

**PREFORMANCE-BASED WORK STATEMENT (PWS)**

**FOR**

**CLOSED CIRCUIT TELEVISION (CCTV) REPAIR, REPLACEMENT AND  
MAINTENANCE IN MULTIPLE DORMITORIES**



**F.E. Warren AFB, Wyoming**

**20 March 2023**

## Contents

1. Description of Services.....	3-4
2. Job Qualifications.....	4
3. Contracting Officer's Representative (COR).....	5
4. Summary of Services.....	5
5. Performance Assessment.....	5
5.1 Periodic Validation.....	5
5.2 Customer Complaints.....	5
5.3 Quality Control.....	6
5.4 Quality Assurance.....	6
5.5 Periodic Meetings.....	6
5.6 Semi-Annual Maintenance Plan/Schedule.....	6
5.7 Maintenance Reports.....	7
5.8 Repair/Replacement Costs.....	7
5.9 Emergency Services.....	7
5.10 Mission Essential Service.....	7
6. General Information.....	7
6.1 Location.....	7
6.2 Hours of Operation.....	8
6.3 Contractor/Employee Badge Request and Identification.....	8
6.4 Security Requirements.....	8
6.5 Safety Requirements and Reports.....	9
Appendix A.....	9-10

## 1. Description of Services

The contractor shall inspect, maintain/repair, update and replace Closed Circuit Television (CCTV) system parts as required to include Digital Video Recorders (DVRs), cameras, Uninterrupted Power Supply (UPS), cables, and databases in dormitories listed in paragraph 6.1. The service shall include:

1.1. Each semi-annual visit includes full maintenance and responsibility for the equipment identified in Appendix A. Except for those services identified for total equipment replacement and emergency calls, the fixed price includes all inspections, maintenance, and minor repairs (no replacement, alterations to existing equipment). Upon completion of the initial inspection/maintenance visit, the Contractor shall determine the working order and condition of all equipment listed in Appendix A. The Contractor will provide an inspection report. The Contractor shall have 30 calendar days to perform equipment repair/replacement once approved by the Contracting Officer (CO). If the Contractor needs additional time for parts ordering, coordinate additional performance time with the Unaccompanied Housing Chief and the Contracting Office. The Contractor will maintain appropriate documentation on all maintenance completed and inventory of equipment/parts replaced. This report, at a minimum, should include current inventory, location, condition and notes indicating what maintenance was performed. Report shall be provided to the Contracting Officer Representative (COR)/Unaccompanied Housing Chief and the CO within five (5) business days after each maintenance visit is performed.

1.2. Provide Preventive Maintenance Inspection/Service (PMI/S) on a semi-annual basis, for all DVRs, camera, UPS units, and associated/miscellaneous equipment. The expected service is to provide:

- Clean filters
- Adjust, focus, and set cameras
- Check/repair connections
- Correct maintenance problems

1.3. Replace DVRs, cameras, UPS units and associated/miscellaneous equipment as needed, once approved by the Contracting Officer. Contractor will propose costs for compatible replacements of 16-channel DVR, 32-channel DVRs, UPS units, cameras and all associated parts, listed in Appendix A, at the time of proposal submission.

1.4. Schedules PMI/S with the COR and CO.

1.5. Contractor will maintain/clean their work area just as well, if not better than when they started work for that day.

1.6. Monitors and keyboard will be replaced by the Government as needed, but installed by the Contractor as directed by the COR.

1.7. Accompanying the maintenance report mentioned in 1.1, contractor will provide a quote for recommended replacement parts. At a minimum, the quote shall contain the

following information:

Itemized list of recommended equipment replacement (location, quantity, price); justification for the replacement; and corresponding labor hourly rate/expected number of labor hours associated with parts being replaced. Travel time and transportation costs are inclusive of the routine labor hourly rate. The CO shall approve the equipment and labor costs prior to contractor performance. The Government shall not be liable to any costs associated with equipment replacement/repairs without prior approval of the CO. The Pelco and other branded parts are becoming becoming obsolete and parts for repair may not be available. Due to this, any new parts must be compatible with current branded equipment and existing technology being used. A complete system update/install to make all equipment the same brand shall not be acceptable in this contract.

