

**STATEMENT OF WORK
Mexico Technical Surveillance System**

GENERAL

The Contractor shall provide all labor, services, materials, supervision and all miscellaneous requirements necessary to accomplish the efforts described in this Statement of Work for the provision of Technical Surveillance System Expansion and Maintenance owned and operated by the Secretaria de Seguridad Publica (SSP).

BACKGROUND TECHNICAL SURVEILLANCE SYSTEM

This procurement action is undertaken to add additional capacity to the existing Technical Surveillance System. This additional capacity will provide the Government of Mexico with the capability to intercept, analyze and use intercepted information from all types of communications systems operating in Mexico. Together with the original system the requested additional capacity will continue help deter, prevent and mitigate acts of major federal crimes in Mexico that include narcotics trafficking and terrorism.

OBJECTIVE

The SSP requires at total of 107 workstations and 300 Analog Input Channels. Currently 30 Verint Reliant Monitoring System workstations and 10.x 60 Analog Input Channel are installed, requiring an additional 77 new Windows-based personal computer workstations and 10.x 240 Analog Input Channel Expansion. Verint software's Reliant Monitoring System is a proprietary product of Verint Technology Inc. originally installed in 2006 in Mexico. Provision of this additional capacity will ensure that the Mexican Government will increase the capabilities to use the system and be able to thwart and confront criminal and terrorist activity. The new equipment must function seamlessly with the existing in a single system or be entirely replaced

SCOPE

On behalf of the Government of Mexico, the U.S. Government is procuring a communications monitoring system that enables the timely receipt, processing, analysis and storage of communications from the national telephonic and other communications service providers in Mexico. Maintenance shall be performed as described in below under Period of Performance or Delivery Date. This equipment and software will be purchased by the contractor and turned over to the Government of Mexico who will be accountable for their disposition including managing any and all further arrangements for renewal licenses and maintenance after the initial period of maintenance. After the purchase is complete, the USG will not be held responsible for the licenses. In order to complete this transaction, Contractor shall be authorized to distribute in Mexico or to partner with a Mexican distributor.

PERIOD OF PERFORMANCE OR DELIVERY DATE:

The Contractor shall provide system procurement, installation, 12 months of maintenance including tech support, software patches and updates following installation. Training shall be

provided for a period of six months after installation. An additional 12 months of maintenance shall be provided as an option. One year of Original Equipment Manufacturer (OEM) warranty from date of installation is required for all equipment.

Technical Support to include:

1. Telephone support 24/7
2. Onsite support:
 - a. Major problem: system is down for reason not caused by act or omission of the user / administrator – next business day, but in no case of this type shall the system be out of service for longer than 24 hours.
 - b. Non-Major Problem – 2 days
3. Equipment repair
4. Replacement/repair parts
5. Software maintenance and new releases.

PLACE OF PERFORMANCE

Work under this task order shall be performed primarily at the SSP Server location in Mexico City.

DELIVERABLES:

All deliverables shall be provided in formal printed documents, as well as in electronic format. All documentation delivered by the contractor once accepted by the USG will become the property of the Government of Mexico, SSP. The USG shall have up to twenty (30) business days, unless specifically denoted below or extended by notification, to review each deliverable product and provide oral and written comments. The response shall be coordinated with the GoM. The Contractor shall review and incorporate comments or implement directed changes, after discussion or clarification with the designated contracting officer representative (COR), and, if necessary, submit a final version of the product no later than ten (10) business days thereafter.

The contractor shall provide written deliverables and conduct all briefings in accordance with the following language markings.

- (E) – English only
- (S) – Spanish only
- (E, S) – English and Spanish

Project Management Plan. The Contractor shall provide a written project management plan to ensure all services are accomplished in accordance with the requirements of this RFQ and performed in a timely manner.

Weekly Project Report. The contractor shall provide via email weekly project reports on activities completed, pending action items, and activities planned for the following week period.

Monthly Progress Review Meetings. The contractor shall conduct monthly progress review meetings via teleconference or on-site at a location to be determined by the COR. The contractor shall provide five (5) working days in advance to the participants: an agenda, and appropriate documentation and reports for use during on-site or teleconference meeting. The contractor shall provide record minutes of the review meetings and distribute via e-mail to all participants within five (5) business days following the meeting.

Project Close-out. The contractor shall prepare a final project report to include: all work done under this contract and all equipment's manuals for hardware and software, training guides as well as local telephone numbers and contact information for technical support. The contractor shall conduct a close out briefing with the NAS COR and other USG or Government of Mexico officials as determined by the COR at the conclusion of the task order. At this close out meeting, the contractor shall present the final project report.

SPECIAL REQUIREMENTS / CONSTRAINTS

SSP has the responsibility to provide timely requested information to the COR and contractor.

SSP shall provide access to all needed servers and workstations including host names, IP addresses and domain names.

SSP shall open the system and computer ports to allow communication and exchange of data through SSP firewalls for testing.

Technical Surveillance System breakdowns due to SSP's internal issues, major power failures and other external causes are not included as part of this contract. Any such breakdowns resulting from SSP's failure to follow the manufacturer's guidelines will be invoiced directly to and paid for by SSP.

PERFORMANCE REQUIREMENTS

System Installation: The Contractor shall provide the installation of the Technical Surveillance system and maintenance services included by not limited those stated below to meet the objectives stated above.

- **Equipment Procurement and Integration Testing:** Equipment purchasing, rack and server assembly, software loading, system testing.
- **Site Preparation Guide (SPG):** Physical customer site preparations such as new electrical outlets for the new equipment rack, cooling / heat dissipation, LAN wiring / data communication between the servers and new workstations.
- **Shipment Preparation and Shipment:** The equipment is prepped and shipped to destination.

- **Site Readiness Completion:** This is when the completion of the Site Preparation Guide (SPG) (power/LAN/Cooling if needed) occurs. In order to install on site, this milestone must be completed. Preparation of the SPG is the responsibility of Contractor; Site Readiness Completion is the responsibility of the SSP.
- **Equipment Installation on site:** Physical installation of the rack, servers, software, workstations and system installation testing.
- **End User Training (Admin and Operator):** Training of both System Administrator on the new equipment additions and the new operators / analysts on the functionality of the operator workstations.
- **Site Acceptance Test / Deliverables Signoff:** Acceptance testing of the system additions and signoff of the contract deliverables.

As part of the maintenance task, the contractor shall perform installation on the components identified in the cost or technical proposal and listed below:

