

REQUEST FOR INFORMATION. This is a Request for Information (RFI) issued by Naval Supply Systems Command (NAVSUP) Fleet Logistics Center (FLC) Norfolk, Philadelphia Office on behalf of the NAVSUP Weapon Systems Support (WSS). The NAVSUP Fleet Logistics Center Norfolk, Philadelphia Office is seeking marketing information, from responsible sources to gain knowledge of potential qualified business sources capable of providing the following services: Visual Information and Multimedia Technical Support Services (VI/MM Tech Services)-see Performance Work Statement for details. NAVSUP WSS has a requirement to issue a single award task order for The North American Industrial Classification System (NAICS) code is 541330 and the small business standard is 16.5 Million.

Included with this RFI are the draft specification/performance work statement (PWS) associated with this effort for reference when responding to this RFI. **Firms offering and/or possessing the requisite skills, resources and capabilities necessary to perform the stated requirement** are invited to respond to this RFI providing industry feedback to the draft specification/PWS. Submissions are not to exceed five (5) typewritten pages in no less than 12 font size. All comments/ideas will be considered, although any questions/comments/ideas will not be responded to directly. The goal of such feedback is to consider suggestions that might enhance competition, improve the clarity of the requirement, or leverage industry expertise, as well as any other ideas that could result in an improved product, and warranty. The submission should include the following information and reference **N0018920RFI03**:

1. Company name, address, and point of contact with corresponding phone number and e-mail address
2. DUNS number, Cage Code, business size and classification, NAICS Code for this Service Requirement
3. Seaport NxG Contract Number.
4. Capability statement displaying the contractor's ability to provide the services outlined in the draft PWS.
5. Any information that is an industry standard and not particular to your company standards and/or practices that may be considered for this requirement.

Standard brochures and/or paraphrasing of this notice will not be considered sufficient to demonstrate the capabilities of an interested party.

This is not a notice of solicitation. This RFI does not constitute a RFQ, nor does this issuance restrict the Government's acquisition approach. All responsible sources may submit a capability statement, catalog, or product specifications which shall be considered by the FLC Norfolk Philadelphia Office. The Government will consider and analyze all information received; formal responses will not be furnished; however, the information may be utilized in the development of a final specifications/PWS and/or Request for Quotes (RFQ). Responses should be submitted to NAVSUP Fleet Logistics Center Norfolk, Philadelphia Office – Mr. James McDevitt - Code 280.3J, via email: [james.h.mcdevitt@navy.mil](mailto:james.h.mcdevitt@navy.mil). Responses should be submitted no later than **4:00 PM Eastern Time. (EST) on 08 April 2020.** No facsimile responses will be accepted. The Government will not reimburse a Contractor for any costs associated with preparing or submitting a response to this notice. Submissions will not be returned. It is incumbent upon the interested parties to review Seaport NxG for updates to this RFI.

**Performance Work Statement (PWS)**  
**Naval Supply Systems Command, Weapon Systems Support (NAVSUP, WSS)**  
**Visual Information/Multimedia Technical Support Services (VI/ MM Tech Services)**

**I. Purpose**

The purpose of the Performance Work Statement (PWS) is to describe the performance requirements for Visual Information and Multimedia Technical Support Services (VI/MM Tech Services) at Naval Support Activity and Naval Supply Systems, Weapon Systems Support (NAVSUP WSS), and supported tenant activities.

NAVSUP WSS is providing this PWS with the intention of obtaining solicitations from various vendors that are able to perform the following work. This contract will be for a period of 5 years, starting July 1, 2020 thru June 30, 2025.

**II. Scope of Work**

The Naval Support Activity (NSA) is the host command that is responsible for landlord, base operation support services to various DOD and other federal tenant activities. The NSA locations supported are: 5450 Carlisle Pike, Mechanicsburg, PA and 700 Robbins Avenue, Philadelphia, PA. and NAVSUP WSS, 1837 Norris Street, STE 600, Norfolk, VA. A major tenant activity at all three NSA sites is NAVSUP WSS, Mechanicsburg which is assigned the Contracting Officer's Representative (COR) for work performed under this PWS and is the funding manager/sponsor. For purposes of this Statement of Work (SOW), NAVSUP WSS is considered the principle agent. All work performed under this contract will be in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures

Government Furnished Equipment (GFE) and Government Furnished Facilities (GFF) may be added or removed by contract modification only. In addition to listed GFE and GFF all common services, i.e. utilities, telephone, security, Emergency Medical Services, janitorial services, emergency and routine facility maintenance are provided by the government. No personal computers (PCs) will be furnished within this agreement for use in production of government contract services. Additionally, no computer related hardware, software, printers or peripherals associated with contract service PCs will be provided as Government Furnished Equipment (GFE). Each contract service provider personnel will be issued a GFE personal computer (PC) for routine administrative functions only. (i.e., email, data processing and other routine office tasks) These PCs will be provided through the Navy standard network program for FOUO (For Official use only) purposes.

**Contractor Furnished Equipment (CFE) list(s) of required graphic/digital media, photography and AV production equipment is hereby identified, to be purchased as new equipment and replaced/refreshed to industry standard every 18 months by service provider for production of contract services at NAVSUP WSS, Mechanicsburg, Philadelphia, PA and Norfolk, VA. This CFE list is only a suggested guideline and service provider pending government approval may substitute similar equipment. The required CFE equipment must be in place 30 days after award of contract. The CFE will remain with the service provider at completion of the contract after all digital products; data produced, duplicated, stored and or archived materials are removed and returned to custody of the government. The COR/ACOR and COR Supervisor will inspect and certify the CFE has all data removed prior to CFE being released for removal from Government Furnished Facilities (GFF).**

**Graphics/Digital Media equipment, Mechanicsburg, Philadelphia, PA and Norfolk, VA \*\*\* – One listed item or approved government equivalent for each respective NAVSUP WSS site: 1 each - Apple 16" MacBook Pro 2.4 GHz Intel Core i9 8-Core, 64GB of 2666 MHz DDR4 RAM / 8TB SSD, 16" 3072 x 1920 Retina Display, AMD Radeon Pro 5500M GPU, 1 each - LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitor, Roland Engraver DE-3 DGShape, Roland Chip Extraction System, Roland Engraving Tool Starter Kit, Roland Burnishing Adapter, Diamond Gravers, non-rotary attachment, Roland CAMM-1 GS-24 Vinyl Cutter, Epson SureColor P800 Designer Edition Printer, Epson SureColor P9000 Standard Edition 44" Large-Format Inkjet Printer, Logan Graphics 750-1 Simplex Elite Mat Cutter (40" Cut Length), HFS 17" Blade A3 Heavy Duty Guillotine Paper Cutter (A3-17" Paper**

Cutter), Dahle 556 Professional Rolling Trimmer (37-1/2"), VEVOR 20.5 Inch Electric Creasing Machine 3 In 1 Electric Paper Creasing Machine 520mm, FLEXISIGN 12 PC/MAC Version Software, Adobe Creative Cloud Yearly Subscription. \*\*\* **Note: Mechanicsburg Site will require an additional** – 1 each, Apple 16" MacBook Pro 2.4 GHz Intel Core i9 8-Core, 64GB of 2666 MHz DDR4 RAM / 8TB SSD, 16" 3072 x 1920 Retina Display, AMD Radeon Pro 5500M GPU and 1 each - LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitor,

**Multimedia Production equipment, Mechanicsburg site (Only)** – Listed items or approved government equivalent. 2 each - Apple Editing System: Mac Pro, 4 each - LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitors, 1 each - Grass Valley Canopus ADVC-1000 Bidirectional SDI to IEEE-1394 Audio/Video Converter, G-Technology G-SPEED Shuttle XL 36TB 8-Bay Thunderbolt 3 RAID Array (6 x 6TB) Storage, Primera Bravo 4102-Blu Disc Publisher W/ 2 Drives (US Plug), Disc Publisher, DJI Ronin-M 3-Axis Handheld Gimbal Stabilizer, Final Cut Pro X Software, Motion 5 Software, Compressor 4 Software, Adobe Creative Cloud Yearly Subscription.