1.8 For emergency calls, the Contractor will respond ON SITE at FE Warren AFB, Wyoming, to call requests from Security Forces Investigations and Office of Special Investigation personnel within 24 hours for calls Monday – Thursday and on the next duty day for calls on Friday. The purpose of this response is to record information from the DVR to a flash drive, preferably a USB portable device. USB device shall be provided by the Contractor at no extra cost to the Government.

\*This emergency service has a designated emergency labor rate per the terms of the contract. The emergency labor rate will be in hours beginning upon arrival at the designated facility on base. COR to record start and end times of service. Contractor may invoice for one (1) full hour of work if performance is recorded between 1 minute to 60 minutes. Anytime after the first hour (60 minutes) of performance, the emergency labor rate shall be invoiced accordingly in increments of 15 minutes using “hour” as the unit of measure (e.g., 1.50 hours for 90 minutes of service). The COR will grant access to the contractor to enter facility along with Security Forces (SFS) and/or Office of Special Investigation (OSI) personnel. In cases where the COR is unavailable to stay throughout the duration of the service, the SFS or OSI will record the end time of service. Travel time and transportation costs are inclusive of the emergency hourly wage rate.

1.9 Provide training to base personnel as required on system operations. This training will occur annually and when any new equipment is installed.

#### 1.10 Restrictions

The contractor is prohibited from entering anyone’s personal room unless escorted by someone from Dormitory Management.

## 2. Job Qualifications

The contractor shall have a minimum of **10 years’ experience/performance** in CCTV repair, replacement, and maintenance.

2.1. The contractor's service personnel working on this contract must have certification to work on video surveillance system in place.

2.2. Provide proof of experience by providing a letter of certification with the company letterhead. The person certifying the experience must submit proof/verification of their position within the company. Out of state contractors must attach a copy of their current state license to the affidavit. If your experience is with a company from a state that does not require a license, you must submit proof/verification that the company is an active/valid company. (Tax certificate, business license listing the company name, corporation papers, etc.)

2.3 The work experience verification and all related document attachments must be signed by the person certifying the experience and notarized. All experience must have been gained while employed by a contractor licensed in the trade being applied for or considered legal work in the state in which the work was performed. At a minimum, note employee's designation, roles/responsibilities, skills, and tenure.

### **3. Contracting Officer's Representative (COR)**

The CO shall appoint a COR for primary management of the day-to-day activities of the contract. The identity, title, and authority of this representative shall be provided in writing to the contractor after contract award.

### **4. Service Summary**

The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

<b>Performance Objective</b>	<b>PWS para.</b>	<b>Performance Threshold</b>
Preventive Maintenance	1.1	100%
Replace defective cameras, DVRs, & UPS	1.2	100%
Maintains documentation of service	1.3	100%
Maintains clean work area	1.5	95%

### **5. Performance Assessment**

#### **5.1 Periodic Validation**

This method requires the COR to employ a "spot check" style of evaluation based on the contractor's schedule. Periodic validation will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi-annual, or annually) and may be adjusted, based on quality trends.

Any unsatisfactory inspection (defect) result shall be recorded, and the Contractor shall re-perform the service after notification by the CO/COR.

## 5.2 Customer Complaints

The COR will receive and investigate complaints. The COR shall be responsible for initially validating customer complaints. If the COR validates the complaint, the COR will request re-performance by the contractor. Should there be a disagreement of the validity of the customer complaint(s) the CO shall make final determination of the validity of customer complaint(s). In this case, a validated customer complaint shall be re-performed only after notification by the CO.

## 5.3 Quality Control

The contractor shall develop and maintain a quality program to ensure integrated solid waste management are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the contractor shall develop quality control procedures addressing the areas identified in section 4, Service Summary.

