



METROPOLITAN WASHINGTON
AIRPORTS AUTHORITY

STATEMENT OF WORK

ELECTRONIC SECURITY SYSTEMS (ESS)

**FULL MAINTENANCE, REPAIR, MODIFICATION AND INSTALLATION SERVICES
AT
RONALD REAGAN WASHINGTON NATIONAL
AND
WASHINGTON DULLES INTERNATIONAL AIRPORTS**

PREPARED BY: Metropolitan Washington Airports Authority

**Ronald Reagan Washington National Airport
Airport Operations Department (MA-110)
Washington Dulles International Airport
Airport Operations Department (MA-210)**

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SECTION II - INTRODUCTION AND SUMMARY OF WORK

01 INTRODUCTION

The Metropolitan Washington Airports Authority (the Airports Authority) is responsible for the operation, maintenance and repair of Ronald Reagan Washington National Airport (National Airport) and Washington Dulles International Airport (Dulles Airport).

The Airports Authority's goal for the Electronic Security Systems (ESS) is to meet the requirements set by Transportation Security Regulation 49 CFR Part 1542. The Airports Authority's objectives to accomplish this requirement are as follows:

- To accomplish the ESS Maintenance, Repair and Modification Services through a single service contractor.
- To maintain the ESS in a secure and reliable condition at all times.
- To respond to service calls and perform the necessary repair or action effectively and efficiently.
- To establish and implement an effective quality control program that results in continuous improvement and reliability of the ESS performance.
- To know the operational status and functional performance of the ESS at all times.
- Maintain Industry Best Practices and follow recognized standards in the development, maintenance and delivery of technical support services within the Airports Authority environment.

02 SUMMARY OF WORK

The contract is intended to provide complete full preventive maintenance, repair, modification and installation services for existing and new ESS equipment, security network infrastructure, automated access control systems (AACS), video imaging systems, closed circuit television (CCTV), various security detection and initiating devices, perimeter detection, dedicated uninterruptible power supplies and batteries for both National Airport and Dulles Airport as described herein. The Contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to effectively and efficiently fulfill all the requirements of this Statement of Work (SOW) at both Airports.

The scope of services includes routine and preventive maintenance (PM), immediate response to service calls, designated system administrative functions, and computer network management. The ESS includes, but is not limited to the dedicated computer network domain for security (SecNet), Automated Access Control System (Software House C•Cure800/8000), Closed Circuit Television and Video Management System (NICE NiceVision at National Airport, Verint Nextiva 6.2 at Dulles Airport), Physical Security Information Management System (KapLogic Aegis), Identification Credential Management System (Intellisoft AirportICE) and National Airport's Electronic Key System (Intellikey).

New ESS components brought online during the duration of the contract will be maintained under this ESS maintenance contract. The ESS Maintenance Contractor will coordinate with the system integrator involved in any new component implementation to insure that any project related warranty and contractual service on new hardware/software remains in force.

The term of this requirement consists of a two (2) year base period with three (3) one (1) year option periods.

SECTION III - DEFINITIONS

ABUSE – Planned or intentional event that results in damage to any component of the ESS.

ACCIDENT – Collision or similar incident, any unplanned, or unintentional event that results in damage to any component of the ESS.

AOA - Aircraft Operation Area - The portion of the Airport used or intended to be used for landing, takeoff or surface maneuvering of aircraft. This is a security area requiring a security badge for access. Workers in this area are required to obtain and display an AOA photo ID credential. Drivers in this area are required to obtain an Aerodrome Vehicle Operator's Permit. Vehicles operated in this area are required to pass a safety inspection and meet the vehicle identification marking and equipment requirements for operating on the AOA.

AIRPORTS AUTHORITY - The Metropolitan Washington Airports Authority

AIRPORTS AUTHORITY WORK HOURS - The hours of 7:30 AM through 4:00 PM EST/DST, Monday through Friday, excluding weekends and holidays.

CALL ORDER – All Supplemental Services require a COTR signed Call Order. The Call Order contains a detailed description of the services to be provided, cost estimate, and schedule required from the contractor for any work performed under Supplemental Services.

CLEAN – The absence of dirt, litter, debris, dust, surface marks, fingerprints, oils, grime, film, stains, streaks, spots, blemishes, chemical residue, and/or any other foreign matter or chemical residue that can be removed without permanently damaging the underlying surface.

CORRECTION – Elimination of a deficiency

CONTRACTING OFFICER (CO) - The Contracting Officer (CO) is the Airports Authority representative responsible for executing all contracting functions, such as the terms, scope, price, or conditions of this contract on behalf of the Airports Authority.

CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR) - The Contracting Officer's Technical Representative (COTR) is an Airports Authority employee, designated by the Contracting Officer to ensure the Contractor is meeting the terms of the contract. The COTR can **NOT** change the terms, scope, price, or conditions of this contract.

CONTRACTOR - Pertaining to this document, the word "Contractor" refers to the company awarded this contract. It also defines all personnel and sub-contractors hired by the Contractor to perform any services specified within this contract.

DEFICIENCY– Any condition or operational flaw that is non-compliant with OEM maintenance or condition guidelines.

DTR – Abbreviation for the Dulles Toll Road.

DULLES – Washington Dulles International Airport (IAD)

DUTY HOURS - The Contractor shall provide the required personnel during the hours listed in the Statement of Work (Section VII – General Requirements.02) to fulfill the requirements of the contract.

ESS – An acronym for the term Electronic Security Systems. These ESS are limited to the systems specifically located at both Airports and the small system at the Dulles Toll Road.

