

# **Physical Security Systems**

## **Corrective Maintenance**

### **Statement of Work**

DRAFT

## Table of Contents

C.1.0 Purpose .....	1
C.1.1 General Requirements .....	1

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## **1.0 PURPOSE**

The Purpose of this Statement of Work is to obtain corrective maintenance, repair, and minor replacement services for physical security systems and related systems, and equipment at FAA Staffed Facilities that are Security Level 2 (SL2) or higher.

### **1.1 General Requirements**

The contractor must furnish all labor, supervision, tools, materials, equipment, incidental engineering, transportation, and management necessary for the maintenance, repair, and minor replacement services of physical security systems and related systems and equipment in accordance with the requirements specified herein. **Attachment (J.X)** describes the facilities where the systems and equipment are located. The work includes the performance of service call work, indefinite quantity work items of repair, minor re-engineering, and replacement of obsolete systems and equipment upon their failure to operate.

### **1.2 General Scope**

The FAA has deployed physical security systems and equipment at staffed facilities throughout the CONUS and OCONUS. At the time of this SIR, there are approximately 529 SL2 through SL4 facilities that are included, see **(Attachment J.X)**. The scope and scale of the security systems at each of these sites is addressed by FAA Order 1600.69C. In general, the equipment and systems deployed include, but are not limited to the following:

- a. Access Control (PIV, FIPS 201-1 and 201-2 compliant)
- b. Surveillance (cameras, monitoring, switching, recording, etc.)
- c. Intrusion Detection Systems (sensors, door/hatch contacts, etc)
- d. Perimeter Intrusion Detection Systems (fence line, gates, etc.)
- e. Gates and Barrier Arms (Card Reader, Gate Controlled Video, Gate Operator)

Note: The Scope does not include repairs to fences, gate or barrier arm infrastructure, or lighting systems.

## **2.0 REQUIREMENTS**

### **2.1 Management**

The Contractor must manage the total work effort associated with the maintenance, repair, and all other services required herein to assure fully adequate and timely completion of these services. Included in this function are a full range of management duties including, but not limited to, planning, scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control. The Contractor must provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.

#### **2.1.1 Work Control**

The Contractor must implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The

Contractor must plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and status reports must be provided when requested by the Contracting Officer. The status of any item of work must be provided within **four** hours of the inquiry during regular working hours, and within **two** hours after regular working hours.

### **2.1.2 Work Schedule**

The Contractor must schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be unavoidable, the Contractor must make every effort to minimize the impact of the interference, inconvenience, equipment downtime, interrupted service, customer discomfort, etc.

### **2.1.3 Records and Reports**

The Contractor must maintain management, operation, and maintenance records and prepare management, operation, and maintenance reports as set forth in Attachment **[J.X, DID]**, "LIST OF REQUIRED RECORDS AND REPORTS". All records and copies of reports must be turned over to the Contracting Officer within five calendar days after contract completion.

(1) A completed work file for each structure (identified by facility number) must be maintained by the Contractor for each facility listed in Attachment **[J.X]**. Each file must contain a listing of all equipment in the structure by nomenclature and manufacturer's model number, as well as all manufacturer's literature, brochures, and pamphlets; maintenance, operator's, and parts list manuals; warranty information; a copy of all completed Service Call Work Authorization forms, and minor job orders; and other information pertaining to the facility and/or installed equipment and systems. All documents must be filed within 10 working days of the completed transaction. The Government will have access to these files upon request and within one day (during regular working hours). The entire file must be turned over to the Government upon completion of the contract.

(2) Cost accounting information must be maintained and reports submitted in compliance with the specific requirements set forth in Attachment **[J.X, DID]**. This report must be submitted with, and is considered part of, the monthly payment invoice.

### **2.1.4 Facility Managers and Security Coordinators**

At each facility, the Facility Manager will designate a Security Coordinator identified in Attachment **[J.X]**. The Contractor must notify the FM or the SC of any work to be performed in a building under his/her control that would tend to disrupt the conduct of normal Government business. The Contractor must notify the building monitor at least two working days in advance of such work. Notification must include the type of work to be done and the estimated completion date. The Contractor must reschedule any work that the FM or the SC deems necessary to avoid unacceptable disruptions in the Government's business.

A FM or SC representative may be assigned by the FM for normal work that would not disrupt the conduct of normal Government business. The Contractor must record the name of the

representative and include that name in the completed work file and by specific work order number/identification.

### **2.1.5 Staffing**

The Contractor must continuously maintain an adequate staff with suitable management expertise and training to assure work is scheduled and completed in accordance with these specifications. The Contractor must maintain an adequate technical work force trained to complete work in accordance with the time and quality standards specified.

### **2.1.6 Call Center Requirements**

The Call Center must be staffed 24 hours per day, seven 7 days a week 365 days per year (366 days for leap years). The center must be capable of taking approximately 350 to 600 calls per month and it must be ISO 9001 certified.

## **2.2 GENERAL REQUIREMENTS AND PROCEDURES**

All work must meet the standards specified herein and must be accomplished in conformance with approved and accepted standards of the industry; equipment manufacturers; all applicable activity, local, state, and federal standards; and all applicable building and safety codes.

