PERFORMANCE WORK STATEMENT (PWS)

FOR

Building Automation Systems (BAS)

1.0 GENERAL

1.1 Background

The U.S. Coast Guard (USCG) has a requirement to procure Building Automation System (BAS) services in support of the USCG's Command, Control, Communications, Computers, Cyber, and Intelligence Service Center (C5ISC) located at 7323 Telegraph Road, Alexandria, VA 22315. The Government requires BAS maintenance services onsite at USCG C5ISC. The Contractor must schedule and perform required preventative maintenance as described within this PWS. The Contractor must provide all labor, equipment, and material necessary to perform the required tasks within the standards specified under this contract.

1.2 Scope

The purpose of this requirement is to obtain maintenance and repair services for the Building Automation System (BAS) located at the United States Coast Guard C5I Service Center in Alexandria, VA.

1.3 Objective

The objective of this effort is to acquire continuous, safe, and efficient maintenance services of the Building Automation System (BAS) as described herein. This work includes the completion of monthly and unscheduled maintenance and repair, to include all personnel, management, supervision, materials, supplies, equipment, tools, and transportation. The Government is interested in outcomes and system performance; the Contractor is encouraged to leverage its expertise, innovation, and best practices to fulfill the requirements of this PWS.

2.0 SPECIFIC REQUIREMENTS/TASKS

The Contractor must provide all labor, equipment, and material necessary for the performance of preventative maintenance and corrective maintenance, including setup and calibration of such equipment prior to the work. The Contractor must perform data backup and system operational ability overview as specified herein to determine the condition of the HVAC automated control system and associated auxiliary equipment currently in operation. The Contractor must consider all preparations for data backup and tests at the site in accordance with the applicable manufacturer's recommendations, which will be provided by the Contracting Officer's Representative (COR) if necessary, and subject to the approval of the COR.

2.1 Preventative Maintenance

The Contractor must provide preventative maintenance to the HVAC Building Automation System onsite once per month. Preventative Maintenance consists of the following tasks:

2.1.1 Upgrading Software and Installing Patches

2.1.2 Tuning Proportional Integral Loops

2.1.3 Calibrating Sensors

2.1.4 Verifying Control Device Operation

2.1.5 Adjusting Schedules

2.1.6 Clearing Operator Overrides and Verifying Sequence Operation

2.1.7 Completing Graphic Enhancements Based on User Input

2.1.8 Analyzing Alarm Histories

2.1.9 Running and Analyzing Network Health Reports

2.1.10 Reviewing System Operation Efficiency

2.1.11 Analyzing Energy Profile

2.1.12 Archiving Reports and Trending Data

2.2 Data Backup

The Contractor must perform quarterly data backup of all BAS program information. Onsite backup must be performed on a Government-furnished device. The Contractor must maintain an onsite backup and may also maintain an offsite data backup.

2.3 Onsite Response

The Contractor must provide onsite response to reload databases and system files should a catastrophic event or failure occur. The Contractor must restore operations within four (4) hours of notification.

Performance Metric: System restoration must be achieved within four (4) hours of notification in no less than 95% of qualifying events over any contract period.

2.4 Onsite Inspections

The Contractor must be responsible for the re-assembly of all systems into operational order following internal inspections.

2.5 Inspection Report

Upon completion of any inspection and/or testing, the Contractor must submit a written inspection report to the COR within 14 business days. The report must document all findings, actions taken, and any recommended corrective actions.

2.6 Discussion of Deficiencies

The Contractor's technician must discuss with the Facility Engineering Representative any defects or deficiencies in condition, maintenance practices, or misuse of the automated HVAC control system and, if necessary, recommend corrective action prior to executing any repairs.

2.7 Repairs

Prior to executing repairs, the Contractor must provide a service report and estimated costs to the COR for approval by the Contracting Officer (KO). The COR must obtain approval via the KO before repairs can begin.

2.8 Schedule of Labor and Parts

The Contractor must provide a schedule of labor rates and parts for maintenance and repairs. The Government will issue separate task orders against this contract based upon time and material costs for any required maintenance and repair over and above the requirements set forth in this PWS.

