

Performance Work
Statement (PWS)

for

Land Mobile Radio (LMR)
Maintenance

15 March 2018

509th Bomb Wing
Whiteman AFB MO

Table of Contents

Section	Paragraph	Title
C-1		General
	1.1.	Scope of Work
	1.2.	Period of Performance
	1.3.	Non-Personal Services
	1.4.	Business Relations
	1.5.	Personnel Administration
	1.6.	Subcontract Management
	1.7.	Contractor Personnel, Disciplines and Specialties
	1.8.	Quality Control
	1.9.	Quality Assurance
	1.10.	Physical Security
	1.11.	Hours of Operation
	1.12.	Conservation of Utilities
	1.13.	Records
C-2		Definitions
	2.1.	Standard Definitions
	2.2.	Technical Definitions
C-3		Government Furnished Property and Services
	3.1.	General Information
	3.2.	Government Furnished Property
	3.3.	Government Furnished Services
C-4		Contractor Furnishing Items and Services
	4.1.	General Information
	4.2.	Test Equipment
	4.3.	Technical Manuals
	4.4.	Equipment Repair Tickets
	4.5.	Trouble Tickets
C-5		Specific Tasks
	5.1.	General Information
	5.2.	Additions/Deletions to the Contract
	5.3.	Equipment Repair
	5.4.	Contractor Repair Actions
	5.5.	Central Pickup and Delivery
	5.6.	On Base Maintenance Facility
	5.7.	Trouble Ticket Documentation
	5.8.	Equipment Liability
	5.9.	Recurring Maintenance Service
	5.10.	Non-recurring Maintenance Service
	5.11.	The Contractor is Not Responsible
	5.12.	Quality Standards
C-6		Applicable Publications and Forms
	6.1.	General Regulations, Manuals, and Forms
	6.2.	Supplements or Amendments

Technical Exhibits

1. Service Delivery Summary
 2. Government Furnished Facility
 3. Government Provided Equipment
 4. Authorized Personnel to Call Maintenance
 5. Quality Standards
 6. Equipment Priority Chart
- Attachment 1, Serial Numbers Not Covered and Covered by Warranty

Section C-1

General

1.1. SCOPE OF WORK. The Contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision and other items and services necessary to perform troubleshooting, repair, installation and removal of commercial two-way radio communications equipment and systems on both a recurring and non-recurring basis as defined in this PWS except as specified in section C-3 as Government-Furnished Property and Services at Whiteman AFB and the surrounding area. The Contractor shall also provide service to correct malfunctions in any equipment, nets, or systems covered by this PWS as outlined in section C-5. The Contractor shall perform to the standards in the PWS.

1.2. PERIOD OF PERFORMANCE. The period of performance shall not exceed 60 months (Base Year + 4 Option years). Contractor shall be prepared to begin work in accordance with section C-5 immediately on contract start date of 1 Oct 2018 at Whiteman AFB, MO.

1.3. NON-PERSONAL SERVICES. The Government shall neither supervise individual Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately.

1.4. BUSINESS RELATIONS. The Contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of subcontractors. The Contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all Contractor personnel. The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement.

1.5. PERSONNEL ADMINISTRATION. The Contractor shall provide the following management and support as required. The Contractor shall maintain regular work hours for employees during designated Government non-work days or other periods where Government offices are closed due to weather or security conditions. The Contractor shall maintain the currency of their employees by providing initial and refresher training as required to meet the PWS requirements. The Contractor shall make necessary travel arrangements for employees IAW the Joint Travel Regulation (JTR).

1.6. SUBCONTRACT MANAGEMENT. The Contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement. The prime Contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations. Contractors may add subcontractors to their team after approval by the Contracting Officer. Cross teaming may or may not be permitted.

1.7. CONTRACTOR PERSONNEL, DISCIPLINES, AND SPECIALITIES. The Contractor shall accomplish the assigned work by employing and utilizing qualified personnel with appropriate combinations of education, training, and experience. The Contractor shall ensure the labor categories are as defined in the wage determination and utilized as specified in the PWS.

1.7.1. Contract Manager. The Contractor shall provide a Contract Manager who shall be responsible for the supervision/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 Contracting Officer.

1.7.1.1. 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.

1.7.1.2. The Contract Manager or alternate shall be available within 24 hours to meet on the installation with Government personnel designated by the Contracting Officer to discuss problem areas during the work week.

1.7.1.3. The Contract Manager and alternates must be able to read, write, speak and understand English.

1.7.2. **Employees.** The Contractor shall not employ any person who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population.

1.7.2.1. Contractor Identification in the Government Workplace. All Contractor and subcontractor personnel shall be required to wear company picture identification badges so as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone, or via electronic mail Contractor and subcontractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors and subcontractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signatures shall identify company affiliation.

1.7.2.2. The Contractor shall make sure employees have the following current and valid professional certifications/P25 Systems Technical Associate certifications before starting work under this contract: The Contractor shall ensure that employee technicians have a certificate showing successful completion of a military or commercial electronics school. The Contractor shall provide the Contracting Officer a Certificate of Competency issued by the military or LMR Industry for each technician.

1.7.2.3. The Contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest, nor shall the Contractor 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 in accordance with DOD Directive 5500.7, *Joint Ethics Regulation*. In addition, the Contractor shall not employ any person who is an employee of the Department of the Air Force if such employment could be contrary to the policies contained in AFI 64-106, *Air Force Industrial Labor Relations Activities*.

1.7.2.4. The Contractor is cautioned that off duty personnel hired under this contract 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. Their absence at any time shall not constitute an excuse for non-performance under this contract.

1.7.3 Contractor Manpower Reporting

1.7.3.1. 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 at <http://www.ecmra.mil>.

1.7.3.2. Reporting inputs shall be for the labor executed during the period of performance for each Government Fiscal Year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the Contractor Manpower Reporting Application (CMRA) help desk.

1.7.3.2.1. Reporting Period: Contractors are required to input data by 31 October of each year.

1.7.3.2.2. Uses and Safeguarding of Information: Information from the secure web site is considered to be proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time shall the data be released to the public with the Contractor name and Contractor number associated with the data.

