Solicitation No. 191NLE26R0086

Statement of Work

Replacement of CCTV system for Guatemalan Customs Agency

Date: June 12, 2026

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Section 1 – Required Supplies and Services

1.1. Background

INL Guatemala provides targeted support to improve the operational capabilities of the Guatemala Customs Agency (SAT), thereby improving effectiveness of customs controls at Guatemala's official entry points. This support includes the establishment of twelve strategically placed interagency highway checkpoints throughout Guatemala. INL Guatemala also supports SAT efforts to better manage its land border entries, including investments in infrastructure and technology. INL Guatemala is now in the process of setting up a Border Command Center (BCC) in Guatemala City and aims to create a technological platform to target and analyze passengers and cargo transiting INL checkpoints and all official POEs.

1.2. Required Items / Services

The contractor shall replace, configure and turn-key of integrated IP-based, high definition, day and night CCTV.

1.2.1 Technical Specifications and Quantities

CLIN	Description	Qty
001	*Hardware* (Cameras, NVRs, Switch's, NAS, Joystick)	122
002	*PTZ Camara* 4MP+4MP Dual-Lens network 25x **Features** • Fixed camera and PTZ camera integration, dual channels with one IP, look at the overall situation and consider details at the same time • Ultra 265, H.265, H.264, MJPEG • 25X optical zoom of the PTZ channel allows for closer viewing of subjects • PTZ channel can be linked to the fixed channel's smart intrusion prevention to track the objects triggering the rule	12

CLIN	Description	Qty
	• Light hunter technology ensures ultra-high image quality in low illumination environment • IR & warm light illumination to deal with different scenes and achieve full-color illumination • DC12V or PoE+(IEEE 802.3at) power supply • Alarm 2 in and 1 out, Audio 1 in and 1 out	
003	*Bullet Network Camara* 5MP HD INTELLIGET IR VF **Features** • High-quality image with 5MP, 1/2.7"CMOS sensor • 5MP (2880*1620)@ 30/25fps; 4MP (2560*1440)@ 30/25fps; 3MP (2304*1296) @30/25fps; 2MP (1920*1080) @30/25fps • Ultra 265, H.265, H.264, MJPEG • Smart intrusion prevention includes cross-line intrusion, enter area, leave area detection • Based on target classification, smart intrusion prevention significantly reduce false alarm caused by leaves, birds, lights, etc., accurately focusing on human and, motor vehicle and non-motor vehicle • Intelligent People Flow Counting and Crowd Density Monitoring • LightHunter technology ensures ultra-high image quality in a low illumination environment • 120dB true WDR technology enables a clear image in a strong light scene • Support 9:16 Corridor Mode • Alarm:1 in/1 out, Audio: 1 in/1 out • Smart IR, up to 50m (164ft) IR distance • Supports 256 G Micro SD card • IK10 vandal resistant and IP67 protection • Support PoE power supply	77
004	*Software and Physical Storage* (Video Monitoring system, video surveillance storage)	126
005	*Training*	1

CLIN	Description	Qty
	Purpose: Train SAT IT personnel on operational capabilities of CCTV equipment, recording and storage features and connection to SAT HQ and Border Command Center Location: The location where the training will be provided is in SAT's Central de Monitoreo in Guatemala City. SAT will provide a training room. Personnel: 10 employees Hours of training: To be confirmed by contractor depending on manufacturer guidance and certifications. Time Frame: Mondays to Fridays from 9am to 4 pm. Materials: Contractor shall provide all training materials, accessories or other needed items.	
006	*Support and Warranty* Contractor shall provide technical and IT support to SAT for a minimum of one (1) year after installation to ensure new hardware and system transition plus functionality. This support must include onsite technical assistance and support at all locations where hardware and software are replaced. On-Site Warranty: The contractor shall provide on-site warranty for at least one (1) year. The on-site warranty period shall commence immediately upon written COR acceptance of the completed system and shall continue for at least one (1) year thereafter • Technical support shall be 24x7x365. As necessitated, support shall be provided on-site, via telephone, or on-line, and shall be provided in Spanish. The support period begins upon final acceptance of the system and shall be in force for one (1) year thereafter. The response time should be less than a 24 hour response and if the	1

