

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES	
			J	1	19
2. AMENDMENT/MODIFICATION NO. 0005	3. EFFECTIVE DATE 03-Nov-2015	4. REQUISITION/PURCHASE REQ. NO. N6873416RC033A1		5. PROJECT NO.(If applicable)	
6. ISSUED BY NAVSUP FLC JACKSONVILLE CONTRACTS DIV SHERRIE WALTERS 110 YORKTOWN AVE, 3RD FLOOR JACKSONVILLE FL 32212-0097	CODE N68836	7. ADMINISTERED BY (If other than item 6)		CODE	
		See Item 6			
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)			X	9A. AMENDMENT OF SOLICITATION NO. N68836-15-T-0423	
			X	9B. DATED (SEE ITEM 11) 16-Sep-2015	
				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 checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended.					
<p>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:</p> <p>(a) By completing Items 8 and 15, and returning <u>1</u> 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.</p>					
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.)					
<p>The purpose of this amendment is to:</p> <ol style="list-style-type: none"> Add Questions and Answers to solicitation Revised PWS Revised FAR Clause 52.212-2 Evaluation of Offers Extended due date for quotes to: 25 November 2015 12:00 PM. All other items remain unchanged. 					
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	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
_____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)		03-Nov-2015	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 30 - BLOCK 14 CONTINUATION PAGE

The following have been added by full text:

QUESTIONS AND ANSWERS

Questions and Answers to RFQ N68836-15-T-0423 Amendment 0005.

Regarding Amendment 1, Question and Answer to #1:

Q. 1 Can the Government provide additional information regarding which services are to be delivered to the three locations listed?

A.2 Response: The Scope and Sections 1.0 of PWS states the required services. The contractor must be able to provide complete, reliable and operational services which include plan/goals, engineering, implementation, testing, maintenance, escalation and trouble reporting and monthly customer billing.

Q.2. For services such as Commercial Subscriber Lines and Private Line and Radio Circuits, there is typically a starting location (referred to as an "A" location) and an ending location (referred to as a "Z" location).

A.2. Response: See revised updated inventory file.

Q.3 Please provide specific quantities and A to Z locations for all services in Section 1.5. Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.3 Response: See revised updated inventory file.

Q.4 Vendors are unable to accurately correlate the information provided in the inventory spreadsheets to services requested within the PWS.

A.4 Response: See revised updated inventory file.

Q.5 Are vendors to deliver all services to the locations listed within Section 1.1 and the Navy will extend the circuits using base fiber?

A.5 Response: The vendor is responsible for delivering services to locations in Section 1.1 and outlying locations (reference Scope). The Navy does not extend all circuits. The contractor must be able to provide services to all current locations and future service requests at locations on NAS Jacksonville Complex and surrounding areas. Reminder, as stated in Section 1.1, the vendor is responsible for their own configurations and support to meet requirements for local exchange access, carrier commercial network service, and path/interface to the Public Switched Telephone Network (PSTN) to support simultaneous access, transmission and switching of voice, and data and image services.

Q.6 Regarding Section 1.5.1: 566 Transport Channels. Please provide A and Z locations.

A.6 Response: The ISDN PRI is a digital connection for voice and data between a PBX (telephone switch) and the public switched telephone network. Each ISDN PRI consolidates 23 voice and/or data channels on a 1.544 Mbps transport line (circuit) into a PBX (telephone switch). Sections 1.2.1, 1.3, and 1.4 provide details of the ISDN PRI. There is a maximum of 24 channels per ISDN PRI. One channel is used for reserve. See revised updated inventory file.

Q.7 Regarding 1.5.2: Commercial Subscriber Lines. Please provide A and Z locations.

A.7 Response: See revised updated inventory file.

Q.8 Regarding 1.5.3: Off Premise Extension Lines. Please provide A and Z locations.

A.8 Response: See revised updated inventory file.

Q.9 Regarding Section 1.5.4: Integrated Services Digital Network Basic Rate Interface ISDN BRI Lines. Please provide location(s) of the BRI lines.

A.9 Response: See revised updated inventory file.

Q.10 Regarding Section 1.5.5: Private Line and Radio Circuits. Please provide A and Z locations.

A.10 Response: Attached file provide commercial and circuit IDs and the service locations.

Q.11 Regarding Section 1.5.6; 56 Kilobit Point to Point Circuits. Please provide A and Z locations.

A.11 Response: Attached file provide commercial and circuit IDs and the service locations.

Q.12 Will the Cecil Commerce Center location defined in Section 1.1 have PRI trunks only? Please define this address's needs and quantities of services.

A.12 The scope section of the PWS states services to be provided at all locations.

Q.13 Regarding Amendment 1, Question and Answer to #10: Can you please further define how many PRIs you need at each of the three locations? Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.13 Response: The PWS provides enough detail information for the vendor to determine how many PRIs are required at each location. The vendor must be able to take the information provided in the PWS and determine what is required at each location.

Q.14 Regarding Amendment 1, Question and Answer to #5: Please provide additional details regarding the video conferencing requirement. Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.14 Response: BCO order the ISDN line based on the customer requesting video conferencing services. See inventory listing of the ISDN lines.

Q.15 Regarding Amendment 1, Question and Answer to #6: Please provide additional details regarding the radio circuits requirement. Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.15 Radio circuits are 56 kbps. See sections, 1.5.6 56 Kilobit Point to Point Circuits.

