

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE Y	PAGE OF PAGES 1 23
2. AMENDMENT/MODIFICATION NO. 0003	3. EFFECTIVE DATE 27-Jul-2016	4. REQUISITION/PURCHASE REQ. NO. N7024017RCNSCAT		5. PROJECT NO.(If applicable)
6. ISSUED BY NAVSUP FLC SAN DIEGO REGIONAL CONTRACTS (CODE 200) 3985 CUMMINGS ROAD BUILDING 116 - 3RD FLOOR SAN DIEGO CA 92136-4200	CODE N00244	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. N00244-16-R-0025	
		X	9B. DATED (SEE ITEM 11) 05-Jul-2016	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to add paragraph 5.6.2 and update paragraphs 5.8 and 5.12, and to remove the Santee, CA Naval Hospital Clinic from the Performance Work Statement.				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		TEL:	EMAIL:	
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED 27-Jul-2016

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

PERFORMANCE WORK STATEMENT

PERFORMANCE WORK STATEMENT

Maintenance for the Consolidated Area Telephone System (CATS)

Naval Computer and Telecommunications Station (NCTS)

San Diego, CA

Part 1

General Information

1. **GENERAL:** This is a non-personnel services contract to provide Maintenance for the Consolidated Area Telephone System (CATS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 **Description of Services/Introduction:** The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Maintenance for the Consolidated Area Telephone System as defined in this Performance Work Statement except for those items specified as Government furnished property and services. The contractor shall perform to the standards in this contract.

1.2 **Background:** Naval Supply Systems Command (NAVSUP) Fleet Logistics Center (FLC) San Diego proposes to enter into a combined Time and Materials (T&M) and Firm Fixed Price (FFP) Hybrid Contract for maintenance of Consolidated Area Telephone System (CATS) located at 21 locations throughout the San Diego area and Southern California. The services encompass maintenance and operational support for switch maintenance, maintenance of Navy-owned cable and infrastructure, installation of new cable, move, add and change requirements for Private Branch Exchange (PBX) and Local Exchange Carrier (LEC) dial tone services, extensions of LEC circuits and installation of on-base circuits. CATS maintenance serves to ensure critical telecommunications services are continuously available for approximately 120,000 users, 40,000 circuits, and 606 activities, including Commander Navy Region Southwest (CNRSW). Maintenance for CATS is a mission critical component in maintaining continuity of a stable and consistent telephonic communications service for all official and all Government-sponsored activities. Services are required for a one year base period and two one-year option periods. Contractor shall begin performance on October 1, 2016.

1.2.1 This contract requires services and capabilities that include but are not limited to: Enterprise wide switch maintenance for 18 switches, 12 voice mail systems, 1 conference bridge; 24/7/365 continuous remote monitoring from contractor Network Operations Center (NOC) site; Avaya certified technicians; voice and data service installations, disconnects, inside wiring, distribution cable, outside plant (OSP) cable maintenance, OSP engineering services and all moves, adds and changes; a Government Facilities Clearance, and sufficient Original Equipment Manufacturer (OEM) certified technicians with Secret Clearances. The requirement is to provide maintenance, operations, and installation of the Navy owned equipment and operational support at the following locations:

TABLE 1: LOCATIONS

Location Number	Description of Location	Attachment A Complex (CX) Number
1	Naval Auxiliary Landing Field San Clemente Island (NALF SCI), CA 90731	03
2	Naval Base San Diego/Naval Station (NAVSTA) 32nd Street, CA 92136	01
3	Broadway Complex (BDWY), CA 92132	06
4	Anti-Submarine Warfare (ASW)/Marine Corps Recruit Depot (MCRD), CA 92147	04
5	Naval Base Point Loma (PT LOMA), CA 92106	07
6	Naval Amphibious Base (NAB), CA 92155	00
7	Naval Medical Center San Diego (NMCSD), CA 92134	05
8	Naval Air Station North Island (NASNI), CA 92135	08
9	Naval Outlying Landing Field Imperial Beach (NOLF), CA 91932	22
10	Silver Strand Training Complex (SSTC), formerly known as the Naval Radio Receiving Facility (NNRF), CA 91932	Operational Support/ No Switch support
11	Naval and Marine Corps Reserve Center San Diego (N&MCRC), CA 92131	14
12	Old Town Complex (OTC), CA 92110	24
13	Naval Hospital Clinic located at 644 Maple St., Chula Vista, CA 91910	05
14	Naval Hospital Clinic located at 8808 Balboa Ave., San Diego, CA 92123	05
15	Naval Air Station Lemoore (NAS Lemoore), CA 93246	LM
16	Naval Base Ventura County (NBVC) Port Hueneme, CA 93043	VC
17	Naval Base Ventura County (NBVC) Point Mugu, CA 93042	VC
18	Naval Base Ventura County (NBVC) San Nicholas Island, CA	VC
19	Naval Weapons Station Seal Beach (NWS Seal Beach), CA 90740	SB
20	Naval Weapons Station Seal Beach Det Fallbrook, CA 92028	FB
21	Naval Air Facility El Centro (NAF El Centro), CA 92243	Operational Support/ No Switch support

1.2.2 Maintenance shall be provided 24 hours a day, 7 days a week, 365 days per year (24/7/365) for locations listed above on a Fixed Price (FP) or Time and Material (T&M) basis. All locations except for #10 and #22 require 24/7/365 monitoring via contractor NOC --including severity alarm codes (level of severity) and communication of

the alarm severity to Naval Computer and Telecommunications Station (NCTS) Base Communications Office (BCO). This level of work requires Platinum level Avaya certifications, technical personnel with a minimum security clearance level of SECRET (required for 30% of buildings), and a Facility Clearance with a minimum clearance level of SECRET.

1.2.3 Services include Monthly Maintenance Services (MMS) (fixed price by the month for all weeks and all months of the years) and other work. Other work is requested via Technical Direction Letters (TDLs). Other work consists of maintenance and repair services by task as well as work consisting of equipment, labor and material: other work is all work other than the MMS. Although some of the tasks covered under MMS and other work may be the same type work, other work is distinguishable because it is performed at locations not covered under MMS. The systems included in MMS are identified in the Exhibit Line Item Numbers (ELINS) spreadsheet under ELINs 0001, 0006, and 0011 (See Exhibit A for description of ELINS).

1.2.4 The NCTS BCO manages voice and data services for the enterprise wide Navy-owned equipment associated with San Diego CATS network. NCTS BCO San Diego is responsible for the day-to-day management, administration, operations and maintenance of base telecommunications facilities and services for the entire enterprise, which consists of the above listed locations.

1.2.5 The CATS network enterprise and Base Transceiver Station (BTS) provides connectivity to the Defense Switched Network (DSN) and the Networx contract long distance services. Local dial tone is provided by AT&T, the Local Exchange Carrier (LEC), for San Diego, NWS Seal Beach Detachment Fallbrook, NAF El Centro, and NAS Lemoore. Local dial tone is provided by Verizon, the LEC, for NWS Seal Beach NBVC Port Hueneme, Point Mugu and San Nicholas Island.

