

SECTION C SPECIFICATIONS/WORK STATEMENT

C.1 SCOPE:

The contractor shall provide an all-inclusive services for city-wide electronic security systems operation, inspection, maintenance and repair services, to include but shall not limited to, software and hardware solutions manufactured by the following firms: RS2, GE, Milestone, Assa Abloy, Aventura, Pelco, Bosch, American Dynamics, Axis, Dell, Winsted, HID, HESS, Securitron, Aiphone, Stentofon, Gunnebo, RCI, Altronix, Schlage, Potter, DSI, Honeywell, APC, Talk-A-Phone, DMP, and FOCUS 200.

The Contractor shall provide a turnkey service for the sustainment of the District's electronic security systems, including, but not limited to, installation of application software and interfaces, provide administrative services for all systems, warranty both the legacy system components and those coming off *manufacturer* warranty, provide preventative maintenance, service all systems, provide software support agreements, provide spare parts inventory, coordination with all affected parties as required to complete the services, and make small additions and changes to the systems as required to maintain the system in good working order in accordance with **Section [C.5] - Requirements**.

C.2 APPLICABLE DOCUMENTS

Item No.	Document Type	Title	Version/Date
2	U.S. Law	National Electric Code (NEC)	Most Recent
1	U.S. Law	Environmental Protection Agency (EPA) 42 USC sections 6901-6976 Hazardous Substances and Waste	Most Recent
4	Federal Regulations	U.S. Department of Labor Occupational Safety and Health Administration 29 CFR, Part 1910, Subparts A-P	Most Recent
5	Federal Regulations	U.S. Department of Labor Occupational Safety and Health Administration 29 CFR, Part 1926,	Most Recent
9	Executive Order	Energy Policy Act of 2005	Most Recent
11	D.C. Regulations	International Building Code (IBC)	Most Recent
12	D.C. Law	DC Construction Codes http://dcra.dc.gov/DC/DCRA/Permits/Construction+Codes	Most Recent
13	DCMR	D.C. Official Code, sections 10-1001-1005 Parks, Public Buildings, Grounds and Space	Most Recent

16	DC Website	Department of Consumer and Regulatory Administration (DCRA) Building and Land Regulation Administration (BLRA).	Most Recent
19	DC Website	Department of General Services http://dgs.dc.gov/DC/DGS	Most Recent
20	Accredited Specs and Standards	International Electrical Testing Association (NETA)	Most Recent
22	DC Policy	OCP Directive 1303.00, dated October 1, 2003, titled "Environmentally Preferable Purchasing."	Most Recent
28	Accredited Specs and Standards	Public Buildings Maintenance Guides and Time Standards	Most Recent
33	Accredited Specs and Standards	National Electrical Code (NEC)	Most Recent
34	Accredited Specs and Standards	Elevator Industry Field Employees' Safety Handbook	Most Recent
35	Accredited Specs and Standards	Building Official Code Administration (BOCA)	Most Recent
36	Accredited Specs and Standards	American Society for Testing Materials (ASTM)	Most Recent
37	Accredited Specs and Standards	Institute of Electrical and Electronics Engineers (IEEE)	Most Recent
47	Federal Law	U. S. Department of Justice American with Disabilities Act	Most Recent

C.3 DEFINITIONS

C.3.1 These terms when used in this RFP have the following meanings:

C.3.1.1 **"Acceptance"** constitutes acknowledgment that the supplies or services conform to applicable contract quality and quantity requirements.

C.3.1.2 **"Approval"** means the Department and/or the District has reviewed submittals, deliverables, or administrative documents (e.g., insurance certificates, etc.), and has determined the documents conform to contract requirements. Department and/or District approval shall not relieve the Contractor of responsibility for complying with Federal, District, local laws and regulations.

- C.3.1.3** “**Additional Property Sites**” These properties are new properties for which the Department assumed responsibility or otherwise acquired; property that was previously assigned to another Contractor; or a property that a Contractor was not awarded.
- C.3.1.4** “**Assessment**” The action or an instance of making a judgment about the equipment/apparatus; an official valuation of the equipment/apparatus for the purpose of declaring the condition or current state of operation as more fully defined in **Section [C.5.2.1]**.
- C.3.1.5** “**Applicable Laws**” means all applicable federal and local laws, statutes, codes, ordinances, rules and regulations (whether existing now or subsequently passed, enacted, adopted or amended, at any time, during the term of an award made hereunder).
- C.3.1.6** “**Approval**” means the Department, and/or the District has reviewed submittal, deliverables, or administrative documents (e.g. insurance certificates, etc.), and has determined the documents conform to contract requirement. Department and/or District approval shall not relieve the Contractor of responsibility for complying with Federal, District, local laws and regulations.
- C.3.1.7** “**Award Notice**” is defined as the notice given by DGS to that particular Contractor stating that such Offerors has been awarded a contract hereunder.
- C.3.1.8** “**Contracting Officer (CO)**” shall be a business communications liaison between the Department and a Contractor. He or she ensures that their goals are mutually beneficial. The CO is an employee who is responsible for recommending, authorizing, or denying actions and expenditures for both standard delivery orders and task orders, and those that fall outside of the normal business practices of its supporting Contractors and Sub Contractors.
- C.3.1.9** “**Contract Term**” shall mean, in the case of any particular Contractor, the term of that particular Contractor’s Awarded Contract commencing upon the award date, continuing through those option periods (if any) so exercised by DGS, and lasting until its early termination or expiration thereof.
- C.3.1.10** “**Contractor**” means the individual, firm, company, corporation, partnership, or combination thereof, including joint ventures, contracting with the Department to the contract work. The Contractor is one of the parties to this Contract.
- C.3.1.11** “**Contractor’s Obligations**” shall mean all of the obligations imposed on the Contractor by this Contract.
- C.3.1.12** “**Correction**” means the elimination of a defect.
- C.3.1.13** “**Cost Reimbursement**” the contractor is paid for all of its allowed expenses to a set limit, plus additional payment to allow for a profit.