**Photography equipment, Philadelphia site** – One listed item each, or approved government equivalent: Apple 16" MacBook Pro 2.4 GHz Intel Core i9 8-Core, 64GB of 2666 MHz DDR4 RAM | 2 each - 8TB SSD, 16" 3072 x 1920 Retina Display, AMD Radeon Pro 5500M GPU, LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitor, Canon EOS 5D Mark IV DSLR Camera Body with Canon Log, Canon EF 24-70mm f/2.8L II USM Lens, Canon EF 70-200mm f/2.8L IS II USM Lens, Canon 600EX II-RT Speedlite E-TTL II Shoe Mount Flash with 4x AA NiMH, Canon Batteries & Charger Kit, Photogenic StudioMax III 3 light Portrait Studio Kit (120v), Canon 600EX II-RT Speedlite E-TTL II Shoe Mount Flash, B+W 82 mm F-Pro Kaesemann Polarizer Filter. Canon BG-E11 Battery Grip for EOS 5D, Sekonic L-308x-U Flashmate Light Meter, Savage Multiple Pole-vault System, Adobe Creative Cloud Yearly Subscription.

**Photography equipment, Mechanicsburg site** – Listed items or approved government equivalent. 2 each - Apple 16" MacBook Pro 2.4 GHz Intel Core i9 8-Core, 64GB of 2666 MHz DDR4 RAM | 2 each - 8TB SSD, 16" 3072 x 1920 Retina Display, AMD Radeon Pro 5500M GPU, 2 each - LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitor, 2 - each - Canon EOS 5DS R DSLR Camera Body, Canon EOS 6D Mark II Camera Body, 2 each - Canon EF 24-70 mm f/2.8 L II USM Lens, 2 - each - Canon EF 70-200mm f/2.8L IS II USM Lens each) 2 each - Canon 600EX II-RT Speedlite E-TTL II Shoe Mount Flash, Profoto D2 Duo 1000/1000 AirTTL, 2-Light Kit, Sekonic C-700R-U SpectroMaster Color Meter, Fotodio X EZ-Pro Softbox 32x48," Profoto Speed Ring, 2 each - B+W 77mm F-Pro Kaesemann Polarizer Filter, 3 each - B+W 82 mm F-Pro Kaesemann Polarizer Filter, 3 each - Canon BG-E11 Battery Grip for EOS 5D, Canon BG-E21 Battery Grip for EOS 6D Mark II, 2 each - Profoto Deep White Umbrella - Large, 51," Sekonic L-308x-U Flashmate Light Meter, Savage Multiple Pole-vault System, Adobe Creative Cloud Yearly Subscription.

**Photography equipment, Norfolk, VA site** – One listed item each, or approved government equivalent Apple 16" MacBook Pro 2.4 GHz Intel Core i9 8-Core, 64GB of 2666 MHz DDR4 RAM | 2 each - 8TB SSD, 16" 3072 x 1920 Retina Display, AMD Radeon Pro 5500M GPU, LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitor, Canon EOS 5D Mark IV DSLR Camera Body with Canon Log, Canon EF 24-70mm f/2.8L II USM Lens, Canon EF 70-200mm f/2.8L IS II USM Lens, Canon 600EX II-RT Speedlite E-TTL II Shoe Mount Flash with 4x AA NiMH, Canon Batteries & Charger Kit, Photogenic StudioMax III 3 light Portrait Studio Kit (120v), Canon 600EX II-RT Speedlite E-TTL II Shoe Mount Flash, B+W 82 mm F-Pro Kaesemann Polarizer Filter. Canon BG-E11 Battery Grip for EOS 5D, Sekonic L-308x-U Flashmate Light Meter, Savage Multiple Pole-vault System, Adobe Creative Cloud Yearly Subscription.

**Multimedia Production equipment, Norfolk, VA site (Only)** – Listed items or approved government equivalent. 1 each - Apple Editing System: Mac Pro, 2 each - LG Ultrafine 27MD5KL-B 27" 16:9 5K IPS Monitors, 1 each - Grass Valley Canopus ADVC-1000 Bidirectional SDI to IEEE-1394 Audio/Video Converter, G-Technology G-SPEED Shuttle XL 36TB 8-Bay Thunderbolt 3 RAID Array (6 x 6TB) Storage, Primera Bravo 4102-Blu Disc Publisher W/ 2 Drives (US Plug), Disc Publisher, DJI Ronin-M 3-Axis Handheld Gimbal Stabilizer, Final Cut Pro X Software, Motion 5 Software, Compressor 4 Software, Adobe Creative Cloud Yearly Subscription.

The work described in this PWS involves all VI/MM&VTC Services functions for NAVSUP WSS and identified activities.

**These service area CLIN's include:**

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| 1. Special Events and Public Address (PA) Announcements                    | (CLIN 0001) |
| 2. Graphic/Digital Arts, Social Media/Publications and Multimedia Archival | (CLIN 0002) |
| 3. Photography, Multimedia Production, Exhibits and Displays               | (CLIN 0003) |
| 4. Video-Teleconferencing Facilitation (VTC Facilitation) Operations       | (CLIN 0004) |
| 5. Digital Media Facilities and Multimedia Lending                         | (CLIN 0005) |
| 6. Other Direct Costs  | (CLIN 0006) |
| 7. New Work  | (CLIN 0007) |

Although not the host command, NAVSUP WSS provides VI/MM/VTC Facilitation services for not only itself, but also to tenant activities at both Mechanicsburg, Philadelphia, PA and Norfolk, VA. Attachment 1 identifies the VI/MM Technical Services tenant activities and associated services.

The Government will identify Government Furnished Equipment (GFE) and Government Furnished Facilities (GFF) respectively. Additionally, the service provider will provide their own Contractor Furnished (CFE) Equipment, minor repair parts, materials, supplies, tools, data, labor and other associated support (e.g. Level I VTC maintenance and Level I & II /MM/VI/Photo maintenance) needed to meet the terms and conditions of the contract and perform the full scope of the VI/MM Technical Service functions.

Service provider will be responsible for level I (basic operator maintenance) on identified multimedia equipment, both Contractor Furnished Equipment (CFE) and GFE.

The service provider, as a minimum, will control, protect, preserve, maintain and replace government property subject to government regulations regarding inventory damage or misuse. This includes fraud, waste, and abuse, missing, lost, and stolen items; and the survey of government furnished property. The service provider will use government furnished property only in the performance of services under this contract. The Government will repair and/or replace government furnished equipment and/or property, which is broken or no longer serviceable due to normal usage after troubleshooting level I and II maintenance has been performed by service provider as verified by the COR/ACOR.

The service provider will repair and/or replace any government furnished equipment and/or property damaged or lost through neglect, misuse or accident by service provider personnel.

The service provider will manage the total work effort associated with providing VI/MM Technical Support Services based on the performance standards specified. The service provider will track work performed by category of customer, product, working hours and materials consumed and provide reports monthly and/or at the request of the COR/ACOR (within 2 working days). All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes. A year-end report is to be provided within 5 working days of year-end. At the end of the contract (last option period), service provider will turn over all hard copy and electronic files, CD's, DVD's and other archival materials produced by the service provider for the government to the COR/ACOR/COR Supervisor.

**All members of the service provider's staff, at Mechanicsburg, Philadelphia, PA and Norfolk, VA will require security clearances up to and including SECRET in order to perform certain performance work statement (PWS) requirements. These requirements are discussed in the applicable VTC Facilitation sub function descriptions. Additionally, there must be one person minimum reachable by phone or email during duty hours to support operations in AV Production, Graphics/Digital Arts and Photography at each NAVSUP WSS location in MECH and PHIL, PA) and for Graphics and photography service in Norfolk, VA.**

Occasionally, Video and/or Photography services will be required within CONUS or OCONUS, which will require

travel and overnight stays. For all CONUS travel, Service provider will be notified within seven business days of any video and/or photography services where travel is required. For OCONUS Travel, service provider will be notified with 10 business days of travel requirement. All photography and video services personnel must have a valid/current U.S. Passport to accommodate any OCONUS travel and as with CONUS travel must be staffed to support photo, video assignments in addition to lighting, directing and scriptwriting support. There may be a minimum of four OCONUS trips annually. For CONUS Travel, service provider personnel must have valid identification that meets U.S. Government/Real ID Standards. For all travel, there is no distance, location or time duration limitations or restrictions established within this PWS. All service provider personnel must follow DoD and US Navy travel regulations for all CONUS and OCONUS.

Services provider shall provide qualified personnel for all services during the hours of 0700 to 1630 hours, Monday through Friday. All service provider personnel will have a minimum of three years of combined training and direct work related experience in the position for which they will serve. Service provider will recognize all federal Holidays. On occasion, service provider **may be required to provide support for services during the evenings or weekends as required by emergency needs or** by scheduled events. Work required to be performed after normal working hours or on weekends will be given 4-business days notice prior to the event.

