

**PERFORMANCE WORK STATEMENT (PWS)**

**FOR**

**AFTAC MID SOUTH SECURITY SYSTEM MAINTENANCE**

**14 February 2023**

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# **1 DESCRIPTION OF SERVICES.**

## **1.1 Introduction.**

This is a non-personal services contract to provide equipment, maintenance, routine service, and emergency service. The Government will escort as required but will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. The contractor shall manage its employees and guard against any actions that are of the nature of personal services, or give the perception of personal services. The contractor shall notify the Contracting Officer (CO) immediately if they perceive any actions constitute personal services. These services shall not be used to perform any Inherently Governmental Functions.

## **1.2 Background.**

The Air Force Technical Applications Center (AFTAC) is an Air Force surveillance organization with the primary duty of nuclear treaty monitoring and nuclear event detection. These duties are supported at S241A NSA Mid South and due to the importance of these duties the Lenel intrusion detection system (IDS) must be fully operational and effective on an uninterrupted basis (i.e. 24 hours a day, 365 days a year). The Lenel access control system (ACS/IDS), Geutebruck CCTV system and associated hardware will also be maintained to ensure validated entry and immediate visual assessment are provided for the facility.

## **1.3 Scope.**

The Contractor shall provide emergency spares, technical services, service related tools/equipment, personnel, hardware, materials, and transportation to maintain, troubleshoot, repair, and test, LENEL ESS/IDS/CCTV at S241A NSA Mid South second floor. All personnel involved will be US citizens and able to be provided access to NSA Mid South. Technicians will be currently Lenel hardware and software certified to perform respective service required on the Lenel system. AFTAC Maintains the software licensing and a direct support agreement. Licensing is not part of the Millington support.

### **1.3.1 Parts and Materials**

Contractor shall provide all Lenel, Geutebruck and Cisco certified headend equipment. Server systems will be restored from Government provided backups. All replacement parts and materials will be Lenel or Lenel compliant. Replacement parts will be the same manufacturer and part number as device under repair or approved replacement. All intrusion devices replaced will be listed on the AF Approved Intrusion Detection equipment CMD List - Non-Nuclear (13 May 2021). Any substitutions will be submitted for approval.

#### **1.3.11 Necessary Spares**

Contractor will provide an inventory of Government identified emergency spares. This equipment is to be stored on site to ensure the continuous operation of the intrusion detection system. The equipment will remain on site after completion of the contract.

#### 1.4 Period of Performance.

The period of performance shall be for one (1) Base Year of 12 months and four (4) 12-month option years.

## 2 SPECIFIC TASKS

### 2.1 Emergency Service

The contractor will provide emergency service on all devices that provide intrusion detection for the facility. The contractor will provide a 24 hour contact number for emergency service. The contractor will ensure devices such as balanced magnetic switches, PIR Motion Detectors, LNL-CK Lenel Alarm keypads, power supplies, Lenel control panels, Lenel input boards and Lenel output boards are readily available for replacement. Contractor will provide emergency onsite support for any emergency service issues after hours and on holidays. After hour phone support consists of a return phone call within two hours of the initial call. Should an onsite response be warranted, a technician will be onsite within 4 hours of the determined time.

### 2.2 Routine Service

On request and during normal business hours the contractor will provide routine service on any device failures that do not impact perimeter intrusion detection. Within 72 business hours of notification, devices such as readers, emergency exit door alarms and electronic locks will be serviced. Non-intrusion devices are required to be fully functional with 10 business days of initial notification. Contractor shall provide labor, cable connectors, hardware and trouble shooting to ensure device operational.

### 2.3 CCTV Service

Contractor will provide labor, cables, connectors, analog/IP cameras, and troubleshooting to ensure the CCTV is operational. System issues relating to CCTV will have a 72 business hour response time (no holidays/weekends or after hours). Analog/IP cameras will be equivalent to or higher performing than existing cameras.

### 2.4 Programming

All access to the system servers and workstations will be done on-site by currently Lenel certified technicians. No remote connectivity is permitted. The contractor will not be authorized remote (client) access to network and access control systems to perform maintenance or trouble shoot

problems. All Lenel software configuration is done by the Government. Contractor will access local equipment for initial setup in the case of replacement or to troubleshoot.

## 2.5 Maintenance

Maintenance actions, other than preventative maintenance included in the contract, are restricted to intrinsic equipment failures. Equipment damage as a result of “Acts of God” and/or lifecycle deterioration will be the responsibility of the Government. Maintenance will include yearly testing of system backup batteries. Server UPS and ACIDS power supply batteries found to be faulted will be replaced.

## 2.6 Performance Testing

During normal business hours the contractor will support quarterly performance tests which will be scheduled with on-site AFTAC personnel. Quarterly System tests will include testing of all alarm points, card readers, electronic locks, emergency door alarms and video cameras. On site AFTAC personnel will capture results and provide back to the AFTAC Physical Security Office. Any devices found to be inoperable will be replaced per the routine or emergency status.

### 3 SERVICES SUMMARY (SS).

The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The Services Summary (SS) provides information on contract requirements and the expected level of contractor performance to be successful. These thresholds are critical to mission success. Procedures as set forth in the applicable Inspection clause in the contract will be used to remedy all deficiencies. The Government retains the right to inspect any item included in the contract.

