**PERFORMANCE WORK STATEMENT**

**ALARM SYSTEM MONITORING AND SERVICE FOR PROVIDENCE RI**

**VETERANS AFFAIRS MEDICAL CENTER (VAMC) FACILITIES**

**SCOPE OF WORK:**

This service contract specifies that the contractor shall provide continuous security alarm system monitoring through the contractor’s Central Monitoring Service over a dedicated phone line. This service contract also specifies that the contractor shall utilize the (8) existing Bosch Control Panel and Keypad systems installed in the indicated facilities supporting its application software and firmware via their own laptops. The contractor shall perform component inspection, preventive maintenance, and testing on an annual basis for each identified VA facility by providing all equipment, labor, and tools required to perform preventive maintenance services. Contractor shall provide firmware updates to all components to provide continuous service and monitoring. The Providence VA Medical Center located at 830 Chalkstone Avenue, Providence, Rhode Island 02908-4799, Facilities Management Services requires annual inspection and test on several outlying facilities in the New England area. These facilities are owned or leased by the Providence VA Medical Center and are identified below:

**Hyannis CBOC Facility Control Panel Dedicated Phone Line**

VA Primary Care Center

233 East Stevens Street

Hyannis, MA 02601-3766

Phone: 508.771.3190 508.771.1844

Fax: 508.771.0940

Practice Hours: 0730 – 1600 Hours, Mon – Fri

**Middletown CBOC Facility**

VA Primary Care Center

One Corporate Place

Middletown, RI 02842

Phone: 401.847.6239 401.847.7325

Fax: 401.847.8057

Practice Hours: 0730 – 1600 Hours, Mon – Fri

**Eagle Square 1**

The Crawford Building

589 Atwells Avenue

Providence, RI 02909-2472

Phone: 401.459.4760 401.521.0239

Fax: 401.

Practice Hours: 0730 – 1630 Hours, Mon – Fri

**Eagle Square 2 Control Panel Dedicated Phone Line**

The Uncas Building – 1st Floor

Eye Clinic

623 Atwells Avenue

Providence, RI 02909-2472

Phone: 401.459.4760 401.751.1618

Fax: 401.421.0594

Practice Hours: 0730 – 1630 Hours, Mon – Fri

**Eagle Square 3**

The Uncas Building – 3rd Floor

623 Atwells Avenue

Providence, RI 02909-2472

Phone: 401.459.4760 401.421.0591

Fax: 401.421.0594

Practice Hours: 0730 – 1630 Hours, Mon – Fri

**Eagle Square 4 & 4A**

The Crawford Building – 2nd Floor

589 Atwells Avenue

Providence, RI 02909-2472

Phone: 401.459.4760 401.831.0416

Fax: 401.421.0594

Practice Hours: 0730 – 1630 Hours, Mon – Fri

**Eagle Square 5 & 6**

The Uncas Building – 1st Floor

Audiology Clinic / Comp & Pen

623 Atwells Avenue

Providence, RI 02909-2472

Phone: 401.459.4760 401.751.0198

Fax: 401.421.0594

Practice Hours: 0730 – 1630 Hours, Mon – Fri

**SPECIFICATIONS:**

This preventive maintenance contract shall include the service on all (8) existing Bosch security alarm systems and their associated components such as but not limited to: audio/visual components, batteries, cabling, communication links, control panels, detectors, door contacts, encapsulated connections, enunciators, environmental sensors, keypads, motion sensors, splices, wired and wireless panic buttons, and wiring terminal connections, whether above or below ground, interior or exterior to buildings on which they are located. The Providence VA Medical Center owns all the security alarm systems and their associated components in each facility and will specify in detail what components are covered and not covered by contract. Such items not covered shall be an additional cost to the VA to maintain system operational standards as was intended by design. The costs associated with the repairs will be reviewed closely for competitive pricing as to establish a fair and reasonable price for replacement if necessary.

The general intent of this performance work statement is to ensure that all facility security systems are performing optimally as was intended by design under manufacturer’s installation and operation specifications. Maintaining system integrity and reliability will effectively minimize down time and reduce the total cost of ownership associated with the cause and effect of system repairs and services. Please note: Additional security systems and field components may be added to the performance work statement as new leased or owned facilities are obtained throughout the life-cycle of this contract. All attached existing components of the security system are included in this contract.