(1) When the Contractor completes work on a facility or system, that facility or system must be free of missing components or defects which would prevent it from functioning as originally intended and/or designed. Corrective or repair/replacement work must be carried to completion including operational checks and cleanup of the job site. Except where otherwise noted, replacements must match existing in dimensions, finish, color, and design.

(2) In order to comply with Executive Orders 13423 and 13514, and the FAA Green Procurement Plan (GPP), the Contractor must use environmentally preferable products and services. These program elements include, but are not limited to: products and services that are energy-efficient, water-efficient, bio based, non-ozone depleting, contain recycled-content, and non-toxic or less-toxic alternatives; diversion of non-hazardous waste and construction and demolition debris from landfills; alternative fuels use and fuel efficient vehicles and equipment, and reduced greenhouse gas emissions. These program elements are described on the Office of the Federal Environment Executive website (<http://www.ofee.gov>).

(3) During and at completion of work, debris must not be allowed to spread unnecessarily into adjacent areas nor accumulate in the work area itself. All such debris, excess material, and parts must be cleaned up and removed at the completion of the job or, if the job extends beyond one day, at the end of each day work is in progress. In accordance with EO 13514, FAA is required to divert from landfill or incineration facility disposal a minimum of 50% of the non-hazardous waste generated as a result of its operations. In support of meeting this requirement, the Contractor must divert from landfill or incineration facility disposal a minimum of 50% of the non-hazardous waste generated as a result of the Contractor's work, to the maximum extent feasible. In doing so, the Contractor must appropriately utilize the facility's existing waste and recycling program. If no such program exists, the Contractor must develop, operate and track, at

its own expense, a comprehensive waste, recycling and reuse program for non-hazardous solid waste, construction and demolition debris, and other building elements planned for disposal. The Contractor must report non-hazardous waste diversion rates on a regular basis [refer to Solid Waste and Recycling DID and/or Construction and Demolition Debris Diversion DID]. The Whole Building Design Guide (<http://www.wbdg.org>) outlines recommended practices for construction waste and debris removal.

### **2.2.1 Major Repair**

Any single repair action that is expected to exceed \$25K must be considered a major repair. These planned repairs must be reported to the Contracting Officer's Representative and approved by the CO prior to beginning repairs and detailed in quarterly program reviews [DID].

### **2.2.2 Replacement, Modernization, Renovation**

During the term of the contract, the Government may replace, renovate, or improve equipment, systems, facilities, components, and fixtures at the Government's expense and by means not associated with this contract. All replaced, improved, updated, modernized, or renovated equipment, fixtures, facilities, components, and systems must be maintained, operated, and/or repaired by the Contractor at no additional cost to the Government unless such changes result in an increase or decrease in contract requirements. Changes, replacements, or deletions which result in an increase or decrease in contract requirements will result in adjustments to the contract price in accordance with the "CHANGES" clause, Section I.

### **2.2.3 Equipment under Manufacturer's or Installer's Warranty**

Equipment, components, and parts, other than that installed under this contract, must not be removed or replaced or deficiencies corrected while still under warranty of the manufacturer or the installer without prior approval of the Contracting Officer. All defects in material or workmanship, defective parts, or improper installation and adjustments found by the Contractor must be reported to the Contracting Officer so that necessary action may be taken. The Contractor must be knowledgeable of the equipment, parts, and components that are covered by warranty and the duration of such warranties. Available warranty information will be furnished to the Contractor by the Contracting Officer.

### **2.2.4 As-Built Drawings**

(1) Attachment [INSERT ATTACHMENT NUMBER] contains a list of those drawings which will be available to the Contractor for information only. The Government makes no representation as to the completeness or accuracy of these drawings.

(2) All changes to or additions to buildings, structures, and related equipment and systems made by the Contractor must be recorded by the Contractor and provided to the Contracting Officer within [INSERT NUMBER] calendar days of the completed work. This data must include, but is not limited to, dimensioned drawings and/or sketches.

### **2.2.5 Interface with Other Contractors and Government Personnel**

Attention is invited to the fact that other Contractors [AND/OR GOVERNMENT PERSONNEL] are engaged in similar and supporting work, requiring close cooperation. The Contractor for this

contract must cooperate with all other Contractors and avoid conflicts with other Contractor's performance and work schedules. In the event of conflicts with other Contractors that cannot be satisfactorily resolved, the matter must be referred to the Contracting Officer for decision. Such decisions must be final, subject to right of appeal in accordance with the "DISPUTES" clause, Section I.

### **2.3 WORK OUTSIDE REGULAR HOURS**

Except as may be otherwise specified (i.e. Tier One Facilities), all work must be performed during the Government's regular working hours.

### **2.4 CONTINUITY OF SERVICES**

To insure continuity of essential services, the Contractor must be prepared to fully commence work on the start date of this contract, and not assume that Government or previous Contractor employees will be available to guide, direct, or provide orientation to the Contractor's employees.

