subpart 42.5. The contracting officer, COR, and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

20. Identification of Contractor Employees: All contract personnel attending meetings, and/or working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

21. Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

22. Safety: In order to provide safety control for protection to the life and health of employees and other persons; for prevention of damage to property, materials, supplies and equipment; and for avoidance of work interruptions in the performance of this contract, the Contractor shall comply with Occupational Safety and Health Act (OSHA) and all pertinent provisions of publication 29-Code of Federal Regulations (CFR) 1910. The contractor shall formulate and submit within 30 days after the conditional contract award date a written safety plan for acceptance by the government.