

**INFORMATION TECHNOLOGY/INFORMATION MANAGEMENT  
DEPARTMENT  
STATEMENT OF WORK  
FOR  
TELECOMMUNICATIONS SYSTEMS  
ABOARD THE  
NAVAL AIR ENGINEERING STATION LAKEHURST**

**A. General Information**

The Information Technology/Information Management (IT/IM) Department supports the development, planning, execution, monitoring and life cycle support of IM programs and information-related activities. To accomplish this, IT/IM designs, develops, operates and sustains data and communications infrastructure and services for the Naval Air Warfare Center Aircraft Division (NAWCAD), Lakehurst, New Jersey that fall within the scope of the NAVAIR IT/IM mission.

**B. Objective**

The intention of this performance based Statement of Work (SOW) is to obtain technical support and services for telecommunication systems to include, but not be limited to, the day-to-day operation and maintenance of the digital switching system, long range planning recommendations, and other telecommunications support. Services shall be provided at the Naval Air Engineering Station (NAES), Lakehurst, New Jersey.

Telecommunications systems (see Appendix A for a description of the system) encompass all related inside plant voice and video equipment, premise wiring/cabling, and service associated with the telephone system, voice analog and digital phone sets to include conference room speaker phones, cellular phones, calling cards, voice mail, alarm circuitry, and dedicated lines for data, and for the crash phone system (direct links from the NAES airfield to base emergency services). Overall support to telecommunications systems within the scope of this document encompasses military construction (MILCON) oversight, maintenance of the Private Branch Exchange (PBX) unit and the installation and maintenance of the wiring/cabling inside plant infrastructure, administration of the voice mail system, provision for technical support, and general administrative services. This SOW specifically excludes outside cable plant.

**C. General Requirements**

**1. Service Provider Employees.** The Service Provider (SP) shall not employ persons for work in the performance of this SOW who are identified to the SP by the Contracting Officer as potential threats to the health, safety, security, general well-being, or operational mission of the installation and its population. Where reading, understanding, and discussing are an integral part of a SP employee's duties, that employee shall be able to understand, read, write, and speak English to the twelfth grade level. (The speaking skill is not required of a SP employee who is hearing impaired).

The SP shall comply with Navy security regulations. All persons engaged in work while on Government property shall be subject to search of their person (no

bodily search) and vehicles at any time by the Government, and shall report any known or suspected security violations to the Security Department.

**2. Identification Badges and Passes.** The SP employees shall obtain contractor identification badges. Such identification badges and/or DoD Common Access Cards (CAC) shall be obtained prior to, or, on the first duty day. The Trusted Agent for Code 7.0 will be the approval authority on requests for identification badges. The SP employees, while on duty, shall visibly wear the issued identification badge.

The SP shall be responsible for ensuring all departing SP employees are out-processed, to include turn-in of identification badges. When an employee leaves the SP's service, the employee's badge and pass shall be returned to the Government on the employee's last workday. The SP shall immediately notify the Contracting Officer's Representative (COR) when an employee leaves.

The Government will have and exercise full and complete control over granting or denying identification badges. It shall be the SP's responsibility to account for all Government identification badges issued to SP employees. Final SP payment will be withheld until accountability for all identification badges has been completed.

SP employees shall also require a Department of Defense (DoD) CAC to access Government provided computers (also known as NMCI seats). SP employees must contact their Government Trusted Agent (normally the COR for their contract) who will initiate the CAC request utilizing the Contractor Verification System (CVS).

**3. Morning Call.** The SP shall report each workday morning by 0730 to-the Base Telephone Office (BTO) and provide notice to the COR, or COR's backup, that the Telecom office is properly staffed.

**4. Collect Calls.** In accordance with Commanding Officer, NAES Lakehurst Directive Ser 8.0B150-3/1240 dated 07 NOV 2001, SP personnel are not authorized to accept or make collect calls. Federal Information Resources Management Regulations (FIRMR) 41 CFR SubPart 201-21.6 states reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil or criminal actions.

**5. Government Observations.** Other Government personnel, such as Inspector General or staff personnel, are authorized to observe SP operations. However, these personnel shall not interfere with SP performance.

**6. Disclosure of Information.** SP employees shall not discuss or disclose any information provided to them in the work they process to Parties other than the originator of the document, Contracting Office, authorized Government representative, COR personnel, or other specifically authorized Parties.

**7. Employment of Foreign Nationals.** No foreign nationals shall be employed under this Contract. The SP shall ensure that all personnel employed in the performance of this Contract shall be United States citizens without a history of criminal conduct.

**8. Security Clearances.** The SP shall conform to the provisions of DoD-D-5220.22 and shall provide for obtaining secret security clearances for SP employees requiring access to classified information and/or entry to controlled areas. Only those persons who have a "need-to-know" shall be given security clearances.

**9. Project Manager.** The SP shall provide an on-site Project Manager at Lakehurst, during normal operating hours. This individual shall be responsible for the overall management and coordination of the contract and shall act as the central point of contact with the Government. The SP's Project Manager shall be available for discussion with the COR and key Navy IT/IM management during normal operating hours. The Project Manager will be a working project manager who possesses the knowledge, skills, and abilities to backup other telecom functions. Also the Project Manager must be available by phone on a 24 hour, seven day a week basis due to emergency recall or other critical situations.

**10. Normal Working Hours.** Normal working hours are 0730 to 1600, Monday through Friday. The SP shall provide services for a normal eight (8) hour, Monday through Friday work week at this site. The SP shall be required to provide evidence that sufficient personnel are scheduled to support all customers five days a week during working hours. Any changes to personnel shall be forwarded in writing to the COR within one working day of the schedule or personnel change.

**11. Federal Holidays.**

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving
Independence Day	Christmas Day

Should a Federal Holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal Holiday falls on a Sunday, the Monday immediately following is considered the holiday. The contractor will not be required to have personnel present on base during federal holidays.

**12. Base Shutdown Time.** These are days NAES may be shut down for business as directed by the Commanding Officer:

- a. Day after Thanksgiving
- b. Extremely bad weather; notification is provided by dialing 732-323-SNOW and/or tuning into New Jersey radio stations (such as WJLK, WOBN, WJRX, AND WRDR) that air closings and delayed opening announcements, and/or checking the base's web site at <http://www.lakehurst.navy.mil>.
- c. National emergencies

**Telecommunications Customer Base.**

**13. Telecommunications Customer Base.** A customer is defined as all NAES/NAWCAD civil service employees; on-base non-appropriated funded employees; Government sponsored contractors who provide support to Lakehurst; Lakehurst tenants with approved host-tenant agreements. Standard locations where services are provided are on-base Lakehurst only. Customer and service locations not included are as follows:

- Inside wiring and phone set repair services to Navy Lakehurst offices (Police, Fire, Housing) in Pinehurst Estates
- Inside wiring in private residences for Navy Lakehurst military personnel living on-base
- Calling card/cellular phone service for contractor and military personnel
- Telephone services for non-Government sponsored contractor run offices and/or space

**13. Transition Period.** To ensure continuity of essential services, there will be a 30 day transition period commencing on the start date of the contract. The successful SP shall be prepared to fully commence work on the start date of this contract. Although the SP should not assume that Government employees will be available to guide, direct, or specifically orient each SP employee, the Government will make every effort to provide as much support and guidance as possible during this 30 day transition period.

**14. Historical Data Fluctuation.** Quantities depicted in Appendix B represent the Government's best estimate of the quantity of work for the period of performance. After award, situations may arise that impact upon the Government's requirements and necessitate changes to this Contract. Should this occur, the Contracting Officer may modify the Contract in accordance with the provisions and limitations specified herein.

**15. Applicable Publications and References.** The publications and references listed below are designated as either mandatory or advisory. The SP shall follow those publications coded as mandatory (M). The SP shall be guided by those publications coded advisory (A) to the extent necessary to accomplish requirements in this contract. Publications and forms listed are currently available at the following web sites, or will be provided by the Government at the commencement of the Contract.

- [https://www.lakehurst.navy.mil/intranet/navy\\_instructions/navyinstr-lookup1.cfm](https://www.lakehurst.navy.mil/intranet/navy_instructions/navyinstr-lookup1.cfm)
- [http://www.dtic.mil/doctrine/jel/cjcsd/cjcsi/6215\\_01b.pdf](http://www.dtic.mil/doctrine/jel/cjcsd/cjcsi/6215_01b.pdf)
- <http://neds.nebt.daps.mil/Directives/dirindex.html>
- <http://www.dtic.mil/whs/directives/index.html>
- <http://doni.daps.dla.mil/allinstructions.aspx>

Publication / Reference	Title	Code
CJCSI 6215.01B	Policy for Department of Defense Voice Networks	A
DOD Directive 5220.22	National Industrial Security	M

**Deleted:** <#>A customer is defined as all NAES/NAWCAD civil service employees; on-base non-appropriated funded employees; contractors with on-base office spaces who provide support to Lakehurst; Lakehurst tenants with approved host-tenant agreements.¶ Standard locations where services are provided are on-base Lakehurst only. Customer and service location exceptions are as follows:¶ <#>Inside wiring and phone set repair services to Navy Lakehurst offices (Police, Fire, Housing) in Pinehurst Estates is included¶ <#>Inside wiring in private residences for Navy Lakehurst military personnel living on-base is included¶ <#>Calling card/cellular phone service for contractor and military personnel is not included. ¶ Telephone services for contractor and military run offices are not included.

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	Program	
DOD Instruction 8100.2	Use of Commercial Wireless Devices, Services, and Technologies in the Department of Defense (DoD) Global Information Grid (GIG)	A
DOD Instruction 8100.3	Department of Defense (DoD) Voice Networks	A
FIRMR 41 CFR SUBPART 201-21.6	Use of Government Telephone Systems	A
MIL-STD-188-124B	Grounding, Bonding and Shielding for Common Long Haul/Tactical Communication Systems Including Ground Based Communications-Electronics Facilities and Equipments	A
NAVAIRENGSTAINST 2305.5D	Telecommunications Services and Facilities Policy	A
NAVAIRWARCENACDIVINST 2013.1	Purchase and Official Use of Cellular Telephones and Service	M
NAVAIRWARCENACDIVINST 3432.1A	Operations Security	A
NAVAIRWARCENACDIVINST 5510.1A	NAVAIRWARCENACDIV Information, Personnel and Industrial Security Program Manual	A
NAVCOMTELCOMINST 2066.1B	Navy Base Communications Manual	A
OPNAVINST 2201.3 CH-1	Communications Security (COMSEC) Monitoring of Navy and Marine Corps Telecommunications and Automated Information Systems (AIS)	A
OPNAVINST 2305.13A	Policy for the Department of the Navy Use of the Worldwide Automatic Voice Network (AUTOVON)	A
OPNAVINST 2800.3	Navy Data Communications Program	A
SECNAVINST 5720.42F	Department of the Navy Freedom of Information Act (FOIA) Program	A

**16. Government's Rights to SP's Electronic Files and Reports, Operating Logs and Forms.** The government owns all data (wiring Pairs database, eCAS, voice conference bridge web system, Naval Facilities Engineering Command

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(NAVFAC) drawings, etc.) created and utilized by the SP in the performance of tasks associated with this document as well as that data specifically required of the SP by this document. As such, the Government will have unlimited rights to use, duplicate, or disclose SP's electronic files and reports, operating logs and forms, in whole or part, in any manner, for purposes associated with execution of this Contract only. The SP shall provide access to these items upon request of the Contracting Officer. The purpose of this statement is to minimize disruptions in service and preserve historical data for the future. The SP shall turn over all electronic files and reports, operating logs and forms to the Government Representative within five days after completion or termination of this Contract. This does not pertain to information which the SP considers proprietary, which should be so marked.

**17. Property Plan.** The SP is entrusted with the use and care of a significant amount, in quantity and value, of Government owned equipment. The SP shall have a plan for safeguarding this investment from theft, damage, and lost time spent locating individual items.

**18. Work in or Around Government Property.** In the performance of services associated with this Contract, the SP shall be responsible to repair, at its own expense, all accidental damage to government property caused by the SP. A final repair shall restore the functionality of the damaged property to a condition equal to or better than it was prior to the incidence of the damage.

**19. Salvage.** The SP shall be held accountable for all government furnished material and equipment removed or disconnected by the SP. The COR will be responsible for determining the disposition of any salvaged equipment.