- C.3.1.14** “**COTR**” means the Contracting Officer’s Technical Representative and is responsible for technical direction and administration of the Contract, advising the Contracting Officer as to the Contractor’s compliance or noncompliance with the Contract. The COTR is responsible for general administration of the Contract and advising the CO as to the Contractor’s compliance or noncompliance with the Contract. The COTR has the responsibility for the day-to-day monitoring and supervision of the Contract to ensure that the work conforms to the requirements, and other duties as authorized by the CO.
- C.3.1.15** “**Defects**” is an anomaly in a product and or service defined as a shortcoming, imperfection or lack of standard. For the purposed of this Contract “Defects” are those obstacles that will likely prevent the Contractor from performing fifty percent (50%) or more of the services required at a given site.
- C.3.1.16** “**Deficiency**” means a lack of quality and/or sub-standard of work. For purpose of this solicitation, a deficiency is an item, or condition that is considered sub-standard, or below minimum expectations with regard to code, work product and safety.
- C.3.1.17** “**Direct Cost**” is a cost that may be calculated and identified directly with a product, function, or activity and that usually involves expenditures for raw materials and direct labor.
- C.3.1.18** “**District**” means all authorized District of Columbia (DC) Government agencies and their representative having jurisdiction over the any particular equipment, property, building, facility and or land.
- C.3.1.19** “**District Furnished Property**” means any property in the possession of or directly acquired by the District and subsequently made available to the Contractor to use in the performance of the Contract.
- C.3.1.20** “**District Operated Property**” means all property occupied, leased or acquired by the District under the terms of the contract, including District-furnished property.
- C.3.1.21** “**District Owned Property**” means all property owned or acquired by the District under the terms of the contract, including District-furnished property.
- C.3.1.22** “**Emergency Service Call**” A Service Call or other request for service placed outside of Normal Working Hours, and of such a nature, that response cannot wait for the resumption of Normal Working Hours.
- C.3.1.23** “**Holidays**” are days observed by the District of Columbia Government.
- C.3.1.24** “**Hours of Operation**” refers to the time period for which the Contractor’s staff shall be on site performing services. For the purpose of this Contract, the Contractor’s hours of operation shall not extend beyond the timeframe of 8:30 a.m. and 5:00 p.m. EST in accordance with **Section [C.6.1]**.

- C.3.1.25** “**Industry Standards**” means the highest level of industry-developed best standards, practices or procedures (including any standards, practices or procedures established by the applicable trade associations or under Applicable Laws).
- C.3.1.26** “**Inspections**” is a systematic practice of monitoring, at regularly scheduled interval inspections of the infrastructure conditions, unit placement, usage, signage/markings in support of DCMR mandates, etc.
- C.3.1.27** “**Key Personnel**” refers to the Contractor’s personnel, who has been identified and approved to perform the work; they will provide the required services under the supervision of the Contractor
- C.3.1.28** “**Normal Working Hours**” – is the time period of: 8:30am – 5:00pm.
- C.3.1.29** “**Offerors**” refers to any individuals, business entities or any combinations thereof, submitting a proposal in response to an RFP.
- C.3.1.30** “**Operational**” meaning a facility, building, property and or equipment is functioning as to the specified intent and or by the manufacturer recommendations.
- C.3.1.31** “**OSHA**” – Occupational Safety and Health Administration (OSHA) is the Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the workplace.
- C.3.1.32** “**Option Exercise Notice**” shall mean, in the case of any particular Contractor, the preliminary notice given to that particular Contractor by the CO stating the Districts intent to exercising its option to extend the Awarded Contract for an option year.
- C.3.1.33** “**Preventive Maintenance (PM)**” means a program of maintenance activities performed on a fixed schedule, or on equipment runtimes, generally in accordance with manufacturers’ recommendations with the intent of keeping equipment in reliable operating condition and preventing deterioration.
- C.3.1.34** “**Prevailing Wage**” The prevailing wage is defined as the hourly wage, usual benefits and overtime, allegedly paid to the majority of workers, laborers, and mechanics within a particular area as determined by the Service Contract Action Wage Determination, Davis Bacon and or the District of Columbia Living Wage Act; **whichever of the applicable is higher.** Prevailing wages are established by regulatory agencies for each trade and occupation employed in the performance of public work, as well as by State Departments of Labor or their equivalents.
- C.3.1.35** “**Regulatory Inspection**” performed to assess compliance with guidelines and regulations and to assure the Competent Authority of the validity of the study data and the rights and protection of subjects. A routine inspection is a periodic inspection to determine compliance with applicable regulations and guidelines.
- C.3.1.36** “**Repair**” Restore to sound working condition or to fix damage.