**SYSTEM DESCRIPTION:**

The (8) security alarm system(s) are comprised of the Bosch D9412GV3/D7212GV2 Control Panel with 12Vdc/7Ah battery backup and signal backup utilizing the Digi-cell AnyNet Uplink module. A dedicated phone line is required for each alarm system per facility. For signal transmission integrity, reliability and redundancy, there is also a radio communications link with the current vendor. The VA requires a radio link with the successful bidder and equipment for this service shall need to be provided by the vendor. The Bosch D1255/D1255B Alpha Keypads are utilized to arm/disarm motion sensors in specific zones and display system activity on door contacts, wired and wireless duress buttons and environmental sensors. The system shall be monitored at all (8) aforementioned facilities on a 24 hour basis, 365 day a year. The current vendor has the existing installation codes that are directly or remotely used to program and modify programs for each Bosch Control Panel and they shall be provided by the VA. The alarm system(s) shall provide for remote access to administer access to end users and their respective passcodes. The system shall accommodate at least (100) end users per facility.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Component | ES1 | ES2 | ES3 | ES4/4A | ES5/6 | CBOC-H | CBOC-M |
| Audible DeviceADEMCO 747 | 2 | 2 | 2 | 4 | 2 | 5 | 2 |
| Battery (12V/7Ah) | 1 | 1 | 1 | 1 | 1 | 2 | 2 |
| Control Panel - Bosch D7212G | D7212GV2 | D7212GV2 | D7212GV2 | D7212G C | D9412GV3 | D7412GV2 | D7212C |
| Dedicated Phone Line | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Door Contacts GE1078 | 6 | 5 | 4 | 8 | 5 | 10 | 4 |
| Environmental Alarm | 1 | 2 | 0 | 2 | 2 | 4 | 4 |
| Glass Break DS1101 | 16 | 12 | 0 | 0 | 0 | 16 | 0 |
| Input Points | 26 | 26 | 16 | 26 | 12 | 46 | 32 |
| Installation Date | 01.05.2007 | 03.21.2008 | 08.15.2008 | 04.14.2009 | 04.13.2011 | 10.01.2008 | 04.09.2008 |
| Keypad BoschD1255/D1255B | 4 | 2 | 2 | 8 | 3 | 4 | 4 |
| Motion Sensor BoschDS835 | 4 | 6 | 2 | 8 | 7 | 6 | 5 |
| Panic Button (Wired) | 1 | 4 | 0 | 0 | 3 | 2 | 2 |
| Panic Button (Wireless) | 0 | 0 | 0 | 0 | 0 | 20 | 10 |
| Radio Backup Coms | 1 | 1 | 1 | 1 | 1 | 0 | 1 |
| Refrigerator | 1 | 2 | 0 | 2 | 2 | 4 | 4 |
| Uplink 1500 Cell Coms | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Users | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Wireless Receiver AASI | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
|  |  |  |  |  |  |  |  |
| Zones (motion sensors) | 2 | 2 | 2 | 4 | 3 | 2 | 2 |
| Zone Expander Bosch | D8125D | D8128D | D8128D | D8125D | D8128G | D8125D | D8128D |

**Note:**

**Quantities are subject to change over the course of this contract due to changing requirements. Changes shall be accomplished using contract mods and negotiated pricing will be adjusted to reflect any changes.**

**REQUIREMENTS:**

**Qualification of Scheduled Preventive Maintenance Personnel:**

The contractor and their sub-contractors may assign qualified licensed electricians or fire & security alarm technicians to perform maintenance on these Bosch alarm systems, provided that they have sufficient knowledge of the existing system to include direct and remote authorized access. They shall possess all “as built” drawings for the entire system to accomplish the required maintenance task and conform to requirements indicated in this Performance Work Statement. The contractor shall support the Bosch Control Panels and Keypads. In addition, the Uplink Universal Cellular Backup and Radio Communications Backup shall also be supported. Qualified technicians shall be escorted as required to receive access to security alarm system components in areas of each facility. All contractors and their subcontractors shall have sufficient access to control panels and field devices for inspection and testing purposes by authorized VA personnel.