Generally, services and scheduling for services provided will be available on a first-come, first-serve basis. The service provider will develop and maintain an efficient and effective workload management system, which has the capability of prioritizing all work requests as specified by the NAVSUP WSS COR or in the absence of the COR, the Alternate Contract Officer Representative (ACOR). At the determination of the NAVSUP WSS COR/ACOR, some work requests may be designated higher priority than other work requests. This higher priority designation means that all such work products move to the front of the work request queue, to be processed before all non-priority requests. In the event of competing, priority requests for the same resources, the NAVSUP WSS COR/ACOR will decide resolution. A monthly workload report is to be provided to the COR/ACOR prior to the start of the month.

In respect to all GFF (Government Furnished Facilities), the service provider will normalize all GFF facilities, equipment and furniture before and after every serviced occurrence. Any changes by the customer to the normal GFF set-up that remain after an event the service provider is to contact the event POC within 15 minutes and request the facility be normalized. The service provider will report all facility maintenance issues, i.e. malfunctioning HVAC, lights, janitorial requirements, water leaks, broken ceiling tiles, damaged facility interiors, equipment or furniture within 30 minutes for non-emergencies and immediately for emergencies to the NAVSUP WSS Facilities Office and/or COR/ACOR, COR Supervisor.

NAVSUP WSS will provide funding for standard landline telephone services used by the service provider to conduct official government business. The service provider will not allow any personal calls, (long distance or local) or internal company business calls to be charged against NAVSUP WSS provided telephone service. Telephone bill invoices for service provider-authorized telephone services will be audited by the COR/ACOR for compliance with this policy. The service provider is required to reimburse NAVSUP WSS for all unauthorized use of telephone services made by the service provider. NAVSUP WSS will provide Voice Mail services for key contractor personnel designated by the service provider with approval of the COR/ACOR. Government will not provide cell phones or cell phone services for service providers.

NAVSUP WSS will provide utilities, janitorial, emergency and general maintenance/repair services to the service provider's GFF to the same extent provided to comparable government spaces. NAVSUP WSS will provide existing general office furniture, tables and filing/storage cabinets required to perform the function. All GFF maintenance requirements are to be reported to the COR/ACOR for service within 2 working days.

### **Work to Be Performed**

The individual sub functions that comprise the VI/MM Technical Support Services needs of NAVSUP HQ, NAVSUP WSS and the other command-authorized customers are described below.

#### ***1. Special Events and Public Address (PA) Announcements (CLIN 0001)***

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The VI/MM Technical Services provider will schedule, plan and conduct all NAVSUP WSS and supported tenant activities special events and public address (PA) announcements. These two elements addressed in the PWS are in support of events determined to be special/critical by command customers and routine NAVSUP WSS public address announcements approved by NAVSUP WSS OCC and monitored for quality assurance by the NAVSUP WSS COR/ ACOR. Examples of special/critical events are Change of Command(s), Retirements (military and civilian), foreign and domestic dignitary visits and formal and informal recognition ceremonies (military and civilian).

When notified by the customer, the COR/ACOR will schedule the special/critical event or PA announcement with the service provider who will ensure that a trained person is on-site for the entire working day, at least 5 working days leading up to and including the day of the event. The service provider will submit the name and contact information of the designated contract service provider to the COR/ACOR. The service providers designated representative will attend major planning meetings as identified by the COR/ACOR in preparation for the special/critical event. The service provider will submit a weekly written progress report to the COR/ACOR beginning at least 10 working days before the event. The report will detail any logistics, facility or equipment problems, which could potentially adversely affect the event as well as completion of, key milestones associated with the accomplishment of a successful event. Depending on the criticality of the event, the COR/ACOR may modify work scheduling requirements. The service provider will communicate with the COR/ACOR supervisor (717) 605-1600, if communication cannot be established with the COR and/or ACOR.

#### Performance Standards – Special Events

A. All Special Events are to be pre-approved by the WSS command Staff. The service provider will ensure a trained person is on-site prior to and throughout the event or until event participants have left and the facility is secured and normalized in order to complete mission requirements.

The service provider will immediately notify COR/ACOR of any scheduling, facility or equipment problems. The service provider will notify the event POC to return to the facility and correct any problems within two hours of event.

Upon becoming aware of any condition that may impede progress toward successful execution of an event, the service provider will submit an explanation in writing to the COR/ACOR. Additionally, service provider will, upon request, provide written reports (within 2 hours) on all scheduling meetings, itinerary, event practices and proposed facility modifications to the COR/ACOR.

The service provider will notify the COR Supervisor if communication with the COR/ACOR cannot be established to ensure receipt of all submissions and all pertinent information to the successful execution of an event. The service provider will provide all specialized software/hardware required to complete the special event mission, including transcription services.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

B. Announcements included in this element, the VI/MM Technical Services will administer the NAVSUP WSS Mechanicsburg, Philadelphia and Norfolk Public Address (PA) Announcements. This activity includes delivering general, priority and/or routine announcements at the date/time specified by the COR/ACOR. The Office of Corporate Communications (OCC) personnel will endorse all messages that are to be broadcast with the COR/ACOR before they are delivered to the service provider. Only announcements that have OCC personnel endorsement (Code N0911/N0912/N3) and provided by the COR/ACOR or COR supervisor will be broadcast. No PA announcements will be broadcast without prior NAVSUP WSS OCC review.

The PA system will be maintained by the NAVSUP WSS Business Office at both PA sites and by Code N3 in Norfolk, VA. Reports/Requests for maintenance/replacement of faulty public address equipment will be reported to the COR/ACOR by the service provider and forwarded to NAVSUP WSS, Code N0911 via the COR supervisor.

The service provider will have three choices on how to deliver the PA announcements. They may be delivered: 1.) Live by a telephone connection, 2.) Live by arrangement with NAVSUP WSS, Code N0911 or 3.) By pre-recorded, digital recording. Service provider must deliver audiotapes, CD's, DVD's or other digital recordings to NAVSUP WSS, Code N0911 by close of business on the day prior to the announcements. In Mechanicsburg the service provider must play the digital recordings at the time designated by the COR/ACOR. In Norfolk, VA, contact WSS Code N3.

At the three NAVSUP WSS sites the service provider will be responsible for forwarding any applicable installation critical/emergency PA announcements to the NSA installation host in MECH, PHIL and Norfolk Public Affairs Officer(s) (PAO) for distribution to all applicable installation tenants.

#### Performance Standards – PA Announcements

The service provider will respond to general routine, non-priority requests for information or scheduling of services within four working hours of the request.

All requests for routine/non-critical PA announcements will be executed on the following working day or on the day/time requested, if different.

All priority critical/emergency announcements are to be made over the PA system within 30 minutes of receipt of request.

Validated, factual written complaints caused by service provider for PA announcements shall not exceed 2% of all messages delivered each month.

The service provider will complete all PA announcements without factual errors or deviation from the script. The service provider will provide all specialized software/hardware required to complete the public address mission, including transcription services.

Notify COR/ACOR within 5 minutes when equipment and/or facilities malfunctions prevent the delivery of a PA announcement.

Notify COR/ACOR within 2 hours upon the determination of faulty facilities or equipment during non-announcement periods.

Critical events that could affect work scheduling within this element include short fuse or emergency announcements as determined by the COR/ACOR.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

## **2. *Graphic/Digital Arts, Social Media/Publications and Multimedia Archival Support (CLIN 0002)***

The VI/MM Technical Support Services provider will provide all NAVSUP WSS and supported tenant customers in MECH, PHIL and Norfolk, VA professional quality graphic art/digital design, desktop publishing and illustrative production services. This will involve utilizing print, electronic and other media to meet the customers' needs. These services will also require the service provider to create original designs, layouts, artistic interpretation and the physical production of draft and/or final graphic products. Graphics personnel will also be responsible for networking with WSS OCC for posting of all Command Information Channel (CiC) requests.