2.9 Performance Metrics

The Contractor must meet the following minimum performance standards throughout the period of performance:

Performance Objective	**Performance Standard**	**Measurement Method**
Preventative Maintenance Completion	100% of monthly PM tasks completed per PWS 2.1	Service completion reports
Onsite Response Time	System restoration within 4 hours of notification in ≥95% of events	Incident logs and COR records
System Uptime	BAS operational uptime ≥ 98% during normal business hours	System logs and COR reporting
Inspection Report Submission	Reports submitted within 14 business days in 100% of instances	COR acceptance records
Service Completion Report Submission	Reports submitted within 14 days of monthly service in 100% of instances	COR acceptance records

The COR will monitor performance against these metrics on a quarterly basis. Consistent failure to meet performance standards may result in a Corrective Action Request (CAR) and may affect options for contract renewal.

3.0 SAFETY

3.1 Equipment Lockout/Tagout Plan

The Contractor must comply with OSHA 29 CFR 1910.147, "The Control of Hazardous Energy" (Lockout/Tagout). The Contractor must provide a Lockout/Tagout Plan to the COR prior to starting any work affected by energy in the equipment or utility system.

3.2 Lockout/Tagout Process

The Contractor must be responsible for coordinating with the onsite COR the locking out and tagging out of service of all equipment and utility systems involved in the work under this contract. After the COR has approved an outage, Government personnel and the Contractor must independently secure the equipment or utility system and tag the respective system out of service. The Coast Guard must provide its own locks and chains required to secure the equipment or utility systems (e.g., water, HVAC system, and/or electricity).

3.3 Fire Extinguishers

The Contractor must make themselves aware of the locations of all fire extinguishers. No fewer than one extinguisher will be available at each floor stairwell and one at each building opening for personnel egress.

3.4 Unobstructed Access

The Contractor must maintain unobstructed access to fire extinguishers, fire hydrants, temporary fire-protection facilities, stairways, and other access routes for fighting fires at all times.

3.5 Smoking

There must be NO SMOKING in any Coast Guard building. There must be NO SMOKING or unsupervised open flame permitted inside any structure, temporary or permanent, nor within 25 feet of combustible material or within 50 feet of flammable liquids or compressed gases.

3.6 Cleanup

The Contractor must remove and properly dispose of all trash and debris incidental to the contract work from the limits of Government property, as well as all adjacent affected areas. At the end of each workday, the entire work area and all adjacent affected areas must be thoroughly cleaned by removing all trash, debris, dust, and other materials caused by the contract work.

4.0 CONTRACTOR PERSONNEL

4.1 Qualified Personnel

The Contractor must provide qualified personnel to perform all requirements specified in this PWS. All personnel must have at least two (2) years of experience repairing and installing BAS devices and software.

4.1.1 OEM Certification Requirements

All Contractor technicians performing work under this PWS must hold a current, valid Original Equipment Manufacturer (OEM) certification for the BAS systems installed at the USCG C5ISC facility, including but not limited to the Niagara Framework (Tridium). Proof of current OEM certification must be provided to the COR prior to the start of work and upon request thereafter. The Contractor must notify the COR within five (5) business days if any certified technician's credentials lapse or are revoked.

4.2 Key Personnel

Before replacing any individual designated as *Key* by the Government, the Contractor must notify the Contracting Officer no less than 15 business days in advance, submit written justification for replacement, and provide the name and qualifications of any proposed substitute. All proposed substitutes must possess qualifications equal to or superior to those of the *Key* person being replaced, unless otherwise approved by the Contracting Officer. The Contractor must not replace *Key* Contractor personnel without prior approval from the Contracting Officer.

The following Contractor personnel are designated as Key for this requirement. The Government may designate additional Contractor personnel as *Key* at the time of award.

4.3 Customer Service Manager

The Contractor must provide a Customer Service Manager who is responsible for all Contractor work performed under this PWS. The Customer Service Manager must serve as a single point of contact for the Contracting Officer and the COR. The name of the Customer Service Manager, and the name(s) of any alternate(s) who will act for the Contractor in the absence of the Customer Service Manager, must be provided to the Government as part of the Contractor's proposal. The Customer Service Manager is designated as *Key* by the Government. During any absence of the Customer Service Manager, only one designated alternate must have full authority to act for the Contractor on all matters relating to work performed under this contract. The Customer Service Manager and all designated alternates must be able to read, write, speak, and understand English. The Contractor must not replace the Customer Service Manager without prior approval from the Contracting Officer.