CLIN	Description	Qty
	technical issue has not been properly dealt with via telephone, then a site visit should be required.	
007	*Labor* *Direct labor costs for the installation of new equipment and removal of existing equipment being replaced, system configuration and testing*	1
008	*Other Direct Costs*	1
009	*Travel (if applicable)* *All travel will be subject to approval by the CO/COR* *All travel shall be in accordance with Federal Travel Regulations (FTR) and Department of State Standardized Regulations (DSSR)*	1

1.3. Delivery Terms

1.3.1 Contractor shall perform all hardware and software replacement at each specific location as detailed below:

Central Region		
Location	**Hard Drive, video surveillance**	**Video Monitor System**
Central de Monitoreo, Guatemala City.	125	1

Central Region							
Location	**NVR**	**Switch**	**PTZ**	**Bullet**	**LPR**	**NAS**	**Joystick**
Aduana Central, Guatemala City.	1	1	-	-	2	-	-
Express Aereo, Guatemala City.	1	1		-	4	-	-
Central de Monitoreo, Guatemala City.	2	1	-	-	-	2	-
CARCE / GSI / Spare	-	-	-	-	-	-	3

Guatemala City.							
PCI Sanarate, El Progreso.	1	1	2	8	2	-	-
PCI Patzicia, Chimaltenango.	1	1	2	6	2	-	-
South Region							
Location	**NVR**	**Switch**	**PTZ**	**Bullet**	**LPR**	**NAS**	**Joystick**
POE Puerto Quetzal, Escuintla.	1	1	-	-	6	-	-
POE Valle Nuevo, Jutiapa.	1	1	-	-	2	-	-
POE Pedro de Alvarado, Jutiapa.	1	1	-	-	2	-	-
POE San Cristóbal, Jutiapa.	1	1	-	-	2	-	-
PCI Jerez, Jutiapa.	1	1	-	4	-	-	-
PCI Escuintla, Escuintla.	1	1	-	6	-	-	-
PCI Retalhuleu, Nuevo San Carlos.	1	1	-	4	-	-	-
PCI Pasaco, Jutiapa.	1	1	2	8	2	-	-
West Region							
Location	**NVR**	**Switch**	**PTZ**	**Bullet**	**LPR**	**NAS**	**Joystick**
POE La Mesilla, Huehuetenango.	1	1	-	-	3	-	-
POE El Carmen, Huehuetenango.	1	1	-	-	4	-	-
POE Tecun Umán II, San Marcos.	1	1	-	-	10	-	-
POE Tecun Uman I, San Marcos.	1	1	-	-	4	-	-
PCI Pajapita, San Marcos.	1	1	2	8	2	-	-
PCI Huehuetenango, Huehuetenango.	1	1	2	10	2	-	-
Northeast Region							
Location	**NVR**	**Switch**	**PTZ**	**Bullet**	**LPR**	**NAS**	**Joystick**

POE Melchor de Mencos, Huehuetenango.	1	1	-	-	2	-	-
POE Santo Tomas de Castilla, Izabal.	1	1	-	-	6	-	-
POE Puerto Barrios, Izabal.	1	1	-	-	6	-	-
POE Agua Caliente, Chiquimula.	1	1	-	-	2	-	-
POE El Florido, Chiquimula.	1	1	-	-	2	-	-
POE La Ermita, Chiquimula.	1	1	-	-	2	-	-
PCI Vado Hondo, Chiquimula.	1	1	-	10	-	-	-
PCI Rio Dulce, Izabal.	1	1	2	6	2	-	-
PCI Entre Rios, Izabal.	1	1	-	7	2	-	-
Totals	**29**	**28**	**12**	**77**	**73**	**2**	**3**

All currently installed equipment that will be replaced, will be unistalled, placed in boxes and delivered to the project COR.

1.3.2 Site Visits and Delivery of equipment

Pre Award site visits for this project will be coordinated and scheduled in consultation with INL, SAT personnel, and the COR. These visits will ensure that all relevant locations are included, allowing the contractor to gather the information necessary to develop an effective work schedule.

For this project, there will be minimum of four site visits offered. These visits will allow the contractor to inspect existing equipment and connections, verify compatibility with the proposed new equipment or any necessary modifications that need to be implemented to ensure full integration.

