

PERFORMANCE  
WORK  
STATEMENT

For

436 Security Forces Squadron's Symphony Camera

System Upgrade

9 May 2023

## SECTION ONE: DESCRIPTION

**1.1 SCOPE OF WORK:** The contractor shall perform the following services to the Symphony camera system and servers listed in paragraph 3.0. The contractor shall provide all labor, personnel, tools, parts, supervision, and items necessary to inspect, repair and perform the upgrade on the Symphony camera system and servers as defined in this Performance Work Statement (PWS). All equipment shall be under warranty by the contractor in accordance with the manufacturer specifications for a period of 3 Years. Contractor will coordinate with the Government Representative upon arrival prior to initiating any work. The contractor will ensure all drawings, diagrams, as-builts and documentation are given to the Security Forces representative within the S5/Installation Security office. The contractor will also conduct diagnostics of cameras and provide pertinent information to repair including parts needed, labor, timeline, and prices.

**1.2 DESCRIPTION OF SERVICE:** To upgrade the Symphony software to Version 8, replace the servers, provide 100 camera licenses, transfer all cameras from the current Symphony system to the upgraded version to maintain the current camera capabilities and replace the operator stations at Bldg. 910/SFS and Bldg. 140/Fire House. The troubleshooting may be conducted in phases in accordance with Camera Phases attachment. The contractor will document their troubleshooting efforts and give the S5/ISS office an official report on the findings at the end of the work including parts needed, labor, timeline, and prices to restore functionality to each camera.

### 1.3 Parts List

Line #	Part #	Description	QTY
1.00	AIM-R2032-48B	R2032-48 Server - 2U Rack Server with 48 Symphony Standard licenses, Intel Xeon CPU, 32TB storage (RAID-6), ReadyRail kit. Incl. 3 years MandS. Price per unit.	2
2.00	S8SW1100-XXY	Symphony Standard Edition V8 - VMS device license - single server. Price per camera.	2
3.00	AIM-R002	R002 Operator Station - Small Form Factor PC Operator Viewing Station with Symphony Client, Intel i7, 8GB, 500GB. Incl. 3 years MandS. Price per unit.	2
4.00	TSASPEC-3	On-site Technical Support Assistance - Specialist, FiberPatrol, OmniTrax, VMS, XField and other specialized products - Up to 3 days including TandL.	1

### 1.4 MAINTENANCE:

The contractor will only be responsible for replacing the newly installed equipment which are as follows: R2032-48 Servers x2 and R002 Operator stations.

Replacement parts: Repair parts not on hand nor at the contractor's location, will be ordered NLT 24 hours after the initial service call.

### 1.5 Corrective Action Report (CAR)/ Customer Complaint Response Time

Corrective Action Report (CAR)/Customer Complaint Response Time: Upon receipt of a CAR or customer complaint from either the CO or requirement owner, the Contractor shall provide both the CO and Government Requirement Owner with a written response within 3 business days. The response shall address the root cause, corrective action, and preventive actions in relation to the submitted CAR or complaint.

## SECTION TWO: SERVICE SUMMARY (SS)

**2.1 General:** The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success but do not represent all contract performance requirements. All contract performance requirements in this PWS will be monitored. The requirement owner will participate in the administration of this contract. Any matter concerning a change to the scope, prices, terms, or conditions of this contract shall be referred to the CO. No other representative is authorized to change the terms and conditions of this contract. All services to be performed by the Contractor during the period of this contract will be subject to review by the CO.

**2.2 Performance Evaluation:** Performance of a service shall be evaluated to determine whether or not it meets the performance requirements of this contract. Re-performance of unacceptable services at no additional cost is the preferred course of action when appropriate. In the case of issued Corrective Action Reports (CARs), the CO shall take appropriate measures according to inspection of services clause in the contract, i.e., FAR 52.246-4 CARs may categorize nonconformance as minor, major or critical IAW the following FAR 46.101 definitions below.

“Minor nonconformance” means a nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

“Major nonconformance” means a nonconformance, other than critical, that is likely to result in failure of the supplies or services, or to materially reduce the usability of the supplies or services for their intended purpose.

“Critical nonconformance” means a nonconformance that is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services; or is likely to prevent performance of a vital agency mission.

**Service Summary (SS) Table 2-1**

SS #	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
1	The Contractor shall be responsible for ensuring all equipment and services provided under this contract are in accordance with (IAW) the terms and conditions outlined herein and conform to the performance work statement.	1 1.1 1.2 1.3 1.4 1.5	≤ 2 Government Complaints/Month
2	<b>Corrective Action Report (CAR)/customer compliant Response Time</b> The contractor shall respond in the timeframe specified addressing the root cause, corrective action, and preventive actions in relation to the submitted CAR/customer compliant.	1.5	≤ 2 Government Complaints/Month

**2.3 Government Quality Assurance:** The government shall inspect and evaluate the contractors’ performance to ensure services are received in accordance with requirements set forth in this contract. The Government Requirement Owner will use the contractor’s work schedule, or modified version thereof, to record validation results. Results of the validation then becomes the official Air Force record of the contractor’s performance. Government surveillance of tasks not listed in the PWS or by methods other than those listed in the PWS (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the CO as a result of surveillance will be according to the terms of this contract.

**2.3.1** The government will periodically evaluate the contractor’s performance in accordance with the PWS. The government may inspect each task as completed and increase the number of quality assurance inspections

if deemed appropriate because of repeated failures discovered during surveillance inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality assurance inspections if performance dictates.

