

PERFORMANCE WORK STATEMENT

Distributed Antenna System (DAS) Managed Services – Bronze –3 Year Maintenance & Monitoring

21 March 2022

SECTION C-1

GENERAL INFORMATION

SCOPE OF WORK. The contractor shall provide all personnel, equipment, tools, test equipment, transportation, parts, materials, supervision and other items and services necessary to perform preventive and corrective maintenance (on-site) for the Distributed Antenna System listed in attachment 1. This unit is physically located and used in the 673rd Medical Group, 5955 Zeamer Ave, Elmendorf AFB, Alaska.

PERFORMANCE PERIOD. 1 Dec 2022 through 30 Nov 2025. Period of Performance (PoP):

- a) Base Year: 1 December 2022 to 30 November 2023
- b) Option Year 1: 1 December 2023 to 30 November 2024
- c) Option Year 2: 1 December 2024 to 30 November 2025

1.2. CONTRACTOR PERSONNEL:

1.2.1. Contract Manager. The contractor shall provide a Contract Manager who shall be responsible for the performance of the work. The name of the person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the Contracting Officer.

1.2.1.1. 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.

1.2.1.2. The contract manager or alternate shall be available during normal duty hours within 24 hours to meet on the installation with government personnel (designated by the contracting officer) to discuss problem areas.

1.2.1.3. The contract manager and alternates must be able to read, write, speak, and understand English.

1.2.2. Contractor Employees. The contractor shall not employ persons for work on this contract if such employee is identified by the contractor as a potential threat to the health, safety, security, general well being or operational mission of the installation and its population.

1.2.3. Security Training. Reserved.

1.2.4. Employee Training. All maintenance service shall be performed by professionally trained technically qualified personnel. All contractor personnel performing services under this contract must have proof of factory training on these or like systems. If factory training occurred more than three years ago, proof must be presented to the individual has been actively engaged in repairing the system for 12 of the last 18 months. The contractor shall provide to the contracting officer a written list of technicians qualified to work on the equipment prior to contract award date. Contractor's personnel credentials shall be approved by the contracting officer and the Information Services Flight Leadership prior to award of the contract. Personnel changes will be coordinated through the contracting officer for addition and deletion from the qualified technician list.

1.3. QUALITY CONTROL. The contractor shall provide preventative maintenance on all systems in accordance with directives and manufacturer specifications. All preventive maintenance shall be completed at intervals as specified in the manufacturer service manuals. Upon completion contractor will be required to provide documentation of completed work.

1.4. QUALITY ASSURANCE. Information Services will inspect contractor's work on a random basis to determine if the requirements of this contract are being met. Information Services will also accept customer complaints from the equipment users to determine the quality of the contractor's work.

1.5. PHYSICAL SECURITY. The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of the work period, all government facilities, equipment, and materials shall be secured.

1.6. HOURS OF OPERATION:

1.6.1 Normal Hours of Operation. The contractor shall perform the services required under this contract between normal duty hours 0730 AM to 1630 PM, Alaska Standard Time (AST), Monday through Friday excluding Federal Holidays.

1.6.1.1. The contractor shall not be required to respond on-site during these federal holidays; New Years Day, Martin Luther King's birthday, President's birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

1.7. CONSERVATION OF UTILITIES. The contractor shall make sure employees practice utility conservation.

1.8. RECORDS/DOCUMENTATION. Information Services will report and maintain records annotating date called, date scheduled, date & time arrived, and date & time completed. These records will provide the government data to determine if uptimes and response times are being met and will be available for review by the contractor.

1.8.1. Reporting. Upon arrival and prior to beginning work service technicians are to report to Facilities Management (Room LF122) to sign the contractor log. Upon completion of preventive

maintenance inspection (PMI) the contractor shall provide the Information Services flight leadership a legible service report. The government representative shall countersign the report. Failure to sign in or provide the service report may result in payment for service being delayed until the service report is received by the Information Services section.

1.8.2. Types of services and PMI. The following comprehensive Managed Service plans are to provide support and maintenance on the DAS system to maintain maximum uptime and extend the life of the equipment. The Managed Service Center (MSC) will triage tickets and perform the 1st level of troubleshooting. In case of a sustained alarm or service disruption, the ticket will be escalated to a Vision Engineer to perform remote investigation and troubleshooting. If the issue cannot be resolved remotely, we will dispatch a technician to site in accordance with the Service Level Agreement and predetermined site access availability. Managed service bronze package includes the following: help desk/NOC, 8x5 phone, Remote & Onsite Support (T&M), 8 hour response/best effort response onsite support, preventative maintenance visits (1) annually, and remote health checks (1) annually.

