

SECTION 27 31 31
VOICE COMMUNICATIONS SWITCHING AND ROUTING EQUIPMENT - EXTENSION

PART 1 - GENERAL**1.1 DESCRIPTION**

- A. This section specifies the furnishing, installing, certification, testing, and guaranty of a complete and operating extension of an existing operating Telephone System, and associated equipment (here-in-after referred to as "the System") and associated equipment to be installed in the VA Medical Center here-in-after referred to as "the Facility". The System shall include, but not be limited to, equipment cabinets, interface enclosures, and relay racks, stand-by battery(s), necessary combiners, traps, and filters; distribution nodes and/or amplifiers; telephone instruments; auxiliary systems; and necessary passive devices such as: protectors, isolators, splitters, couplers, cable "patch", "punch down", and cross-connector blocks or devices, cable management items, voice and digital cable distribution system, and associated hardware. The System shall additionally include, but not be limited to: telecommunication closets (TC); telecommunications outlets (TCO); copper and fiber optic distribution cables, connectors, "patch" cables, and/or "break out" devices.
- B. The System shall be delivered free of engineering, manufacturing, installation, and operating defects. It shall be designed, engineered and installed for ease of operation, maintenance, and testing.
- C. The term "provide", as used herein, shall be defined as: designed, engineered, furnished, installed, certified, and tested, by the Contractor.
- D. The Telephone System is defined as an Emergency Critical Care Communication System by the National Fire Protection Association (NFPA). Therefore, if the System connects to or extends the telephone system, the System's installation and operation shall adhere to all appropriate National, Government, and/or Local Life Safety and/or Support Codes, which ever are the more stringent for this Facility. At a minimum, the System shall be installed according to NFPA, Section 70, National Electrical Code (NEC), Article 517 and Chapter 7; NFPA, Section 99, Health Care Facilities, Chapter 3-4; NFPA, Section 101, Life Safety Code, Chapters 7, 12, and/or 13; Joint Commission on Accreditation of Health Care Organization (JCAHCO), Manual for Health

Care Facilities, all necessary Life Safety and/or Support guidelines; this specification; and the original equipment manufacturer's (OEM) suggested installation design, recommendations, and instructions. The OEM and Contractor shall ensure that all management, sales, engineering, and installation personnel have read and understand the requirements of this specification before the System is designed, engineered, delivered, and provided.

- E. The VA COTR are the approving authorities for all contractual and mechanical changes to the System. The Contractor is cautioned to obtain in writing, all approvals for system changes relating to the published contract specifications and drawings, from the PM and/or the RE before proceeding with the change.

1.2 RELATED WORK

- A. Section 01 33 23, SHOP DRAWINGS, PRODUCT DATA, AND SAMPLES.
- B. Section 27 05 11, REQUIREMENTS FOR COMMUNICATIONS INSTALLATIONS.
- C. Section 27 05 33, RACEWAYS AND BOXES FOR COMMUNICATIONS SYSTEMS.
- D. Section 27 10 00, STRUCTURED CABLING.
- E. Section 26 27 26, WIRING DEVICES.
- F. Section 27 05 26, GROUNDING AND BONDING FOR COMMUNICATIONS SYSTEMS.
- H. Section 27 15 00, COMMUNICATIONS HORIZONTAL CABLING.
- I. H-088C3: VA HANDBOOK DESIGN FOR TELEPHONE SYSTEMS

1.3 APPLICABLE PUBLICATIONS

- A. The publications listed below form a part of this specification to the extent referenced. The publications are referenced in text by basic designation only. Except for a specific date given, the issue in effect (including amendments, addenda, revisions, supplements, and errata) on the date the system's submittal is technically approved by VA, shall be enforced.
- B. Joint Commission on Accreditation of Health Care Organization (JCAHO): Comprehensive Accreditation Manual for Hospitals - Volumes One and Two.
- C. National and/or Government Life Safety Code(s):The more stringent of each listed code.
- D. National Fire Protection Association (NFPA):

No. 70	National Electrical Code (NEC)
No. 75	Protection of Electronic Computer/Data Processing Systems

No. 77	Recommended Practice on Static Electricity
No. 99	Standard for Health Care Facilities
No. 101	Life Safety Code
No. 1221	Emergency Services Communication Systems

