

**STATEMENT OF WORK
CAMERA MAINTENANCE
MOUNTAIN HOME AFB, IDAHO**

30 August 2017

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SECTION I

DESCRIPTION OF SERVICES

1.1. Objective: The objective is to maintain the identified security cameras on Mountain Home AFB (MHAFB).

1.2. General Scope: The contractor shall, provide all personnel, supervision, equipment, and labor necessary to maintain the identified security camera systems on MHAFB as defined in this Statement of Work (SOW). The contractor shall perform all requirements, conform to the professional standards, and follow all applicable instructions and directives as identified by this SOW. All contractor personnel shall obtain and maintain a current certification for all camera systems and components. Contractor tasks include the following: repair and maintenance (to include preventative maintenance) of all security camera systems, repair and preventative maintenance of telecommunications problems with security cameras (telecommunications between facilities containing such equipment is the responsibility of MHAFB), repair and maintenance of associated equipment (e.g., power supplies), repair of damage caused by power failures or situations not covered under manufacture's warranty, and additional work as directed by the Contracting Officer (CO), such as minor repairs and modifications associated with camera equipment in accordance within the scope of this SOW. The contractor shall submit reports and documentation as identified throughout this SOW, by the timelines specific in the SOW.

1.2.1. Equipment. MHAFB security camera system consists of the items listed below. These systems consist of all equipment and components necessary for the proper operation of the camera systems. Contractor shall provide both preventive and remedial maintenance and service on the security camera system described in this SOW. The security camera system includes the following: Cameras, Lenses, Pan/Tilt/Zoom Mountings, Media Converters, Switchers, Multiplexers, Camera Housings, Amplifiers, other associated hardware and wiring, and all associated equipment to record the system.

1.2.1.1. Security Forces Squadron Cameras/Equipment.

1.2.1.1.1. Emergency Communications Center (Bldg 206). 1 Dell Server (20 TB - Video Insight software), 1 security camera, 4 security camera monitors, and associated equipment.

1.2.1.1.2. Base Defense Operations Center and SF Armory (Bldg 1013). 1 Dell Server (20TB - Video Insight software), 3 Video Insight Monitoring Stations, 23 security cameras, 6 security camera monitors, and associated equipment.

1.2.1.1.3. Main Gate (Bldg 6410). 1 Video Insight Monitoring Station, 6 security cameras, 1 security camera monitor, and associated equipment.

1.2.1.1.4. Visitor Center (Bldg 6400). 8 security cameras, 1 security camera monitor, and associated equipment.

1.2.1.1.5. Grand View Gate (Bldg 3200). 1 Video Insight Monitoring Station, 6 security cameras, 1 security camera monitor, and associated equipment.

1.2.1.1.6. Grand View Gate ID Check (Bldg 3210). 2 security cameras and associated equipment.

1.2.1.1.7. Flight Line (Various Locations). 7 security cameras and associated equipment.

1.2.1.1.8. Bldg 512 (Camera System Manager). 1 Video Insight Monitoring Station, 2 security camera monitors, and associated equipment.

1.2.1.2. Force Support Squadron Cameras/Equipment.

1.2.1.2.1. Youth Center (Bldg 2830). 1 Dell Server (20TB - Video Insight software), 1 Video Insight Monitoring Station, 16 security cameras, 3 security camera monitors, and associated equipment.

1.2.1.2.2. Fitness Center (Bldg 2371). 1 Dell Server (20TB - Video Insight software), 1 Video Insight Monitoring Station, 23 security cameras, 2 security camera monitors, and associated equipment.

1.2.1.2.3. CDC (Bldg 2623). 1 Dell Server (20TB - Video Insight software), 3 Video Insight Monitoring Stations, 30 security cameras, 6 security camera monitors, and associated equipment.

1.2.1.2.4. CDC Annex (Bldg 2630). 1 Dell Server (20TB - Video Insight software), 2 Video Insight Monitoring Stations, 21 security cameras, 5 security camera monitors, and associated equipment.

