STATEMENT OF OBJECTIVES – SOO

FOR

GIANT VOICE PREVENTIVE MAINTENANCE SUSTAINMENT

AT

Minneapolis ARS, MN

Prepared By

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1.0 Objective: To obtain comprehensive preventive maintenance and sustainment support for the 934th Airlift Wing's Giant Voice (GV) External Mass Notification system, ensuring its operational readiness and reliability for critical communication requirements. This support includes scheduled preventive maintenance inspections (PMI), on-demand service, parts replacement, and warranty coverage for all in-use GV system components.

2.0 Scope: The contractor shall provide all labor, materials, parts and equipment, transportation, and supervision necessary to perform the following services:

2.1 Preventive Maintenance Inspections (PMI): Conduct full-scale PMIs on all sixteen (16) GV sites every twelve (12) months. PMIs shall include, but not be limited to:

2.1.1 Visual inspection of all components (stacks, sirens, radios, controllers, wiring, etc.)
2.1.2 Functional testing of all systems (audio transmission, siren activation, remote control functionality)
2.1.3 Battery testing and replacement (if necessary - see Warranty section)
2.1.4 Software updates and configuration verification
2.1.5 Cleaning and lubrication of moving parts
2.1.6 Tightening of connections and hardware
2.1.7 Detailed reporting of inspection results, including any identified deficiencies and recommended corrective actions

2.2 On-Demand Service and Repair: Provide responsive service and repair for any GV system malfunctions or failures.

2.2.1 Response time to service requests should be within 24 hours, during normal business hours
2.2.2 Troubleshooting, diagnosis, and repair of system issues
2.2.3 Emergency repair will be responded to within eight (8) hours, with parts and labor included (must provide warranty for- see below)

2.3 Warranty Coverage: Provide a comprehensive warranty for all currently "in use" GV system items. This includes, but is not limited to:

2.3.1 Stacks
2.3.2 SS2000+ Systems
2.3.3 Radios within stacks
2.3.4 Batteries
2.3.5 All associated hardware and wiring
2.3.6 The warranty shall cover the cost of replacement parts and labor for any failures or malfunctions during the contract period
2.3.7 Defective parts shall be replaced with new parts or new parts of equal or greater performance

2.4 Technical Support: Provide readily available technical support via phone or email during normal business hours.

2.4.1 Assistance with troubleshooting and problem diagnosis
2.4.2 Guidance on system operation and maintenance

2.5 Documentation: Maintain accurate records of all PMIs, service calls, and repairs performed. Provide documentation to the 934th Communications Squadron upon request.

2.6 Project Residue: The Contractor is wholly responsible for project waste removal. The Contractor will remove all defective or replacement parts except IT components that are federally accounted for and must be demilitarized. The Contractor will not use base, facility, or building waste dumpster(s) to dispose of project waste material(s).

3. Performance:

3.1 Period of Performance: The period of performance for this contract shall be one (1) year from the date of award

3.2 Optional Years of Contract: Up to four (4) additional contract option years.

3.3 Place of Performance: The place of performance is Minneapolis St Paul ARB campus consisting of sixteen (16) total sites:

3.3.1 Two (2) Bogen Internal Public Address Systems (Specific locations to be provided upon contract award)
3.3.2 Five (5) SS2000+ Sites (Specific locations to be provided upon contract award)
3.3.3 Nine (9) Siren Sites (Specific locations to be provided upon contract award)

3.4 Hours of Operation: The contractor shall provide routine support during normal business hours: 0800-1600, Monday through Friday, excluding Federal Holidays

3.5 Emergency Response: Response time to emergency service requests should be within eight (8) hours

3.6 Compliance: The Contractor shall remain in compliance with all Federal, State, county, and base security and safety laws, regulations, policies, and requirements. The Contractor shall comply with the most stringent environmental federal, state, local laws and regulations, and Air Force policies, instructions, and plans. The federal Government is not exempt from compliance with environmental regulations.

3.7 Clean up: At day's end, the Contractor shall remove all debris and surplus materials from the workplace. Equipment and materials required to complete the work effort may remain on site as long as they are organized/stored in a manner that does not cause a safety hazard. The Contractor shall restore all disturbed grounds/base property to the "as found" condition or better at project conclusion.

4. Contractor Deliverables:

4.1 PMI Reports: Detailed reports documenting the results of each PMI, including identified deficiencies and recommended corrective actions

4.2 Service Call Reports: Documentation of all service calls, including the nature of the problem, the corrective actions taken, and the parts replaced

4.3 Warranty Claim Documentation: Records of all warranty claims, including the date of the claim, the part replaced, and the reason for the replacement

5. Acceptance Criteria:

5.1 Successful completion of PMIs according to the schedule and scope outlined in Section Two

5.2 Timely and effective response to service calls

5.3 Proper documentation of all services performed

5.4 Operational readiness of the GV system as a result of the contractor's services