STATEMENT OF WORK (SOW)
Lenel OnGuard System Software and Services Upgrade
Commander, Navy Region Hawaii

1.0 BACKGROUND. Commander, Navy Region Hawaii (CNRH), Code N6, currently operates a Lenel OnGuard Access Control System, version 8.2. An upgrade to version 8.3 is required to ensure continued system stability, add support for native M-series hardware panels, and ensure compatibility with Microsoft SQL Server 2022. The current system is a critical component of the region's physical security infrastructure. This procurement is for the required software licenses and the professional services necessary to perform the system upgrade.

2.0 OBJECTIVE. The objective of this contract is to procure the necessary software and professional services to successfully upgrade the CNRH Lenel OnGuard Enterprise system from version 8.2 to version 8.3. The upgrade shall be performed with minimal downtime and must ensure that all existing data, system configurations, and functionality are retained and fully operational post-upgrade. Should a system failure occur during the upgrade process, the contractor shall immediately initiate a rollback procedure, ensuring the system is fully restored to its previous operational state within 48 hours. The contractor shall also develop and incorporate a detailed contingency plan within the overarching Project Plan.

3.0 SCOPE OF WORK. The Contractor shall provide all necessary software, labor, and expertise to complete the following tasks:

3.1 Upgrade Software and Database: Install the upgraded Lenel OnGuard Enterprise software (version 8.3) for the CNRH 4-region system and upgrade the corresponding databases.

3.2 Testing: Conduct comprehensive testing of the upgraded system to ensure complete functionality without any errors or discrepancies. This includes:

- One day of on-site support for pre-upgrade testing.
- Development and execution of remedial scripts or repair procedures to address any issues identified during testing.
- Collaboration with the Program Manager and Government Point of Contact (POC) to develop a production upgrade plan and schedule.

3.3 Production Upgrade: Perform the upgrade of the CNRH Lenel OnGuard Enterprise system to version 8.3 in a production environment. This includes:

- Four (4) days of on-site support for production upgrade activities.
- Upgrading the Global Master and Regional systems to OnGuard version 8.3.

- Executing post-upgrade functional verification and sharing results with the Program Manager and Government POC.
- Conducting post-upgrade system monitoring.

3.4 Software Update: update existing Lenel software dongle licenses from 8.2 to 8.3 for the Global Master, System ID Primary/Back-up, and all four Regions (System ID Primary/Back-up).

4.0 TASKS AND REQUIREMENTS. The contractor shall perform the following tasks:

4.1 Task 1: Project Management. The contractor shall designate a Project Manager (PM) with minimum of 3 years of relevant experience managing similar system upgrades. The PM will act as the primary point of contact for project coordinating and deliverable tracking.

4.1.1 Kick-off Meeting: The contractor shall host at least one teleconference with the Government Technical Point of Contact (TPOC) and stakeholders to develop a detailed project plan.

4.1.2 Project Plan: The project plan shall include a schedule of milestones, downtime management and outage requirements, hardware and software dependencies, and recommendations for client and firmware upgrades. To ensure minimal disruption to government operations, the contractor shall detail and implement comprehensive data backup procedures (to be executed prior to the upgrade to preserve system integrity) and a defined rollback plan (to revert the system to its previous stable version in the event of an upgrade failure). Under no circumstances shall total system downtime exceed 48 hours. The project plan must be submitted within 3 business days of the Kick-off meeting. .

4.2 Task 2: Pre-Deployment Preparation and Testing. The contractor shall perform remote testing using the government's OnGuard database to verify compatibility with version 8.3. Any scripts or procedures necessary to ensure a successful upgrade must be documented and submitted for review before deployment to ensure a successful production upgrade. The Pre-Deployment Test Report must be submitted 2 business days prior to the on-site deployment.

4.2.1 Database Access: The government will provide the contractor with required access to the OnGuard databases for testing.

4.2.2 Upgrade Testing: The contractor shall test the upgrade procedure using the government's database and prepare any scripts or procedures needed for a successful production upgrade.

4.2.3 Deployment Documentation: The contractor shall document and advise the government on the necessary steps for deployment.

4.3 Task 3: On-Site System Upgrade and Deployment. The contractor shall provide personnel to conduct the on-site system upgrade during standard business hours (0700-1600 Hawaii Standard Time (HST), Monday-Friday, excluding federal holidays).

4.3.1 OnGuard Server Configuration: Configure servers for the upgraded software.

4.3.2 System Upgrade: Upgrade the system to the supported version of OnGuard 8.3.

4.3.3 System Cutover: Perform the system cutover from the old version to the new version.

4.3.4 Upgrade Verification: The contractor, in coordination with government personnel, shall verify full system functionality post-upgrade. Final government acceptance of the system is contingent upon the contractor demonstrating that the upgrade meets the following objective performance standards and criteria:

Category	Acceptance Criteria
System Functionality	Verify all client workstations and field hardware (e.g., readers, panels) are fully operational and correctly configured with version 8.3.
System Integration	Ensure all web-based applications, third-party systems, and video feed integrations (both live and recorded) function seamlessly without data loss or latency.
Performance Metrics	The system must maintain a minimum operational threshold of 99.9% uptime during the first 30 days post-upgrade. All critical functionalities, including database access, must remain fully operational.
Reporting	The contractor shall submit a formal Upgrade Completion Report documenting verification results and system status within five (5) business days of task completion.

Performance will be monitored via system metrics and customer feedback to ensure the upgrade meets mission requirements.

4.4 Task 4: Post-Upgrade Monitoring and Performance Evaluation. The contractor shall monitor the system to ensure stability and proper operation for a period of 30 days post-upgrade.

4.4.1 System Performance Monitoring: The contractor will monitor system performance, ensuring that all functionality meets the established benchmarks for uptime and system performance.