1.2.6 Monthly Maintenance Services (MMS) consists of preventive and remedial maintenance for locations shown in ELINs 0001, 0006, and 0011. MMS is fixed price by the month and includes all labor, supplies, equipment, and material necessary for preventive and remedial maintenance. Other work (not MMS) consists of standard maintenance tasks (SMT)--fixed price by the task; standard commercial material and equipment (SCME)—fixed price by the hour, Standard commercial services (Labor Hour [SCSS])—fixed price by the fully burdened hour, and material in support of standard commercial services (SCSM) paid at cost. The ELIN schedule provides unit prices--price per month, price per task, and price per hour. Materials ordered/provided under a Materials ELIN shall be invoiced in accordance with Federal Acquisition Regulation (FAR) 52.212-4 ALT I, Payments as set forth herein. The Government has set forth quantities and not-to-exceed (NTE) amounts in the ELIN schedule (Exhibit A).

1.3 Objective: Maintain the entire CATS system with limited down time.

1.4 Scope:

1.4.1 The scope of this contract includes maintenance and operational support for the San Diego CATS network, the BTS at NAS Lemoore, BTS at NWS Seal Beach, BTS at NWS Seal Beach Det. Fallbrook, and the BTS at NBVC Port Hueneme, BTS at NBVC Point Mugu and BTS at NBVC San Nicholas Island. 24/7 maintenance will be required for Naval Medical Center San Diego (NMCS D) switch and remote Extended Port Network (EPNs), NMCS D patient switch, Point Loma voice mail system, Fleet Logistics Center San Diego voice mail system, and NMCS D modular messaging system. Maintenance shall be provided to all others locations as requested by the Government via Job Statements of Work (JSOWs), and/or written or oral TDLs. Maintenance includes all switches; installations; disconnects; inside wiring; OSP and T1 engineering services; distribution cable; and all moves, adds and changes. The contractor shall respond accordingly, as requested by the Navy either via Technical Direction Letter or oral Technical Direction (in an emergency). Only the Contracting Officer's Representative (COR) or Assistant to COR (ACOR) is authorized to issue both written and oral TDLs. The Technical Assistant (TA)—if appointed by NCTS Commanding Officer or his/her designee is authorized to issue written Technical Direction Letters. All oral TDLs shall be followed up in writing within 2 working days in accordance with NMCARS 5252.242-9402. Government will issue Technical Direction Letters to the contractor's local San Diego office.

1.4.2 Maintenance and operational support shall be provided at the following locations: Naval Auxiliary Landing Field San Clemente Island (NALF SCI); Naval Station (NAVSTA) 32nd Street Complex; Broadway Complex; Anti-Submarine Warfare / Marine Corps Recruit Depot Complex (ASW / MCRD); Pt. Loma Complex; Naval Amphibious Base (NAB); Naval Hospital (NAVHOSP) San Diego; Naval Air Station North Island (NASNI); Naval Outlying Landing Field (NOLF) Imperial Beach; Silver Strand Training Complex (SSTC), formerly known as the Naval Radio Receiving Facility (NNRF); Naval and Marine Corps Reserve Center (N&MCRC) San Diego; Old Town Complex (OTC); and the Naval Hospital Clinics at 644 Maple St., Chula Vista, CA; 8808 Balboa Ave., San Diego, CA; NAS Lemoore, CA; NBVC Port Hueneme, Point Mugu and San Nicholas Island, CA; NWS Seal Beach, NWS Seal Beach Det. Fallbrook and Naval Air Facility El Centro.

1.4.3 Maintenance on the OSP is included in this contract. Coverage will extend from the Main Distributing Frame (MDF) binding post to the terminal binding post, up to the proctor. This includes aerial and underground drop wire, as well the service wire used for both the CATS and BTS system and the Government's residential service. The contractor shall provide qualified Outside Plant Technicians for OSP maintenance. Attachment C lists all San Diego cables covered under this contract with the exception of drop wires. The Navy does not maintain records for drop wires.

1.4.5 The contractor shall be knowledgeable in current communications technology and shall possess expertise sufficient to test and maintain equipment throughout the network enterprise, including but not limited to: all PBX, Voice Mail, cable, and transmission equipment [T1 repeater, Channel Service Unit (CSU) and Data Service Unit (DSU)] problems. Expertise shall extend to testing test tone and attenuation loss on individual cable pairs.

1.4.6 The Navy will issue TDLs for all services other than the monthly firm-fixed priced preventive maintenance, repair services, and/or monitoring services, as set forth in the ELINS and elsewhere in this RFP.

1.4.7 The contractor shall respond within 15 minutes during normal working hours and within 60 minutes outside of normal working hours to oral requests for emergency service if requested by the COR or Assistant Contracting Officer's Representative (ACOR).

1.4.8 The contractor shall not make any changes to any Technical Direction Letter without approval from the COR/ACOR or TA.

1.4.9 The contractor shall maintain work areas in a safe condition at all times and properly protect work areas from accidents by workers or other personnel in the space and post warnings of hazards caused by the work. The contractor shall cleanup after each day's work, remove and properly dispose of all debris associated with any maintenance, moves-adds-changes or any other service performed for the Government under this contract.

1.5 Period of Performance: The period of performance shall be for one , 12-month Base Year and two 12-month option years. The Period of Performance reads as follows:

Base Year	October 1, 2016
Option Year I	October 1, 2017
Option Year II	October 1, 2018

1.6 General Information

1.6.1 This Performance Work Statement (PWS) identifies the requirements for the maintenance, operations, and installation of the Navy owned equipment, including Outside Plant Cable (OSP) associated with the Consolidated Area Telephone System (CATS). Maintenance of these systems is critical in providing telephonic communications services to all Navy users on the network and covered under this contract. OSP is defined as all communication cables used for CATS service, which are attached to and leave from a Main Distributing Frame (MDF) and terminate at a building, pole, or manhole terminal. Coverage will extend from MDF binding post to the terminal binding post, and up to the proctor. This includes aerial and underground drop wire, as well the service wire

used for both the CATS network and the Government's residential service. The contractor shall provide qualified technicians for OSP maintenance. The Cable List (Attachment C) identifies all San Diego cables covered under this contract; however, it does not include an inventory of drop wires covered under this contract as they are too numerous to list. The Navy does not maintain records for drop wires.

1.6.2 ELINS. Exhibit Line Items (ELINS). The ELIN schedule separately lists both the MMS and other services required under this contract. The ELIN schedule, Exhibit 1, clearly shows ELINs, Units, Unit prices, and Government provided quantities for both fixed price and time & materials items. ELINs for materials identify a not-to-exceed amount provided by the Government. Material items are those items necessary to support the CATS network but not included in other ELINs. Spec Items provide a description of the work in Tables 2 and 3.