1.8.2.1. Description of all services rendered during the visit include the following: Vision will perform (1) one onsite preventative maintenance visits and (1) remote health check per year. Vision to provide a modem onsite allowing remote access into the Corning GUI. This plan also covers 8x5 help desk phone services and 24x7 customer portal access. All remote, onsite support, warranty services and vendor management are on a time and materials schedule. The MSC will coordinate services and incident request with the designated POC to obtain approval. JBER will be given access to a customer portal to submit tickets and view status.

1.8.2.2. No discrepancies noted of existing items covered under this contract.

1.8.2.3. If replacement parts are used, a complete list of parts used by part number. The completed service report shall be turned into Information Services flight leadership prior to the contractor's representative departing the hospital.

1.8.2.4. Contractor shall provide a certification in writing that the system performs to or better than the manufacturer's specifications.

1.8.2.5. If service is completed after duty hours a copy of the service reports shall be provided to the Information Services on-call technician at (907)317-9566

1.8.2.6. After completing systems calibrations, the contractor shall complete a AF Form 4368, Medical Equipment Verification/Certification, affixed to each major system.

SECTION C-2

DEFINITIONS (RESERVED)

SECTION C-3

GOVERNMENT-FURNISHED PROPERTY AND SERVICES (RESERVED)

GENERAL INFORMATION. The government will provide the equipment listed in attachment 1.

SECTION C-4

CONTRACTOR-FURNISHED ITEMS AND SERVICES

4.1. GENERAL INFORMATION. Contractor shall furnish all items needed to perform this contract according to all its terms.

4.1.1. Scope. The contractor shall provide a hardware and software, corrective and preventive maintenance program to include a complete set of special services tools, test equipment, fixtures, spare parts, verification procedures and schedules to provide an operational check of the system concurrent with normal operation and with no degradation in system performance, software problem analysis, associated reprogramming and correct software documentation.

4.1.2. Equipment Updates. The contractor shall furnish and install all software updates and equipment modifications normally provided by the manufacturer, and installed at next PMI after they are made available by the manufacturer.

4.1.3. Replacement Parts. The contractor shall have available any special tools, supplies, parts, transducers, and test equipment which are required for the servicing of the imaging systems. The contractor shall use only original or factory refurbished replacement parts and be quality assurance tested by the manufacturer. If required replacement parts are not immediately available to the contractor while performing Preventive Maintenance Inspections (PMIs) or service repair call, the contractor shall notify Information Services flight leadership in room 2E167, of the deficiency. The contractor's service personnel shall carry or have available in the local area the manufacturer's "recommended stock" for each system covered by this contract. Replacement parts shall be returned to the manufacturer, by the contractor. Maintenance actions shall not be delayed by more than 24 hours due to delivery of a repair part or item.

4.1.4. Special Tools/Test Equipment Requirements. All tools, test equipment, and supplies used for preventive and corrective maintenance are included in this contract. No charge will be made for them during the period of this contract.

4.1.5. Technical Data. The contractor shall have and maintain a complete file of technical documentation on each system listed in the contract to include schematics, wiring diagrams, service manuals, troubleshooting guides, and service update memos.

4.1.6. Special Working Conditions. All equipment, parts, materials, and services supplied by the contractor shall conform to the applicable safety standards as indicated in the current code of Federal Regulations, Occupational Safety Health Act (OSHA).

4.1.7. Access To Software. The contractor shall have full access to all original software and all software necessary for troubleshooting, calibrating, and revising original software.

SECTION C-5

SPECIFIC TASKS

5. GENERAL INFORMATION. The contractor shall furnish maintenance support to include, as a minimum, corrective and preventive maintenance for the systems listed in attachment 1. The contractor's maintenance service support shall provide all parts (including gas bottle exchange), service, labor, travel time and expense to perform both preventive and corrective maintenance on all systems listed in attachment 1.

5.1. POINT OF CONTACT. The contractor shall provide a single point of contact for any maintenance that is required. This information should include name, title, address, and telephone number (Toll free to the government) of the contractor's personnel.

5.2. MAINTENANCE ACTIONS. Once a maintenance action is started, it shall be continuous until the task is completed. Compliance shall be manifested by the continuous presence of the engineers on the job site, but not to include the waiting for arrival of parts. This requirement applies to normal hours. Contractor employees desiring to work after normal hours, do so at the contractor's expense.