**20. Joint Inventory.** The SP and a representative of the Contracting Officer shall commence a joint inventory within 10 days after award of this contract, and shall be completed within 15 days after contract award. This inventory shall detail the material description, quantities, condition and current value of all Government furnished items represented in paragraphs G.1. through G.4. to determine the exact number and serviceability of Government furnished items. The SP shall certify the findings of this inventory, assume accounting responsibility, and subsequently report inventory discrepancies to the Contracting Officer.

**21. Closing Inventory.** The SP and a representative of the Contracting Officer shall conduct a closing inventory of all Government furnished items, within 15 days prior to end of the contract. The SP shall be responsible for replacing all inventoried items that cannot be accounted for. Final payment for the contract will be withheld until the Contractor has made full restitution to the Government, for all missing inventoried items.

#### **D. Definitions.**

**1. Outside Cable Plant** -- Any telecom related copper and fiber cabling external to on-base buildings and structures (premises)

2. **Premise Cabling** – Cabling within building and structures and which includes hidden cabling within walls, ceiling, drops, etc, and visible cabling that traverses walls, baseboards, etc., as allowed by applicable codes, regulations, etc.
3. **Foreign National** – Anyone that is not a citizen of United States of America. e.g. a permanent residence with a Green Card is considered a Foreign National.
4. **Contracting Officer's Representative** – A person(s) designated by the Contracting Officer to interface with the contractor on all technical or procedural issues pertaining to this contract. The COR is responsible for monitoring, assessing progress and overall technical managing of work performed under the proposed contracts. Throughout this contract, the COR will be used to refer to the person(s) designated to administer the technical portion of this contract. The COR is not authorized to change or deviate from the terms of the proposed contract unless authorized in writing by the Contracting Officer.
5. **Contractor Verification System** – A web-based portal accessible from any computer with a web browser that allows DoD contractors to apply for a CAC electronically via the Internet.
6. **Inter-Service Support Agreement** – A memorandum which states details of obligations and responsibilities of two or more Government agencies.
7. **Statement of Work** – Sometimes called a scope of work, is an agreed upon statement of what work will be done to complete a project. It is a baseline document that lists the goals, constraints, scope, and success criteria.
8. **Trusted Agent** – A Government employee who is responsible for reviewing contractor applications for issuance of a CAC within the confines of their assigned Command or Activity and approving or rejecting the applications.

**E. Acronyms.**

AAA	Automobile Association of America
AFB	Air Force Base
ATE	Automated Test Equipment
BRAC	Base Realignment And Closure
BRI	Basic Rate Interface
BTO	Base Telecommunications Office
CAC	Common Access Card
CAD	Computer-Aided Design(Ing)
CDRL	Contract Data Requirements List
COB	Close of Business
COR	Contracting Officer's Representative
CVS	Contractor Verification System
CWS	Compressed Work Schedule
DISN	Defense Information Switched Network
DO	Delivery Order
DOD	Department Of Defense
DSN	Defense Switching Network

ECAS	Electronic Call Accounting System
EPN	Expansion Port Network
FIRMR	Federal Information Resources Management Regulations
FOUO	For Official Use Only
GIS	Geographical Information System
GFI	Government Furnished Items
GFE	Government Furnished Equipment
GFF	Government Furnished Fuels
GFM	Government Furnished Material
GFT	Government Furnished Tools
GFV	Government Furnished Vehicles
IAW	In Accordance With
IG	Inspector General
ISDN	Integrated Services Digital Network
IT/IM	Information Technology/Information Management
IQW	Indefinite Quantity Workload
JB	Joint Base
KO	Contracting Officer
LAN	Local Area Network
LBRV	Low Bit Rate Video
MAC	Move, Add, Change
MER	Maximum Error Rate
MILCON	Military Construction
MPC	Mail Processing Center
NAES	Naval Air Engineering Station
NAVFAC	Naval Facilities Engineering Command
NAWCAD	Naval Air Warfare Center, Aircraft Division
NCIS	Naval Criminal Investigation Service
NMCI	Navy And Marine Corps Internet
NPL	National Priorities List
OPNAV	Office of the Chief of Naval Operations
PBX	Private Branch Exchange
PM	Preventive Maintenance
PLATS	Placement of Buildings at the Site
PRI	Primary Rate Interface
PWD	Public Works Department
RALS	Runway Arrested Landing Site
RISC	Reduced Instructed Set Computer
ROICC	Resident Officer In Charge Of Construction
SOW	Statement Of Work
SP	Service Provider
TA	Trusted Agent
TELCOM	Telephone Communications
TSR	Telephone Service Request
VIP	Very Important Person
VMD	Voice Mail Delivery



**F. Travel.** Other than the vehicle listed under Government Furnished Vehicles (GFV), all other transportation requirements are the SP's responsibility (at its own expense for maintenance and insurance) and the SP will not be entitled to reimbursement costs. Local travel should be anticipated to perform under this contract. Local travel may include attending meetings at Fort Dix and McGuire Air Force Base. No remote travel is expected, however any such travel has to be COR approved in advance for each occurrence.

**G. Government Furnished Items.** The items described below, except as noted, will be provided to the SP for use in providing services related to this Contract.

**1. Government Furnished Equipment (GFE)**

NOMENCLATURE (QTY IN PARENTHESIS)	MANUFACTURER	MODEL	SERIAL NUMBER	BLDG
Calculator (1)	Victor	1570A	129009179	Hangar 1
Compunetix Reservation Sys (1)	Compunetix	On Gateway E4200 Computer/Monitor	--	Hangar 1
Compunetix Conference Bridge (1)	Compunetix	Mini Contex 0026160152, & DFI Computer/Monitor	--	Hangar 1
Digital Telephone Sets (3)	Lucent Tech	Callmaster	--	8
Digital Telephone Sets (1)	Lucent Tech	6424	--	Hangar 1
Digital Telephone Sets (5)	Lucent Tech	6408	--	Hangar 1
eCAS System Hardware (1)	Compaq	U247LB4ZB162	U247LB4ZB162	Hangar 1
eCAS System Software (1)	Avaya	--	--	Hangar 1
Fax (1)	Sharp	UX510	87116801	Hangar 1
Fax (1)	Hewlett Packard	920	M411KF320N	Hangar 1
Modem (2)	3Com	56K Standalone	221MBAFAK GSM, 221MBAFAK GSV	Hangar 1
Monitor (1)	Gateway	VX1110, 19"	G9F013192	Hangar 1
Monitor (1)	Gateway	2000, 17"	8157661	Hangar 1
Monitor (1)	Compaq	V1000, 19"	838FB05AB456	Hangar 1
Monitor (1)	KDS	LCD 19"	--	Hangar 1
Monitor (1)	IBM	LCD, 17"	130894*	
Operator Console (2)	Lucent Tech	--	--	Hangar 1
PC System (1)	Netcomp	--	JZ02260291	Hangar 1
PC System (2)	Gateway	E4200	68335-003534*,	Hangar 1