#### **2.4.1 Backlogged Service Calls**

As part of being fully ready to commence work, the Contractor must be prepared to accept approximately [150] backlogged service calls, as defined in the paragraph 5.0, on the contract start date. Work must be completed on all of these service calls within [60] calendar days after the contract start date.

#### **2.4.2 Backlogged Minor Work**

Completion dates for minor work will be negotiated for all backlogged work orders issued within the first [60] calendar days after the start date of the contract.

### **2.5 GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK**

Service calls are defined as maintenance, repair, minor replacement and/or other miscellaneous work requirements which are called into the work reception center by building occupants or generated by designated Government representatives; are brief in scope; require not more than [2] estimated total labor hours for dispatching. For each piece of equipment, the designated Government representatives must dispatch all work with separate work orders.

#### **2.5.1 During Regular Working Hours**

The Contractor's call center will receive service call requests during regular working hours directly from building occupants and other authorized Government representatives. Each call must be classified in accordance with the definitions provided below. A description of the problem or requested work, date and time received, location, and other appropriate information will be placed on a Service Call Work Order (see Attachment [DID]). Calls must be received and classified by the Contractor as Tier One, Non-Tier One Air Traffic, or Non-Tier One Non-Air Traffic in accordance with the definitions provided in the "Service Call Classification" paragraph of this clause, and responded to accordingly.

If the call is classified as Tier One, the Contractor must fill out a Service Call Work Order, including order number, description of the problem, date and time repair request call was received, facility identification and location, and caller's name and telephone number. If the call is classified as Non-Tier One, the Contractor must record the same information. One copy of each Tier One work order and a log of all Non-Tier One calls received must be delivered to the Government's COR by [12:00 PM EST] the next regular working day.

### **2.5.2 After Regular Working Hours**

The Contractor's call center must receive all service call requests directly from building occupants and other authorized Government representatives after regular working hours, on weekends, and holidays. Calls must be received and classified by the Contractor as Tier One, Non-Tier One AT, or Non-Tier One Non-AT in accordance with the definitions provided in the "Service Call Classification" paragraph of this clause, and responded to accordingly.

If the call is classified as Tier One, the Contractor must fill out a Service Call Work Order, including order number, description of the problem, date and time received, facility identification and location, and caller's name and telephone number. If the call is classified as Non-Tier One, the Contractor must record the same information. One copy of each Tier One work order and a log of all Non-Tier One calls received must be delivered to the Government's COR by [12:00 PM EST] the next regular working day. The Contracting Officer may upgrade or downgrade the classification of any service call received by the Contractor.

### **2.5.3 Service Call Classification**

#### **2.5.3.1 Tier One Facilities**

Service calls will be classified as Tier One per the list of Tier One facilities (see attachment J.X). These facilities are normally classified as Security Level 3 or Security Level 4 facilities (FAA Order 1600.69C). Generally, Tier One calls will consist of correcting failures at critical sites that constitute a danger to personnel, threaten to damage property, or threaten to disrupt activity operations and/or training missions. Examples include outages in access control card reader systems, guard force supporting surveillance systems, access control interface with gate and barrier arms systems, and failures of perimeter intrusion detection systems. Tier One facilities are considered critical to the FAA's mission of Air Traffic Control and Air Traffic Safety. They are priority facilities for repair actions.

#### **2.5.3.2 Non-Tier One Air Traffic Facilities**

These facilities will normally be classified as SL2 facilities (FAA Order 1600.69C), but they are still considered critical to NAS operations. These facilities are considered the second most critical facilities for repair actions.

### **2.5.4 Response to Service Calls**

The Contractor must have adequate procedures for service call work from the Government 24 hours per day, seven days a week, including weekends and holidays. Toll free telephone number(s) must be provided by the Contractor for receipt of all service calls. All telephone calls must be answered within 30 seconds by an individual fully familiar with the Contractor's work

control procedures and the terms and conditions of this contract (see Attachment J.X staffing requirements).

## **2.5.5 Response by Classification**

### **2.5.5.1 Tier One Calls**

The Contractor must respond immediately and must be on the job site and working within one day (24 hours) after receipt of a Tier One service call. The Contractor must work continuously without interruption and must arrest the repair condition before departing the job site (e.g., camera, monitor, card reader, control panel, PIDS failure, etc.) within three calendar days (72 hours) of the initial call. If follow up work is required to complete the repair, the call will be divided into pre and post classification of repair actions necessary. The post repair actions will meet the same response requirements necessary to meet Non-Tier One Air Traffic repair response times, and the corresponding completion time will then apply to the post work order. Such follow up work must be considered part of the original service call. If the follow up work is not within the scope of a service call the procedures in paragraphs 2.5.6 or 2.5.7 below must apply.

### **2.5.5.2 Non-Tier One Air Traffic Calls**

The Contractor must be on the job site and working within one day (during regular working hours) after a service call received. Once begun, the work must be prosecuted to completion and must be completed within three days (during regular working hours).

### **2.5.5.3 Non-Tier One Non-Air Traffic Calls**

The Contractor must be on the job site and working within one day (during regular working hours) after a service call received. Once begun, the work must be prosecuted to completion and must be completed within three days (during regular working hours).

