

# **Performance Work Statement (PWS) for Video Conference Rooms Maintenance and Support Services**

## **1.0 Introduction:**

NAVSUP Business Systems Center (BSC) is hosting the NAVSUP Video Conference Systems Community of Interest (COI) System on behalf of NAVSUP. NAVSUP requires maintenance and Contractor support services to provide maintenance, upgrades, new installations, configurations, and de-installation of video conference rooms. The maintenance will be a firm fixed price task order invoiced on a monthly basis.

## **2.0 Background:**

The NAVSUP BSC Collaboration Systems Program Office provides video conference operations, maintenance, and upgrades to equipment, and support throughout the entire NAVSUP Enterprise and is centrally managed. It advocates the use of video conferences as the primary communications resource for simultaneous transfer of voice, video, and data internal/external to NAVSUP. The Collaboration Systems Program provides the NAVSUP Enterprise with near-immediate access to all Department of Defense (DOD) and non-DOD customers worldwide. As a standards-based program, it supports video conferences which allow for multi-point face-to-face equivalent meetings with both Government (deployed and ashore) and commercial sites worldwide. Secure IP Video Conference capability is available in several Continental United States (CONUS) and Outside the Continental United States (OCONUS) facilities. The expansion of and reliance on video conference capabilities throughout DOD in basic business, corporate improvements, customer focused business, training, realignment and consolidation have all contributed to the need for a more proactive and progressive approach to maintaining and improving existing technology. Enterprise video conference systems are added and/or upgraded relative to business cases. Given the current reduction in travel, full video conference operations for all current systems in place is critical to continued business in and around the NAVSUP Enterprise.

### **2.1 Requiring Organization:**

The organization requiring the services outlined in the Performance Work Statement (PWS) is:

NAVSUP Business Systems Center  
5450 Carlisle Pike Suite 409  
Mechanicsburg PA 17050-2411

### **2.2 Project Description:**

The purpose of this PWS is to obtain contract services for the NAVSUP worldwide Video Conference Rooms Maintenance and Support.

## **3.0 Scope:**

Except as noted, the Contractor shall furnish all personnel, facilities and services required to provide video conference maintenance (preventive and corrective), new installations/de-installations and technical services in accordance with this PWS. The Contractor shall provide maintenance and support for the video conference studios/conference rooms (and provide the same level of support for any additional sites added via contract modification during the contract performance period). The Contractor shall also provide video conference equipment maintenance (preventive and corrective) and the following services: technical, installation, system removal or de-installation, configuration and perform Move Add Change (MAC) services for current and any newly funded requirements which fall under any of these categories during the life of this contract. The Contractor shall provide video conference room upgrades, install, test and maintain additional sites as identified and approved. The IP Video CODEC will be procured by the Government; however, repair or new peripherals, cabling, switches, and audio/video (A/V) hardware may need to be purchased by the Contractor for maintenance, upgrades, and new

installation using this contract's Other Direct Costs (ODC) CLIN. This may also cover hardware needed to complete a task but not known when ordering equipment. Unrepairable equipment replacement parts will be provided by the Government. All decommissioned equipment will remain the property of NAVSUP BSC unless specified differently by NAVSUP BSC.

This requirement is for the maintenance, installation, configuration and technical services required to support all NAVSUP Video Conference Community of Interest (COI) sites delivered via Government provided network service, i.e. IP based. The NAVSUP COI includes the NAVSUP Enterprise sites listed in Appendix A (and any additional sites added during the performance of this contract), both CONUS and OCONUS.

Specifically included are:

a. Staffing and operation of a Maintenance and Technical Assistance Center, including a Help Desk for all sites that fall under this project. This includes providing the NAVSUP Video Conference COI Operations Office notice including a list of part numbers, serial numbers, warranties/coverages, make/model and manufacturers of equipment when it is changed out due to repair or upgrade to new equipment at any site.

b. On-site preventive and corrective maintenance of video conference equipment, including minor and routine repairs.

c. Support of the Crestron and AMX touch panel control system. The code installed to control these panels will remain the property of NAVSUP BSC.

d. Support for additional new/upgrades to video conference rooms that are stood up during the period of performance (POP) and the associated preventive and corrective maintenance to include: site surveys, installation, configuration, testing and the same technical support for sites listed in Appendix A. Also support for the de-installation of any systems deemed not needed any longer for the POP.