1.7.3.2.2. User Manuals: Data for Air Force service requirements must be input at the Air Force CMRA link (below). However, user manuals for Government personnel and Contractors are available at the Army CMRA link at <http://www.ecmra.mil>.

1.7.4. **Security Requirements.** All Contractor personnel with access to unclassified information systems, including e-mail, shall have at a minimum a favorable National Agency Check (NAC). Contractor personnel shall meet

established unescorted installation entry requirements pursuant to AFI 31-101 before base identification will be issued. Contractors shall submit requests for installation identification to 509 Security Forces Squadron (SFS) no later than 72 hours following contract award, and 72 hours prior to the individual(s) requiring subsequent entry on to the installation. Personnel not meeting the minimal standards will not be issued an installation pass and will not be allowed access to the installation.

1.7.5. Employee Training. The Contractor shall ensure that an adequate number of technicians attend courses or schools, conducted or available from the original equipment manufacturer, for equipment items listed in Attachment I in order to ensure that the original manufacturer's equipment integrity is maintained. The training must be completed prior to the contract start date. The Contractor shall provide the Contracting Officer a Certificate of Competency of completion of training prior to the contract start date. The Contractor shall ensure one trained technician is always available to respond to and repair equipment throughout the period of the contract, including after duty hours, over weekends and holidays. To ensure a high level of competency is maintained, the Contractor shall ensure employed technicians receive adequate technical information and training on a continuous basis on all LMR equipment covered in this PWS.

1.8. QUALITY CONTROL.

1.8.1. In compliance with the contract clause entitled "Inspection of services," the Contractor shall provide a Quality Control Plan to the contracting officer for acceptance not later than the pre-performance conference. The contracting officer shall notify the Contractor of acceptance or required modification to the plan before the contract start date. The Contractor shall make appropriate modifications and obtain acceptance of the plan by the contracting officer by the contract start date.

1.8.2. The Plan shall include:

1.8.2.1. A description of the inspection system to cover all services listed on the Service Delivery Summary (SDS), see Technical Exhibit 1. Description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organization placement of the inspectors. Additionally, control procedures for any Government provided keys or lock combinations shall be included.

1.8.2.2. A description of the methods to be used for identifying and preventing defects in the quality of service performed.

1.8.2.3. The records of inspections shall be kept and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

1.9. QUALITY ASSURANCE According to the "Inspection of Services" clause, the Government will evaluate the Contractor's performance under this contract. The Contracting Officers Representative (COR) or evaluators will follow the methods of surveillance specified in this contract as outlined in the Quality Assurance Surveillance Plan (QASP) with the intent of verifying contract compliance. Government personnel will record all surveillance observations. When an observation indicates defective performance, the COR will request the Contractor's representative to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the defective performance. Government surveillance of tasks not listed in the SDS or by methods other than those listed in the SDS (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the Contracting Officer as a result of surveillance will be according to the terms of this contract.

1.9.1. Performance Evaluation Meetings. The Contract Manager may be required to meet at least weekly with the COR and the Contracting Officer during the first month of contract. Meetings shall be as often as necessary thereafter as determined by the Contracting Officer. The Contractor may request a meeting with the Contracting Officer when he or she believes such a meeting is necessary. The written minutes of these meetings shall be signed by the Contractor's manager, Contracting Officer, and should the Contractor not concur with the minutes, the Contractor shall so state any areas of non-concurrence in writing to the Contracting Officer within 10 days of receipt of the signed minutes.

1.9.2. **Re-performance.** The Contractor shall be authorized to re-perform any deficiencies that need to be corrected; however, repeated problems shall be addressed separately.

1.10. PHYSICAL SECURITY. The Contractor shall be responsible for safeguarding all Government property provided to the Contractor. At the close of each day, Government equipment and material shall be secured at the Contractor facility.

1.10.1. **Key Control.** The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan.

1.10.1.1. The Contractor shall report the loss of or duplication of a key for Government controlled facilities to the COR or the Contracting Officer.

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

1.10.1.3 It is the responsibility of the Contractor to prohibit the use of keys issued by the Government by any persons other than the Contractor's employees. It is also the responsibility of the Contractor to prohibit the opening of locked areas by the Contractor's employees to permit entrance of persons other than the Contractor's employees engaged in the performance of assigned work in those areas.

1.10.2. **Lock Combinations.** The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. These procedures shall be included in the Contractor's Quality Control Plan.

1.11. HOURS OF OPERATION.

1.11.1. **Normal Hours.** The Contractor shall provide the following customer service hours: 0800-1630 (8:00 am to 4:30 pm) daily, Monday through Friday.

1.11.2. **Recognized Holidays.** The Contractor is not required to provide routine service on the following days: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

1.11.3. **Priority Service.** Service shall be required to troubleshoot and/or repair equipment, nets, or systems needed to maintain mission essential communications, during or outside normal duty hours and recognized holidays above. The Contractor shall establish and maintain procedures and communications to ensure standby technician call-outs can be accomplished as required. The Contractor's responsibilities for priority support are described in section C-5. Experience has shown that after hour's trouble tickets occur about 8-10 times a year.

1.12. CONSERVATION OF UTILITIES. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions which preclude the waste of utilities, which shall include:

1.12.1. Lights shall be used only in areas where and when work is actually being performed.

1.12.2. Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the workers.

1.12.3. Water faucets or valves shall be turned off after the required usage has been accomplished.

1.12. RECORDS. The Contractor shall be responsible for creating, maintaining, and disposing of only those Government required records that are specifically cited in this PWS or required by the provisions of a mandatory directive listed in section C-6, Applicable Publications and Forms. If requested by the Government, the Contractor shall provide the original record or a reproducible copy of any such record within 5 working days of receipt of the request.

Section C-2

Definitions

2.1. STANDARD DEFINITIONS.

2.1.1. **Defective Service.** A service output that does not meet the standard of performance specified in the contract for that service.

2.1.2. **Lot.** The total number of potential service outputs in a surveillance period.

2.1.3. **Performance Threshold.** The point that divides acceptable and unacceptable performance of a task according to the Service Delivery Summary and the Inspection of Services clause. It is the number of defects or maximum percent of defects in the lot that is deemed acceptable. Any further defects shall require the Government to effect the price computation system.