- C.3.1.37** **“Replace”** To remove a component and install a new or equivalent component.
- C.3.1.38** **“Response Time”** means the time period in which the Contractor, after initial notification by the District, is required to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the required Work.
- C.3.1.39** **Scheduled Maintenance** means those maintenance or repairs to equipment or system(s)/apparatus that occur as a part of the regular preventive maintenance schedules.
- C.3.1.40** **“Service Call”** means a response to a tenant or agency complaint, or a response to an observation that some equipment, system(s)/apparatus or material covered by the Contract is inoperable, dysfunctional or deteriorated, or that performance standards of the Contract are not being met. The Service Call response involves analysis of the problem, and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a Repair may result from the analysis stage of a Service Call. A Service Call can be either an Emergency or Non-Emergency Service Call.
- C.3.1.41** **“Service Work Order”** a task or a job for a customer, which can be scheduled or assigned to someone. Such an order may be from a customer request or created internally within the organization. Work orders may also be created as follow ups to Inspections or Audits. A work order may be for products or services.
- C.3.1.42** **“Token”** means the smallest meaningful unit of information in a sequence of data for a compiler.
- C.3.1.43** **“Virtual Private Network”** is a that supports arbitrary and changing sets of network nodes.
- C.3.1.44** **“Wage Determination”** A wage determination is a listing of wage rates and fringe benefit rates for each labor category of workers which the U.S. Department of Labor has determined to be prevailing in a given area. It establishes standards for wage rates and safety and health protections for employees performing work on covered Government contracts.

C.3.2 Acronyms

- C.3.2.1** **The following are acronyms used for the purpose of this solicitation:**
- C.3.2.2** **ANSI** American National Standards Institute
- C.3.2.3** **ASME** American Society of Mechanical Engineers Safety Code for Elevators and Escalators A17.2 Inspectors Manual.
- C.3.2.4** **ASTM** American Society for Testing Materials
- C.3.2.5** **BLRA** refers to the DCRA’s Business Licensing Regulation Administration

C.3.2.6	BOCA	Building Official Code Administrators
C.3.2.7	CERP	Contractor’s Emergency Response Plan
C.3.2.8	CO	Contracting Officer
C.3.2.9	COOP	Continuity of Operations Plan
C.3.2.10	COTR	Contracting Officer’s Technical Representative
C.3.2.11	DCMR	District of Columbia Municipal Regulations
C.3.2.12	DCRA	Department of Consumer and Regulatory Affairs
C.3.2.13	DGS	Department of General Services
C.3.2.14	DPR	Department of Parks and Recreation
C.3.2.15	DSLBD	DC Department of Small and Local Business Development
C.3.2.16	EPA	Environmental Protection Agency
C.3.2.17	MSDS	Material Safety Data Sheet
C.3.2.18	NEC	Refers to the National Electrical Code
C.3.2.19	NEMA	National Electrical Manufacturers Association
C.3.2.20	NETA	National Electrical Testing Association
C.3.2.21	NFPA	National Fire Protection Association
C.3.2.22	NIOSH	National Institute for Occupational Safety and Health
C.3.2.23	OSHA	Occupational Safety and Health Administration (OSHA) is the Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the workplace
C.3.2.24	PBS	Public Buildings Maintenance Guides and Time Standards
C.3.2.25	PM	Preventive Maintenance
C.3.2.26	PPE	Personal Protective Equipment
C.3.2.27	PSPD	Protective Services Police Division
C.3.2.28	QA	Quality Assurance

C.3.2.29	QAP	Quality Assurance Protocol
C.3.2.30	QC	Quality Control
C.3.2.31	QCP	Quality Control Program
C.3.2.32	VPN	Virtual Private Network

C.4 BACKGROUND

The Department is the lead agency responsible for maintaining electronic security system equipment throughout the District. DGS provides management and maintenance related services for over eight hundred fifty (850) owned and leased properties. These properties include office buildings, schools, parks, and recreation centers. As a service-providing agency, positive customer service and rapid response and resolution to tenant issues and service requests are paramount to all of DGS' operation and mission. Likewise, the safety and wellbeing of the Districts residents, visitors, students, and DC Government employee's is paramount to the Agency mission critical goals.

In 2000 the District implemented the current ESS system on a GE platform and subsequently converted to RS2. ADT/Tyco implemented the base system and a variety of security system installers managed the additional expansions and upgrades. Over the last five years the number of card readers, cameras and optical turnstiles doubled by more than 100%. The legacy GE head-end and field hardware remains; and as part of the migration process the District added RS2/Mercury M5 bridge hardware systems.

C.5 REQUIREMENTS

All operations, inspection, maintenance, and repair related services described hereunder shall be provided based on the monthly firm-fixed rates per location. *All services under the firm-fixed rates, are all inclusive and shall be provided in accordance with the service level agreements.*

- C.5.1 Preventative Maintenance.** The Contractor shall provide preventive maintenance as well as emergency and remedial repair services relating to the current and future installed base of security systems and components. See **Section [C.5.5] Maintenance** for details.
- C.5.1.1 Software Support.** The Contractor shall provide the application software for the electronic security management system and convert selected facilities as determined by PSD.
- C.5.1.2** Maintain and updated all software support agreements for all installed systems, including – but not limited to – RS2, Milestone and Aventura.
- C.5.1.3** All labor required to support the requirements herein shall include but is not limited to the following: Program Management, System Administrators, Service Technicians and Support Personnel and all else as reasonably inferred in support of project reporting and contracts administration.