#### **4.0 Directives:**

The Contractor shall comply with the following directives, and any updated/future versions as they are released:

- Federal Information Security Modernization Act of 2014 ("FISMA")
- Common Criteria for Information Technology Security Evaluation, Part 3: Security Assurance Components, April 2017, Version 3.1, Revision 5, CCMB-2017-04-003
- DoD Instruction 5400.11, DoD Privacy and Civil Liberties Programs, 29 January 2019 (incorporating Change 1, 8 December 2020)
- DoD Directive 8000.01, Management of the DoD Information Enterprise, 17 March 2016 (incorporating Change 1 July 2017)
- DoD Directive 8140.01, Cyberspace Workforce Management, 5 October 2020
- DoD Instruction 4161.02, Accountability and Management of Government Contract Property, 27 April 2012 (incorporating Change 2, 31 August 2018)
- DoD Instruction 8320.07, Implementing the Sharing of Data, Information, and Information Technology (IT) Services in the Department of Defense, 3 August 2015 (incorporating Change 1, 5 December 2017)
- DoD Instruction 8500.01, Cybersecurity, 14 March 2014, Change 1, 7 October 2019
- DoD Instruction 8510.01, Risk Management Framework (RMF) for DoD Information Technology, 12 March 2014 (incorporating Change 2, 28 July 2017)
- DoD Instruction 8582.01, Security of Non-DoD Information Systems Processing Unclassified Nonpublic DoD Information, 9 December 2019
- SECNAVINST 5510.36B, DoN Information Security Program, 12 July 2019
- DoD 8570.01-M, Information Assurance Workforce Improvement Program, 19 December 2005 (incorporating Change 4, 10 November 2015)
- SECNAV Instruction 5211.5F, Department of the Navy Privacy Program, 20 May 2019
- SECNAV Instruction 5239.3C, DON Cybersecurity Policy, 2 May 2016
- SECNAV M-5239.2, DoN Information Assurance Manual, June 2016
- OPNAVINST 5239.1D, U.S. Navy Cybersecurity Program, 18 July 2018
- OPNAVINST 5239.4, Chief of Naval Operations Cybersecurity Safety Program, 14 September 2018
- SECNAV Manual M-5239.2, DON Cyberspace Information Technology and Cybersecurity Workforce Management and Qualification Manual, 27 June 2016

- SECNAV Manual M-5510.30C, Department of the Navy Personnel Security Program, 24 January 2020
- CJCSI 6211.02D, Defense Information Systems Network (DISN) Responsibilities, 24 January 2012
- DoD Public Key Infrastructure (<https://cyber.mil/pki-pke>)
- ISO/IEC/IEEE 12207:2017 Systems and Software Engineering – Software Life Cycle Processes
- ANSI/EIA 649C-2019 – Configuration Management Standard
- ANSI/EIA 836B-2015 – Configuration Management Data Exchange and Interoperability
- Federal Risk and Authorization Management Program (“FedRAMP”)
- Department of Defense Cloud Computing Security Requirements Guide, Version 1, Release 3, dated 6 March 2017
- All applicable Security Requirements Guides, Security Technical Implementation Guides, and National Security Agency security configuration guides when assessment and authorization is required
- NIST SP 800-37 Revision 2, Risk Management Framework for Information Systems and Organizations, December 2018
- U.S. Navy Risk Management Framework Process Guide, Version 3.1, 3 February 2020
- NIST SP 800-53 Revision 4, Security and Privacy Controls for Federal Information Systems and Organizations, April 2013, includes updates as of 22 January 2015
- NIST SP 800-53A Revision 4, Assessing Security and Privacy Controls in Federal Information Systems and Organizations, December 2014, includes updates as of 18 December 2014
- NIST SP 800-171 Revision 2, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations, February 2020
- NIST SP 800-171A, Assessing Security Requirements for Controlled Unclassified Information, June 2018
- NAVSUPINST 5239.5, Cybersecurity and Defensive Cyberspace Operations Policy, 25 March 2019
- ISO/IEC 19770-1:2017 – Information Technology – IT Asset Management – Part 1: IT Asset Management Systems - Requirements
- ISO/IEC 19770-2:2015 - Information Technology -- Software Asset Management -- Part 2: Software Identification Tag
- ISO/IEC 19770 Series - Information Technology – IT Asset Management
- A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Sixth Edition
- Section 508 of the Rehabilitation Act of 1973 (amended by the Workforce Investment Act of 1998, 7 August 1998)
- SECNAVINST 5720.44C - Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites, 21 February 2012 (incorporating Change 1, 14 October 2014)
- SECNAVINST 5510.30C, Department of Navy Personnel Security Program, 24 January 2020
- Homeland Security Presidential Directive (HSPD)12, Policy for a Common Identification Standard for Federal Employees and Contractors, 27 August 2004
- DoD Manual 5200.02, Procedures for the DoD Personnel Security Program (PSP), 3 April 2017
- DoD Manual 5200.08-R, Physical Security Program, 27 May 2009, 3 April 2017
- NTTP 3-13.3, Operations Security (OPSEC), September 2017
- DoD Instruction 5200.48, Controlled Unclassified Information (CUI), March 6, 2020
- NSAMECHINST 5530.1C CH-1, Naval Support Activity Mechanicsburg Installation Access Control, 23 August 2019
- DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting” from the memorandum Updated Implementation of “the DIB Memo” dated 06 Sep 2019
- Executive Order 13467 as amended, Establish the Roles and Responsibilities of the National Background Investigations Bureau and Related Matters, 30 June 2008
- Executive Order 13526, Original Classification Authority, 29 December 2009
- DoD 5220.22-M, National Industrial Security Program Operating Manual, 18 May 2016
- DoD 5220.22, Volume 2, National Industrial Security Program: Security Procedures for Government Activities Operating Manual, 1 August 2018
- DoDM 5200.01 Volume 1, DoD Information Security Program: Overview, Classification, and Declassification, 4 May 2018
- DoDM 5200.01 Volume 2, DoD Information Security Program: Marking of Information, 14 May 2019
- DoDM 5200.01 Volume 3, DoD Information Security Program: Protection of Classified Information, 19 March 2013