1.6.3 The contractor shall not disclose, or allow any employee, subcontractor, or vendor to disclose, data or information relating to the Government's CATS network (including the BTS at NAS Lemoore and NBVC Port Hueneme, Point Mugu and San Nicholas Island, NWS Seal Beach, NWS Seal Beach Det. Fallbrook and Naval Air Facility El Centro) to any other party. Billing or information associated with the CATS network covered under this contract (for all locations, including the BTS at NAS Lemoore and NBVC Port Hueneme, Point Mugu and San Nicholas Island, NWS Seal Beach, NWS Seal Beach Det. Fallbrook and NAF El Centro) is intended solely for the use of parties who provide maintenance and operational support to NCTS San Diego. Contractor shall follow Secret level security regulations, precautions and procedures. Proprietary information may not be used, reported, or disclosed to any other parties without the expressed written permission of NCTS San Diego.

1.6.4 Hours of Operation: The contractor is responsible for conducting business, between the hours of 7:00 A.M. and 3:30 P.M. local time, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price monthly services (MMS), the contractor will not be reimbursed when the Government facility is closed for the above reasons unless specified otherwise on TDLs or in the Performance Work Statement, for example services are required 24/7 or 24/7/365. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.6.4.1 Recognized Holidays:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.6.5 Place of Performance: The work to be performed under this contract will be performed at locations specified in Table 1.

1.6.6 Type of Contract: The Government will award a Commercial hybrid Firm Fixed Price and Time and Materials contract.

1.6.7 Security Requirements: Contractor personnel performing work under this contract must have a Secret Level Facilities Clearance and must maintain the level of security required for the life of the contract. The security requirements are in accordance with the attached DD254 Department of Defense Contract Security Requirement List (Attachment J).

1.6.7.1 PHYSICAL Security: The contractor shall be responsible for safeguarding all Government equipment, information and property provided for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.6.7.2 Key Control. The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

1.6.7.2.1. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

1.6.7.2.2. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.7.3 Lock Combinations. Where applicable, the Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.6.7.4 No Disclosure. The contractor shall not disclose, or allow any employee, subcontractor or vendor to disclose, data or information relating to the Government's CATS network (including the BTS at NAS Lemoore and NBVC Port Hueneme, Point Mugu and San Nicholas Island, NWS Seal Beach, NWS Seal Beach Det. Fallbrook and Naval Air Facility El Centro) to any other party. Billing or information associated with the CATS network covered under this contract (for all locations, including the BTS at NAS Lemoore and NBVC Port Hueneme, Point Mugu and San Nicholas Island, NWS Seal Beach, NWS Seal Beach Det. Fallbrook and NAF El Centro) is intended solely for the use of parties who provide maintenance and operational support to NCTS San Diego. Contractor shall follow Secret level security regulations, precautions and procedures. Proprietary information may not be used, reported, or disclosed to any other parties without the expressed written permission of NCTS San Diego.

1.6.8 Special Qualifications: Avaya and other OEM Certifications are required, e.g. see Spec Item Table 3

1.6.9 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the Government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.6.10 Contracting Officer Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications

with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.11 Contract Manager: The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate (who shall act for the contractor when the manager is absent) shall be designated in writing to the contracting officer [see Exhibit 4 Deliverables for Point of Contact (POC) document]. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between 7:00 A.M. and 3:30 P.M. Monday thru Friday except Federal holidays or when the Government facility is closed for administrative reasons.

1.6.12 Identification of Contractor Employees: All contract personnel are required to wear identification and to identify themselves as contractors to avoid being mistaken as Government employees. Contractor shall ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.13 Contractor POC/Contact Information. The contractor shall provide the COR with a list of contractor POCs. The list of POCs shall include: 24/7 contact information, cell number, office number, office address, fax number, email address, clearance level, and OEM certifications for all contract team representatives. This shall be on an excel spreadsheet by location. The contractor shall identify personnel designated for day-to-day operations. The contractor shall provide a telephone number with 24/7 access for afterhours repair or emergency service requests.

1.6.14 Transition Or Phase In /Phase Out Period. To minimize any decreases in productivity and to prevent possible negative impacts on services, the Contractor shall have personnel on board, meeting all the requirements of this Performance Work Statement by day one of the performance period. The contractor shall also prepare Transition Plan which will be reviewed and approved by the KO and COR. The Transition Plan shall address the phase-in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date and the Transition Plan shall address the phase-out period.

1.6.15 Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. The contractor's Quality Control Plan (QCP) shall include specifics by location. Within 10 days of award, the comprehensive written QCP shall be submitted to the Contracting Officer (KO) and the Contracting Officer's Representative (COR); thereafter, changes to the QCP shall be submitted within 5 days of the change or planned change. After acceptance of the QCP the contractor shall receive the KO's acceptance in writing of any proposed change to his quality control system.

1.6.16 Quality Assurance: The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (Attachment G). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

PART 2 DEFINITIONS & ACRONYMS

2.0 DEFINITIONS AND ACRONYMS

2.1 Definitions:

ADD (INSTALL): Installation of dial tone service on the customer's premises. The work shall include all functions necessary to make the subscriber's telephone equipment operational with the system features and capabilities ordered by the Government.

CONTRACTOR: A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

CONTRACTING OFFICER: A person with authority to enter into, administer, or terminate contracts on behalf of the Government. Note: The only individual who can legally bind the Government.

CONTRACTING OFFICER'S REPRESENTATIVE (COR): An employee of the U.S. Government appointed by the contracting officer to administer the contract. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

DADMIN: The login for use by Avaya Business Partners performing administration or maintenance on the customer site, either from the console or from another computer on the customer's LAN.

DEFECTIVE SERVICE: A service output that does not meet the standard of performance associated with the Performance Work Statement.

DELIVERABLE: Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

DISCONNECT: The removal of service. This includes all cross-connects between the service jack and the PBX or LEC F1 and applies to dial tone services and circuits.

ELIN: Exhibit Line Item Number. Used in this contract for pricing work elements for all periods of performance. ELINs consist of a 4 digit number plus two letters. Each performance period has unique ELIN numbers, e.g. the base period ELIN numbers are 0001 to 0005, option 1 ELINs are 0006 to 0010; option year 2 ELINs are 0011 to 0015. The numbers are followed by two letters. The first letter represents the period of performance, e.g. A = base year, B=option year 1, and C=option year 2. The second letter identifies specific services/locations, etc. so that 0004AA, 0009AA, and 0014AA are all ELINs for 1 Ton Gang Truck, but represent different periods of performance (0004AA base period, 0009AA option 1, and 0014AA for option 2, respectively). ELINs are used for pricing and identifying tasks on TDLs.

INSTALLATION: Installation is the initial setting in place and connecting of telecommunications equipment, cabling, or cable cross connects between the PBX or the LEC F1 and the customer jack.

LABOR HOUR: See FAR 52.212-4 fully burdened labor hour by labor category

MATERIAL: The contractor shall provide a staging area for all materials ordered. The Navy has provided an itemized deliverable for ordering infrastructure material.