C.5.2 Hardware

The Contractor shall refer to the Approved Product List & Proposed Spare Parts List for a comprehensive list of system components and locations as well as the Standard Security Details for the current list of approved products and manufacturers. DGS has a considerable investment in the products listed in the Standard Security Details – *Attachment J.16*. When replacing failing or malfunctioning ESS components, the Contractor shall only utilize components from the Approved Product List, *Attachment J.15*.

- C.5.2.1 New Install.** At the discretion of PSD, the Contractor shall install additional equipment; and modify changes or remove existing equipment to the systems.
- C.5.2.2 Warranty.** The Contractor shall warrant all existing software & equipment systems as well as any new work for a period of one year from the date of acceptance to be free of defects in design, workmanship, and material. The Contractor shall provide all labor and materials necessary to correct any deficiencies noted in the warranty period at no additional cost to the District. Any corrective action provided shall comply with the requirements of **Section [C.5]**. Furthermore, the Contractor shall provide the COTR with copies of all equipment warranties within ten (10)-days of activation.
- C.5.2.3 Integration Responsibilities.** At the discretion of the COTR, other Contractors may install additional equipment to either system. In that event, the Contractor shall:
- C.5.2.3.1** Perform all system administration tasks, as defined to bring the new system online and required during the warranty period.
- C.5.2.3.2** Add the new system to its service responsibilities at the end of the warranty period subject to the provisions of **Section [C.5.2.2]**.
- C.5.2.3.3** Replace components and inventory, both legacy and equipment coming off warranty.
- C.5.2.4 Delivery Storage & Handling.** The contractor shall ensure the following:
- C.5.2.4.1** Equipment and components arrive on site properly protected and undamaged with, packaging and labels intact.
- C.5.2.4.2** Materials and equipment are stored, managed, and protected in accordance with the manufacturers' recommendations.
- C.5.2.4.3** Additional protection is provided during handling as necessary to prevent breaking, scraping, marring and otherwise damaging products or surrounding areas.
- C.5.2.4.4** All equipment and components that are to be installed are protected from theft, vandalism and exposure to rain, freezing temperatures, and direct sunlight.
- C.5.2.4.5** Installed equipment and components are protected from damage and use by unauthorized persons.

C.5.2.5 **RESERVED [Intentionally Removed].**

C.5.2.6 **Spare Parts Inventory**

C.5.2.6.1 The contractor shall use the Approved Product List and Proposed Spare Parts List as a minimum guide to equipment service team and associated Contractor personnel with the inventory of spare parts necessary to ensure the time frames in **Section [C.6.1]** are not exceeded.

C.5.2.6.2 The contractor shall make space for spare parts at their facility that can be accessed 24 hours a day. Bi-annual inspection of spare parts and inventory *may* be conducted by representatives of the District.

C.5.2.6.3 The Contractor shall maintain the spare parts inventory and turn it over complete to District at the end of the contract at no additional expense to the District.

C.5.2.7 **System Types and Configurations**

C.5.2.7.1 **Access Control**

C.5.2.7.1.1 DGS currently operates an RS2 access control system as indicated in **Attachment J.12**.
a. The system is managed from the John Wilson Building located at 1350 Pennsylvania Avenue. The system controls all devices in the city and consists of a RS2 access IT Server communicating with RS2 M5 bridge hardware and servers/storage/NVRs/DVRs over the city's WAN.

C.5.2.7.1.2 All security devices are wired to M5 bridge controllers strategically located (usually in LAN or Telco closets) in buildings throughout the city.
a. At least one M5 in each facility is connected to the District's LAN.
b. Other M5s may be connected in a daisy-chain fashion to an M5 on the LAN.
c. Each M5 is equipped as necessary with a CPU board (PX, PXN or PXNplus), one or two 8-reader (8RP) boards, an input board (20DI) and an output board (16DOR).
d. All monitored and controlled devices are directly wired back to the M5 panel except devices associated with card reader-controlled doors.
e. All alarm devices monitored from the M5 are supervised with dual 1K resistors at the device.

C.5.2.7.1.3 Readers are connected to legacy GE components as well as RS2 components. It is estimated that 60% of the existing hardware is connected to a HID controller, in 30% it is a WIU-2 and in 10% (recent additions) it is a WIU-4.
a. The locking device, REX PIR, door contact and reader are connected to the door controller which is wired back to a port on the 8RP daughter card in the M5.
b. Except where required by code, all locking devices are fail-secure.

C.5.2.7.1.4 Most card readers are either standard HID ProxPro readers with the addition of HID multiclass and GE PIV/FIPS 201 compliance.

C.5.2.7.1.5 Access cards are standard HID 26-bit proximity cards.

C.5.2.7.2 Security Management System

C.5.2.7.2.1 Access control, alarm management, video management, credentialing and other functions are integrated through RS2 located on a single server in each system.