## **5.0 Requirements/Tasks:**

The Contractor shall be obligated contractually to perform every requirement in this performance work statement. Not every performance requirement has a related standard expressed in this document. In such cases the performance standard is either inherent in the requirement or performance is to be in accordance with standard commercial practice.

Per DFARS 211.106, Contractor employees shall identify themselves as Contractor personnel by introducing themselves or being introduced as Contractor personnel and displaying distinguishing badges or other visible identification for meetings with Government personnel. In addition, Contractor personnel shall appropriately identify themselves as Contractor employees in telephone conversations and in formal and informal written correspondence.

### **5.1 Video conference Maintenance and Technical Assistance Center**

In section 5.1, "Contractor" refers to these job titles: Project Manager, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, Technical Support Engineer, Systems Programmer, and/or Client Services Support Specialist.

**5.1.1** The Contractor shall operate and maintain a Video Conference Maintenance and Technical Assistance Center. This center is responsible for overall coordination and management of all Video Conference Maintenance Services. This function/support shall be provided 12 hours a day, 5 days a week (Monday to Friday), between 0700 and 1900 Eastern Standard Time.

- a. The Contractor shall provide a toll free number to assist all NAVSUP video conference COI sites.
- b. The toll free service shall support simultaneous multi line calls.

**Performance Standard:** Contractor must provide support 12 hours a day, 5 days a week (Monday to Friday) between 0700 to 1900 Eastern Time.

**Assessment Method:** The Technical Assistant (TA) will ensure the Contractor is meeting the support requirements by calling in for support and speaking to other Government personnel who call in for support.

**5.1.2** The Contractor shall provide Video Conference Maintenance Help Desk and Outage/Repair Support for the equipment listed in Appendix (A). The Contractor shall accept requests for maintenance services from NAVSUP video conference COI facilitators for system outages/emergencies. A list of facilitators will be provided at time of award. Resolves system operational problems by troubleshooting and performing fault isolation. Repairs, replaces, or reprograms faulty equipment, as required.

**Performance Standard:** Contractor must provide help desk support 12 hours a day, 5 days a week (Monday to Friday) between 0700 and 1900 Eastern Time. For CONUS video conference Sites, the Contractor shall respond to the Government's request for assistance within 2 business hours. The Contractor shall complete corrective actions within 8 business hours of the original request. For OCONUS video conference Sites, the Contractor shall respond to the Government's request for assistance within 2 business hours, the Contractor shall complete corrective actions within 24 consecutive hours of the original request. There may be instances where completion within these timeframes is deemed not possible by the TA due to the need for parts/scheduling of the room, and the TA may grant extensions on these deadlines in this instance.

**Assessment Method:** The TA will ensure the Contractor is meeting the support requirements by contacting the Help Desk for support and by sending queries to the video conference community. Also, the TA will monitor trouble reports provided by the Contractor and randomly contact video conference site Points of Contact (POCs) to ensure corrective action was taken.

**5.1.3** Provide the NAVSUP Video Conference COI Operations Office notice, including a list of part numbers, serial numbers, warranties/coverages, make/model, and manufacturers of equipment, when it is changed out due to repair or upgrade (or de-install) to new equipment install at any site.

**Performance Standard:** Equipment list is due to the TA within one week after the repair/change of equipment.

**Assessment Method:** The TA will ensure the list is received by the due date and will ensure accuracy by randomly checking information provided.

## **5.2 Video Conference Room Preventive and Corrective Maintenance**

In section 5.2, "Contractor" refers to these job titles: Project Manager, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, Technical Support Engineer, Systems Programmer, and/or Client Services Support Specialist.