As noted in SECTION II. Scope of Work; no personal computer (PC) equipment will be furnished as GFE. This includes production PCs for graphic arts, engraving or sign production purposes. This equipment will be CFE. The products and services to be provided include, but are not limited to:

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### **Products**

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| <ol style="list-style-type: none"> <li>1. Maps</li> <li>2. Newsletters/Print Masters</li> <li>3. Full Color Illustrations</li> <li>4. Brochures</li> <li>5. Camera Ready Art</li> <li>6. Certificate Design &amp; Lettering e.g. Recognition and Length of</li> <li>7. Service (LOS) Awards</li> <li>8. Graphic Design for Computer</li> <li>9. Graphic Displays (CiC) slides</li> <li>10. Foamcor mounting of originals</li> <li>11. Engravings/Brass/Plastic/Metal</li> <li>12. Flyers/Posters/Tickets</li> <li>13. Forms and Form Layouts</li> <li>14. Computer/Digital Graphics/Splash</li> <li>15. Screens/Presentations e.g. PowerPoint, Adobe</li> <li>16. Creative Suite, Photoshop</li> </ol> | <ol style="list-style-type: none"> <li>17. Illustrations, Complex &amp; Simple (Watercolor, pencil, pen &amp; ink, Computer generated, etc.)</li> <li>18. Desktop Publishing for pubs</li> <li>19. Illustrations for Displays</li> <li>20. Laminations (up to 33")</li> <li>21. Logos/Cartoons/Caricatures</li> <li>22. Name Plates (plastic, metal, Paper, cover stock)</li> <li>23. Place/Business Cards/Invitation Lettering</li> <li>24. Plaques and Awards Engraved *</li> <li>25. Posters/Exhibit/Display Art</li> <li>26. Banners (up to 36"x60")</li> <li>27. Signs and Charts (up to and including 36"x60") Board Art or photo prints, HP Plotter/Printer produced</li> <li>28. Framing/Matting of photos/art</li> <li>29. Pod-Casts, Graphics, Video Clips, Still Photos for Social Media applications</li> </ol> |
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\* - Government will provide official plaques, trophies and other customer related awards for engraving. Service provider will provide brass, metal/plastic engraving stock; framing/matting materials, and associated engraving supplies, e.g. tape, hardware (mounts), screws, wire, nails, etc.

- Service provider will provide all specialized software required to complete the graphics/digital arts, publication and archival work required by the PWS in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures.

#### Services

- Electronic Graphics Applications, Command Information Channel (CiC), Digital File Conversion
- Framing (preservation framing, sizing indicated on graphics work request form)
- Matting (preservation matting)
- Punch & Bind
- Graphic Design/Layout/Production Consultation
- Self-Help Services Assistance

Note(s): Paper based reprographic services will be the responsibility of the customer to obtain.

Standard, 8 x 10, 8.5 x 11, and 11 x 14 frames and framing materials, up to 30" x 40" maximum will be the responsibility of the service provider, all other size frames will be the responsibility of the customer.

#### Performance Standards – Graphic/Digital Arts

Either all non-priority work requests will be completed within 5 days of receipt of request, or by the customer's requested completion date, whichever is later.

All COR/ACOR identified priority work requirements will be completed within 1 working day of receipt.

Either all priority work requests submitted by foreign liaison officers will be completed within 3 days of receipt of request, or by the customer's requested completion date, whichever is later.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.



Service provider will catalog and maintain the graphic arts archives and maintain monthly and annual (Fiscal Year) utilization records.

Notify COR/ACOR within 5 minutes during work in progress or within 2 hours of discovered stoppages when GFE or GFF malfunctions.

The service provider will make a contact person available at each site (MECH, PHIL and NORF) to discuss, schedule, process and deliver graphic art services. This person must be reachable, in person or through electronic media, throughout core working hours of 0700 and 1630, Monday through Friday. Specifically, service provider contact person at each site must be available for at least eight hours per day, 5 days per week to discuss, schedule, process and deliver graphic art services.

The service provider will set up, operate and provide Level I and selected Level II Maintenance for all equipment. The service provider will provide all specialized graphic art software required to complete the mission and services described in the PWS.

Validated, factual written complaints for Graphic and Digital Arts shall not exceed 2% of all products.

Service provider personnel at each site must have a minimum of three years combined training and/or specialty experience in the field of graphic and digital arts.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

Additionally, under this element (Graphic/Digital Arts, Publications and Multimedia Archival Support), the service provider will produce a number of publications including special event productions, to include the digitally broadcast Command Information Channel (CiC). The service provider will not be responsible for providing or editing printed publications' content.

#### *Specialty Publications, Social Media Products and Event Programs*

The service provider will be required to provide layout and initial production services for newsletters, publications and programs, social media products and published material for special occasions and events. This includes annual NAVSUP WSS publications as well as unique documents. The service provider will be responsible for design, layout, editing, and printing of products and publications in their entirety. The program event sponsor, prior to reproduction, provides all content. The customer or event sponsor will select and approve the style and materials for the final publication. Reproduction of specialty publications, social media products and event programs beyond a single master copy are at the expense of the government customer.

#### *Performance Standards - Publications*

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

The service provider will participate in a publication pre-planning meeting with the NAVSUP WSS OCC or other customer and COR/ACOR as requested; average is once per month or less.

The completed layouts will be submitted to OCC or other customer for review 5 working days prior to the electronic release date. Social Media product requests will average 2-3 per week, not to exceed 156 annually.

Completed publication, social media layouts will be submitted for review within 10 working days of submission, or by the customer requested due date if later. The service provider will complete revisions to all layouts within 2 working days of the rework request.

The service provider will complete revisions to all layouts within 5 working days of the rework request.

All final products will be compatible with the DLA, Document Service, (DLA DOC SVS Print Shop) social media or other government printing standards.

Validated, factual written complaints for Publications shall not exceed 2% of total number of publications created.

Notify COR/ACOR immediately when equipment or facilities malfunction and/or a deadline cannot be met.

Critical events that could affect work scheduling within this element include short fuse graphic/digital art assignments for Flag Officers/SES application, engraved presentation mementos for visiting dignitaries and framed/matted historical photographs or artifacts.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

Also included in this element (Graphic/Digital Arts, Social Media/Publications and Multimedia Archival Support), is Multimedia Archival Support. NAVSUP WSS currently maintains archives of Art, AV Productions, Publications, and other electronic, written and published products. The service provider will maintain an archive of all past and future visual information and multimedia outputs. This includes both storing and cataloging copies of all video, graphics arts electronic media and camera-ready art. (Photography archival services are included in the Photography, AV Production, Exhibits and Display element of the PWS, VTC archival will be addressed under the VTC Facilitation element).

The service provider must employ a utilization system that identifies each output by hours expended, date, product type, content and customer. Duplicate copies of all archived material must be made available upon customer request, or as requested by the COR. The following archival standards apply for each type of output:

- All products that are identified by the COR/ACOR/OCC as historical will be secured, cataloged, stored and maintained indefinitely.
- All Photographic negatives/digital images will be secured, cataloged, stored and maintained for historical purposes.
- Video production masters that are record of official government business will be secured, cataloged, stored and maintained for historical purposes.
- Hard copy reproductions of all graphics arts outputs will be secured, cataloged, stored and maintained for 5 years.
- Electronic copies of all computer graphics/board art/desktop publishing outputs will be secured, cataloged, stored and maintained for historical purposes.
- A digital copy of all written internal and external communications will be secured, cataloged, stored in accordance with the SECNAV records retention standards, NAVSUP Policies and Procedures or otherwise directed by the COR/ACOR.

All archival products will remain the property of the government and will be returned in good condition, less acceptable wear and tear, at the conclusion of the service agreement or contract performance period.

Service provider site personnel will secure, catalog and maintain required PWS identified archives in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures. Service provider will provide archive reports and access to the COR/ACOR/COR Supervisor and Command Staff and OCC personnel upon request.

#### Performance Standards – Multimedia Archival Support

The service provider will respond to requests for information or scheduling of services within 5 business days of the request.

The service provider shall correctly file all product outputs in the archives within 2 working days of project completion.

Requested archived material will be available and ready for customer use within 2 days of request.

Validated, factual written complaints for Multimedia Archival Support shall not exceed 2% of all Archive requests.

Service provider site personnel will be responsible for maintaining the supported tenant activities AV production/digital media archives and providing reports to the COR/ACOR quarterly (JAN 31, APR 30, JUL 31, OCT 31). Additionally, reports will be required annually (Fiscal Year) FY 20, FY21, FY22, FY23, FY24, within 5 working days of the end of month or year.

Critical events that could affect work scheduling within this element include requests for retrieval of archival materials under standard 2 working days (24 hours).

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

### ***3. Photography, Multimedia Production, Exhibits and Displays (CLIN 0003)***

The VI/MM Tech service provider will provide all NAVSUP HQ, NAVSUP WSS and serviced tenant activities professional quality photography products to include, Studio, Candid, Special Events Photography, On/Off-site Photography, and Digital Image Printing. Different photography styles including both black & white, sepia and color digital image sizes must be available from the service provider according to the intended use of the photograph by the customer. Still photography requests may be captured in either .raw and/or .jpg format. To facilitate customer choices, the service provider will provide guidance to authorized customers on the best means to produce photographs through the available digital media.