**Qualification of vendor:**

The contractor shall have had five (5) years successful experience in maintaining Bosch Security Alarm Systems. Upon request of the Government, contractor shall be able to show evidence of his ability, experience, and reliability by providing:

-References with names and addresses of other clients and/or Government agencies.

-List of all personnel showing they hold a current state license on low voltage circuits as a minimum to install and work on all VA facility Security Alarm Systems.

Background investigations may be required depending on frequency of access to sensitive areas of all VA facilities. An escort from the VA will provide access for all work to be accomplished.

Any contractor or sub-contractor employees assigned to perform modifications or repairs on any component of the VA Security Alarm Systems shall have the appropriate documentation, licenses, tools, qualifications and the appropriate electronic access level to the system. All installation and modifications to system components shall follow manufacturer’s specifications – No exceptions. All assigned personnel shall also present themselves in a professional manner while on VA property and be courteous and cautious in a clinical or hospital environment.

The contractor’s inspection team shall consist of at least (1) technician with a cell phone to acknowledge all alarms produced while in the testing process with the Central Monitoring Service. The inspection team shall be able to conduct all inspections independent of assistance from VA Medical Center personnel and shall notify the Central Monitoring Service of their scheduled visit and purpose. At no time shall any device be disabled on the system without prior notice to the Contracting Officer’s Representative (COR) and facilities coordinator. All inspections shall be scheduled in advance (48 Hours) for proper notification. All performance tests shall be conducted using service forms that are legible and can be signed off.

**Failure to meet these minimum requirements will be cause for termination of the contract.**

**REFERENCES:**

All equipment and individual components of the entire Security Alarm System (with the exception of field devices) shall be maintained in proper operating condition as specified by the manufacturers down to the component level and in accordance with National Consensus Codes, including but not limited to NEC and NFPA regulations, all pertinent Veteran’s Health Administration Life Safety / Fire Protection Safety Code Regulations, and JCAHO requirements.

Vendor shall have proven access to original equipment, manufacturers (OEM) parts manuals and schematics to perform any service at all times. Vendors shall provide their own OEM manuals and schematics, which shall be available on site at the time of service or have access to equivalent replacement equipment manuals and cut sheets to perform any and all work on the entire system.

**All defective components replaced, become the property of the vendor and disposal is their total responsibility to include recyclable and non-recyclable batteries. All contractors shall supply a current copy of their battery recycling policy which shall stay on file with the Contracting Officer or COR.**

This is to include all security alarm system components such as: batteries, cabling, conduit, control panels, electronic modules, electronic PCB’s, enunciators, monitors, wiring, etc. Contractor shall provide four (4) hours of mutually scheduled training on the proper and safe operation of the equipment.

**DELIVERY:**

**Term of Contract: Base with four potential option years**

**Preventive Maintenance Personnel: (1) Qualified Technician / Visit**

**Preventive Maintenance Visits: (1) Day / Year / Facility**

**Provision of Maintenance Services:**

All routine preventive maintenance inspections shall be coordinated and scheduled through the VA Medical Center assigned POC. A minimum of 48 hours shall be required to coordinate a scheduled visit for preventive maintenance inspections. This coordinated effort may be cancelled by the VA Medical Center if unexpected circumstances arise that would impair the mission of the VA medical center or endanger life/safety measures.

All tests shall be performed at the frequencies specified by the attached sample inspection and testing form indicated in the Test Frequency section of this Performance Work Statement. Contractor Preventive Maintenance Testing shall be scheduled in advance and in coordination with Clinical Services and site coordinator prior to the start of any security system related work at any of the VA Medical Center facilities.

**HOURS OF COVERAGE:**

This Performance Work Statement – Contract covers services to the VA Facility Security Alarm Systems as specified:

**Monitoring Services - 24 hours per day, 7 days per week, and 365 days per year.**

**Response Time:**

For **all** VA Facility requests, contractor shall provide a phone call-back by a qualified technician within **(1)** hour of a service request to the COR, or VA Police 24/7 – 365 days per year with no exceptions to this rule.