The Contractor shall maintain all facilities, equipment, and personnel required for preventing and correcting deficiencies of all NAVSUP video conference COI systems. The Contractor shall be responsible for shipment and return of all equipment for performing preventive and corrective maintenance. The Contractor will resolve system operational problems by troubleshooting and performing fault isolation, and will repair, replace, or reprogram faulty equipment, as required. The Contractor shall provide preventive maintenance once a year at all NAVSUP video conference COI sites to include the following:

- Align the room cameras
- Perform an audio alignment on each microphone
- Test the room controller's interface by executing each menu button
- Upgrade CODEC and control system software to Defense Information Systems Agency (DISA) standards
- Clean display screens and fan assemblies on each display
- Clean fan assemblies on rack-mounted equipment
- Check room operation via a test call

The Contractor shall provide corrective repair services on an as needed basis.

This task includes possible peripheral procurement using the contract ODC CLIN (approval from TA and/or COR is needed prior to purchase). Examples include: cables, connectors, cabinet fans, switches, microphones, speakers, power supplies, adaptors, fasteners, and miscellaneous other peripheral items.

**Performance Standard:** Preventive and corrective maintenance shall take place on site once within each 12-month period at all NAVSUP video conference COI sites. For CONUS video conference sites, the Contractor shall respond to the Government's request for corrective repair assistance within 2 business hours. The Contractor shall complete corrective actions within 8 business hours of the original request. The Government anticipates 2-4 CONUS trouble calls per week. For OCONUS video conference sites, the Contractor shall respond to the Government's request for corrective repair assistance within 2 business hours, and the Contractor shall complete corrective actions within 24 consecutive hours of the original request. The Government anticipates 1-3 OCONUS trouble calls per month. There may be instances where completion within these timeframes is deemed not possible by the TA due to the need for parts/scheduling of the room, the TA may grant extensions on these deadlines in this instance.

**Assessment Method:** The TA will ensure yearly maintenance takes place at all sites by contacting individual sites to confirm that a technician was onsite when required and preventive/corrective maintenance was performed as indicated in the contract. The TA will ensure support is completed within the timeframes by speaking to video conference site POCs.

## **5.3. Crestron and AMX Control Systems**

In section 5.3, "Contractor" refers to these job titles: Systems Programmer, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, and/or Technical Support Engineer.

Many NAVSUP video conference COI studios are controlled by a Crestron or AMX control system with touch panel. Each studio is unique as they have various equipment configurations. In the event of equipment failing or becoming obsolete, the Contractor must reprogram the Crestron or AMX panel. This may involve both InfraRed (IR) controlled equipment as well as RS232 controlled equipment. The types of equipment controlled are monitors, cameras, video switches, microphones, and digital signal processors. The Crestron or AMX systems control adjusting the pan and tilt of the cameras, audio inputs and levels, switching video sources, transmitting of live television broadcasts, and power point presentations to far sites. The Contractor shall be responsible to create and maintain Crestron and AMX control system source codes using an industry standard source code control system. The Contractor must reprogram control system software periodically to accommodate equipment upgrades and

changes in functionality. All changes to source coding must be compliant with Capability Maturity Model Integration (CMMI). The source coding for the AMX panels is not an off-the-shelf item. The programmer is required to be certified by Crestron and AMX to do this work. The code installed to control these panels will remain the property of NAVSUP BSC. The Contractor shall maintain Crestron, AMX and CISCO Certifications.

**Performance Standard:** When necessary, Crestron/AMX panel and/or Crestron/AMX card rack reprogramming is to occur on the day of upgrade/replacement.

**Assessment Method:** The TA will check with government site POCs at the affected site to ensure equipment is operating as required and due dates are met.

#### **5.4 Additions and Deletions of video conference site's Systems (including New Rooms and Upgrades) and associated Preventive and Corrective Maintenance**

In section 5.4, "Contractor" refers to these job titles: Project Manager, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, Technical Support Engineer, Systems Programmer, and/or Client Services Support Specialist.

The NAVSUP Collaboration Systems Program Management Office will determine when a room will be added, upgraded or deleted from the NAVSUP COI. The Contractor will provide support for additional new/upgrades to video conference rooms that are stood up during POP and the associated preventive and corrective maintenance to include: site surveys, installation, configuration, testing and the same technical support as outlined in Appendix A. Also support for the de-installation of any systems deemed not needed any longer for the POP. Room preventive and corrective maintenance will be added/deleted via a contract modification, typically when/if the next option period is exercised.

**5.4.1 Additions** - the Contractor shall provide associated costs/estimate to add new/upgrade Video Conference rooms to be funded under this maintenance contract. Contract modification will reflect an increased cost change for preventive and corrective maintenance, when required. Support for additional new video conference sites that are stood up during the POP to include: site surveys, installation (including possible peripheral procurement using the contract ODC CLIN (approval from TA and/or COR is needed prior to purchase). Examples include: cables, connectors, cabinet fans, switches, microphones, cameras, power supplies, adaptors, fasteners, and miscellaneous other peripheral items.), configuration, testing, and the same technical support as outlined for the Video Conference sites listed in this PWS.