MONTHLY MAINTENANCE SERVICES (MMS): Services, by location and system, that are paid monthly on a fixed-price basis. The services include, but are not limited to: monitoring, preventive maintenance, right-to-use licenses, technician services and administration, and comprehensive repairs/replacement parts. See Table 2 for Spec Item Numbers.

MOVE: A transfer of dial tone service from one connecting block to another within the same building, including re-termination of the connecting cable or rearrangement of the associated wiring in the equipment cabinet.

NORMAL OPERATING CONDITIONS: Not under major disaster

OPERATIONAL SUPPORT: The term “operational support” does not define any specific service but rather refers to the services other than MMS.

OTHER DIRECT COSTS (ODCs): ODCS include (for example) incidental services for which there is not a labor category specified in the contract, travel, computer usage charges, etc.

****Note, reimbursement for ODCs will not be provided under this contract. “None” is written in the contract clause FAR 52.212-4, Alternate I, (i) (1)(ii)(D)(1),(2) Commercial T&M/LH Contracts.**

OUTSIDE PLANT (OSP) CABLE: All communication cables used for telecommunications service that are attached to, and leave from, a Main Distribution Frame (MDF) and terminate at a building, pole or manhole terminal. Coverage shall extend from MDF Binding Post to Terminal Binding Post. Also included are Aerial and Underground Drop Wire and Service Wire that are used for telecommunications service. OSP maintenance does not include poles or house cables that extend beyond the terminal binding post.

PHYSICAL SECURITY: Actions that prevent the loss or damage of Government property.

QUALITY ASSURANCE: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

QUALITY CONTROL: All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

PREVENTIVE MAINTENANCE: Providing inspections, detection, and correction of incipient failures either before they occur or before they develop into major outages.

RECORDS: The contractor shall keep a copy of all Technical Direction Letters and scheduled maintenance performed during the duration of this contract and shall provide copies when requested by the Navy.

REMEDIAL MAINTENANCE: Maintenance and repair performed as required following equipment failure to bring service or equipment back to full functionality. The care and servicing for the purpose of maintaining equipment and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.

REMOTE MONITORING – 24-hour monitoring and management of major and minor system alarms. Maintenance that is performed after a fault, in hardware or software, has been found, in order to correct that fault.

REUSE WIRE: The installation of service from the PBX or LEC F1 to the customer jack utilizing existing wire and jack. This includes all cross-connects required to provide service.

SPEC ITEM: Spec Items provide a description of the work requirements that correlate to ELINs regardless of performance period. See Spec Item Table for the relationship between ELINs and Spec Item numbers.

STANDARDS: All work on this CONTRACT shall be in compliance with OSHA, NEC, and Contractor’s standards.

“SOLD-TO NUMBER”: Sold-to numbers are shown on Attachment A for all switches. Sold-to numbers are used to request related information, parts, maintenance schedules, etc. A "Sold To" or Functional Location, refers to an Avaya account number for a specific customer location.

SUBCONTRACTOR: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

TECHNICAL DIRECTION LETTERS: Technical direction or clarification concerning the details of specific tasks set forth in the contract are given through issuance of Technical Direction Letters (TDLs) from the Contracting Officer's Representative (COR) or the COR's Technical Assistant (TA). See Clause 5252.242-9402 TECHNICAL DIRECTION (Jan 1992)

24/7/365: 24 hours a day, 7 days a week and 365 days per year

WIRE RUN: The installation of service from the PBX or LEC F1 to the customer jack. This includes all cross-connects required to provide service, wire and jack.

PART 3 GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

Not applicable

PART 4 CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform MMS work under this contract.

4.2 Secret Facility Clearance: The contractor shall possess and maintain a SECRET facility clearance from the Defense Security Service. The Contractor's employees, performing work in support of this contract shall have been granted a SECRET security clearance from the Defense Industrial Security Clearance Office. The DD 254 is provided as Attachment J.

4.3. Materials. The Contractor shall provide all materials, equipment, supplies, etc for the MMS. Other than MMS, Materials will be identified on the Job Statement of Work (JSOW), Job Proposal (JPROP), and TDLs.

PART 5 SPECIFIC TASKS

5.1 The contractor provided services shall include, but are not limited to: switch maintenance; maintenance of Navy-owned cable and infrastructure; installation of new cable; move, add and change requirements for PBX and LEC dial tone services; and extensions of LEC circuits and installation of on-base circuits.

5.2 In addition to maintaining the cable infrastructure, the contractor shall provide new cable installations, including necessary engineering, outside plant work, Computer-Aided Design (CAD) drawings, schematics, and other cable associated infrastructure. Specifications will be described via detailed JSOWs. The contractor shall respond to JSOWs (given in writing or orally) with a detailed Job Proposal (JPROP) including the statement of work and price breakdown – which shall include pricing showing labor categories and hours (as defined in the ELINS) and material costs. Any replacement parts for the switching systems (not covered under maintenance identified elsewhere in this

contract) shall be included in the JSOW and JPROP. JSOW/JPROP process will result in the issuance of a TDL which will provide a final description of the work required.

5.2.1 All work identified and quantified via priced task [spec items 201 through 207, (e.g. MOVE/ADD/CHANGE) may be ordered by the Government via TDL without first issuing a JSOW.

5.2.2 In an emergency or in urgent situations, the COR or ACOR (hereinafter the use of 'COR' means 'COR or ACOR' unless specifically stated otherwise) may request work orally via JSOW or TDL and shall follow up in writing within 2 days.

5.2.3 When required in JSOW or TDL, Government approved final CAD drawings shall be submitted upon completion of all cable installations.

5.3 The Government will not furnish any facilities, outside storage area for outside plant tooling and material, or provide any local travel vehicles for use by the contractor. The contractor shall provide all vehicles, tools, and test equipment required in performance of this contract and shall be responsible to obtain the proper licensure, documentation and insurance necessary for Government, State, and local requirements for work on a Government Installation (including transportation to/from Government location) for all vehicles, equipment, materials, hot work, etc.

5.4 The contractor shall maintain a crash kit in San Diego, NAS Lemoore and Naval Base Ventura County (NBVC) for critical switch components. The contractor shall provide crash kits; ensure the crash kits are operational at all times; and ensure the crash kits are in continuing compliance with current standards throughout the life of the contract.

5.5 Remote alarm monitoring from contractor NOC, testing and diagnostics shall be performed for all systems shown in Attachment A. Spec item 102.