5.2.1. Preventative Maintenance Inspections (PMIs). PMIs are essential in prolonging the life of your investment and reducing outages. The following on-site services will be performed annually to include a diagnostic check and visual verification of the DAS equipment. All work will be scheduled in advance with Information Services flight leadership. Following each visit, Vision will provide a detailed report with work performed along with any findings or recommendations. Vision will perform the following tasks:

5.2.1.1. Check for physical damage to equipment, excessive dust or dirt build up. Clean as necessary.

5.2.1.2. Ensure all cable connections are secure and properly dressed.

5.2.1.3. Ensure all equipment properly connected/mounted to the rack or wall.

5.2.1.4. Ensure all equipment powered up.

5.2.1.5. Ensure all equipment properly connected.

5.2.1.6. Check for any alarm conditions on the equipment.

5.2.1.7. Check all coax connectors. Ensure they are tight; tighten if necessary. Check for proper strain relief.

5.2.1.8. Check antennas.

5.2.1.9. Ensure all cables and splitters neatly secured to the wall or rack.

5.2.1.10. Ensure all jumpers properly dressed, neatly bundled and secured with Velcro or appropriate strapping

5.2.1.11. Ensure all cables neatly and clearly labeled.

5.2.1.12. Check rooftop antennas and cabling for proper weatherproofing. Contact the appropriate Carrier if maintenance or repair is needed.

5.2.1.13. Log into the management interface. Check software configuration and setting review and fix any error conditions. White listed software, firmware and patches available from the manufacturer, typically twice a year, will be applied. Some updates are required to correct security and functionality problems, others add additional features and functions that may become available. Confirm all modules are configured properly. Review maintenance logs.

5.2.1.14. Validate operational status by conducting spot checks on every floor within the building for signal strength and call quality – assumes access badges will be provided to allow access onto all floors.

5.2.2. CORRECTIVE MAINTENANCE. The contractor shall provide on-site repair support to correct all malfunctions that occur. All tools, test equipment, parts, and supplies necessary to return the equipment to original operating specifications will be the responsibility of the contractor. The contractor shall respond on-site within (4) four business day hours of the initial call for services, depending on equipment availability and surgery schedule.

5.2.3. SCHEDULED MAINTENANCE. At a minimum, the contractor shall perform PMIs and system calibration on a annual basis according to the following schedule.

PMI	Annually	July
Remote Health Checks	Annually	July

5.2.4. CLAIMS OF GOVERNMENT MISUSE OR ABUSE. The Contractor shall not be responsible for expenses incurred for corrective maintenance of repairs that are directly related to operator misuse or damage. If the contractor claims any service calls are the result of government abuse or misuse, the damage must immediately be shown to, and verified by Information Services personnel before repairs are made. Disagreements of responsibility will be resolved by the Contracting Officer.

Attachment 1

JBER Hospital DAS				
Description	Manufacturer	Product ID	U/M	QTY
1-HEU, 1-ETM, 1-RIX, 2-PSM-AC, 1- HCM	Corning	HEU-1-00-2-A-H	E	1
Radio Interface Module for AWS	Corning	RIMe-A17	E	3
Radio Interface Module for LTE	Corning	RIMe-L70	E	3
Radio Interface Module for CELL	Corning	RIMe-C85	E	2
Radio Interface Module for PCS	Corning	RIMe-P19	E	3
1-OIU, 1-ETM, 1-OIX, 2-PSM-AC, 1- ACM	Corning	OIU-1-00-2-A-A	E	1
OIM - Optical Interface Module	Corning	OIM	E	3
MRU-AC assembly w/ four PAM modules supporting: LTE700,ESMR,CELL,PCS & AWS	Corning	MRU-781719-AC	E	9
698-960/1695-2700/5200-6000 MHz Small form factor Omni Antenna	Galtronics	02121270-05379U	E	81
Intersitial Space				
Description	Manufacturer	Product ID	U/M	QTY
OIM - Optical Interface Module	Corning	OIM	E	3
MRU-AC assembly w/ four PAM modules supporting: LTE700,ESMR,CELL,PCS & AWS	Corning	MRU-781719-AC	E	9
Small Form Factor In-Building SISO Antenna 698-960, 1695-2700 and 5200-6000MHz	Galtronics	02121270-05379U	E	54
Directional Outdoor/in-building antenna, V-Pol: 698-2700 MHz 1x N-F with cable	Galtronics	02121261-05490	E	16