			0014802847	
Printer (1)	AT&T	572	917512300559	Hangar 1
Printer (1)	Hewlett Packard	LaserJet 4000N	J02262627	Hangar 1
Printer (1)	Hewlett Packard	LaserJet II	NONE	Hangar 1
Printer (1)	Hewlett Packard	LaserJet IIIP	3129JA113F	Hangar 1
Printer (1)	Hewlett Packard	LaserJet 4 Plus	USFC132582	Hangar 1
Private Automated Branch Exchange (PBX) (1)	Avaya	Definity G3.R	818	Hangar 1
Standard Telephone Desk Sets (34)	various	2500	--	Hangar 1
Standard Telephone Wall Sets (11)	various	2554	--	Hangar 1
Switch (1)	Raritan	Master Control Box	68335-001643*	
Tape Backup (1)	Everex	Streamline 60	Z23052	Hangar 1
Terminal (1)	Hewlett Packard	700/43	UST5283633	Hangar 1
Voicemail System With Tape Backup, Battery Backup, Monochrome Monitor (1)	Octel	Overture 250	14637	Hangar 1
* = Property No.				

## 2. Government Furnished Tools

NOMENCLATURE	MANUFACTURER	MODEL	Quantity	Purchase Price Each
Fish Tape (200 ft.)	Thomas & Betts	14-259	1	\$40.00*
Inductive Amplifier	Progressive Electronics	200EP	2	\$30.00*
Ladder	Various Manufacturers	16' Extension	2	\$250.00*
Ladder	Various Manufacturers	6' Step	2	\$100.00*
Ladder	Louisville	10' Step	1	\$150.00*
Plug Tool	3M	MS2 Universal Hand Terminator	1	\$850.00*
Staple Gun	Arrow	T-75	1	\$45.00*
Telephone Maintenance Tool Kit	Specialized	SPC-260	1	\$400.00*

Telephone Meter	Metro Tel Corp	MT-8455L2	1	\$150.00*
Telephone Test Set	Dracon	TS22 Craft Test Set	2	\$400.00*
Tone Generator	Progressive Electronics	600LS Tone Test Set	2	\$30.00*
Wire Termination Tool	Dracon	HD 8762/D-814 Impact Tool	2	\$30.00*
Wire Termination Tool	Krone	LSA-PLUS	2	\$40.00*

\*Estimated Replacement Cost

3. **Government Furnished Maintenance Supplies.** Consists of spare wiring, wall jacks, analog phones (not digital), etc. The use of these items will be inventoried and tracked by the SP and a sufficient stock maintained on hand to conduct daily operations. This stock will be replenished at government expense.

**Spare Parts (current inventory)**

NOMENCLATURE	QTY	Unit
Cable, 25 Pair (1,000 feet)	2	Spool
Outside Phone Box	2	Each
Handset Cords	3	Box
Line Cords (assorted lengths)	1	Box
Service Jack, #104	1	Box

4. **Government Furnished Office Furniture.** This consists of one desk/cubicle, chair and desk phone per individual on-site under this contract, plus miscellaneous chairs and tables in the switch room.

5. **Government Furnished Vehicles (GFV).** The Government will furnish one vehicle (listed below) with fuel key for transporting SP personnel around the NAES base. The Government shall also provide for vehicle repair to be coordinated with the Vehicle Services Division of the Naval Facilities Engineering Command (NAVFAC) Mid-Atlantic (formally the Public Works Department (PWD)). Preventive maintenance for Government furnished vehicles is to be conducted IAW NAVFAC P-300 and shall be performed by NAVFAC Mid-Atlantic personnel. Services and reliability checks shall be conducted every six (6) months or 6000 miles or as recommended by the manufacturer. Upon completion or termination of this award, the SP shall return all Government furnished vehicles in the same condition as received, less normal wear and tear, or their equivalent values as negotiated with a Government representative. GFV is not for personal use.

1988 Chevrolet Pickup Truck, USN Number – 94-32024

Above mentioned vehicle and vehicle number can be subject to change. Also, all SP employees who operate GFVs are required to attend an (8) hour AAA Driver Improvement Training course at the SP's expense (and labor) prior to operating a GFV.

**6. Government Furnished Fuels.** Gasoline and diesel fuel for Government furnished vehicles/equipment is located at the Base Fuel Farm, which will serve as the point of issue for fueling Government furnished vehicles/equipment. Natural gas fuel for Government furnished vehicles is located across from Bldg. 199. Fuels may only be used for performance of work under this Contract. Fuel will not be provided for any SP furnished vehicles or equipment.

**7. Government Furnished Facilities.** The Government will furnish or make available to the SP space in the PBX facility located on the first floor in Hangar 1. The PBX facility encompasses approximately 3,900 square feet. The SP shall maintain all areas furnished for the performance of this contract in a clean, neat, orderly and sanitary condition. The Government will provide maintenance and repair to all areas furnished. The SP shall not modify the space. The SP shall be liable for the cost of any repairs caused by negligence or abuse on its part, or on the part of its employees.