2.1.4. **Service Delivery Summary.** A listing of the service outputs under the contract that are to be evaluated by the COR on a regular basis, the surveillance methods to be used for these outputs, and the performance requirements of the listed outputs.

2.1.5. **Quality Assurance.** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For purpose of this definition, quality assurance refers to actions by the Government.

2.1.6. **Contracting Officer Representative.** A Government official from the requiring activity that is a functionally qualified person who performs quality assurance functions for a contracted service.

2.1.7. **Quality Control.** Those actions taken by a Contractor to control the production of outputs to ensure that they conform to the contract requirements.

2.1.8. **Random Sampling.** A sampling method where each service output in a lot has an equal chance of being selected for quality assurance surveillance.

2.1.9. **Sample.** A sample consists of one or more service outputs drawn from a lot for quality assurance surveillance.

2.2. TECHNICAL DEFINITIONS.

2.2.1. **Abuse.** Damage or abnormal deterioration of LMR equipment caused by negligence other than negligence of the Contractor.

2.2.2. **Act of God.** An act of nature, such as lightning, or any incident which causes damage or abnormal deterioration of the operational capabilities of LMR equipment or nets.

2.2.3. **Advanced Encryption Standard (AES).** The National Institute of Standards and Technology's replacement for the Data Encryption Standard. AES radio equipment is manufactured to meet Federal Information Processing Standard FIPS-197. Authorized to transmit/receive, For Official Use Only through Secret clarifications for National Defense related information use only.

2.2.4. **Ancillary Equipment.** Any equipment not specifically defined in paragraph 2.2, Technical Definitions, used to complement or increase the efficiency of an LMR net. Example: multiplexer, antenna cavities, 4/2 wire adapters, etc.

2.2.5. **Antenna (Antenna Systems).** All the equipment, cables, tower, and miscellaneous hardware to include antenna. The system starts at the RF output of the composite equipment to the actual antenna itself. This output could be at the base station, repeater, duplexer, or other terminal location as indicated by the appropriate equipment.

- 2.2.6. **Authorized Personnel.** Those personnel on the listing prepared and furnished by the Communications Squadron, to the Contractor, of those individual authorize to call out the Contractor on a trouble-call, installation or removal, or to issue LMR equipment to the Contractor for repair.
- 2.2.7. **Base Station.** A transmitter/receiver unit located at a fixed location used to transmit and receive information within a particular net or nets.
- 2.2.8. **Bench stock.** Spare parts necessary to effect the repair of a failed asset. These include transistors, switches, knobs, printed circuit boards with chips and/or other components, etc. These parts shall be on-hand, so no delay shall be incurred while awaiting their procurement.
- 2.2.9 **Contract Discrepancy Report (CDR).** The report, issued to the Contractor, citing unsatisfactory services or performance for which the Contractor is responsible under the PWS.
- 2.2.10. **Contractor.** The organization or agency awarded and responsible for providing maintenance, repair and technical and assistance for the LMR assets and nets covered by this PWS.
- 2.2.11. **Crystal Change.** The removal of one crystal (module or channel element) and the installation of a like item with subsequent aligning and/or tuning as required to ensure the equipment meets manufacturer's original specifications and Air Force operational requirements.
- 2.2.12. **Custody.** The physical control of Government owned, used, leased, or controlled equipment.
- 2.2.14. **Equipment Custodian.** The individual (or alternate) appointed by the using organization, having direct control over the assets under his/her account code.
- 2.2.15. **Equipment Repair Ticket.** A ticket used to track a piece of equipment as it flows through the repair process. Tickets are provided by the Contractor.
- 2.2.16. **Exchanges.** The physical effort required in the removing and replacing (swapping) one unit with another identical or suitable substitute item.
- 2.2.17. **Factory Certified.** A technician that has attended a factory authorized training course or received and completed the equivalent training package available from the manufacturer, and so certified.
- 2.2.18. **Factory Mutual.** Factory Mutual Approval. An Approval certificate given by an industry recognized independent research organization under the direction of factory mutual.
- 2.2.19. **Fixed Equipment.** Stationary or permanently located equipment not normally adaptable for mobile use. For example: base stations, repeaters, remote control units, etc.
- 2.2.20. **Initial Checkout.** "Initial Checkout" consists of the physical effort required to perform a complete functional check of all operating parameters normally checked on an annual PMI or when the asset is first received by the using organization.
- 2.2.21. **Installation.** The actual physical effort involved in citing or relocating and installing fixed equipment, antennas, remote control units (RCU), and the mounting of the mobile radio unit's antenna, cables, control heads, speakers, microphones, ancillary equipment and associated miscellaneous hardware.
- 2.2.22. **Land Mobile Radio (LMR).** The collective term for pagers and two-way radios used by the various base and tenant organizations to control activities on or near the base or under operational control of the base. This term also covers similar assets designated for contingency, tactical or war ready material purposes.
- 2.2.23. **LMR Inventory.** The total assets owned, leased, controlled or used by the base and tenant organizations, managed by the Base LMR Manager.
- 2.2.24. **LMR Manager.** The individual (or alternate) appointed by the Communications Squadron commander to be the base manager, technical advisor and Contracting Officer's Representative (COR) for base assets.

2.2.25. **LMR Net.** The collective term for a group of two-way FM equipment used to control a specific function or activity. The equipment can consist of any of the following: portable, mobile, fixed equipment and ancillary equipment.

2.2.26. **LMR Net Troubleshooting.** The determination of location of faults or problems in a LMR net and notification of the base LMR manager of the findings. Troubleshooting may require the use of deductive reasoning, net diagrams, test equipment, visual observation and other approved testing methodology.

2.2.27. **Intrinsically Safe (IS) Radios.** Radio and radio batteries which have been “Factory Mutual” approved for use in hazardous locations, i.e. area of flammable liquids or gases.

2.2.28. **Invoice.** Shall be submitted through Wide Area Workflow.

2.2.29. **Maintenance.** The necessary labor, material, and equipment expended to diagnose and correct the operational deficiencies of any LMR equipment or systems covered under this PWS.

2.2.30. **Manufacturer’s Specifications.** Original manufacturer’s specifications.

