

**Dover AFB**  
**436 Airlift Wing Command Post**

**PERFORMANCE WORK STATEMENT**

**Video Surveillance System Service/Maintenance Contract**

**1. BACKGROUND**

**1.1.** The 436 Airlift Wing Command Post requires a fully functional Video Surveillance System (VSS), at Dover AFB, Delaware. The currently installed cameras have not reached their end of service life and requires continued service and maintenance.

**2. PROJECT BENEFITS**

**2.1.** New service and maintenance contract of the VSS will ensure effective visibility of flight line operations, emergency response, and access control management for the Command Post, Security Forces, and Fire Department.

**3. PROJECT DETAILS**

**3.1. VSS Cameras:** Currently, fifteen Command Post cameras exist in various strategic locations across Dover Air Force Base. Three of the existing camera locations are near the top of light poles, approximately 80 feet tall, while all other locations are side-building mounted. Precise placement for each camera at the predesignated locations will ensure constant coverage without any vulnerable gaps.

3.2. Table 1 details each location, type of structure, and camera.

**Table 1.**

Designator	Location	Structure	Camera
1	Building 945	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z30
2	Parking Spot Z	Light Pole	AutoDome IP Starlight 7000i Bosch NDP-7512-Z31
3	Building 715	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z32
4	Building 714	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z33
5	Building 706	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z34
6	Parking Spot H	Light Pole	AutoDome IP Starlight 7000i Bosch NDP-7512-Z35
7	Building 150	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z36
8	Building 140	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z37
9	Building 792	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z38
10	Building 524	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z39
11	Building 105	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z40
12	Building 1350	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z41
13	Building 1306	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z42
14	Building 1320	Building	AutoDome IP Starlight 7000i Bosch NDP-7512-Z43
15	Parking Spot HC2	Light Pole	AutoDome IP Starlight 7000i Bosch NDP-7512-Z44

**3.3. VSS Data Feed:** All fifteen cameras operate on a stand-alone network to limit unauthorized access and separation from the Dover Air Force Base military local area network. The stand-alone network is configured to four Master Control Stations (MCS): MCS 1. Command Post (1<sup>st</sup> floor, Building 203), MCS 2. Alt. Command Post (Building 639), MCS 3. Installation Control Center (Building 639), and MCS 4. Base Defense Operations Center (Fire Department, Building 140). The software is configured as such that personnel working in the Command Post Operations Floor will be able to display two simultaneous feeds: 1. Main wall display and 2. Displayed on MCS for configuring/editing/exporting recordings.

## 4. MAINTENANCE AND SUPPORT

**4.1. Unscheduled Maintenance:** The contractor will include emergency technical assistance as required including on-site responses as appropriate for system failures as outlined below. The contractor will track and resolve problems as follows:

4.1.1. **Major Failures:** Loss of capability of 25 percent or more of the cameras, or any loss of capability of the MCS.

4.1.1.1. If a major failure occurs, the contractor will perform a service call.

The contractor's personnel will arrive within 24 hours of notification during hours of operation. In the event of a notification during non-hours of operation, the contractor's personnel will begin repair at the beginning of the next day, during hours of operation. Service will be restored within 48 hours of initial notification.

4.1.2. **Minor Failures:** Any abnormal hardware or software fault that degrades service to less than the desired performance, but which does not constitute a major failure. If a minor failure occurs the contractor will perform a service call as soon as possible. The contractor will restore all minor failures no later than three duty/business days after notification.

4.1.3. **Documentation:** All visits will be documented with work performed, service/maintenance recommendation, and quoted pricing of labor and equipment. This information will be provided to designated POC within 2 workdays.

