PART 1

GENERAL INFORMATION

1.0 Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to install, configure and implement the audio/visual equipment and systems in the specific locations as defined in this Performance Work Statement (PWS) except for those items specified as government furnished property and services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government. The contractor shall perform to the standards in this contract.

1.1 Background:

1.1.1 The United States Military Academy (USMA) currently has a series of audio/visual systems and equipment within each of its buildings throughout the Academy. The audio/visual systems and digital signage equipment services the Cadets, faculty and staff for mission specific purposes to support the academic needs of the personnel at USMA.

1.1.2 The digital signage equipment is essential to create a unique educational environment for the Corps of Cadets. The equipment assists in making certain the USMA mission "To educate, train and inspire the Corps of Cadets so that each graduate is a commissioned leader of character committed to the values of Duty, Honor, Country and prepared for a career of professional excellence and service to the Nation as an officer in the United States Army".

1.2 Objectives: The contractor shall provide support to accomplish tasks and prepare deliverables as defined in within this document.

1.4 Scope:

1.4.1 The scope of work covers the infrastructure, equipment, installation, configuration and implementation of the digital signage equipment and systems located in the Jefferson Hall Library at the United States Military Academy at West Point, New York, and ensuring the system is fully mission capable upon completion.

1.4.2 The Contractor will provide upon request, proof that the type of work to be conducted is similar to work they have conducted for either the government or other similar types of organizations.

1.4.3 The Contractor shall provide all necessary, materials, logistical support, technical data, programmers, and services associated with the development, design, testing, documentation, deployment, and quality assurance in support of the this project except where specifically identified.

1.4.4 The Contractor shall provide all necessary qualified personnel to support the initiative

1.5 General Information

1.5.1 Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor’s quality control program is the means by which he assures himself that his work complies with the requirement of the contract. The Quality Control Plan (QCP) will be submitted to the Contracting Officer within 10 working days of contract award. Approval or disapproval of the QCP shall be provided to the contractor within five (5) working days of submission date. After approval of the QCP, the contractor shall receive the KO’s approval of any proposed changes to the QC system. Approval or disapproval of changes shall be provided to the contractor within five (5) working days of submission.

1.5.2 Quality Assurance: The government shall evaluate the contractor’s performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.5.3 Recognized Holidays:

New Year’s Day Labor Day

Martin Luther King Jr.’s Birthday Columbus Day

President’s Day Veteran’s Day

Memorial Day Thanksgiving Day

Independence Day Christmas Day

1.5.4 Hours of Operation: The contractor is responsible for conducting business, between the hours of 7:00am and 5:00pm (0700 – 1700 hours) Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. If the contractor wishes to perform services outside of normal working hours, the contractor shall submit a written request to the COR for approval or disapproval at least two (2) working days prior to date which work is anticipated. Approval or disapproval shall be provided within one (1) working day of request submission.

1.5.4.3 The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.5.4.4. Blackout dates: USMA is an educational institution, and located on the United States Army Garrison – West Point. Certain Army functions, as well as USMA activities, occur throughout the calendar year where contractors are prohibited from conducting work. Work during these dates is allowed to continue based on mission requirements and coordination between the government and contractor; however, these dates are subject to blackout due to Academy mission and operations:

* 13-17 December 2016 – Term End Exams (TEEs)
* 16 December 2016 – December Graduation

1.5.4.3. Schedule/Work Plan Submission. The contractor shall provide a schedule as to when they will be working to meet the work prescribed in this document to ensure for access to the facility and support from any external resources needed that are to be coordinated by the COR. The work plan must be submitted upon award of the contract depicting what work is to be conducted and who is conducting the work. The schedule will be submitted to the COR in a format that is acceptable by both parties (i.e. – MS Excel, MS Project or any other agreed format). Approval or disapproval shall be provided within two (2) working days of schedule submission.