4.3.1 The Customer Service Manager must be available to the COR via telephone between the hours of 0800 and 1600 EST, Monday through Friday, and must respond to a request for discussion or resolution of technical problems within 24 hours of notification.

4.4 Employee Identification

Contractor personnel accessing Government facilities must arrive in vehicles clearly marked with the Contractor's business name. Contractor personnel are required to wear company-provided uniforms that prominently display the Contractor's business name and the technician's name. All Contractor personnel must verbally identify themselves as Contractors to Government personnel when their affiliation is not immediately apparent. The Contractor is responsible for ensuring all employees understand and adhere to Government security protocols.

4.5 Employee Conduct

Contractor employees must comply with all applicable Government regulations, policies, and procedures (e.g., fire, safety, sanitation, environmental protection, security, "off-limits" areas, wearing of parts of DHS uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor must ensure that Contractor employees present a professional appearance at all times and that their conduct does not reflect discredit upon the United States or the Department of Homeland Security. The Customer Service Manager must ensure Contractor employees understand and abide by all Department of Homeland Security rules, regulations, and policies concerning safety and security.

4.6 Removing Employees for Misconduct or Security Reasons

The Government may, at its sole discretion (via the Contracting Officer), direct the Contractor to remove any Contractor employee from DHS facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under this contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

4.7 Service Contract Act (SCA) Compliance

This contract is subject to the Service Contract Act (SCA), 41 U.S.C. §§ 6701–6707, and the applicable Department of Labor Wage Determination(s) incorporated herein. The Contractor must pay all covered employees no less than the wages and fringe benefits specified in the applicable Wage Determination. The Contractor must post the applicable Wage Determination and notice of employee rights in a prominent and accessible place at the worksite. Failure to comply with SCA requirements may result in contract termination and debarment from future Federal contracts.

5.0 OTHER APPLICABLE CONDITIONS

5.1 Security

Contractor access to classified information is not currently required under this PWS. A Visitor Access Request (VAR) is required for all Contractors and Contractor employees at least one (1) business day prior to visits. Contractor personnel working onsite at Government facilities must comply with all installation security requirements and all security regulations and directives for

this contract (i.e., security and safety, visit requests, badging, escorted/unescorted access, training, and day-to-day requirements).

All hardware, software, and services provided must be compliant with DHS Instruction 140-01, Information Technology Systems Security, and the DHS Sensitive Systems Handbook 4300A for Sensitive But Unclassified (SBU) information.

5.1.1 Physical Access

- If a Common Access Card (CAC) is not required per CI 5500.18, the provisions of COMDTINST 5532.1, Physical Access Control, will apply, including an NCIC-III criminal history inquiry, a favorable unescorted access determination, and locally produced access credential issuance (e.g., visitor's pass, temporary badge).
- Personnel who are granted physical access without a favorable fitness determination must be accompanied by an Authorized Escort Authority as outlined in COMDTINST 5532.1, Chapter 9.D. The escort requirement is mandated for the duration of the individual's visit.
- The Contractor must adhere to the access control requirements of the installation for all site visits.

5.1.2 Protection of Information

Contractor access to information protected under the Privacy Act is required under this contract. Contractor employees must safeguard this information against unauthorized disclosure or dissemination in accordance with applicable law and Government policy and regulation.

5.2 Period of Performance

The period of performance for this contract is a one-year base period with four one-year option periods as follows:

Period	Start Date	End Date
Base Period	September 30, 2026	September 29, 2027
Option Period One	September 30, 2027	September 29, 2028
Option Period Two	September 30, 2028	September 29, 2029
Option Period Three	September 30, 2029	September 29, 2030
Option Period Four	September 30, 2030	September 29, 2031

5.3 Place of Performance

The primary place of performance will be the United States Coast Guard facilities, MK Shop (Building P03), at 7323 Telegraph Road, Alexandria, Virginia 22315.

