

# **Performance Work Statement for MAINTENANCE & SERVICE CONTRACT FOR Expeditionary Warfare Training Group, Atlantic**

The contractor shall provide a one year service and maintenance contract, with four additional option years, for the main building's (Bldg. 3504) AV and associated equipment at Expeditionary Warfare Training Group, Atlantic (EWTGLANT). This will be a firm-fixed-price contract with monthly invoicing of a fixed amount. No task orders will be issued under this contract.

## **1) Preventative Maintenance**

Preventative maintenance of the equipment in building 3504, 1575 Gator Blvd, Virginia Beach, VA, will include site visits every two months and be completed by the first week of the second month (October 2015, December 2015, February 2016, April 2016, June 2016, August 2016). The following paragraphs address some of the maintenance needs.

In addition to regularly scheduled preventative maintenance, maintenance shall be performed as requested by EWTGLANT. Maintenance will sometimes require programming and installing new firmware, software, and/or patches. Equipment that falls under this contract includes any A/V and electronic equipment in classrooms, auditoriums, and the Joint Expeditionary Tactical Trainer (JETT). Updates and maintenance should be coordinated with EWTGLANT staff to prevent any course disruptions and to keep down time to a minimum.

Consumables, such as bulbs, filters, cables, fasteners, and nuts/bolts/screws, will be included in this contract. Consumables will be replaced when said equipment fails or reaches the 85-90% usage/end-of-life mark. These consumables will be ordered by the contractor and replaced on an as needed basis.

## **2) Coverage**

Once a service call is placed, the contractor will respond with phone support within four hours. If phone support does not resolve the issue, a technician will be scheduled for an onsite service call.

If an onsite service call is required, the technician will troubleshoot the system and make any necessary repairs. The repaired or replacement equipment will be re-installed at a time mutually agreed upon by the contractor and EWTGLANT. No Government Furnished Property will be provided to the contractor.

Coverage includes:

- A Help Desk to facilitate service calls, issues, and basic trouble shooting during normal working hours. Normal working hours are defined as 0730-1630, Monday through Friday, excluding Federal Holidays, as established by 5 U.S.C. 6103.
- Onsite support as needed.
- Dispatching of well trained and qualified technicians to address and trouble shoot, repair, or start processing repairs.

- Four hour call back maximum during working hours or within four hours of next working day.
- Onsite support if not handled with phone support.
- On site visits (6 per year) to do preventative maintenance and operational tests, which include: System testing, power up and down procedures, projection and lighting tests, audio, recording, source control, and room control.
- Documentation of all work performed will be provided to N4 and N6 Department Heads.
- All faulty equipment shall be documented and reported to appropriate personnel for immediate action.

### **3) Equipment**

EWTGLANT requires Audio Visual maintenance and support for ten standard classrooms, two auditoriums, and the Joint Expeditionary Tactical Trainer (JETT). Support includes troubleshooting, repairs, and replacement installation of A/V equipment that EWTGLANT uses for training, classroom instruction, and in support of exercises. EWTGLANT uses monitors, Extron controllers, projectors, interactive displays, conference phones, Video Teleconferencing (VTC) equipment, and peripheral devices. See attached Equipment List for detailed itemization with manufacturer name, equipment name, part number and quantity owned of all equipment covered by this contract.

Labor will NOT be charged to install replacement equipment. In addition, the price for the replacement equipment cannot be charged as part of the proposed contract, since replacement equipment will be purchased with separate purchase orders outside of the contract. However, the contractor for this requirement will suggest in writing the manufacturer name(s), model description(s), manufacturer's part number(s) and suggested price(s) for the replacement equipment within 72 hours of identifying a need for equipment replacement. The N6 Department Head of EWTGLANT will then evaluate the suggestions for replacement equipment and make a determination on how the command intends to proceed. If the replacement equipment with the suggested brand name, model description and part number is procured either from the subject contractor or another contractor through a separate purchase order outside of this contract, the selected contractor from this contract will be required to install that particular replacement equipment at no additional charge (under this contract) with no additional charges for programming or software updates.

### **4) Technical / Meeting Support**

Contractor will provide technical/meeting support during an event upon request. A minimum of forty-eight (48) hours advance notice is required for scheduling of the technician(s). The total number of such events shall not exceed 12 events during a particular base year and/or option year. No separate invoicing is permitted for event support.

### **5) Equipment Operations Training**

Contractor will provide training on audio/visual equipment as requested by EWTGLANT. Training on newly installed equipment will be provided at no separate

charge. A minimum of seventy-two (72) hours advance notice is required for scheduling of technician(s).

## **6) Education/Training Required**

Support personnel will consist of Audio Visual Subject Matter Experts (SMEs) with a minimum two years of experience capable of providing real-time technical assistance on all issues related to the operation and maintenance of standard classroom equipment. Any A/V related education or certifications is a plus.

## **7) Security Clearance**

Technicians that perform on-site work must have and maintain a SECRET security clearance. Most equipment relevant to this contract is located in secure and/or classified areas in which a minimum SECRET security clearance is required to allow for unescorted access. Technicians must currently possess and be able to maintain a SECRET security clearance for the duration of this contract. All technicians are subject to additional background screenings.

## **8) Terms & Conditions**

Vendor agrees to indemnify, defend, and hold the customer, its officers, directors, agents, employees, and other related parties harmless from and against any and all liabilities, damages, losses, expenses, claims, demands, suits, fines, or judgments that include reasonable attorney fees, costs, and expenses, incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any customer indemnity, by reason of any claim arising out of or relating to any act or error or omission, or misconduct of vendor, its officers, directors, agents, employees, or subcontractors.

Vendor shall not be separately reimbursed for any travel costs.

## **9) Period of Performance**

Base Year: September 28, 2015 to September 27, 2016  
Option Year I: September 28, 2016 to September 27, 2017  
Option Year II: September 28, 2017 to September 27, 2018  
Option Year III: September 28, 2018 to September 27, 2019  
Option Year IV: September 28, 2019 to September 27, 2020