5.6 Spec Items provide a description of the work requirements that correlate to ELINs regardless of performance period. Services provided on a monthly basis, Monthly Maintenance Services (MMS), correlate to Spec items 000 through 099, and are performed by contractor in accordance with the contract without further direction from the COR. Services for Standard Commercial Maintenance Tasks (SMT) correlate to Spec items 100-199, and are requested via written JSOW or oral TDL. JSOWs and resulting TDLs will specify material and equipment for use in switch maintenance; maintenance of Navy-owned cable and infrastructure; installation of new cable; move, add and change requirements for PBX and LEC dial tone services; extension of LEC circuits; installation of on-base circuits, etc. Material will be specified to the extent known. Contractor shall identify different or additional material to the COR or TA as soon as it is identified (via JPROP or orally if TDL already issued). The contractor shall ensure the COR and TA are apprised of the amount of work (labor hours and subcontracts) and specific material as soon as known if different from that identified in the TDL. The COR or TA will then modify the TDL to reflect approved changes.

5.6.1 The contractor shall not cancel any Technical Direction Letter without notifying the Navy. The contractor shall not charge the Navy for any cancelled Technical Direction Letters. The contractor shall provide the Navy with a list of all closed Technical Direction Letters on a weekly basis.

5.6.2 Funding shall be available prior to any work performed by the contractor as a result of a TDL. All completed TDLs shall be billed on a monthly basis following reconciliation with the Navy. The contractor shall provide an excel spreadsheet (Attachment F) listing all completed work with ELINs, quantities, TDL number, completion dates and work totals to the Navy prior to invoicing. The Navy shall have 2 weeks to validate and verify all charges prior to invoicing via Wide Area Work Flow (WAWF).

TABLE 2: ELIN/SPEC ITEM Correlation

ELIN NUMBERS	ELIN CATEGORY See ELIN Schedule, Exhibit 1	SPEC ITEM NUMBERS See Table 3
0001 0006 0011	MONTHLY MAINTENANCE SERVICES (MMS)	100-199
0002 0007 0012	STANDARD COMMERCIAL MAINTENANCE TASKS (SMT) FOR TELEPHONIC SYSTEM MAINTENANCE	200-299
0003 0008 0013	STANDARD COMMERCIAL SERVICES FOR TELEPHONIC SYSTEM MAINTENANCE -- [T&M SERVICES (SCSS)]	300-399
0004 0009 0014	STANDARD COMMERCIAL MATERIAL AND EQUIPMENT FOR TELEPHONIC SYSTEM MAINTENANCE [Fixed Price by the Hour including operator (SCME)]	400-499
0005 0010 0015	MATERIAL IN SUPPORT OF STANDARD COMMERCIAL EQUIPMENT AND SERVICES FOR TELEPHONIC SYSTEM MAINTENANCE -- [T&M MATERIAL (SCSM)]	500-599

** NOTE: ELIN numbers consist of a 4 digit number plus two letters. ELINs are used for pricing and identifying tasks on TDLs. See DEFINITIONS and Table 3, SPEC ITEMS.

5.7 Contractor shall provide full-time on-site qualified, certified, dedicated technicians. Dedicated technicians shall be OEM trained and certified to support digital switching systems requirements. Dedicated certified technicians shall have demonstrated experience in the operation, installation, maintenance, and repair of enterprise level telecommunications network systems and equipment. Dedicated technicians shall independently perform difficult and complex installation of software and hardware, conduct site surveys, maintenance, diagnoses, and repair of a variety of telecommunications equipment. The dedicated technician shall perform Monday through Friday 7 AM to 3:30 PM (or as otherwise defined in a TDL) as detailed in this PWS and in TDLs. A Secret Clearance is required. Spec items 109-112.

5.8 Contractor shall provide two full-time on-site qualified network administrators/engineers with Cyber Security Work Force (CSWF) IAT Level II certification, CompTIA Security+ certification, and a Computing Environment (CE) certificate, such as a Microsoft OS MCSE/MCSA or a LINUX certification, Microsoft Server 2003/2008, SQL server 2005 and CISCO Routers experience required. Proof of certification shall be provided to the government upon request. Secret clearance required (See Table 3, SPEC ITEM 112).

5.9 The contractor is required to install Product Correction Notices, software and firmware updates required to maintain system operation. The contractor's obligation is limited to those Product Correction Notices, software updates that have been approved through the Government's Joint Interoperability Test Center certification process.

5.10 Maintenance is not authorized for existing telephone sets; the Government will obtain replacement sets.

5.11 The contractor shall not provide refurbished products unless contractor identifies specific products (e.g. in the JPROP) as being no longer supported or manufactured by the original equipment manufacturer (OEM).

5.12 The contractor shall provide and maintain Avaya's Maintenance Software Permissions (MSPs) and Avaya's proprietary Right-to-Use (RTU) maintenance software for the entire duration of the contract. Maintenance Software

Permissions (MSPs) are the intellectual property of the Avaya OEM. MSPs are required in the day-to-day operation and support of the systems included in this solicitation. Therefore, the contractor shall provide legal access to the MSPs (Partner Support Services (PSS) or Support Advantage (SA)) for the systems included in this solicitation and resultant contract for the contractor and for the Government.

5.13 MAINTENANCE

5.13.1 MONTHLY MAINTENANCE SERVICE (MMS) includes Right to Use (RTU) licenses (Spec Item 101), NOC monitoring (Spec Item 102) and preventive and remedial maintenance for systems identified CLINs 0001, 0006, and 0011.

5.13.2 The contractor shall provide preventive and remedial maintenance required by products when under normal operating conditions. Replacement components shall be included in this coverage. The contractor shall maintain a crash kit in San Diego, NAS Lemoore and NBVC for critical switch components. All other components shall be available via overnight delivery. See definitions in section 2.1 for preventive and remedial maintenance descriptions.

5.13.3 SCHEDULEING OF MAINTENANCE:

5.13.3.1 The contractor shall perform normal demand maintenance work between 7:00 a.m. and 3:30 p.m. (Pacific Time Zone), Monday through Friday, excluding Federal holidays. If the Government requires the contractor to perform work outside of the indicated hours, and the work is not a major outage, the hourly incremental overtime rates of one and one-half times shall apply. Work outside of indicated hours shall be approved by the COR prior to the start of the work and billed separately under the Premium ELIN.

5.13.3.2 Emergency maintenance shall be performed twenty-four hours a day, 7 days a week.

5.13.4 The contractor shall back-up system data for all the switching systems covered under maintenance to a removable storage device and stored at an offsite location.

5.13.5 A list of all installed San Diego circuit packs is included in Attachment D. San Diego Switch hardware layouts are included in Attachment E.

5.14 TECHNICAL DIRECTION LETTERS. The Government will issue Technical Direction Letters to the contractor's local San Diego office via fax or email, or in an emergency, via telephone. The Government will provide the contractor with a list of personnel authorized to report trouble repair requests to the contractor. The contractor shall repair all reported troubles within 2 business days unless requested, by the Government, to do so earlier. The contractor shall identify any charges for expedited repairs. Upon resolution of the trouble repair, the contractor shall submit an itemized report to the Government POC detailing the actions taken to resolve the trouble. The contractor shall provide the COR with a list of all closed Trouble Repairs on a daily basis.