Q.16 Regarding Amendment 1, Question and Answer to #7: Please further define "circuit." Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.16 Response: A circuit is a specific path between two or more points along which signals can be carried. All communication circuits fall into one of three categories:

- ☐ Point-to-Point – the communication connection between two devices, or a device and a controller.

- ☐ Point-to-Multipoint – a communication circuit connecting multiple devices to a controller. This can also be referred to as Multipoint-to-Point – depending on your starting point.
- ☐ Multipoint-to-Multipoint – a communication circuit allowing many devices to connect to many devices; this type of system always involves a switch or router.

Q.17 Regarding Amendment 1, Question and Answer to #8: The Government states in the response that “Government intends to award to the lowest priced technically acceptable (LPTA) offeror under the selection criteria set forth in the solicitation.” The Government further states within the solicitation that it intends to award a Firm Fixed Price contract as a result of this solicitation in accordance with FAR 13.5. However, the solicitation documentation leads us to believe this is actually a Cost Plus Contract. Typically, requests for manpower charts with affiliated labor categories, number of personnel assigned to each category, requests for hours and sites and the information requested within Attachment 2 are contained within Cost Plus Contracts. Attachment 2 in particular would not apply to a Firm Fixed Price Contract. The solicitation documents appear to be a mix of conflicting documents with conflicting contract types. Please elaborate on how vendors are expected to respond to elements that are more relevant to a Cost Plus Contract. Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.17 The award will not be a Cost Plus Contract; it will be a Firm Fixed Price award. The requirement for a manpower chart in Attachment 2 does NOT apply to this requirement and will be removed as part of this amendment.

Q.18 Regarding Amendment 1, Question and Answer to #10: Can you please further define how many PRIs you need at each of the three locations? Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.18 Response: Sections 1.2.1, 1.3 and 1.4 of PWS discuss PRIs, define the number of PRIs and number ranges at each locations.

Q.19 Regarding Amendment 1, Question and Answer to #11: Please provide the specific locations that require Private Lines and Radio Circuits. The information provided within the solicitation does not contain A and Z locations so it is unclear where these are to be delivered. Since the PWS does not accurately or clearly communicate this information, please provide a detailed explanation.

A.19 Response: See attached spreadsheet. Radio circuits are 56 kbps and must be able to install this type of circuit at any of the locations stated in the PWS.

Q.20 Regarding Section 1.1 g: The service includes access to the Defense Switched Network (DSN), NETWORKX, and Government Emergency Telephone Service (GETS). DSN is a service provided by and ordered by DISA and cannot be supported by any other entity other than the current carrier, this requirement should be removed from RFP. Will the Government remove this requirement?

A.20 No, these requirements will remain. The LEC/Carrier assists with DSN, NETWORKX and GETS in telephone services.

Q.21 Regarding Section 2.2.1 The Government’s definition for catastrophic, major and minor outages. This section is not reflective of a Carrier and/or LEC responsibility but of the onsite technicians supporting the base infrastructure. If it is the Government's desire to have vendors place onsite technicians for daily management of the network, please clarify this section and your intent.

A.21 Response: Please re-read Section 2.2.1. The PWS clearly states the conditions in which the contractor must adhere to. The Government does not “desire” nor anticipate any onsite technicians for daily management of the network.

Q.22 Regarding Sections 5.1, 5.2, 5.3, 5.4: This section is not reflective of a Carrier and/or LEC responsibility but of the onsite technicians supporting the base infrastructure. If it is the Government's desire to have vendors place onsite technicians for daily management of the network, please clarify this section and your intent.

A.22 Response: Sections 5.1, 5.2, 5.3 and 5.4 are clearly defined. The mission of the Base Communication Office and the services defined in this PWS is to support Department of Navy telecommunication/telephony services 365/24/7 which includes Section 5. Please re-read the PWS. It provides what type of services is being requested. The Government requires the Contractor to have the technical skills, experience, resources, facilities, (fiber, copper, and switching equipment as well as hardware and software upgrades continually required of technology-based solutions) and available to meet the requirements in Sections 5.1, 5.2, 5.3 and 5.4. Section 2.2 Support Services states, " a. The Contractor shall provide reliable and operational services that are continuous 24 hours, 7 days a week network assistance and support (operation and maintenance)."

Q.23 Will the Navy provide a site survey?

A.23 Response: No.

Q.24 Considering the delay in responding to inquiries from Amendment 1, will the Government consider an additional extension of at least three weeks to allow vendors ample time to develop a response based on the attached inquires?

A.24 The Government will extend the due date for proposals three weeks.

REVISED PWS 03NOV15

NAVAL AIR STATION JACKSONVILLE COMPLEX JACKSONVILLE, FLORIDA

SCOPE

This Performance Work Statement (PWS) establishes the requirements for local exchange access, commercial network service, supporting subscriber service for the Jacksonville area Naval Complexes consisting of Naval Air Station (NAS) Jacksonville, Naval Hospital Jacksonville, Naval Station Mayport, Fleet Readiness Center Southeast (FRCSE) NAS Jacksonville, FRCSE Cecil Commerce Center, Jacksonville, FL. Additional outlying locations under Area of Responsibilities (AOR) for Base Communications Office (BCO) Jacksonville are provided in enclosure (1). As used herein, the term Contractor is defined as the Prime Contractor. The Prime Contractor shall ensure that any subcontractor(s) comply with the terms and conditions of this document..

