STATEMENT OF WORK (SOW)
Velocity Programming and CCM/SNIB2 Firmware Updates VAGLAHS

INTRODUCTION

Contractor shall provide **Velocity Programming and CCM/SNIB2 Firmware Updates** for the VA Greater Los Angeles Healthcare System (VAGLAHS) located at 11301 Wilshire Blvd., Los Angeles, CA 90873. The Contractor shall provide all necessary and appropriate all resources necessary to perform the services requested herein and in accordance to the Statement of Work (SOW).

OBJECTIVE

The objective of this service is to update all firmware, communication modules and the server operating system to eliminate the daily server shutdown and network disconnection. To improve performance of the access control system. The existing Contractor's access control system currently has operational issues which are interrupting the work flow for staff. The system is currently unable to add or delete users from certain parts of the facility. The server goes off line almost daily causing an interruption of issuing ID badges and room access in buildings 500, 214 and 217. IT is contacted daily to reboot the server, when they are available to do so, and when they are not readily available it further delays patient care.

FUNCTIONAL SCOPE

Covered in this scope are the following options along with each phase of the technology refresh.

The following is included in the On-Site Engineering Services:
   a. Site Survey (25 existing controllers + 10 new ones)
   b. Velocity programming for 10 new systems
   c. Server system architecture and configuration
   d. Naming standards for doors, holidays, schedules, time zones, control zones, etc.
   e. Creating door groups, master door groups, control zones.
   f. Creating roles for Velocity operators for best security practices.
   g. Creating user defined fields, images, signature and picture capture.
   h. Creating pass back zones
   i. Velocity graphics design and operational use.
   j. Global I/O. (if applicable)
   k. Velocity reports
   l. Velocity person/credential enrollment
   m. Configuring Archive Schedule
   n. Configuring Velocity Backup Schedule
   o. Test Velocity

The Contractor shall provide Velocity instruction to US Department of Veterans Affairs Security Team as designated by Us Department of Veterans Affairs.

TRAINING

Topics covered under the training will be as follows:
   a. Add, delete or change authorizations of both PIN based, Prox card employees.
   b. Design process, format and procedure to set up a site's door/user groups. IGS will train users on
   c. how to set up and enroll card users on the system.
   d. Define time zones and holiday periods.
   e. Access/create ad hoc type reports.

f. Access and use Velocity system troubleshooting and diagnostic tools to diagnose system problems and reset a DIGI*TRAC panel.
g. Use command sets for emergency lock and 'unlock' procedures.
h. Velocity Reports
i. CCM/SNIB/2/3 troubleshooting and firmware updates
j. Velocity hardware requirements, network configuration, system architecture decisions, server/data
k. base backup and restoration. Hardware components required for communications, adding ports, and configuring controllers in the software.