

PERFORMANCE WORK STATEMENT
U.S. NAVAL AIR STATION SIGONELLA
NAVCOMTELSTA SICILY
BASE COMMUNICATIONS OFFICE
INDEFINITE DELIVERY/INDEFINITE QUANTITY
TELECOMMUNICATIONS
SERVICES/OPERATIONS/MAINTENANCE/INSTALLATIONS

1. SCOPE

Naval Computer Telecommunications Station (NCTS) Sicily Base Communications Office (BCO) provides Defense Switched Network (DSN) telephone and telecommunications services support to Commander, U.S. Naval Forces Europe, (COMUSNAVEUR), Commander, Navy Region Europe (COMNAVREGEUR), SIXTHFLEET operating forces, Commander, U.S. Naval Air Station (NAS) Sigonella, Italy, its tenant commands and prescribed Department of Defense customers throughout the European Area of Responsibility (AOR) and others as directed.

This Performance Work Statement (PWS) establishes the requirement to provide telecommunication services, operation, maintenance, and installations, support for NCTS Sicily Base Communication Office telecommunication infrastructures, systems and integration for:

The provisioning of four Post Telephone and Telegraph (PTT) trunks necessary to allow inbound and outbound traffic from and to the public switched telephone network for commercial traffic. The billing of the commercial traffic generated over the PTT trunks at the most favorable condition to the U.S Government and with the most favorable pricing/rates according to the traffic directions mostly used by the customer U. S. Navy. The provisioning of mobile telecommunications service; Cellular telephones, Blackberry's, High Speed Downlink Packet Access (HSDPA) and High-Speed Uplink Packet Access (HSUPA) Keys service, Subscriber Identification Module (SIM) cards, repeaters installed on base to improve the signal coverage, etc. The provisioning of the cellular telephones and the Blackberry's must be in free usage (traffic charges only), and will be covered under warranty for replacement, each cellular phone instrument lost, stolen, or not working for any kind of damages will be replaced with a new instrument. Maintenance services for the devices will be performed on site from 8 a.m. to 4 p.m. Monday through Friday. The traffic pricing/rates must be at the most favorable condition to the U.S Government and with the most favorable pricing/rates according to the traffic directions mostly used by the customer. A configuration of the mobile services into a mobile Virtual Private network (VPN) for the U.S. Navy with special rates for traffic is requested. Every two years a review of cellular phones and BlackBerry's market and at the technology innovation, the devices will be replaced by new equal or better models and at no additional cost to the Government. The Monte Cassara commercial space (with utilities) rental to house electronics and use of mountain top repeater site tower for signal relay in support of Public Service Network (PSNET) and Emergency Land Mobile Radio (ELMR). The installation and maintenance of Class A telephone lines for approximately 3646 customers. The installation and maintenance of category five (CAT V), category five enhanced (CAT VE), and category six (CAT VI) inside building wiring distribution plant (ISP) with single, double or triple outlet

and inclusive of building termination blocks tested, certified and integrated with the signaling coming to the building from the outside cable plant distribution. The installation of integrated service digital network lines (ISDN) and adapters. The installation and maintenance of copper and fiber cables outside cable plant (OSP), inclusive of the proper inter-duct conduits (single/dual/triple etc.) and capable to support the required pressure to insert the cables, the termination to the communication rooms termination blocks, or main distribution frames, and to the road pedestals interconnectivity between primary and secondary distribution, to include inside manholes water pumping and splicing activities. The maintenance of video teleconferencing systems (VTC) connected via DSN ISDN lines. The maintenance of connectivity dedicated to fire fighters special systems i.e. Monaco fire alert, fire paging systems at NAS I and NAS II. The maintenance of all BCO buildings access control system. The maintenance of the power static switches in the One Net server farm. The installation and maintenance of System Digital Hierarchy (SDH) and Optical Multi Service (OMS) equipment for fiber/copper multiplexing and bandwidth conversion at the customers' distant end. Installation and maintenance of dedicated networks inclusive of ISP cabling, OSP cabling electronics, and uninterrupted power system (UPS), i.e. Defense Logistic Agency (DLA) distribution, Naval Facilities (NAVFAC) Trend, NAVFAC - Display Data Channel (DDC), PSNET, ELMR, Point to Point PTP circuits 2 wire, 4 wire and digital, etc. The service, maintenance, and installation of Class A special services - High Data Rate Digital subscriber Line (HDSL), Point of Sale/Time Keeping/Food Tracking (POS/TK/FT) and other Communications dedicated services for official activities. The service, maintenance and installation of Class A High Speed Internet Service Asynchronis Digital Subscriber Line ADSL and Inernet Protocol Television (IPTV) inclusive of activation/relocation fees and provisioning of the ADSL platform inclusive of; Digital Subscriber Line Access Multiplexer (DSLAM), users Authentication Computer System (ACS) Servers, System Management server, Interface Switch Point Of Presence (POP), Gigabit Trunks, modems/routers, decoders, Wi-Fi hot spots, filters and maintenance spare parts.