1.0 NAS Jacksonville Complex Telephone Exchange Access Service Requirements

1.1 This PWS provides the requirements for local exchange access, carrier commercial network service, and path/interface to the Public Switched Telephone Network (PSTN) to support simultaneous access, transmission and switching of voice, and data and image services. Trunking service shall terminate on the Navy's Lucent 5ESS telephone switching platforms at the following locations:

- NAS Jacksonville (Building 27) NCTS Jacksonville Bldg. 27, Enterprise Ave Jacksonville, FL.
- Naval Hospital Jacksonville (Building 2080), 2080 Child Street Jacksonville, FL
- Naval Station Mayport (Building 2276), 3604 Mayport Rd, B-2276 Mayport, FL

In addition, trunking service shall terminate on the Navy's Avaya S8500 telephone switching platforms at Cecil Commerce Center, 6206 Aviation Avenue, Jacksonville, FL.

The Navy will be able to modify the quantity and type of connectivity services provided by the Contractor at any time during the contract period. Present inventory counts on all schedules are not inclusive. See enclosure (2) for inventory counts.

The contractor must be able to provide complete, reliable and operational services which include plan/goals, engineering, implementation, testing, maintenance, escalation and trouble reporting and monthly customer billing.

The vendor is responsible for delivering services to locations in Section 1.1 and outlying locations. The Navy does not extend all circuits.

1.2 Integrated Services Digital Network Primary Rate Interface (ISDN PRI) Integrated Trunk Facility Setup/Configuration

- a. The ISDN PRI trunks shall be set up to support two-way service selection on a per call basis in a descending sequential hunt pattern.
- b. All trunks shall be configured for 64 kilobits per second (64Kbps), with primary and backup D-channel signaling (DSO) clear channel signaling per location and provide Automatic Number Identification (ANI) for caller ID.
- c. The dedicated digital (T1/DS1) transport circuits shall be configured for the Extended Super Frame (ESF) using Binary 8-Zero substitution (B8ZS) line coding and terminated by Digital Signal Interconnect (DSX) Panel in each building.
- d. The ISDN PRI trunks shall provide a stratum-i timing reference, which will act as the secondary synchronization reference to the telephone-switching platform.
- e. All call set-up and teardown signaling shall be done over the D-channel per ISDN specifications.
- f. The long distance service shall be NETWORKX.
- g. The service includes access to the Defense Switched Network (DSN), NETWORKX, and Government Emergency Telephone Service (GETS).
- h. BLOC - Prevent the addition of unauthorized third party, non-regulated, non-toll, miscellaneous category recurring charges to customer's accounts.

1.2.1 Local Exchange Digital (ISDN PRI) Direct Inward Dialing (DID) Direct Outward Dialing (DOD) Trunks

Current Number of ISDN PRI Trunks: 24

1.3 ISDN-PRI Trunking Installation for NAS Jacksonville Complex

The Contractor shall assume all responsibility for the installation of the Contractor's Point-Of-Presence (POP) and all cost for implementing network presence at the NAS Jacksonville Complex and outlying sites addressed in the scope of the PWS. The Government will provide unconditioned copper pairs to these buildings as required. The Contractor must obtain approval from the NAVCOMTELSTA Jacksonville Base Communications Office (BCO) prior to installing racks and equipment as required (Vendor Multiplexer (mux/demux) UPS, etc.). The Contractor shall be responsible for extending all required facility services to on-site network equipment (i.e., 120VAC and grounds from available existing facilities or upgrade facilities to support the additional requirements).

1.4 ISDN-PRI Trunking DID/DOD Number Assignments for the NAS Jacksonville Complex

The DID/DOD number ranges for the following locations are:

NAS Jacksonville: (904) 542-0000 through (904) 542-9999

- a. (904) 542-0000 through (904) 542-6999 – NAS Jacksonville
- b. (904) 542-7000 through (904) 542-7999 – NAS Jacksonville Hospital
- c. (904) 542-8000 through (904) 542-8999 – NAS Jacksonville
- d. (904) 542-9000 through (904) 542-9999 – NAS Jacksonville Hospital

NAS Jacksonville: (904) 546-0000 through (904) 546-9999

Naval Station Mayport: (904) 270-3100 through (904) 270-7999

FRCSE Jacksonville: (904) 790-4000 through (904) 790-8999

FRCSE Cecil Commerce Center

- a. (904) 317-1480 through (904) 317-2079
- b. (904) 317-5401 through (904) 317-5600
- c. (904) 317-3900 through (904) 317-3999
- d. (904) 317-4200 through (904) 317-4399

These numbers shall be activated/pointed over the ISDN-PRI trunks and operational.

1.5 Exchange and Access Lines

The long distance shall be NETWORX.

1.5.1 Transport Channels

Number of Transport Channels: 566

1.5.2 Commercial Subscriber Lines

Number of commercial subscriber lines: 275

1.5.3 Off Premise Extension Lines

Number of Off Premise Extension Lines: 18

1.5.4 Integrated Services Digital Network Basic Rate Interface ISDN BRI Lines

Number of ISDN BRI Lines: 63

1.5.5 Private Line and Radio Circuits

Number of Private Line and Radio Circuits: 22

1.5.6 56 Kilobit Point to Point Circuits

Number of 56 Kilobit Point to Point Circuits: 4

2.0 General Requirements

2.1 Specific Dialing Capabilities

- a. Emergency 911 (E911) Services - The Contractor shall provide access to 911 network services provided by the local city emergency services organization. Emergency service assistance shall be provided for the deaf.
- b. The Contractor shall provide access to existing 800 numbers and maintain all existing and established (Direct Inward Outward Dialing) DIOD hunt groups. 800 numbers will be provided after contract is awarded.
- c. The Contractor shall provide local exchange, long distance, and international operator access/assistance.
- d. The Contractor shall provide local directory assistance via access to 411 and long distance directory service to NPA-555-1212. The local calling area shall remain unchanged from the present area boundaries.

2.2 Support Services

- a. The Contractor shall provide continuous 24 hours, 7 days a week network assistance and support (operation and maintenance).
- b. The Contractor shall identify one primary and one alternate single point-of-contact (POC) for technical support in the contract.
- c. The Contractor shall describe in writing their trouble reporting and escalation procedure, including telephone numbers to be used in reporting troubles 24/7 and a single point-of-contact to serve as the trouble management coordinator.
- d. The Contractor shall provide to the COR a list of Contractor's management personnel contacts to be used by the Government POC in an escalation process in situations where troubles are not likely to be corrected within an acceptable time frame, reference paragraph 2.2.1.
- e. The trouble management coordinator shall provide progress reports to the Government POC throughout problem resolution efforts. Government POC will determine the number of progress reports required.
- f. Miscellaneous support service and charges may be required to support mission requirements such as late fees, taxes, directory assistance; additional lines and/or numbers, moves and changes.
- g. The Contractor shall adhere to International Telecommunications Union (ITU) and American National Standards Institute (ANSI) standards for connectivity services.

2.2.1 The Government's definition for catastrophic, major and minor outages and remedial service required response time for each are as follows:

- a. **Catastrophic.** Demands immediate attention, such as a total loss of service, loss of network control, and loss of call processing capability to 95 percent or more of equipped lines and/or trunks. Technical service shall be dispatched and on-site within 2 hours or less from the time the outage is reported to the Contractor.
- b. **Major.** Demands rapid action. Includes loss of service to a subscribe line group; fuses for common groups of channels, and control of groups of channels and control to groups of changes; one of a redundant subsystem (e.g., one processor or one memory) fails but the other is working without problems; loss of battery charging current; dial-tone delay over 3 seconds on 20 percent or more of calls when line load control is not implemented; post-dialing delay over 10 seconds on all intra-office calls. Technical service shall be dispatched and on-site within 4 hours or less from the time the service call is reported to the Contractor.
- c. **Minor.** Non-emergency conditions that cause degraded service or a fault condition that makes the system perform at a level less than that for which it is designed; condition discovered in automatic routing which has not shown in the operation of the equipment, but requires attention; dial-tone delay over 3 seconds on 1.5 percent to 20

percent of calls when line-load control is not implemented; post dialing delays on all intra-office calls for 1 to 10 seconds. Technical service shall be dispatched and on-site no later than 1200 noon the next business day.

2.2.2 Level of Support

The Contractor is responsible for dispatching the appropriate level of support required to successfully respond to the outage for diagnosis and repairs as described in paragraph 2.2.3 of this document. At any level, the response time shall not exceed that set forth in paragraph 2.2.1 of this document.

2.2.3 Diagnosis and Repairs

The Contractor shall diagnose and repair outages. A diagnosis report shall be provided to COR as soon as available, no later than 1 hour from the time the technician reports on-site. The diagnosis report, at a minimum, shall include a definition of the problem and an estimated repair timeframe. The response time for each level of outage is provided in paragraph 2.2.1 of this document. At the end of the repair window, the Contractor shall provide the Government TPOC with a written status report summarizing the problem and repairs made.

2.2.4 Re-sale of Existing Service

If there will be an initial re-sale of existing service, the service support shall be supplied consistent with the existing providers' normal procedures until such time that services are directly supplied from (transitioned to) the resellers network. When services are transitioned to the new contract provider, all service requests shall be acted upon within the response time frame in 2.2.1. There are no provisions for resale of services.

2.2.5 Traffic Studies

The Contractor shall provide to the Government TPOC a minimum of one traffic study per year, on all trunks covered by the PWS.

2.2.6 Standards

The Contractor shall adhere to the following:

- a. The Contractor shall conform to, and be compliant with, established ITU and ANSI standards.
- b. When performing work for the Government, the Contractor shall employ only qualified Telecommunications Technicians with experience in the telecommunications field for the specified work.
- c. The Contractor shall keep areas in a clean, neat, and safe condition at all times.
- d. Contractor equipment approved by the Government for connection to the Base Telecommunications network(s), including all wiring and connectors, shall be tested by the Contractor using approved telecommunications, ITU, and/or ANSI standards.
- e. Materials provided under this contract, including additional features, optional equipment, and basic software, shall be commercially available as an off-the-shelf item requiring no further development and shall have been fully tested, approved, or demonstrated in the commercial or Government marketplace to meet the intended usage.
- f. The Contractor shall staff, provide, and maintain, at its own expense, during the entire performance of the contract, the appropriate insurance coverage in accordance with "Insurance-Work on a Government Installation" clause Federal Acquisition Regulation (FAR) 52.228-5.

- g. The Contractor shall provide all necessary material, supervision, management communications, and administrative support services (printing, reproduction, and miscellaneous support) as necessary to support this contract.
- h. All personnel, vehicles, labor, tools, materials, supplies, test equipment, diagnostics, manuals, schematic drawings, facilities, and major/minor components required by the Base Communications Office (BCO) for telephone exchange access services and telecommunications support under the terms of this contract shall be furnished by the Contractor.
- i. All Contractor personnel are required to conform to base regulations (i.e., designated routes, parking regulations, base vehicle speed limits, automotive liability insurance, excavation permit and use of cellular phones.)
- j. Invoices for goods received or services rendered under this contract shall be submitted electronically through Wide Area Work Flow -- Receipt and Acceptance (WAWF). Contractor shall provide a monthly detailed billing report to the following address:

NAVCOMTELSTA Jacksonville
ATTN: N9 Billing Technician
P.O. Box 111
Bldg 27 Enterprise Avenue
Jacksonville FL 32212-0111

1. The Contractor shall correctly label all demarcation points/cables with a clearly defined and readable tag to include but not limited to circuit ID and number.