The service provider will make a contact person available at each site (MECH, PHIL and Norfolk) to discuss, schedule, process and deliver photographic services between the working hours of 0730 and 1600 Monday through Friday. This person must be reachable, in person or through electronic media, throughout these hours. The service provider will be responsible for processing, printing and final finishing of all customer acquired digital images, in addition to providing photographic documentation and archival services.

The service provider will comply with all DOD/DON/NAVSUP regulations concerning visual information services and the application of digital technology "and Section 508 of the Americans with Disabilities Act". Service provider will also provide two open captioned copies on CD or DVD in format(s) required by NAVSUP HQ OCC and one MS Word document transcript of audio content of each requested multimedia production.

#### **Studio Photography**

The VI/MM Tech services provider will provide studio portrait photography services at each site. These include:

1. Full length, ¾, and head and shoulders portraits of active duty and reserve military personnel attached to Mechanicsburg, Philadelphia, PA and Norfolk, VA installation activities for service records in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures.
2. Head and shoulder portraits of civilian personnel for DOD authorized activities.
3. Head and shoulder passport photos of active duty, reserve, and retired military personnel in accordance with State Department passport guidelines.
4. Head and shoulder passport photos of civilian personnel for command authorized travel in accordance with State Department passport guidelines.

Each studio photography assignment typically requires from 1 to 10 proofs in digital format with output averaging 12 prints per work request.

#### **On-Site or Candid Photography**

The service provider will take candid and posed photographs of NAVSUP WSS and COR/ACOR/COR Supervisor authorized special events (requires NAVSUP WSS Command Staff/OCC approval) and subjects requested by customers. These photographs must be composed and produced in accordance with the intended use of the customer. At the request of the customer, the service provider will provide a loaner camera and memory card for use by customers so they may shoot their own photos. The service provider will be responsible for recording sequential shot data, archival of digital file, photographic printing of the requests and basic instruction on the operation of the loaned camera equipment.

Photo Events or subjects may be located on all three NSA compounds, and occasionally at remote locations, CONUS or OCONUS off the three main NAVSUP WSS (Mechanicsburg, Philadelphia, PA and Norfolk, VA) compounds. Because of this requirement, service provider photographers and videographers are required to possess a valid United States Passport and Real ID. The assignments may be indoor or outdoor events. For all standard photography and multimedia production assignments, the service provider will also be responsible for transportation to and from the site for service provider personnel. On occasion, the service provider may be required to take aerial photographs. For this photographic/multimedia requirement the COR/ACOR must secure Command Staff/OCC approval for customer and service provider. Upon approval of this decision, the government will arrange and fund the aerial transportation. Multimedia Production assignments will be subject to the same CONUS/OCUNUS standards.

The service provider will at times be required to provide photographic services outside (0700 - 1630) standard operating working hours. In the case of off standard hours, evenings or weekends non-emergencies photography assignments, notification will be provided at least 4 working days in advance of the event.

On average photographers in Mechanicsburg, Philadelphia and Norfolk, VA will execute at minimum three to ten on/off-site or candid photo assignments each month. Multimedia Production for MECH/PHIL will have the same number of assignments.

Each on-site or candid still photography assignment typically results in an average of 50 exposures per event, however, as few as 2 and as many as 200 digital exposures are likely. Video assignments average 2-4 hours of raw footage, edited into shorter duration final productions.

#### Priority/Emergency Photography

The service provider will be required to provide call-back photographic services at each site for the purpose of photographing priority/emergencies/situations outside the designated working hours on the average of 10 times per year for 4 hours or less in duration. These services will be approved by the COR/ACOR or COR Supervisor who will contact the service provider for Priority/Emergency Photography Services. NAVSUP WSS OCC personnel are available and authorized to produce any photography services deemed necessary to complete their mission when service provider still photography and videographer services are already deployed or unavailable.

#### Photo Processing/Digital Image Transfer

Photographic prints will be made available for official use according to customer requests. The prints or digital image transfers will be available for pick up directly from the service provider, or will be delivered through the mail according to customer requests.

#### Performance Standards - Photography

All photography products must meet commercial industry standards for military and nationally syndicated publication.

Service provider personnel at each site must have a minimum of three years combined training and/or specialty experience in the field of photography.

Photography work requests will be completed within 10 working days of request or the date the customers require the product (if more than 10 days).

Duplicate prints or digital image transfer processing work requests will be completed within 5 working days of receipt.

All COR/ACOR identified priority prints or digital image transfer requests will be completed within 1 working day of receipt.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

All pre-scheduled photography activities shall begin at the designated start time.

The service provider will respond to priority requests for information or scheduling of services within 30 minutes of the request.

Notify COR/ACOR immediately when equipment and/or facilities malfunction and/or service due date cannot be met.

Validated, factual written complaints for Photography shall not exceed 2% of all photography assignments.

Service provider photographic personnel will secure, catalog and maintain the photographic archives of required PWS identified materials in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures. Additionally, for photography and video productions identified by the government for use by Defense Media Activity (DMA) and Armed Forces Network (AFN), the following criteria are required:

- . PIN Authorization OI-81 (OPNAVINST 3104.1A and DODI 5040.02)
- . Intellectual Property/Distribution Rights (contract)
- . Section 508 Compliance - PSA Spots (visual [closed captioning] and hearing-impaired [audio description])
- . NAVSUP-Legal review/approval & PA release (signatures document)
- . DMA-Legal review/approval (signatures document)
- . CHINFO (content)/ DMA (technical) - Approval & release authorities for broadcast AFN/DTS

Service provider will provide access by COR/ACOR, COR Supervisor, Command Staff upon request. When requested by the COR/ACOR service provider personnel will provide photographic archival services and produce photographic archival reports within 2 working days of initial request.

Service provider must have on-site, at all sites (MECH/PHIL, Norfolk) personnel with a minimum of 3 years specialized training and/or experience in the field of photography.

Critical events that could affect work scheduling within this element include specialized requests for retrieval of archival materials under standard 2 working days (24 hours).

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

All Still Photography assignments requiring travel to CONUS/OCNUS locations other than on the Mechanicsburg, Philadelphia, PA and Norfolk, VA compounds will be handled on a case-by-case basis.

All final multimedia production and photography products (Videotape and Still) must meet commercial industry standards and be US Military (AFN) American Forces Network print/broadcast quality.

In addition, this element (Photography, Multimedia Production, Exhibits and Displays), includes Multimedia Production. The service provider will create digitally recorded programs for all serviced customer activities. Multimedia Production and Graphics personnel will also be responsible for networking with WSS OCC for posting of all Command Information Channel (CiC) requests. For all authorized customers the service provider will provide a time line for completion of services. As noted in the Para. II. Scope of Work; No personal computer (PC) equipment will be furnished as GFE for Multimedia Production or reproduction purposes. This equipment will be CFE. The service provider will set up, operate and provide Level I and selected Level II Maintenance for all identified multimedia production equipment. The service provider will provide all specialized software/hardware required to complete the mission, including script transcription services for multimedia productions and final products in both open and closed caption format. The service provider will provide quarterly (at a minimum) quarterly (JAN 31, APR 30, JUL 31, OCT 31) and annually (fiscal year) FY 20, 21, 22, 23, 24, 25 production and post-production reports or upon request to the COR/ACOR or COR Supervisor.

*a. Scripted Multimedia Productions*

The service provider will have a designated Producer/Director/Scriptwriter assigned to manage scripted multimedia productions for all serviced customer activities. The customer will be responsible for providing the final script; however, the service provider will also provide a scriptwriter for consultation and support services to the customer to facilitate the overall production. The customer will also be responsible to provide all actors and personnel appearing in the production and production props.

The service provider will provide producing/directing/scriptwriting guidance, pre-production planning, site selection, pre-production equipment set up, set design consultation, digital media recording, post-production editing, transcription and open/closed-captioning, completion of final products, and all other technical aspects of production.

The customer is responsible for providing blank CD/DVDs for reproduction of all final copies requested in excess of two. Digital media masters are to be produced on DVD, CD-ROM or as requested by the customer or COR/ACOR. Duplications of digital media are to be in DVD or CD format unless otherwise specified by the customer or COR/ACOR. All originals and reproductions are to be produced in accordance with industry standards for the intended use.

*b. Live Multimedia Productions*

The service provider will record live events and activities of relevance to the base community, as requested by serviced customers.

