

Attachment #1 – Scope of Work / Mandatory Specifications

Contractor shall perform Maintenance and Service for the existing Intrusion Detection System equipment and Closed-Circuit TV Equipment as described in this scope of work.

Iowa National Guard Equipment Specifications:

- 1) Intrusion Detection Equipment – Elk M1 Gold IDS panel, Europlex IDS panel
- 2) Closed Circuit TV Equipment – Bosch, Pelco, Honeywell

Attachment 1 – Equipment and Locations List

Contractor Requirements:

- 1) It is the Contractor's responsibility to provide any/all resources required to support all maintenance activities.
- 2) Work and material shall conform to all applicable U.S. Regulations and Codes.
- 3) Contractor shall supply all documentation and labor required to implement this Intrusion Detection Systems/CCTV contract. All supplied equipment and materials shall be consistent with existing equipment and manufacturers. All work is to be done IAANG ESS Policies and Procedures, industry standards, ESS Guide Specifications, and manufacturers' recommendations.
- 4) Contractor shall maintain worksite in a reasonably neat appearance. This shall be done by daily cleanups of the worksite. Contractor is responsible to secure all tools and materials at the close of business. Contractor shall protect all materials from exposure to the elements. This requirement applies to all job areas.
- 5) Contractor shall make no public disclosures of work being performed under this contract.
- 6) Video and digital photos taken during the execution of this contract shall be turned over to the SM with their associated files and provided with the As-Built Drawings. Digital photographs shall be submitted to the SM on compact discs in Joint Photographic Experts Group (JPEG) format. Contractor shall destroy all associated files from their records.

Resources:

- 7) Contractor shall provide the management staff, material and financial resources, documentation, and technical expertise to perform all the tasks included in this RFB. Contractor shall manage the total work effort associated with all services required herein contract to assure full and timely completion of these services. Included in this function are a full range of duties including, but not limited to, planning,

scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control.

- 8) The Contractor can provide the dedicated work force (2) personnel to support the IANG locations possessing the skills, knowledge and training to satisfactorily perform the services required by this contract. All personnel utilized by the Contractor in the performance of this contract shall not be construed to be employees of the IANG.

Personnel and Background Requirements:

- 9) All personnel utilized by the Contractor in the performance of this contract shall be legal US Citizens and residents of the United States and maintain the required security clearances as defined in the contract (Secret Clearance is required).
- 10) All technicians assigned to the awarded Contract must obtain a favorable National Agency Check (NAC) prior to their start date, at the expense of the Agency. Contractor will coordinate with the Iowa National Guard Provost Marshal (PM) at 515-252-4374, for required forms. Contractor will also coordinate the Secret Clearance (Tier 3) investigations through the Provost Marshal Office upon award of the contract. Individuals convicted of domestic violence are not eligible for hire or retention as technicians under the awarded Contract. Technicians must meet the requirements of AR 190-56, as well as appropriate security clearance requirements of AR 380-67. The Contractor will be required to furnish the Program Manager and PM a record of each security screening results prior to entry on duty and to resolve any discrepancies in the investigations to the satisfaction of the PM.
- 11) Contractor shall be responsible to maintain all employee personnel, background and training records as deemed necessary by Agency in order for Contractor to meet the requirements of this Contract.
- 12) Any individual performing technician services including the specification, design, engineering, maintenance, installation, or testing of ARNG-I&E ESS Systems must complete certification training for the ESS they will be working on. Certification training is normally conducted at the ARNG-I&E ESS Program Office School House (Schroeder Hall), at Camp Robinson, North Little Rock, Arkansas. **Two slots are reserved at the ESS Program Office School House November 13 through 17 with travel dates the 13th and 17th and certification class dates the 14th through the 16th.** Each person working on a specific ESS approved solution (Elk M1 Gold IDS system) must complete certification training for the ESS solution they will be assigned to perform work effort on.
- 13) Technicians shall also be able to configure, troubleshoot and repair communication equipment within the entire ESS system to include system infrastructure. The SM

reserves the right to waive this requirement (at the time of initial award) by substituting additional experience and requiring the technicians to attend the necessary ARNG-IES ESS Program IDS Certification course in Little Rock, Arkansas.