E. Underwriter's Laboratories, Inc. (UL):

65	Wired Cabinets
96	Lightning Protection Components
96A	Installation Requirements for Lightning Protection Systems
467	Grounding and Bonding Equipment
497/497A/497B	Protectors for Paired Conductors/ Communications Circuits/Data Communications and Fire Alarm Circuits
884	Underfloor Raceways and Fittings

F. ANSI/EIA/TIA PUBLICATIONS:

568B	Commercial Building Telecommunications
569B	COMMERCIAL BUILDING STANDARD FOR TELECOMMUNICATIONS PATHWAYS AND SPACES
598C	Optical Fiber Cable Color Coding
606A	Administration Standard for the Telecommunications Infrastructure of Commercial Buildings
607A	Grounding and Bonding Requirements for Telecommunications in Commercial Buildings
758	Grounding and Bonding Requirements for Telecommunications in Commercial Buildings

G. Lucent Technologies: Document 900-200-318 "Outside Plant Engineering Handbook".

H. International Telecommunication Union - Telecommunication Standardization Sector (ITU-T).

I. Federal Information Processing Standards (FIPS) Publications.

J. Federal Communications Commission (FCC) Publication: Standards for telephone equipment and systems.

K. United States Air Force: Technical Order 33K-1-100 - Test Measurement and Diagnostic Equipment (TMDE) Interval Reference Guide.

1.4 QUALITY ASSURANCE

- A. The authorized representative of the System's OEM shall be responsible for the design, satisfactory total operation of the System, and its certification.
- B. The OEM shall meet the minimum requirements identified in Paragraph 2.1.A. Additionally, the Contractor shall have had experience with three or more installations of systems of comparable size and complexity with regard to coordinating, engineering, testing, certifying, supervising, training, and documentation. Each of these installations shall have been in successful operation for a minimum of three years after final acceptance by the user. These installations shall be provided as a part of the submittal identified in Paragraph 1.5.
- C. The System Contractor shall submit certified documentation that they have been an authorized distributor and service organization for the OEM for a minimum of three (3) years. The System Contractor shall be authorized by the OEM to certify and warranty the installed equipment. In addition, the OEM and System Contractor shall accept complete responsibility for the design installation, certification, and physical support for the System. This documentation, along with the System Contractor and OEM certifications must be provided in writing as a part of the Contractor's Technical Submittal.
- D. The Contractor's Telecommunications Technicians assigned to the System shall be fully trained, qualified, and certified by the OEM on the engineering, installation, and testing of the System. The Contractor shall provide formal written evidence of current OEM certification(s) for the installer(s) as a part of the submittal or to the RE before being allowed to commence work on the System.

1.5 SUBMITTALS

- A. On-Site Survey: The Contractor shall provide an on-site telephone equipment location, cable pathway, TC, TCO, and interconnection survey with the submittal that is accomplished no later than 18 months prior to the expected completion of the facility.
 - 1. The survey will be accomplished by a physical walk through of the facility and existing locations with the contract drawings (including all approved changes) and existing survey performed by the IRM department. Differences in locations between the two surveys

- shall be clearly identified and shall be provided to the RE in writing within 30 days of the completion of the survey.
- B. Provide submittals in accordance with Specification Section 01 33 23, SHOP DRAWINGS, PRODUCT DATA, AND SAMPLES. The RE shall retain one copy for review and approval.
1. If the submittal is approved the RE shall retain one copy for Official Records and return three (3) copies to the Contractor.
 2. If the submittal is disapproved, three (3) copies will be returned to the Contractor with a written explanation attached indicating the areas where the submittal deviated from the System Specifications. The RE shall retain one copy for Official Records.
- C. Documents: The submittal shall be separated into sections for each subsystem and shall contain the following:
1. Title page to include:
 - a. VA Medical Center.
 - b. Contractor's name, address, and telephone (including fax) numbers.
 - c. Date of Submittal.
 - d. VA Project No.
 2. List containing a minimum of three (3) locations of installations of similar size and complexity as identified herein. These locations shall contain the following:
 - a. Installation Location and Name.
 - b. Owner's or user's name, address, and telephone numbers (including fax).
 - c. Date of Project Start and Date of Final Acceptance by Owner.
 - d. System Project Number.
 - e. Brief (three paragraphs minimum) description of each system's function, operation, and installation.
 3. Narrative: Description of the System as it is expected to be installed.
 4. A list of equipment to be furnished. The quantity, make and model number of each item is required. Select the required equipment items quantities that will satisfy the needs of the System. Delete equipment items that are not required, add additional items required, and renumber section as per system design. List format shall be as follows:

The following is the minimum equipment required by the System:

QUANTITY	UNIT
As required	CSU
As required	Back-up Battery Power Supply
As required	AC Power Supply
As required	Equipment Cabinet(s)
As required	Environmental Cabinet
As required	Distribution/Interface Cabinets
As required	Stand Alone Relay Rack
As required	CCS
As required	Audio Alarm Panel
As required	Trouble Annunciator Panel
As required	Wire Management System/Equipment
As required	Telephone Instruments
As required	Cable Distribution System
As required	System Conduits, Cable Duct, and/or Cable Tray
1 ea.	Installation Kit
1 ea.	Separate Spare Part List
As required	Telephone Paging Adapter (one each required for PA, Radio Paging and sub-systems)
As required	Time Out Device (one each required for PA, Radio, and Dial Dictation sub-system)

5. Interface cabinet and each distribution cabinet layout drawing, as each is to be installed.
6. Equipment technical literature detailing the electrical and technical characteristics of each item of equipment to be furnished.
7. Engineering drawings of the System, showing calculated signal levels at the CSU output, each input and output distribution point, proposed telephone outlet values, and signal level at each telephone outlet multipin jack.
8. List of test equipment as per paragraph 1.5.E below.
9. A letter certifying that the Contractor understands the requirements of the Samples paragraph 1.5.F below.

10. A letter certifying that the Contractor understands the requirements of Section 3.2 concerning acceptance tests.
- D. Environmental Requirements: Technical submittals shall confirm the environmental specifications for TC areas occupied by the System. These environmental specifications shall identify the requirements for initial and expanded system configurations for:
1. Floor loading for batteries and cabinets.
 2. Minimum floor space and ceiling heights.
 3. Minimum size of doors for equipment passage.
 4. Power requirements: The bidders shall provide the specific voltage, amperage, phases, and quantities of circuits required.
 5. Air conditioning, heating, and humidity requirements. The Contractor shall identify the ambient temperature and relative humidity operating ranges required to prevent equipment damage.
 6. Air conditioning requirements (expressed in BTU per hour, based on adequate dissipation of generated heat to maintain required room and equipment standards).
 7. Main backbone, trunk line, riser, and horizontal cable pathways, cable duct, and conduit requirements between each MTC, TC, and TCO.
- E. Test Equipment List. The Contractor is responsible for furnishing all test equipment required to test the System in accordance with the parameters specified. Unless otherwise stated, the test equipment shall not be considered part of the system. The Contractor shall furnish test equipment of an accuracy better than the parameters to be tested. The test equipment furnished by the Contractor shall have a calibration tag of an acceptable calibration service dated not more than 3 months prior to the test. As part of the proposal, a test equipment list shall be furnished that includes the make and model number of the following type of equipment as a minimum:
1. Spectrum Analyzer.
 2. Signal Level Meter.
 3. Volt-Ohm Meter.
 4. Time Domain Reflectometer (TDR) with strip chart recorder.
 5. Bit Error Test Set (BERT).
- F. Samples. A sample of each of the following items shall be furnished to the RE for approval prior to installation. The samples may be returned to the Contractor at the discretion of the RE.

1. TCO Wall Outlet Box 100 mm x 100 mm x 63 mm (4" x 4"x 2.5") with:
 - a. One each telephone (or voice) RJ45 jack installed.
 - b. Two each multi pin data RJ45 jacks installed.
 - c. Cover Plate installed.
 - d. Fiber-optic ST jack(s) installed.
2. Data CCS patch panel, punch block or connection device with RJ 45 connectors installed.
3. Telephone CCS system with IDC and/or RJ45 connectors and cable terminal equipment installed.
4. Fiber optic CCS patch panel or breakout box with cable management equipment and "ST" connectors installed.
5. 610 mm (2 ft.) section of each copper cable to be used with cable sweep tags as specified in Section 27 15 00, COMMUNICATIONS HORIZONTAL CABLING, and connectors installed.
6. 610 mm (2 ft.) section of each fiber optic cable to be used with cable sweep tags as specified in Section 27 15 00, COMMUNICATIONS HORIZONTAL CABLING, and connectors installed.