**8. Government Furnished Forms/Files.** The Government will provide to the SP standard forms/files currently utilized in performance of work under this Contract. The SP shall determine form replenishment requirements and shall requisition through the COR for additional forms to meet normal operating requirements. Government forms/files to be provided are listed below:

<b>SOW Reference(s)</b>	<b>Description</b>	<b>Reference No.</b>
H.1, H.11	Telephone Service Request (TSR)	TSR – Rev 1/30/02
H.16	Local/Long Distance Usage Report	Cost Center Summary Report
H.16	IT/IM Invoice Spreadsheet	MONTHLY 2061.xls
H.16	Cell Phone Monthly Usage Report	N/A
H.17	Calling Card Database	Calling Cards FYxx.xls
H.22	Monthly Metrics	MONTHLY Telecom Metrics.xls
H. 17	Calling Card Request Form	N/A
H. 10	Cellular Telephone Request Form	N/A
H.11	Action Item Manager	N/A
C. 8	Contract Security Classification Specification	DD-254

**9. Government Furnished Software/Data**

- Troubles database (trouble calls – MS Access/Web).
- Compunetix (Conference Bridge) Reservation, Scheduling, and Billing System
- eCAS (Electronic Call Accounting System)
- Octel Voicemail System
- Premise Wiring and Communication Room locations
- Cable plant layouts and PLATS
- Base map
- Organization/Competency code listing
- Cell Phone Database (MS Access/Web)
- Pairs Database (MS Access)

**10. Government Furnished Maintenance Contracts.** The SP will be responsible for the operational status of some SP administered government equipment. The SP, at its own discretion, can utilize available support from existing warranties and government provided maintenance contracts. Existing government provided maintenance contracts are:

- Telephone Switch Maintenance with Avaya
- Voice Mail Maintenance with Octel
- eCAS Maintenance with Avaya
- Voice Conference Bridge Maintenance with Compunetix (through Verizon)

**11. Government Furnished LAN Capabilities.** The Government will furnish the SP's personnel access to the Microsoft Office Suite to include Email and Internet Web Browser as needed via the provisioning of Navy Marine Corps Intranet (NMCI) seats, as well as retaining the available solution to accessing required non-NMCI applications such as certain Corporate Applications not available from a NMCI seat. These systems shall be utilized for conducting "official business" only.

**12. Consumable Items.** Consumable items refers to all office materials and supplies used by the SP throughout the performance period of this contract (i.e. pens, stationery, staplers, paper clips, fax and copier paper, etc). The Government *shall not* provide the SP with these office supplies. Costs for these types of items are the sole responsibility of the SP.

**13. Government Furnished Services.**

- a. **Postal Distribution.** Incoming and outgoing official Government mail that is generated as a result of performance of this Contract will be handled via the Lakehurst Mail Processing Center (MPC) in Building 120 at Government expense. The MPC will not handle non-Government mail to or from the SP.
- b. **Custodial Service.** Custodial service will be provided for the facilities to the extent provided by the custodial contractor.

- c. **Pest Management Services.** The Government will provide insect and rodent control for all Government furnished facilities. The SP shall notify the COR when an insect or rodent problem is detected.
- d. **Police and Fire Protection.** The Government will provide police and fire protection.
- e. **Telephone Services.** The Government will provide those telephones currently located in facilities to be provided for the SP's use at no cost to the SP. Telephones are those authorized for transaction of official Lakehurst business with access to the commercial telephone lines as necessary to perform work requirements. These telephones are for "Official Use" only.
- f. **Medical.** Medical services for SP personnel are the responsibility of the SP. The Government will provide emergency medical services for any SP personnel to prevent undue suffering or loss of life for job-related injuries. The SP shall reimburse the Government in accordance with insurance policies and regulations referenced in Attachment J-3, Section J for emergency medical services provided.
- g. **Availability of Utilities.** The Government will furnish water and electric current at existing outlets as may be required for the work to be performed under the Contract at no cost to the SP.

**H. Scope of Work.** The scope of the telecommunications support effort encompasses all secure and non-secure communications systems (including wireless voice, wired voice, and video) at various locations aboard NAES Lakehurst and inside premise wiring for all aspects of voice, video and data network extending from the local commercial exchange carrier demarcation point.

**1. Program Management.** The SP shall provide program management services that include technical input and oversight for telecommunications systems. Program management includes defining scope and developing management plans; monitoring task related milestones and execution; documenting pertinent current business processes; recommending process improvement opportunities; identifying and mitigating risks; and briefing government personnel on project status.

The SP shall develop telecommunications project plans, upon request by the Government, for voice systems such as MILCON projects, Base Realignment and Closure (BRAC), Joint Base integration, etc. Telecommunications includes conventional telephone and Voice Over Internet Protocol (VoIP). The SP shall produce documentation including business case analyses and system designs, site surveys, proposed equipment, procurement strategies and sources, implementation plans, final inspection reports, risk evaluations, system configurations, wiring diagrams, cost estimates, and installation timelines and down time reports. The SP shall coordinate with local exchange carriers, common carriers, and other service providers, as well as cognizant DoD activities, in carrying out its telecommunication and cabling-related responsibilities. The SP shall not incur or

authorize costs to the Government from the stated entities, related to such coordination, without pre-approval from the COR.

The SP shall attend and participate in formal and informal meetings in support of telecommunication projects aboard NAES Lakehurst to provide the IT/IM Department with advice, recommendations, and support.

The SP shall respond to IT/IM Department telecommunication data calls from various Government agencies by producing resource summaries and utilization statistics. Coordination and defining of this requirement to specify what is needed from the SP is the responsibility of the COR.

The SP shall provide to the IT/IM Department technical/consulting support services, investigate new technology when requested, and solve problems related to telecommunications systems within the scope of this document.

The SP shall maintain asset inventory and accountability of telecommunications equipment.

The SP shall receive, record, service, and close Telephone Service Requests (TSRs) and trouble calls for telecommunications services and furnish reports to the COR.

**2. Wired Voice Services Management.** The SP shall maintain, throughout their life cycles, all aspects of the Government furnished telephone and voice mail systems, dedicated circuit lines (data, video (Low Bit Rate Video (LBRV)), crash phones, hangar 1 beacon lighting), and alarm circuitry that are under Lakehurst IT/IM management. The SP shall provide add, move, change services and any associated switch programming modifications. The SP shall be responsible to troubleshoot all telecommunications system problems and shall utilize spare cable pairs at termination points, when available, to accommodate required functionality. While the SP is responsible for the repair only of inside-premise cable infrastructure, the SP also is responsible for identifying *all* problems associated with any component of the telecommunications systems infrastructure, including within and between buildings. Temporary fixes are permitted to provide service and operational restoration, but they must be subsequently replaced by long term quality solutions by the SP. Between building cable problems must be reported to designated Government personnel for resolution. In summary, the SP is responsible for the operational status of:

- a. the PBX and associated hardware and software components (eCAS, backup generator, video modules)
- b. analog and digital phone sets
- c. fax/modem lines
- d. the voice mail system
- e. voice conference bridge
- f. dedicated circuit lines (data, video (LBRV), crash phones, alarms, beacon lighting)
- g. inside wiring (including LBRV communication lines)

- h. telephone switch facility (including remote Expansion Port Network (EPN))
  - i. primary rate interface (PRI) and basic rate interface (BRI) circuits
3. **Voice Circuits.** The SP shall, when necessary, work in conjunction with local exchange carriers, common carriers, FTS2001 carriers, and others for troubleshooting; repair; and moves, additions, and changes to IT/IM voice carrier provided services. The SP shall not incur or authorize any costs to the Government related to any such work without the prior consent of the COR.
4. **Voice Emergency Services.** The SP shall ensure availability and operability of voice services in emergency situations.
5. **Voicemail and Auto Attendant Systems.** The SP shall create and/or maintain voicemail accounts, mailboxes, and auto attendant systems and shall provide operations training and documentation to end users when requested. Inform customers of proper usage of system features when incorrect or inefficient utilization is observed.
6. **Conference Bridge Support.** The SP shall provide conference bridge support by setting up customer accounts and providing technical assistance with system problems related to arranging for and conducting a conference.
7. **Switchboard Operator Services.** The SP shall provide weekday manned switchboard operator services from 0730 to 1600, serving as the alternative to the existing auto attendant system for the base operator function (manned average volume of 12 received calls per day), and shall include:
- directory assistance and forwarding of calls
  - dialing assistance and alternative line referrals
  - OFF-NET Defense Information Switched Network services to incoming calls in emergency situations (e.g., deaths or injuries) and for situations cited in OPNAVINST 2305.13
  - assuring no collect calls are accepted at the switchboard or forwarded elsewhere
  - providing live person response to incoming calls not intercepted by the Auto-Attendant answering system, from 0730- 1600 daily on Government workdays
  - interact with Duty Office for emergency backup services
8. **PBX and Keyed Systems.** The SP shall evaluate, propose, program, test, and operate PBX and keyed systems. The SP shall coordinate necessary planned system outages with the COR and shall inform the COR of any impact due to power outages due to utility upgrades or repair work conducted by NAVFAC.
9. **Call Accounting System.** The SP shall install, test, operate, maintain, and submit for acceptance systems used for the telephone call accounting system. The SP shall generate ad hoc reports as required from the call accounting system.
10. **Wireless Services.** The placement of orders for cellular phone service and accessories is handled through the Patuxent River Telecom Office via a National



Help Desk. The Lakehurst Telecom Office, however, is listed as the point of delivery on these orders and as such, the SP is responsible to receive, sign for (by designated person), and distribute equipment associated with Lakehurst cellular equipment orders, and to process local documentation for audit trail purposes including the continual updating of a related database system and the researching and resolution of issues and database record discrepancies. Interaction and follow-up with the Patuxent River Telecom Office is required to complete various cellular phone service transactions and to ensure that applicable records are synchronized. The SP shall respond to requests of Lakehurst customers for details regarding cell phone activity and billing by accessing the local database system as well as online activity and billing data available through the cognizant cell phone carrier.

**11. Maintain Documentation.** The SP shall maintain system documentation including maintenance records, a TSR history, Action Item Manager, trouble call history, inventories, telephone directories, and system configurations. The SP shall maintain the currency of all cable plant layout diagrams. The SP shall maintain all documentation in the same format as supplied to the SP. Examples of configuration management data are physical and logical connectivity diagrams of systems under SP operations support; brand name/models of hardware; software versions; wiring and cabling layouts and drawings; phone database documentation.

**12. Provide Consultative Expertise.** The SP shall respond to customers' questions regarding Lakehurst IT/IM telecommunications capabilities and proper equipment utilization. Examples are how to use voice mail and digital phone features, what standard telephone services are available, how to setup and use advanced features of the voice mail system and conference bridge.

**13. Assist Commercial & Government Technicians.** Apprise outside telephone technicians (e.g., NJ Bell, AT&T, Lucent, Naval Network and Space Operations (NNSOC), who are performing work beyond the scope of this document, of Lakehurst telephone system information such as equipment location, capacity, problem description, etc. Escort them through secured areas to which they require access.

**14. Perform PBX Translations.** Typical functions are: program pickup and coverage groups; incorporate new phone numbers into the PBX.

**15. Provide Low-Bit-Rate Video (LBRV) Telecommunication Support.** Assist local and national LBRV Teams to troubleshoot video and audio problems. Also provide assistance in defining cable requirements for new LBRV installations.

**16. Manage Phone Bills.** The SP shall receive telephone invoices, date stamp them the same day received, and deliver them to the COR. The SP shall maintain an accurate authorized customer POC listing and be able to produce IAW CDRL A001 a local/long distance usage report upon customer request. The SP shall maintain the accuracy of the cell phone and calling card databases to facilitate the Government's emailing of required certification letters to cell phone and calling card custodians. The SP shall prepare and distribute to Managerial Accounting Code 10.0 monthly invoice cost accounting details using the Government

furnished "2061" spreadsheet. The SP is also responsible for maintaining a Government furnished database of all cell phone users and approvers, incurred monthly charges, and appropriate chargeable objects. The SP shall provide Government personnel with necessary data for their distribution of monthly usage summary reports. Call details shall be provided upon request and only to an authorized customer POC. Associated, reconciled invoices shall be delivered to the COR for approval. The SP shall retain copies of the monthly usage reports and telephone service invoices throughout the term of this Contract, and subsequently provide such items to the COR. The COR will supply the SP with an initial list of cell phone custodians and charge approvers and a list of authorized telephone POCs.

**17. Manage Calling Cards.** The SP shall be responsible for issuing and canceling calling cards along with maintaining government furnished documentation and associated databases/spreadsheet of all card holders, numbers, and monthly usage data. Interfacing with Patuxent River Telecom Office may also be required. Calling cards shall not be issued to contractors.

**18. Provide Acquisition Support.** The SP shall assist in the preparation of paperwork to procure communication lines and other commercial services utilizing the Communications Service Authorization process IAW NAVCOMTELCOMINST 2066.1. Designated Government personnel will execute the actual procurement at the customer's expense. The SP shall also assist in preparing procurements for cellular phones, digital phones and specialty telecommunications devices at the request of the customer. Designated Government personnel will execute these procurements at the customer's expense. Cellular phones are handled via the Patuxent River Base Telecommunications Office (BTO).