1. Visit the "Central de Monitoreo" in Guatemala City.
2. Visit the "Aduana Central" in Guatemala City
3. Visit one of the PCI ("Puesto de Control Interinstitucional" / Interagency Highway Checkpoints) around the country – PCI in Patzicia, Chimaltenango

4. Visit one of the POE (Ports of Entry) at the different borders of Guatemala – POE Valle Nuevo Jutiapa.

On Tuesday, June 23 visit to locations 1, 2, and 3. At 08:00 am, meeting point in from of AC Marriott Cayala to start the visit to "Central de Monitoreo". Departure at 09:00 am for visit to location 2 – Aduana Central. Departure at 11:00 am for visit to location 3 PCI in Patzicia, Chimaltenango. Wednesday, June 24 meeting point in McDonald's zona 15, Vista Hermosa II at 07:30 am for departure to POE Valle Nuevo Jutiapa. Offerors should provide their contact information to Oscar Lujan via email to LujanOE@state.gov and Charlie Walker at WalkerCE@state.gov.

Additional site visits may be scheduled as needed if it is determined that the characteristics of the various locations differ. Prior to site visits, the contractor shall provide the names and contact information of personnel who will conduct the visits.

The Department of State will not provide any travel or logistical support for the site visits nor will the offeror be reimbursed for any costs associated with the site visit. Prospective Offerors will only be allowed to inspect the location of work during the scheduled site visit. Prospective Offerors that are unable to attend the scheduled site visit will not be provided another opportunity to inspect the site.

The purpose of the site visit is to allow prospective Offerors an opportunity to inspect the site where services are to be performed and to familiarize themselves regarding general and local conditions that may affect the cost of contract performance. Attendance at the site visit is recommended, however, attendance is not a prerequisite for submission of a quotation and will not be considered a factor in the evaluation of quotations.

Any and all questions regarding this solicitation must be submitted in writing to the Contracting Officer as described elsewhere in this solicitation. Questions will not be answered during the site visit. Offerors should submit all questions to the Contracting Officer within 5 business days of completing the site visits. Responses shall be posted as an attachment to the solicitation on SAM.gov. Information provided at this site visit shall not qualify the terms and conditions of the solicitation and specifications. Terms of the solicitation and specifications remain unchanged unless the solicitation is amended in writing. If an amendment is issued, normal procedures relating to the acknowledgment and receipt of solicitation amendments shall apply.

The Contractor shall provide full delivery destination services (shipping, custom clearance, temporary warehousing, local delivery, loading/offloading at final destination). The Contractor shall ensure the protection and preservation of all goods during shipping and storage. The Contractor is responsible for customs documentation, if needed.

The Contractor shall provide an itemized commercial invoice of all cargo prior to delivery.

Contractor shall coordinate all deliveries with the designated COR(s). Partial deliveries are acceptable if approved in writing by the COR.

1.3.3 Period of Performance or Delivery Date

Delivery, installation, configuration, fine-tuning, testing and familiarization training for all systems: All work must be completed no later than 120 calendar days after award.

1.4. Required Data Deliverables and Reports

The Contractor shall deliver the documentation identified in the table below to the following individuals. Unless otherwise stated, all documentation must be in English and must be provided electronically via email.

CO: Information to be provided at time of award

COR: Information to be provided at time of award

Deliverable	Reference	Due Date	Frequency	Distribution
D01 – Hardware and Software OEM letter	PWS Section 1.5.2	Included in the proposal	Update as required	COR
D02 – Employee(s) Resume and Certifications	PWS Section 1.5.3	Included in the proposal	Update as required	COR
D03 – Connectivity Diagrams	PWS Section 1.4.1	No later than 15 calendar days after field visits have been performed.	Updated as required	CO, COR
D04 – Project Schedule	PWS Section 1.6	No later than 15 days after award of contract.	Updated as required	CO, COR
D05 – Testing Plan	PWS Section 1.11	At least two (2) weeks before scheduled testing date.	Once	CO, COR
D06 – Project Completion Documentation	PWS Section 1.7	No later than 120 calendar days after award of contract	Once	CO, COR
D07 – Escalation table and procedure	PWS Section 1.12	Included in the proposal	Once	CO, COR
D08 – Warranty and Technical Support Report	PWS Section 1.7.1	No later than 3 months after COR acceptance of completed system.	Quarterly	CO, COR

Deliverable	Reference	Due Date	Frequency	Distribution
D09 – Confidentiality of Information letter	PWS Section 1.8	Included in the proposal	Once	COR
D10 – Contractor's past performance	PWS Section 1.5.5	Included in the proposal	Once	COR
D11 – List of proposed equipment	PWS Section 1.5.6	Included in the proposal	Once	COR

1.4.1 Connectivity Diagrams

The contractor shall provide a digital copy of the connectivity diagrams for each location, describing how all components of the solution will be connected. The Contractor shall submit a detailed explanation of the diagrams.