2.2.31. **Mobile Radio.** A two-way radio capable of single or multi-channel operation configured for vehicle use only.

2.2.32. **National Industry Certification.** A two-way radio certification recognized by commercial industry as a replacement or substitute for the FCC Commercial license. Some known agencies providing such certification are National Institute for Certification in Engineering Technology (NICET), Engineering Society of Certified Electronic Technicians (ESCETs), and the National Association of Business and Educational Radio (NABER), etc.

2.2.33. **Net Diagram.** A block diagram showing the equipment with a net (base station, RCU, etc.), their locations and equipment terminal points and how the equipment is interconnected.

2.2.34. **Net Manager.** The individual (or alternate) appointed by the using organization having operational control of a particular LMR net/system.

2.2.35. **Net Priority Listing.** A list of nets and the order in which they shall be repaired, if a conflict or emergency arises. (See technical exhibit 9).

2.2.36. **Non-Fair Wear and Tear.** Damage or abnormal deterioration caused by extreme hard use other than that caused by the Contractor.

2.2.37. **Non-Recurring Maintenance Charges.** A charge for the upgrade, maintenance and repair of equipment not listed in Attachment 1 OR damage caused by abuse, non-fair wear and tear and “Acts of God”.

2.2.38. **Non-recurring Maintenance.** Non-recurring maintenance includes, but is not limited to the following:

2.2.38.1. **Mobile Equipment Installation.** Mobile equipment installations shall be performed in accordance with existing industry standards. Mobile radio installations shall include a 12 volt ignition relay, antenna, antenna coax, speaker, control cables, control head, microphones, bracket, hardware and other necessary items to complete the installation. Equipment must be operational when installation is complete.

2.2.38.2. **Mobile Equipment Removal.** The Contractor shall accomplish the necessary removal as requested and turn-in the assets to the using activity unless otherwise requested. The Contractor shall remove all items related to the mobile equipment installation such as microphones, control cables, speakers, brackets, hardware, control heads, antennas, coaxial cable, 12 volt ignition relays and other associated equipment. The Contractor shall plug with rubber or metal waterproof plugs, all mounting holes or cable entrances extending to the exterior of the vehicle, and made as a result of the installation.

2.2.38.3. **Mobile Equipment Removal and Installation.** Includes all actions listed in paragraphs 2.2.38.1 and 2.2.38.2 but shall be accomplished in one action.

2.2.38.4. **Fixed Equipment Installation.** Fixed equipment installations shall be performed in accordance with existing industry standards. Installation shall include providing fixed equipment and as necessary antenna, coaxial cables, ground rods, ground wire, and lightning protection as required to provide protection to equipment, hardware, and other related items. The Contractor shall verify the serviceability of the equipment by means of an installation check once the installation is completed.

2.2.38.5. **Fixed Equipment Removal.** The Contractor shall accomplish the necessary removal as requested and turn-in the assets to the using activity unless otherwise requested. The Contractor shall only remove the fixed equipment requested at each location specified on the removal request. Control lines shall be terminated in such a manner as to ensure they shall not short against metal objects or other existing equipment in the particular location. The Contractor shall remove all other associated equipment related to the fixed equipment when requested to do so. This includes, but is not limited to antennas, coaxial cables, towers, hardware, ground rods, ground wires, guy wires, anchor and other related items. Guy wires anchors shall be removed or cut below ground level and covered at ground level.

2.2.38.6. **Fixed Equipment Removal and Installation.** Includes all actions listed in paragraphs 2.2.38.4 and 2.2.38.5 but shall be accomplished in one action.

2.2.38.7. **Antenna Installation.** Includes laying in or running the antenna cable from the fixed equipment through ancillary equipment, if required, to the antenna, assembly, and attachment of connectors to the cable(s), assembly and erection of antenna tower(s), assemble and mounting of antenna to tower, attaching cable to the antenna and the fixed equipment, initial checkout and successful operation of the antenna system.

2.2.38.8. **Antenna Removal.** Includes removing the antenna cable from the fixed equipment through ancillary equipment, if required, to antenna disassemble and detaching of connectors from cable(s), disassembly and tearing down antenna tower, disassemble and removal of antenna from tower, detaching cable from antenna and fixed equipment.

2.2.38.9. **Antenna Removal and Installation.** Includes all actions listed in paragraphs 2.2.38.7 and 2.2.38.8 but shall be accomplished in one action.

2.2.38.10. **Installation of Ancillary Equipment.** Installation of any other equipment, items and/or devices not described herein needed to complement or increase the efficiency of a particular LMR net. Equipment shall be installed as prescribed on the installation request. The Contractor shall verify the serviceability of the equipment by means of an installation check once the installation is completed.

2.2.38.11. **Removal of Ancillary Equipment.** Removal of any other equipment, items and/or devices not described herein needed to compliment or increase the efficiency of a particular LMR net. Equipment shall be removed as prescribed on the removal request. The Contractor shall return equipment to the using activity unless otherwise instructed in the removal request.

2.2.38.12. **Equipment Repair Action.** The actions required by the Contractor to return an inoperative piece of equipment to operational status.

2.2.38.13. **Frequency Modification.** The changing of frequencies by the removal, modification, reprogramming or replacement of the memory module's Programmable Read Only Memory (PROM), Erasable Programmable Read Only Memory (EPROM), or Electrically Erasable Programmable Read Only Memory (EEPROM) and subsequent aligning or tuning of the radio, as required, ensuring the equipment meets the manufacturer's original specifications and Air Force operational requirements.

2.2.38.14. **Equipment Programming.** The Contractor shall program LMR equipment to meet the using activity's requirements as prescribed in the programming request. The Contractor shall ensure proper operation of said equipment upon completion of programming.

2.2.39. **Normal Wear and Tear.** Damage or deterioration resulting from ordinary use; normal depreciation.