**Normal Scheduled Service** - Normal Business Hours: 0700 – 1700 Hours Monday – Friday

(Excluding Holidays – Contractor or VA Facilities)

**Emergency Service** - Outside of business hours requires **(4)** hour response time

**Emergency Service -** Material and Labor is to be provided under this contract agreement on specified items listed below under “Items Covered Under Contract” Section of this document per GSA rates and pricing.

**PREVENTATIVE MAINTENANCE:**

System preventative maintenance shall be scheduled on an annual basis for each facility to ensure the integrity and reliability of the alarm system. Annual inspections shall consist of testing all devices for proper operation. All batteries shall be load tested for proper operating voltage and current. All wired and wireless duress/panic buttons and environmental sensors shall be tested for proper mechanical and electrical operation to include identification and location of each device on the system and transmission to the Central Monitoring Service facility. In addition, a test signal shall be sent to the Central Monitoring Service to verify proper transmission of the backup cellular, radio and wireless communications operation. All security control panel backup batteries shall be replaced every (**3**) years and labeled with a date of installation.

Technicians shall follow the manufacturer’s specifications on all system components to include but not limited to adjustment, battery replacement, calibration, cleaning, electrical connections, electrical safety testing, installation, lubrication, testing and replacement of faulty system components. The contractor shall maintain and test 100% of the entire security system infrastructure. The annual scheduled maintenance and inspection services do not include material costs in the event of a defective component(s) under normal wear and tear unless the component(s) are specified as covered under the contract or are still under an installation or manufacturer’s warranty period.

If components covered under this contract at “no cost” to the VA Medical Center are discovered as faulty or in need of repair while PM testing is being performed the contractor shall provide and repair all components and parts to include but not limited to: Batteries, conduit, electrical connections, electronic circuit boards, electronic modules, electronic sensors, enclosures, enunciators, face plates, power supplies, which are likely to fail under normal use at no additional charge.

The VA Medical Center shall immediately address all issues and achieve corrective action if it is mutually determined that a system device or component is defective or has failed due to infrastructure assembly to the VA facility. Examples of this would be: electrical impulse, damaged door or door frame assembly, dirt, dust, sand or debris, impact, temperature, water, ice, steam or any other extreme environmental exposure to any security system component throughout the VA Facilities.

All Performance Verification Testing (PVT) shall be completed to include a report of all tests and results. This shall be in a formal copy from the contractor or subcontractor. All security system components tested shall be tested for their individual characteristics and in full compliance with manufacturer’s specifications on an annual basis.

All batteries shall be identified with professional labels (not hand written in ink**)** indicating date of installation.

All batteries being replaced shall be removed from the VA facility and disposed of properly for certification purposes. The system equipment and all its components will be returned to the operating condition specified by the manufacturer.

Preventive maintenance (PM) shall be mutually scheduled in advance with contractor and COR. These (PM) inspection and tests shall be performed on an annual basis mutually agreed upon by the COR and (PM) contractor.

**GUARANTEED UPTIME:**

A guaranteed uptime is achieved if 95% shall be maintained during hours of coverage to date:

Uptime % = Productive Time - Downtime x 100 Productive Time

Productive time is planned time of use of equipment.

Downtime begins at time of first service call until equipment is returned to proper operating conditions.

System failure reports shall provide the number of hours that the system is shut down or disabled.

**PARTS AND SERVICES NOT COVERED OR EXCLUDED BY CONTRACT:**

No additional work or installation of components shall be performed without authorization from the Contracting Officer or COR. This shall also include that an approved Performance Work Statement Proposal and estimated cost Purchase Order be in place prior to any additional work or services are performed, with the exception of emergency requests.

Emergency requests would be identified as a malfunction of the system which would cause an interruption to the mission, threat to life safety or the prevention of damage to the VA Facility. In any event, a written deficiency report or service report for authorization of any work or components outside the scope of this contract shall be received prior to performance of work or payment will not be authorized.

Components that are not covered by this contract shall be purchased by the VA Medical Center. The contractor, under the terms of this contract, shall accomplish the full manufacturer’s installation specifications and complete testing of these components in relation to the entire system for contractor and performance verification. All service reports shall identify the system before and after any work is performed. The VA Facility may purchase, in advance, critical components and have them available on sight in the event of an emergency situation for contractor use.