1.4.2 Electrical

The Contractor shall inform to the COR about any inadequate electrical connections that could affect the installation or could damage the new equipment, to that SAT personnel fix the issues.

1.5. Special Requirements

1.5.1 All required site preparations and alterations to the ILEA building must be approved in advance by the COR. All work must conform to the latest International Building Code or the local equivalent. The Contractor shall perform all necessary work to restore temporary alterations of the building(s) to the original condition.

1.5.2 All hardware, software, and services must be provided through authorized distribution channels. All items provided under this project must be new and in original packaging. Used, discontinued, or refurbished materials are not allowed. The Contractor shall provide a letter from the original equipment manufacturer (OEM) demonstrating compliance with these requirements.

1.5.3 All services must be carried out under the supervision of OEM-certified employee(s). The Contractor shall provide the COR a copy of the employee(s) resume and certification(s) as part of the proposal. A minimum of one OEM-certified employees is required.

1.5.4 All the accessories should be included.

1.5.5 Contractor shall provide a minimum of three past performance references completed within the past five (5) years that include the following information:

- Company name (Client).
- Project start date.
- Project completion date.
- Project description.
- Project cost.
- Project point of contact name.
- Point of contact email.
- Point of contact telephone numbers.

1.5.6 A list of the proposed equipment shall be provided, it shall include: Item Description, Name of Manufacturer, Model Number, Serial Numbers, Quantity, Fixed Unit Price and total price.

1.6. Project Schedule

The Contractor shall, within ten (10) days after award of the contract, prepare and submit for Government approval a practicable schedule showing the order in which the Contractor proposes to perform the work and the dates on which the Contractor contemplates starting and completing the several salient features of the work (including but not limited to acquiring materials, installation, testing, and conducting training). The schedule shall be in the form of a progress chart of suitable scale to indicate appropriately the percentage of work scheduled for completion by any given date during the project performance period.

The Contractor shall track actual project progress on the chart. The Contractor shall provide an electronic copy of the chart showing the actual progress whenever requested by the Contracting Officer or the Contracting Officer's Representative. The Contractor shall submit for Government approval any revision to the approved schedule

1.7. Project Completion Documentation

The contractor shall provide complete documentation for all hardware and software delivered under this contract. At a minimum, the closeout documentation must include:

- Comprehensive Bill of Material for all hardware and software delivered under the contract. The list shall include: Item Description, Name of Manufacturer, Model Number, Serial Numbers, Delivered Quantity, Unit Price, Extended Price, and Warranty Expiration Date.

- OEM manuals for all hardware and software delivered under the contract to be in Spanish and English.

- Results of system testing.

- Diagrams.

- Warranty and Technical Support documentation. Documentation shall include an explanation of coverage, the process of obtaining warranty or technical support services, and applicable contact information.

1.7.1 WARRANTY AND TECHNICAL SUPPORT REPORT

The Contractor shall, for the duration of the warranty period, provide a quarterly report describing in detail the technical support and warranty work performed for the reporting period. For the purposes of this requirement, quarterly means every three (3) months.

At a minimum, the report shall include:

- A list with all warranty / support ticket submitted, ticket number, date of submission, and person submitting the ticket;

- For each ticket, identify the actual response time and time required to restore;

- Explanation of how the issue was resolved;

- A list of all unresolved tickets, explanation of pending action items, and expected date of resolution.

1.8. Confidentiality of Information

The Contractor agrees to keep confidentiality of all of the information received, including but not limited to: equipment characteristics, passwords, blueprints, topology of the solution, software and hardware versions, security parameters, configurations, and any other information whether oral or written that may compromise in any way the security of the institution or may be counter-productive for the institution in the hands of third parties.

The requirements in the preceding paragraphs apply to all subcontractors and do not expire upon completion of the contract. The Contractor is solely responsible to ensure selected subcontractors comply with the preceding paragraphs.

1.9. Quality Assurance

1.9.1 The Contractor is responsible for performing or having performed all inspections and tests necessary to verify that the supplies or services furnished under this contract conform to contract requirements, including any applicable technical requirements for specified manufacturers' parts. This requirement takes precedence over any Government inspection and testing required in the contract's specifications. Records of all inspections conducted by the Contractor and necessary corrective actions taken shall be maintained by the Contractor. The Contractor shall make these documents available to the Government at the request of the Contracting Officer or Contracting Officer Representative.

