PERFORMANCE WORK STATEMENT (PWS)

Davis-Monthan AFB Dorm Keytrak Update/Upgrade Project

1.0 Description of Services

The contractor shall furnish all labor, parts, tools, materials, equipment, transportation, personnel, management, and supervision necessary to provide, install, program, and configure a complete and turnkey electronic key management system as specified in this PWS. The contractor shall troubleshoot and repair any and all issues that arise during installation and initial setup to ensure a fully functional system is delivered to the Government.

1.1 Work Site Preparation/Schedule

Prior to commencing any work the contractor shall coordinate the date and time and any set-up with the Facility Manager or Point of Contact (POC).

1.1.2 Permits

The contractor shall ensure all permits, manifests, and environmental requirements, etc. are accomplished prior to beginning work.

1.1.3 Waste Removal

The contractor shall remove all debris from the work site daily and place it in contractor provided disposal containers if required. The contractor shall dispose of waste at a permitted off-base waste site. Upon completion of services, floor and surrounding area shall be completely free of the above-mentioned waste.

1.1.4 Manual and/or Warranty Documents

Upon completion the contractor shall provide the Facility Manager with two copies of all necessary maintenance manuals and warranty documents. The contractor shall also provide copies of all permits, weight tickets, shipping manifests, etc. upon completion of project if applicable.

1.2 System Requirements and Installation

The contractor shall provide, deliver, and install a complete “Brand Name or Equal” Keytrak System that meets or exceeds all of the following minimum requirements.

1.2.1 General System and Hardware Requirements

- The system must be floor-standing with wheeled cabinets, capable of holding a minimum of 2,500 keys.
- The total physical footprint shall not exceed 8’ L x 6’ H x 3’ W. No wall-mounted solutions will be accepted.
- Must contain lockable, stackable, steel drawers. Each drawer must hold a minimum of 240 keys.
- Must include a 22” to 32” color flat touchscreen monitor with an attached or integrated USB fingerprint scanner for login.
- Must have metal lockable drawers with the ability to be manually disengaged with a specialty key in the event of a power outage.
- The system must have WiFi or hardwire network connectivity options.

1.2.2 Software, Network, and Data Requirements

- The system must be a PC-Based Key Control System capable of running completely stand-alone or networked. A constant internet connection (“cloud”) is not required.
- The system must run on a licensed, current version of Microsoft Windows 11 that is built and tested for the key management equipment.
- All backup data MUST be stored locally on CDRW or a network drive and NOT in the “Cloud”. The system must incorporate multiple external backup options.
- An API integration option is required. Data must be able to be imported and exported securely using secure file transfer protocols (FTPS and SFTP).
- The software must be customizable by user profile to allow for saving ‘favorites’ and custom views.
- The software must allow for the ‘complete overwrite’ of resident data upon end of lease or semester.
- The system must offer multiple licenses for remote access and ‘push reporting’ features, including the ability to automatically run and distribute reports via email or text message.

1.2.3 Security and Authentication Requirements

- The system must be accessible with multiple login methods, including username/password, biometric fingerprint readers, and Government-issued Common Access Card (CAC) / TWIC card readers.
- The system must restrict access to keys based on user profile levels determined by the client/administrator.
- Only authorized individuals, as defined by system managers, shall have access to keys.

1.2.4 Key Tag and Tracking Capabilities

- The system must use key tags with microchips for automatic identification. It must also include QR coded key tags for easy and secure recognition without needing to mark unit numbers on the tags.

- The system must automatically record all key tag transaction information simply by removing the tag, with no additional steps required (e.g., no manual data entry).
- Must have the ability to track individual keys issued for long-term assignment and provide a “due back” date/time.
- The system must be able to run diagnostics after a power outage to determine if any tags have been removed.
- The system must be capable of tracking work orders and storing maintenance records, key bit information, and serial numbers.

