

Background

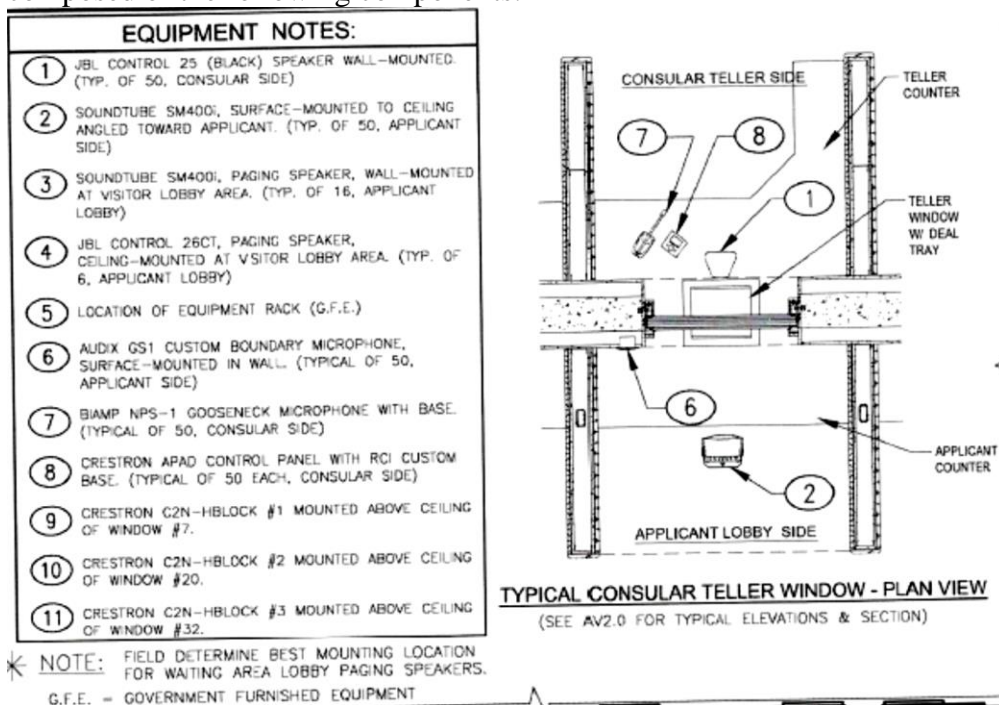
The U.S. Embassy in Santo Domingo seeks a contract that would provide maintenance services and repairs to the Consulate Microphone System (CMS). The obligations under this Scope of Work (SOW) are to repair or replace defective products, complete installation, configuration, connection, operation of display panels, troubleshooting and replacement of battery modules.

The operation of the Consular Section is dependent upon the efficiency of its microphone system, which must be fully functional for the staff to communicate with the applicants. Yet the heavy use rate of systems and multiple interdependent components inevitably results in periodic maintenance failures that can require repair or replacement of individual components or maintenance of the setup of individual components as an integrated system.

Scope of Work

The Consular Section requires a regular service contract to provide diagnostic, repair and maintenance services to the CMS. The system characteristics and required terms of service are as follows:

- I. *System Components.* The CMS is composed of a two way communications system set up at 64 “teller” windows to facilitate communication between applicants for Consular Services and the employees and officers providing those services. Design specifications of the system The CMS is composed of the following components:



- II. *Service Requirements.* The service contract will require two types of services: on-demand service calls and routine maintenance inspection. The U.S. Government will not replace any equipment that has been damaged by accident, negligence, misapplication, alteration or modification by the contractor.

- a. *On-Demand Service Calls.* On-demand service calls are service visits to address identified faults in the system. Service calls should include the following performance requirements:
 - Service scheduled within one business day of request, and service visit performed within five business days of request.
 - Diagnosis of identified faults based on non-technical reports of fault symptoms. Fault reports are likely to be non-technical and lack detail – for example “The teller speaker doesn’t work.” Service technicians will be required to effectively diagnose from such limited information whether a fault is a failure of an applicant microphone, teller speaker, or the wires and mixer connecting them, and identify whether such faults require repair or replacement of equipment.
 - Notification of Contracting Officer’s Representative (COR) and/or Consular Management if there is any damage or broken part that need to be purchase.
 - Installation and configuration of equipment, accessories, battery, hardwire, ports, display panel, software.
 - b. *Routine Maintenance Inspections.* Once per quarter technicians will come to test and inspect the function of every window. These service calls will be on specific dates designated by the COR/Consular Management, as there are only limited days when all windows are unutilized and available for maintenance review. COR/Consular management will provide a tentative schedule at the start of each calendar year, and confirm dates at least two weeks prior to execution. The vendor will produce a report at the end of each routine maintenance inspection to summarizing any findings.
 - c. *Materials.* The contractor is expected to bring all tools and materials needed to perform the repairs and maintenance. The vendor is also responsible for providing commoditized materials needed for repairs such as basic wiring, screws, mounting hardware, etc. The U.S. Government will provide non-expendable hardware (microphones, speakers, etc.) in the event that they need to be replace.
- III. Experience Required: Bidders should have experience with similar ‘teller window’ integrated microphone and speaker systems, whether with banks, government customer service offices or other similar organizations. Please provide evidence of such experience, including references if possible.