1.9.2 This Quality Assurance and Surveillance Plan (QASP) is designed to provide an effective surveillance method to promote effective Contractor performance. The QASP provides a method for the COR to monitor Contractor performance, and advise the Contracting Officer of unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

Performance Objective	Standard and Acceptable Quality Level (Maximum allowable deviation)	Incentive/ Disincentive	Calculation
Performs all services set forth in the performance	All required work is properly performed and no more than one (1) customer complaint is received per month.	Negative Incentive: Low rating in CPARS; appropriate action under the inspection and	Performance: number of valid written complaints during the month.

work statement (PWS).		termination clauses of the contract.	

1.9.3 Surveillance. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contracting Officer for transmittal to the Contractor for corrective action.

1.9.4 Standard. Acceptable performance standards are as described in the table above.

1.9.5 Procedures.

1.9.5.1 If any personnel observes unacceptable services, either incomplete work or required services not being performed, they should immediately contact the COR.

1.9.5.2 The COR will complete appropriate documentation to record the complaint.

1.9.5.3 If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

1.9.5.4 If the COR determines the complaint is valid, the COR will inform the Contracting Officer who will contact the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The Contracting Officer shall determine how much time is reasonable.

1.9.5.5 The Contracting Officer shall, as a minimum, notify the Contractor by email of any valid complaints.

1.9.5.6 If the Contractor disagrees with the complaint and challenges the validity of the complaint, the Contractor shall notify the Contracting Officer. The Contracting Officer will review the matter to determine the validity of the complaint.

1.9.5.7 The Contracting Officer will consider complaints as resolved unless notified otherwise by the complainant.

1.9.5.8 Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period,

the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

1.9.5.9 If the contractor fails to meet the performance standard, the Government reserves the right to take action under the Inspection clause, including an invoice deduction.

1.10. Configuration

The Contractor shall bring together all subsystems, ensuring that they function together. The Contractor shall configure all components of the solution according to OEM specifications and industry best practices.

1.11. Testing

The Contractor shall coordinate all testing with the assigned COR. A preliminary testing plan shall be submitted for COR approval at least two (2) weeks prior to the scheduled testing date.

Upon successful installation, configuration and fine-tuning of the entire solution the Contractor shall perform all necessary system testing to ensure proper operation of the solution. The Contractor shall conduct testing in accordance with the approved Testing Plan. The Contractor shall include testing results in the Project Completion Documentation.

If the installed solution, or a portion thereof, fails the testing the Contractor shall correct all deficiencies at no additional cost to the Government.

1.12. Escalation Table and Procedure

Upon written COR acceptance of the completed system, the contractor shall provide the escalation table along with the procedure to open and scale tickets.

1.13. Project Manager

The contractor shall provide a local project manager during all project stages to serve as the main point of contact with COR/SAT. The Project Manager will be tasked with coordinating all activities and resources needed to adequately carry out the project. The Project Manager will be the communication channel between

COR/SAT and the contractor for all matters pertaining to meetings, minutes, planning, and implementation timelines, including progress reports.

Section 2 – Special Conditions

2.1. Type of Contract

The Government intends to award a Firm Fixed Price (FFP) contract payable entirely in US dollars (USD). No additional sums will be payable for any escalation in the cost of performance or because of the Contractor's failure to properly estimate or accurately predict the difficulty of completing this order. The Government will not adjust the order price due to fluctuations in exchange rates.

2.2. Government Furnished Property (GFP)

The Department of State (DoS) will make the following GFP available for performance of this order: None

2.3. Government Furnished Information (GFI)

The Department of State (DoS) will make the following GFI available for performance of this task order: None

2.4. Taxes and Import Duties

This requirement is a part of technical assistance project registered with the Government of Guatemala, which is not subject to taxation. USG will provide all necessary project registration documents for vendor to claim tax and import duty exemptions in Guatemala upon request. All requests must be submitted in writing to the COR.

2.5. Required Tagging

Delivery is FOB Destination – Doral, FL

Shipping Address:

Contract No. (provided at time of award) - GUATE
11380 NW 34TH ST
SUVI Global Services
DORAL, FL 33178-1828
UNITED STATES

- Boxes should be marked with numbers “one of xxx”
- Email commercial invoice and packing list to COR