C.5.2.7.2.2 Maintaining the city's credentialing system, operated through RS2, is part of this scope of work.

C.5.2.7.3 CCTV

C.5.2.7.3.1 Buildings equipped with CCTV systems contain a combination of analog and IP CCTV cameras connected to on-site GE, Milestone, or Aventura head-end infrastructure including servers, storage, DVRs, etc.

C.5.2.7.3.2 Each head-end infrastructure is network connected allowing live and recorded playback through the various system interfaces (Milestone, Aventura CWS, GE Facility Commander).

C.5.2.7.3.3 At several sites, multiplexers split the video signals to Pelco switches, sized for the facility, and/or on-site monitoring stations.

C.5.2.7.4 Intercom

C.5.2.7.4.1 Buildings equipped with intercom systems may contain multiple systems.

C.5.2.7.4.2 The systems range from one master station and one substation to four substations and three master stations.

C.5.2.7.4.3 The Wilson Building and Unified Command Center are equipped with Stentofon intercom systems with exchanges located in the security equipment racks.

C.5.2.7.5 Optical Turnstiles

C.5.2.7.5.1 PSD has equipped selected facilities with various optical turnstiles systems.

C.5.2.7.5.2 Buildings equipped with optical turnstiles must be serviced and maintained per manufacturer's requirements.

C.5.2.7.6 Elevator Control

C.5.2.7.6.1 It is the responsibility of the Contractor to interface with all elevator manufacturers and service firms with respect to elevator control.

C.5.2.7.6.2 The Contractor shall coordinate with respective elevator control company when testing, servicing, modifying, or reprogramming elevator control configurations.

C.5.2.7.7 Other Systems & Components

Other components include but are not limited to:

- C.5.2.7.7.1 Readers used to arm/disarm security components.
- C.5.2.7.7.2 Elevator hall call readers allowing only card holders to call elevators to the floor.
- C.5.2.7.7.3 Optical/barrier turnstiles with readers & control panels.
- C.5.2.7.7.4 Monitored doors.
- C.5.2.7.7.5 Glass break detectors.
- C.5.2.7.7.6 Duress alarms.
- C.5.2.7.7.7 Motion detectors.
- C.5.2.7.7.8 Emergency phone (intercoms) towers.
- C.5.2.7.7.9 Power supplies and battery units.
- C.5.2.7.7.10 Fence protection system.

C.5.3 Project Manager

The Contractor shall designate a Project Manager to be responsible for all work performed under this Contract including preventive maintenance, emergency service, additions and changes, and system conversion. This individual shall:

- C.5.3.1 Manage the day to day aspects of the work.
- C.5.3.2 Be available to PSD and for all meetings and consultations.
- C.5.3.3 Issue reports and status indications as and when required by PSD.
- C.5.3.4 Be empowered to make decisions for the contractor regarding prices, deliveries, workforce, and schedules for all aspects of the work.
- C.5.3.5 This individual shall be separate from the systems administrator and back-up system administration personnel.
- C.5.3.6 The Contractor shall ensure that all technical personnel working on this contract will be certified by the respective manufacturer of the access control, optical turnstile, intercom, CCTV, and DVR equipment.
- C.5.3.7 The Contractor shall coordinate with the Office of the Chief Technology Officer (OCTO) to ensure LAN/WAN connectivity and compatibility.

C.5.4 System Administrator Roles & Responsibilities

The Contractor shall perform all system administrator functions for all electronic security systems during Normal Business Hours (NBH) currently established as 8:30 AM to 5:00 PM on weekdays. The Contractor's System Administrators shall be stationed at the Wilson building located on the basement level. The Wilson building is located at 1350 Pennsylvania Ave, N.W. Washington DC. System Administrators shall administer the citywide electronic security system from this location or any others at the discretion of PSD.

- C.5.4.1** The Contractor shall perform all system administrator functions for all electronic security systems during Normal Business Hours (NBH) currently established as 8:30 AM to 5:00 PM on weekdays.
- C.5.4.2** Contractor shall provide a dedicated and certified System Administrators to support the Citywide ESS program. Upon approval by PSD, the System Administrators shall not change until an alternate candidate has been submitted to and approved by PSD.
- C.5.4.3** Within 30 days of the commencement of the contract, *the* Contractor shall submit for PSD approval a list of back-up support staff. The Contractor shall ensure the approved support staff is available to administer the systems during vacations, holidays, sick days, training days and other days the System Administrators are not available. Back-up staff shall be knowledgeable and trained to the extent that there shall be no requirement to get up to speed when their services are required except as is typical during a return from vacation.
- C.5.4.4** System Administrators duties shall include but not limited to the following:
- C.5.4.5** Servers and other front-end devices:
- a. Confirm back-ups of data occur as scheduled.
 - b. Confirm back-ups of transaction history occur as scheduled and that there are no memory overloads.
- C.5.4.6** Program new devices that require definition in such as CCTV cameras, card readers, inputs, controlled outputs, access categories, graphics, and other database requirements.
- a. All device descriptors shall conform to the styles and abbreviations listed in the Standard Security Details.
- C.5.4.7** Confirm and document in a log the operational functionality of key system components on a regular and frequent basis as defined in **Section [C.5.6]**.
- C.5.4.8** Respond to calls for assistance from cardholders or others within the systems' footprint.
- C.5.4.9** Monitor the entire system, notify PSD whenever a problem or malfunction arises and Dispatch Technician(s) to remedy system errors.
- C.5.4.10** Generate reports (custom, scheduled or otherwise) of system activity, operator activity or cardholder activity.
- C.5.4.11** Assist Contractor's technicians when diagnosing performance issues and provide support during repair operations.
- C.5.4.12** In the cases where PSD selects another firm to provide and install the ESS system, the SA shall provide assistance to that company's technician(s) related to incorporating installed system into overall ESS architecture and/or diagnosing performance issues.