**19. Assist Investigations.** The SP shall assist NAES Command Evaluation Office, Special Security Programs Division, Navy Criminal Investigative Service, and NAES/NAWCAD managers in investigations into alleged misuse or other types of security investigations regarding telephone systems and services.

**20. Generate Incident Reports.** The SP shall generate a report IAW Contract Data Requirements List (CDRL) A002 whenever a system failure occurs that resulted in an unscheduled discontinuation of service (telephone, voice mail) of any duration. The SP, in the above instances, shall also directly inform the COR or IT/IM designated personnel (no messages permitted) of the occurrence of these incidents.

**21. Provide Special Operations Installations.** The SP shall accommodate unique telecommunications requirements dictated by visits by the President, Vice President of the U.S., or other VIP personnel.

**22. Provide Metrics Data.** The SP shall provide the Government with monthly performance data IAW CDRL A003.

**23. Participate in NAVAIR/Joint Base Team Meetings and other Interaction.** As NAES Lakehurst, Fort Dix, and McGuire Air Force Base proceed toward a

unified Mega-Base concept of operations, periodic meetings are taking place across the sites. The SP shall participate, as needed, to provide detailed information related to NAES telecommunications processes, capabilities, and resources.

**24. MILCON or other Telecommunications Engineering Support.** When NAVFAC, PWD, ROICC or other entities (e.g. base architect, Base Alignment and Closure (BRAC) and Joint Base committees) require assistance with research of existing telecommunications facilities, recommendations of implementation method and capacity for new requirements, and/or demolition of prior served facilities, it is the SP's role to work with engineering and architectural counterparts to document the telecommunications network and telephony requirements IAW CDRL A004, provide input to design reviews and oversee some installation efforts.

**I. Emergency Services**

**1. Catastrophic Event.** SP personnel will be available on an on-call basis 24 hours per day, 7 days a week to respond to emergency telecommunication services support requirements. After hours emergency recall support is initiated when urgently required NAES telecommunication services, provided or maintained by the SP, are unexpectedly interrupted or when a catastrophic event has occurred requiring protection of telecommunication equipment and systems (e.g. building fire, severe weather) or when a surge in workload requires after-hours efforts. The SP personnel must be capable of reporting to the base within one hour of being contacted by an authorized government representative in such situations.

**2. Surge Workload.** Overtime can be used to accommodate those surge workload conditions determined by the COR to be emergency services. The SP shall not be compensated for overtime performed without prior approval from the COR.

## Appendix A

### SYSTEM DESCRIPTION AND DIAGRAM

Current configuration of the NAES Lakehurst telephone system consists of (1) primary and (1) backup RISC processor, each with 96MB of memory. The backup processor will automatically take control during primary system failure. Presently, the telephone system is an Avaya Definity G3R that is capable of supporting 5,000 subscribers. Expansion modules can be added if necessary to increase the amount of subscribers up to 40,000. The stations at the remote EPN can only be used out in that area (test tracks, catapults, RALS, ATE site, Trenton Test site, etc.) The stations in Hangar 1 can only be used on the NAES Command building and vicinity, Hangars 5 and 6, Westfield Hangar, etc.

At NAES Lakehurst, the outside plant information is contained in a Geographical Information System (GIS) database, currently in ArcINFO/Oracle. This database can be exported to any number of standard database formats, including tab delimited. ArcINFO is the GIS front-end, providing drawings, maps, and attributes for individual coverages or layers.

The GIS database contains detailed information about the existing copper and fiber optic cabling, existing, manhole/handhole systems, electric (main trunks and some low voltage systems), buildings, roads, environmental considerations, archeological sensitivity, safety (including ordnance), forestry, fencing, utilities (potable systems, fire protection systems). (In all instances this database is not complete.)

Regarding outside plant information, there are 231 telephone manholes at NAES Lakehurst, some of which are used for network. A limited number of these are owned by AT&T. There are only 28 "known" fiber handholes here, because the original Computer-Aided Design (CAD) drawings have been lost. The 28 handholes have been verified by Public Works employees during the course of other surveys. Each manhole and handhole can be identified by a number as well as its geographic x/y coordinates. There are environmental considerations that must be called to attention with regard to new digging etc. In general, they are: NAES Lakehurst has a high number of wetlands areas (primarily in the western portion); an ordnance sweep must be conducted in several areas; and the base has several areas on the National Priorities List (NPL) which are actively being cleaned. These environmental considerations are provided for informational purposes only.