PART 3 - EXECUTION

3.1 INSTALLATION

- A. Product Delivery, Storage and Handling:
 1. Delivery: Deliver materials to the job site in OEM's original unopened containers, clearly labeled with the OEM's name and equipment model and serial identification numbers. The RE may inventory the EPBX and related equipment.
 2. Storage and Handling: Store and protect equipment in a manner that will preclude damage as directed by the RE.
- B. System Installation:
 1. After award of contract, and within the time period specified in the contract, the Contractor shall deliver the total system in a manner that fully complies with the requirements of this specification. The Contractor shall make no substitutions or changes in the system without written approval from the RE and PM.
 2. The Contractor shall install all equipment and systems in a manner, which complies with, accepted industry standards of good practice, the requirements of this specification and in a manner that does not constitute a safety hazard. The Contractor shall insure that all

- installation personnel understands and complies with all the requirements of this specification.
3. The Contractor shall install suitable filters, traps, directional couplers, splitters, telephone outlets, and pads for minimizing interference and for balancing the amplifiers and distribution system(s). Items used for balancing and minimizing interference shall be able to pass telephone channels in the frequency bands selected, in the directions specified, with low loss, and high isolation and with minimum delay of specified frequencies and signals. The Contractor shall provide all equipment necessary to meet the requirements of paragraph 2.1.C and the System performance standards.
 4. All passive equipment shall be connected according to the OEM's specifications to insure correct termination, isolation, impedance match and signal level balance at each telephone outlet.
 5. Where telephone/data outlets are installed adjacent to each other, install one outlet for each instrument.
 6. All lines shall be terminated in a suitable manner to facilitate future expansion of the System. There shall be a minimum of one spare 25 pair cable at each distribution point on each floor.
 7. All vertical and horizontal copper and fiber optic lines shall be terminated so shall require modifications of the System CSU or signal closet equipment only.
 8. Terminating resistors or devices shall be used to terminate all unused branches, outlets, equipment ports of the System, and shall be devices designed for the purpose of terminating fiber optic or twisted pair cables carrying digital // , and analog // signals in telephone systems.
- D. Conduit, Cables and Wiring, Cable Tray, Raceways, Signal Ducts, Etc.:
1. The Contractor shall employ the latest installation practices and materials.
 2. All cables shall be installed in conduit and/or signal ducts. Conduits shall be provided in accordance with Section 27 05 33, RACEWAYS AND BOXES FOR COMMUNICATIONS SYSTEMS.
 3. Ensure that Telephone and PA Systems (as identified by NEC Section 517) are completely separated and protected from all systems.

4. All cable junctions and taps shall be accessible. Do not install multi-taps or other distribution equipment items inside cable ducts or raceways. As a minimum, use a 200 mm x 200 mm x 100 mm (8" X 8" X 4") junction box attached to the cable duct or raceway for installation of distribution system passive equipment. Ensure all equipment and tap junctions are accessible.
5. Cables shall be installed and fastened without causing sharp bends or rubbing of the cables against sharp edges. Cables shall be fastened with hardware that will not damage or distort them.
6. Cables shall be labeled with permanent markers at the terminals of the electronic and passive equipment and at each junction point in the System. The lettering on the cables shall correspond with the lettering on the record wiring diagrams.
7. Cable shall be grouped and shall not change position throughout the cable run.
8. Completely test all of the cables after installation and replace any defective cables.

3.2 TESTS

If this Section is being used in conjunction with Specification Section 27 31 00, VOICE COMMUNICATIONS SWITCHING AND ROUTING EQUIPMENT or Section 27 15 00, COMMUNICATIONS HORIZONTAL CABLING, the following testing guidelines are in addition to the requirements outlined in these documents. If this document is being used as a "Stand Alone" cable plant installation, the following testing guidelines shall be the standard of measure for the respective system.

A. Interim Inspection:

1. The interim inspection will be conducted in the presence of a Government Representative designated as the VA Contract Coordinator prior to the proof of performance testing. This inspection shall verify that the equipment provided adheres to the installation requirements of this document.
2. The Contractor shall have 50% of the telephone extension system equipment installed to include, but not be limited to: CSU, interface, origination and junction enclosures powered with the permanent AC wiring, outlets, conduit and cables, before the interim inspection can take place.