1.2.5 Supplier Responsibilities

- Installation and Training: The supplier shall be responsible for providing all labor, parts, materials, and delivery to ensure the system is fully operational. The supplier shall provide all installation and training with their own company employees.
- Support and Warranty: The supplier shall provide a standard company warranty and be responsible for continuing support and maintenance via an approved support agreement with 24/7/365 support options.

1.3 General Information

1.3.1 Contract Manager

The contractor shall designate a primary contract manager, and at least one alternate contract manager, who will be responsible for performance of services. The contractor shall submit the name of the primary contract manager and alternate(s) contract manager, who shall act for the primary contract manager if absent, in writing to the Facility Manager. The contract manager or alternate(s) shall have full authority to act for the contractor on all matters relating to daily operation of this contract. The contract manager or alternate(s) contract manager shall be available within 2 hours, either in person or by telephone, during normal duty hours to discuss performance with Government personnel. The contract manager and alternate(s) contract manager must be able to read, write, speak, and understand English fluently. The contract manager and alternate(s) contract manager shall have a minimum of three years’ experience in work related to that being performed.

1.3.2 Contractor Employee Restrictions

The contractor shall not employ persons for work on this contract if such employee is identified to the contractor by the Contracting Officer as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population.

1.3.3 Conflict of Interest

The contractor shall not employ any individual who is an employee of the United States Government if the employment of that individual would create a conflict of interest, nor shall the contractor employ

any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval of the employment in accordance with DODD 5500-7, Standards of Conduct. In addition, the contractor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies contained in AFI 64-106, Air Force Industrial Labor Relations Activities.

1.3.4 Government Hours of Operation

The official hours of operation at Davis-Monthan AFB dormitory complex are 7:00 a.m. – 3:30 p.m., Monday through Friday, excluding holidays, Command and or base approved down days.

1.3.4.1 Contractor Performance Hours

The contractor is not restricted to perform services within the above hours of operation; however, the contractor is advised that performance outside those hours will require advance coordination with Facility Manager and affected installation agencies. The contractor shall provide Facility Manager five days advance notice of their intent to perform services outside of the hours of operation above as the dormitory complex is a 24 hour quiet location.

1.3.4.2 Recognized Federal Holidays

The following federal holidays are observed at Davis-Monthan AFB:

- New Year's Day
- Martin Luther King's Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

1.3.5 Fire Prevention and Safety

Contractor employees shall comply with DMAFB Fire Protection Program, Air Force Occupational Safety & Health (OSHA), Air Force Occupational Safety, and the Fire Prevention and Health Program. Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor, and the government will assume no liability or responsibility for the contractor's compliance or noncompliance with such responsibilities.

1.3.5.1 Safety Equipment

The contractor is responsible for providing all safety equipment for contractor employees. Contractor employees shall use proper safety equipment at all times during the performance of this contract, and shall perform all tasks in a safe manner. The Government has the right to terminate cleanings if the

contractor is practicing unsafe work practices or lacks proper safety equipment, at no cost to the Government. The Government may also terminate cleanings if unsafe weather conditions exist during the cleanings.

1.3.6 Environmental Protection Compliance

The contractor shall comply with all applicable Federal, State, and local laws, regulations, and requirements regarding environmental protection. In the event environmental laws/regulations/requirements change during the term of the contract, the contractor shall comply with such law/regulation as changed. The contractor is responsible for any penalties, fines, etc. resulting from violations. The contractor shall immediately notify the CO and Facility Manager when violations occur, and cooperate fully with fire department personnel and Government investigators.

1.3.7 Work Areas

The contractor shall, at all times, keep work areas free from accumulations of waste material, rubbish, tools, scaffolding, equipment, and materials. Upon completion of the job or when away from the work site, the contractor shall leave the work area and premises in a clean, neat, safe and workmanlike condition. The contractor is responsible for removal and proper disposal of all job related waste material at a permitted site.

1.3.8 Inspection of Services

The contractor's work shall be subject to inspection at any time. The presence or absence of the inspector shall not relieve the contractor from strict compliance with the requirements of the PWS, nor shall the presence of an inspector relieve the contractor from any deficiency that may be noted during the final inspection. Upon completion of work in each building, the contractor shall notify the Facility Manager and a joint inspection shall be made with the contractor.

