
PERFORMANCE WORK STATEMENT

For



Air Force Medical Readiness Agency (AFMRA)

AFMRA Video Teleconference (VTC) Equipment
Maintenance/Repair Services

Contract Number TBD

26 August 2019

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PERFORMANCE WORK STATEMENT (PWS)

Video Teleconference (VTC) Equipment Maintenance/Repair Services

1 DESCRIPTION OF SERVICES

1.1 Background: The Air Force Medical Readiness Agency (AFMRA)/Information Technology (IT) Office (AFMRA/SGAI) has Audio/Video (A/V) Teleconference (VTC) units in Building 1, 3515 S. General McMullen, and Building 1534, 601 Davy Crockett Road, both in San Antonio, Texas. These VTC units support AFMRA's diverse medical mission across multiple organizations. VTC equipment maintenance support is required to ensure maximum availability to meet our enterprise-wide command level mission requirements.

1.2 Scope: The Contractor shall provide all labor, tools, equipment, materials, supervision, transportation, and all other items and services necessary to maintain the VTC Equipment located at the AFMRA, Joint Base San Antonio (JBSA), Texas (TX), as well as the listed outlying buildings: 601 Davy Crockett Road, Bldg. 1534, and San Antonio, TX, 78226.

2 GENERAL INFORMATION

2.1 Contractor Identification: The Contractor/Subcontractor personnel will identify themselves as Government Contractor personnel during all forms of communications such as business meetings, telephone conversations, electronic mail, attendance sheets, coordination documentations, reports, and the signature blocks utilized in all correspondence. If a contract requires Government workspace, the Contractor/Subcontractor personnel shall wear a picture identification badge and identify their workspace area with their name and company affiliation.

2.2 Contractor/Government Communication. The Contractor shall designate a Focal Point to be the single point of contact for all Contractor and Government correspondence. The Focal Point shall provide clear and consistent written and verbal response to Government within 24 business hours of Government initiated communication (e.g., return phone calls, emails or other communication).

2.2.1 The Contractor's Focal Point shall meet with the Government team at least quarterly, and additional meetings may be requested by the Government or the Contractor as necessary. The Contracting Officer (CO), Contracting Officers Representative (COR) and Contractor Focal Point and/or other designated representative will provide monthly performance feedback to the Contractor.

2.3 Place of Performance. The work to be performed under this contract will be performed at 3515 S. McMullen, Bldg. 1 JBSA Lackland, San Antonio, TX, 78226 and 601 Davy Crockett Road, Bldg. 1534, San Antonio, TX, 78226.

2.4 Travel Requirements: No travel requirements under this Contract.

2.5 Mission/Emergency Essential: None of the services listed in this PWS are mission/emergency essential.

2.6 Duty Hours: Operational duty hours are 7:30 am to 4:30 pm, Monday through Friday (excluding Federal Holidays). Contractor will need to perform any work within this timeframe.

2.7 Federal Holidays: Federal offices are closed on New Year's Day, Dr. Martin Luther King, Jr. Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

2.8 Conduct of Contractor Personnel: The CO will require the contractor to be removed from the job site if misconduct is identified. Removal from the job site or dismissal from the premises shall not relieve the contractor of the contract requirements.

2.8.1 Contractor personnel shall be required to observe Government facility parking, safety and traffic regulations that apply to all facility employees.

2.8.2 Alcoholic beverages on the job are prohibited.

2.8.3 There shall be no loud, profane or abusive language used on the job.

2.8.4 Contractor personnel shall present a neat well-groomed appearance. Neat, clean, casual business attire clothing shall be worn.

3 CONTRACT REQUIREMENTS

3.1 Video Teleconference Maintenance/repair Services: The Contractor shall provide VTC Equipment maintenance/repair services described in this PWS.

3.2 On Site Technical Support as Requested: The Contractor shall provide services within 72 hours of downtime for AFMRA staff members and within 48 hours for the AFMRA Command Section when system problems have been identified per the Government representative or Information Technology (IT)/ Information Management (IM) Program Manager (PM) or identified alternate.

3.2.1 The Contracting Officer's Representative (COR) will monitor Contractor's responses to notifications of support.

3.3 Service Request: Covered systems (located in attachment A of this PWS) shall be restored to operational capacity, by providing technical support by telephone or mobile phone, replacement parts, hands-on labor and/or technical support during technician visits unless parts have to be ordered.

3.4 VTC System Technical Support: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform full service video maintenance agreement and all VTC equipment systems listed in Attachment A, Equipment List. Services shall include proactive remote programming and technical support, on-site dispatch of a

technician, and same-day parts replacement to be delivered at the same time as the technician is dispatched. Technician(s) shall provide the necessary support to resolve the system issue.

3.5 Remote Programming Management: Contractor shall support by completing remote programming to evaluate the nature of the problem.