The service provider will provide producing/directing/scriptwriting guidance, pre-production planning, pre-production equipment set up, set design consultation, digital media recording, post-production editing, closed-captioning, and completion of final products, script transcription and all other technical aspects of production. Service provider will occasionally be required to produce streaming digital video to be used in government web-based applications.

The customer is responsible for providing blank DVD/CDs for reproduction of all final copies requested in excess of two. Digital media masters are to be produced on DVD or CD-ROM as requested by the customer or COR/ACOR. Duplications of digital media are to be in DVD or CD format unless otherwise specified by the customer or COR/ACOR. All originals and reproductions are to be produced in accordance with industry standards for the intended use.

*Performance Standards – Multimedia Production*

The service provider will provide producing/directing/scriptwriting guidance, pre-production planning, site selection, pre-production equipment set up, set design consultation, digital media recording, post-production editing,

closed-captioning, completion of final products, and all other technical aspects of production plans in the pre-production meeting.

Service provider personnel at each site must have a minimum of three years combined training and/or specialty experience in the field of multimedia production.

All multimedia productions must be pre-approved by the COR/ACOR/COR Supervisor.

All pre-scheduled activities shall begin at the designated start time.

The service provider will complete all pre-production planning for scripted productions within two workweeks of request.

The service provider will complete digital media recording for scripted productions within two workweeks of request. This does not apply in cases where the customer's schedule requires more production time.

The service provider will normally complete post-production editing within three working weeks. On occasion, there will be requests for expedited post-production. When this situation arises, as much advance notice as possible will be given to the service provider and as much leeway in deadline timeframe for project completion.

Live digital media recording for all pre-scheduled activities shall begin at the designated start time.

Notify COR/ACOR immediately when equipment and/or facilities malfunction.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

Validated, factual written complaints for Multimedia Production shall not exceed 2% of all video-recorded hours produced.

Service provider personnel at each site must have a minimum of three years combined training and/or specialty experience in the field of multimedia production (scriptwriting, directing, producing).

All final Multimedia Production masters and duplications will contain no inaccuracies, technical problems, or errors. Total yearly multimedia productions could number between 20 and 60.

All Multimedia Production assignments requiring travel to CONUS/OCONUS locations other than on the Mechanicsburg, Philadelphia, PA and Norfolk, VA compounds will be handled on a case-by-case basis.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

Service provider multimedia production personnel will secure, catalog and maintain the multimedia archives of required PWS identified archive files in accordance with DODI 5040.08 (27OCT11) Visual Information Activity Management and DODI 5040.07 (21FEB13) VI Production Procedures. Additionally, for photography and video productions identified by the government for use by Defense Media Activity (DMA) and Armed Forces Network (AFN), the following criteria are required:

- . PIN Authorization OI-81 (OPNAVINST 3104.1A and DODI 5040.02)
- . Intellectual Property/Distribution Rights (contract)
- . Section 508 Compliance - PSA Spots (visual [closed captioning] and hearing-impaired [audio description])
- . NAVSUP-Legal review/approval & PA release (signatures document)
- . DMA-Legal review/approval (signatures document)
- . CHINFO (content)/ DMA (technical) - Approval & release authorities for broadcast AFN/DTS

Service provider will provide access by COR/ACOR, COR Supervisor, Command Staff upon request. When requested by the COR/ACOR service provider personnel will provide photographic archival services and produce photographic archival reports within 2 working days of initial request.

All final multimedia production and photography products (Videotape and Still) must meet commercial industry standards and be US Military (AFN) American Forces Network print/broadcast quality.

Also included in this element (Photography, Multimedia Production, Exhibits and Displays), the service provider will layout, build, install and maintain visual displays and exhibits throughout the Mechanicsburg and Philadelphia installations. Typically, these displays include Computer Graphics Image (CGI) displays, fixed display cases, as well as stand-alone floor displays.

In Mechanicsburg, there are 20 stand-alone glass display cases, a fixed glass historical display case area and a CGI Display maintained by the service provider. All other display's and exhibits consist of temporary products associated with major site-wide events or design components of permanent or semi-permanent displays maintained by the service provider or authorized customers.

In Philadelphia, there are 9 fixed display cases a CGI Display, several stand-alone displays and a Naval Aviation Exhibit Room requiring rotating display items and regular maintenance. Additionally, the service provider will maintain information in the fixed glass display cases in NAVSUP WSS, building 1 that display the names and office locations of within Building 1 and the board which includes the portable information display for visitors and meetings as requested by serviced customers. The service provider will maintain CGI information on the fixed displays adjacent to the NAVSUP WSS Management Information Center (MIC) foyer. All other display's and exhibits consist of temporary products associated with major site-wide events or design components of permanent or semi-permanent displays maintained by the service provider or authorized customers.

The subject matter and location for each display will be determined by the requesting customer, provided by the COR/ACOR or customer OCC/PAO. The milestones for production, display and removal of the exhibits and displays also must be negotiated with the requesting customer at the time of the request.

#### *Performance Standards – Exhibits and Displays*

The Service Provider will install exhibits and displays by the agreed upon completion date as negotiated at the time of request. In Philadelphia, the service provider will open and close Naval Aviation Exhibit Room daily.

Maintenance due to workmanship or rework of any exhibit or display will be accomplished within 1 working day of identified need.

The service provider will respond to non-priority requests for information, scheduling or reports of services within four working hours of the request.

Critical events that could affect work scheduling within this element include Short fuse or emergency photo assignments and Multimedia productions assignments for Flag Officers, short fuse cleaning and arranging displays and requests for retrieval of archival materials under standard 2 working days (24 hours).

Validated, factual written complaints for exhibits and displays shall not exceed 2% of all exhibits or displays produced.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.



#### ***4. Video Teleconferencing Facilitation (VTC Facilitation Ops) (CLIN 0004)***

The service provider will facilitate all secure and non-secure NAVSUP WSS professional VTC facilitation support services including live broadcasts and recordings via VTC. For WSS VTC facilities. All WSS VTC facilitation services must be provided in accordance with applicable reference. This includes the completion, maintaining and submission of month-end, fiscal and calendar year-end utilization and maintenance reports for all NAVSUP WSS VTC facilities. All NAVSUP WSS VTC reports are to be submitted to the NAVSUP BSC VTC PM or NAVSUP BSC OPS Manager and NAVSUP WSS COR. The service provider will coordinate with the COR for all other WSS VTC facilitation/operational issues. Some members, (up to 4 or a minimum 3 at each site MECH/PHIL) of the service provider's staff will require security clearances up to and including SECRET in order to perform certain performance work statement requirements. These requirements are discussed in the applicable sub functions descriptions.

Standard working hours of operation for all WSS VTC facilities will be 0700-1730. During standard working hours of operation, the service provider must ensure that a qualified representative is available at each WSS site(s) VTC facilities to provide immediate customer assistance. In the case of VTC events that are required for times outside of standard working hours of operation, the service provider must ensure that qualified personnel will be on hand to provide the necessary VTC facilitation services. VTC facilitation events scheduled outside of standard working hours of operation occur an average of two to four times each month at both sites for an average of 4 hours per occurrence. Typical workload hours for VTC facilitation events are provided for the entire site regardless of the facilities utilized.

Based on customers scheduling, any number or all service provider supported WSS VTC facilitation systems may be scheduled for simultaneous operations. At no time are any WSS VTC facilities to be closed due to service provider workload without approval by the NAVSUP BSC VTC PM/Ops Manager or WSS COR/COR Supervisor.

The service provider will only perform level I preventive and corrective VTC maintenance. Level I preventive and corrective VTC maintenance is minor maintenance that includes daily housecleaning of equipment, dusting, pre-conference testing, battery, lamp or projector bulb replacement (after identification of bad bulbs by authorized maintenance personnel), fuse replacement and maintenance that requires basic mechanical tools. It includes over the phone or on site troubleshooting assistance to authorized maintenance personnel.

The service provider will assist authorized Level II VTC maintenance personnel in the identification of maintenance problems identified as level II maintenance. Level II VTC maintenance is a joint effort between the WSS VTC facilitation service provider and authorized maintenance personnel; however, Level II VTC maintenance will be handled through a separate NAVSUP BSC maintenance contract. This WSS technical assistance provides remote support from the VTC facilitation program to the NAVSUP BSC Level II maintenance contract to diagnose system failures and anomalies, which adversely affect the operation of the system.

\*NOTE for Informational Purposes: Approximately 75% of all VTC calls are multi-point calls.

