

## **STATEMENT OF WORK - 19DR8621P1120**

### **Server, Network and Access Control Systems Maintenance for Santo Domingo and Punta Cana Offsite Office**

#### **1. INTRODUCTION**

The U.S. Embassy in Santo Domingo, Dominican Republic has a requirement to obtain services for maintenance for an offsite server and computer network, CCTV and Access Systems. The facilities in Santo Domingo, D.N. and Punta Cana, possesses a server and network that provides wired and wireless network connectivity, internet protection, and data storage to multiple users, biometrical access control points and indoor and outdoor IP cameras to monitor and control access to the property.

The U.S. Embassy requires the services of IT professionals to provide maintenance services, ensure full functionality of the network and server, CCTV system, biometrical access control points, data backup, troubleshooting (including manufacturer and service providers), recommendations for required expansions and upgrades, as well as installation new software/licenses and network elements.

The Contractor shall furnish all commodities, services, managerial, administrative, overhead and direct labor personnel to accomplish the work in this scope of work. Contractor employees shall be on site only for contractual duties and not for other purposes.

#### **2. GENERAL REQUIREMENTS**

- 2.1.1 Except as otherwise specified, the contractor shall provide all labor, materials, services, tools, supervision, transportation and technical expertise needed to accomplish the work required by this specification.
- 2.1.2 All labor provided by the contractor shall be fully warranted for four (4) weeks and shall meet all standards of performance.
- 2.1.3 The property will be in daily use and will remain so during the work. The Contractor shall not interfere with the occupants' use of the existing facilities. The Contractor shall not enter any buildings without authorization from the TCIU Staff escorting contractors. The Contractor shall confine activities to the immediate work site. The Contractor shall not unreasonably encumber the work area with materials or equipment.
- 2.1.4 All work shall be performed should be scheduled on weekdays between 8:00am to 5:00pm, Monday through Friday. This work shall be performed by trained employees of the Contractor and shall not be subcontracted.

### **3. SPECIFIC REQUIREMENTS**

The contractor required services include:

- Provide maintenance to all office equipment
- Software updates, installation and service pack. Vendor must provide the installation services of any commercial/non specialized software/licenses required by the platform at no additional cost (examples are antivirus licenses, Microsoft Office, operating system, etc.)
- Routine configuration (servers and equipment on the network, as required)
- Regular backups every month.
- Provide maintenance to biometrical access control point currently installed in offsite facility to prevent interruption of services create new users profiles, manage user privileges and correct potential technical issues detected at the time of service.
- Provide maintenance to CCTV system. IP cameras (indoor and outdoor along the perimeter of the property) in order to prevent interruption of services, create new users profiles, manage user privileges, assist with request to retrieve specific footage capture by the CCTV as requested by the HSI Representative designated POC and correct potential technical issues detected at the time of service.
- Provide maintenance of early fire detection sensors installed at the offsite to prevent interruption of services and correct potential technical issues detected at the time of service.
- Emergency response in case of afterhours incidents.
- Assistance when reporting technical issues to other service providers and manufacturers.
- Collaborating with internet service provider technical staff to resolve connectivity issues.
- Consultancy on current or future acquisitions and expansions to the platform to ensure compatibility and operational transition to new technologies.
- Location and scheduling of services

Santo Domingo – Routine visits twice per week within contracted services

Punta Cana – Routine visits twice per month within contracted services

### **4. QUOTE INSTRUCTIONS**

The vendor is responsible for all materials and labor required to complete the specifications laid out in Section 3 (above), maintenance services to be paid on a monthly basis. All quotations should be broken out to specify pricing for all items included. Prices should be in Dominican Pesos, and the Embassy will make payment in Dominican Pesos.

## **5. EXECUTION**

- a. The service provider and contractor will decide on a fixed day a week to perform routine visits and take care of all services required/scheduled to be performed on the platform.
- b. One designated point of contact, from the end users offsite, will send a list to vendor, two working days prior to routine visits, with all current requirements of the week.
- c. Vendor must prepare an itinerary of the year-scheduled services to the platform like routine backups, software upgrades, etc.
- d. Upon request, a second visit will be scheduled if there is need during the week to solve/attend to any emergencies, these visits will be scheduled during regular working hours Monday through Fridays from 8:00 a.m. to 5:00 p.m.
- e. Vendor must exercise the utmost caution to avoid any data loss, destruction or availability risks.
- f. Before the work would be considered as complete, all the components, materials and devices will be tested and should be working under the Embassy personal entire satisfaction.
- g. The vendor is responsible for removing all trash and debris generated during the work process, at the conclusion of each work day and for disposing it in a manner consistent with all applicable Dominican and municipal rules and regulations.
- h. The vendor must provide the names, dates of birth, places of birth, and Dominican cédula or passport numbers to the Embassy's personnel within three (3) business days of award. All proposed personnel are subject to Embassy security screening and must pass it prior to being authorized to access to the work site. It is the vendor's responsibility to provide personnel who can pass the screening at no additional cost to the Embassy.
- i. During execution of the work under this solicitation, all vendor's employees are expected to act professionally and wear vendor-provided identification while inside the facility. Personnel who do not do so or who are identified as security risks will be denied access to the facility and will be replaced by the vendor at no additional cost to the Embassy.

**END OF STATEMENT OF WORK**