**ITEMS COVERED UNDER CONTRACT:**

Audio/Visual Components - Replace if defective Label with date of Installation

Batteries - Replace every (3) Years Label with Date of Installation

Control Panels - Replace if defective Label with Date of Installation

Keypads - Replace if defective Label with Date of Installation

Power Supplies - Replace if defective Label with Date of Installation

Radio Backup - Replace if defective Label with Date of Installation

Wireless Communicator - Replace if defective Label with Date of Installation

Zone Expander - Replace if defective Label with Date of Installation

**Program modifications (users) and program software upgrades are covered under this contract.**

**PROGRESS AND COMPLIANCE:**

Contractor shall notify the COR, FMS Duty Officer, or VA Police upon arrival and departure of the VA Facility – No exceptions. This is to include signing in and out upon arrival and departure with FMS during normal working hours 7:00 AM to 5:00 PM. Contractor badges issued by FMS or VA Police shall be worn at all times while on the VA Medical Center property - No exceptions. After hours, contractor shall be required to sign in and out with the VAMC Police and the FMS Duty Officer shall be notified.

Upon completion of anyvisit, the contractor shall provide a clear and “legible”written field service report to the COR indicating the minimum information:

Date of service

Service Ticket Number

Name of Technician

Hours of work completed by indicating start and finish times

Location of work performed (Building 1 - 2nd Floor, etc.)

Status of Security System upon arrival

Service performed; (adjusting, cleaning, installing, modifying, repairing, replacing, testing, etc.)

Status of Security System after performing service

List Parts installed, removed, repaired or replaced

List any and all discrepancies by “highlighting” them on the report

In addition, Contractor shall provide copies of preventive maintenance procedures, checklists, and test forms prior to commencement of contract to the Contracting Officer and/or COR.

**NOTES AND OTHER INFORMATION:**

**Security Alarm System - Disabling of Devices / System Shutdown Procedure:**

The contractor shall be solely responsible for coordinating and performing all necessary Security Alarm System shutdowns and turning the entire system back on to normal operation. This shall be performed independent of assistance from VA staff personnel. Notification in writing or verbally to the COR at a minimum of **48 hours** in advance is the minimum requirement for a coordinated Security System shutdown. This notification shall apply to all contractors and VA Medical Center employees as to the feasibility of a system shut-down in coordination with possible ongoing construction activities and other VA Medical Center priorities. The contractor shall be responsible for notifying:

COR – All specific details

Clinical Staff – (In area where work is to be performed) – General purpose of visit to area

FMS Duty Officer – For after normal business hours

Operators - Details of disabled devices and expected false alarms

VA Police – Details of disabled devices and expected false alarms

**Contractor is Responsible for Acknowledging Their Own Produced Alarms:**

Notification shall be provided beforeany security system component is disabled or shut down.

Notification shall be provided afterthe entire system has been properly restored to its normal operation as was intended by design.

**No life safety alarm will be disabled without notifying VA Personnel:**

Contractors shall not be permitted to leave any: Battery, cable, component, control panel, detector, device, enunciator, sensor module, wire, zone, and disabled or disconnected overnight unless extenuating circumstances, such as failure of the system, should occur. In such case the contractor shall establish ILSM (Interim Life Safety Measures) that are completely approved by the COR and VA Police Operations. Any security alarm system shut down that shall exceed 4 hours must be authorized by the COR or VA Police Operations.

**TEST FREQUENCY FOR EACH FACILITY:**

All devices, with the exception of batteries, shall be replaced if necessary. Batteries shall be replaced every three years. All replaced devices shall have labels affixed with the date of replacement.

Audible / Visual Components Test Annually

Batteries, Backup for Loss of AC Power Test Annually

Control Panel Operation Test Annually

Door Contacts Test Annually

Environmental Sensors (Wired & Wireless) Test Annually

Glass Break Sensors Test Annually

Keypads Test Annually

Motion Sensors Test Annually

Panic Buttons (Wired or Wireless) Test Annually

Wireless Communications Link Test Annually

Wireless Receivers Test Annually

Zone Expander Test Annually