<b>Performance Objective</b>	<b>PWS PARA</b>	<b>Performance Threshold</b>	<b>Method of Assessment</b>
<b>SS # 1.</b> The contractor shall provide emergency IDS service and repair.	2.1	The contractor shall demonstrate correct operation of the device after repair.	100% Inspection customer will verify operation of IDS with appropriate demonstration of alarm and non-alarm conditions. COR will be advised of any issues to document.
<b>SS# 2.</b> The contractor shall provide routine service and repair.	2.2	The contractor shall demonstrate correct operation of the device after repair.	100% Inspection customer will verify operation with appropriate demonstration device function. COR will be advised of any issues to document.
<b>SS # 2</b> The contractor shall provide CCTV service and repair.	2.3	The contractor shall demonstrate correct operation of the device after repair.	100% Inspection Customer will verify operation of CCTV with appropriate demonstration of video display. COR will be advised of any issues to document.

<b>SS #4</b> The contractor will perform maintenance service.	2.4	The contractor will test system batteries annually. Power supply and UPS batteries found to be at fault will be replaced.	100% Inspection Customer will verify testing results of batteries and their replacements.
<b>SS#5</b> Performance Testing	2.5	The contractor will test all system devices quarterly.	100% Inspection Customer will verify operation of the system on a quarterly basis. COR will be advised of any issues to document.

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

##### **4.1 Services.**

The Government will provide escorting to allow for contractor access to all devices under the scope of this agreement. The Government will provide all programming, configuration and alarm verification support from the ACS, IDS and CCTV systems.

##### **4.2 Facilities.**

The Government will provide secure storage at facility S241A for parts and supplies in support of system service and maintenance at S241A.

##### **4.3 Utilities.**

All utilities in the facility will be available for the contractor's use in performance of tasks outlined in this PWS.

##### **4.4 Equipment.**

The government will provide no equipment.

##### **4.5 Materials.**

The Government will provide Standard Operating Procedures, policies and guidance as requested to support system operation and performance standards.

## 5 GENERAL INFORMATION.

### 5.1 Contractor Identification in the Government Workplace.

When conversing with Government personnel during business meetings, over the telephone or via electronic mail, the contractor shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. The contractor shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation.

### 5.2 Physical Security.

The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, property, and materials shall be secured.

### 5.3 Location(s) of Work.

The work to be performed under this contract shall be performed at NSA Mid South facility S241A AFTAC Mid South 2<sup>nd</sup> and 3<sup>rd</sup> floors.

### 5.4 Hours of Operation.

Normal Hours of Operation. The contractor shall perform the IDS services required under this contract during the following hours: 24 hours daily including federal holidays. The contractor shall perform the ACS and CCTV services required under this contract during the following hours: Mon - Fri, 0730-1630, except federal holidays.

Recognized Holidays. The contractor is not required to routine provide service on the following days:

New Year's Day	Labor Day
Dr. Martin Luther King's Birthday	Columbus Day
Presidents' Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

If the holiday falls on Saturday, it is observed on Friday. If the holiday falls on a Sunday, it is observed on Monday.

The contractor shall not report for duty and will not be reimbursed by the Government when the Government facility is closed due to a Federal holiday, local or national emergencies, administrative closings, or similar Government directed facility closings.

### 5.5 Conservation of Utilities.



The contractor shall operate under conditions which prevent the waste of utilities which include the following:

Lights shall be used only in areas where and when work is actually being performed.

Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the contractor unless authorized.

Water faucets or valves shall be turned off after the required use has been accomplished.

Government telephones shall be used only for official Government business.

#### 5.5 Environmental Controls.

Compliance with Laws and Regulations. The contractor shall be knowledgeable of and comply with all applicable Interstate, Federal, State, and Local laws, regulations, and requirements regarding environmental protection. In the event environmental laws or regulations change during the term of this contract, the contractor shall comply as such laws come into effect. If there is an increase or decrease in cost as a result of the change, the contractor shall inform the CO pursuant to notice requirements and negotiate a modification to the contract.

Notification of Environmental Spills. If the contractor spills or releases any substance contained in 40 CFR 302 into the environment, the contractor shall immediately report the incident to the COR. The liability for the spill or release of such substances rests solely with the contractor.

#### 5.9 Safety Requirements (If Applicable).

In performing work under this contract, the contractor shall:

Conform to the safety requirements outlined in OSHA for the performance of low voltage electrical work and service work involving ladders/lifts.

## **APPENDIX A - ACRONYMS AND ABBREVIATIONS LIST**

<u>Acronym/Abbreviation</u>	<u>Definition</u>
AF	Air Force
AFTAC	Air Force Technical Application Center
NSA	Navy Support Activity
ACS	Access Control System
CCTV	Closed Circuit Television
CFR	Code Federal Regulation
CO	Contracting Officer
COR	Contracting Officer's Representative
DOD	Department of Defense
FAR	Federal Acquisition Regulation
IDS	Intrusion Detection System
IAW	In accordance with
OSHA	Occupational Safety and Health Act
PBSA	Performance Based Service Acquisition
PWS	Performance Work Statement
QA	Quality Assurance
SS	Services Summary
USAF	United States Air Force