C.5.5 Maintenance

C.5.5.1 Preventive Maintenance

C.5.5.1.1 Preventive maintenance shall be conducted by factory trained and certified technicians. Prior to the commencement of the Contract, upon COTR request, the Contractor shall furnish a list of all such qualified technicians with a copy of relevant certifications for each.

C.5.5.1.2 Preventive maintenance shall be conducted during normal business hours unless specifically agreed to in writing by the COTR. Unless after hours work was requested by COTR the Contractor shall bear any additional costs for after-hours preventive maintenance.

C.5.5.1.3 The Contractor shall:

- a. Submit a Preliminary Preventive Maintenance Schedule to the COTR for approval within four weeks after contract award.
- b. Advise the COTR of all preventive maintenance work a week in advance.
- c. Notify the COTR immediately upon finding any remedial work that is required. The contractor shall not make any repairs until authorized by the CORT.
- d. Submit properly completed documentation describing all preventive maintenance work as outlined in **Section [C.5.5.2]**.

C.5.5.2 Preventive Maintenance Requirements

C.5.5.2.1 Contractor shall physically activate to the “alarm” state once per year:

- a. Each fence mounted detector.
- b. Each glass break detector. Activation shall be by an electronic tone generator tuned to the appropriate frequency.
- c. Each door contact on both monitored doors and the inactive leaf of double doors controlled by card readers.
- d. Each door held open and door forced open timer on reader-controlled doors.
- e. Each duress alarms.
- f. Each motion detector.
- g. Each temperature sensor alarm.

C.5.5.2.2 When activating any device as required by **Section [C.5.5.2.4]** the contractor shall ensure:

- a. The appropriate system responses are activated.
- b. The appropriate information is displayed in the control rooms and workstations.
- c. The test activation and all system responses are recorded in the transaction history logs.

C.5.5.2.3 The contractor shall inspect, clean, and adjust for optimal image and field of view, each CCTV camera and in addition shall maintain and confirm the operational capability of each PTZ camera control once per year.

C.5.5.2.4 The contractor shall confirm the operational status by electronically testing from a security system workstation:

- a. Each CCTV camera once per month. This includes a review of an after dark recording from each camera to identify failed/inadequate lighting necessary for CCTV visibility.
- b. Each access control panel and its power supply once per month.
- c. Each DVR once per day. This includes ensuring all cameras are functioning, all are being recorded and all the PSD established storage requirements are being met.

C.5.5.2.5 All testing performed in accordance with **Section [C.5.5.2.4]** shall be documented by the System Administrator in a test log that shall be maintained at the desk.

C.5.5.3 Software Maintenance & Support

C.5.5.3.1 The contractor shall maintain and keep current on behalf of the District, all applicable application software licenses, and maintenance agreements.

C.5.5.3.2 The contractor shall advise the COTR of all software upgrades, updates, and patches as they are issued by the manufacturers and advise the COTR about the merits and risks of the enhancements included in each release.

C.5.5.3.3 The contractor shall provide all software upgrades, updates and patches selected by the COTR for loading by OCTO.

C.5.5.3.4 The contractor shall provide unlimited telephone software support to the COTR and PSD staff during regular business hours.

C.5.6 Service Work Orders

C.5.6.1 After each visit the Contractor’s technician shall complete a Service Work Order prior to leaving each site.

C.5.6.2 The work order shall stipulate the following:

- a. The building where the work was performed
- b. A description of the problem if it is the result of an on-call service request or the fact that it is a scheduled preventive maintenance visit.
- c. The name and contact number of the person who initiated the on-call service request.
- d. Date & time of the service request.
- e. Date & time of arrival on site.
- f. Parts inspected, tested, repaired, and/or replaced.
- g. Status of the problem at the end of the visit if not resolved or if resolved, how it was resolved.
- h. The time the contractor’s staff left the site.

C.5.6.3 Prior to leaving the site the technician shall also:

- a. Obtain the signature of the responsible city employee at the site on the completed work order.
- b. Print the employee's name under the signature.
- c. Record the employee's office phone number or other contact phone number.

C.5.7 Records

C.5.7.1 The Contractor shall maintain a database of all service work orders.

C.5.7.2 The database shall contain the following for each service work order:

- a. Service Work Order reference number
- b. Site reference information.
- c. Name.
- d. Address.
- e. Date and time of initial service call request.
- f. Date and time of arrival on site.
- g. Date and time of completion.
- h. Statement of the problem.
- i. Statement of the status or resolution.

C.5.7.3 The database shall be available to PSD through a web browser.

C.5.7.4 The database shall be exportable in Microsoft Excel format.