1.5.5 Place of Performance: The work to be performed under this contract will be performed at Jefferson Hall, Building 758, at the United States Military Academy at West Point, New York 10996

1.5.6 Period of Performance: The scope of work covers the infrastructure, equipment, installation, configuration and implementation of the audio/visual equipment and systems within this document must be completed on or before 15 June 2016.

1.6.6 Type of Contract: The government will award a Firm-Fixed-Price contract.

1.6.7 Security Requirements: Contractor personnel performing work under this contract must comply with the standards as defined within this document.

1.6.7.1 Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.6.7.2 Key Control: The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. 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. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

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

1.6.7.2.2 The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor’s employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.7.3 Lock Combinations. The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor’s Quality Control Plan.

1.6.7.4 Badging for Cadet Central Area . The contractor must submit a USMA Form 13-16 with the information required to obtain a yellow contractor identification badge. The documentation will be provided by the COR to the contractor for this requirement. Once the form has been approved, the contractor will be required to obtain a yellow contractor identification card and wear it on a lanyard displayed for personnel within the United States Military Academy’s Central Cadet Area to see. The COR will provide the lanyard and further instructions on physical security measures to ensure that the contractor is in compliance with USMA standards and to ensure no delay in access/work.

1.6.8 Special Qualifications:

1.6.8.1 Certifications. The Contractor must be properly trained and certified as an audio/visual installer and technician and have the knowledge and expertise in the system being installed, as well as the programming needed to properly bring all of the systems online and operable. The equipment must be able to integrate with any existing legacy infrastructure used by the United States Military Academy. Documentation of any of these certifications must be available for verification by the Academy prior to the execution of the work established within.

1.6.9 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.6.10 Contracting Officer Representative (COR): The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.11 Key Personnel: The contract manager or alternate shall have a cellular phone and an email address to be reachable during available hours identified above. The contract manager or alternate shall be onsite anytime contract work is being performed. In the event, no contract work is being furnished, the contract manager or alternate shall be onsite and available to meet with the COR within 12 hours notice from the COR.

1.6.12 Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.13 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.6.14 Organizational Conflict of Interest: Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor’s mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may effect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.7 Anti-terrorism and Operational Security Requirements: In accordance with Anti-Terrorism (AT) and Operational Security (OPSEC) measures and requirements, contractor and subcontractor personnel performing work under this contract will be required to adhere to the following guidelines, requirements and training:

1.7.1 AT Level I Training. This provision and/or contract text is for contractor employees with an area of performance within an Army controlled installation, facility, or area. All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the COR or to the contracting officer, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <https://atlevel1.dtic.mil/at>.

1.7.2 Access, General Protection, and Security Policy and Procedures. This standard language text is for contractor employees with an area of performance within an Army controlled installation, facility, or area. Contractor and all associated subcontractor employees shall comply with applicable installation, facility, and area commander installation and/or facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services, or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.7.3 iWATCH Training. This standard language is for contractor employees with an area of performance within an Army controlled installation, facility, or area. The contractor and all associated subcontractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within 15 calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract award.

PART 2

DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. Definitions.

2.1.1 Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2 Contracting Officer. A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3 Contracting Officers Representative. An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4 Defective Service. A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5 Deliverable. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.6 Key Personnel. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7 Physical Security. Actions that prevent the loss or damage of Government property.

2.1.8 Quality Assurance. The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9 Quality Assurance Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10 Quality Control. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.11 Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12 Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

2.1.12 Work Week. Monday through Friday, unless specified otherwise.

2.2. Acronyms:

ACOR Alternate Contracting Officer's Representative

AFARS Army Federal Acquisition Regulation Supplement

AR Army Regulation

CCE Contracting Center of Excellence

CFR Code of Federal Regulations

CONUS Continental United States (excludes Alaska and Hawaii)

COR Contracting Officer Representative

COTR Contracting Officer's Technical Representative

COTS Commercial-Off-the-Shelf

DA Department of the Army

DD250 Department of Defense Form 250 (Receiving Report)