## 5.4 Quality Assurance

The government shall inspect and evaluate the contractor's performance to ensure services are received in accordance with requirements set forth in this contract. The CO/COR shall inspect by validating actual work performance; physically checking an attribute of the completed task; checking a management information report; investigating customer complaints; conferring with facility managers, or otherwise inspecting the task or its results to determine whether performance meets the standards contained in this PWS. The CO/COR will use the contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become the official Air Force record of the Contractor's performance. When a performance threshold has not been met or contractor performance has not been accomplished, the COR will initiate and provide the Contracting Officer a Contract Discrepancy Report (CDR) DD Form 2772 for issuance to the contractor. The contractor shall respond to the CDR IAW instructions provided and return it to the Contracting Officer within 10 calendar days of receipt.

## 5.5 Periodic Meetings

The CO, COR, or other government personnel as appropriate, and the Contractor shall periodically meet, at a minimum of twice per contract year, to discuss the Contractor's performance. This shall be scheduled after each semi-annual maintenance service to discuss repairs, replacements, and other issues during service. The following topics may be discussed: opportunities to improve the contract; any modifications required of the contract or changes to the QASP; or performance trends. The COR may request a meeting to be waived if there are no issues to be discussed.

## 5.6 Semi-Annual Maintenance Plan/Schedule

Semi-Annual Maintenance Plan shall be digitally submitted to the CO/COR within 15 calendar days after award. The schedule shall be coordinated with the COR at least two

weeks in advance to assure facilities are available for testing/inspection/maintenance of CCTV systems. If unexpected base closures occur (due to weather or mission), contractor shall reschedule service at no additional costs to the Government.

#### 5.7 Maintenance Reports

Maintenance reports/checklists are due to the CO/COR within five business days. Reports shall identify, at a minimum the following information:

- Type of System/Equipment
- Location
- Condition
- Operational Capability
- Recommended Repairs
- Recommended Upgrades
- Plan of Action

#### 5.8 Repair/Replacements Costs

The contractor shall recommend necessary repairs/upgrades to the CO/COR; only equipment repairs/replacements that are essential to the operations of the CCTV system shall be considered. The repair recommendations shall have, at a minimum, justification for repair and a breakdown of individual equipment costs, and routine labor rate/labor hours. All costs with replacement parts shall be itemized. CO shall determine fairness and reasonableness based on current market conditions and in comparison to offeror's cost proposal. Routine labor hourly rate is firm fixed price per the terms of the contract (CLINS 0002, 1002, 2002, 3002, 4002). It is recommended the contractor submit the "Contractor Quote" form per the contract, however, contractors may utilize their own form as long as the required information is included. All repair costs shall be approved by the CO prior to commencement of work. If the contractor performs the work without the CO's approval, the Government shall not be responsible for reimbursement.

#### 5.9 Emergency Services

The contractor shall report on-site at FE Warren AFB, Wyoming, within 24 hours during business hours Monday through Thursday; Friday call requests shall receive the contractor's response no later than the next business day. Emergency services are utilized for video footage retrieval on an "as needed" basis. Emergency labor hourly rate shall be based on firm fixed price wage rate for emergency service visits (CLINs 0003, 1003, 2003, 3003, 4003).

#### 5.10 Mission Essential Service

This contract has been identified as mission-essential; therefore, the contractor shall provide support to this service without interruption. Continuation of essential DOD contractor services during crises (pandemic, force protection, etc.) is determined for the CCTV Maintenance contract. Implementation of the Contractor's Mission-Essential Service plan shall be exercised as needed.

## 1. General Information

### 6.1 Location

The work shall be accomplished at F. E. Warren AFB, WY in dormitories 220, 222, 223, 224, 226, 228, 230, 236, 244, and 248 located between Randall Ave and 10<sup>th</sup> Cavalry and dormitory 838 on Commissary Road. These facilities are occupied dormitories; therefore, care and consideration are required when conducting maintenance and repair. The buildings are within five to ten minutes travel time inside FE Warren AFB.