3. The Contractor shall notify the RE, in writing, of the estimated date the Contractor expects to be ready for in the interim inspection, at least 7 working days before the requested inspection date.
 4. Results of the interim inspection shall be provided to the RE and PM. If major or multiple deficiencies are discovered, a second interim inspection may be required before permitting the Contractor the Contractor to continue with the System installation.
 5. The RE in conjunction with PE shall determine if an additional inspection is required, or if the Contractor will be allowed to proceed with the installation. In either case, re-inspection of deficiencies noted during the interim inspection(s), will be part of the proof of performance test. The interim inspection shall not affect the systems' completion date. The Contracting Officer shall ensure all test documents will become a part of the systems record wiring diagrams documentation.
- B. Pretesting: Upon completing the installation of the System, the Contractor shall align and balance the system. The Contractor shall pretest the entire system.
- C. Pretesting Procedure: During the System pretest, the Contractor shall verify (utilizing the approved spectrum analyzer and test equipment) that the System is fully operational and meets all the System performance requirements of this document. The Contractor shall measure and record the aural carrier levels of each system telephone, at each of the following points in the system:
1. Local Telephone System Inputs.
 2. CSU inputs and outputs.
 3. MDU, BIU, amplifiers, channel processor and converter inputs and outputs.
 4. CSU output S/NR for each telephone channel.
 5. Signal Level at each interface point to the distribution system, the last outlet on each trunk line plus all outlets installed as part of this contract.
 6. A copy of the recorded system pretest measurements shall be submitted, along with the pretest certification, to the RE.
- D. Pretesting Certification. After pretesting the System, the Contractor shall notify the RE, in writing, that the System is ready for proof of

performance testing, and that it meets all requirements stated in this document. The Contractor shall accomplish submission of this notification of system readiness, no later than 20 working days prior to the beginning of the scheduled Government proof of performance test. Failure of the Contractor to comply with these pretest requirements, shall be grounds for canceling the scheduled test.

E. Acceptance Test:

1. After the System has been pretested and the Contractor has submitted the pretest results and certification to the RE, the Contractor shall schedule an acceptance test date and give the RE 20 days advance written notice prior to the date the acceptance test is expected to begin. The System shall be tested in the presence of a Government Representative and an OEM certified representative. The System shall be tested utilizing the approved test equipment to certify proof of performance and Life Safety compliance. The test shall verify that the total system meets all the requirements of this specification. The notification of the acceptance test shall include the expected length (in time) of the test.
2. The acceptance test shall be performed on a "go-no-go" basis. Only those operator adjustments required to show proof of performance shall be allowed. The test shall demonstrate and verify that the installed system complies with the operational and technical requirements of this specification under operating conditions. The System shall be rated as either acceptable or unacceptable at the conclusion of the test. Failure of any part of the System precludes completion of system testing, and which cannot be repaired in four (4) hours, shall be cause for terminating the acceptance test of the System. Repeated failures that result in a cumulative time of eight (8) hours to effect repairs, shall cause the entire System to be declared unacceptable. Re-testing of the entire System shall be rescheduled at the convenience of the Government.

F. Acceptance Test Procedure:

1. Physical and Mechanical Inspection:
 - a. The Government Representative will tour all major areas where the System is and all sub-systems are completely and properly installed to insure they are operationally ready for proof of performance testing. A system inventory including available spare

- parts will be taken at this time. Each item of installed equipment shall be checked to ensure appropriate UL certification labels are affixed.
- b. The System diagrams, record drawings, equipment manuals, Auto CAD disks, interim inspection and pretest results shall be formally inventoried and reviewed.
 - c. Failure of the System to meet the installation requirements of this specification shall be grounds for terminating all testing.
2. Operational Test: After the Physical and Mechanical Inspection, the Contractor shall perform an operational test to verify that all equipment is properly connected, interfaced and is functionally operational to meet the requirements of this specification. If any sub-system is not functionally ready, that sub-system shall be declared unacceptable and all testing shall be terminated. At this point, the Contractor shall be permitted one hour to correct the deficiencies. It may be mutually agreed upon, at this time, to wait one hour or to commence testing of the next sub-system.
 3. Performance Test: After the functional test, each sub-system shall be checked to verify that all performance requirements and standards are met. The performance requirements shall be verified using the necessary test equipment. A spectrum analyzer, signal level meter and BERT shall be used to verify there are no visible signal distortions, such as inter-modulation, beats, etc. appearing on any received or generated telephone channel.
 4. Total System Test:
 - a. The testing shall proceed until the system and subsystems are functionally tested and accepted. The total system tests shall verify that the requirements have been met for all system signals as described herein.
 - 1) Existing Telephone System Point of Demarcation: The system output(s) shall be checked to verify that all performance requirements are met.
 - 2) CSU: This test shall be conducted within 30 days following successful pre-testing of the CSU. In addition to compliance with the technical characteristics and quantities of equipment specified herein, the Final Acceptance Test shall contain the provision that 30 continuous days uninterrupted telephone