5.15 The contractor shall replace and repair wires, circuits, equipment, or other Government property when pulled down, lost, or damaged by the contractor, at no additional cost to the Government.

5.16 OUTSIDE PLANT (OSP) CABLE –

5.16.1 Building outages: the contractor shall allow one Trouble Repair Ticket per building. The contractor shall receive, analyze, and dispatch cable trouble for repair. The contractor shall dispatch maintenance technicians on all legitimate trouble reports. Upon receipt of a Technical Direction Letter, the contractor shall advise the Government POC within 4 business hours, of their estimated onsite time. Under no circumstances shall the onsite response time be greater than 2 business days. Once on site, the contractor shall provide the COR or TA with an estimated cost to restore service within 8 hours.

5.16.2 Cable Jobs: Upon receipt of a TDL from the Navy for a cable job, the material shall be ordered. The contractor shall notify the Navy of the expected Material on Job (MOJ) date and the anticipated start of cable job.

5.16.3 In the event the contractor identifies that a section of cable is required to be replaced, the contractor shall provide the COR a list of the working services in the cable and estimated down time to complete the replacement. The contractor shall coordinate replacement activities with the Government POC.

5.17 The contractor shall notify the Navy within 3 days if circumstances preclude them from meeting the completion date identified in the JPROP or TDL (e.g. extensive engineering involved, environmental impact). Where the stated date cannot be met, the contractor shall provide within 3 days, a 30% Rough Order of Magnitude (ROM) quote and commit to a firm quote date which is mutually agreeable to both the Government and the contractor. Where field surveys or manhole details are needed, a contractor detailer shall be dispatched. The contractor shall provide the COR with one copy of the Redline Drawing and a quote on completing the project. When trenching or boring is required for cable installation/replacement, the contractor shall be responsible for underground location detection of existing utilities, including coordination with base facilities personnel. When the project is completed, the contractor shall post it on a permanent cable record.

5.18 MOVES, ADDS, AND CHANGES (MAC)

5.18.1 The COR will schedule MACs between 7:30 a.m. and 3.30 p.m., Monday through Friday, excluding Government holidays. However, the Government may also require contractor to perform MACs outside of the normal working hours.

5.18.2 In the event wires, circuits, equipment, or other Government property is pulled down or damaged by the contractor, the contractor shall be responsible for repairs or replacements at no additional cost to the Government.

5.18.3 The contract shall ensure that the Navy has direct contact with the contractor during performance of work. The contractor shall provide a list of telephone numbers where technicians can be contacted. The contractor shall contact the Navy for any software changes that need to be implemented. Technicians are not to make any changes in the switch. The contractor shall provide the Navy with all cable changes made on all TDLs on a weekly basis.

5.19 The contractor shall provide administrative support. The Navy shall have 24/7/365 access via cell phone to a locally based Dedicated Field Service Manager here in San Diego. The Navy will need this person to be able to be on site within the hour to ascertain any situation that may arise immediately. This person shall be there to support any planning, systems installs, additions, moves, upgrades and preventative maintenance that may be needed. This person will also be in daily contact with the Navy to confirm all jobs are being met.

5.20 **INSTALLATION:** Implementations of these activities are scheduled between 7:00 a.m. and 3:30 p.m., Monday through Friday, excluding Government holidays. Spec items 201-206. The following required time-frames apply for installations:

Number of Stations Ordered on TDL	Completion time requirement
1 – 2 Stations	5 Days
3 – 5 Stations	8 Days
6 – 10 Stations	10 Days
1 Circuit	5 Days
Trouble Repair	Within 2 business days

** For installation of more than 10 Stations, delivery/completion time requirements will be negotiated per request.

5.20.1 The above required time frames are based on NORMAL workloads and subject to change based on workload conditions. Requests for service in less than the above stated timeframes may carry a premium charge if overtime is required to meet the requested service date.

5.20.2 Installation activities outside the normal business hours at the Navy's request may be subject to premium charges if overtime is required to comply with the request only as authorized in advance by the COR.

TABLE 3

FY2017 CATS SAN DIEGO MAINTENANCE CONTRACT		
SPEC ITEM	ELIN NAME	PERFORMANCE REQUIREMENTS
100	MONTHLY MAINTENANCE SERVICES (MMS)	
101	Maintain AVAYA's proprietary right to use (RTU) Software	<p>Contractor obtains, provides, and maintains RTU licenses for the contractor and the Government starting on the first day of contract performance, remaining intact and in force throughout the life of this contract for all systems shown on Attachment A even as systems may be added or deleted during the life of the contract.</p> <p>Avaya's Maintenance Software Permissions (MSPs), Avaya's proprietary Right-to-Use (RTU) maintenance software, gives the customer the maintenance capabilities they need to respond to some alarms, and aids in trouble isolation procedures. Authorized Partners, through the use of the DADMIN login, maintain customer's switches and respond to customers' troubles.</p>
102	24/7 REMOTE ALARM MONITORING (Contractor NOC)	<p>24/7/365 monitoring and management of system alarms. All locations except for #10 and #22 (see Table 1) are monitored 24/7/365 via contractor NOC --including severity alarm codes (level of severity). Major alarms are reported within 15 minutes to Government POC during normal working hours, and within 60 minutes during non-working hours. Report submitted to Government representative includes outage details, cause, and corrective actions taken/needed to be taken to resolve the problem, including status updates of problem resolution.</p>
103	MAINTAIN G3 DEFINITY SWITCH at NAVAL HOSPITAL [INCLUDING REMOTE EPN'S AT CLAIREMONT (neighborhood of San Diego) and CHULA VISTA]	<p>The contractor shall provide maintenance service that includes preventive maintenance and remedial maintenance required by system when under normal operating conditions 24/7/365. Includes all effort needed to maintain the system including parts, material, labor, etc.</p>
104	MAINTAIN NAVHOSP PATIENT SWITCH at Naval Hospital	<p>The contractor shall provide maintenance service that includes preventive maintenance and remedial maintenance required by system when under normal operating conditions 24/7/365. Includes all effort needed to maintain the system including parts, material, labor, etc</p>
105	MAINTAIN VOICE MAIL SYSTEM at Naval Medical Center San Diego Modular Messaging System	<p>The contractor shall provide maintenance service that includes preventive maintenance and remedial maintenance required by system when under normal operating conditions 24/7/365. Includes all effort needed to maintain the system including parts, material, labor, etc</p>