- 14) Contractor shall be required to maintain the NGB ESS Certification by attending the recertification classes as required (typically every 3 years).

Labor:

- 15) The Contractor shall not utilize temporary contract labor (i.e., not utilize personnel from a temporary help supplier) in the performance of this work. All personnel must either be employees of the Contractor or bona fide subcontractor personnel.
- 16) Any Subcontractors must meet the same qualifications and experience requirements as set forth for the Contractor. Furthermore, the requirements for the submission of resumes, license documents, valid driver's license, etc., shall be the same for the Subcontractor as for the Contractor with the exception that transmittal and initial reviews and approvals shall be accomplished by the Contractor. The Contractor's submission, regarding a Subcontractor, shall include, but is not limited to, at least two (2) references from clients for whom operation, inspection, consultation, training, maintenance and repair have been performed on systems similar to those upon which the Subcontractor will be performing under the terms of this contract.
- 17) All individuals performing technician services shall be US citizens. The contractor shall have each employee submit his or her full name, Date of Birth, and Driver's License Number to the Project Manager within two (48 hours) working days after award. At minimum, all personnel working at the site under this contract shall have a favorable NCIC background check. The Contractor's work shall not be above a classification of "SECRET".
- 18) During the execution of this contract, if there is a change in personnel from those designated in Contractor's proposal, Contractor shall notify the Services Manager (SM). Contractor shall provide documentation to show that the new personnel have the training and certifications required by this PWS. Notifying the Services Manager and providing documentation shall be done within 10 calendar days of the change in personnel. Contractor shall meet requirements to access all installations covered under this contract.

Services Manager Responsibilities and Coordination:

- 19) The SM will provide the Contractor and its subcontractors with access to the sites five (5) days a week, 0800 to 1700, as a minimum, excluding US Federal holidays.

The sites may also provide access at other times to include weekends and after duty hours after receipt of 24-hour request notice or as requested for trouble calls.

- 20) The SM will provide all necessary ELK system repair parts to complete all required maintenance.

Maintenance and Service. Contractor shall perform Preventative Maintenance (PM) for the existing IDS as described in this Scope of Work:

- 21) **Preventive Maintenance (PM).** Contractor shall perform all Preventative Maintenance (PM) activities consistent with the operational requirements to ensure continuous operation and 95% reliability of the systems. All equipment is to be maintained per the manufacturer's recommendations. As a minimum all possible alarms and entry control shall be exercised to confirm operability to include intrusion, tamper, loss of power or communication, proper annunciation, and graphics call-up. It shall also include proper voltage readings for equipment. The PM is to be conducted on all equipment per the approved Maintenance Plan. Additionally, Contractor is to ensure that the ESS Service Agreements (SA) and software licenses are up-to-date and current with the labor for this effort included as part of the preventive maintenance. These agreements and licenses may be purchased at a later date under a service order. Corrections that can be accomplished without additional parts (except minor screws or wire) such as loss or broken wires, misalignments, cleaning, tightening, and adjustments shall be provided under the PM and no additional service order (SO) shall be required.

- 22) **Inspection & Testing Frequencies:** Testing and documentation methods shall comply with the referenced codes, standards and manufacturer's recommendations. Where there are no records indicating last test performance, Contractor shall assume no test was performed, and schedule accordingly. Inspections and testing shall be conducted during the service year and per manufacturer's minimum maintenance recommendations whichever is more frequent:
- a) All Servers and Head-end Equipment - Semi-Annual
 - b) All IDS Components & IDS Communications Equipment - Semi-Annual
 - c) All CCTV Equipment – Annual

- 23) **Corrective Maintenance (CM).** For Corrective Maintenance (CM) requests beyond the scope of this contract, Contractor is to submit a Service Order (SO) to the Services Manager for approval prior to completing. This can be done while the Contractor is on site if parts and approval are in hand. SM will approve all SO's and provide a purchase request for invoicing outside of this contract. Contractor shall perform corrective maintenance and shall replace, or repair failed, damaged, or defective components, including hardware and software, on the IDS/CCTV equipment. Repair may be the overhaul, or the replacement of nonfunctional parts or materials that have failed, that require continual repair, or show signs of imminent failure. Repair work may also include inspection, testing, adjustment, calibration, part

or component replacement and programming, modernization, and cybersecurity support as required to complete the service request.