1.3.9 Smoking in Air Force Facilities

Contractors are advised that the Air Force has placed restrictions on the smoking of tobacco products in Air Force facilities. AFI 40-102, Tobacco Use in the Air Force, outlines the procedures used by the commander to control smoking in our facilities. Contractor employees and visitors are subject to the same restrictions as Government personnel. Smoking is permitted only in designated smoking areas.

1.3.10 Utilities

The Government will provide electricity inside/outside of facilities.

1.3.10.1 Conservation of Utilities

The contractor shall practice utility conservation and is responsible for operating under conditions that prevent the waste of utilities.

1.3.11 Emergency Services

The Government will provide security forces services (call [redacted] for emergencies only), and fire protection services (call [redacted]). There are no emergency medical services available on DMAFB, therefore the contractor should call 911 for medical emergencies. If the contractor calls 911 from a Government phone, the contractor must tell the operator that they are calling from DMAFB.

1.4 Security Requirements

1.4.1 Identification Badges

The contractor shall obtain identification badges for all employees requiring access to DMAFB. Applications for ID badges must be submitted to the contract administrator. Applicants may obtain ID badges from the Security Forces Pass and Badge Section, at the Craycroft Visitor Center, Davis-Monthan AFB, during the hours of 7:00 a.m. to 4:00 p.m., Monday through Friday.

1.4.2 Listings of Employees

Upon contract award the contractor shall provide a listing of contractor employees that will perform services on DMAFB to the Facility Manager, so security checks can be performed. The list shall include contractor employee's first and last name, date of birth, social security number, driver's license number and state of issue. The contractor shall submit an updated listing to Facility Manager when an employee's status or information changes.

1.4.4 Traffic Laws

Contractor employees shall comply with all DMAFB traffic regulations. Contractor employees are subject to random vehicle speed control checks. Contractor personnel cited for speeding on the installation may suffer loss of base driving privileges and debarment from the base. The use of cell phones is prohibited while driving on DMAFB, unless the phone is hands free phone. Seat belt use is mandatory for all vehicle occupants.

1.4.5 Random Personnel and Vehicle Searches

Contractor personnel are subject to random personnel and vehicle searches. If contractor personnel refuse to be searched, they will be denied entry to the base, and may result in loss of base driving privileges and debarment from the base.

1.4.6 Weapons, Firearms, and Ammunition

Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor owned vehicle or privately owned vehicle while on Davis-Monthan AFB.

1.4.7 For Official Use Only (FOUO)

The contractor shall comply with DoD 5400.7-R, Chapter 4, DoD Freedom of Information Act (FOIA) Program requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material.

1.4.8 Reporting Requirements

Contractor personnel shall immediately report to an appropriate Government authority any information or circumstances of which they are aware may pose a threat to the security of Department of Defense personnel, contractor personnel, resources, and classified or unclassified defense information.

1.4.9 Physical Security

The contractor shall safeguard all Government property, including controlled forms provided for contractor use. At the close of each work period, Government equipment, facilities, and other valuable materials shall be secured.

1.4.10 Key Control

If the contractor is issued any Government keys, the contractor shall establish and implement methods of making sure all keys and cipher lock combinations issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the Government and shall prohibit the use of keys and/or cipher lock combinations, issued by the Government, by any persons other than the contractor's employees.

1.5 Environmental Protection Compliance

1.5.1 Adherence to the Davis-Monthan Air Force Base Contractor Environmental Guide

Adherence to this guide will help increase your company's awareness of the installation's Environmental Management System (EMS), and the environmental regulatory requirements that impact DMAFB.

1.5.2 Environmental Management System (EMS) Awareness Training

The contractor shall comply with the DMAFB Contractor Environmental Guide in completing the required EMS Awareness Training prior to start of work. The Contractor Environmental Guide is available on the Environmental, Safety, Occupational Health (ESOH) Training Network at www.esohtn.com. Instructions for this site are found in paragraph 1.5.9.