C.5.8 Training

The Contractor shall provide training of all operators and administrators as follows:

C.5.8.1 Operator Training

The Contractor shall provide two operator training sessions per year on site or at a location approved by the COTR. Dates shall be as mutually agreed upon by the COTR and the Contractor.

- a. Each session shall be a minimum of eight hours in duration. Field setup time, startup time and testing time shall not be considered as training time.
- b. Training shall be provided for each installed system and shall be conducted by factory-trained individuals.
- c. PSD shall notify the contractor at least two weeks in advance of the names of attendees.
- d. Contractor shall provide each attendee with a basic operation manual for each installed system.
- e. All operator training shall be conducted in a formal classroom-type atmosphere.

C.5.8.2 Administrator Training

The contractor shall provide one administrator training session per year on site or at a location approved by the COTR. The date for said training shall be as mutually agreed upon by the COTR and the Contractor.

- C.5.8.2.1** This training shall be for PSD oversight staff that must understand the system and know how to operate it.
- a. Administrator training shall be a minimum of 24 hours conducted over three eight-hour days. Field setup time, startup time and testing time shall not be considered as training time.
 - b. Items taught in operator training sessions shall not be repeated in administrator sessions.
 - c. Administrator training shall be provided for each installed system and shall be conducted by factory-trained individuals.
 - d. PSD shall notify Contractor, at least two weeks in advance, of the names of attendees.
 - e. Contractor shall provide each attendee a complete administration manual for each installed system.
 - f. All administrator training shall be conducted in a formal classroom-type atmosphere.

C.5.9 Submittals

The following submittals shall be provided for all added equipment:

C.5.9.1 Shop Drawings:

Submit the following for approval as one complete package. The Department reserves the right to reject any incomplete submittals:

- C.5.9.1.1** A complete bill of materials listing each device and quantity to be supplied.
- C.5.9.1.2** Technical data sheets for each item in the bill of materials. Clearly indicate on sheets covering multiple models and options which models and options are being supplied.
- C.5.9.1.3** Riser diagrams showing interconnections, 110VAC and LAN drop requirements.
- C.5.9.1.4** Detail drawings showing installation and mounting of any devices or assemblies not included in the Standard Security Details.
- C.5.9.1.5** The contractor shall not order any equipment until shop drawings have been approved. Contractor shall identify any long lead-time items that will require early approval.
- C.5.9.1.6** Acceptance of shop drawings shall not relieve the contractor from compliance with these specifications. The check of shop drawings is for review of general conformance with the District's security design concept. Contractor shall remain responsible for meeting all the requirements of the contract documents.
- C.5.9.2 Wiring diagrams:**
- C.5.9.2.1** Point-to-point termination schedules.
- C.5.9.2.1.1** Rack loading diagram.

C.5.9.3 As-Built Drawings and Documentation:

- C.5.9.3.1** Each of the following shall be submitted for approval:
- a. Operating Manuals for each system provided.
 - b. Maintenance Manuals for each system provided.
 - c. Configuration Manual:
 - i. Diagrams showing device matrix and panel matrix schedule.
 - ii. As-built hardware capacities and expansion capabilities.
 - d. A full-size drawing set to include all drawings listed above for shop drawing submission updated to reflect the as-built condition.

C.5.9.3.1.1 On approval, submit 1 hard copy and one soft copy of all drawings and documentation.

C.5.10 Service Call Response Times

C.5.10.1 Critical System Components Service Call Response Time:

- a. The Contractor shall respond to critical system component service call request 24 hours a day, 7-days a week (including weekends and holidays).
- b. Within one (1) hour of notification from the COTR, a qualified technician shall respond by telephone to ascertain the nature of the problem and if applicable attempt to remediate it remotely.
- c. Within four (4) hours of notification from the COTR, a qualified technician shall arrive on site if the issue was not resolved remotely.

C.5.10.2 Other System Components Service Call Response Time:

- a. The Contractor shall respond service call request for all devices not defined as critical system components during normal business hours as defined in **Section [C.3.1.30]** Monday – Friday, 8:30 a.m. – 5:00 p.m. EST. It shall be the Contractor’s responsibility to ensure its staff understands and has the system knowledge to differentiate between those systems defined as “Critical System Components” and “Other System Components”. Services for all non-critical components shall be covered as part of the monthly routine services and cost. The District will not pay invoices for any after-hour work performed on non-critical components.
- b. Within one (1) hour of notification from the COTR, a qualified technician shall respond by telephone to ascertain the nature of the problem and if applicable attempt to remediate it remotely.
- c. Within four (4) hours of notification from the COTR, a qualified technician shall arrive on site if the issue was not resolved remotely.

C.5.10.3 For the purposes of measuring elapsed time, the clock shall stop at 5:00 p.m. the day of notification, if notification occurred during normal business hours and resume at 8:30 a.m. the following business day. If the notification is not made during normal business hours the clock shall begin at 8:30 a.m. the next business day.

C.5.10.4 The Department will provide the Contractor with VPN connectivity to the to the RS2 system to aid in remote diagnostics and assistance. The Contractor shall sign a VPN User Agreement with OCTO which shall be for up to three Tokens that are tied to the individual.

C.5.10.5 No allowance shall be given for the time expended in failed attempts to remotely resolve issues.