- 24) In the event of providing CM, it is determined by the Contractor that a broken electronic component cannot be replaced with a one for one component, Contractor shall provide information concerning compatibility and cybersecurity risk on the replacement part. Approval shall be obtained from the Services Manager before the replacement can be utilized.
- 25) **Service Orders (SO).** Service Orders will be used for corrective maintenance, parts, and materials. Service Orders shall utilize a Service Order Form per the scope of work provided by the Contractor. Service orders are typically for actions that require little or no design, are less than \$5,000 and are of short duration. Contractor will prepare a service order describing the work to be performed with the cost which will then be submitted to the Services Manager for signature to do the repair work (email approval is allowed by SM). For work other than repair or replacement of existing equipment, all SOs must obtain SM approval. Upon approval, Contractor shall perform the work described on the SO. All SO proposals must include a required date of completion. Contractor must obtain SM approval for the SO schedule of completion if it is determined that the completion date is beyond the contract awarded contracted dates. Contractor shall not proceed with any repairs prior to written/emailed notification from the SM.
- 26) All new equipment and materials provided shall be compatible with existing infrastructure and ESS systems and must be installed by trained and certified technicians in accordance with ARNG-I&E ESS Program criteria, standards, typicals and be compliant with the ARNG-IES Hardware (HW)/Software (SW)/Firmware (FW). Materials and equipment shall be installed in accordance with ARNG standardized drawings and with recommendations of the manufacturer to conform to the contract documents.
- 27) For any equipment currently under warranty, Contractor shall determine whether the fault is due to the warranted issues or other causes. If it is determined that the fault is due to other causes then Contractor shall repair the fault. If it is determined that it is warranted equipment then Contractor shall do the following:
- ☐ Contractor is to provide suspected faulty equipment information to the owner of the equipment. The information shall include, as minimum, the location, model & serial number of part, and the troubleshooting tests that have been performed.
 - ☐ Contractor shall receive permission from the Services Manager (SM going forward) to repair warranted equipment.
 - ☐ If permission to repair is provided, then Contractor shall remove the warranted equipment and turn over to the SM for shipment of equipment for repair. Upon return of equipment Contractor shall re-install it. If the equipment has already been replaced with a spare, then the repaired equipment can be placed in the spare inventory.

ESS Availability – The ESS is to be maintained for continuous availability. The system and associated applications must be available 24 hours a day, 7 days a week, with no unplanned outages.

28) **Response Times:** Response and completion times for corrective maintenance shall be in accordance with the following definitions as described below (IDS Equipment):

29) It shall be Contractor's responsibility to monitor the maintenance and repair type work for efficiency, such as not allowing two people to work on the same job unless job circumstances would need more than one (1) technician on site.

Work Order Priority Description	Response Time	Repair time
Routine	Telephone Response within 1 business hour. If not corrected via telephone, then physically respond in 1 business day after telephone response.	Fix in 3 working days
Emergency	Telephone Response within 1 hour. If not corrected via telephone, then physically respond in 4 hours after telephone response.	Fix or mitigate in 1 calendar day

Repair Time starts immediately after the response.

30) **Routine Corrective Maintenance Service and Repair.** Contractor shall provide Routine Corrective Maintenance Service and Repair for all the IDS components specified herein during normal business hours, Monday through Friday, 0800 to 1700, excluding United States (US) Federal holidays. Failure of any non-critical equipment on weekends, US Federal holidays, or after normal business hours shall not be considered Emergency Corrective Maintenance Service and Repair. Service personnel shall respond, or be on-site, within the time frames specified above. In the event of simultaneous calls for routine repairs, calls shall be handled on a first come, first serve basis, unless the routine repair critically impacts the normal operations of the facility.