1.5.3 Environmental Laws and Regulations

The contractor shall comply with all applicable Federal, State, and local laws, regulations, and requirements regarding environmental protection. In the event environmental

laws/regulations/requirements change during the term of the contract, the contractor shall comply with such law/regulation as changed. The contractor is responsible for any penalties, fines, etc. resulting from violations. The contractor shall immediately notify the Facility Manager when violations occur, and cooperate fully with fire department personnel and Government investigators.

1.5.4 Environmental Permits

Contractors shall comply with all regulatory requirements to include permits if applicable. Pima County Department of Environmental Quality (PDEQ) and Arizona Department of Environmental Quality (ADEQ) require permits for asbestos removal or demolition as well as projects that require earth-moving or soil disturbance. These requirements may include storm protections. The contractor shall treat areas subject to dust producing activities with liquid palliatives which will not harm regrowth of vegetation, or other methods of dust control. The contractor shall also ensure methods to protect native plants, birds and wildlife are included in projects where required. All permit costs shall be considered as having been included as a factor in the contractor's bid price.

1.5.5 Hazardous Materials/Waste

The contractor shall be responsible for the proper management of both hazardous and non-hazardous waste. The contractor shall segregate hazardous or regulated materials and non-hazardous or non-regulated materials and handle, transport, store, and dispose of those materials, in accordance with the Resource Conservation and Recovery Act, all applicable federal, state, and local statutes and regulations, and IAW Appendix C, Hazardous, PCB, and Universal Waste: Proper Management and Disposal, of the Contractor Environmental Guide. The contractor shall coordinate all hazardous shipments with the [redacted] Hazardous Waste Program Manager ([redacted]

1.5.6 Hazardous Material (HAZMAT) Handling

The contractor shall have approval from Hazardous Waste Program Manager [redacted], in accordance with the Contractor Environmental Guide, prior to handling, using, and storing any chemicals, solvents, lubricants, and other products that require Safety Data Sheet (SDS) or Material Safety Data Sheet (MSDS) on the installation. The contractor shall plan, fill out, and submit a HAZMAT worksheet to the Facility Manager prior to bringing HAZMAT on the base — see Appendix A, Guidance For Submission Of Safety Data Sheets For Hazardous Material (HAZMAT) and Reporting of Hazmat Usage, and Attachment(s) A-1 to A-3 of the Contractor Environmental Guide for details. The contractor shall maintain one copy of the MSDS's for each HAZMAT line item used within the work center.

1.5.7 Prohibited Substances/Chemicals

The contractor shall not use products that are, or contain Extremely Hazardous Substances (EHS), Ozone Depleting Substances (ODS), and/or Persistent Bio-accumulative and Toxic (PBT) chemicals. Any HAZMAT containing one of these banned substances will not be allowed on base. Contact the environmental office [redacted] if you have any questions on materials.

1.5.8 Hazardous Materials/Waste Spills

The contractor shall take every reasonable precaution to prevent spills of HAZMAT, and immediately report any HAZMAT spills to the Facility Manager and base fire department by calling 228-3333, in accordance with Appendix J, HAZMAT Incident Response Procedures, of the DMAFB Spill Prevention, Control, and Countermeasure (SPCC) Plan. The contractor shall comply with this plan when handling and storing all oils and fuels. The SPCC Plan can be found on the ESOH Training Network. The contractor shall clean and dispose of all HAZMAT spills in accordance with local, state, and federal laws and regulations and the Contractor Environmental Guide. The contractor shall bear full financial obligation incurred from cleaning and disposing of HAZMAT spills, or release of HAZMAT within the confines of DMAFB by contractor employees.

1.5.8.1 Spill Containment Kits

The contractor shall ensure that all vehicles used for transport of HAZMAT on DMAFB, carry a spill containment kit capable of containing a spill, until first responders arrive. The contractor shall make spill containment kits available for inspection by Government personnel, upon request.

1.5.9 ESOHtn Log On and Registration Instructions

To access and register to the ESOH Training Network: Go to www.esohtn.com