### 6.2 Hours of Operation

The Contractor shall perform most of the services required under this contract during the normal operating hours. The Contractor shall, as a minimum, perform scheduled maintenance services from 7:30 A.M. to 4:30 P.M., Monday through Friday. Work outside of these hours will be coordinated through the Contracting Officer Representative (COR). The Contractor is not required to provide service on federal holidays or family days except in emergency situations; the holidays are:

New Year's Day	1 January
Martin Luther King Day	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	11 November
Thanksgiving Day	4th Thursday in November
Christmas Day	25 December

If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a scheduled service day, the Contractor will be responsible for rescheduling services for the first day post the holiday observance. Family Days are days off given to military personnel in conjunction to Federal Holidays. Coordinate service with COR/CO on family days, if service is needed as Government representative may not be available.

### 6.3 Contractor/Employee Base Pass and Identification, Special Clearances and Vehicle Passes.

The Contractor shall obtain all necessary cards, passes, decals, or other items required for access to work areas. A valid driver's license, current vehicle registration, and vehicle insurance certificate are required. Upon award, contractor shall submit a

contract badge request to the Contracting Officer. This will be valid for one year and shall be renewed annually. Security Forces will conduct background checks. If badges are not approved, this means contractor has a record which prohibits entrance to the base. Contractor is responsible for sending replacement technicians who may be pre-vetted and will pass background checks. All badge requests shall be accomplished within the first two weeks of contract award; annual renewal shall be at least two weeks prior to badge expiration date.

#### 6.4 Security Requirements

The Contractor shall comply with all F. E. Warren Air Force Base (FEWAFB) security requirements IAW AFI 31-101, Physical Security Program, and AFI 31-209, Air Force Resource Protection Program. The Contractor shall furnish the CO, COR, and Security Forces (Bldg. 34), a current list of contractor personnel, upon request.

#### 6.5 Safety Requirements and Reports

The contractor shall perform work in a safe manner as required by OSHA Safety and Health Requirements. Provide a verbal report to the CO as soon as possible of each occurrence of damage to Government property or an accident resulting in death, injury, occupational disease, or adverse environmental impact. Provide a completed copy of required Accident Investigation Reports to the CO within five calendar days of each occurrence.

### APPENDIX A

Current Equipment Items	Current Quantities	Expected Replacement Quantities
Avigilon VMA-AS2-8 Channel Digital Video Recorders (DVRs)	1	
CLINTON CE-HY16, Aviglion VMA-AS2 – 16 (DVRs)	20	2
Avigilon VMA-AS2, Clinton CE-HY16- 24 Channel DVRs	2	
Pelco DX-3100, Aviglion VMA-AS2- 32 Channel DVRs	6	3
Avigilon VMA-AS1-8P2 NVR w/7 ENC-4P-H264 encoders	11	1
Altronix R2416UL 16-channel 24VAC power supply	7	1
Altronix R2432UL 32-channel 24 VAC power supply	8	
Pelco RCS16F20 16-channel 24VAC power supply	7	
Pelco RCS32F20 32-channel 24VAC power supply	4	
Pelco Camera IS90-CHU9	257	10
Clinton Camera CE-VX1HDL	213	9
Pelco Camera IS51 – DNV105 With IR device	4	1
Triplite Smart Pro Uninterrupted Power Supply (UPS) – (Run time must be at least 2 hrs.)	20	3
Note: All Equipment are rack mounted except cameras. Cameras may be reached with a 6-foot ladder without lift needed.		

<p>Note: DVR or NVR storage must have continuous recording 24/7 at a minimum of at least 180 calendar days with digital quality/pixelation for <b>quality image to recognize and discern faces, people and surroundings.</b>  Each building has a CCTV Monitor; Bldgs 220, 228, 236, and 230 have CCTV Monitors in the basement; Bldgs 222, 223, 224, 226, 244, 248, and 838 have CCTV Monitors on the first floor.</p>		
<p>Note: If replacement DVR or NVR require associated equipment to operate with current components, please include the costs with the DVR /NVR replacement costs.</p>		
<p>Note: Brands of VAC power supply could not be verified.</p>		
<p>Note: Quantities should be filed verified and documented accurately.</p>		

\*\* The expectation is for the contractor to be subject matter experts in the operation of the above system and be able to download video footage as required for emergency purposes.