1.2.1.3. Logistics Readiness Squadron Cameras/Equipment (Bldg 1333). 1 Dell Server (20TB - Video Insight software), 1 Video Insight Monitoring Station, 6 security cameras, 2 security camera monitors, and associated equipment.

1.2.1.4. Explosive Ordnance Disposal Cameras/Equipment (Bldg 1288/89). 1 Dell Server/ Video Insight Monitoring Station (1TB - Video Insight software), 6 security cameras, 1 security camera monitor, and associated equipment.

1.2.1.5. Fuel Storage Area Cameras/Equipment (Bldg 1319, Bldg 1307, and POL Storage Yard). 1 Dell Server (4TB - Video Insight software), 2 Video Insight Monitoring Stations, 9 security cameras, 3 security camera monitors, and associated equipment.

1.2.1.6. Command Post Cameras/Equipment (Bldg 1501). 1 camera DVR, 9 security cameras, 3 security camera monitors, and associated equipment.

1.2.2. Operational Requirements and Specific Tasks. The contractor shall provide all personnel, equipment, tools, materials, management, training, installation, operations, supervision, other items and logistic support to perform the following tasks. The contractor technical personnel shall be certified to install and maintain the specific camera equipment prior to contract award.

1.2.2.1. Telephone Consult. Contractor shall provide four-hour telephone call back in reply to all requests for assistance from the Government. There are no fees charged for telephone consults, therefore no work orders will be completed for telephone consults.

1.2.2.2. Repair/Maintenance. This is corrective or remedial maintenance. The contractor shall respond to all requests for normal repair/maintenance within 24 hours or next duty day. The contractor shall complete all normal repairs within 72 hours. Specified time excludes time waiting for the delivery of equipment, materials, and government holidays. Normal corrective actions are to be initiated during normal duty hours (0730-1630), with work continuing during normal duty hours until completed. In instances where corrective services cannot be completed due to part unavailability or unavailability of other needed government support, the service will be completed within 72 hours days of receipt of required part(s) or support.

1.2.2.2.1. Contractor shall include response for normal maintenance for repairs to the systems, life expectancy of equipment and an estimated 30 hours of normal maintenance required per month (total of 360 hours per year).

1.2.2.2.2. Contractor shall perform test of all repaired system to ensure system is operating properly before repairs are considered completed.

1.2.2.2.3. The contractor shall be responsible for all communications lines from all camera equipment to the main communication area in the facility. Installation communication personnel are responsible for all communications lines and equipment between facilities containing security alarm or camera equipment. The contractor will coordinate any support needed from installation communication personnel.

1.2.2.2.4. The Camera System Manager (CSM) shall provide the contractor with a work order detail of all work to be completed. The work order acts as the approval for the contractor to complete the work. The contractor can initiate work based on verbal approval of the CSM, which will be followed by submittal of the work order. The contractor shall ensure all repairs are completed satisfactorily and that all camera systems are operational after repairs. The contractor shall then be reimbursed by the Government, at actual invoice cost to the contractor, for all parts and labor used plus any related special handling costs.

1.2.2.2.5. If the contractor and CSM determine equipment is beyond economical repair, the equipment will be completed. The contractor is responsible for the disposal of the old equipment.

1.2.2.2.6. The contractor shall furnish all replacement parts, based on work orders from the CSM. The Government shall own all parts purchased (paid for by the Government). The contractor may maintain additional replacement parts on hand as they determine. However, the contractor will only be paid for those spare parts used.

1.2.2.2.7. Parts purchased for repairs and maintenance shall be of equal or greater quality to the parts replaced.

1.2.2.2.8. Contractor shall provide technical support for their on-site personnel when necessary to assist in the resolution of maintenance issues, including interfacing with subcontractors.

1.2.2.2.9. Contractor is responsible for providing all tools and diagnostic equipment required for the performance of work. Major equipment such as man lifts and bucket trucks including operators, will be provided by the contractor.