- service, must be completed prior to the Contractor being deemed to be in compliance with the contract.
- b. For the purpose of final acceptance, the telephone service shall be considered interrupted when the failure of any Contractor provided telephone equipment including batteries, results in an interruption of service. This includes a failure of more than 20% of any trunk group, 15% of any number group (15 or more stations), operator console, or telephone service to any area determined to be critical by the Facility Director. Response time to restore service shall have no bearing upon the term "interrupted service".
 - c. To facilitate the CSU Acceptance Test and to allow familiarization and training of Facility employees, the Contractor shall activate the CSU, including the operator consoles, stations and equipment a minimum of 30 days prior to the acceptance test date. All installed equipment and circuits shall be fully tested prior to the acceptance by VA. During this "burn-in" period, the Contractor shall de-bug the CSU. The Contractor shall make the CSU available for in-house communications and demonstrate to the Facility staff the required features. The Facility Director and Contractor will make designated trunks and tie-line circuits available to the CSU during this "burn-in" period for testing.
 - d. At the conclusion of the Acceptance Test, the PM, the RE and the Contractor shall jointly agree to the results of the test, and reschedule testing on deficiencies and shortages, if any. When the test show the System performs in accordance with the specifications, the 30 days of uninterrupted service provision shall begin. This provision must be successfully met for contract compliance. If any retests are needed to reach agreement on the results of the tests or to establish compliance with these specifications such retesting will be done at the Contractor's expense.
5. Individual Item Test: The Government Representative may select individual items of equipment for detailed proof-of-performance testing. That item shall meet or exceed the minimum requirements of the specification.

6. Distribution System:

- a. To ensure that the System meets all performance requirements, a minimum of 75% of the System outlets shall be checked.

Additionally, each distribution system interface, junction and connection point or location will be checked. Each distribution active and passive item of equipment, signal input(s) and output(s) will be tested.

- b. For specific distribution testing instructions refer to Specification Section 27 15 00, COMMUNICATIONS HORIZONTAL CABLING, and the RE for technical assistance.

3.3 SYSTEM GUARANTEE

- A. Contractor's Responsibility: The Contractor shall guarantee that all installed material and equipment will be free from defects, workmanship, and will remain so for a period of one year from date of final acceptance of the System by VA. The Contractor shall provide OEM's equipment warranty documents, to the RE and Facility Contracting Officer, certifying that all equipment installed under this document conforms to its published specifications.
- B. The Contractor shall provide a written commitment from the System equipment OEM to the supply of parts and on-site engineering support services for the one year guarantee service (materials and labor) in the event of default or unsatisfactory service by the Contractor.
1. The OEM certification shall describe, in the event of default or unsatisfactory service by the Contractor, the manufacturer or an authorized distributor shall fully support the contract (initial installation, guarantee service for the one year warranty period of the contract).
2. The System equipment OEM's signatory of the certified written commitment must be of an individual who has the full authority to obligate the OEM to this commitment. Names, corporate addresses, and telephone numbers of the individuals who have this authority shall be provided as a part of the commitment.
- C. The Contractor's maintenance personnel shall have the ability to contact the Contractor and OEM's central emergency maintenance and request remote diagnostic testing and assistance in resolving technical problems at any time. This contact capability shall be provided by the Contractor and OEM at no additional cost to the VA.