- 2.2.40. **Operational.** For the purposes of the PWS; means meeting the operational requirements of the using organizations. Unusual cases may require changing or redefining the manufacturer's original specifications.
- 2.2.41. **Physical Security.** Those actions taken to preserve Government property from loss, damage, or use by unauthorized individuals.
- 2.2.42. **Portable Radio.** A two-way hand held radio capable of single or multi-channel operation, also referred to as a "Brick".
- 2.2.43. **Porta-mobile Radio.** A two-way radio capable of single or multi-channel operation which can be attached to and used in a vehicle or used as a portable radio. The porta-mobile is usually much larger than a portable radio and contains a heavy duty battery for extended use.
- 2.2.44. **Priority Installation, Removal or Repair.** Recurring and non-recurring work which must be performed without regard to normal duty days or hours. Work shall be performed according to response and restoral times as determined by an authorized person in accordance with the net priority listing.
- 2.2.45. **Qualified Technician.** An individual currently working as a two-way FM radio repair technician possessing a national industry accepted certification.
- 2.2.46. **Recurring Charges.** A periodic charge (monthly, quarterly, semiannually, or annually) for the maintenance and repair of equipment listed on the LMR maintenance contract, based on normal fair wear and tear of equipment, troubleshooting, technical services.
- 2.2.47. **Remote Control Unit (RCU).** A unit which allows operation of a base station from a distance using phone lines or a radio circuit.
- 2.2.48. **Removal.** The actual physical effort involved in removing fixed equipment, their antennas, remote control units, and the removing of the mobile radio units, antenna, cables, control heads, power amplifiers, speakers, microphones, ancillary equipment, and associated miscellaneous hardware.
- 2.2.49. **Repeater.** A transmitter receiver unit used to rebroadcast audio signals to other two-way radio equipment within a particular net of nets.
- 2.2.50. **Request for Installation, Repair, or Removal.** A request initiated by an authorized person, either by telephone or letter for the installation, removal or repair of LMR equipment. Referred to as a work order.
- 2.2.51. **Response Time.** The period of time within which the Contractor must respond to a call out. See Technical Exhibit 6 "Equipment Priority Listing" identifying required response time according to priority and net.
- 2.2.52. **Restoral Time.** That period of time, at the end of which, the net or that item of equipment shall be returned to operation. Technical Exhibit 6 provides the Contractor the required restoral time according to priority and net. Restoral time shall not include proven problems to telephone equipment or lines not covered in this PWS.
- 2.2.53. **Routine Installations, Removals, and Repairs.** Recurring and nonrecurring work not requiring emergency call out which can be scheduled and completed during normal duty hours within the constraints of this PWS.
- 2.2.54. **Scheduled Maintenance.** Known or predictable maintenance requirements that can be planned or programmed for accomplishment on either a short or long range schedule. This includes recurring scheduled maintenance inspection and services and maintenance on equipment presently in a temporary storage status as covered by this PWS.
- 2.2.55. **Security Clearance.** A security clearance, based upon a name and background investigation, completed and issued by an Air Force recognized investigative agency commensurate with the highest level of clearance needed as required by the Base Commander.
- 2.2.56. **Technical Assistance.** Includes, but is not limited to, identifying and correcting problems on existing equipment or nets, conducting interference studies and providing general assistance to extend or increase the efficiency of the LMR equipment or nets covered by this PWS.

2.2.57. **Technician.** The qualified, industry certified individuals, hired by or working for the Contractor, assigned the responsibility for maintaining the LMR equipment or nets covered by the PWS.

2.2.58. **Tower.** As used in this PWS, any structure used to support antennas and transmission lines, to include telephone poles. Guyed and/or self-supporting towers, etc.

2.2.59. **Trouble Ticket.** A repair ticket employed by the Contractor. This ticket indicates a cause of a problem, corrective actions taken and equipment specifications after repair.

2.2.60. **Troubleshooting.** The action required to resolve deficiencies as noted by the LMR manager or user, within an LMR net. This includes the use of test equipment, test methodology, and logical and deductive reasoning.

2.2.61. **Unscheduled Maintenance.** Those maintenance actions not planned, or programmed for, which require prompt attention and must be included in or substituted for previously scheduled workloads. This includes corrections of discrepancies discovered during normal equipment operation and repair required due to wear and tear (normal and abnormal to include abuse), accident and other incidents beyond the control of the using organization or user(s).

2.2.62. **User.** The authorized individual within a using organization having and using a particular LMR asset.

2.2.63. **Vehicle Charger.** A device installed and hard-wired in a vehicle which provides power, remote antenna and other accessories to accommodate utilization of a portable radio.

Section C-3

Government Furnished Property and Services

3.1. GENERAL INFORMATION. The Government will provide the facilities, equipment, materials, and services listed here or in Technical Exhibit 2 and Technical Exhibit 3.

3.2. GOVERNMENT FURNISHED PROPERTY.

3.2.1. Government Furnished Facilities. The Government will furnish or make available facilities described in Technical Exhibit 2. Government facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified that require a work-around. Should a hazard be subsequently identified, the Government corrects OSHA hazards according to base-wide Government developed and approved plans of abatement, taking into account safety and health priorities. A higher priority for correction shall not be assigned to the facilities provided hereunder merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no problem exists, or that work-around procedures shall not be necessary or that the facilities as furnished shall be adequate to meet the responsibilities of the Contractor. Compliance with OSHA and other applicable laws and regulations for the protection of the employees is exclusively the obligation of the Contractor. Furthermore, the Government will assume no liability or responsibility for the Contractor's compliance or noncompliance with such requirements, with the exception of the aforementioned requirement to make corrections according to approved plans of abatement subject to base-wide priorities. Before any modifications of the facilities performed by the Contractor at his or her own expense, the Contractor must furnish the Contracting Officer documentation describing in detail the modification requested. No alteration to the facilities shall be made without specific written permission from the contracting officer. In the case of alterations necessary for compliance with the OSHA, such permission shall not be unreasonably withheld. The Contractor shall return the facilities to the Government in the same condition as received, fair-wear-and-tear and approved modification expected. These facilities shall only be used in performance of this contract.

3.2.2. Government Furnished Equipment. The Government shall provide the Contractor equipment listed in Technical Exhibit 3.

3.2.2.1. Equipment Inventory. An inventory of Government-furnished equipment must be done not later than 5 calendar days before start of the contract, within 10 calendar days of the start of any option periods, and not later than 10 calendar days before completion of the contract period (including any option periods). The Contractor and the Government representative (identified by the Contracting Officer) shall conduct a joint inventory of all Government furnished equipment and the Contractor shall sign a receipt for all equipment provided by the Government. Items of equipment missing or not in working order shall be recorded and the Contracting Officer notified in writing. The Contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. In the event of disagreement between the Contractor and the Government representative on the working order and conditions of equipment, the disagreement shall be treated as a dispute under the contract clause entitled "Disputes."