**4.2. Annual Preventative Maintenance and Inspection (PMI):** The contractor shall provide annual preventative maintenance inspections on the VSS and MCS. The contractor shall ensure all items are inspected and all deficiencies found during the PMI are corrected, prior to completing the inspection. The PMI will include, at a minimum:

4.2.1. **PMI for VSS:** Alignment, enclosure integrity, condensation buildup and removal, corrosion inspection, internal wiring inspection, and circuit board inspection, proper weatherproofing, and dome cleaning.

4.2.2. **PMI for MCS:** Camera IP addressing, video feed storage/playback/export functionality, frame rate adjustments, PTZ programming adjustments, software application patching and updating.

**4.3. Maintenance Agreement:** For unscheduled and scheduled maintenance, this package will cover, but is not limited to, all hardware/software upgrades, materials, and workmanship associated with the system. The package will also comply with all specifications requested for the emergency technical assistance described in paragraph 4.2.

**4.4. Contractor Certification and Qualification:** All contracted service and

maintenance technicians will be certified technicians and will be authorized and qualified to perform maintenance and repair for all equipment and components. Any technician not authorized or certified by the contractor will be prohibited from performing maintenance on the system.

#### **4.5. Acceptance**

The government reserves the right to refuse final acceptance until all discrepancies have been resolved to the satisfaction of the government. The discrepancies list will include all problem(s) detected/identified conducted by the contractor government or both. Problems identified during the acceptance period will be documented and provided to the government. Installation, maintenance, testing, training and cutover will be accomplished with minimal disruption of operations.

### **5. REPLACEMENT PARTS**

- 5.1.** Repair/replacement parts required to bring the VSS and MCS back to full functionality will be of equal or greater quality than the original parts removed. The contractor will provide a written estimate of the anticipated time for any and all repairs.
- 5.2.** The contractor shall document on work tickets, the equipment specifications present upon installation or removal, signed by the certified technician who installed or removed the equipment. The document shall be provided to and retained by the Authorized Government Representative. Work tickets shall include the following information and be submitted within 2 workdays:
  - 5.2.1. Date received for installation or removal
  - 5.2.2. Job Control Number (JCN)
  - 5.2.3. Equipment type, model, and serial number
  - 5.2.4. Date of completion
  - 5.2.5. Signature of certified technician accomplishing the maintenance

### **6. GOVERNMENT FURNISHED PROPERTY AND SERVICES**

- 6.1.** Dover AFB will provide telephone access for contractor's technicians to assist with remote technical support and repair services. The government has provided Netgear network switches (physical equipment) for each location housing a camera.

## **7. GENERAL INFORMATION**

**7.1. Location of Project:** Building 203 (Command Post) for MCS, and 15 camera locations for VSS.

**7.2. Procedures:** The contractor shall provide, prior to project commencement, a letter indicating procedures and points of contact for both normal duty hours and for after-hours callout procedures. When any of these change, the contractor shall provide, in writing, the changes at least two weeks in advance.

**7.3. Personnel:** The contractor shall not employ individuals identified to the contractor as potential threats to the health, safety, security, general well-being, or operational mission of the installation and its population. This shall include individuals who are a potential threat as a result of prior felony convictions. Service provider personnel shall present a neat appearance and be easily recognized as service provider employees.

**7.4. Hours of Operation:** The hours of operation are Monday through Friday 0700-2300. The contractor is not required to provide service except for emergencies on the following days: New Year's Day, Martin Luther King's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

**7.5. 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 33-364, Records Disposition Procedures and Responsibilities, and AFM 33-363, Management of Records. In order to meet the requirement established IAW the above mentioned regulations, contact the Base Records Management Office (436 CS/SCXK, Bldg. 310) at 302-677-3642 for guidance and training.

**7.6. Flightline Driving:** Contractors will have to adhere to the provisions in DAFBI 13-202 if operating on the airfield.