2.2.7 Special Access

- a. Some work areas are controlled access areas that require an escort of all Contractor personnel. Access will be approved and controlled by station Point of Contact (POC) and NAS Jacksonville Complex Security Officer, NS Mayport Security Officer, or Cecil Commerce Center security officer. Prior contact shall be required before access will be granted to Contractor personnel. A list of any and all Contractor personnel needed on each job will be submitted to station POC prior to start of work in a controlled access area.
- b. All Contractor personnel shall require a picture ID to gain access to the NAS Jacksonville Complex, NS Mayport and Cecil Commerce Center. Contract personnel shall be required to have a company ID card with picture in plain view at all times when onboard the NAS Jacksonville Complex, NS Mayport or Cecil Commerce Center.
- c. All Contractor-owned or private transportation vehicles to and from the NAS Jacksonville Complex, NS Mayport and Cecil Commerce Center may be subject to search each and every day to gain access to the NAS Jacksonville Complex.
- d. All Contractor personnel shall be required to sign in and out of the logbook provided by the Government in the BCO and all switch area locations.

3.0 Setup and Configuration Requirements Summary

3.1 ISDN PRI Trunk Facility Setup/Configuration

- a. Trunks service selection per call basis in a descending sequential hunt pattern.
- b. 64 kilobits per second (64Kbps).
- c. D-channel DSO clear channel signaling per ISDN specifications.
- d. ANI (caller ID) per trunk.
- e. The T1/DS1 configured for ESF B8ZS line coding.
- f. The T1/DS1 terminated by DSX smart jack RJ-45 connector
- g. Trunks provide a stratum- 1 timing reference

- h. Set-up and teardown signaling over the D-channel per trunk
- i. Long distance service NETWORX
- j. Service access to DSN
- k. Service access to the GETS
- l. BLOC - Prevent the addition of unauthorized third party, non-regulated, non-toll, miscellaneous category recurring charges to customer's accounts.
- m. Directory listings one each

3.2 DID/DOD Two-Way Trunks

- a. Trunks configured Local Exchange Digital ISDN PRI DID/DOD
- b. ISDN PRI Trunks: 24
- c. PRI "D" channels: 10
- d. PRI "B" channels: 566

3.3 DID/DOD Numbers Range

- a. NAS Jacksonville:
 - Base Numbers:
 - (904) 542-0000 through (904) 542-9999
 - (904) 546-0000 through (904) 546-9999
 - FRCSE Cecil Commerce Center:
 - (904) 317-1480 through (904) 317-2079
 - (904) 317-5401 through (904) 317-5600
 - (904) 317-3900 through (904) 317-3999
 - (904) 317-4200 through (904) 317-4399
 - FRCSE:
 - (904) 790-4000 through (904) 790-8999
- b. Naval Station Mayport:
 - Base Numbers:
 - (904) 270-3100 through 904-270-7999

3.4 Dialing Capabilities

- a. Emergency (911) service
- b. National Relay service
- c. Existing toll free 800
- d. Local exchange
- e. Long distance
- f. Local operator
- g. International operator
- h. Local directory service
- i. Long distance directory service
- j. Local calling area unchanged boundaries
- k. Current dialing restrictions apply

3.5 Outside Cable Plant Requirements

The Navy owned outside infrastructure is the responsibility of NCTS Jacksonville to maintain and to ensure maintenance is performed and installed properly.

4.0 Security Requirements

4.1 Physical Security

The Contractor shall comply with physical security standards for a Level One restricted area per OPNAVINST 5530.14 and NAVCOMTELSTAINST 5530.1J and 5530.2G for the protection of the BCO and supporting structures and facilities.

The Contractor shall also comply with Homeland Security Presidential Directive 12 which states:

The implementation of Homeland Security Presidential Directive 12(HSPD-12) has extended the basic investigative requirement to un-cleared Contractors. These persons must, under HSPD-12, receive at least a NACI level investigation. Therefore, agency discretion with regard to the investigation of this population has been greatly reduced.

4.2 Physical Access

The Contractor shall coordinate with the Contracting Officer's Representative (COR) for access badges and lock and key control for assigned spaces. The NAVCOMTELSTA Security Officer maintains access and lock and key control for all NAVCOMTELSTA Jacksonville buildings. The Contractor shall sign for assigned keys as appropriate, with coordination provided by the COR.

All Contractor personnel shall comply with NAVCOMTELSTA Jacksonville End Office Switch Standard Operating Procedure (SOP) OSCAR 26: ACCESS FOR BCO JACKSONVILLE RESTRICTED AREA. SOP OSCAR 26 includes additional requirements for restricted areas and scheduling any potential service affecting work during normal working hours. See enclosure (3) for details.

4.3 Identification and Vehicle Passes

The Contractor shall comply with the NAS Jacksonville, NS Mayport, Cecil Commerce Center, and NAVCOMTELSTA Jacksonville regulations for obtaining personnel identification and vehicle passes. Certifications of need for access to the base and assigned buildings may be coordinated with the COR. The RAPIDGate program is a new program for accessing government installations. The program will manage commercial vendors, Contractors, sub-Contractors, suppliers, and service providers (vendors/Contractors) with access on base. The Contractor is responsible for adhering to the RAPIDGate requirements. The Contractor must call the RAPIDGate toll free number (1-877-727-4342) for each base access requirement.