## **2.5.6 Beyond the Scope of Work Call**

Some repair request calls may be beyond the scope of work of the contract. Examples of work beyond the scope of the contract may include, but are not limited to repairs to facility electrical systems, repairs to equipment not maintained by the contractor, requests to move equipment or install new equipment.

If the Contractor receives a repair request call that is determined by the Contractor to be outside of the contract, the Contractor will issue a repair request work order number and document the reason for closing the repair request as “out of scope”. A log of all such repair requests will be issued to the Contracting Officer and Contracting Officer Representative at the beginning of each business day (DID).

If, during the repair request visit, the repair technician determines the repair request is outside of the scope of this contract, the repair technician will close the repair work order as “out of scope”. A log of all such repair requests will be issued to the Contracting Officer and Contracting Officer Representative at the beginning of each business day (DID).

If requested by the Contracting Officer, the Contractor must provide a summary of the work needed and a detailed estimate showing labor hour and material requirements within 48 hours of the request.

(a) If the Contracting Officer agrees that the work required constitutes a change to the contract requirements and falls within the scope of the contract, the Contracting Officer may authorize the Contractor to proceed with the work in accordance with the "CHANGES" clause, Section I, or the work authorization may be canceled.

(b) If the Contracting Officer determines that the work falls within contract requirements, the original work authorization will be returned to the Contractor, who must complete the work.

### **2.5.7 Work Calls for Additional Equipment/Systems**

Some repair request calls may include requests for repairs to more than one piece of equipment or systems. For example, the facility may need repairs to a camera and a PIV card reader.

If the Contractor receives a repair request call for repair of more than one piece of equipment, the Contractor must issue separate repair request work orders for each piece of equipment.

If, during the repair request visit, the repair technician determines that additional equipment requires repair, the technician must coordinate with the FM/SC and the call center to initiate a new work orders for each piece of equipment.

### **2.5.8 Completed Calls**

Within five working days after completion of each service call (defined as the acceptance of the work by the facility POC), the Contractor must provide the following, but not limited to the below in the work order repair file:

- (1) Description of work actually completed
- (2) Brief description of material and parts used, including quantities and cost
- (3) Date and time work began
- (4) Date and time work completed
- (5) Hours of labor (by labor category) expended
- (6) Travel costs expended
- (7) Signature or initials of the Contractor's technician performing the work, indicating the work has been completed.
- (8) Signature or initials, FAA routing symbol, and work phone number of the facility representative accepting the work from the Contractor's technician as completed work.

### **2.5.9 Materials and Equipment**

The Contractor must maintain sufficient off-the-shelf materials and equipment on hand to support service call work requirements. Lack of availability of materials or equipment must not relieve the Contractor from the requirement to complete service call work within the specified time limits in C. 2.2.5.

Equipment that is deemed necessary by the Contractor, but found to be obsolete must be brought to the Contracting Officer's attention for consideration of relief from the time limits specified.

#### **2.5.10 Historical Data**

Data on the numbers and types of service calls of each classification that have historically been performed are included in Attachment (J.X, monthly, quarterly).

### **2.6 GENERAL REQUIREMENTS AND PROCEDURES FOR WORK**

Work is defined as maintenance, repair, and minor engineering and replacement. The cost of any single instance of work is limited to a total cost (labor, travel, and material). All repair work is included in the indefinite quantity portion of the contract.

#### **2.6.1 General Procedures**

The Government will provide the Contractor with a list of facilities by location, facility type, security level, and last recorded Manager and Security Coordinator. The Government will provide lists of equipment (J-X) from the first and second design and implementation contracts used to deploy security systems and equipment.

The Government will provide As-Built drawings from most SL3/4 facilities installed during the SSDI contract. The Government will provide the data discs for these projects to include O&M Manuals, equipment names, part numbers, and installation locations.

The Government will provide Registration and Installation Software Keys for most installations (2008-2016).

##### **2.6.1.1 Labor Requirements**

Labor categories are defined in Attachment (J.X).

##### **2.6.1.2 Material Requirements**

Requirements for materials necessary for repairs include (J-X) equipment from the FAA FSRM SSI and SSDI contracts. Government Furnished equipment from the Corrective Maintenance Contract II will be itemized during transition from the CMC II Contractor to the CMC III Contractor.

#### **2.6.2 Establishing Final Cost for Repair Work**

The final costs by work order described will be based on work hours to complete repair, equipment necessary for repair and travel necessary for repair.

##### **2.6.2.1 Establishing Total Labor Costs**

The total labor cost will be determined by totaling the number of performance standard labor hours for each labor category and then multiplying by the appropriate labor hour unit price from the Schedule of Indefinite Quantity Work - Unit Priced Labor. This procedure will be followed for each labor category required to perform the job. The total for all labor categories is the total labor cost.

### **2.6.2.2 Establishing Total Material Costs**

Material prices provided by the Contractor must be the lowest price available considering the availability of materials and the time constraints of the job. The direct material price must be reduced by all discounts and rebates for core value or salvage value that accrue to the Contractor. The total direct material cost for the job will be multiplied by the Contractor's fixed burden rate specified in Section B to determine the total burdened material cost for the job.