DD254 Department of Defense Contract Security Requirement List

DFARS Defense Federal Acquisition Regulation Supplement

DMDC Defense Manpower Data Center

DOD Department of Defense

FAR Federal Acquisition Regulation

HIPAA Health Insurance Portability and Accountability Act of 1996

KO Contracting Officer

OCI Organizational Conflict of Interest

OCONUS Outside Continental United States (includes Alaska and Hawaii)

ODC Other Direct Costs

PIPO Phase In/Phase Out

POC Point of Contact

PRS Performance Requirements Summary

PWS Performance Work Statement

QA Quality Assurance

QAP Quality Assurance Program

QASP Quality Assurance Surveillance Plan

QC Quality Control

QCP Quality Control Program

TE Technical Exhibit

PART 3

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3.0 GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1 Facilities. The Government will provide office space, desks, chairs, cabinet, facsimile and photocopy machine access; telephone service, conference room access and basic office supplies for up to two people. Building access may be provided beyond the normal duty hours when required.

3.2 Utilities. The Government will provide all utilities in the facility will be available for the contractor’s use in performance of tasks outlined in this PWS. The Contractor shall instruct employees in utilities conservation practices.

3.3 Equipment. The Government will provide access to the appropriate systems and networks when required.

3.4 Materials. The Government will provide any materials under the scope of work for this performance work statement.

PART 4

CONTRACTOR FURNISHED ITEMS AND SERVICES

4.0 CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General. The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.2 Library Digital Signage The Contractor shall provide and install an interactive touch monitor, LED monitor, presentation switcher, HD video codec, permanent PC for the podium, a new audio DSP, new microphones for conference room coverage, an 8-channel amplifier, a new speaker system, a new control system, an equipment rack for the new A/V equipment, and other miscellaneous equipment as specified in section 4.5.1.14. The equipment shall be provided in accordance with the specifications found in sections 4.5.1.1 – 4.5.1.14 of this PWS

4.3. Materials. The Contractor shall furnish materials, supplies, and equipment necessary to meet the requirements under this PWS.

4.4 Objectives. The objective of this project is to upgrade the audio/visual equipment in the superintendent’s conference room to include a 98-inch interactive monitor, digital switching system, 13 desk microphones, speakers, control interface, and all necessary equipment to make it a fully functional system. The system must work with some pieces of owner-furnished technology

4.5. Equipment. The Contractor shall furnish equipment necessary to meet the requirements under this PWS.

4.5.1 Audio/Visual Minimum Specifications:

4.5.1.1 Five (5) 15 inch touchscreen digital display screens.

Display size: 15” TFT with LED backlight and availability lights
Resolution: 1024 x 768 (4:3 aspect ratio)
Dimensions: 15.91w x 12.60h x 1.45d inches
Weight: 7 lbs 15 oz
CPU: Intel Atom Dual Core N2600 1.6GHz processor
OS: Windows 7
Memory: 4GB
Network: 10/100/1000 Ethernet
Power: PoE+ (optional PoE+ Power Injector available)
Mounting: Recess or surface mount

4.5.1.2 Two (2) 48” digital 1080p (full-HD) commercial LED LCD displays wall with one 48" floor stand

for flat panel display and one 48" wall mount for flat panel display

4.5.1.3 Six (6) Commercial grade 32” LED LCD displays with wall mounts

4.5.1.4 Eight (8) HD Media Players

Dimensions: 6.5”w x 4.25”d x 1.625”h Weight: 3.2 lbs.
Max power: 34 watts
Processor: Intel i3
Motherboard: Intel D33217GKE
Memory: 4GB DDR3 1600MHz
Hard Drive: 256GB mSATA SSD OS: Windows 7 Embedded (WS7P)

Network: 10/100/1000 Ethernet
AV Outputs: Mini DisplayPort
Wall Mountable: Mount included

4.5.1.5 Thirteen (13) Licenses for the Visix Digital signage software to include SMA custom theme packages and content news in pictures feed 3 pack, for the media players and the touch screen display screens

4.6 Training. Visix AxisTV 1 year Web-based training; Visix training series.

4.7 SECRET FACILITY CLEARANCE:

4.7.1 Contractor personnel will not require SECRET clearances. The contractor will not require access to SECRET, but may require access to For Official Use Only (FOUO) and sensitive information. In performing this contract, the contractor will not require access to classified information at government facilities. Contractor personnel performing IT sensitive duties are subject to investigative and assignment requirements IAW AR 25-2, AR 380-67 and affiliated regulations.