106	MAINTAIN INTUITY VOICE MAIL SYSTEM at SPA Intuity Voice Mail (OTC)	The contractor shall provide maintenance service that includes preventive maintenance and remedial maintenance required by system when under normal operating conditions 24/7/365. Includes all effort needed to maintain the system including parts, material, labor, etc
107	MAINTAIN INTUITY VOICE MAIL SYSTEM at SPAWAR Point Loma	The contractor shall provide maintenance service that includes preventive maintenance and remedial maintenance required by system when under normal operating conditions 24/7/365. Includes all effort needed to maintain the system including parts, material, labor, etc
108	NCTS DEDICATED TECHNICIAN SERVICES	<p>Two dedicated NCTS technicians independently perform difficult and complex tasks including: installations of software and hardware; conducting site surveys; performing maintenance, diagnoses, and repair of telecommunications equipment. Dedicated NCTS technicians work in secure spaces.</p> <p>In addition to regularly scheduled work, dedicated NCTS technicians respond to and complete work requests within normal working hours, and is on site for work requests within 60 minutes of notification.</p> <p>Secret Clearance Required</p> <p>OEM trained/certified for telecommunications network systems equipment. Services are performed at a specific location. Holds Secret Clearance. Demonstrated experience in: independently performing operation/installation/repair/maintenance/ troubleshooting/etc. for digital switching systems (AVAYA telecommunications network systems equipment and other Government owned equipment shown in Attachment A).</p> <p>7:00 AM TO 3:30 PM, MONDAY THROUGH FRIDAY, EVERY WEEK OF THE YEAR</p>
109	PT LOMA DEDICATED TECHNICIAN SERVICES	<p>One dedicated Pt Loma technician independently performs difficult and complex tasks including: installations of software and hardware; conducting site surveys; performance of maintenance, diagnoses, and repair of a variety of telecommunications equipment including digital switching systems; monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.</p> <p>The dedicated Pt Loma technician shall be on site within 60 minutes of notification and shall immediately assess the problem. The dedicated Pt Loma technician provides and supports planning; systems installs; additions; moves; upgrades; and preventative & remedial maintenance. The dedicated Pt Loma technician ensures all jobs are on schedule and completed, and communicates the status of all jobs on a daily basis to the COR. See the PWS and attachments.</p>

		<p>Secret clearance required.</p> <p>OEM trained/certified for telecommunications network systems equipment. Services are performed at a specific location. Holds Secret Clearance. Demonstrated experience in: independently performing operation/installation/repair/maintenance/ troubleshooting/etc. for digital switching systems (AVAYA telecommunications network systems equipment and other Government owned equipment shown in Attachment A).</p> <p>7:00 AM TO 3:30 PM, MONDAY THROUGH FRIDAY, EVERY WEEK OF THE YEAR</p>
110	OTC DEDICATED TECHNICIAN SERVICES	<p>One dedicated OTC technician independently perform difficult and complex installations of software and hardware, conduct site surveys, maintenance, diagnoses, and repair of a variety of telecommunications equipment including digital switching systems; monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.</p> <p>The technician shall be on site within 60 minutes of notification and shall immediately assess the problem. Provides and supports planning, systems installs, additions, moves, upgrades and preventative & remedial maintenance that may be needed. Ensures all jobs are on schedule and completed and shall communicate the status of all jobs on a daily basis with the COR. Also see the PWS and all the attachments.</p> <p>Secret clearance required.</p> <p>OEM trained/certified for telecommunications network systems equipment. Services are performed at a specific location. Holds Secret Clearance. Demonstrated experience in: independently performing operation/installation/repair/maintenance/ troubleshooting/etc. for digital switching systems (AVAYA telecommunications network systems equipment and other Government owned equipment shown in Attachment A).</p> <p>7:00 AM TO 3:30 PM, MONDAY THROUGH FRIDAY, EVERY WEEK OF THE YEAR</p>
111	NAVHOSP SWITCH DEDICATED TECHNICIAN SERVICES	<p>Two dedicated NAVHOSP Switch technicians independently perform difficult and complex installations of software and hardware, conduct site surveys, maintenance, diagnoses, and repair of a variety of telecommunications equipment including digital switching systems; monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated</p>

		<p>hardware.</p> <p>The technician shall be on site within 60 minutes of notification and shall immediately assess the problem. Provides and supports planning, systems installs, additions, moves, upgrades and preventative & remedial maintenance that may be needed. Ensures all jobs are on schedule and completed and shall communicate the status of all jobs on a daily basis with the COR. Also see the PWS and all the attachments.</p> <p>Secret clearance required.</p> <p>OEM trained/certified for telecommunications network systems equipment. Services are performed at a specific location. Holds Secret Clearance. Demonstrated experience in: independently performing operation/installation/repair/maintenance/ troubleshooting/etc. for digital switching systems (AVAYA telecommunications network systems equipment and other Government owned equipment shown in Attachment A).</p> <p>7:00 AM TO 3:30 PM, MONDAY THROUGH FRIDAY, EVERY WEEK OF THE YEAR</p>
<p>112</p>	<p>NCTS DEDICATED NETWORK ADMINISTRATION</p>	<p>Two dedicated NCTS Network Administrators full-time, on-site qualified network administrators/ engineers design and implement system software to perform at maximum effectiveness. The Software Specialist is the liaison between the contractor and the client to achieve a sound and solid software database. Also see the PWS and all the attachments.</p> <p>Secret clearance required.</p> <p>OEM Certified Software Specialist or OEM Certified Software Engineer. Holds Secret Clearance. Demonstrated experience in: independently performing system designs; implementing system software to ensure system performs with maximum effectiveness; working within secure facilities, liaising between contractor, software licensor, software licensee and customer in order to achieve a valid, sound, and fully functioning solid-software database.</p> <p>Certified to design and implement the system software (AVAYA and other systems identified in attachments) to perform with maximum effectiveness. Ensures a sound and solid software database is achieved and maintained.</p> <p>7:00 AM TO 3:30 PM, MONDAY THROUGH FRIDAY, EVERY WEEK OF THE YEAR</p>
<p>200</p>	<p>STANDARD COMMERCIAL MAINTENCE TASKS (SMT) FOR TELEPHONIC SYSTEM MAINTENANCE</p>	