The contractor shall provide necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install operate and perform services and maintenance on the U.S. Navy-provided equipment and systems, and on non U.S. Navy provided equipment, systems and services to the standards detailed in this PWS.

The contractor is responsible to obtain all necessary licenses, government authorizations, professional certifications and insurance to include personnel and vehicles to carry out the requirements of this PWS.

The contractor installation and maintenance will always be in accordance with the DoD IA related guidance/instructions and all applicable Security Technical Implementation Guides (STIGs).

2. OBJECTIVES

2.1 PTT TRUNKS

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to operate and maintain four PTT trunks connected to the PABX's at NAS II building 435 and NAS I building 320. The PTT are the medium on which land line outgoing traffic is generated. Traffic detection procedures and cross verification of invoices will be defined with the Sigonella BCO and will be consistent with already established procedures for billing, invoices

verification and other services of a similar nature. Correction of error on invoices will happen on the basis of written communications between BCO administration and service provider administrative branch for billing and invoicing.

2.2 COMMERCIAL TRAFFIC ON PTT TRUNKS

Billing of the commercial traffic generated over the PTT trunks at the most favorable condition to the U.S. Government and with the most favorable pricing/rates according to the traffic directions mostly used by the customer U. S. Navy. Traffic detection procedures and cross verification of invoices will be defined with the Sigonella BCO and will be consistent with already established procedures for billing, invoices verification and other services of a similar nature. Correction of error on invoices will happen on the basis of written communications between BCO administration and service provider administrative branch for billing and invoicing.

2.3 MOBILE SERVICE/TRAFFIC

The provisioning of mobile telecommunication services; Cellular telephones, Blackberry's, High Speed Downlink Packet Access (HSDPA) and High-Speed Uplink Packet Access (HSUPA) Keys service, SIM Cards, repeaters installed on base to improve the signal coverage, etc. The provisioning of the cellular telephones and the Blackberry's must be in free usage (traffic charges only), and will be covered under warranty assistance for replacement, each cellular phone instrument lost, stolen, or not working for any kind of damages will be replaced with a new instrument, maintenance services for the devices will be done on site from 08:00 – 16:00, Monday through Friday. The traffic pricing/rates must be at the most favorable condition to the U.S Government and with the most favorable pricing/rates according to the traffic directions mostly used by the customer U. S. Navy. A configuration of the mobile services into a mobile Virtual Private network (VPN) for the U.S. Navy with special speed dialing numbering or codes to reach all the US Navy and other Services (USAF/US ARMY) installations in Italy and special rates for traffic is requested. Contractor shall replace cellular phones and BlackBerry devices with new, equal or better models and at no additional cost to the Government at a minimum of every two years. Such replacement may occur sooner in the event of a significant technological advancement in cellular phones and/or BlackBerry devices as determined by the Government.

Traffic detection procedures and cross verification of invoices will be defined with the Sigonella BCO and will be consistent with already established procedures for billing, invoices verification and other services of a similar nature. Correction of error on invoices will happen on the basis of written communications between BCO administration and service provider administrative branch for billing and invoicing. The contractor shall provide all the necessary elements in electronic form to bill each SIM card.

2.4 PSNET/ELMR EQUIPMENT HOUSING AT MT. CASSARA

Monte Cassara commercial space (with utilities) rental to house electronics and use of mountain top repeater site tower for signal relay in support of PSNET/ELMR. The contractor shall provide necessary labor, parts/materials, test equipment, tools, supervision, spaces, utilities, and all other components necessary to perform housing services of the U.S. Navy- provided and operated equipment and systems.