4.7.2 All contractor personnel shall comply with security regulations referenced in paragraph 6.0 of this document. The Government will provide a copy of regulations when requested, and will provide access for reviewing regulations during normal business hours. All assigned personnel shall be cleared U.S. Citizens IAW current DoD policy for access to classified systems, networks, and facilities.

4.7.3 Contract employees will be required to use a common access card that will be provided by the Government. Work will not be performed unless appropriate clearances are received. The contractor shall notify the COR of any employee that has been terminated from their employment and if any employee has had their clearance revoked or suspended, IAW DI-MGMT-80368.

4.7.4 Nondisclosure and Organizational Conflicts of Interests: Data pertaining to other contracts/services may reside on systems used, accessed, or in the immediate work area where Contractor personnel may be performing. Contractor personnel shall in no way divulge this information or use this information for personal or corporate gain. All Contractor employees shall sign Non-Disclosure Agreements (NDA), stating that all confidential information and associated data shall be kept in confidence and not shared with the Contractor's employer, or outside persons or organizations other than approved Army and other authorized sources.

Pursuant to Section H.10 of the basic ITS-SB contract, the Contractor shall immediately notify the Contracting Officer of any potential conflicts of interest with either this PWS or in performance of QC related work on contracts in which their company or parent company has an interest. Where such conflicts of interest exist the Contractor shall submit a mitigation strategy of the conflict of interest to the Government, including the Contracting Officer, for approval prior to performing work. Additionally, any potential conflict of interests with the work described herein should be identified.

PART 5

SPECIFIC TASKS

5.0 SPECIFIED TASKS:

5.1. Basic Services. The services in these taskings will incorporate a fully mission audio/visual equipment and system in:

5.1.1 Prior to proposal submission date, the contractor will be provided an opportunity to conduct a site survey to review the current infrastructure and construction materials used in this area.

5.1.2 The following information for the audio/visual equipment and system will be gathered in order to quantify installation plan actions:

* Document unique mounting techniques
* Document safety requirements and/or hazardous consideration
* Network connectivity
* Power and grounding requirements
* Cable pathway requirements
* Document any site specific considerations

5.2 Based on the site survey findings, the vendor will create the final design and develop an Installation Design Plan (IDP) and submit it to the Contracting Officer (KO) as part of the proposal submission prior to proposal submission date and time.

5.2.1 The IDP will include the following documentation:

* Installation Schedule. Confirm readiness review and installation dates and highlight stringent dependencies on complete Customer site readiness and product ship dates to meet the planned installation schedule.
* Engineering Installation Drawings (EID). Drawings depicting the location of all hardware and cable runs. This requirement will need to be submitted during the proposal, as well as final drawings completed upon the completion of the project.
* Main Bill of Materials (MBOM). List of hardware and software required to implement the IDP.
* Installation Bill of Materials (IBOM). List of installation materials required to complete the work prescribed in the PWS
* 5.2.2 After award, the Contractor will be permitted to conduct a final site survey to be able to have a 100% approved solution for this requirement and determine if any changes be warranted. Any changes from the original design plan shall be submitted to the Contractor Officer Representative (COR) for review and approval prior to implementation.

5.3 Installation

5.3.1 Install and configure the expansion of the audio/visual equipment and system IAW the specifications defined in section 4 of this document.