201	DISCONNECT	Remove service from the PBX or LEC F1 to the service jack. Include PBX analog and digital lines, 1MB lines, ISDN lines, residential lines, 2-wire and 4-wire circuits (on-base and off-base circuits). Include the removal of all cross-connects between the PBX or LEC F1 to the service jack. One unit per PBX line, 1MB line, ISDN line, residential line or circuit.
202	CHANGE SET TO DIFFERENT TYPE (PROVIDED BY NAVY)	Swing jumper to correct port at the MDF. Includes testing and all cross-connects required to provide service. NCTS shall perform any software changes in switch. One unit per set.
203	NEW WIRE RUN AND JACK	Install service from the PBX or LEC F1 to the service jack. Include PBX analog and digital lines, 1MB lines, ISDN lines, residential lines, 2-wire and 4-wire circuits (on-base and off-base circuits). Include all cross-connects required to provide service; F1 cross-connects, MDF to 1.1, remote cross-connects, 1.1 to jack. Include testing, wire and jack and any miscellaneous material required to provide service. One unit per PBX line, 1MB line, ISDN line, residential line, or circuit.
204	RE-USE WIRE AND JACK	Install service from the PBX or LEC F1 to the customer's existing wire and jack. Includes PBX analog and digital lines, 1MB lines, ISDN lines, residential lines, 2-wire circuits and 4-wire circuits (on-base and off-base circuits). Includes testing and all cross-connects required to provide service; F1 cross-connects, MDF to 1.1, remote cross-connects, 1.1 to jack. One unit per PBX line, 1MB line, ISDN line, residential line or circuit.
205	CROSS-CONNECTS AND TAG	Install service from the PBX or LEC F1 to the building terminal or pier. Includes PBX analog and digital lines, 1MB lines, ISDN lines, residential lines, 2-wire and 4-wire circuits (on-base and off-base circuits), includes testing and tagging and all cross-connects required to provide service; F1 cross-connects, MDF to 1.1, remote cross-connects. No jack. One unit per 1MB line, ISDN line, residential line or circuit.
206	INSTALL HIGH SPEED CIRCUIT	Install high speed circuit; LEC circuit or on-base campus circuit. Include all point-to-point cross-connects required to provide service; F1 cross-connects, MDF to 1.1, remote cross-connects, 1.1 to jack. Include installation of customer provided pair gain equipment and end to end testing. One unit per circuit.
207	DISCONNECT HIGH SPEED CIRCUIT	The removal of a high speed circuit at MPOE, remove all cross-connects between the MPOE/ PBX to the 1.1. If pair gain is involved, technician shall recover equipment at customer site and at switch

		room. One unit per circuit.
300	STANDARD COMMERCIAL SERVICES FOR TELEPHONIC SYSTEM MAINTENANCE -- SERVICES (SCSS)	
301	MAINTAIN SWITCHES/MAINTAIN VOICE MAIL SYSTEMS	<p>Monitor systems and resolve complex technical control facility hardware and software problems. Interface with vendor support service groups and ensure proper escalation of problems during outages or periods of degraded system performance ensure fastest possible return of service.</p> <p>Maintain PBX/systems and associated hardware.</p>
303	ENGINEERING SERVICES	<p>Engineer, design, install and test T1 and HDSL circuits and related equipment. Engineering, design, and installation of T1 and HDSL circuits including testing and procuring related equipment.</p> <p>Engineer, furnish and install line conditioning on voice grade circuits, radio circuits, and 56K digital circuits to either add or reduce gain-on circuits between the Minimum Point Of Entry (MPOE) and the terminating location on base.</p> <p>Repair and other services not related to switches, e.g. wire runs, T-1s, data circuits, etc.</p> <p>Analyze routine equipment problems and makes field corrections, interface with and supply technical assistance to customers, advise customer of proper equipment operation and basic maintenance procedures, and complete service reports.</p> <p>OEM trained and Certified Project Engineer. Holds Secret Clearance. Experienced in: Managing outside plant engineering projects; performing engineering design evaluations; ensuring schedules are met and projects are completed within budget and time; developing, implementing, and monitoring systems policies; ensuring data accuracy, data security; and regulatory compliance.</p>
304	PREMIUM	<p>Premium paid when Government requires installations/moves/adds/changes be accomplished outside of normal working hours. Applied as 50% of labor hour or unit price for hours worked outside normal working hours.</p> <p>PREMIUM TIME SPREADSHEET. Contractor shall provide a separate spreadsheet for all premium time paid under this contract. The spreadsheet for the current month submitted with invoice reconciliation documentation, shall identify all premium time by</p>

		identifying the original ELIN against which the premium time is added, showing quantity, price, date, location and TDL number. A summary shall also be included, showing cumulative invoiced amounts by ELIN name and location by month and by year.
305	MAINT OF OUTSIDE PLANT CABLE COMMUNICATION-- TECHNICIAN	<p>Performs site surveys to obtain data on the site of the work, equipment, and material required for the job. Prepares documentation of the result of the site survey (report). Uses as-built drawings, administrative documentation and equipment data in preparation of site survey report.</p> <p>Installs and maintains outside plant (OSP) copper and fiber optic facilities and associated OSP telecommunications equipment. Installs direct buried cable and other materials using plowing, digging and trenching equipment. Installs demarcation devices at customer premises. Locates buried copper and fiber optic cabling.</p> <p>Certified Avaya Technician. Holds Secret Clearance. Experienced in: performing AVAYA installations, troubleshooting, and repairs; maintaining Avaya and other telecommunications systems and associated peripheral equipment, analyzing routine Avaya and other equipment problems, making field corrections; interfacing with customers and providing technical assistance; teaching customers proper equipment operation and basic maintenance procedures; and completing service reports.</p>
306	TECHNICAL SUPPORT MANAGER	<p>Provides technical guidance for planning, directing, and monitoring of information systems operations. Plans and recommends modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects.</p> <p>OEM trained and Certified Technical Support Manager. Holds Secret Clearance. Demonstrated experience in: Providing technical guidance for planning, directing, and monitoring information systems operations; planning and recommending modifications or additional equipment to increase the capacity of the system; preparing operational cost estimates for proposed projects and modification of on-going projects.</p>
307	MAINT OF OUTSIDE PLANT CABLE LABORER	Assist Installers and Technicians in the physical installation, termination and testing of voice/data cabling and optical fiber cabling under supervision.
308	CAD OPERATOR/ DRAFTSMAN	<p>Prepares engineering drawings using computer based drawing programs (AutoCAD)</p> <p>Certified CAD Operator and Draftsman. Experienced in: using blueprints and drawings; developing engineering drawings using computer based drawing programs (including AutoCAD) for various types of work, e.g. architectural, civil, landscaping. Capable of creating</p>

		drawings given dimensions/specifications and creating redline drawings given existing drawings and new work dimensions/specifications; has thorough working knowledge of blueprints and drawings.
309	PROJECT ENGINEER I	Manages outside plant engineering projects. Performs engineering design evaluations and ensures projects are complete, on time and on budget. Develops, implements, and monitors systems policies and controls to ensure data accuracy, security, and regulatory compliance.
400	STANDARD COMMERCIAL MATERIAL AND EQUIPMENT FOR TELEPHONIC SYSTEM MAINTENANCE (SCME)	Equipment and operator/s. Includes all operating expenses and all transportation expenses. Contractor obtains applicable locality and base permissions for transporting equipment and bringing equipment onto Government property. Contractor obtains and maintains all applicable certifications of equipment, insurance, etc. in a 'current' status.
500	MATERIAL IN SUPPORT OF STANDARD COMMERCIAL EQUIPMENT AND SERVICES FOR TELEPHONIC SYSTEM MAINTENANCE -- [T&M MATERIAL (SCSM)]	Material and equipment not included within any other spec item. MATERIALS SPREADSHEET -- Contractor shall provide a spreadsheet for all materials covered under SCSM. The spreadsheet for the current month submitted with invoice reconciliation documentation, shall identify all material by name showing quantity, price, date, location and TDL number. A summary shall also be included, showing cumulative invoiced amounts by material name and location by month and by year.

(End of Summary of Changes)