3.2.2.2. Obtaining Replacement of Government Furnished Equipment. The Contractor will submit requests for replacement of Government-furnished equipment to the COR for processing. Such requests shall specify the reason for the replacement request.

3.2.3. Materials Furnished. The Contractor shall have all required materials beginning with the start of the contract.

3.3. GOVERNMENT FURNISHED SERVICES. The Government shall furnish the following related services at no cost to the Contractor except as otherwise noted.

3.3.1. Utilities. Electricity, water, sewage, and heating will be Government furnished.

3.3.2. Postal/Installation. The Government will furnish normal base distribution, available through the Base LMR Manager's office, Whiteman AFB.

3.3.3. Telephone. The Government will provide one Class "C" line with one extension. Phone is to be used for official business only.

- 3.3.4. **Custodial Services.** Not provided.
- 3.3.5. **Refuse Collection.** The Government will provide normal refuse collection.
- 3.3.6. **Insect and Rodent Control.** The Government will provide normal insect and rodent control.
- 3.3.7. **Grounds Maintenance.** The Government will provide normal grounds maintenance.
- 3.3.8. **Equipment Maintenance.** The Government reserves the right to perform installations and removal of equipment applicable to this contract by Government personnel when deemed necessary. All Government removals and installations will be in accordance with this PWS.
- 3.3.9. **Security Police and Fire Protection Phone Number(s).** Security Police and Fire Protection extension is 911 for emergencies. Routine police, 687-3700, and routine fire, 687-4507.
- 3.3.10. **Transportation.** Government transportation will be furnished to any site which has become inaccessible or difficult to reach due to weather or any other abnormal circumstances beyond the control of the Contractor as determined by the Contracting Officer or his designated representative.
- 3.3.11. **Entry/Escort Service.** The COR shall arrange for entry and escort service, when required, for the performance of repair, maintenance, troubleshooting, or service to accomplish the tasking in this PWS.
- 3.3.12. **Central Pickup/Delivery Point.** The central pickup and delivery point established for mobiles is building 157. Portables and chargers, etc. shall be picked up from/delivered to the Base LMR Manager's office at Whiteman AFB.
- 3.3.13. **Authorized Personnel.** The Government will provide the Contractor with a list of authorized personnel, Technical Exhibit 4, who are authorized to request/accept maintenance for the Government. The COR will ensure this list is current at all times and provide appropriate changes to the Contractor and Contracting Office.

Section C-4

Contractor Furnished Items and Services

4.1. GENERAL INFORMATION. Except for those items or services specifically stated to be Government furnished in section C-3; the Contractor shall furnish all maintenance and services required to perform this PWS. The following items are required but not all inclusive:

4.2. TEST EQUIPMENT. The Contractor shall have appropriate calibrated test equipment on hand to perform necessary repair and maintenance on all types of LMR equipment in this PWS. The calibration shall be current and its source traceable.

4.3. TECHNICAL MANUALS. The Contractor shall have all required technical manuals required for repair of LMR equipment covered under this PWS.

4.4. EQUIPMENT REPAIR TICKETS. The Contractor shall provide triplicate copies of equipment repair tickets to the LMR manager's office for tracking of defective equipment. Copy one shall stay with the equipment throughout the repair process. Copy two shall be retained by the LMR office, and copy three shall be retained by the using activity. Equipment repair tickets shall, at a minimum, have blocks for Job Control Number (JCN), Received From, Radio Net, Date Received, Radio Model, Radio Serial Number, Ticket Number, Date Returned, and Discrepancy.

4.5. TROUBLE TICKETS. The Contractor shall provide the LMR office with one copy of the Trouble Ticket for each Recurring/Non-recurring maintenance action containing all items listed in paragraph 5.7.

Section C-5

Specific Tasks

5.1. GENERAL INFORMATION. The Contractor shall provide all personnel, test equipment, vehicles, tools, material, supervision, and other items necessary to perform troubleshooting, repair, installation and removal of commercial two-way radio communications equipment as defined in this PWS at Whiteman AFB and within a 75 mile radius of the base. The Contractor shall ensure that requests for repair, installation, removal, or advisory assistance are initiated by an authorized person.

5.2. ADDITIONS/DELETIONS TO THE CONTRACT. The Contractor shall accept any new radio equipment under the terms of the contract at the expiration of the warranty period without a checkout charge to the Government.

5.2.1. Equipment shall be added or deleted from the contract by modification at prices established by separate negotiations.

5.3. EQUIPMENT REPAIR. In all cases, the Contractor shall verify that the person making the request for service is authorized to do so. A listing of authorized personnel shall be provided to the Contractor for this purpose. The Contractor shall accomplish the necessary repairs and place the asset back into operational status. The Contractor shall use only replacement parts that meet or exceed the original equipment manufacturers specifications during all repair actions. Non-recurring maintenance actions shall be requested pursuant to paragraph 5.10.

5.3.1. In the event 10% or more of the equipment listed in Attachment 1 is out of service during the month, an adjustment in contract price may be negotiated.

5.4. CONTRACTOR REPAIR ACTIONS. Repairs, under the terms of the contract, shall not include the repair or replacement of batteries, ferrite devices, towers or tower lighting.

5.5. CENTRAL PICKUP AND DELIVERY. The Contractors shall pickup and deliver equipment assets daily, Monday through Friday, excluding authorized holidays, from the central pickup and delivery point specified in paragraph 3.3.12 herein at the time agreed upon by the Contractor and COR.

5.5.1. **Vehicle Pickup and Delivery.** Removals, installs, and troubleshooting shall be accomplished at building 157 except under unusual circumstances when the vehicle cannot be brought to the Contractor. Using activities are responsible for delivery and pickup of vehicles from building 157.