#### ***VTC Studios (Secure & Non-Secure)***

The service provider will schedule and facilitate all secure and non-secure NAVSUP WSS VTC studios and provide basic instruction and training to authorized personnel and/or customer (POCs) points of contact, prior to operating WSS VTC equipment. Instruction on operating the equipment should provide the customer with a minimum working knowledge of the equipment, sufficient to conduct a VTC meeting provided that no equipment, line or bridge failures occur. The service provider will also conduct basic troubleshooting and maintenance in the case of equipment, line or bridge failure; malfunction or misuse. A SECRET clearance is required for secure VTC operations. The service provider will remain at the studio for first 10 minutes to ensure VTC is operating successfully and/or for entire meeting at the request of the customer. All studios are to be secured at the end of the conference. Any room facility maintenance issues are to be reported to the COR/ACOR who will in turn contact facilities personnel. All VTC meetings are to be corrected and tested for full operational capability with participating site(s) a minimum of 10 minutes before start of conference.

### VTC Mobile Systems

The service provider will schedule, set up and facilitate all WSS Mobile VTC units located in Mechanicsburg and Philadelphia. The service provider will facilitate all WSS Mobile VTC units and provide basic instruction and training to authorized customers prior to using VTC equipment. Instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the VTC event, provided that no equipment failures occur. The service provider will also conduct basic troubleshooting and Level I maintenance in the case of equipment, line or bridge failure; malfunction or misuse.

### VTC Conference Rooms

The service provider will schedule, set up and facilitate all WSS VTC events held within the Mechanicsburg and Philadelphia Management Information Centers (MICs), Executive Conference Rooms (ECRs), Electronic-Business Centers (E-BCRs), and other VTC equipped facilities. This will include scheduling VTC time with the designated government point of contact in the MICs, ECRs, E-BCRs and other VTC equipped conference rooms for the purpose of conducting VTC meetings. The service provider will provide the customer with basic instruction in using the VTC equipment such that the individual has a minimum working knowledge of the equipment sufficient to conduct the planned VTC meeting in the absence of equipment problems. The service provider will also provide basic troubleshooting in the case of equipment, line or bridge malfunction or misuse and report actions to the COR/ACOR.

### Auditoriums (Mech & Phil) & Mechanicsburg Special Events Forum

The service provider will schedule, set up and facilitate all VTC and multi-media equipment in the NAVSUP WSS Building 309 Mechanicsburg Auditorium and Building 14 Special Events Forum (including Specialty Room). This will include scheduling, facilitation, troubleshooting and level 1 maintenance of all equipment/systems. In the case of equipment, bridge or line failure or misuse, the service provider will report all actions to the NAVSUP BSC PM/VTC Operations Manager, and NAVSUP WSS COR/ACOR.

The service provider will facilitate all equipment unless the customer elects to operate equipment on a case-by-case basis. If the customer elects to facilitate the equipment, the service provider will provide the customer with basic instruction in operating all (Mech - Building 14 and 309 equipment) and (Phil – Building 4); to include, VTC facilitation or digital media equipment prior to the conference or event. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment, line or bridge failures occur. Any PC equipment, such as laptop PCs, projectors, printers and/or related equipment required for a conference or event in the Building 309 Auditorium or Building 14 Forum or Building 4 Auditorium that are not part of the CFE/GFE inventory will be the responsibility of the customer. This information will be conveyed to the customer at the time of scheduling the event. If a customer needs assistance with operation of any Building 4, 14 or 309 equipment it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment, unless service provider is requested to remain at the facility through the duration of the meeting. The service provider is to be present at the facility to ensure event is fully operational 15 minutes prior to and 15 minutes after start of the event. The service provider is to return to the facility 15 minutes prior to the end of the event and required to normalize the facility, equipment and furniture.

### Mezzanine Conference Room(s) (Philadelphia Only)

The service provider will schedule, set up and facilitate all VI/MM equipment in the NAVSUP WSS, Philadelphia Building 1 Mezzanine Conference Room(s) to include Rm. 3106 LOGCELL and Rm. 2600 F/18. This will include scheduling, facilitation, troubleshooting and level 1 maintenance of all equipment/systems. In the case of equipment or line failure or misuse, the service provider will report all actions to the NAVSUP WSS VI/MM/ VTC Facilitation Operations Manager, and NAVSUP WSS COR/ACOR.

The service provider will schedule, set up and facilitate all equipment unless the customer elects to operate equipment on a case-by-case basis. If the customer elects to facilitate the equipment, the service provider will provide the customer with basic instruction in operating all Building 1 Mezzanine equipment; to include, digital

media equipment prior to the conference or event. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment or line failures occur. Any PC equipment, such as laptop PCs, projectors, printers and/or related equipment required for a conference or event in the Building 1 Mezzanine rooms that are not part of the CFE/GFE inventory will be the responsibility of the customer. This information will be conveyed to the customer at the time of scheduling the event. If a customer needs assistance, with operation of any Building 1 Mezzanine equipment it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment, unless service provider is requested to remain at the facility through the duration of the meeting. The service provider is to be present at the facility to ensure event is fully operational 15 minutes prior to and 15 minutes after start of the event. The service provider is to return to the facility 15 minutes prior to the end of the event and required to normalize the facility, equipment and furniture.

#### Performance Standards – VTC and Multimedia Facilitation Operations

The VTC service facilitator will respond to non-priority requests for information or scheduling of services within 2 working hours of the request. Priority requests will be responded to within 30 minutes. Flag Officers, Chief of Staff, Command Staff, and OCC will be notified within 15 minutes of receipt of request.

All VTCs will be completed without preventable technical problems or distortions that impede communication. This does not include problems resulting from the external environment, customer error or uncorrectable errors from remote sites.

The VTC service facilitator will inform all VTC sites (local and remote) when a VTC is to be recorded at the request of the VTC POC or for maintenance purposes. If an objection is made by the local or remote POCs, the session will not be recorded.

All VTC Multi-Point Conferences with 10 or more sites are to be setup a minimum of 1 hour prior to the VTC start time. All VTC connections shall begin at the designated start time.

The VTC service facilitator is to acquire the daily VTC schedule for NAVSUP-WSS Commander, Vice Commander or Executive Director and verify accuracy with NAVSUP WSS Front Office personnel. The service provider is to provide a copy to the COR/ACOR by 0730 daily as applicable.

The VTC service facilitator will physically remain in the VTC room or adjacent equipment room when requested by the COR, ACOR or VTC Customer POC for multi-point or bridged VTCs and available by cell phone. The purpose of which is to monitor the technical quality of the VTC session and quickly troubleshoot any problems. Attendance in the VTC room is anticipated to be an infrequent requirement dependent upon system reliability and performance.

The service provider will provide VTC facilitation services for COR/ACOR identified emergencies within 30 minutes of request. High priority emergencies, e.g., Flag Officers, Chief of Staff and all Command Staff will be notified within 15 minutes of receipt of request.

The VTC service facilitator will set up, facilitate and provide Level I Maintenance and troubleshooting for all identified VTC equipment. There will be occasion where service facilitator will contact the designated NAVSUP BSC VTC Level II Maintenance provider and/or network provider to report equipment or line failure within 5 minutes after troubleshooting and/or Level I maintenance has not corrected the failure.

The VTC service facilitator will notify the NAVUP BSC VTC PM/OPS Manager and COR/ACOR within 15 minutes of any network, system or equipment failure or malfunction that is unresolved and within ½ hour of when the problem is corrected. Additionally, the service provider will maintain a daily trouble log to include all VTC failure/malfunction information.

The VTC service facilitator will inform customers of NAVSUP WSS VTC Network policies and/or procedures.

The VTC service facilitator will maintain a daily schedule for all VTC systems in Mechanicsburg and Philadelphia for 1 year forward and provide printouts and access to view an automated schedule at the request of the customer or NAVSUP VTC PM/COR Supervisor or COR/ACOR.

Prior to and throughout a VTC, the service facilitator will notify the local customer POC immediately if any line, bridge, room equipment or system failure impedes full conference capability.

Validated, factual written complaints for VTC events shall not exceed 2% of all VTC hours.

The VTC service facilitator Site Management personnel must have a minimum of 3 years technical VTC experience, 2 years' management experience in VTC or related field, and 80 hours of training on NAVSUP VTC systems within first 3 months of contract performance.

Critical events that could affect work scheduling within this element include Short fuse scheduling of VTC events involving Flag Officers, recording of short fused VTC presentations and providing assistance and support after duty hours for critical VTC events.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

## ***5. Digital Media Facilities and Multimedia Lending Services (CLIN 0005)***

### ***a. Auditorium (Mechanicsburg Only)***

The VTC service facilitator will schedule, set up, facilitate and provide Level I Maintenance and selected Level II troubleshooting for all identified multi-media equipment in the Mechanicsburg Building 309 Auditorium. This includes maintaining and distributing the schedule for the actual facilities as well as providing trouble-shooting services in the case of equipment failure or misuse. The VTC service facilitator will provide the customer with basic instruction and assistance in operating all COR/ACOR approved digital media equipment. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. The VTC service facilitator is to inform the customer who needs assistance with operation of any Building 309 Auditorium equipment that it is their responsibility to acquire the proper training from service provider; or, request the VTC service facilitator personnel remain at the facility and operate equipment, prior to the scheduled event. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above auditorium equipment systems with a minimum of 3 days' notice of dry run and scheduled connectivity prior to the event.

### ***b. Special Events Forum (Mechanicsburg Only)***

The VTC service facilitator will schedule, set up, facilitate and provide Level I Maintenance and assist in selected Level II troubleshooting for all identified equipment in the Mechanicsburg Special Events Forum (including Specialty Room), with all installed digital-media equipment. The VTC service facilitator also will provide the customer with basic instruction in using the multi-media equipment. These equipment-operating instructions should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. The VTC service facilitator will also provide basic troubleshooting services in the case of equipment failure or misuse. The service provider is to inform the customer who needs assistance with operation of any Building 14 equipment, that it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event to operate equipment needed; or, request service provider to remain at the facility and operate equipment. Any customer provided PC equipment such as laptop PCs, projectors, printers and/or related equipment will be the responsibility of the customer unless approved by the COR/ACOR.

### ***c. Management Information Centers (MICs) NAVSUP HQ and NAVSUP WSS PHIL & MECH, Executive Conference Rooms (ECR), (Mechanicsburg and Philadelphia)***

VTC service facilitator will schedule with designated government personnel, set up, facilitate and provide Level I

and selected Level II troubleshooting for all multi-media equipment in the NAVSUP and NAVSUP WSS Philadelphia and Mechanicsburg MICs and ECR. (Note: Government personnel will schedule the MICs and ECR for non-VTC multi-media events). This will include basic troubleshooting in case of equipment malfunction or misuse. The service provider will provide the customer with basic instruction and assistance in operating all COR/ACOR approved multimedia equipment. This brief instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above MIC/ECR equipment systems with a minimum of 3 days' notice of dry run and scheduled connectivity prior to the event.

*d. E-Business Centers (E-BCRs), other Conference Rooms and Common Areas, (Mechanicsburg and Philadelphia)*

The VTC service facilitator will schedule with designated personnel, setup, operate upon request, and/or train designated government personnel, provide Level I and selected Level II troubleshooting for all multi-media equipment, and equipped facilities. If a customer chooses to operate any equipment, it is their responsibility to request the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above E-BCR/Conference Room/Common Area equipment systems with a minimum of 3 days' notice of dry run and scheduled connectivity prior to the event.

*e. Auditorium (Philadelphia Only)*

The VTC service facilitator will schedule, set up, facilitate and provide Level I Maintenance and selected Level II troubleshooting for all identified multi-media equipment in the Philadelphia Building 4 Auditorium. This includes maintaining and distributing the schedule for the actual facilities as well as providing trouble-shooting services in the case of equipment failure or misuse. The VTC service facilitator will provide the customer with basic instruction and assistance in operating all COR/ACOR approved digital media equipment. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. The VTC service facilitator is to inform the customer who needs assistance with operation of any Building 4 Auditorium equipment that it is their responsibility to acquire the proper training from service provider; or, request the VTC service facilitator personnel remain at the facility and operate equipment, prior to the scheduled event. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above auditorium equipment systems with a minimum of 3 days' notice of dry run and scheduled connectivity prior to the event.

*Performance Standards – Digital Media Facilities*

The VTC service facilitator will respond to non-priority requests for information or scheduling of services within 2 working hours of the request. Priority requests will be responded to within 30 minutes. Flag Officers, Chief of Staff, Command Staff, OCC, COR/ACOR will be notified within 15 minutes of receipt of request.

All pre-scheduled activities shall begin at the designated start time. Service provider must remain at the facility for the first 15 minutes to ensure activities begin with no technical problems.

Non-priority service requests for equipment shall be resolved within 5 working days.

The service provider will provide digital-media facilities and technical support services for COR/ACOR identified emergencies within 30 minutes of request if needed. High priority emergencies, e.g., Flag Officers, Chief of Staff and all Command Staff will be notified within 15 minutes of receipt of request for assistance.

Notify COR/ACOR immediately when equipment and/or facilities malfunction.

Critical events that could affect work scheduling within this element include Short fuse scheduling of multimedia events involving Flag Officers, recording of short fused multimedia conferences/presentations and providing POC training, assistance and support after normal duty hours (0730-1730, Monday - Friday) for critical multimedia events.

Validated, factual written complaints for Multi-Media Facilities Technical Support shall not exceed 2% of all scheduled hours of operation.

All digital-media events will be scheduled and executed without any preventable administrative/technical problems or errors.

VTC Service facilitator will provide Level I maintenance, selected Level II troubleshooting for all digital-media equipment, and equipped facilities. A separate maintenance provider will provide VTC Level II maintenance.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

Included in this element (Digital Media Facilities and Multimedia Lending), the service provider will make available for short term loan, only items from the approved equipment inventory of GFE projectors, projection screens and camera equipment. Government personnel for only official government business will reserve this equipment for use. Customers must reserve equipment 24 hours in advance and sign gear in and out on official equipment log. The service provider will be required to track the accountability, including follow-up and recovery for all such equipment on loan and be able to identify the borrower, destination and length of loan on demand.

The service provider will certify operational condition of returned equipment and report any malfunctioning or out of service items to the COR/ACOR immediately.

Equipment will be available for customer pick-up from service provider's office space at the start of the reserved time period. The service provider will make all necessary pick-up, delivery and transportation arrangements for oversized multimedia equipment at on-site and off-site locations for NAVSUP WSS Mechanicsburg, Philadelphia and Norfolk, VA Installations. It is the responsibility of the service provider to provide basic operating instruction on the use of equipment being loaned. This instruction will be conducted in not more than 30 minutes, and should be sufficient for the customer to operate equipment at minimum proficiency.

Service provider will provide all Level I and Level II Multimedia equipment maintenance and keep preventative maintenance/service records on all loan equipment.

*Performance Standards – Multimedia Lending Services*

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

All scheduled equipment shall be available at the designated pick up time, with properly filled out loan forms.

Service provider will be responsible for maintaining a sign in/out log of Multimedia Equipment loans and returns.

Service provider will be responsible for maintaining preventative maintenance/service logs of Multimedia Equipment loaned, repaired, and provide log information within 2 days of COR/ACOR request.

Within 3 working days of the originally scheduled return date and time, the service provider will track down and retrieve all overdue equipment.

Notify COR/ACOR immediately of all GFE or GFF damages, malfunctions or loss of loaned equipment.

Non-priority service requests for equipment shall be fulfilled within 5 working days.

All COR/ACOR identified priority requests shall be fulfilled within 1 working day.

Critical events that could affect work scheduling within this element include scheduling repair and or replacement of

dead lined or unserviceable loan equipment and short fuse equipment needs under the required 24 hours' mandatory reservation guideline.

Validated, factual written complaints for Multimedia Equipment Lending shall not exceed 2% of all lending requests.

All Directives/Regulations and Publications will be complied with and all Government forms listed in NAVSUPWSSINST 5200.23B (Rev. 01/17) will be used for report and record keeping purposes.

If the loaned multimedia equipment is not returned, or returned in a damaged or otherwise unacceptable condition, the person who signs for the equipment will be held responsible for any/all loss or damage to government property. If the person signed out for loaned equipment fails to return the borrowed equipment, their assigned command will be responsible for the loss.

#### **6. Other Direct Costs (CLIN 0006)**

Contractual costs related to service provider expenditures required within the scope of work of this Performance Work Statement (PWS).

Critical events that could affect work scheduling within this element include: Service provider costs exceed sampling in the historical workload guidelines in the PWS.

#### **7. New Work (CLIN 0007)**

This CLIN 0007 is reserved for future unforeseen services required within the scope of work of this Performance Work Statement (PWS).

Critical events that could affect work scheduling within this element include: Unforeseen new work deemed critical/necessary for the completion of the NAVSUP WSS and service supported tenants' missions.

END OF PWS

The contract will be administered in accordance with the terms of the contract and the attached Contract Administration Plan (CAP)