

PERFORMANCE WORK STATEMENT
Barnes Center Auditorium Maintenance Plan for
Bldg. 1143 Auditorium East (Small Auditorium)
and
Bldg. 1143 Auditorium West (Large Auditorium)
And
Bldg. 1143 Senior Noncommissioned Officer Academy (SNCOA) Conference Room
AUG 17, 2023

1.0 SCOPE OF WORK

1.1 The contractor shall at all times, except as specified in this Performance Work Statement (PWS) provide all personnel, supervision, qualifications, parts, equipment, firmware, software, upgrades/updates to software and firmware, programming, licensing, product manufacturer management; advanced equipment exchange in the event a component must be removed for replacement or off-site service, and any items and services necessary to perform all maintenance and/or repair as defined in this PWS. The contractor shall perform all requirements in this PWS, conform to the professional standards identified in this contract, and shall follow all applicable instructions and directives as identified in this PWS.

1.2 The contractor will provide all required on-site maintenance and service for the professional grade audio/visual (A/V) systems in the Small Auditorium, Large Auditorium, and the Senior Noncommissioned Officer Academy (SNCOA) Conference Room located in Bldg. 1143 at Maxwell-Gunter Annex, AL.

2.0 SUPPORT (IMMEDIATE TELEPHONE, ON-SITE)

2.1 Auditorium Scheduled Maintenance is defined as periodic on-site visits to perform routine maintenance tasks that are required to be performed at periodic intervals. Contractor will provide a minimum of one (1) on-site visit every 90 days to perform preventative/scheduled maintenance.

2.2 Unscheduled Maintenance is defined as contractor's response to all outages/failures which affect the operations of the auditoriums to perform at a capability of 100%. Telephone Unscheduled Maintenance is further defined as when Barnes Center personnel call with a concern relating to the operation of any equipment located in the small and large auditoriums and SNCOA conference room. The contractor shall provide a means of telephone support for where specifically named Barnes Center personnel can call and get immediate assistance to a problem. Issues requiring more advance support must be provided in a minimum one-hour call back time during time of services Mon – Fri, 0700-1730 Central Standard Time (CST).

2.3 If unscheduled on-site maintenance is required and approved by the contracting officer, a 48-hour on-site response time of services Mon – Fri, 0700-1730 Central Standard Time (CST) will be expected (see PWS para. Travel: 8.3-8.4).

3.0 MAINTENANCE

3.1 All preventive maintenance will meet or exceed all product manufacturer minimum and recommended requirements. The following items at a minimum will be checked, adjusted, and replaced as necessary or stated in this PWS:

- a. All Projectors and or Monitors; will be check for laser hours and/or hours run as applicable. All lasers will be replaced as necessary (at end of life) or when determined by specifically named Barnes Center personnel. All filters and fans shall be cleaned and or replaced as necessary. All color balances and focuses will be checked and adjusted as necessary. All firmware/software will be checked for any revisions and updated. A/V levels and switching will be tested to be within design specifications and adjusted if found out of specification.
- b. All Sources: will be checked (Operation Check, Picture, and Audio Check).
- c. Voice Left system: verify the operation of all microphones and speakers in the system.
- d. Audio Conference System: verify the operation of each microphone and speaker in the system and make a test call.
- e. Video Conference System: verify operation of each microphone, speaker, and camera in the system.
- f. Control System: verify all the functions of the Control System.
- g. Cables and Wiring: all audio and video cables will be checked for visible damage to plugs or wires.
- h. Firmware/Software: all firmware, software and programming will be checked for any upgrades/updates to software, firmware, and programming and updated if available; ensuring proper operation and security compliance.
- i. Hardware: All fans, filters, and color should routinely be checked and corrected as necessary.

3.2 The contractor will provide comprehensive coverage of the complete and total A/V system located in building 1143; this includes the large and small auditoriums and SNCOA conference room.

3.2.1 Comprehensive coverage is defined as 100% warranty management of the existing A/V systems manufacture warranties. This includes, but not limited to the specific periodic maintenance identified and recommended by product/system manufactures, and repair IAW manufacture warranty stipulations to include repairs by an authorized service center for the equipment manufacturer.

3.2.2 Manufacture warranty management is defined as 100% comprehensive coverage of everything relating to the audio-visual system, and all supporting components and systems in the PWS for building 1143 large and small auditoriums and SNCOA conference room, no matter when the problem is identified (scheduled or unscheduled), at no extra charge to the government.

3.3 The contractor will replace out of warranty, non-repairable, obsolete, non-manufacturer supported items with like items that perform the same capabilities as originally installed equipment that can be seamlessly integrated into the existing systems. Remanufactured or used equipment is not acceptable. All equipment must either be new, repaired by an authorized service center for the equipment manufacturer, or replaced with like equipment that provides similar capabilities or more as the item in need of repair.

3.3.1 Out of warranty parts are defined as product/system components relating to the audio-visual system in this PWS that are no longer covered by the manufacture.