1.2.2.3. Preventative /Maintenance (PM). The contractor shall develop an annual Preventative Maintenance Inspection (PMI) program designed to identify potential deficiencies. Preventative maintenance will be an ongoing event and will be accomplished throughout the year (some inspections every month) to prevent having to do all inspections in a single month. Following contract award, the contractor can perform a system wide inspection to identify any potential problems and provide the CSM a report on the results. The contractor shall develop base schedule and submit to the CSM for approval within 10 days following contract award. After the government accepts the contractors PMI for preventive maintenance, the contractor shall provide updates to this schedule, as needed. Any issues requiring repair beyond normal preventative maintenance shall be brought to the immediate attention of the CSM. Preventative maintenance inspections will include, but are not limited to:

1.2.2.3.1. Inspection, examination, cleaning, lubrication, electrical and mechanical adjustment, calibration, performance checks, at intervals suggested by the manufacturer and in accordance with the general PM plans.

1.2.2.3.2. Installation of Manufacturer generated software updates.

1.2.2.3.3. Cleaning of all exterior camera lenses no less than annually.

1.2.2.3.4. Any other items based on manufacturer's technical documentation or directives.

1.2.2.3.5. PMI will be an ongoing event and will be accomplished throughout the year (some inspections every month), therefore the CSM will complete a work order at the start of the period of performance (PoP) for PMI which will be used throughout the year for all PMI work. The contractor shall ensure the appropriate work order number is used on all documentation (e.g., bills, invoices) pertaining to all PMI work.

1.2.2.4. Spare Parts.

1.2.2.4.1. The CSM will provide the contractor with work orders for maintenance requests. All parts ordered for a specific maintenance request will be billed to the appropriate work order. The contractor shall ensure the appropriate work order number is used on all documentation (e.g., bills, invoices) pertaining to the work completed or parts ordered.

1.2.2.4.2. The CSM shall provide the contractor with a separate work order for any additional spare parts, as needed. The contractor shall ensure the appropriate work order number is used

on all documentation (e.g., bills, invoices) pertaining to the parts ordered.

1.2.3 Contracting Officer's Representative (COR): will act as an Air Force point of contact for all maintenance issues. The Contracting Officer (CO) is the only individual authorized to enter into, administer, and terminate contracts and make related determinations and findings.

SECTION II GOVERNMENT FURNISHED SERVICES

2.1. Services. The government is responsible for:

2.1.1. Communication. Communication connection between facilities containing alarm or security camera equipment. Government is responsible for communication connection to the applicable communication room of the effected facilities.

2.1.2. Utilities. Electrical power into all installation buildings, including panel board and circuit breaker.

2.1.3. Telephone. "Class C" (on-base) telephone service.

2.1.4. Building Maintenance and Repairs.

2.1.5. Security Forces and Fire Protection. Phone Numbers:

Emergency Communications Center: 828-2256

Emergency (Police, Fire and Ambulance): 911.

SECTION III GENERAL INFORMATION

3.1. Hazardous Material Identification: Material Safety Data Sheets (MSDS) are required as specified in the latest version of Federal Standard No. 313 (including revisions adopted during the term of the contract), and for any other material designated by a government technical representative as potentially hazardous and requiring safety controls. MSDSs shall be maintained by the contractor.

3.2. HazMart (Bldg 1296, 828-2690): The government (HaxMart personnel) will inventory all chemicals that the contractor brings on to Mountain Home AFB. The inventory will be performed prior to commencement of work. Criteria for identifying hazardous waste is contained in Subpart C of 40 CFR, Part 261. The contractor shall provide one copy of the MSDSs for each item to the HAZMART section for review prior to any chemicals being brought onto Mountain Home AFB.