### **2.6.2.3 Establishing Total Equipment Costs**

(a) Rental equipment must be based on the lowest price available considering availability and time constraints of the job.

(b) Cost for equipment operators, when separate operators are required, must be billed under Other Direct Cost (ODC)

## **2.7 GATE REPAIR**

### **2.7.1 Ordering Gate Work over \$10K**

If the Contractor determines a specific work order for gate repairs will exceed \$10K, the Contractor will notify the CO and COR before proceeding with the repair. The Contracting Officer will order gate work over \$10K by issuing to the Contractor a copy of the approved summary of work scope and a delivery order for the work covered by the approved scope of work in accordance with the "**ORDERING OF WORK**" clause in Section G.

### **2.7.2 Ordering Repair Work over \$25K**

If the Contractor determines a specific work order for equipment and system repairs other than gates will exceed \$25K, the Contractor will notify the CO and COR before proceeding with the repair. The Contracting Officer will order work over \$25K by issuing to the Contractor a copy of the approved summary of work scope and a delivery order for the work covered by the approved scope of work in accordance with the "**ORDERING OF WORK**" clause in Section G.

## **2.8 TRAVEL ZONE MAPS**

The Travel Zone map for [ACTIVITY] is provided as Attachment [INSERT ATTACHMENT NUMBER] and is to be used in conjunction with the historical data in Attachment [INSERT ATTACHMENT NUMBER] to evaluate travel time impact.

## **2.9 GENERAL REQUIREMENTS FOR CARPENTRY AND MASONRY**

Carpentry and masonry maintenance, repair, and minor construction services must be provided in accordance with the definitions, procedures, and standards specified in this section and [**INSERT SPECIFICATION OR MANUAL**]. The Contractor must provide environmentally preferable products and services that are:

- Less toxic or non-toxic. Examples include:
- Environmental Protection Agency's Design for the Environment (DfE) label (<http://www.epa.gov/dfe>)

- Green Seal certified (<http://www.green seal.org>)
- CRI Green Label (<http://www.carpet-rug.org/commercial-customers/green-building-and-the-environment/green-label-plus>)
- Products that meet/exceed DfE, Green Seal, CRI Green Label, and/or SCAQMD specifications;
- Environmental Protection Agency designated recycled content items (<http://www.epa.gov/epawaste/conserve/tools/cpg/products/index.htm>);
- Designated as BioPreferred by the U.S. Department of Agriculture (<http://www.biopreferred.gov>); and
- Energy Star certified (<http://www.energystar.gov>) or other energy-efficient products listed on the Department of Energy's FEMP Product Energy Efficiency Recommendations product lists.

## **2.9.1 General Repair of Security Systems and Equipment Work**

### **2.9.1.1 Card Readers**

Failed or damaged card reader equipment/firmware/software must be repaired or replaced to provide performance as specified by the manufacturer and original site configuration settings. Repairs must also address failures or damage to supporting card reader access control systems including recessed door contacts, external door contacts, high-performance Request-to-Exit (REX) detector, surface mounted electric strikes, pin plunger and tamper switches, power supplies, relays, closers, integrated handicapped access controls (including site specific PLC systems\*). See list for SSI and SSDI contracts, Attachment (J.X) for standard configurations. Configurations and some equipment necessary for site specific installations may not be listed. This will not exempt the Contractor from return-to-service requirements for Tier One, Non-TO AT, and Non-TO Non-AT repairs.

### **2.9.1.2 Cameras**

Failed or damaged camera equipment/software must be repaired or replaced to provide performance as specified by the manufacturer and original site configuration settings (frame per sec, resolution, dynamic range, etc.). Repairs must also address failures or damage to supporting camera infrastructure including transceiver modules, surge protection systems, power over Ethernet surge protection, power supplies. See list for SSI and SSDI contracts, Attachment (J.X) for standard configurations. Configurations and some equipment necessary for site specific installations may not be listed. This will not exempt the Contractor from return-to-service requirements for Tier One, Non-TO AT, and Non-TO Non-AT repairs

### **2.9.1.3 Security Enclosures (Access Control Panels)**

Failed or damaged equipment/firmware/software found in standard design FSRM security enclosure systems must be repaired or replaced to provide performance as specified by the manufacturer and original site configuration settings. Repairs must also address failures or damage to supporting infrastructure including power supplies, CK720/721 Controllers with RDRnSA boards (see list from SSDI and SSI), expansion modules, control boards, relays, switches. See list for SSI and SSDI contracts, Attachment (J.X) for standard configurations. Configurations and some equipment necessary for site specific installations may not be listed.

This will not exempt the Contractor from return-to-service requirements for Tier One, Non-TO AT, and Non-TO Non-AT facility repairs.

