STATEMENT OF WORK (SOW)
FOR
Locksmith Services

1.0 GENERAL

1.1 BACKGROUND
U.S. Coast Guard (USCG) Training Center (TRACEN) Petaluma located at 599 Tomales Road Petaluma; CA 94952 is the Coast Guard's largest West Coast Training Center. Our graduates are the latest chefs, medics, storekeepers, yeoman, information systems technicians, electronics technicians, operations specialists, and aviation survival technicians (AST). We are also home to the Coast Guard Leadership Development Center's Chief Petty Officer Academy.

1.2 SCOPE
This SOW covers the range and limits of locksmith services required by the facility. The scope includes installing, maintaining, reinforcing, and repairing commercial exit hardware, doors, frames, mechanical locks, and door closers. Additionally, it encompasses services that require security forces oversight, specifically rekeying locks and key duplication.

1.3 OBJECTIVE
The Contractor shall provide all labor, supervision, equipment, tools, materials, vehicles, transportation, and appliances necessary to perform all locksmith operations and services at the U.S. Coast Guard (USCG) Training Center (TRACEN) Petaluma, 599 Tomales Road, Petaluma, CA 94952-4154.

1.4 APPLICABLE DOCUMENTS

1.4.1 Reference Documents
The following documents may be helpful to the Contractor in performing the work described in this document:

Local and Federal Fire and Safety Codes for Commercial Buildings

2.0 SPECIFIC REQUIREMENTS/TASKS

2.1 TASK ONE. GENERAL LOCKSMITH SERVICES
The Contractor must provide general locksmith services to supplement the current carpentry shop.

2.1.1 Exit/Panic Hardware: The Contractor must install and maintain emergency exit push-bars (panic bars) to ensure commercial buildings meet fire and safety codes.
2.1.2 Door and Frame Repair: The Contractor must install or reinforce commercial doors, frames, and related hardware to prevent forced entry.
2.1.3 Lock Installation & Repair: The Contractor must fit new deadbolts, or mechanical locks on doors and windows.
2.1.4 Adjusting Door Closers: The Contractor must adjust door closers to ensure proper alignment and operation.

2.2 TASK TWO. FUNCTION REQUIRING SECURITY FORCES OVERSIGHT

2.2.1 Rekeying Locks: The Contractor must change the internal pins of existing locks.
2.2.2 Key Duplication: The Contractor must cut spare keys.

2.3 TASK THREE. FREQUENCY OF SERVICE AND SCHEDULING

The Contractor is not required to maintain a continuous on-site presence. Instead, the Contractor must perform routine locksmith services via consolidated site visits at least twice per year (approximately every six months) during standard USCG business hours.

2.3.1 Work Order Consolidation and Notification: The USCG Government Technical Representative or designated Facilities Manager will collect and consolidate all non-emergency locksmith work orders. The Government Technical Representative will contact the Contractor at least fourteen (14) calendar days prior to the required site visit to formally schedule the service dates and provide the consolidated list of work orders.

2.3.2 Execution of Consolidated Work: Upon arrival for the scheduled biannual visit, the Contractor msut assess, repair, replace, or install locks and hardware as detailed in the consolidated work order list. The Contractor shall remain on-site during normal business hours for consecutive business days until all identified work orders for that visit are completed and accepted by the Government Technical Representative.

2.4 PARTS AND MATERIALS AUTHORIZATION The Government has established a Not-To-Exceed (NTE) amount of **$15,500.00** for the purchase of parts and materials strictly required to perform the locksmith services outlined in this SOW.

2.4.1 Approval: The Contractor must obtain written authorization from the Government Technical Representative prior to purchasing any parts or materials exceeding **$350.00**.

2.4.2 Allowable Costs: Only direct materials necessary for lock repair, installation, or replacement are allowable. General purpose tools, contractor equipment, or administrative supplies will not be reimbursed.

2.4.3 Markup: Parts and materials shall be billed at the Contractor's actual invoice cost. No profit, overhead, or material handling fee shall be added unless explicitly proposed and evaluated at the time of award.

3.0 CONTRACTOR PERSONNEL

3.1 QUALIFIED PERSONNEL

The Contractor must provide qualified personnel to perform all requirements specified in this SOW.

3.2 CONTINUITY OF SUPPORT

The Contractor must ensure that the contractually required level of support for this requirement is maintained at all times. The Contractor must ensure that all contract support personnel are present for all hours of the workday. If for any reason the Contractor staffing levels are not maintained due to vacation, leave, appointments, etc., and replacement personnel will not be provided, the Contractor must provide e-mail notification to the Government Technical

Representative prior to employee absence. Otherwise, the Contractor must provide a fully qualified replacement.

3.3 PROJECT MANAGER

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

3.4.1 The Project Manager must be available to the Government Technical Representative via telephone between the hours of 0800 and 1500 PST, Monday through Friday, and must respond to a request for discussion or resolution of technical problems within 24 hours of notification.

3.5 EMPLOYEE IDENTIFICATION

3.5.1 Contractor employees visiting Government facilities must wear an identification badge that, at a minimum, displays the Contractor name, the employee's photo, name, clearance-level and badge expiration date. Visiting Contractor employees must comply with all Government escort rules and requirements. All Contractor employees must identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

3.5.2 Contractor employees working on-site at Government facilities must wear a Government issued identification badge. All Contractor employees must identify themselves as Contractors when their status is not readily apparent (in meetings, when answering Government telephones, in e-mail messages, etc.) and display the Government issued badge in plain view above the waist at all times.

3.6 EMPLOYEE CONDUCT

Contractor's 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 Contractor employees present a professional appearance at all times and that their conduct must not reflect discredit on the United States or the Department of Homeland Security. The Project Manager must ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

3.7 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 the contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

4.0 OTHER APPLICABLE CONDITIONS

4.1 SECURITY
Contractor access to classified information is not currently required under this SOW.

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

Base Period	September 15, 2026 through September 14, 2027
Option Period One	September 15, 2027 through September 14, 2028
Option Period Two	September 15, 2028 through September 14, 2029
Option Period Three	September 15, 2029 through September 14, 2030
Option Period Four	September 15, 2030 through September 14, 2031

4.3 PLACE OF PERFORMANCE
The primary place of performance will be the United States Coast Guard at 599 Tomales Road Petaluma; CA 94952.

4.4 HOURS OF OPERATION
Contractor employees must generally perform all work between the hours of 0800 and 1600 PST, Monday through Friday (except Federal holidays) **during their scheduled biannual site visits**. However, there may be occasions when Contractor employees must be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this SOW.

4.5 TRAVEL
Contractor travel must not be required for this requirement.

4.6 GENERAL REPORT REQUIREMENTS
The Contractor must provide all written reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Microsoft Office Applications).

5.0 GOVERNMENT FURNISHED RESOURCES
The Government will not furnish any resources to the Contractor in support of this contract.

6.0 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 SOW 2.0 and SOW 5.0.