STATEMENT OF WORK (SOW)
23 March, 2026

1.0. DESCRIPTION OF REQUIREMENT. The 53 Wing mandates that the contractor guarantees complete operational capability for the government-owned OnGuard Lenel Access Control System (ACS). The "hardware and software for 53 Wing and 692 CYOS is situated at Eglin AFB, FL, along with other buildings linked to these systems as detailed in the user Dongle listings attached. The contractor's responsibilities include: (1) maintenance, service, and support for the Lenel Access Control System (ACS); (2) establishing a quarterly preventative maintenance and inspection schedule; (3) supplying and replacing components that are compatible with the Lenel ACS; and (4) offering a software upgrade and support plan (SUSP) for the OnGuard Lenel ACS. Furthermore, the contractor must be a Value Authorized Reseller (VAR) of Lenel products and services, possessing the capability to support the existing infrastructure.

The contractor is required to finalize and present a Price List document following a thorough review and comprehension of the requirements specified in this SOW, covering all items currently utilized as well as any potential replacement items that are no longer manufactured.

Notes:
Any system components that were installed in the last year are presently protected by the 1-year warranty and are excluded from the maintenance package. Once the 1-year warranty period concludes, those components will be incorporated into the maintenance package.

See attached Lenel Inventory of covered equipment listing per dongle number for products that will be required to be covered by the agreements mentioned in section 1.1.1 listed below**.**

53 WG/IP Lenel Dongle ID# 49104

Primary	Andrew Blackwelder
1st Alternate	Bobby Siers
2nd Alternate	Lonzo Campbell
3rd Alternate	Fred Heiler
Server/Software	Scott Lewis

53 WG/AP Lenel Dongle ID# 182142

Primary	Phillip Humphries
1st Alternate	Sam Manthey
2nd Alternate	Trey Maulden
3rd Alternate	Christine Mehling

692 CYOS Lenel Dongle ID# 132207

Primary	Jeffery Bobbitt
1st Alternate	Christopher Montale

1.0.1. Platinum Agreement. The Platinum Maintenance, Support, and Service Agreement shall offer 24/7 call handling and service availability. With this agreement receive priority over those without, featuring an 8-hour response time for non-emergency calls and a 4-hour on-site response for critical (emergency) situations. Equipment repairs or replacements are included, covering both labor and materials. Any replacement equipment for all installed systems identified as needing repair or replacement is covered under the agreement at no extra charge. To minimize downtime, loaner equipment is provided during the repair or replacement of parts. If feasible, the contractor is encouraged to submit a single firm fixed price (FFP) for the execution of the "Platinum Agreement" as outlined above, ensuring comprehensive coverage for a duration of one year

1.0.2. Quarterly Preventative Maintenance/Inspection must cover: Inspection, testing and adjusting of card/PIN reader-controlled doors, perimeter door position switches, equipment enclosures and service/storage equipment racks. Battery testing of all system backup batteries with replacement of the batteries as needed at no additional cost. System checks including error logs, false alarms, trouble conditions, badge printer errors and corrections for these issues at no additional charge. Reader and door hardware testing. Backup of access control system configuration; confirm correct recording preferences (application reprogramming excluded); de-frag all hard drives as needed; and run system-wide diagnostic reports in order to identify nuisance alarms and/or faulty equipment and if needed perform repairs at no additional cost. Include one (1) site-wide vulnerability assessment designed to identify gaps in current electronic security protection scheme and customer interview regarding needs analysis.

1.0.3. **Annual Lenel SUSP Upgrades**. Contractor provides annual Lenel SUSP as well as provide any Lenel software updates, firmware updates to each system controller, patches, or hot fixes produced by Lenel during each contract period.

1.1. System Description. This is an automated entry/access control system designed to provide cardkey and PIN access to all 53 Wing Bldg. 351 and other associated facilities, entry/access doors and various offices/work areas. The current operating software is the OnGuard Lenel Access Control Systems. The software will be loaded onto a minimum of five computer systems. The system has a battery backup designed to maintain operations during temporary power outages.

1.1.1 Covered Equipment The below listed equipment and additional equipment as attached and identified per the dongle number

AP Facilities				
Manufacturer	Model	Description	QTY	Location
Fargo	89004-TRANS	Badge Printer	1	Building 351
Videology	24C7.38USB-F-L8	Badging Camera	1	Building 351
Lenel	LNL-2220	Intelligent Controller	4	Building 351
Lenel	LNL-1320	Dual Reader Interface Module	19	Building 351
HID	921PHRNEK0002D	Keypad Card Reader	7	Building 351