3.2.1. Spill Response: The contractor shall be briefed on Mountain Home AFB spill response procedures at the pre-performance conference. The contractor shall report and promptly cleanup all spills in a manner consistent with current environmental regulations. In the event that it is necessary to utilize government material, equipment or personnel to clean up a contractor-caused spill, the contractor shall be required to reimburse the government for all associated costs.

3.3. Hazardous Material/ Waste Management: The contractor will be briefed on Mountain Home AFB Hazardous Material/Waste Management Plan at the pre-performance conference.

3.4. Hazardous Material Handling: The base Bio-Environmental Engineer (BEE) and HAZMART sections shall approve any chemicals, solvents, lubricants, and other products requiring MSDSs prior to handling or using on MHAFB. The contractor shall coordinate with HazMart personnel (828-2690) before bringing any hazardous items onto the installation. The contractor shall maintain one copy of the MSDSs for each hazardous material line item used. The contractor shall not use products that are or contain Toxic 17 chemicals, Extremely Hazardous Substances (EHS), Ozone Depleting Substances (ODS), and/or Persistent Bioaccumulative and Toxic (PBT) chemicals. Any hazardous material containing one of these banned substances shall not be allowed on base.

3.5. Environmental Protection: The contractor shall conform with all federal, state and local laws pertaining to environmental protection. Any violation of law, DoD Guidance, or the contractor's own Environmental Protection Plan will be identified to the CO immediately.

3.6. Contractor Personnel. Management. The contractor shall provide a full-time contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the CO no later than 3 business days following contract award. 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. During normal duty hours the contract manager or alternate shall be available to meet at MHAFB with government personnel designated by the CO to discuss any issues as related to this SOW. All employees shall fluently read, write, speak, and understand English. These positions shall at no time be vacant. All personnel shall comply with all installation rules and directives to include but not limited to: clearance for base access, motor vehicle operation to include flight line operations, and all safety requirements and guidelines.

3.6.1. Attire shall be in good repair and shall not be considered offensive, disruptive, or unsafe. Contractor personnel shall be easily recognizable while on the installation in conjunction with this contract. This shall be accomplished through the wear of distinctive clothing, overcoats, or hats bearing the company name or logo. The coloring or design of the items selected should be such that the items identify personnel easily and quickly for reasons of safety and personal protection. The government is authorized to restrict the employment under the contractor of any contractor employee or prospective contractor employee who is identified as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.

3.6.2. Access: The contractor shall allow government personnel access to work areas, provide support and not interfere with CSM, state, federal and other designated personnel in performance of their official duties.

3.6.3. Base Access.

3.6.3.1. All contractor personnel must meet standard base access requirements.

3.6.3.2. Contractor personnel are only allowed base access in performance of their assigned

duties under this SOW. If contractor personnel have other base access media (e.g., retired DoD identification), they are allowed base access IAW standard base access procedures.

3.6.3.3. The contractor shall provide a completed 366th SFS Form 30, for each employee requiring installation access to the CSM within five (5) business days following contract award. After approval, the CSM will notify the contractor that the employees may get their installation access ID at the Visitor's Control Center. Blank 366th SFS Form 30 will be provided to the contractor by the CSM after contract award.

3.6.3.4. The contractor is not authorized to sponsor any visitors or other contractor personnel onto the installation. All requests for base access must be coordinated through the CSM.

3.6.3.5. The contractor must notify the CSM if made aware of a possible changes to an employee's fitness for base access.

3.6.3.6. The contractor will retrieve all base access media from employees upon termination of on-site employment and turn into the Visitor Control Center.

3.6.3.7. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor owned vehicle or privately owned vehicle while on MHAFB.

3.6.4. Conflicts of Interest: The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. Additionally, the contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval according to DoD Directive 5500.7, Standards of Conduct, subsections 2-2064 and 2-303. The contractor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies in paragraph 3 of AFI 64-106, Air Force Industrial Labor Relations Activities. Contract personnel shall readily identify themselves as contractors in correspondence, telephone conversations and in meetings they attend IAW AFI 33-119, paragraph 5. The contractor shall not employ persons for work on this contract if such employee is identified by either the contractor or the CO as a potential threat to the health, safety, security, general well being or operational mission of the installation or its population.

