

**STATEMENT OF WORK  
BROADCAST SATELLITE MAINTENANCE SERVICES  
IFB 6100053298**

- A. CONTRACT SCOPE.** The Commonwealth of Pennsylvania, Department of General Services is re-issuing this Invitation for Bid (IFB) to secure Broadcast Satellite Maintenance, Equipment, and Services for all Commonwealth Agencies, specifically PA Emergency Management Agency (PEMA) and the Department of General Services, Bureau of Commonwealth Media Services (CMS). This Contract will cover the requirements to provide a monthly maintenance program for emergency, preventative maintenance, repair services and replacement parts to maintain uninterrupted and efficient operation of the satellite communications systems.
- B. METHOD OF AWARD.** This will be a single award Contract to the lowest responsive and responsible bidder. Award will be made based on the sum of the extended total of the six (6) line items described in this IFB.
- C. PRICING.** Bidders are required to bid on all line items by entering a firm bid price on each line item of the Item Data Tab found in the solicitation in the PA Supplier Portal. The line-item bid prices must be the total monthly cost for providing the regularly scheduled monthly maintenance services for all equipment included in each line item, as identified in **Exhibit A, Equipment Descriptions and Service Requirements** and this Statement of Work. Bidders must also provide a per piece of equipment cost breakdown of their monthly line-item bid price. This breakdown should be provided on **Exhibit B, Cost Breakdown Sheet** and submitted with your bid. Failure by a bidder to submit the pricing for all line items and the line-item cost breakdown will result in their bid being deemed non-responsive.
- D. MANDATORY SITE VISIT.** **Mandatory** site visits to view the equipment is required to participate in this IFB. Any suppliers that intend to bid that did not attend the site visit held on Wednesday, November 18, 2020, for Invitation for Bid 6100050136 is required to contact the Issuing Officer to schedule a site visit. **ALL BIDDERS** must submit Proof of Attendance to a site visit with your bid, failure to submit proof of attendance may result in rejection of your bid.

The equipment will be consolidated to three (3) locations and the site visit will include visiting each of these locations. The purpose of the site visit is to physically view the satellite systems and uplink trucks and to seek clarification relating to the equipment only, not the requirements of the IFB.

In order to maintain the safety of all in attendance at the site visit bidders must limit their representation to one (1) individual. All attendees must wear masks and must maintain 6-foot social distancing. Bidders not wearing a mask may not be permitted to participate. Bidders will be required to present a photo ID to access the site visit locations.

The address for each location is provided below:

Location 1  
Commonwealth Media Services (CMS)  
333 Market Street, Harrisburg, PA  
Instructions: We will meet in the Lobby of the building.

Location 2  
Pennsylvania Emergency Management Agency (PEMA)  
100A Pine Drive (Water Authority), Harrisburg, PA  
Instructions: Once at the gate push call button. State you are here for PEMA. Enter through gate and turn right after the gate.

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Location 3  
Fort Indiantown Gap (CMS)  
Building 5-180, Annville, PA 17003  
Instructions: Meet at Funck's restaurant – 1805 Fisher Ave., Annville, PA 17003

**E. EQUIPMENT LOCATIONS.**

1. PEMA has three (3) locations:
  - 1310 Elmerton Avenue, (Ancillary Building) Harrisburg, PA
  - 276 Stormer Road, Indiana, PA
  - 100A Pine Drive (PEMA SOC), Harrisburg, PA
2. CMS has three (3) locations:
  - 333 Market Street (Roof), Harrisburg, PA
  - 333 Market Street (2<sup>nd</sup> floor), Harrisburg, PA
  - Fort Indiantown Gap, Annville, PA

**F. PRIOR EXPERIENCE.** All technicians providing on-site service must be an employee of the Contractor or of the equipment manufacturer and hold certifications and installer ID for Exede/ViaSat and HughesNet. Bidders must submit with their bid response, three (3) current live satellite earth station references in which your company is currently providing service. The Commonwealth Agency reserves the right to request resumes of technicians performing service and to replace technicians found unsuitable to perform the work under the scope of services for this Contract. Bidders must be manufacturer approved for maintenance or service on the serviced equipment.

