Statement of Work (SOW)

1. PROJECT TITLE: Billings Area Office UPS Replacement

2. BACKGROUND/PURPOSE:
   This Statement of Work outlines the scope, deliverables, responsibilities, and terms for the procurement, delivery, installation, startup, removal of existing UPS equipment and batteries, and support of an uninterruptible power supply (UPS) system for the Billings Area IHS.

3. SCOPE:
   The Contractor shall remove the existing UPS equipment and batteries and shall supply, deliver, install, start up, and verify operation of a new UPS system. The requirement includes UPS chassis, power modules, battery packs, rack mounting accessories, network management card, installation/startup services, warranty/support entitlements, and preventive maintenance services.

   The Contractor shall provide a modular UPS system with a **minimum usable capacity of 16kVA** at the time of installation and acceptance. The UPS solution shall include battery capacity sufficient to provide not less than one hour of runtime at 60 percent of rated UPS load, equivalent to 9.6kVA on a 16kVA system. The Contractor shall provide manufacturer runtime documentation demonstrating that the proposed UPS and battery configuration meets or exceeds the required runtime. The system shall include all chassis, power modules, battery packs, wiring, rack mounting hardware, network management components, and accessories required to provide a complete and operational minimum 16kVA UPS solution.

   Electrical modifications, extended construction work, or facility upgrades are not included unless specifically stated in the award.

Equipment Scope - Brand Name or Equivalent

Brand names and model numbers are provided as a reference design. Brand name or equivalent products are acceptable, provided the proposed equipment meets or exceeds the listed quantities, specifications, capacities, support levels, installation requirements, and interoperability requirements.

UPS Replacement Requirement

The Government requires one complete UPS replacement solution with a **minimum usable capacity of 16kVA**, including removal and disposal/recycling of existing UPS

equipment and batteries, battery packs, rack mounting hardware, network management card, installation/startup, warranty, support, and preventive maintenance.

Qty	Requirement
1	Eaton 9PXM modular UPS system, or equivalent - complete modular UPS solution providing a minimum usable capacity of 16kVA at installation and acceptance. System shall include a compatible chassis, installed power modules, battery packs, rack mounting hardware, network management card, and all required accessories.
As required	UPS power modules, or equivalent - quantity shall be sufficient to provide not less than 16kVA usable UPS capacity in the installed configuration.
As required	UPS battery packs, or equivalent - quantity shall be sufficient for the installed UPS configuration and required runtime/support configuration.
1	Rack mount accessory kit compatible with the UPS system, or equivalent.
1	Network management card, or equivalent - network interface for UPS monitoring and management.
1	On-site UPS rack installation and startup service, or equivalent - installation and startup by qualified personnel.
1	Five-year upgrade to on-site next day response support, or equivalent.
As required	On-site UPS preventive maintenance service, 7x24 coverage, or equivalent.
1	Removal, recycling, and/or disposal of existing UPS equipment and associated batteries, including disposal/recycling documentation.

4. APPLICABLE DOCUMENTS:

   Equipment shall comply with applicable industry standards, manufacturer specifications, and electrical safety requirements. UPS equipment and batteries shall be new, genuine, manufacturer-authorized, and valid for Government use. Products shall not be end-of-life, end-of-sale, or end-of-support as of the date of delivery unless specifically approved by the Government in writing.

   The Contractor shall comply with applicable safety, installation, environmental, battery handling, recycling, and disposal requirements.

5. TASKS:
   The Contractor shall perform the following tasks:

1. Coordinate delivery, site access, installation, removal, startup, and any required outage or cutover activity with the Government point of contact.
2. Deliver all UPS equipment, battery packs, rack mounting hardware, network management components, warranty/support entitlements, preventive maintenance entitlements and associated documentation to the designated Government site.
3. Remove the existing UPS equipment and associated batteries from the Government site.
4. Properly recycle or dispose of the removed UPS equipment and batteries in accordance with applicable federal, state, local, environmental, and safety requirements.
5. Install the new UPS system, including required power modules, battery packs, rack mounting accessories, and network management card.
6. Perform manufacturer-authorized startup, operational verification, and commissioning of the UPS system.
7. Verify normal operating condition, battery operation, alarm status, and network management capability, as applicable.
8. Provide required documentation, including equipment inventory, serial numbers, warranty/support documentation, startup report, and disposal/recycling documentation.

6. DELIVERABLES AND DELIVERY SCHEDULE:

Project Timeline:

Delivery, removal of the existing UPS equipment and batteries, installation, startup, and Government acceptance shall be completed within **30 calendar days after award**, unless a different delivery or installation schedule is negotiated and expressly incorporated into the award.

All equipment shall be delivered in a coordinated shipment unless otherwise approved by the Government. The Contractor shall coordinate installation, removal, and startup activities with the Government prior to performance of on-site work.

1. Hardware Units Delivered:

- Modular UPS system providing minimum usable capacity of 16kVA, or equivalent
- Compatible UPS chassis
- UPS power modules sufficient to provide minimum 16kVA usable capacity
- Compatible UPS battery packs sufficient to meet the required runtime configuration
- Rack mount accessory kit
- Network management card
- Required wiring, cables, mounting hardware, and accessories

2. Removal and Disposal:

- Removal of existing UPS equipment
- Removal of existing UPS batteries
- Recycling or disposal of removed equipment and batteries in accordance with applicable requirements
- Disposal/recycling documentation provided to the Government

3. Installation and Startup:

- On-site rack installation
- UPS startup and operational verification
- Commissioning of UPS system
- Configuration or verification of UPS management interface, as applicable
- Verification of battery, bypass, alarm, and normal operating conditions
- Coordination of any required outage or cutover activity with the Government