3.3 The contractor shall conduct an initial complete and thorough inspection of all equipment and peripherals associated with all applicable facilities. Initial inspection shall document any readily visible inconsistencies and shall be reported to the Contracting Officer's Representative (COR).

3.4 Unscheduled onsite maintenance. All unscheduled maintenance will meet or exceed all product manufacturer minimums and recommended requirements. Contractor will provide all necessary personnel, supervision, qualifications, parts, equipment, firmware, software, upgrades/updates to software and firmware, programming, licensing, product manufacturer management; advanced equipment exchange in the event a component must be removed for off-site service or replacement, and any items and services necessary to perform all maintenance and/or repair at no additional cost to the government.

3.5 All repair services, both during and after the manufacturer's warranty period, must be accomplished by an authorized service center for the manufacturer and model of the item in need of repair to avoid voiding out any current manufacture warranties. Contractor will possess the following Certified Technical Specialist certifications from InfoCom - CTS-I, CTS. Additionally, vendors will possess factory certifications in the make/model and programming of the control system installed.

3.6 The contractor shall maintain current professional standards of all wiring, connectors, hardware and equipment preserving the master cable index to all changes. All changes must reflect on all documents, charts, diagrams, drawings, etc. All drawings will be provided to COR according to paragraph 6.3.

4.0 Out of Warranty

4.1 In order to repair Out of Warranty equipment, the Contractor shall provide the COR with repair options and three estimates from authorized/certified repair facilities for review/approval before any repair work is accomplished.

4.2 In order to replace obsolete, non-repairable Out of Warranty equipment, the Contractor shall provide the COR with replacement options and three estimates from government approved purchase sources for review/approval before new equipment is purchased and installed.

5.0 Training (significant change in operating processes)

5.1 Contractor will provide any supplemental training and material as needed to the Barnes Center AV Technicians on the operation of any installed equipment in building 1143 large and small auditoriums and SNCOA conference room within 48 hours after any major upgrade or change in operation of the auditoriums. The appointed COR will make any requests and track response times for given situations.

6.0 Updated Documentation (diagrams, codex, firmware)

6.1 All necessary licenses for building 1143 large and small auditoriums and SNCOA conference room will be purchased/managed for Barnes Center at no extra cost to the government. This includes and is not limited to any equipment or software requiring licenses or subscriptions.

6.2 All existing system diagrams, codex and firmware lists shall be maintained and updated as changes take place. Updated diagrams, codex and firmware information shall be provided to the COR.

6.3 All software, firmware, programming, diagrams, charts, etc. always remain the property of the government. Diagrams, charts, drawings, etc. shall be maintained at 100% up-to-date and always reflect the building 1143 large and small auditoriums and SNCOA conference room Systems respectively except within 30-day periods of change. Contractor has 30 calendar days from the date of any changes to provide updated diagrams, charts, drawings, documents, programming, etc. to Barnes Center/A6, the COR and the Contracting Officer (CO).

7.0 Replacement part recommendation (yearly market research) (refresh)

7.1 The Government requests a yearly market research of parts and estimates for replacing or refreshing broken/worn out parts or equipment no later than 1 April of each year.

8.0 TRAVEL

8.1 Scheduled services: Contractor shall provide travel to site for scheduled maintenance, inspections, and required meetings, etc. IAW the PWS para 2.1, based on Firm Fixed Price (FFP) of this contract, and at no additional cost to the government.

8.2 Whenever feasible, telephone support/contact shall be used first.

8.3 Unscheduled services: Contractor shall provide travel estimates for travel cost in support of unscheduled emergency maintenance and repair/replacement of parts identified as under or out of warranty IAW the PWS para 2.2, 3.4, 4.0-4.2, and 10.1 and receive authorization prior to

traveling. A funding modification must be approved by the contracting officer, from 42CONS, before any unscheduled travel takes place.

8.4 Whenever feasible, travel for unscheduled services will be a last resort and second plan of action. Incorporating all work during scheduled maintenance and inspection periods IAW the PWS will always be the first consideration. Contractor will provide actual unscheduled travel costs NLT 30 Days post travel for unscheduled repair.

9.0 REPORTS

9.1 Contractor will provide quarterly and annual service reports to Barnes Center/A6O, the COR and the CO. The quarterly reports narrate what has occurred that quarter only; the annual report should be cumulative to include everything that year. These reports will include at a minimum report of all help desk calls, trouble tickets, preventive and corrective maintenance completed and recommendations for future needs. Reports will contain incident summaries, metrics, trends and all other data useful for tracking resolution efficiency, nature of fault, etc. These reports are vital in foreseeing future issues and determining what works best in maintaining the highest readiness of the audio-visual systems.

10.0 SERVICE SUMMARY

10.1 GENERAL: Contractor shall maintain existing installed equipment, hardware, software, cabling, electrical, and peripheral support devices and equipment based on the original manufacturer's specifications.