**G. MONTHLY MAINTENANCE SERVICE.** Includes regular monthly preventative maintenance and on-site inspections, testing, and repair of the entire systems as described herein and in Exhibit A. Services must be performed in accordance with all manufacturer(s) recommended preventive maintenance schedules and as agreed upon with Commonwealth Agency.

**H. EMERGENCY SERVICE.** Emergency, on-call 24hrs per day, 7 days per week, 2hr response time. Suppliers shall be onsite to perform services within 24 hours from verbal notification by the Commonwealth Agency. Supplier shall keep in stock a sufficient inventory of common components normally used in routine maintenance of a system of similar design and scale. Shipping and emergency response costs are to be built into and included in the Regular Monthly Maintenance Fee.

1. Emergency Response Costs. Is defined as all profit, overhead, labor, overtime, travel, "as-needed" parts, and replacement of failed equipment, parts, or components up to \$500 for each emergency.

**I. EQUIPMENT.** In the event of an equipment failure or required replacement of equipment, parts, and critical components, these parts must be furnished on-site within 24 hours unless a longer delivery timeframe is agreed upon in advance by the Commonwealth Agency. An equivalent device may be temporarily used as a replacement (up to 90 days) until the OEM recommended replacement product can be ordered and installed.

**J. EQUIPMENT COSTS.** All repair parts, replacement parts, and critical components exceeding \$500.00, must be provided to the Commonwealth agency at a "Pass-Through" cost (supplier's net cost), with no mark-up. Equipment may also be purchased by the Commonwealth at net cost when the equipment is an upgrade and not a repair/replacement. An example of this would be upgrading from a 1080p mpeg2 video encoder to a 4K mpeg4 video encoder.

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1. Net cost may include.
    - Shipping to the Supplier's location or drop shipped from manufacturer or another reseller directly to the Commonwealth Agency.
    - Cost of an extended warranty for a specific length of time, if requested by the Commonwealth Agency at the time of order.
  2. Net cost may not include. Any of other charges, such as installation, labor, etc.
  3. Net Cost Verification. The net cost to the Contractor, including delivery and warranty, must be verifiable by copy of the actual invoice received from the manufacturer or authorized reseller and provided to the Commonwealth Agency prior to payment.
- K. CRITICAL EQUIPMENT COMPONENTS.** Examples and general condition of current components considered to be critical are identified in **Exhibit C, Critical Components**, and are intended to be for informational purposes only.
- L. DOCUMENT(S) TO BE ATTACHED:** The document(s) identified below must be completed and uploaded to your bid submission. You may refer to the SRM Bidding Reference Guide on the [Supplier Service Center](#) for bidding instruction or contact the helpdesk at (877) 435-7363, choose option 2.
- **Exhibit B**, Cost Sheet Breakdown
  - **Exhibit D**, Iran Free Procurement Certification Form
  - **Exhibit E**, Lobbying Certification
  - **Exhibit F**, Reciprocal Limitations Act Requirements (GSPUR-89)
  - **Proof of Site Visit attendance**
- M. REPORTS.** Contractor shall provide accessibility for agencies to view, download, and/or export reports into an executable file format. Report types include, but are not limited to, equipment maintenance summaries, equipment assignments/histories equipment transfer details, and equipment flow charts for redesigned equipment.
- N. ADDITIONAL EQUIPMENT MAINTENANCE NEEDS.** The awarded Contractor will be required to attend site visits and provide quotes for additional equipment maintenance needs. The Contractor will be notified to schedule a site visit or provide a price quote, and the agency's additional service needs will be added to the contract.
- O. POST AWARD ADMINISTRATION.** The selected Supplier's performance shall be monitored and evaluated in accordance with the requirements outlined in the Contract and the agencies' requests for quotes. At a minimum, the selected Supplier's performance shall be evaluated on an annual basis. Suppliers may be required to attend Contract Performance Review meetings. These meetings will be for the purpose of providing Supplier performance reviews, discussion of issues either party may have concerning the Contract or to evaluate the overall progress of the Contract. The meetings will be held quarterly, semiannually or annually at the discretion of the Department of General Services, or upon special request of the using agencies.
- P. INVOICES.** Awarded Supplier will provide a monthly invoice and back-up documentation to verify accurate monthly charges.
- Q. CONTRACTING OFFICE.** This Contract is administered by the Commonwealth of Pennsylvania, Department of General Services, Bureau of Procurement. All inquiries should be referred to:

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