5.4 CONFIGURATION AND TESTING.

5.4.1 The Contractor will install, configure and test the installed equipment. Additional activities, documentation and test reports will include:

* Documentation for all equipment installations (i.e. – serial numbers, model numbers, etc.)
* As-built audio visual system diagrams and topology for all devices installed
* Provide programming codes of installed AV equipment
* Provide screen shots of end user pages of programming codes of user interface

5.4.2 The Contractor will develop a System Acceptance Test (SAT) Plan and submit to site for review and approval prior to performing SAT testing.

5.4.3 The Contractor will perform and document a SAT witnessed by the COR to demonstrate that the installed equipment performs in accordance with the work defined in the PWS. performs IAW the defined scope of work within this document.

5.5 Installation Support

5.5.1 The Contractor will provide a combination of instructor-led, hands-on training and group discussions designed to ensure the designated USMA DPTMS VI technicians have the knowledge, skills and practical experience required to effectively operate, administer and maintain the installed audio/visual equipment.

5.5.2 Upon award the Contractor will conduct an interview with the USMA team to present the general training objectives, determine any site specific training requirements. The contractor shall submit a written training plan to the KO within 10 working days of contract award. Approval or disapproval of the training plan shall be provided to the contractor within 10 working days of submission date. After approval of the training plan, the contractor shall receive the KO’s approval of any proposed changes to the training plan. Approval or disapproval of changes shall be provided to the contractor with five (5) working days of submission

5.5.3 The training length is not limited to a specific duration, so long as the training materials encompass the objectives defined in para 5.5.1. The training materials can be audio, visual or a combination of both.

5.5.4 The Contractor will include five years technical support. The technical support must include a technician deployed on-site to the Academy. All hardware will be required to be replaced within four hours of acknowledgement from a support technician that a work request for support has been submitted.

5.6 Contractor Manpower Reporting (CMR): The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor shall report ALL Contractor manpower (including subcontractor manpower) required for performance of this contract. The Contractor shall completely fill in all the information in the format using the following web address https://cmra.army.mil. The required information includes:

(1) Contracting Office, Contracting Officer, Contracting Officer’s Technical Representative (COTR) or also known as the Contracting Officer’s Representative (COR);

(2) Contract number, including task and delivery order number;

(3) Beginning and ending dates covered by reporting period;

(4) Contractor's name, address, phone number, e-mail address, identity of Contractor employee entering data;

(5) Estimated direct labor hours (including sub-Contractors);

(5) Estimated direct labor dollars paid this reporting period (including sub-Contractors);

(6) Total payments (including sub-Contractors);

(7) Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each sub-Contractor if different);

(8) Estimated data collection cost;

(9) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purposes of reporting this information);

(10) Locations where Contractor and sub-Contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website);

(11) Presence of deployment or contingency contract language; and

(12) Number of Contractor and sub-Contractor employees deployed in theater this reporting period (by country).

As part of its submission, the Contractor shall provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period shall be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a Contractor’s system to the secure website without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the website.

Performance Requirements Summary

|  |  |  |  |
| --- | --- | --- | --- |
| Performance Objective(The Service required—usually a shall statement) | Standard | Performance Threshold (This is the maximum error rate. It could possibly be “Zero deviation from standard”) | Method of Surveillance |
| PRS # 1 Contractor shall provide installation all of audio/visual equipment in accordance with the PWS | The installation shall comply with the approved design plan and identified inventory required to complete the requirements defined in the PWS.  | Zero Deviation from the standard. | 100% Inspection |
| PRS # 2Contractor shall perform configuration and testing in accordance with the PWS  | The installed audio/visual equipment performs in accordance with the requirements stated in the PWS. | 95% acceptable rate. | Random Sampling |
| PRS # 3The contractor shall provide installation support in accordance with the PWS | The installation support complies with the approved training plan and designated USMA engineers have the knowledge, skills, and practical experience required to effectively operate, administer and maintain the installed audio/visual solution. | 90% acceptable rate. | Evaluation of training modules |
| PRS # 4The contractor shall submit final drawings in accordance with the PWS. | Final drawings shall depict signal flow and wire diagrams to contractor installed components. | 95% acceptable rate. | 100% Inspection |