**Telephone Switch Description and Ancillary Information**

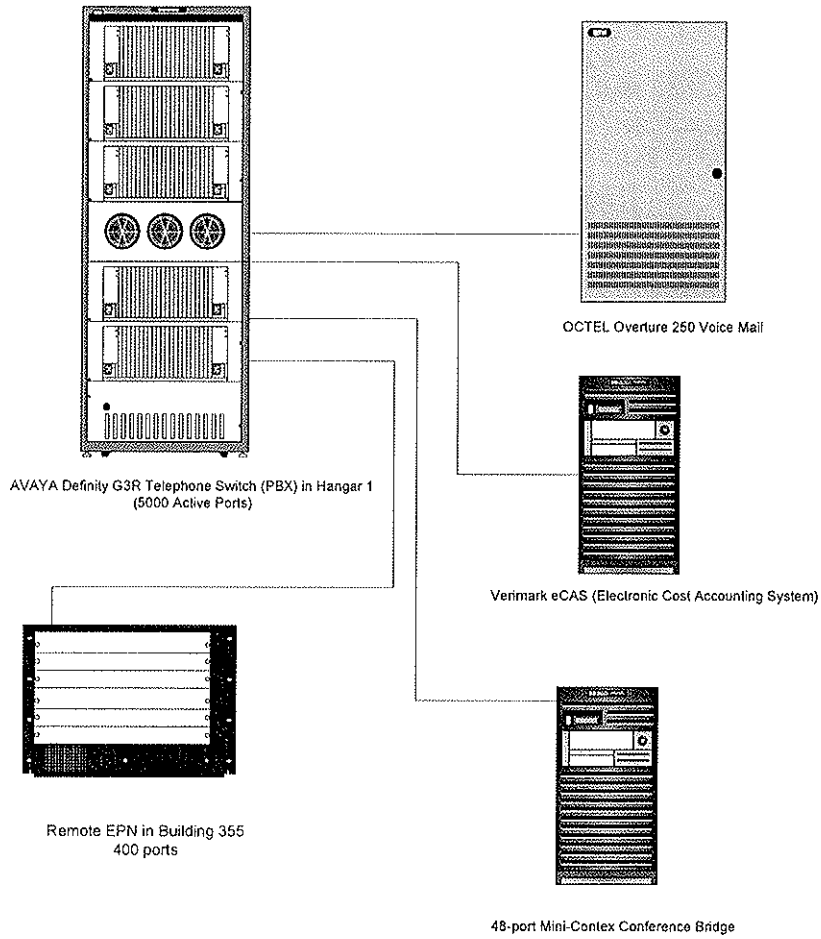
Manufacturer	Avaya
Model	Definity G3R
Serial Number	99Pd06923818
Switch Type	PBX1
Switch Asset	Strategic
Software Load	R6R.03.4.253.1
Remote Switch	No
Host UID	No
Technology	TDM
Routine DSN Users	2740
Analog Lines Equipped	3800
Analog Lines in Use	1875
Digital Lines Equipped	1328
Digital Lines in Use	1006
ISDN Lines Equipped (BRI)	48
ISDN Lines in Use (BRI)	5
ISDN Lines Equipped (PRI)	4
ISDN Lines in Use (PRI)	4
Non-Telephony Devices	375
VOIP Stations	0
VMD Type	Octel Overture 250
VMD Manufacturer	Avaya
VMD Model	Octel Overture 250
VMD Qty	1

**Trunking Information**

Trunking to External Networks	Trunk Type	# of Trunks	Ownership of Trunks	Technology
DSN	T1	48	MCI	TDM
FTS 2001	PRI	46	MCI	TDM
LEC	PRI	115	Verizon	TDM

A schematic layout of the base phone switch is provided as shown. This layout includes the remote EPN in building 355, which services the test area.

### Lakehurst Telephone System Configuration



## Appendix B

### PERFORMANCE METRICS

#### Quality Standards

**Standard** – required level of performance.

**Maximum Error Rate (MER)** – the largest permissible rate of deviation from the standard, per unit of time.

**Lot Size** –basis upon which the standard is measured.

Activity	Quality Standard	MER	Lot Size
New installation or office relocation	No related customer complaints within 2 workdays after task completion	4 customer complaints per year	All new installations and office relocations completed
Provide repair service	Upon task completion, no subsequent trouble call action resulted within 2 workdays due to faulty workmanship	5% per month	All trouble calls
Maintain voice mail system	System remains in up status 24x7	1 time per year	1 year; 24x7
Maintain voice mail system	System is never inoperable more than 24 consecutive hours	0 times per year	1 year; 24x7
Switchboard operations	No complaints from customers	1 per month	All workdays
Switchboard operations	Live person directed calls are answered by Telecom personnel	5 per week	All workdays

#### Timeliness Standards

**Standard** – required promptness for activity completion.

**Rate** – minimum annual rate (unless otherwise noted) at which the standard must be met.

**Max** – largest permissible deviation from the standard.

Activity	Timeliness Standard	Rate	Max
Manage phone bills	Accounting data with invoice is forwarded to Comptroller within 5 workdays of receipt of invoice.	10 months per year	2 workdays late

Manage phone bills	Data required for monthly calling card usage reports is provided to the Government within 10 workdays of receipt of billing data	10 months per year	20 workdays
Manage phone bills	Data required for monthly cell phone usage reports is provided to the Government within 10 workdays of receipt of billing data	10 months per year	20 workdays



**Historical Data**

<b>Summary Data</b>	<b>Unit</b>	<b>Recent 12 month Period</b>
Available lines	each	5128
Active analog phone sets	each	1875
Active digital phone sets	each	1006
Active cellular phones	each	400
Active calling cards	each	80
Active fax/modem lines	each	400
Active voice mail accounts	each	3000
Number of Invoices	each	180

<b>Activity</b>	<b>Unit</b>	<b>Recent 12 month Period</b>
Receive service requests	requests	1150
Receive trouble calls	calls	120
Conduct site surveys, MAC less than 10 lines	surveys	10
Conduct site surveys, MAC 10 or more lines	surveys	27
Provide analog phone set services <ul style="list-style-type: none"> <li>• install</li> <li>• remove</li> <li>• relocate</li> </ul>	occurrences	<ul style="list-style-type: none"> <li>• 147</li> <li>• 122</li> <li>• 144</li> </ul>
Provide digital phone set services <ul style="list-style-type: none"> <li>• install</li> <li>• remove</li> <li>• relocate</li> </ul>	occurrences	<ul style="list-style-type: none"> <li>• 123</li> <li>• 39</li> <li>• 177</li> </ul>
Provide fax/modem line service <ul style="list-style-type: none"> <li>• install</li> <li>• remove</li> <li>• relocate</li> </ul>	occurrences	<ul style="list-style-type: none"> <li>• 15</li> <li>• 0</li> <li>• 27</li> </ul>
Provide voice mail services <ul style="list-style-type: none"> <li>• issue accounts</li> <li>• remove accounts</li> <li>• modify accounts</li> <li>• setup customized dialup menus</li> </ul>	occurrences	<ul style="list-style-type: none"> <li>• 156</li> <li>• 106</li> <li>• 0</li> <li>• 0</li> </ul>

<b>Activity</b>	<b>Unit</b>	<b>Recent 12 month Period</b>
Generate PBX translations	translations	75
Support commercial technicians	occurrences	83
Provide customer funded acquisition support	occurrences	54
Assist phone misuse investigations	occurrences	3
Distribute telephone /calling card usage reports upon customer request	reports	24
Prepare accounting/billing reports	reports	60
Attend meetings, one hour	meetings	12
Develop implementation plans	plans	5
Respond to data calls	data calls	10
Research new telecommunications products	researches	3
Receive/distribute cell phone deliveries	deliveries	100
Define resource requirements for new LBRV installations	requests	2
Receive consultation calls, short	calls	3600
Receive consultation calls, long	calls	156
Receive base operator calls	calls	180