5.6. ON BASE MAINTENANCE FACILITY. When a maintenance facility is provided on the base, the Contractor shall ensure technicians are available from 0800 to 1630 hours (8:00 am to 4:30 pm) Monday through Friday each week, excluding authorized holidays. The Contractor's technicians may be utilized to respond to outages and/or trouble calls on Government equipment and systems on and off base. Direction and/or instructions to the technicians shall be made by the Contractor.

5.7. TROUBLE TICKET DOCUMENTATION. The Contractor shall document on Trouble Tickets, the equipment specifications present for each recurring or non-recurring maintenance action, signed by the certified technician who repaired the equipment. The document shall be provided to and retained by the COR. Trouble tickets shall include the following information when applicable:

- a. Date received for repair (Unscheduled Recurring and NON-Recurring Actions).
- b. Job Control Number (JCN) or Work order Number.
- c. Equipment type, model, and serial number.
- d. Net Designation.
- e. Transmitter operating frequency.
- f. Transit power output.
- g. Transmitter modulation deviation.
- h. Transmitter modulation coded mode.
- i. Receiver sensitivity at the receiver frequency.
- j. Trouble found, corrective action taken, identification of parts replaced and their related manufacturer's part number.

- k. Date of completion of repair.
- l. Signature of certified technician accomplishing the repair.

5.8. EQUIPMENT LIABILITY. When equipment is required to be repaired in the Contractor's facility, the Contractor shall be responsible for the loss/damage from the time the equipment leaves the Air Force site until such equipment is returned to that site.

5.9. RECURRING MAINTENANCE SERVICE.

5.9.1. Priority Recurring Maintenance Service. The Contractor shall ensure a technician is available for contact and response to routine items/system outages and problems. Contractor repair shall include troubleshooting, adjustment, and repair required to maintain an item so that its performance shall equal or exceed the original manufacturer's specifications. The Contractor shall respond, repair, and restore to service, the priority items and systems prescribed in Technical Exhibit 6. Priority service could be required at any hour of the day, 7 days a week. Experience has shown that after hour's trouble tickets occur about 8-10 times a year. The Contractor shall meet all response and restoral times specified in Technical Exhibit 6.

5.9.2. Routine Recurring Maintenance Service. The Contractor shall ensure a technician is available for contact and response to routine items/system outages and problems as specified in paragraph 1.12.1 herein. Routine requests for service received after 1500 hours (3:00 pm) may be deferred until the next normal work day. The Contractor shall perform an operational check of each item or system following repair actions. The Contractor shall meet all response and restoral times specified in Technical Exhibit 6.

5.9.3. Initial Checkout, Programming, and alignment of New Equipment. The Contractor shall provide an initial checkout on new equipment received from an equipment manufacturer at no cost to the Government. This shall include alignment of the radio, programming of channel information, and overall checkout of equipment. Any costs for repairs beyond the items listed above shall be considered warranty repairs and shall be coordinated by the Contractor through the original equipment manufacturer.

5.9.4. Warranty Repairs. Any costs incurred for repair actions while a piece of equipment is still under the original manufacturer's warranty shall be coordinated by the Contractor through the equipment manufacturer.

5.9.5. Antenna Maintenance. All antennas and radio frequency lines shall be covered under recurring maintenance for all items listed in Attachment 1 except for any fixed equipment installations recurring maintenance responsibility shall stop at the output connector of the equipment. All repairs for fixed equipment antenna installations shall be considered non-recurring maintenance.

5.10. Non-recurring Maintenance Service. Such services are referred to as demand maintenance on an as required basis and are not covered under recurring maintenance services. Non-recurring maintenance services include, but are not limited to installs, removals, programming and repairs of fixed station equipment, antennas, mobiles, cellular phone signal boosting systems, uninterruptible power supplies, chargers, non-fair wear and tear and other equipment not otherwise covered under recurring maintenance actions. The Contractor shall effect non-recurring maintenance actions as requested by the COR or other authorized persons. With the exception of non-fair wear and tear as described in paragraph 5.10.3., the Contractor shall schedule, within 24 hours of notification by the COR, specific non-recurring maintenance actions. Non-recurring actions shall be accomplished within 10 working days of scheduled start date, as mutually agreed to by the using activity, COR and the Contractor.

5.10.1. Written Cost Estimates. The Contractor shall provide a written cost estimate for all non-recurring work before any non-recurring maintenance actions are accomplished by the Contractor. The Government shall incur no cost for estimates.

5.10.2. Parts Reimbursement. The Government shall reimburse the Contractor for parts expended during work accomplished under non-recurring maintenance services. Parts shall be reimbursed at manufactures parts catalog user price. The Contractor shall maintain a verifiable audit trail which must be available to the Government upon request.

5.10.3. Non-Fair Wear and Tear. In cases of non-fair wear and tear, the Contractor shall affect no repair, but shall provide a written cost estimate of repair to the COR. The Government shall incur no cost for estimates. Repair shall

be accomplished only after deemed appropriate and approved by the COR. The Contractor shall repair non-fair wear and tear items within 10 working days of the date he was notified by the proceed with repair actions. The Government reserves the right to accomplish repairs for non-fair wear and tear from sources other than the contract.

5.11. THE CONTRACTOR IS NOT RESPONSIBLE FOR:

5.11.1. The maintenance of Telephone Company control lines, motor generators, batteries, or other devices required to or used for control of, or furnished power to the equipment being serviced hereunder, cellular phone signal boosting systems and uninterruptible power supply system's however, may provide per call repairs, paid over and above the cost of this contract maintenance requirement.

5.11.2. The effect of such devices on transmission or reception of any equipment being maintained hereunder, except to the extent, if any, that any such device is being rented from the Contractor.

5.12. QUALITY STANDARDS. Contractor must maintain and follow manufacturer's repair and parts standards for each type of equipment. Work must be accomplished under warranty guidelines set forth by the equipment manufacturer and/or meet Electronic Industries Association (EIA) Standards.

Section C-6

Applicable Publications and Forms

6.1. General Regulations, Manuals and Forms. Publications and forms that apply to the PWS are listed below. The publications and forms have been coded as mandatory or advisory. The Contractor is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other sections of this PWS. The Contractor shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PWS. All publications and forms listed will be provided by the Government at the start of the contract.