3.6.5. Off-Duty Active Military: The contractor is cautioned that off-duty active military personnel hired may be subject to permanent change of station, change in duty hours or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform; however, their absence at any time shall not constitute an excuse for non-performance under this contract.

3.6.6. Records Management: All records, files, and documents, regardless of media (e.g., paper, electronic, etc), as described in this PWS, which are the responsibility of the Contractor are the property of the Government and shall remain so upon termination or completion of the contract.

3.6.6.1. The contractor shall keep these item(s) current and maintain and dispose of them in accordance with the requirements established in AFI 33-322, *Records Management Program*,

paragraph 10, AFMAN 33-363, paragraph 6.4, AFMAN 33-364, paragraph 2.10 and the Air Force Records Disposition Schedule which may be accessed from the following web address:
<https://www.my.af.mil/afrims/afrims/afrims/rims.cfm.4>

3.6.6.2. Records shall be turned over to the government upon completion of the contract unless otherwise stated. All records are subject to the Freedom of Information and Privacy Act.

3.6.7. Contractor Manpower Reporting. The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The contractor is required to completely fill in all required data fields using the following internet address: <http://www.ecmra.mil/>. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2016. Contractors may direct questions to the help desk at help desk at: <http://www.ecmra.mil>

3.7. Hours of Operation: Normal MHAFFB hours of operation are from 0730 – 1630. During these times the contractor shall have access to various agencies that may be needed. The contractor may work outside of these hours as needed, but they will not have access to several agencies.

Federal Holidays:

A minimum of ten paid holidays per year:

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

A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) The contractor is not required to provide service during 366 FW Family and/or Down Days:

3.8. Traffic Laws: The contractor shall comply with all MHAFFB traffic regulations while on MHAFFB.

3.9. Security:

3.9.1. CO may direct the contractor to remove, and the contractor shall remove, an employee from any assignment under this contract for reasons of security or misconduct. All contractor personnel are subject to security forces jurisdiction and the authority of the Installation Commander (CC) while on USAF installations.

3.9.2. The contractor shall be responsible for safeguarding all government property. At the end of each work period, all government facilities, equipment, and materials shall be secured.

3.9.3. The contractor shall comply with DoD 5400.7-R, Chapter 4, DoD Freedom of

Information Action (FOIA) Program, requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting and safeguarding For Official Use Only (FOUO) material.

3.9.4. Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware that may pose a threat to the security of DoD personnel, contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment.

3.10. Safety Requirements. Contractor shall be responsible and accountable for the safety and actions of their employees while working within the properties of the site IAW standard OSHA requirements. Contractor personnel must also comply with all base safety requirements. CSM is responsible for ensuring contractor is aware of local safety requirements.

3.11. Performance of Service during Crisis Declared by the National Command Authority: This service is determined to be non-essential for performance during crisis according to DODI 3020.37. However, in the event of a crisis or significant emergency is declared, the CO will contact contractor personnel to notify them of the situation and any possible changes to their contract responsibilities.

3.13. Contingency Operations. During periods of increased security (e.g., increase Force Protection Conditions (FPCONS)) contractor access to the installation may be limited. However, based on the impact of the contract on installation security, all contractors associated with the contract are considered “essential contractor service,” and the CSM will ensure personnel are allowed access during these periods. However, based on security requirements the contractor may have to be escorted during these periods. The CSM will coordinate base access and escorts with the contract manager during these periods.

3.14. Certifications. Contractor shall provide employees possessing pertinent certifications and qualified to perform electrical and electronic troubleshooting, repair, testing, diagnostics and proprietary programming of installed camera systems. Only qualified and licensed personnel with experience maintaining and installing these systems are required. Personnel performing