31) **Emergency Corrective Maintenance Service and Repair.** Contractor shall provide Emergency Maintenance Service as requested by the Services Manager representative for all critical equipment (such as that in SCIFs; open storage areas; arms, ammunition and explosive storage vaults and bunkers; or other areas deemed critical by the SM). Service personnel shall respond, or be on-site, within the time frames specified above. In the event that there are more requests than can be responded to within the given timeframe, the designated representative for the SM will prioritize the emergency maintenance service requests. Contractor shall provide a point of contact and a 24-hour/7 day-per-week telephone number where the SM may initiate Emergency Maintenance Service requests. Contractor shall be able to provide emergency M&S at the time of contract award.

32)**Customer Support Center (CSC).** Contractor shall operate a CSC with a 24-hour/7 day-per-week telephone number and shall be the single point of contact for supporting all technical inquiries, service requests, and emergency dispatches. Service requests shall be considered received by the contractor at the time and date the telephone call is placed by the authorized SM representative. Contractor shall separately record each service request, as received. The status of any service request must be provided within two (2) hours of any inquiry during normal working hours. The CSC will document the service request, coordinate resources and monitor progress to ensure the resolution of all work.

Contractor Requirements with the Services Manager (SM).

33)Included in this function are full ranges of duties including, but not limited to, planning, organizing, scheduling, directing, controlling, cost accounting, report preparation, reporting, record keeping, and quality control.

- a) Contractor shall ensure qualified technicians with the required expertise and the proper equipment are available to execute any/all maintenance tasks.
- b) Contractor shall coordinate all service requests with SM.
- c) Contractor shall provide an estimated completion time to the SM prior to starting the SO tasks.
- d) Contractor, as authorized by the SM, shall furnish all repair parts, equipment and supplies required to perform the work specified herein (in some cases these items will be provided by the SM). Contractor shall only furnish material that meets specifications of this contract. Provide all required parts and service to repair and perform maintenance on all equipment per SO.
- e) Respond to all service requests within the required time frame from the initial request and following the approved SO process.

34)**Spare Parts Inventory.** Contractor shall provide a recommended spare parts list to the SM for review. After approval from the SM, Contractor shall either carry an inventory of critical spare parts or provide the spare parts for the SM to minimize disruptions in service. Initial spare parts and any follow-on requirements shall be procured using a SO. A spare parts inventory list shall be maintained and provided in the monthly status report.

35)**Replaced Equipment Disposition.** All equipment, except batteries, that has been replaced shall be returned to the PM. Outdated, damaged, or replaced batteries shall be properly disposed by the contractor (recycled).

36)**Training.** Any additional IDS/CCTV training required for Contractor personnel will be provided under a SO.

37)Contractor personnel on duty shall wear identification badges that include, at a minimum, the company's name, and the name and photograph of the holder.

38) Contractor shall coordinate all work with the Services Manager. A route & schedule will be agreed upon by SM and Contractor and will be scheduled by SM. All work shall be performed during hours as coordinated with Services Manager.

39) **Employee Termination Notice:** The contractor shall immediately notify the SM when an employee that has access to government information systems or data terminates employment. The contractor shall ensure all common access cards issued to employees are returned to the SM upon termination of employment.

40) **Deliverables:**

Title	Recipient	Submittal Method Email/CD
Monthly Status Report	Services Manager	Excel Spreadsheet
Maintenance & Inspection Documentation	Services Manager	SharePoint Site
Personnel List and Certifications (Yearly Requirement and new hires)	Services Manager	Email
Monthly-Man Hours Report	Services Manager	Email
Accident Reporting	Services Manager	Phone Call and Email

41) **QUALITY ASSURANCE (QA).** The SM will perform QA of Contractor's performance under this contract. The SM will conduct QA inspections on all phases and types of work performed. The SM reserves the right to perform QA inspections at any time.