Performance Objective	PWS Para	Performance Threshold
Projectors and or Monitors	3a	Not to exceed recommended time established in manufacturers specifications
Firmware/Software	3h	When required by developer
Audio Conference System	3d	Not to exceed recommended time established in manufacturers specifications
Video Conference System	3e	Not to exceed recommended time established in manufacturers specifications
Control System	3f	Not to exceed recommended time established in manufacturers specifications
Cables and Wiring	3g	Annually, or when notified of an issue / problem by customer
Hardware	3i	Annually, or when notified of an issue / problem by customer
Electrical	3g, 3.6	Annually, or when notified of an issue / problem by customer
Curtain	3g, 3.6	Annually, or when notified of an issue / problem by customer

11.0 SECURITY REQUIREMENTS FOR UNCLASSIFIED SERVICES

11.1 Contractor Notification Responsibilities: The contractor shall notify the contracting office within 30 days before on-base performance of the service. The notification shall include:

- a. Name, address, and telephone number of contractor representatives.
- b. The contract number and contracting agency.
- c. The location(s) of service performance and future performance, if known.
- d. The date service performance begins.
- e. Any change to information previously provided under this paragraph.

11.2 Installation Access Requirements: As prescribed by the AFFAR 5352.242-9000, Contractor access to Air Force installations, AFI 31-218, Motor Vehicle Traffic Supervision, and DoDM5200.08v3 _AFMAN31-101v3, Installation Perimeter Access Control.

The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, and valid vehicle insurance certificate to obtain a vehicle pass. Government ID card holders may not use their credentials to sponsor an individual on to the base to perform work that's been contracted to an official contractor.

During performance of the service, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials for any employee who no longer requires access to the work site.

Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

Failure to comply with these requirements may result in withholding of final payment.

Vehicle Inspections. All commercial vehicles will be directed to Gate 3 (Kelly St) or Gate 4 (Congressman Dickenson for Gunter) for processing through the Commercial Vehicle Inspection (CVI) Area, when operational. During non-duty hours and holidays, commercial vehicle inspections will be conducted at Gate 1 (Maxwell Blvd) or Gate 4 only. Inspection members will

conduct thorough inspections of the interior and exterior of the vehicle for items prohibited from the installation such as explosive devices, weapons and ammunition, drugs, and open or closed alcohol containers.

11.3 Reporting Requirements: The contractor shall comply with AFI 71-101, Volume-1, Criminal Investigations, and Volume-2, Protective Service Matters, requirements. Contractor personnel shall report to 42d Air Base Wing Information Protection Office, any information or circumstances of which they are aware may pose a threat to the security of DoD personnel, contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment and as required thereafter.

11.4 Traffic Laws: The contractor and their employees shall comply with base traffic regulations set forth in AFI 31-218, Motor Vehicle Traffic Supervision and DoDM5200.08v3_AFMAN31-101v3, Installation Perimeter Access Control. Personnel in violation may be issued a Central Violations Bureau Form 1805 traffic ticket.

11.5 Random Installation Entry/Exit Checks: Entry/exit vehicle checks are conducted by order of the 42 ABW Commander. These checks are conducted for the purpose of safeguarding the base and protecting government property by discovering and seizing stolen property, classified information and contraband. Refusal to submit to an installation (entry/exit) vehicle check may result in the loss of base driving privileges, revocation of base registration, or debarment action.

11.6 Cellular Phone Operation Policy: The use of cellular phones while operating a motorized vehicle is prohibited on Maxwell-Gunter. Although discouraged, drivers are authorized to use devices, i.e. ear bud or ear boom, which allows their cellular phone to be operated hands-free. The device must not cover both ears. This policy applies to everyone driving on Maxwell AFB and Gunter Annex. Personnel in violation may be issued a Central Violations Bureau Form 1805 traffic ticket.

11.7 Wireless Electronic Devices: The contractor will not establish their own Information Technology (IT) systems or networks (Local Area Networks [LAN], Wide Area Network [WAN], Cellular phone/USB Modem as WAN, Wi-Fi as WAN, etc.), or camera system without the direct permission of the Program Manager and governing communications and responsible information systems office (42 CS).

11.8 Firearms and Ammunition: Transporting weapons or ammunition, concealed or otherwise, **IS NOT** permitted by any non-law enforcement personnel on Maxwell AFB/Gunter Annex at any time regardless of state issued concealed weapons/LEOSA permits. Violations may result in criminal prosecution under the applicable federal laws.

11.9 Illegal Weapons. The below weapons are considered illegal, unless specifically authorized by competent authority and are prohibited on Maxwell AFB/Gunter Annex. Violations may result in criminal prosecution under the applicable federal laws.

- a. Switchblade knives or knives with any type of automatic blade release.
- b. An incendiary/explosive weapon (e.g., grenades, flash bangs).
- c. Fireworks