2.5 INSTALLATION AND MAINTENANCE OF CLASS A TELEPHONE LINES

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install operate and perform services and maintenance to include the provisioning of the analog and digital telephones in base official commands buildings. The installation and maintenance of Class A telephone lines for approximately 3646 customers including US Air Force activities' official telephones. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for telephone lines and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.6 INSTALLATION AND MAINTENANCE OF FIBER ISP

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and maintain building fiber inside wiring plant up to the jack on the wall. The installation and maintenance of fiber ISP with single, double, or triple outlet and inclusive of building termination blocks tested, certified and integrated with the signaling coming to the building from the OSP distribution and up to the jack on the wall. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for fiber inside wiring plant and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.7 INSTALLATION AND MAINTENANCE OF CAT V, CAT VE AND CAT VI

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and maintain building CAT V, CAT VE, and CAT VI inside building wiring plant up to the jack on the wall. The installation and maintenance of CAT V, CAT VE and CAT VI ISP with single, double, or triple outlet and inclusive of building termination blocks tested, certified and integrated with the signaling coming to the building from the OSP distribution and up to the jack on the wall. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for CAT V, CAT VE, and CAT VI and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.8 INSTALLATION AND MAINTENANCE OF INTEGRATED SERVICE DIGITAL NETWORK LINES AND ADAPTERS (ISDN)

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install operate and maintain integrated service digital network lines and adapters (ISDN) approximately 100. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for ISDN lines installation, operation, maintenance and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.9 INSTALLATION AND MAINTENANCE OF COPPER AND FIBER CABLES

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on copper and fiber cables. The installation and maintenance of copper and fiber cables OSP, inclusive of the proper inter-duct conduits single, dual, triple, etc., and capable to support the required pressure to insert the cables, the termination to the communication rooms termination blocks, or main distribution frames, or cabinets, and to the road pedestals interconnectivity between primary and secondary distribution, to include inside manholes water pumping and splicing activities. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for copper and fiber cables installation, maintenance and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.10 INSTALLATION AND MAINTENANCE OF ISDN DSN VTC SUITES

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on video teleconferencing systems connected via ISDN DSN lines to Defense Information System Agency's (DISA) interconnecting hubs. The installation and the maintenance of video teleconferencing system suites (VTC) connected via DSN ISDN lines procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for VTC installation, maintenance and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.11 INSTALLATION AND MAINTENANCE OF CONNECTIVITY FOR FIREFIGHTERS SPECIAL SYSTEMS

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on dedicated connectivity for the fire fighters special systems i.e. Monaco fire alert, fire paging systems housed in multiple buildings at NAS I and NAS II. The installation and the maintenance of dedicated connectivity for the fire fighters special systems procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.12 INSTALLATION AND MAINTENANCE OF BCO ACCESS CONTROL SYSTEM

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on BCO buildings access control system. The access control system is necessary to enforce the physical security posture of BCO buildings without which is impossible to obtain the DSN System Security Accreditation and Authorization (SSAA) and Authority to Operate (ATO). The installation and the maintenance of the BCO access control system procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.13 INSTALLATION AND MAINTENANCE OF POWER STATIC SWITCHES

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on one net server farms dual line power static switches. The installation and the maintenance of the dual line power static switches procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.14 INSTALLATION AND MAINTENANCE OF SHD/MSH/OMS EQUIPMENT

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on SDH, MSH, OMS equipment and cards for fiber/copper transport, multiplexing, and bandwidth conversion at the customers' distant end. The installation and the maintenance procedures of the SDH, MSH, OMS equipment and cards for fiber/copper transport, multiplexing, and bandwidth conversion at the customers' distant end, will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.15 INSTALLATION AND MAINTENANCE OF SPECIAL NETWORKS

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install and perform maintenance services on dedicated special networks inclusive of ISP cabling, OSP cabling electronics, and uninterrupted power system UPS, rectifiers, inverters, batteries, energy stations in general, i.e. DLA distribution, NAVFAC Trend, NAVFAC DDC, NAVFAC AMI, PSNET, ELMR, NGIS-LO TESA, HOSPITAL ACD, etc. The installation and the maintenance procedures of the dedicated special networks will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and

maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.16 INSTALLATION AND MAINTENANCE OF PTP CIRCUITS

The contractor shall provide point to point PTP circuits 2 wire, 4 wire and digital. The installation and the maintenance procedures of the Point To Point circuits will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.17 MOVES ADDS AND CHANGES

The contractor shall provide moves, adds, and changes to the jack on the wall, cross connect, replace damaged instruments, install instruments, install and test inside plant wiring, to include the installation of voice and data drops. The procedures of the moves, adds and changes will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation and maintenance of a similar nature services. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.18 INSTALLATION, MAINTENANCE, AND SERVICE OF CLASS A SPECIAL SERVICES

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install operate and perform services and maintenance of Class A special services including but not limited to; HDSL, POS, TK, FT, and other dedicated communication services for official activities. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation of Class A special services and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls.