- D. All Contractor maintenance and supervisor personnel shall be fully qualified by the OEM and must provide two (2) copies of their current and qualified OEM training certificates and OEM certification upon request.
- E. Additionally, the Contractor shall accomplish the following minimum requirements during the one year guarantee period:
1. Response Time:
 - a. The RE or the Facility Contracting Officer (if the Facility has taken possession of the building[s]) are the Contractor's reporting and contact officials for the System trouble calls, during the guarantee period.
 - b. A standard workweek is considered 8:00 A.M. to 5:00 P.M., Monday through Friday exclusive of Federal Holidays.
 - c. The Contractor shall respond and correct on-site trouble calls, during the standard work week to:
 - 1) A routine trouble call within one working day of its report. A routine trouble is considered a trouble that causes a sub-system to be inoperable.
 - 2) An emergency trouble call within eight (8) hours of its report. An emergency trouble is considered a trouble that causes a system to be inoperable at anytime.
 - a) An emergency trouble call shall be deemed appropriate when a failure involves more than 20 voice circuits.
 - b) In addition, the failure of a common control unit, power supply, signal generating device or attendant console shall also be deemed as an emergency maintenance call.
 - 3) A catastrophic trouble call within four (4) hours of its report. A catastrophic trouble call is considered a EPBX failure.
 - a) If an EPBX failure cannot be corrected within six (6) hours, the Contractor shall be responsible for providing an alternate CSU equipped for a minimum of 100 station lines, 10 CO trunks, 10 FTS access lines and two operator's consoles.
 - (1) This alternate system shall be operational within 12 hours (time to commence at the end of the six-hour trouble shooting period) and shall provide emergency

service to critical areas as determined by the Facility Director.

- (2) The alternate system shall be a programmable system and a pre-written compact disk program shall be provided to the Facility Contracting Officer prior to cut-over of the main telephone system.
 - b) Failures affecting operation of critical emergency health care facilities (i.e. cardiac arrest teams, intensive care units, etc.) shall also be deemed catastrophic trouble calls if so determined by the Facility Director. The Facility Contracting Officer shall notify the Contractor of this type of trouble call at the direction of the Facility Director.
 - 4) The Contractor shall respond on-site to installation of station or equipment requests or service within:
 - a) Eight (8) hours for emergency installations designated by the Facility Contracting Officer, and
 - b) Three working days for routine installations designated by the Facility Contracting Officer.
2. Required On-Site Visits During The One Year Guarantee Period:
- a. The Contractor shall visit, on-site, for a minimum of eight hours, once every twelve (12) weeks, during the guarantee period, to perform system preventive maintenance, equipment cleaning and operational adjustments to maintain the System according the descriptions identified in this specification.
 - 1) The Contractor shall arrange all Facility visits with the RE or the Facility Contracting Officer prior to performing the required maintenance visits.
 - 2) The Contractor in accordance with the OEM's recommended practice and service intervals shall perform preventive maintenance during non-busy time agreed to by the RE or the Facility Contracting Officer and the Contractor.
 - 3) The preventive maintenance schedule, functions and reports shall be provided to and approved by the RE and Facility Contracting Officer.
 - 4) Provide on-site a stock of replacement spare parts and equipment, plus test equipment, as specified herein, ensuring

they meet the OEM's minimum recommended spare parts stock sizing requirements for this specific system.

- b. The Contractor shall provide the RE or the Facility Contracting Officer a type written report itemizing each deficiency found and the corrective action performed during each required visit or official reported trouble call. The Contractor shall provide the RE or the Facility Contracting Officer sample copies of these reports for review and approval at the beginning of the Acceptance Test. The following reports are the minimum required:
 - 1) The Contractor shall provide a monthly summary for all equipment and sub-systems serviced during the guarantee period to the RE or the Facility Contracting Officer by the fifth working day after the end of each month. The report shall clearly and concisely describe the service rendered, parts replaced and repairs performed. The report shall prescribe anticipated future needs of the equipment and systems for preventative and predictive maintenance.
 - 2) The Contractor shall maintain a separate log entry for each item of equipment and each sub-system of the System. The log shall list dates and times of all scheduled, routine, and emergency calls. Each emergency call shall be described with details to the nature and causes and the emergency steps taken to rectify the situation and specific recommendations to avoid such conditions in the future.
- c. The RE or the Facility Contracting Officer shall convey to the Facility Engineering Officer, two (2) copies of actual reports for evaluation.
 - 1) The RE or the Facility Contracting Officer shall ensure a copy of these reports is entered into the System's official acquisition documents.
 - 2) The Facility Chief Engineer shall ensure a copy of these reports is entered into the system's official technical as-installed documents.
3. Government Furnished Equipment (GFE). GFE that was accepted by the Contractor and interfaced and installed in this System shall become part of this System and included in the guarantee requirements.

- - E N D - -