**5.4.2 Deletions** - the Contractor shall provide associated costs/estimate for removal of Video Conference rooms. Contractor may physically remove video conference equipment from video conference room, if funded under the contract/mod. Contract modification will reflect the decreased cost change due to preventive and corrective maintenance no longer being required.

#### **5.5 Video Conference Maintenance and Technical Assistance Center (section 5.1) Time Requirements**

In section 5.5, "Contractor" refers to these job titles: Project Manager, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, Technical Support Engineer, Systems Programmer, and/or Client Services Support Specialist.

**5.5.1 Bona Fide Attempt** - A bona fide attempt to contact the Contractor is defined as a telephone call by the Government to the Contractor's Maintenance and Technical Assistance Center at the toll-free number designated by the Contractor. If contact is made within 30 minutes, the downtime clock time shall start at the time of contact. If contact cannot be made within 30 minutes after the first attempt to make contact, the downtime clock shall start 30 minutes after the first attempt to make contact. The Government will continue its attempt to make contact and the downtime clock will continue to run until the system is repaired.

**5.5.2 Response Time** - When technical assistance is required (e.g. due to equipment malfunction), the Government will make a bona fide attempt to notify the Contractor; this will start the downtime clock. A response to requests for technical assistance is required within 2 business hours. The Contractor shall begin troubleshooting immediately upon receipt of a trouble report. The Contractor shall issue a ticket number to the customer within 5

minutes of receipt of the trouble report. The Contractor shall implement and complete corrective maintenance in accordance with the following:

**5.5.2.1 Minor Repairs** - Respond to, enter, process, and track minor maintenance orders. This type of deficiency does not impede the video conference system from performing video conference communication functions.

**5.5.2.2 Routine Repairs** - Respond to, enter, process, and track routine maintenance orders. If the deficiency impedes the video conference system from continually performing video conference communication functions, elevate any system deficiency to a Routine Repair status. The Government reserves the right to elevate any minor repair to a routine repair.

**5.5.2.3 Emergency Repairs** - Respond to, enter, process, and track emergency maintenance orders. This outage impedes the video conference system from performing video conference communication functions, as required by the Government. The Government reserves the right to elevate any routine repair to an emergency repair.

**5.5.2.4** Be able to respond with on-site support by having a resource pool of skilled video conference technicians across the United States and overseas.

**5.5.2.5** For all above repairs at CONUS video conference sites, the Contractor shall respond to the Government's request for assistance within 2 business hours. The Contractor shall complete corrective actions within 8 business hours of the original request. For all above repairs at OCONUS video conference sites, the Contractor shall respond to the Government's request for assistance within 2 business hours, the Contractor shall complete corrective actions within 24 consecutive hours of the original request. There may be instances where completion within these timeframes is deemed not possible by the TA due to the need for parts/scheduling of the room, and the TA may grant extensions on these deadlines in this instance.

**5.5.3 Rollover Response Time** - When the Government has made a bona fide attempt to report a problem and the response time clock is running, time will only accumulate during the required service hours of 0700-1900 local time. For example, if a problem is reported at 1830, the clock will run for 30 minutes that day and restart the next day at 0700 and run until the Contractor (Senior AV Technician/Junior AV Technician/Senior AV Design Engineer/Technical Support Engineer/Systems Programmer as appropriate based on maintenance required) responds to the problem.

**5.5.4 Rollover Downtime** - When the Government has made a bona fide attempt to report a problem and the downtime clock is running, time will only accumulate during the required service hours of 0700- 1900 local time. For example, if a problem is reported at 1800, the clock will restart the next day at 0700 and run until the problem is resolved.

**5.5.5 Delays** - The following delays will not be counted toward downtime:

- Government delays
- Communication or power problems, i.e., power failures, network failures
- Acts of God or the public enemy acts of the Government in its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather and/or delays of common carriers.

## **5.6 Mentoring and Knowledge Transfer Services.**

In section 5.6, "Contractor" refers to these job titles: Project Manager, Senior AV Technician, Junior AV Technician, Senior AV Design Engineer, Technical Support Engineer, Systems Programmer, and/or Client Services Support Specialist.

Mentoring and Knowledge Transfer shall be accomplished to the personnel at each site yearly during preventive maintenance. On site personnel will be instructed on usage of the equipment and basic troubleshooting steps for each system. In rare cases, the TA may allow the Contractor to provide preventive maintenance without mentoring and knowledge transfer due to lack of Govt POC available to be trained.

**5.6.1 Near Transfer** (estimated monthly occurrences: 8): The explicit knowledge the vendor has gained from doing a frequent and repeated task is documented to be understood by Navy teams that may need to perform similar functions. Near transfer includes training the personnel at each site yearly during preventive maintenance.

**5.6.2 Strategic Transfer** (estimated monthly occurrences: 1): The collective knowledge of the vendor is needed to accomplish a strategic task that occurs infrequently but is critical to the Navy.