Batteries in the security enclosures must be checked for field life cycle dates during repair calls for card reader and/or security enclosure failures. If field dates of batteries have been exceeded for normal life cycle, the contractor must replace the batteries as a part of the repair action. However, replacement of the existing batteries must not be included in the return-to-service performance metrics of the original work order

#### **2.9.1.4 Guard House Systems Repair**

Failed or damaged security systems equipment/software found in standard design FSRM guard house configurations must be repaired or replaced to provide performance as specified by the manufacturer and original site configuration settings. Refer to lists from SSDI and SSI contracts for equipment lists. Equipment includes 19” monitors, 42” monitors, 36” monitors, Endura joysticks and workstations, duress alarm subsystems, metal detector wants, P2000 workstations, video decoders, GPS antenna, NTP timeservers, video console displays. Configurations and some equipment necessary for site specific installations may not be listed. This will not exempt the Contractor from return-to-service requirements for Tier One and Non-TO AT facility repairs.

#### **2.9.1.5 Perimeter Intrusion Detection Systems**

Failed or damaged equipment/firmware/software involved with Future Fiber Technologies Perimeter Intrusion Detection Systems (PIDS) must be repaired or replaced to provide performance specified by the manufacturer and original site configuration settings. Refer to lists for SSDI installations. Repair actions may also require repair of fiber cabling, fiber splice closures (outdoor and indoor), fiber jumpers and patch panels. Configurations and some equipment necessary for site specific installations may not be listed. This will not exempt the Contractor from return-to-service requirements for Tier One facility repairs.

#### **2.9.1.6 Head End Systems**

SL3/4 systems normally are configured with Head End Racks. Three racks at ARTCC (in some cases stand-alone racks are replaced with wall racks) and consolidated TRACONS, 2 racks at Air Traffic Control Towers. Failed or damaged equipment/software/firmware must be repaired or replaced to provide performance specified by the manufacturer and original site configuration settings. Refer to lists for SSDI installations.

Typical configurations of the Head End Systems includes power supplies, Cisco switching systems, Ethernet fiber optic receivers, PIDS controller, PIDS patch panels, Endura Network Storage Manager, Endura Work Station, P2000 Work Station, video decoders, P2000 PACS Server, 19” monitors, surge protectors.

Configurations and some equipment necessary for site specific installations may not be listed. This will not exempt the Contractor from return-to-service requirements for Tier One facility repairs.

### **2.9.1.7 Entry Control Video and Gate Control Video**

Entry Control Video and Gate Control Video are required at all Security Level 2 through Security Level 4 facilities. The Contractor must repair or replace failed ECV and GCV equipment to provide performance specified by the manufacturer and original site configuration settings. Refer to lists for SSDI and SSI installations.

The Contractor must notify the Contracting Officer and Contracting Officer's Representative of any repair that requires the repair of Outside Plant infrastructure prior to beginning repairs to this infrastructure. The Contractor will not proceed with the repair prior to approval by the Contracting Officer. Common conduit is the responsibility of the local FAA facility to repair. Dedicated security conduit repairs (for security communications/control purposes only) are within the scope of this contract.

### **2.9.2 General Interior Work**

The Contractor must return surfaces and finishes to the same quality that existed prior to the repair action. Damage from repair actions to floors and floor coverings, resilient tiles, linoleum and vinyl sheet flooring, finished wood flooring, carpet, concrete floors, vinyl baseboards, ceramic tile, interior walls, ceilings, trim, drywall, vinyl wall covering, suspended ceiling tiles, stairs/stairwells, blinds and shades, and cabinets/countertops.

The Contractor must repair damage to doors caused as a result of repair actions for security equipment. These repairs will be at no cost to the government. Doors that are damaged not as a result of repair actions for security equipment under this contract are the responsibility of the facility to repair. If repairs to existing security equipment cannot be completed prior to door repairs by the facility, the Contractor must notify the Contracting Officer for direction to proceed.

### **2.9.3 General Exterior Work**

The Contractor must repair damage caused in the course of security system repairs to external walls, masonry, hardboard siding, window seams, metal flashing and trim, exterior trim, roofing, structural members, shingle roofing, built-up and elastomeric roofing, roof flashing, gutters and downspouts, concrete and masonry structures, and stairs.

The Contractor must repair damage to doors caused as a result of repair actions for security equipment. These repairs will be at no cost to the government. Doors that are damaged not as a result of repair actions for security equipment under this contract are the responsibility of the facility to repair. If repairs to existing security equipment cannot be completed prior to door repairs by the facility, the Contractor must notify the Contracting Officer for direction to proceed.

### **2.10 GENERAL REQUIREMENTS FOR LOCKSMITHING**

The Contractor **must not** provide services for locksmithing. Facility and FAA Security Offices are responsible for these components.

## **2.11 GENERAL REQUIREMENTS FOR SECURITY FENCES, WIRE CAGES, AND LIGHTING**

The Contractor **must not** provide maintenance, repair, or replacement of security fences unless it is necessary to support PIDS installations and Camera installations. The Contractor must notify the Contracting Officer prior to proceeding with the repair or replacement of fences and must not proceed without approval by the Contracting Officer.

The Contractor must not provide maintenance, repair, or replacement of lighting systems except in cases involving out of visual range spectrum requirements. Visual range lighting maintenance requirements are the responsibility of the facility.