**7.7. Contractor Manpower Reporting:** The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for UPS Equipment Maintenance via data

collection site. The contractor is required to completely fill in all required data field at <http://www.ecmra.mil>. Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year, which runs 1 October through 30 September \* of each calendar year. Contractor may direct questions to the CMRA help desk. Reporting Period: Contractors are required to input data by 31 October of each year. Uses and Safeguarding of Information: Information from the secure web site is considered to be proprietary in nature when the contract number and contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the contractor name and contract number associated with the data. User Manuals: Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for government personnel and contractors are available at the Army CMRA link at <http://www.ecmra.mil>.

**7.8. Solid and Hazardous Waste Removal:** The contractor shall dispose of all wastes generated in the performance of their task. No solid waste materials shall be placed in any trash receptacle on DAFB. If any Hazardous or Special Waste is generated the Contractor will coordinate with the 436 Civil Engineering Natural Resources Flight (436 CES/CEAN) prior to disposal.

## **8. KICKOFF MEETING**

**8.1.** The contractor shall initiate work by meeting with the customer to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the government. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the contractor shall be construed as adding, deleting, or modifying requirements, including deliverable specifications and due dates.

## **9. SAFETY**

**9.1.** In performing any work under this contract on premises which are under the direct control of the Government, the contractor shall conform to all safety rules and requirements prescribed in Air Force Pamphlet 91-210, Contract Safety and Public Law 91-596, The Occupational Safety and Health Act of 1970. Effective on the date of this contract, the contractor shall take such additional precautions as the Contracting Officer may reasonably require for security, safety, traffic fire, personnel clearances and accident prevention purposes. The contractor agrees to take all reasonable steps and precautions to prevent accidents and preserve the life and health of the Contractor, Government Property and Government personnel performing or in any way coming in contact with the performance of this contract on such premises. These requirements are additional to and do not replace the standards promulgated by the Department of Labor under the Occupational Safety and Health (OSHA) Act. In the event of a conflict between the OSHA Standards and these requirements, the most stringent shall apply. Any violation of such rules and requirements, unless promptly corrected, as directed by the Contracting Officer, may be considered grounds for termination of this contract in accordance with the default provisions hereof. Contractors will to adhere to the provisions in DAFBI 13-202 if operating on the airfield.

## **10. SECURITY**

- 10.1.** The contractor shall coordinate with Dover AFB Security Forces and Civil Engineering to obtain required passes/permits to operate high-lift equipment on and near the flight line.
- 10.2.** 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.
- 10.3.** 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.
- 10.4.** 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.

**10.5.** 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.

**10.6.** 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 in accordance with the terms and conditions of this requirement.

**10.7.** All contractors and subcontractors when working in a controlled, restricted or other sensitive area 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. CONTRACTOR BADGES**

**11.1.** All requests for contractor badges will be submitted through the Base Contracting Squadron Office and/or the requesting agencies base point of contact. The Contracting Squadron Office or base point of contact 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 DAFBI 31-101. As a minimum the ORM will be submitted 72-hours prior to the requested date of employment.

**11.2.** All contractor employees who will be granted unescorted access to the installation are required to consent to a Criminal Background Investigation (CBI) prior to being granted entry to the installation. Continued employment is contingent upon successful completion and favorable reporting of the criminal background check.



**11.3.** Contractor badges will be issued for a maximum period of one year. Prior to reissuing new badges, all old badges must be returned to Pass and Registration for destruction. In addition, 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, 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 436th Contracting Squadron and 436th Security Forces Squadron and submit a new request for badge before a new badge can be reissued. Base Contracting Office or base point of contact will immediately notify Security Forces, 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 Pass and Registration when this occurs. At no time will a contractor contact Security Forces directly regarding badge denial; they need to contact the Contracting Office.

## **12. INSTALLATION ACCESS**

**12.1.** 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 Pass and Registration, for the duration of the contract. Employees are only permitted to enter the installation during the date and time periods indicated on their contractor badge.

**12.2.** The contractor shall contact the Command Post 24 hours prior (minimum) to arrival to coordinate restricted area facility access.

**12.3.** 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 installation 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.