4. Warranty, Support, and Maintenance:

- Five-year on-site next day response support, or equivalent
- On-site UPS preventive maintenance services
- Manufacturer-authorized support documentation and entitlement confirmation

5. Documentation:

- Equipment inventory list including serial numbers and configurations
- Warranty and support documentation
- Manufacturer installation and operation guides
- Network management documentation, as applicable
- Startup or commissioning report
- Preventive maintenance documentation
- Disposal/recycling certificates for removed UPS equipment and batteries
- Shipping and tracking documentation, as applicable
- Manufacturer runtime documentation demonstrating not less than one hour of runtime at 60 percent of rated UPS load, equivalent to 9.6kVA on a 16kVA system

7. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION:
   The Government will provide access to the installation location and existing UPS area as required for delivery, removal, installation, startup, and acceptance. The Government will provide coordination through a Government point of contact.

   No Government-furnished equipment will be provided to the Contractor unless otherwise stated in the award.

8. PLACE OF DELIVERY:
   Billings Area Office – Billings, MT.

9. PERIOD OF PERFORMANCE:
   Delivery, removal of the existing UPS equipment and batteries, installation, startup, and

Government acceptance shall be completed within 30 calendar days after award, unless a different delivery or installation schedule is negotiated and expressly incorporated into the award.

Warranty, support, and preventive maintenance entitlements shall continue for the duration specified in the award, including the applicable five-year support/maintenance coverage.

10. SECURITY:
    Contractor personnel shall comply with all local facility access, identification, escort, and security requirements while on site. The Contractor will not be granted access to Government information systems, sensitive data, PII, PHI, or production environments unless separately authorized by the Government.

    If network configuration or connection of the UPS management card is required, such work shall be coordinated with Government IT personnel. The Contractor shall not connect network-enabled equipment to Government systems without prior Government approval.

11. Section 508 and Accessibility

    Applicable ICT deliverables, including management software, web-based management interfaces, electronic documentation, and other electronic content provided under this contract, shall conform to the Revised Section 508 Standards and applicable WCAG 2.1 Level AA requirements. The Contractor shall provide applicable accessibility conformance documentation, such as a VPAT/Accessibility Conformance Report, upon request or as required by the solicitation.

12. Acceptance**:**
    Government acceptance will occur after inspection and verification that all delivered UPS equipment, battery packs, network management components, warranty/support entitlements, maintenance entitlements, removal/disposal services, installation/startup services, quantities, configurations, and documentation conform to the contract requirements.

    The Government will verify that the new UPS system provides a minimum usable capacity of 16kVA; provides manufacturer-documented runtime of not less than one hour at 60 percent of rated UPS load, equivalent to 9.6kVA on a 16kVA system; is installed, operational, and properly documented; that the existing UPS equipment and batteries have been removed; and that disposal/recycling documentation has been provided.

    Government acceptance shall also include verification that warranty, support, maintenance, and battery replacement documentation has been provided, including

entitlement confirmation, covered components, service request process, and applicable exclusions.

Nonconforming, missing, damaged, substituted, incompatible, improperly installed, insufficiently documented, or incomplete items or services shall be corrected or replaced by the Contractor at no additional cost to the Government.

13. Substitutions / Equivalent Products**:**
    Proposed equivalent products must meet or exceed the listed specifications, minimum 16kVA usable capacity requirement, support levels, installation requirements, and interoperability requirements. The Contractor shall provide sufficient technical documentation for the Government to evaluate equivalency.

    Substitutions after award are not permitted unless reviewed and approved by the Government in writing.

14. Delivery Coordination**:**
    The Contractor shall coordinate shipment, delivery, removal of the existing UPS equipment and batteries, installation, startup, and any required site access with the Government point of contact prior to shipment or performance of on-site work.

    The Billings Area Office is a 24x7 operational facility. The Contractor shall plan and perform installation, cutover, startup, and commissioning activities in a manner that avoids disruption to protected workloads. Extended datacenter or workload outages are not acceptable. Any work requiring transfer of power, operation of disconnects, bypass activity, or other power-impacting cutover activity shall be coordinated with and approved by the Government in advance. Planned power-impacting work shall be limited to no more than two Government-approved maintenance windows, each not to exceed 20 minutes, unless otherwise approved in writing by the Government. No interruption to protected workloads shall occur unless specifically authorized by the Government in advance.

    The Contractor shall maintain a safe and clean work area and restore affected areas to their original condition upon completion.

15. WARRANTY, SUPPORT, AND LICENSE ENTITLEMENTS:
    All warranty, support, subscription, and software license entitlements shall be assigned, registered, or otherwise made available to the Government. Entitlements shall be valid, manufacturer-authorized, and eligible for manufacturer support.

Entitlements shall not remain solely under the Contractor's account unless approved by the Government in writing.

The Contractor shall provide five-year on-site next day response support, or equivalent, for the installed UPS solution, including the UPS chassis, power modules, battery packs/modules, network management components, and related accessories.

Support shall include battery replacement coverage for covered failed, degraded, or end-of-life battery packs/modules during the support period, when replacement is recommended by the manufacturer, identified through preventive maintenance, indicated by UPS alarms, or required to maintain the installed UPS configuration. Battery replacement coverage shall include replacement batteries, shipping, on-site removal and installation labor, and recycling or disposal of replaced batteries.

The Contractor shall coordinate all support, maintenance, and battery replacement activities with the Government point of contact. Any work requiring bypass, disconnect, transfer, shutdown, or other power-impacting activity shall comply with the approved maintenance window requirements in this SOW.

The Contractor shall provide warranty, support, maintenance, and battery replacement documentation, including entitlement confirmation, service request process, covered components, exclusions, and escalation procedures.