**2.3.2** When an observation indicates defective performance, a performance threshold has not been met or contractor performance has not been accomplished, the Government Requirement Owner will initiate and provide the CO a CAR for issuance to the contractor.

### **SECTION THREE: PERIOD OF PERFORMANCE**

3.1 As soon as possible.

### **SECTION FOUR: COORDINATIONS**

#### **4.1 SECURITY**

All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the governmental installation shall abide by all security instructions and directives of Dover AFB. Employees are responsible for safeguarding all Government property provided for contractor use.

The contractor and, as applicable, subcontractor shall not employ persons for work on this contract if such employee is identified as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population, nor shall the contractor or subcontractor employ persons under this contract who have an outstanding criminal warrant as identified during the Criminal Background Check (CBI).

Contractors shall ensure their employees and those of their subcontracts have the proper credentials allowing them to work in the United States. Employees and subcontractors later found to be undocumented or illegal aliens will be remanded to the proper authorities.

The contractor shall not be entitled to any compensation for delays or expenses associated with complying with the provisions of this requirement. Furthermore, nothing in this requirement shall excuse the contractor from proceeding with the contract as required.

All contractors and subcontractors when working in a Controlled, Restricted or other sensitive areas must be escorted at all times. The military agency or unit responsible for the project or work is responsible for providing the escorts. The Contractor shall follow existing procedures and instructions for obtaining entrance to restricted or controlled areas.

#### **4.2 CONTRACTOR BADGE POLICIES:**

All requests for contractor badges will be submitted through the Base Contracting Squadron Office and/or the requesting agencies base point of contact. The Contracting Squadron Office or base point of contact will then fill out an Operational Risk Management Assessment Form (ORM) for the requesting agency and submit it to the Pass and Registrations section for approval IAW DAFBI 31-101. **As a minimum the ORM will be submitted 10-days prior to the requested date of employment.**

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

Contractor badges will be issued for a maximum period of one year. Prior to reissuing new badges, all old badges must be returned to Pass and Registration for destruction. Also, before a new badge will be issued, an ORM must be resubmitted to the Pass and Registration section for approval again. In the event a badge is lost or stolen, the badge holder must accomplish the Loss/Theft of Identification Worksheet and provide it to his/her supervisor. The supervisor of the contractor will investigate the loss and report in writing the circumstances in which the badge was lost to the 436th Contracting Squadron and 436th Security Forces Squadron and submit a new request for badge renewal per paragraph 1.8.4.1. before a new badge can be reissued.

Base Contracting Office or base point of contact will immediately notify Security Forces, Pass and Registration when a contractor's employment has been terminated. The Agency Chief or Site Supervisors are responsible for notifying and returning the contractor's badge to Pass and Registration when this occurs. At no time will a contractor contact

Security Forces directly regarding badge denial; they need to contact the Contracting Squadron.

#### INSTALLATION ACCESS:

The contractor shall obtain personal contractor identification badge for all employees and vehicle passes for all contractor and personal vehicles requiring entry onto Dover AFB from Pass and Registration, for the duration of the contract. Employees are only permitted to enter the installation during the date and time periods indicated on their contractor badge.

Vehicle registration, proof of insurance and a valid driver's license must be presented for all vehicles while operating on the installation. All vehicles entering the installation or sensitive areas are subject to search. Any refusal or non-consent by an employee will result in termination of their base access and immediate confiscation of this access badge.

During Force Protection Condition (FPCON) Normal and Alpha, personnel without base issued badges must be sponsored onto the installation.

During FPCON Bravo, Charlie and Delta, personnel without base issued identification shall be physically escorted onto the installation.

During Higher FPCONs (Charlie and Delta) the base will curtail non-essential operations/functions; access by Non-Essential Contractors will be suspended as the direction of the Installation Commander.

#### **4.3 ANTITERRORISM AWARENESS LEVEL I TRAINING:** *(select applicable category based on type of contractor support)*

DoD Contractors possessing a Common Access Card (CAC) embedded in an organization (e.g., Civilian Medical Physicians, Flight Safety Instructor, etc.) will complete AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Advanced Distributed Learning System (ADLS) site. This training site is available through the AF Portal at [https://golearn.csd.disa.mil/kc/main/kc\\_frame.asp?blnWhatsNew=True](https://golearn.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True). This site automatically records members completion of training and enables the user to print a certificate if needed by the Unit or Base Training Manager.

DoD Contractors supporting a Base Service Contract (e.g., Custodial Services, Ground Maintenance, etc.) are highly encouraged to complete AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Joint Knowledge Online

(JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> for individuals without access to Government Non-classified Internet Protocol Router Network (NIPRNET) computer and who do not possess a CAC card.

DoD Contractors or subcontractors without a CAC or who do not have access to a Government Non-classified Internet Protocol Router Network (NIPRNET) computer performing construction on the installation should consider completing AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the— Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> IMPORTANT: The standalone course MUST be completed on the computer in which it is started. Course progress is not transferable between computers. The standalone course does provide a completion certificate but will not be tracked on JKO and no record will be maintained. AT Awareness Level I Training should be provided by the requiring unit after contract award or the sponsoring organization.

#### **4.4 WORK SCHEDULE:**

Work shall be performed between 7:30 AM and 4:30 PM, Monday through Friday, excluding federal legal holidays as outlined by Public Law Number 98-144 (or days not worked on Dover AFB due to the observance of such holidays). Unless otherwise specifically authorized herein or in writing by the Contracting Officer, the scheduling of work for times other than as set forth above, is not permitted.