5.0 Base Level Information Infrastructure and Contingency/Emergency Support

The NAVCOMTELSTA Jacksonville BCO Base Level Information Infrastructure (BLII) is the primary means for the transfer of voice and digital information between and among Navy activities and other officially authorized DOD and U.S. Federal entities operating on, or within, the immediate vicinity of, U.S. Navy installations supported by NAVCOMTELSTA Jacksonville. The BLII also provides connectivity for shore-based activities to long haul and tactical fleet telecommunications gateways. Details of contingency and emergency support required are provided in sections 5.1, 5.2, 5.3, and 5.4.

5.1 Support Fleet/Joint Exercises/VIP Visits

NAVCOMTELSTA Jacksonville provides telecommunications services and support to meet emergency requirements such as military exercises and contingencies; Fleet visits to the Jacksonville Operating Areas; support of VIP visit requirements; and natural or manmade disasters. These exercise or emergency conditions may require the Contractor to maintain normal operations while supporting the contingency event.

The Contractor shall support Fleet, Joint exercises, and VIP visits conducted in the NAVCOMTELSTA Jacksonville region while maintaining normal operations as required by the Government. The Government will notify the Contractor of exercise schedules as NAVCOMTELSTA Jacksonville is notified. The Contractor shall provide exercise support requirements requested by the government. Mission support includes tasks described in Section 5.2 Provide Emergency and Disaster Support.

5.2 Provide Emergency and Disaster Support

The Contractor shall provide telecommunications support services in the event of emergencies and natural or manmade disasters such as hurricanes, tornadoes, fire, or emergency rescue efforts. This may require coordination with other providers. Emergency support includes tasks such as the following:

- a. Attend coordination meetings
- b. Evaluate and determine support requirements

- c. Design and engineer required repairs
- d. Repair or replace telecommunications equipment
- e. Conduct and coordinate operational tests
- f. Perform installation QC
- g. Place requested services on line
- h. Provide after-action reports

5.3 Emergency and Disaster Support Response Times

Once notified (i.e., cellular phone), the Contractor shall be at the scene of the emergency within the following time frames:

	Normal Hours <u>7:00am – 5:00pm</u>	Outside Normal Hours <u>5:01pm-6:59am</u>
NAS Jacksonville	1 hour	2 hours
NAVHOSP Jacksonville	1 hour	2 hours
NAVSTA Mayport	1 hour	2 hours
Cecil Commerce Center	1 hour	2 hours

5.4 Develop an Emergency Restoration Plan

Emergency events such as hurricanes or tornadoes could cause extensive damage to the BLII. If the repairs required to fully restore all customer service exceed the available capacity of the BLII, the Contractor shall develop an emergency restoration plan to restore services in priority order as defined by the Government until BLII capacity is exhausted. After the emergency or disaster is over, the Contractor shall evaluate the impact on the BLII and make recommendations via a quote as to how to restore full service to all customers. The BLII shall be operated in a degraded mode until the proposed solution is funded and work performed.

6.0 Specific Requirements

6.1 Facilities and Upgrades

It is the responsibility of NAVCOMTELSTA Jacksonville BCO Department to provide a secure operational telecommunications environment for NAS Jacksonville, Naval Hospital Jacksonville, Naval Station Mayport, Fleet Readiness Center Southeast (FRCSE) NAS Jacksonville and FRCSE Cecil Commerce Center 24 hours per day for 7 days a week on (24/7). The BCO is responsible for ensuring continual enhancement of the telecommunications infrastructure while making sure customers receive outstanding, responsive, and reliable support as changes are rapidly occurring in the telecommunications arena.

Therefore, the Contractor shall, on a continuous 24/7 basis, be able to provide facilities (fiber, copper, and switching equipment) including hardware and software upgrades that are continually required of technology-based solutions and customer requirements.

The Contractor shall provide and keep telephone networks technically updated and operationally maintained. The Contractor shall administer its network to ensure provision of acceptable telecommunications on a continuous 24/7 basis as required by the Government.

The Contractor shall keep and maintain facilities and dial tone services to NAS Jacksonville, NAS Jacksonville, Naval Hospital Jacksonville, Naval Station Mayport, Fleet Readiness Center Southeast (FRCSE) NAS Jacksonville and FRCSE Cecil Commerce Center on a continuous 24/7 basis as required by the Government. There are currently 27 service addresses supported at this time. Service address in this PWS refers to location of the Contractor point-of-presence (POP)/demarcation (DEMARC).

6.2 Billing

The Contractor shall be responsible for providing charges to the correct customer and vendor. The Government is only responsible for contractual billing with the Contractor and not charges occurred with sub-Contractors requested by the Contractor for telecommunications services and equipment.

The Government will receive a detailed monthly bill from the Contractor. In the event of adjustments for the service established or discontinued in any billing period, the charge will be prorated to the number of days based on a 30-day month.

6.3 Trouble Reporting

The Contractor shall establish accurate and reliable procedures for trouble reporting to the Government as stated in Section 2.2 Support Services. The Contractor shall be able to identify phone numbers/circuit IDs and associated locations. The Contractor shall provide status and completion of trouble repair to the designated Government POC. The required time of responding and completing any repair is the responsibility of the Contractor regardless if second and third party vendors are involved in resolving trouble report.