4.4.2 Post-Upgrade Support: The contractor shall provide 30 days of post-upgrade support to resolve any issues or performance-related problems that arise. This support will include remote troubleshooting and on-site support as needed, at no additional cost.

4.4.3 Post-Upgrade Performance Report to be submitted within 15 days of completion, documenting system functionality, performance, and any issues or recommendations for future upgrades.

5.0 GOVERNMENT-FURNISHED INFORMATION AND RESPONSIBILITIES. The Government shall provide the following:

5.1 Access to Facilities: The Government will provide access to all required facilities and systems within 5 business days of contract award. The contractor will be granted access to necessary areas such as server rooms and OnGuard system hardware for installation and testing purposes. An escort will be provided if required.

5.2 Technical Point of Contact: The government will assign a technical point of contact will be present during the whole evolution of upgrade onsite including testing and verification.

5.3 Database Access: Access to existing OnGuard servers and databases for pre-deployment testing and final upgrade.

5.4 Compatibility Assurance: The Government will ensure that existing hardware meets the minimum requirements outlined in the Lenel OnGuard 8.3 compatibility charts. If hardware incompatibility is identified during the project, the contractor shall provide technical specifications and procurement recommendations for alternative hardware to ensure full system functionality.

5.5 Coordination for Operational Disruptions: The Government shall coordinate any potential operational disruptions that may occur during the upgrade process. This includes working with the contractor to establish a clear contingency plan for managing downtime or outages during the system upgrade. The contractor and government team shall agree on an acceptable downtime window and rollback procedures in case of failure during the system cutover.

- Availability of required software, hardware, and licensing for the project.

6.0 DELIVERABLES. The contractor shall provide the following deliverables, formatted according to the government's required documentation standards:

Deliverable	Description	Due Date	Format
Project Plan & Schedule	A detailed project plan including milestones, outage requirements, recommendations for client and firmware upgrades, and a rollback procedure.	Within 3 business days of Kick-off meeting	Electronic format (PDF or MS Word)
Pre-Deployment Test Report	Documentation of all pre-deployment testing, including results from upgrade testing, scripts, and procedures prepared for production.	Within 2 business days prior to On-site Deployment	Electronic format (PDF or MS Word)
Upgrade Completion Report	A report summarizing the upgrade process, including testing, verification, and successful deployment. This report must detail any issues encountered and resolutions.	Within 5 business days of task completion	Electronic format (PDF or MS Word)
Post-Upgrade Performance Report	A performance report that assesses the system's functionality after the upgrade. This will include any issues found, resolutions, and recommendations for future upgrades.	Within 15 business days of upgrade completion	Electronic format (PDF or MS Word)

Deliverable Requirements and Submission Guidelines:

1. Submission Process:
    - All deliverables must be submitted to the designated Government Technical Point of Contact (TPOC) in the required electronic format.
    - All reports and documents must be delivered via email or file transfer method as specified by the TPOC.
    - If the Government identifies any deficiencies or requires clarification on a deliverable, the contractor shall submit the revised deliverable within 5 business days.

2. Government Review and Approval:
    - The Government will review each deliverable for accuracy, completeness, and compliance with the requirements of the contract.
    - Approval Process: Once a deliverable is received, the Government will review and approve or request revisions. Approval of deliverables will occur within 10 business days of receipt, unless otherwise specified.

3. Format and Organization:
    - All deliverables must be clearly organized and labeled according to the numbering and naming conventions outlined in this section.
    - The contractor should ensure that each deliverable contains sufficient detail to allow the Government to verify compliance with the contract's requirements.

7.0 PERIOD OF PERFORMANCE. The Period of Performance (PoP) shall be ninety (90) calendar days from the date of contract award. The contractor shall execute the upgrade in accordance with the following project timeline and milestone schedule:

Milestone / Deliverable	Timeline / Due Date

Pre-Deployment Test Report	Due two (2) business days prior to the scheduled on-site visit.
On-Site System Upgrade & Deployment	Estimated duration of five (5) working days.
Post-Upgrade Monitoring & Evaluation	Thirty (30) calendar days following successful system deployment.
Final Performance Report	Due fifteen (15) calendar days after the conclusion of the monitoring period.

All work, including the submission of the Final Performance Report, shall be completed within the 90-day Period of Performance. Any adjustments to the on-site schedule must be coordinated with and approved by the Government Representative at least five (5) business days in advance.

8.0 PLACE OF PERFORMANCE. The primary place of performance will be at:
Commander Navy Region Hawaii
1942 Gaffeny St. B475
JBPHH HI 96860

9.0 TRAVEL. This SOW authorizes travel for two (2) contractor personnel to Honolulu, HI, for a period of ten (10) working days. Travel shall be in accordance with the Joint Travel Regulations (JTR). All travel costs, including airfare, lodging, and per diem, shall be included in the firm-fixed price (FFP) of the contract.

10.0 SECURITY. All Contractor personnel performing work under this contract shall comply with all security regulations, access procedures, and installation policies applicable to Joint Base Pearl Harbor-Hickam (JBPHH). Contractor personnel requiring installation access shall obtain and maintain installation access credentials in accordance with installation access control procedures. Personnel requiring routine installation access shall obtain credentials through the Defense Biometric Identification System (DBIDS) administered by installation security authorities.

Contractor personnel shall comply with all installation access requirements, including:

- Background screening requirements
- Credential issuance procedures
- Installation entry and exit procedures
- Vehicle access and inspection policies

The Contractor shall ensure all personnel maintain valid installation access credentials throughout the period of performance. All documents and system data related to this project shall be handled as Controlled Unclassified Information (CUI) in accordance with FAR 52.204-21.