HID	920PHRNEK00005	Proximity Card Reader	36	Building 351
HES	1006-12/24D-630	Electrified Mortise Strike	43	Building 351
Altronix	AL400ULX	4A Power Supply	6	Building 351
Altronix	AL600ULX	6A Power Supply	3	Building 351
Power Sonic	PS1270	12VDC 7AH Battery	12	Building 351
	5900-12/24D-630-H	Electric Strike	3	Building 351
Adams Rite	7170-540	Electric Strike	2	Building 351
Von Duprin	6211-630	Electric Strike	2	Building 351
US Lock	US18007B	Electric Strike	1	Building 351
RCI	8371	Mini Maglock	2	Building 351
EFF	EC171	Electric Strike	1	Building 351
Hes	7501-12D-630	Electric Strike	8	Building 351
Folger Adams	710-75	Electric Strike	2	Building 351
Hes	5000-12D	Electric Strike	8	Building 351
Securitron	M32	Maglock	4	Building 351
	8320	Dual Mag Locks	4	Building 351
RCI	L65U	Electric Strike	1	Building 351
Dynalock	2511TJ	Mini Maglock	1	Building 351

Collateral Equipment			
Model	**Description**	**QTY**	**Location**
LNL-CTX	LNL:12.x16x5 cabinet only, with lock	6	Building 351
LNL-2220	LNL:Intelligent Dual Reader Controller	6	Building 351
LNL-1320-S3	LNL:Dual Reader Interface Module, S3	17	Building 351
921PHRNEK0002D	HID:RPK40-H, PIVCLS, SEPIG, BLK, LF ST	46	Building 351
15-2	Switch, Desk Push Button, MO SPDT	6	Building 351
AL600ULXB	ALT:AL600ULX Board Only 6 amps- Controller power	6	Building 351
AL600ULPD4	ALT:Power Supply-Charger, 12 VDC Or24 VDC-Lock Power	6	Building 351
PS1270F1	PWS:Battery, SLA, 12V 7Ah F1	24	Building 351

1006CLB-630	HES:1006 Strike Complete for Latchbolt	12	Building 351
5900-12/24D-630-H	Electric Strike	3	Building 351
7170-540	Adams Rite Electric Strike	2	Building 351
6211-630	Von Duprin Electric Strike	2	Building 351
US18007B	US Lock Electric Strike	1	Building 351
8371	RCI Mini Maglock	2	Building 351
EC171	EFF Electric Strike	1	Building 351
7501-12D-630	Hes Electric Strike	8	Building 351
710-75	Folger Adams Electric Strike	2	Building 351
5000-12D	Hes Electric Strike	1	Building 351
M32	Securitron Maglock	4	Building 351
8320	Dual Mag Locks	4	Building 351
L65U	RCI Electric Strike	1	Building 351
2511TJ	Dynalock Mini Maglock	1	Building 351

AP Facilities	692 COS			
Manufacturer	Model	Description	QTY	Location
Fargo	HDP6600	Badge Printer	1	Building 351/406
Fargo	HDP6600	Upgrade L1M	1	Building 351/406
Videology	24C708AF-1, .38USB-F-L8	Badging Camera	1	Building 351/406
Lenel	LNL OnGuard	32ES	1	Building 351/406
Lenel	LNL OnGuard	32ESI	1	Building 351/406
Lenel	LNL OnGuard	Forms Designer	1	Building 351/406
Lenel	LNL-2220	Intelligent Controller	1	Building 351/406
Lenel	LNL-1320	Dual Reader Interface Module	3	Building 351/406
Altronix	AL600ULX	6A Power Supply	1	Building 351/406
Power Sonic	PS1270	12VDC 7AH Battery	2	Building 351/406
HID	921PHRNEK0002D	Keypad Card Reader	1	Building 351/406
HID	6125BDG0007G3	Proximity Card Reader	3	Building 351/406
HES	1006-12/24D-630	Electrified Mortise Strike	1	Building 351/406
Von Duprin	6211/12v	Electrified Mortise Strike	2	Building 351/406
Folger Adams	710 24v	Electric Strike	1	Building 351/406
Pilot Automotive		Kill Switch	1	Building 351/406
HID	921PHRNEK0002D	Keypad Card Reader	1	Building 351/403
HES	1006-12/24D-630	Electrified Mortise Strike	2	Building 351/403
PIV	970PHRNEK000004	Proximity Card Reader	1	Building 351/403
Lenel	LNL-2220	Intelligent Controller	1	Building 351/403
Lenel	LNL-1320	Dual Reader Interface Module	1	Building 351/403

Altronix	AL400ULXB2	6A Power Supply	1	Building 351/403
Power Sonic	PS1270F1	12VDC 7AH Battery	1	Building 351/403
Pilot Automotive		Kill Switch	1	Building 351/403
HID	921PHRNEK0002D	Keypad Card Reader	2	Building 351/303
Von Duprin	6211/12v	Electrified Mortise Strike	3	Building 351/303
Altronix	AL600ULX	6A Power Supply	1	Building 351/303
	PD8		3	Building 351/303
Power Sonic	PS1270F1	12VDC 7AH Battery	2	Building 351/303
Lenel	LNL-2220	Intelligent Controller	1	Building 351/303
Lenel	LNL-1320	Dual Reader Interface Module	1	Building 351/303
HID	920	Proximity Card Reader	1	Building 351/303
Pilot Automotive		Kill Switch	1	Building 351/303

1.2. Period of Performance. The total period of performance for this contract will include one base year plus four option years**.** The Government has the option to exercise optional years, subject to appropriation of funds and other applicable requirements.