5.4 Hours of Operation

Contractor employees must generally perform all work between the hours of 0730 and 1600 EST, Monday through Friday (except Federal holidays). There may be occasions when Contractor employees are required to work outside of normal business hours, including weekends and holidays, to fulfill requirements under this PWS. All work outside of normal business hours must be approved in advance by the COR at no additional cost to the Government.

5.5 Travel

All travel costs must be included in the Firm Fixed Price submitted in response to this solicitation, as travel expenses will not be reimbursed. The Government will not cover any costs related to site visits, proposal submissions, or any other associated expenses.

5.6 Post Award Conference

The Contractor must attend a Post Award Conference with the Contracting Officer and the COR no later than 15 business days after the date of award. The Post Award Conference, chaired by the Contracting Officer, will be held to discuss the technical and contracting objectives of this contract and to review the Contractor's draft project plan. The conference will be held at the Government's facility located at 7323 Telegraph Road, Alexandria, VA 22315, or via teleconference.

5.7 Service Completion Reports

The Contractor must provide the COR a service completion report within 14 days after the completion of each monthly service. If the 14th day falls on a weekend or Federal holiday, the service completion report must be submitted by close of business (COB) on the next available business day. Service completion reports must be submitted in Adobe Acrobat Pro format and must document all work completed during the period of service or unscheduled maintenance and repair, along with any technician notes or recommended repairs.

5.7.1 General Report Requirements

The Contractor must provide all reports in electronic format with read/write capability using applications compatible with DHS workstations (Adobe Acrobat Pro). All reports must be signed electronically or by hand.

5.8 Progress Meetings

The Customer Service Manager must be responsible for keeping the COR informed about Contractor progress throughout the period of performance. At a minimum, the Customer Service

Manager must review the status and results of Contractor performance with the COR on a quarterly basis via email or telephone.

6.0 GOVERNMENT FURNISHED RESOURCES

The Coast Guard will furnish nonstandard access into the Niagara Framework program, with no internet access, in order to perform system graphic and data backups, as well as maintenance and restoration after repair.

7.0 CONTRACTOR FURNISHED PROPERTY

The Contractor must furnish all facilities, materials, equipment, and services necessary to fulfill the requirements of this contract, except for the Government Furnished Resources specified in PWS Sections 2.0 and 5.0.

8.0 GOVERNMENT ACCEPTANCE PERIOD

The COR will review deliverables prior to acceptance and provide the Contractor with written notification documenting reasons for non-acceptance. If the deliverable is acceptable, the COR will send written notification to the Contractor confirming acceptance.

8.1 The COR has the right to reject or require correction of any deficiencies found in deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor will be given an opportunity to correct the rejected deliverable and resubmit it per delivery instructions.

8.2 The COR will have five (5) business days to review deliverables and provide comments. The Contractor must have ten (10) business days to make corrections and redeliver.

9.0 DELIVERABLES

Items in bold have mandatory due dates. Items in *italics* are deliverables or events that must be reviewed and/or approved by the COR prior to proceeding to the next deliverable or event in this PWS.

Item	**PWS Reference**	**Deliverable / Event**	**Due By**	**Distribution**
1	2.5	Inspection Report	Within 14 business days after completion of inspections/testing	COR
2	3.1 / 3.2	*Equipment Lockout/Tagout Plan*	Prior to starting any work affected by energy in the equipment/utility system	COR

Item	PWS Reference	Deliverable / Event	Due By	Distribution
3	2.2	Quarterly Data Backup	Once per quarter; schedule coordinated with COR	COR
4	2.3	Onsite Emergency Response	Within 4 hours of notification of catastrophic event/failure	COR
5	4.2 / 4.3	*Key Personnel – Customer Service Manager Identification*	Submitted with proposal; updates provided no less than 15 business days prior to any replacement	Contracting Officer / COR
6	5.6	*Post Award Conference*	No later than 15 business days after contract award	Contracting Officer / COR
7	5.7	Service Completion Reports	Within 14 days after completion of monthly service	COR
8	5.8	Progress Meeting (Quarterly)	Once per quarter via email or telephone	COR
9	4.1.1	*OEM Certification Documentation*	Prior to start of work; updated upon request or upon lapse of certification	COR
10	2.9	Quarterly Performance Metrics Report	Within 14 business days after the end of each contract quarter	COR