**5.6.3 Expert Transfer** (estimated monthly occurrences: 1): A Navy team facing a question beyond the scope of its own knowledge seeks the expertise of the vendor for solution.

**Performance Standard:** Contractor must provide knowledge transfer to government personnel.

**Assessment Method:** The TA will ensure knowledge transfer takes place at all sites by contacting individual sites to confirm that a technician provided training during the preventive maintenance visit. The TA will meet with Contractor at least monthly to ensure strategic and expert knowledge is transferred to government personnel.

## **6.0 Deliverables:**

All deliverables must meet the format requirements specified by the Contracting Officer's Representative or TA. Documentation related to these services shall be made available electronically. The following list details the contract deliverables:

**6.1 System Status Report.** Report to NAVSUP Collaboration Systems Program Office when a system outage exceeds 2 days, notify via email and phone. Report shall include:

- Date and Time
- Site Name
- Problem
- Ticket Number
- Current Status
- Estimated Time to Resolution
- POC / Technician Dispatched

**6.2 Preventive Maintenance (PM) Schedule** – Schedule must be provided at the beginning of each month of scheduled and/or anticipated PMs for the following 6 weeks.

**6.3 Monthly Helpdesk Report** - Reports shall include number of calls taken, action taken to resolve each call, time to resolve each call, whether open or closed, and the status of open tickets. This report shall be submitted to the TA and COR within 5 business days after the end of the month being reported on.

**6.4 Quarterly Maintenance Report** - Reports shall include, for each COI site, equipment preventive maintenance was performed on, equipment repaired, and equipment scheduled for maintenance in the next quarter. Information shall include the serial number and Government inventory ID number for verification.

**6.5 Equipment List** - List of part numbers, serial numbers, warranties/coverages, make/model of equipment and manufacturers of equipment when it is deleted or added due to repair or new equipment install at any site. Equipment list is due to the TA within one week after the repair/change of equipment.

### **6.6 Mentoring/Knowledge Transfer Documentation -**

6.6.1 Detailed instructions for use and basic troubleshooting steps must be provided for each Video Conference room. The instructions must be provided electronically to the local site POC and the BSC Collaboration Systems program office in Power Point, Word, or Adobe PDF format.

6.6.2 Equipment Diagrams, including make and model of installed equipment of each video conference room must be provided after each PM visit.

6.6.3 Equipment list, including serial numbers of all Cisco equipment (CODECs, cameras, touch pads, switches, etc.) and control systems must be provided after each PM visit.

### **6.7 Transition Documentation including Transition Plan**

6.7.1 Equipment List, including make and model of all equipment, and serial numbers of all Cisco equipment (CODECs, cameras, touch pads, switches, etc.) and serial numbers control systems in each video conference room must be provided annually, 45 days prior to the end of each (base and option periods) period of performance.



6.7.2 All Crestron and AMX control programming coding used in NAVSUP video conference rooms must be provided electronically as part of the transition plan.

#### **7.0 Period of Performance:**

Work shall be performed from the period of performance start date for one year with four additional one year option periods. Help Desk performance shall occur Monday through Friday between 0700 and 1900 Eastern Time. On-site technician performance shall occur Monday through Friday between 0700 and 1900 local time.

#### **8.0 Place of Performance:**

Work shall be performed remotely at the Contractor facility and at NAVSUP video conference locations worldwide. See attached Appendix (A).

No Contractor services shall be performed on Saturdays, Sundays, Government Holidays or during base closures without prior TA approval. No weekend or after hours' support will be required; however, if work commences during regular hours and the fix will take into the afterhours timeframe, no extra charges will be incurred to the Government. The Contractor shall follow appropriate local base policy for reporting to work during severe weather and base closure. The Contractor is not authorized to begin work until the Visit Authorization Request (VAR) form has been successfully processed, and base and system access have been granted. Overseas Travel is required.

Classified work may be performed at: Naval Support Activity (NAVSUP HQ and NAVSUP WSS) Mechanicsburg PA, Naval Support Activity (NAVSUP WSS) Philadelphia PA, NAVSUP FLC San Diego CA, NAVSUP AMMOPAC, North Island, CA, NAVSUP FLC Puget Sound Bremerton WA, NAVSUP FLC Norfolk VA, NAVSUP WSS Norfolk, VA, NAVSUP Yorktown VA, U.S. Navy Base (FLC Yokosuka Det. Sasebo) Sasebo Japan, U.S. Navy Base FLC Yokosuka Japan, Sembawang Naval Base (FLC Yokosuka Det. Singapore) Singapore, Joint Base Pearl Harbor / Hickman FLC Pearl Harbor HI, Naval Air Station FLC Sigonella Italy, Naval Station (FLC Sigonella Det. Rota) Rota Spain, Naval Air Station FLC Jacksonville FL, Naval Support Activity FLC Bahrain, Kadena AFB (FLC Yokosuka Det. Okinawa) Okinawa Japan, and Yokohama North Dock Army Base (FLC Yokosuka Det. Yokohama) Yokohama Japan.