3.6 Intelligent Dispatch: With the information gathered via remote programming, the technician shall be prepared to resolve the problem the first time, minimizing return visits and downtime.

3.7 Replacement Parts: Replacement parts and the labor shall be the responsibility of the Contractor. The Contractor shall be responsible for all replacement parts up to \$12,500 per year. The Government will be responsible for all part replacements which exceed this threshold, in accordance with the equipment list. Services for this item shall be at no additional cost to the government. Contractor must have a readily available, wide-array of comparable commercial grade products and be supported by a national distribution system designed to provide the correct part in the shortest interval possible. The contractor shall coordinate replacement of major system components with the COR before taking any action.

3.8 Technician Assignment/Management Support: Technicians shall be dispatched and assigned to service calls based on their experience and qualifications with AV/Video systems.

3.8.1 The Contractor shall provide Application/Data Support to determine if the issue is network or application related.

3.8.2 The Contractor shall have or gain immediate access to Network Operations Center (NOC) Support –International Association of Visual Communicators Management Network Operations Center (VICOM) to test and troubleshoot Video Wall Monitors and VTC Equipment. This will be done by the contractor via the NOC helpdesk.

3.9 Preventative Maintenance: Full service maintenance shall include but not be limited to services outlined in paragraph 3.1.11.1. Preventive maintenance should be performed on a semi-annual basis and coordinated with the CORs. Preventive maintenance shall include all licenses and upgrades for software and identify any equipment reaching the end of life cycle.

3.10 Firmware & Software Updates: The Contractor shall provide bi-annual firmware and software updates, as well as regular scheduled updates. The government will coordinate updates with the COR/NCOIC. Conference rooms will be blocked out at a minimum of four (4) /maximum of six (6) hours to allow technicians to process firmware and software update requests.

3.10.1 Synchronous Inter process Messaging Project for Linux (SIMPL+) is currently utilized for Creston Programming and Dante is currently utilized for audio programming. Contractor will have minimum 3 years' experience with SIMPL+.

3.10.2 The Contractor shall complete clean-up (after maintenance tasks are complete) of the work area and dispose of debris, to include any needed cosmetic repairs to walls, floorings, ceiling, etc.

4. PERFORMANCE OBJECTIVES

4.1 Services Summary (SS): The Contractor services requirements are summarized into performance objectives that relate directly to VTC equipment items. The performance threshold briefly describes the minimum acceptable levels of service for each requirement. These thresholds are critical to mission success.

Table 2 Service Summary

Performance Objective	PWS Para	Performance Threshold
Provide On Site Support within 48 hours for Command Section & 72 hours Remaining Customers	3.1.1	Contractor shall meet 100% of the time Objectives. No more than three (3) complaints received in a one (1) month period
Provide same day replacement parts	3.7	Contractor shall meet 100% of the time Objectives. No more than three (3) complaints received in a one (1) month period
Provide bi-annual Firmware and Software updates along with scheduled updates as necessary	3.10	Contractors shall meet 100% of the time Objectives. No more than three (3) complaints received in a one (1) month period

4.2 Post-Award Meeting: The Government will host a post-award meeting with the Contractor within 10 business days after contract award. The CO shall contact the COR and the Contractor to schedule this meeting. Teleconference is permissible for the post-award meeting. The purpose of the post-award meeting is to introduce the Contractor to the Government representatives (COR) and go over the contract. Take-aways from the meeting should be:

- An exchange of contact information.
- A timeline of when direct support will start, if not yet started.
- An understanding by all parties of all the requirements to be performed by the Contractor and the support the Government will provide the Contractor to perform the requirements, safely and efficiently.

5 GOVERNMENT FURNISHED PROPERTY (GFP): No GFP is being provided to the Contractor in support of this contract.

**Appendix A
Acronyms and Definitions**

Acronyms and Definitions	
ACRONYM	DEFINITIONS
AF	Air Force
AFMS	Air Force Medical Service
AFMRA	Air Force Medical Readiness Agency
AV	Audio Visual
CDRL	Contract Data Requirements List
CMRA	Contractor Manpower Reporting Requirements Application
CO	Contracting Officer
COR	Contracting Officer Representative
DoD	Department of Defense
FY	Fiscal Year
GFP	Government Furnished Property
IA	Information Assurance
IAW	In Accordance With
IM	Information Management
IT	Information Technology
MHS	Military Health System
MTF	Medical Treatment Facility
NOC	Network Operations Center
PM	Program Manager
POC	Point of Contact
PWS	Performance Work Statement
QC	Quality Control
QCP	Quality Control Plan
SS	Service Summary
SIMPL	Synchronous Inter process Messaging Project for Linux
T1	Tier 1
TX	Texas
VICOM	Visual Communicators Management Network Operations Center
VTC	Video Teleconference

ATTACHMENT A:
Excel workbook included separately.

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