6.1.2. The Government will provide follow on requirements to the Contractor when changes occur.

6.2. Supplements or Amendments. To list publications from any organizational level may be issued during the life of the contract. The Contractor shall immediately implement those changes that result in a decrease or no change in the contract price and notify the Contracting Officer in writing of such change. Should a decrease in contract price result, the Contractor shall provide a proposal for a reduction in the contract price to the Contracting Officer. Before implementing any change that will result in an increase in contract price, the Contractor shall submit to the Contracting Officer a price proposal within 30 calendar days following receipt of the change by the Contractor. The Contracting Officer and the Contractor shall negotiate that change into the contract under the provisions of the contract clause entitled "Changes". Failure of the Contractor to submit a price proposal within 30 days following receipt of the change entitles the Government to performance according to such changes at no increase in contract price (unless the time requirement is waived by the Contracting Officer according to paragraph (c) of the Changes clause).

<u>Publication</u>	<u>Title</u>	<u>Mandatory/Advisory</u>
AFI 10-707	<i>Spectrum Interference Resolution Program</i>	Mandatory
AFI 33-580	<i>Spectrum Management</i>	Mandatory
AFI 17-210	<i>Radio Management</i>	Mandatory

Technical Exhibit 1

Service Delivery Summary

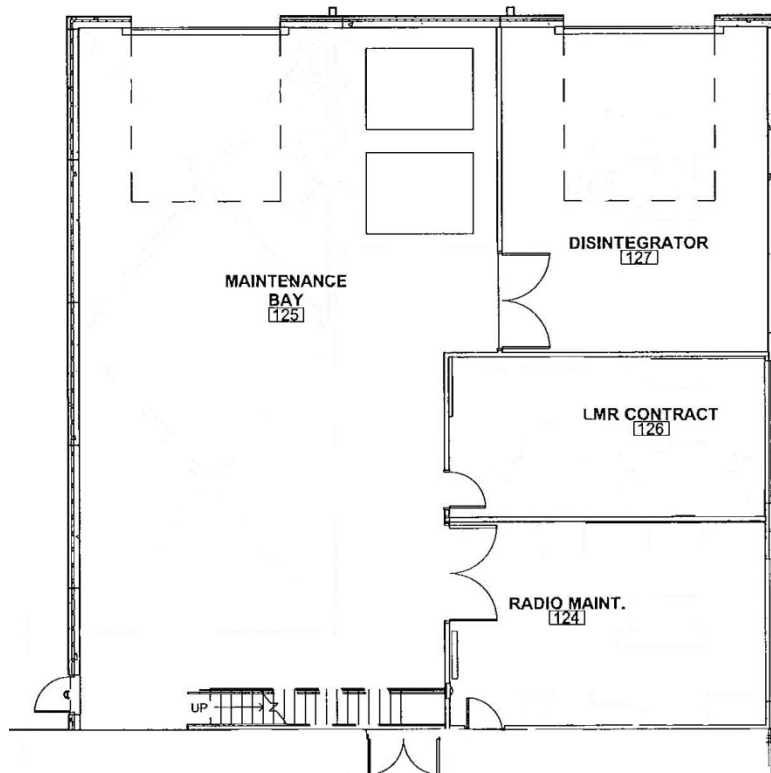
Performance Objective	Standard	Performance Threshold	Method of Surveillance
PO-1 Para 5.9.1. Priority Recurring Maintenance Service	Responds within time limit designated in Technical Exhibit 6.	0 Defects, Lot is number of Priority requests per month	Periodic
PO-2 Para 5.9.1. Priority Recurring Maintenance Service	Restores Equipment within time limit designated in Technical Exhibit 6.	0 Defects, Lot is number of Priority requests per month	Periodic
PO-3 Para 5.9.2. Routine Recurring Maintenance Service	Restores Equipment within time limit designated in Technical Exhibit 6. Trouble ticket documentation meets all requirements of para 5.7.	3 Defects, Lot is number of Routine requests per month	Random Sample
PO-4 Para 5.9.4. Initial Checkout Programming and Alignment Of New Equipment	Completed Initial Checkout of New Equipment within 10 working days.	5 Defects, Lot is number of requests for Initial Checkout requests performed during the month	Periodic
PO-5 Para 5.10. Non-Recurring Maintenance Service	Work is accomplished within 10 working days of scheduled start date. Trouble ticket documentation meets all requirements of para 5.7.	3 Defects, Lot is number of Non-recurring maintenance requests per month	Random Sample

Technical Exhibit 2

Government Furnished Facility

Building Number	Description	Size
157	Office Area	216 Square Feet
157	Shared High Bay/Garage Area	1920 Square Feet

Square footage was determined by inside measurements and is approximate.



Technical Exhibit 3

Government Provided Equipment

Serial Number	Nomenclature	Model Number	Quantity
320CFM6267	Motorola XTS 5000 Model 3	H18QDH9PW7AN	1
201CGV3330	Motorola KVL 3000 Plus	T6717A	1
655CNV1430	Motorola APX 7000	H97TGD9PW1AN	1
Z1IFHCLZ202287H	Samsung 19" LCD Monitor	SyncMaster943	1
MXG5409JD	HP 17" Flat Panel Monitor	L717G	1
2UA0420KMJ	HP 6005PEM Desktop Micro Tower	6005PEM	1
FCH1345B9PL	Cisco VoIP Phone	7962	1
FCH1345BFZK	Cisco VoIP Phone	7962	1

Technical Exhibit 4



Technical Exhibit 5

Quality Standards

1. Contractor shall maintain and follow manufacturer's repair and parts standards for each type of equipment. Work shall be accomplished under warranty guidelines set forth by the equipment manufacturer.
2. EIA Standards.

Technical Exhibit 6

Equipment Priority Chart

Equipment Item	Priority	Response Time	Restoral Time
Wing/Group Commander Portables/Mobiles	Priority	2 Hours	72 Hours
Consolettes/Base Stations Not Listed in Attachment 1	Routine	8 Hours	10 Duty Days
Squadron Commanders Portables/Mobiles	Routine	8 Hours	10 Duty Days
All other Portables/Mobiles	Routine	8 Hours	10 Duty Days
All other Non-recurring Maintenance	Routine	8 Hours	10 Duty Days

Note: Routine maintenance received after 1500 hours may be delayed until the next duty day.