#### **9.0 Travel:**

The Contractor will be required to travel to CONUS, OCONUS and foreign or overseas sites; any current or future video conference site. Specifically known is travel to perform the yearly preventive maintenance services for each video conference site. Travel may also be required to video conference sites for emergency support and upgrades/new rooms. Travel shall be in accordance with FAR 31.205-46. All travel (except the firm fixed priced yearly video conference site PM trips) must be pre-approved in writing by the TA and COR prior to the actual travel and all travel must be funded in the contract prior to any travel expenses being incurred. No travel shall occur outside of the period of performance dates of the contract. Travel 12 hours or less, per diem does not apply. Foreign (overseas) Travel will be required for this order.

If travel, domestic or overseas, is required, the Contractor is responsible for making all needed arrangements for their personnel. Visas and/or passports for Contractor personnel will not be reimbursed by the Government.

**9.1 Travel Policy.** The Government will reimburse the Contractor for allowable travel costs incurred by the Contractor in performance of this PWS and determined to be in accordance with FAR subpart 31.2, subject to the following provisions:

- Travel required for tasks assigned under this contract shall be governed in accordance with rules set forth for temporary duty travel in FAR 31.205-46.

**9.2 Travel other.** Travel, subsistence, and associated labor charges for travel time are authorized whenever a task assignment requires work to be accomplished at a temporary alternate worksite. Travel performed for personal convenience will not be reimbursed.

**9.3 In-Theater Travel.** In accordance with DFARS 252.225-7040, contractors, subcontractors and consultants deploying with or otherwise providing support to the Government in a theater of operations shall be integrated into the Government contingency plans and afforded the same rights, privileges and protections as U.S. Government personnel. At a minimum, the Government shall provide the following support:

- Security
- Standard medical and dental care, in addition to emergency medical care evacuation
- Housing (on a compound co-located with US Government or local hotel accommodations)
- Chemical Warfare/Biological Warfare (CW/BW) protective equipment suite, including all over garments (and associated training)
- Air transportation as required
- Travel to and from the theater of operations
- Mess facilities
- All required vaccinations including anthrax and smallpox
- Processing at US Military Facility prior to deployment. (Including housing and meals while at the facility.)

If the Government fails to provide any of the support itemized above or listed elsewhere in this PWS, the Contractor may, at its discretion, either (i) withdraw the affected employee(s) from the theater of operations or (ii) obtain such support from other sources, in which event it will be entitled to an equitable adjustment.

**9.4 Workers' Compensation Insurance.** In accordance with FAR 52.228-3, contractors, subcontractors and consultants deploying with or otherwise providing support to the Government in a theater of operations shall provide (before commencing workers) compensation insurance or security as the Defense Base Act ([42 U.S.C. 1651, et seq.](#)) requires and continue to maintain it until performance is completed.

**9.5** The Contractor shall comply with the Foreign Clearance Guide (FCG) <https://www.FCG.pentagon.mil> and Department of State Standardized Regulations (DSSR) <http://aoprals.state.gov> for theater of operations travel.

**9.6 Air/Rail Travel.** In rendering the services, the Contractor shall be reimbursed for the actual costs of transportation incurred by its personnel not to exceed the cost of economy class rail, or plane fare, to the extent that such transportation is necessary for the performance of the services hereunder and is authorized by the Contracting Officer's Representative (COR). Such authorization by the COR shall be indicated in the order or in some other suitable written form.

## **10.0 Security:**

All prime contractor and all subcontractor companies must have SECRET Facilities Clearance Level (FCL) or higher. All contractor and subcontractor employees who perform maintenance on the Secure IP Video Conference systems must have (minimum) SECRET clearances.

A DD Form 254 is required.

This clause does not apply to non-U.S. Nationals (foreign nationals) who are contractor employees performing work overseas.

The clause is applicable to the United States Nationals living in the U.S. or overseas who are performing work on a Navy contract.

The investigation of a non-U.S. national at a foreign location must be consistent with a NACI, to the extent possible, and include a fingerprint check against the FBI criminal history database, an FBI investigations file (name check) search, and a name check against the terrorist screening database.

Also, the above cited reference notes that Foreign Nationals may not be granted CAC Credentials until completion of their investigation and not in the interim.

## **11.0 Government Furnished Equipment (GFE):**

The Government will provide access to the video conference facilities for preventive and corrective maintenance. The Government will provide access to local telephones with long distance access when the Contractor is acting on behalf of the government at the government site.

The Government and Contractor will comply with DoD Instruction 4161.02 Accountability and Management of Government Contract Property.