C.5.11 Designated Critical System Components:

C.5.11.1 All components installed at the John Wilson Building,

C.5.11.2 any components controlling or monitoring exterior perimeter doorways,

C.5.11.3 any Components controlling vehicle access or egress,

C.5.11.4 any access control panels and power supplies, and

C.5.11.5 all IP video, VCRs, DVRs and NVRs.

C.5.12 Service Resolution Times

C.5.12.1 Warranty, emergency and remedial service call request shall be completely resolved within the following time frames that begin with the notification time from the District:

- a. Twenty-four hours for Critical System Components.
- b. At the end of the second business day after the notification day for all other system components

C.5.13 After Hours Work

All cost for work on critical components performed outside of the routine services and outside of normal business hours, shall be performed on a time and material basis in accordance with **Section [C.x]** “Supplemental Service”, and based on the Contractor’s established direct hourly labor rates identified in **Section [B.4.1]** for the specific period. The Contractor shall take care to bill for actual hours worked. The District will not accept charges for, nor pay any travel costs, trip charges, fuel surcharges, unspecified materials, or for services rendered outside the scope of the contract requirements and as reasonably inferred.

C.5.14 Equipment Replacement

C.5.14.1 At the request of the COTR the Contractor shall replace security equipment in designated locations.

C.6 SUPPLEMENTAL SERVICES

On a time and material basis, the Contractor will be compensated for cost associated with providing installation, repairs, and replacement equipment for electronic security systems (and all else as reasonably inferred) not associated with the routine monthly OM&R services. These services will be considered reimbursable only after the Contracting Officer’s Technical Representative (“COTR”) has determined the price to be reasonable, allowable, and allocable in accordance with Chapter 24 (Contract Cost Principles) of

DCMR Title 27, Chapter 2405 (Cost Reimbursement Contracts); and the following are complete:

- (i) The Contractor provides the Department with a written estimate (“Quote”) outlining the itemized cost of all labor hours, parts and or materials required to complete the subject repair or replacement services. Without exception, these cost of certain parts, materials and or supplies shall follow the guidelines established in **Section [B.2.1]**. The Quote shall include, but is not limited to, estimated hours, labor category, itemized parts, manufacture name, part number, direct vendor cost of parts, estimated shipping, and arrival of parts;
- (ii) The Contracting Officer’s Technical Representative (“COTR’s”) written approval of the Quote and finally;
- (iii) A purchase order (“PO”) is in place for the applicable period (e.g. BP, OY1, OY2, OY3 and or OY4). These reimbursable time and material cost shall-not exceed the annual ceiling as defined in **Section [B.4.2.1]**.

C.7 DISINCENTIVE FEE

The Contractor is on notice that the electronic security system inspection, maintenance and repair services provided pursuant to the terms of this Contract are critical in nature, thus it is the District’s expectation that the Contractor vigilantly ensure the safety and security of all District facilities through proper operation, maintenance and repair of all electronic security equipment under its care. The Contractor’s failure to meet the performance standards will result in the Departments assessment of the specific performance violations Disincentive Fee defined below. All Disincentive Fees will result in the application of monetary adjustments against monthly invoices for non-compliance as follows:

C.7.1 The District reserves the right to impose a Disincentive Fee when the Contractor’s on-site response and/or resolution times exceed the times specified as follows:

- a. \$250.00 per hour or part thereof where the Contractor’s arrival on site exceeds the times specified in **Section [C.6.1] - Service Call Response Times**.
- b. \$1,000.00 per day or part thereof that a service problem remains unresolved beyond the times specified in **Section [C.6.3] - Service Resolution Times**.

C.7.2 The Disincentive Fees shall be itemized, submitted in writing to the Contractor; and collected via deductions from payments for Contractor’s invoices.

C.8 CERTIFICATIONS, LICENSES & TRAINING REQUIREMENTS

The Contractor shall staff at all times throughout the life of the Contract key personnel who demonstrate the qualifications and technical competence necessary to perform the District’s requirements as described herein. Upon the COTR’s request the Contractor shall furnish proof of the following:

- i. The Contractor shall be authorized, factory trained, and certified by RS2 Systems for system deployment and sustainment. The Contractor shall be a current RS2 Level 3 certified company.
- ii. The Contractor shall be currently authorized, factory trained, and certified by Milestone Systems. The Contractor shall be a “Milestone Platinum” level partner.
- iii. The Contractor shall be authorized, factory trained, and certified by Assa Abloy as an Authorized Channel Partner for Integrated Wiegand Products. The Contractor and its employees shall have documentation of all current Integrated Wiegand Product Training Certification.
- iv. The Contractor shall hold a current Security Alarm Dealer License as issued by the District Department of Consumer and Regulatory Affairs (DCRA).

C.8.1 Licensing, Accreditation and Registration

The Contractor and all of its subcontractors and sub consultants (regardless of tier) shall comply with all applicable District of Columbia, state, and federal licensing, accreditation, and registration requirements and standards necessary for the performance of the contract.

C.8.2 Conformance with Laws

It shall be the responsibility of the Contractor to perform under the contract in conformance with the Department’s Procurement Regulations and all statutes, laws, codes, ordinances, regulations, rules, requirements, orders, and policies of governmental bodies.