Prior to proceeding with repair actions on systems requiring out-of-visual range spectrum, the Contractor must notify the Contracting Officer. The Contractor must not proceed with repair actions prior to receiving approval by the Contracting Officer.

## **3.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES**

In accordance with the "GOVERNMENT PROPERTY (FIXED-PRICED CONTRACTS)" clause in Section I, the Government will provide the Contractor the use of certain Government owned facilities, equipment, and materials for use only in connection with this contract. The use of Government furnished property and services for other purposes **is** prohibited. All such facilities, equipment, and materials will be provided in "as is" condition.

a. Government Furnished Facilities. The Government will not provide office space and operational facilities to the Contractor. The Contractor must secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

b. Government Furnished Equipment (GFE). The Contractor must furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

c. Government Furnished Material. The Government will furnish the material described in Attachment [INSERT ATTACHMENT NUMBER] to the Contractor on a one time basis. Should the Contractor choose to use the Government furnished material, a joint inventory must be conducted with the Contracting Officer before commencing work under this contract to determine the exact amount and serviceability of Government furnished materials. The Contractor must then certify the findings of this inventory, assume accounting responsibility for all materials supplied, and must provide documentation supporting issue/use of such material.

(1) Upon depletion of material provided to the Contractor by the Government, as listed in Part A of Attachment [INSERT ATTACHMENT NUMBER], the Contractor must furnish all material to perform the work of the contract, except as otherwise specified herein. Upon completion or termination of this contract a second joint inventory must be conducted, if necessary, of all unused Government furnished materials, as listed in Part A of Attachment [INSERT

ATTACHMENT NUMBER]. The Contractor must be held liable for all materials missing which cannot be accounted for by issue/use documentation.

(2) Experience has shown that selected items of long lead time parts and materials must be stocked to insure repair of critical equipment in the event of failure. A list of these insurance items and minimum stocking levels are contained in Part B of Attachment [INSERT ATTACHMENT NUMBER]. The Government will provide the Contractor an initial issue of items in at least the minimum quantities listed in Part B of Attachment [INSERT ATTACHMENT NUMBER]. The Contractor must maintain at least the minimum quantity of all the items specified. These items must be used by the Contractor in the maintenance and repair of the facilities/systems only as follows:

(a) Insurance items must be used on the systems, facilities, or GFE with which they are associated.

(b) A replacement insurance item must be ordered within three working days after the use of any insurance item which causes the total quantity on hand to fall below the minimum specified level. The Contractor must bear the cost of replacement of all insurance items.

(c) Upon completion or termination of the contract, all insurance items must be returned to the Government in the minimum specified quantities.

(d) Availability of Utilities. The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as required for the work to be performed under the contract: electricity, steam, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Contracting Officer. The Contractor must provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

(1) Utilities specified above will be furnished at no cost to the Contractor.

(2) The Contractor must be responsible for instructing employees in utilities conservation practices. The Contractor must be responsible for conserving utilities, which must include, but not necessarily be limited to:

- Lights must be used only in areas where and at the time when work is actually being performed unless otherwise directed by the COR.
- Mechanical equipment controls for heating, ventilation and air conditioning systems will not be adjusted by contract employees.
- Water faucets or valves must be turned off after the required usage has been accomplished. To conserve water, only the minimum quantity of water needed for the required usage must be expended.

(3) A restricted telephone line (USOC Class RS4) for on base calls will be provided by the Government at no cost to the Contractor.

#### **4.0 Contractor Furnished Items**

Except for items listed in paragraph 3.0, the Contractor must provide all facilities, equipment, materials, and services to perform the requirements of this contract.

a. The Contractor must provide new or factory reconditioned parts and components when providing maintenance, repair, and minor construction services as described herein. All replacement units, parts, components and materials to be used in the maintenance, repair, and replacement of equipment/firmware/software must be compatible with that existing equipment on which it is to be used; must be of equal or better quality than original equipment specifications; must comply with applicable Government, commercial, or industrial standards such as National Board of Underwriters or Underwriters' Laboratories, Inc., National Board of Fire Underwriters, National Electrical Manufacturer's Association, American Society of Mechanical Engineers, etc.; must conform to the applicable specifications listed in Attachment [INSERT ATTACHMENT NUMBER] and the technical specifications, Section C; and used in accordance with original design and manufacturer intent. Items not listed in Attachment [INSERT ATTACHMENT NUMBER] or technical specifications must be of acceptable industrial grade and quality. The Contractor must provide environmentally preferable products and services as referenced in Section 3.2.1. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract must equal or exceed the updated quality. The Contractor must retain the parts replaced for at least 10 working days after completion of the job and make these parts readily available for inspection by the Contracting Officer upon request.

b. The Contractor must submit certificates of compliance and manufacturer's descriptive data for those items specified in Attachment [INSERT ATTACHMENT NUMBER]. Such submittals must be made to the Contracting Officer for approval within 15 calendar days after award of the contract.

(1) Certificates of compliance must be obtained from material manufacturers attesting that materials meet the requirements specified in Attachment [INSERT ATTACHMENT NUMBER].