Appendix (A) - Video conference Site Location & Equipment List (due to the complexity of the worldwide Video Conference inventory, this list is subject to contractor verification/minor changes) to be covered under this maintenance contract.

## **12.0 Qualifications/Experience:**

**12.1** The Contractor shall have the required Facility Clearance Level specified on the DD Form 254.

**12.2** Contractors who perform maintenance on the Secure IP Video Conference systems must have SECRET clearances.

**12.3** The Contractor shall have the following technical experience:

- AMX Certification for the AMX Control System - Model AXT-CAIO, or the latest AMX Touch screen. Approximately 3 of the 72 NAVSUP video conference COI studios are controlled by an AMX touch panel control system. Each studio is unique as they have various video conference equipment configurations. In the event of equipment failing or becoming obsolete, the Contractor must be able to reprogram both the AMX panel and the AMX cards that are housed in the equipment rooms. This will involve both InfraRed (IR) controlled equipment as well as RS232 controlled equipment. Types of equipment controlled are DVD player/recorders, monitors, cameras, video switches, slide projectors, projection screens, audio levels, telephone add-ons, and room lighting. The RS232 connection controls adding additional rooms to a call, connecting phone add-ons for audio only sites, adjusting the pan and tilt of the cameras, and switching video sources. They also control recording and transmitting of live television broadcasts and power point presentations to remote sites. The Contractor shall be responsible to create and maintain AMX control system source codes using an industry standard source code control system. The Contractor must be able to reprogram control system software periodically to accommodate equipment upgrades and changes in functionality. All changes to source coding must be compliant with Capability Maturity Model Integration (CMMI). The programming for the AMX panels is not an off-the-shelf item. The programmer must be certified to create / modify the code for the AMX Panels by having a Certified Control Associate Programming (formerly ACE Control System Programming Expert) certification to perform this work (every contractor supporting this PWS is not required to have this certification; only the contractor(s) that will perform this work). The code installed to control these panels will remain the property of NAVSUP BSC.
- Crestron Certification - Crestron Digital Certified Engineer and Crestron Certified Programmer (every contractor supporting this PWS is not required to have this certification; only the contractor(s) that will perform this work). Approximately 30 of the 72 NAVSUP video conference COI studios are controlled by a Crestron touch panel and control system. Each studio is unique as they have various video conference equipment configurations.
- CISCO Certification for the SX-80 and Room Kit (all models) Codecs. The Contractor must have a CISCO Video Infrastructure Design Engineer certification (every contractor supporting this PWS is not required to have this certification; only the contractor(s) that will perform this work).

- Contractor must have a minimum of 3 years' experience maintaining video conference systems, including outage and repair support.

**12.4** The Contractor shall have a minimum of 3 years' experience in the following video conference services: technical, installation, system removal or de-installation, configuration and performing MAC services.

**12.5** Contractor response to the Government's request for assistance:

CONUS video conference Sites -- the Contractor must be able to respond to the Government's request for assistance within 2 business hours. The Contractor must be able to complete corrective actions within 8 business hours of the original request.

OCONUS video conference Sites -- the Contractor must be able to respond to the Government's request for assistance within 2 business hours. The Contractor must be able to complete corrective actions within 24 hours of the original request.

Note -- There may be instances where completion within these timeframes is deemed not possible by the TA due to the need for parts/scheduling of the room. The TA may grant extensions on these deadlines in this instance.

**12.6** The Contractor resource(s) must either be able to obtain interim access due to a favorable review of the investigative questionnaire and advance favorable fingerprint results, or be able to obtain access due to a current favorably adjudicated investigation to enable the Contractor to start performance immediately upon the period of performance start date.

**12.7** Performance of this task order requires the designation of certain Key Personnel as follows:

- Contract Project Manager (1 resource)

During the first one hundred eighty days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide any necessary information. After the initial 180-day period, the Contractor shall submit the information to the Contracting Officer at least 15 days prior to making any permanent substitutions for any Contractor personnel. No personnel substitutions will be executed without Government approval by the TA and/or COR.

The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. All proposed substitutes must have qualifications that are equal to or higher than the qualifications required of the person to be replaced.

### **13.0 Key Personnel:**

The Contractor shall notify the Contracting Officer and COR prior to making any change in personnel identified as key for the duration of this POP. Notification will occur no less than 14 days prior to such change. Due to the considerable training involved in replacing personnel, the Government reserves the right to delay changes until appropriate training is accomplished. If substitutions are to be made, the Contractor shall demonstrate that the qualifications of the prospective person(s) are at least equal to the person(s) replaced.

Key Personnel: Contract Project Manager (the individual responsible for the overall oversight and performance of the contract from the Contractor. Primary POC for NAVSUP BSC to reach out to concerning contract performance.)

The Government reserves the right to request substitute Contractor support personnel due to unsatisfactory performance, insufficient knowledge, or inadequate skill levels necessary to complete assigned task.