2.19 CLASS A HIGH SPEED INTERNET SERVICE, ADSL

The contractor shall provide the necessary labor, parts/materials, test equipment, tools, supervision, and all other components necessary to install operate and perform services and maintenance of Class A High Speed Internet Service, ADSL, inclusive of activation/relocation fees and provisioning of the ADSL platform inclusive of DSLAM, ACS Servers, System Management server, Interface Switch POP, Gigabit Trunks, modems/routers, decoders, Wi-Fi hot spots, filters and maintenance spare parts. Installation procedures will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation of ADSL services and other services of a similar nature. Correction of anomalies will happen on the basis of alarm signals or trouble calls. The service must include the activation and the relocation of the of active ADSL accounts to other buildings and sites within the Sigonella installation, the tracking procedures for activation and relocation will be defined with the Sigonella BCO and will be consistent with already established procedures for the installation of ADSL and other services of a similar nature.

3. PLACE OF PERFORMANCE

The contractor will perform their duties and maintenance as stated in this PWS at the Government facility and sites.

3.1 ALTERNATE PLACE OF PERFORMANCE – CONTINGENCY ONLY

As directed by the Contracting Officer Representative (COR), the contractor shall continue performance in emergency or mission essential conditions. Contractor employees may be required to work at home, another approved activity within the local travel area or at the contractor's facility in cases of unforeseen conditions or contingencies (e.g., pandemic conditions, Base exercises, etc.). COR approval is required. To the extent possible, the contractor shall use best efforts to provide the same level of support in contingency situations, as stated in the PWS. The contractor shall account for the whereabouts of their personnel should this information be requested by the COR.

4. SECURITY/BASE FACILITY ACCESS

Subject to military security requirements, the U.S. government shall permit contractor personnel access at all times to perform system troubleshooting, repair and testing. The contractor shall submit at least 30 days in advance to the Director, Base Communications Office a list of personnel requiring access at each site during the performance of work. The list must be accompanied with documentation required by base security for entry to the base to include:

- Copy of ID card/Drive License
- Current Address
- Court House Penal Certificate two years validity
- Copy of company vehicle registration
- Vehicle year make and model
- Vehicle license Plate number
- Vehicle insurance company name and policy number
- Vehicle insurance expiration date

Base or facility passes and personal vehicle will be issued for 1 year. No permanent base passes will be issued. The work performed will be UNCLASSIFIED. The areas where the equipment is located may be classified in that case the contract personnel will be escorted to perform their duties.

5. CONTRACTOR QUALIFICATIONS

The contractor shall keep current all licenses, permissions and Government of Italy (GOI) approvals. The contractor shall possess host nation Nulla Osta Sicurezza (NOS) certification and provide all personnel, equipment, tools, materials, infrastructure, supervision and all other components necessary to

maintain, monitor, repair, replace and test the systems that are to be fully operational and integrated with U.S. Navy-provided communication equipment and systems to the standards detailed in this PWS.

6. SAFETY

The safety aspects shall include consideration for the safety of personnel during system/subsystem operation and maintenance and all other aspects of this PWS. The safety of the equipment shall not be compromised, nor shall hazardous conditions be created during equipment malfunction or failure. Adequate grounding, shielding, guards, safety interlocks and warnings in English and Italian languages for the protection of operator/maintenance personnel from electrical and mechanical hazards shall be used in operating and maintaining the equipment.

6.1 EMPLOYEE CONDUCT

Contractor's employees shall comply with all applicable Government regulations, policies and procedures including but not limited to fire, safety, sanitation, environmental protection, security, flag officer courtesy, "off limits" areas, wearing of parts of military uniforms, and possession of firearms when visiting or working at Government facilities.

7. NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT

The Contractor shall notify the COR via a Problem Notification Report (PNR) as soon as it becomes apparent to the Contractor, that a scheduled delivery will be late. The Contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The COR will review the new schedule and provide guidance to the Contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

8. INVOICES AND PAYMENT

The contractor's proposals, contract documentation and payments shall be made in Euros.

9. INSPECTIONS AND ACCEPTANCE CRITERIA

Inspection of all work performance, reports and other deliverables under this contract shall be performed by the COR. Additionally, acceptance of all work performance, reports and other deliverables under this contract shall be performed by the COR.

10. NCTS Sicily POC's:

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