7.0 Point of Contact

7.1 COR Janice Fitzpatrick

Phone: (904) 542-4383 Fax: (904) 542-5134

Email: janice.fitzpatrick@navy.mil

SECTION SF 1449 - CONTINUATION SHEET

SOLICITATION/CONTRACT FORM

The required response date/time has changed from 04-Nov-2015 02:00 PM to 25-Nov-2015 12:00 PM.

The Issued By organization has changed from

NAVSUP FLC JACKSONVILLE CONTRACTS DIV
JAVIER APONTE
110 YORKTOWN AVE, 3RD FLOOR NAS
JACKSONVILLE FL 32212-0097

to

NAVSUP FLC JACKSONVILLE CONTRACTS DIV
SHERRIE WALTERS
110 YORKTOWN AVE, 3RD FLOOR
JACKSONVILLE FL 32212-0097

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JACKSONVILLE FL 32212-0097

SUPPLIES OR SERVICES AND PRICES

SUBCLIN 0001AA

The FSC code has changed from D304 to S119.

SUBCLIN 0001AB

The FSC code has changed from D304 to S119.

The following have been modified:

52.212-2 EVALUATION--COMMERCIAL ITEMS (OCT 2014)

The Government will conduct a Lowest Price Technically Acceptable (LPTA) source selection process. In order to be considered awardable, there must be an "Acceptable" rating in every non-price factor/sub-factor. LPTA non-price factors for this requirement will consist of Technical and Past Performance. Tradeoffs will not be used during the source selection process. Quotes will be evaluated for acceptability. The following factors will be used to evaluate offers:

Factor I Technical Capability

Factor II Past Performance

Factor III Price

The technical quote will be evaluated first. Each sub-factor will be evaluated independently. An unacceptable rating in any sub-factor will render the entire technical quote unacceptable and render the offer ineligible for award unless discussions are held and an opportunity is afforded the offeror to submit a revised technical quote. Only a technically acceptable offeror may receive award. Within the Technical Capability Factor, there are two sub-factors.

FACTOR I -Technical Capability - Maximum 20 pages

The required information will be used to evaluate the offeror's Technical Capability in the factor in accordance with the evaluation criteria listed herein.

Corporate Knowledge - Maximum of 20 pages

The offeror shall describe their understanding of the Performance Work Statement and demonstrate their ability to successfully manage the following support:

1. Provide the requirements for local exchange access commercial network service, path/interface to the Public Switched Telephone Network (PSTN) to support simultaneous access, transmission and switching of voice, data and image services.
2. Facilities to cover all locations where dial tone is currently working.
3. Administer, operate, maintain, and repair telecommunication requirements in PWS.
4. Provide contingency and emergency support including disasters.
5. Provide engineering and technical support for customer projects, system and facility configuration.
6. Must have the facilities such as fiber, copper, and switching equipment as well as hardware and software upgrades continually required of technology-based solutions.
7. Provide 24 hours, 7 days a week network assistance and support (operation and maintenance).
8. Provide specific dialing capabilities for Emergency 911 services, deaf and 800 #'s.

Offerors' quotes will be evaluated first under Factor (I) above. Technical capability of a quote to meet the requirements of Factor (I) will be assessed by evaluating the technical quote submitted in response to the RFQ. Offerors' technical quotes will be used to determine whether the quote meets the PWS. The Offerors' technical information will be evaluated and determined technically acceptable or technically unacceptable. Technical quotes with an omission(s) or which takes exception to any requirement of the solicitation or receive an unacceptable rating in any sub-factor will be rendered technically unacceptable.

The following adjectival ratings apply:

Acceptable	Technical Capability: Quote clearly meets the minimum requirements of the solicitation
Unacceptable	Technical Capability: Quote does not clearly meet the minimum requirements of the solicitation

Factor II - Past Performance

The offeror shall demonstrate relevant past performance or affirmatively state that it possesses no relevant past performance. Relevant past performance is performance under contracts or efforts within the past three (3) years prior to the solicitation closing date (including on-going contracts) that is the same as or similar to, the scope and magnitude of the work described by this solicitation.

To demonstrate its past performance, the offeror should identify up to three (3) of its most relevant contracts or efforts within the past three (3) years, and provide any other information the offeror considers relevant to the requirements of the solicitation. Offerors should provide a detailed explanation demonstrating the relevance of the contracts or efforts to the requirements of the solicitation. If subcontractor past performance is provided as part of the three (3) of its most relevant contracts or efforts, the subcontractor past performance will be given weight relative to the scope and magnitude of the aspects of the work under the solicitation that the subcontractor is proposed to perform. Therefore, the offeror's quote shall detail clearly the aspects of the work in the solicitation that the subcontractor is proposed to perform.

The following minimum information shall be provided within contractor submitted references:

- Contract Number/Delivery Order Number
- Contract Type
- Annual Contract Cost
- Period of Performance
- Description of Work
- Valid name, phone number and e-mail address of Contracting Officer, Contracting Officer's Representative or Prime Contractor (if company was subcontracted)

In the description of work, offerors should provide a detailed explanation demonstrating the similarity of the contracts, in terms of scope and magnitude, to the requirements of the solicitation for purposes of the relevancy review.

This non-cost factor will be evaluated as acceptable or unacceptable. Past performance will be evaluated based on the Offeror's applicable performance under existing and prior contracts for services consistent with the scope and complexity of the functions in the solicitation as well as technical experience in the performance of services similar in size, type and complexity required by the solicitation. Performance information will be used for both responsibility determinations and as an evaluation factor. The government will focus on information that demonstrates quality of performance relative to the size and complexity of the procurement under consideration.