1.3. Execution and Delivery. Upon receiving the award, the contractor will collaborate with the 53d Wing Facility Manager and/or the Advanced Programs Office to confirm the schedule for the Quarterly Preventive Maintenance inspections. These inspections will take place during standard business hours, from Monday to Friday, between 0800 and 1700 local time.

1.3.1. Documentation. The documentation will encompass test results for every location, along with a system that distinctly indicates the customer has observed the testing procedures and has approved them as functional. This report/documentation will be delivered on a quarterly basis.

1.4. Customer/Third Party Furnished Property and Services. The OnGuard Lenel Access Control System Software requires annual maintenance, updates, and support to ensure ongoing assistance from the manufacturer. It is essential that the software is included and properly maintained.

1.5. Protection of Property. The contractor is required to execute all tasks in full compliance with relevant safety standards and regulations to prevent any potential harm to installed government machinery, equipment, building structures, or personal property. The contractor must take all necessary precautions to safeguard both government property and personal belongings situated near the work site. Any property, whether government or personal, that may be close to the contractor's work area must be identified by the contractor before commencing work.

1.6. Authorized Calls. The Point of contracts attached to their associated dongle number are authorized to place call orders to the contractor for only the products and services listed on the established Price List. Calls for items not pre-established on a Price list are not authorized. Authorized callers may also be called Authorized Government Representatives (AGRs) hereafter in this document. Calls are either non-emergency or critical component (emergency) and identified as such to the contractor with each service call.

1.6.1. **Non-Emergency Call**. Ensure an 8-hour response time upon receiving notification of a non-emergency situation. Non-emergency situations refer to failures at the individual component level that have a minimal effect on the overall functioning of the facility.

1.6.2. Critical Component (Emergency) Call. Deliver on-site assistance for essential components within a 4-hour timeframe. Critical emergencies refer to failures at the system or panel level, which could lead to the complete loss of a building section or significantly jeopardize the facility's safety. Sufficient repairs to ensure access and/or secure the facility must be completed within the 4-hour period.

1.6.3. Corrective Actions. Upon completion, the contractor will provide the authorized caller for any calls, preventative maintenance, etc., with a copy of the Service Ticket or a quote citing the following:

- Call Number (provided by the authorized caller), Call Date, Authorized Caller Name
- Total amount of hours to be invoiced for the call.
- If applicable - Estimated number of hours to complete the repair at the labor rate in the Approved Price List.
- Listing of any individual part or components used for repairs.
- Breakout of any fees for labor or materials as identified on the approved price list.
- Date when repairs are estimated to be completed.

2.0. GENERAL INFORMATION

2.1. Contractor Personnel.

2.1.1. Contract Manager. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer prior to the start date. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract. If the appointed contract manager's status changes, the contractor shall notify the CO of the change and also provide the name of the newly appointed contract manager in writing. The contract manager and alternate or alternates must be able to read, write, speak, and understand the English language.

2.1.2. Contractor Employee. Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. The contractor shall provide each employee with an identification badge that shall include the employee's name, employee's photograph, and contractor's name. Identification shall be available prior to employment and shall be worn or attached to the outer garment at all times.

2.1.2.1. Contractor/Employee Base Pass and Identification, Special Clearances, and Vehicle Passes. The contractor shall comply with all requirements and procedures IAW AFFARS 5352.242-9000, Contractor Access to Air Force Installations and other requirements stated herein. The contractor shall obtain base identification, and vehicle passes, if required, for all Contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor employees are required to wear or prominently display installation identification badges or contractor-furnished contractor identification badges while visiting or performing work on the installation.

2.1.2.2. Contractor Employee List. This document shall list every employee requiring base access. This document will be updated by the contractor to reflect employee additions and/or deletions and shall submit the employee listing to the Contracting Officer no less than 3 days prior to the performance start date and at least one day prior as changes occur. Identify those individuals you wish to have escort authority by including the word "escort" or "E" next to their names. Limit the number of individuals designated as escorts to a reasonable number (i.e. one or two). The contractor shall coordinate with the Contracting Office representative for submission of this employee list and acquiring base access.

2.1.2.3. Upon notification of the employee listing being forwarded to the Visitor Control Center (VCC), all contractor employees shall report to the VCC to complete the required documentation for base access. Contractor employees shall be required to provide two (2) forms of identification IAW paragraph 2.1.2 above. If an employee will be driving on Eglin AFB they are required to provide a valid driver's license, vehicle registration, and proof of insurance.

2.1.2.4. During the performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.

2.1.2.5. Upon completion or termination of the contract or expiration of the identification passes, the contractor shall ensure that all base identification passes issued to employees are returned to the issuing office.

2.2. Physical Security. The contractor shall ensure no government owned or controlled real or personal property is damaged during any service provided under the contract. The contractor will be responsible for the repair or replacement of any government property damaged by the contractor.

2.3. Conservation of Utilities. The contractor shall make sure employees practice energy conservation to include all government furnished utilities.

END OF STATEMENT OF WORK