(2) Manufacturer's descriptive data must include the name of the manufacturer, model number or other identifying information, catalog cut, and other identifying data and information describing the performance, capacity, rating, and application/installation instructions which clearly illustrate that the proposed item meets the applicable standards specified in Attachment [INSERT ATTACHMENT NUMBER].

#### **5.0 DEFINITIONS**

As used throughout this contract, the following terms must have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

- a. Where "as shown", "as indicated", "as detailed", or words of similar import are used, it must be understood that reference is made to this specification and the drawings accompanying this specification unless stated otherwise.
- b. Where "as directed", "as required", "as permitted", "approval", "acceptance", or words of similar import are used, it must be understood that direction, requirement, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.
- c. Additional Material Handling. Time expended for loading materials from storage to truck, unloading materials to work area, moving materials to work area, moving materials from storage to job site, removing debris, and handling of materials during the job that is not included in the labor categories time standard. The above definition is a summary of the definition of "Additional Material Handling" as used in development of Engineered Performance Standards.
- d. Backlogged Service Calls. A routine service call issued during the previous contract which was not completed for any reason, or maintenance, repair and minor construction requirements which may be identified during lapses, if any, in services between this contract and the previous contract.
- e. Contracting Officer. The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.
- f. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor must ensure that subcontractors comply with the terms of this contract.
- g. Contracting Officer's Representative. FAA employee assigned specific coordination and oversight duties for a specific contract by the Contracting Officer in writing.
- h. FAA AIN. FAA Office of Internal Investigations, a subgroup to FAA ASH
- i. FAA AJW-2 FAA Office of Facilities and Engineering Services
- j. FAA AJW 246 FAA Office of Facility Security Risk Management (FSRM). Office responsible for the procurement and operations life cycle of security equipment and systems required by FAA ASH.

- k. FAA AJW FAA Office of Technical Operations, a subgroup to FAA ATO. Responsible for the ensuring a safe and efficient National Airspace System (NAS) through the effective management of Air Navigation Services and Infrastructure
- l. FAA ATO FAA Office of Air Traffic Organization
- m. FAA ASH. FAA Office of Security and Hazardous Materials Safety
- n. Facility. A Federal Aviation Administration staffed building/structure (see [Attachment J.X](#))
- o. Facility Manager. FAA ASH identified manager for specific facility as identified in [Attachment J.X](#).
- p. Facility Security Level. Numeric assignment given by FAA ASH (Office of Security and Hazardous Materials Safety) to a FAA staffed facility based on FAA priority conditions.
- q. Frequency of Service. All corrective maintenance work associated with this contract will be as needed upon request. There are no allowances for pre-scheduled or preventative maintenance.
- r. Job Preparation. All work and costs associated with receiving and considering a job assignment and instructions; planning equipment and material requirements; obtaining proper tools; laying out tools, material, and equipment; setting up ready to begin work; cleaning and storing tools and equipment; and cleanup of job site.
- s. Latent Defects. Latent defects are defects that are present in a hidden or undeveloped state and are not visible or apparent at the time of inspection, but which become obvious or come into being at some future time.
- t. Maintenance. The recurring day-to-day, periodic, or scheduled work required to preserve or restore a real property facility to such a condition that it may be effectively utilized for its designated purpose.
- u. Minor Construction. A minor construction project is defined as a single undertaking at a facility installation that includes all construction necessary to produce a complete and usable security system (per ASH requirements under FAA 1600.69b change 1) or a complete and usable improvement to an existing facility and has an approved cost equal to or less than the amount specified by law as the maximum amount for a minor facility construction project.
- v. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

- w. Property Administrator. The Government employee responsible for the daily monitoring of Government Furnished Equipment.
- x. Quality Reliability Officer (QRO). The Government employee responsible for the daily monitoring of Contractor performance.
- y. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.
- z. Regular Working Hours. The Government's regular (normal) working hours are from [7:00 AM] to [6:00PM], Mondays through Fridays except (a) Federal Holidays and (b) other days specifically designated by the Contracting Officer.
- aa. Repair. Repair is the restoration of a piece of equipment, a system, or a facility to such condition that it may be effectively utilized for its designated purposes. Repair may be overhaul, reprocessing, or replacement of constituent parts or materials that have deteriorated by action of the elements or usage and have not been corrected through maintenance, or replacement of the entire unit or system if beyond economical repair.
- bb. Response Time. Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site with appropriate tools, equipment, and materials, ready to perform the work required. Response times are designated in the appropriate technical clauses in Section C.
- cc. Security Coordinator. Employee designated by a FAA facility manager to coordinate all security repair actions and operations of security systems at the same facility.
- dd. Servicing Security Element. FAA ASH representative responsible for identifying physical security requirements at specific FAA staffed facilities.
- ee. Servicing Security Element. FAA ASH representative responsible for identifying physical security requirements at specific FAA staffed facilities.
- ff. Travel Time. Time expended between shop or other and the job site; waiting for vehicle; getting in and out of vehicle; loading and carrying a tool box; vehicle travel; unloading, walking from vehicle to job site; opening and closing door; walking up and down stairs; using elevators; and access to secure or controlled areas.