Offerors lacking relevant past performance history will receive a neutral rating for past performance. In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance.

The past performance submission is limited to 12 pages.

In addition to the information requested above, offerors shall send a "Past Performance Evaluation Survey" to each reference it lists on their past performance data sheet. This survey will be filled out by the offeror's references and submitted directly to the Contracting Officer. The Government may consider questionnaires received after the due date of the solicitation. The Government reserves the right to contact references for verification or additional information.

The Government may verify past performance information. The Government may contact some or all of the references provided, as appropriate, and may collect information through questionnaires, telephone interviews and existing data sources to include but not limited to Contractor Performance Assessment Reporting System (CPARS) and DOD Past Performance Automated Information System (DODP AIS). The Government reserves the right to obtain information for use in the evaluation of past performance from any and all sources including sources outside of the Government. This past performance information will be used for the evaluation of past performance. The Government does not assume the duty to search for data to cure the problems it finds in the information provided by the offeror. The burden of providing thorough and complete past performance information remains with the offeror.

The following adjectival ratings will apply as set forth below.

Acceptable	Past Performance: Based on the offeror's performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort, or the offeror's performance record is unknown.
Unacceptable	Past Performance: Based on the offeror's performance record, the Government has a no reasonable expectation that the offeror will successfully perform the required effort.

NOTE: In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available or so sparse that no meaningful past performance rating can reasonably be assigned, the offeror may not be evaluated favorably or unfavorably on past performance (see FAR 15.305 (a)(2)(iv)). Therefore, the offeror shall be determined to have unknown past performance. In the context of acceptability/unacceptability, "unknown" shall be considered "acceptable."

Offeror's quote will be evaluated first under Factor (I) above. Offeror's quote will be evaluated based on their demonstrated technical capability.

Technical quotes with an omission(s) or one that takes exception to any requirement of the solicitation or receives an unacceptable rating in any sub-factor will be rendered technically unacceptable. Offeror's determined to be technically unacceptable will not be considered for award unless discussions are held and offeror's are given an opportunity to revise their offers.

Technically acceptable offers will be evaluated under Factor (II) Past Performance. This non-cost factor will be evaluated as acceptable or unacceptable. Past performance will be evaluated based on the Offeror's applicable performance under existing and prior contracts for services consistent with the scope and complexity of the functions in the solicitation as well as technical experience in the performance of services similar in size, type and complexity required by the solicitation. Performance information will be used for both responsibility determinations and as an evaluation factor. The Government will focus on information that demonstrates quality of performance relative to the size and complexity of the procurement under consideration

Factor III- Price

Price submission shall include a complete and detailed price breakdown with all supporting documentation, as follows:

- a) Completed Schedule of Supplies/Services
- b) Supporting information including a complete breakdown of prices

Quotes submitted shall be in accordance with the Schedule of Services contained in the solicitation. Quotes shall be held firm for 120 days. The prices offered shall be submitted in accordance with the Schedule of Supplies and Services contained in the solicitation.

The price submission is not page limited, but is strictly limited to price information.

Offerors meeting or exceeding the acceptability standards for non-cost factors (Technical Capability, Small Business Utilization, and Past Performance), will be evaluated on price. Award will be made to the offer with the lowest price technically acceptable evaluated price.

Price quotes shall be evaluated, for award purposes, based upon the total price proposed for the basic requirements (basic award).

a. An offeror's proposed prices will be determined by multiplying the quantities identified in the SF1449 Contract Line Items (CLIN's), by the proposed unit price for each, to confirm the extended amount for each. The offeror's price quote will be evaluated for reasonableness, realism, total evaluated price, and balance in accordance with the following:

(i) Reasonableness is evaluated by assessing the acceptability of the offeror's methodology in developing price/cost estimates. For the price/cost Quotes to be reasonable, it must represent a price/cost that provides the best value to the government when consideration is given to prices. The existence of adequate price competition may support a determination of reasonableness. If adequate price competition is not obtained, other techniques described in FAR Part 8 will be used.

(ii) Realism is evaluated by reviewing the offeror's understanding of the technical requirements as represented by the proposed price quote and assessing the appropriateness of the labor categories, hours proposed, materials, etc as they relate to the technical quote.

(iii) Balanced Pricing: Submission of offers that are determined to be unbalanced with respect to prices or separately priced line items may be rejected if the contracting officer determines that the lack or balance poses an unacceptable risk to the Government.

b. One or more of the following techniques may be used to ensure a fair and reasonable price:

- i. Comparison of proposed prices received in response to this solicitation.
- ii. Comparison of proposed prices to previous contract prices.
- iii. Comparison of proposed prices with Independent Government Estimates, and/or,
- iv. Comparison of proposed prices with prices obtained through market research for the same or similar items and/or services.
- v. Comparison of proposed prices to current pricelists, catalogs, or advertisements.

c. The Government intends to award one contract to the Offeror that is determined by the Contracting Officer as deemed responsible in accordance with the FAR, whose quote conforms to this Request for Quotation (RFQ) requirements. The evaluation process, by its nature is subjective and therefore, professional judgment is implicit throughout the entire evaluation process.

d. *Options.* The pricing used for the option under FAR 52.217-8 will be based on dividing the base year pricing by 12 months and getting the monthly price and multiplying the monthly amount by the 4 months that FAR 52.217-8 will cover.

e. A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

(End of Summary of Changes)