ESS CONDITION SURVEY – Detailed inspection of the entire ESS equipment, networks, and inventory performed by the contractor to identify deficiencies in equipment construction, installation, condition, and/or performance, lost, or removed and shall establish a documented baseline report of deficiencies to serve as a “benchmark” for the Contractor to provide ongoing maintenance.

JOB SITE - The area within the Airports Authority’s property lines or portions of such area, which are defined within the contract.

MA-110 – Airport Operations, Ronald Reagan Washington National Airport

MA-210 – Airport Operations, Washington Dulles International Airport

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY (Airports Authority) - The public body responsible for the operation and management of both Ronald Reagan Washington National Airport and Washington Dulles International Airport.

NATIONAL – Ronald Reagan Washington National Airport (DCA)

OSHA - U. S. Occupational Safety and Health Administration. The Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the work place.

PSCC – Public Safety Communication Center located in Hangar 6 at National Airport.

QUALITY CONTROL PROGRAM - A method used by the contractor to assure that quality services are provided that satisfy the contract requirements.

QUALITY ASSURANCE - A means by which the Airports Authority is able to confirm that the quantity and quality of services received conform to contract requirements. These methods/procedures are not intended to aid the contractor in the performance of the contract requirements and shall not be a substitute for Contractor quality control.

RECALL – During off duty hours the Contractor’ personnel must be on-site within two (2) hours of receiving a recall page for on-site service.

SERVICES - Includes services performed, workmanship, materials and parts furnished or utilized in the performance of services.

SERVICE CALL RESPONSE – Contractor’s acknowledgment during duty hours of any page for service must be within fifteen (15) minutes of the first page.

SOW – Statement of Work

STATE - The Commonwealth of Virginia

TSA – Transportation Security Administration.

VANDALISM - Willful or malicious abuse and/or destruction of property.

SECTION IV - BASE SERVICES

01 DESCRIPTION OF SERVICES

The Contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment and transportation necessary to perform all maintenance and repair services, preventive maintenance, modification and installation of new ESS component, in addition to documentation, monitoring, and reporting of equipment activity and services described herein on all ESS at the both National and Dulles Airports.

02 ROUTINE MAINTENANCE AND REPAIR SERVICES

The Contractor shall be responsible for performing all routine maintenance and repair work required to maintain the ESS in the condition prescribed by the original equipment manufacturers recommended guidelines and/or warranty requirements where the warranty remains in force. The Contractor shall work closely with the Airports Authority's Maintenance departments to address various trouble calls.

A. Equipment/Hardware

1. To include, but not limited to cleaning, alignment, configuration, and adjustment of all installed components to provide proper, efficient operation of the system.
2. Daily Functional Verification – Video recording devices, cameras and network hardware.
3. Monthly Functional Verification – Uninterruptible Power Supply Systems (UPS).

B. Network Maintenance

1. Hardware

- a. The contractor will perform infrastructure development, network maintenance and support services for hardware set forth in Appendix C.
- b. On-going technical support for the security network hardware, consisting of, but not limited to routers, switches, patch panels, multiplexers, transducers, cable infrastructure transmission media, including fiber, copper and wireless.
- c. Workstation's functionality.
- d. Manage storage devices, to include any proprietary storage devices associated with security hardware to ensure operability.
- e. Reset/replace malfunctioning devices, inspect network hardware and pathways as required.
- f. Maintain network speed and viability and replace malfunctioning devices.

2. Software

- a. Ensure critical network security updates are applied monthly.
- b. Regular review and management of firewall, virus, and spyware protection tools.
- c. Maintain software licensing as required by the manufacturer.

C. The Contractor shall install all replacement parts required to maintain, repair and keep the ESS fully operational and free of deficiencies unless otherwise stated in the SOW.

D. In addition to the work encompassed by 02. A, B, and C, the following work items/repairs shall be included as part of Base Services and shall be performed at no additional cost to the Airports Authority:

1. Simultaneous software updates to maintain the most current version available from the manufacturer, including, but not limited to;
 - a. Hardware firmware,

- b. Operating System software,
 - c. Access control software,
 - d. Sub-modules,
 - e. Digital video recorder software,
 - f. Intellikey software, (DCA)
 - g. Barcode software.
2. Any other requirements imposed by manufacturers to ensure continued factory service and support.
3. Identification Credentialing System and System Support
 - a. Provide support for the Identification Credentialing System and associated video imaging system at the Pass & ID Office at each airport.
 - b. Provide software installations and modifications.
4. Malfunctioning hardware will be immediately replaced from on-site stock.

E. Access Code and Security Password Maintenance

1. During the transition period, the existing security access codes and passwords will be revealed to the Contractor by each COTR.
2. The Contractor will be responsible for documenting and maintaining the security access codes and passwords in a secure location of each COTR's choosing.
3. The Contractor will be responsible for changing the codes and passwords when instructed by each COTR, and ensuring that the documented information is updated immediately.

- F. Requests for service will be dispatched by the Airports Authority to the Contractor. However, the Contractor shall also be responsible for initiating and completing required repairs to correct all deficiencies that they discover while on the job site.

G. Administrative Support

1. The Contractor shall provide sufficient administrative support to assist with Purple badge tracking, video recording retrieval, review, and export, etc.

03 ALARM/CCTV INSPECTIONS

A. Dulles Airport

1. The Contractor shall perform a weekly inspection of the security screening checkpoint breach alarm devices and related security breach control equipment (Horns, Strobes within the Airport Operations and the PSCC, and Strobes at all Mobile Lounge Docks).
2. The Contractor shall perform daily inspections of the checkpoint cameras prior to the daily opening of the Security Screening Mezzanine.
3. The results of these inspections shall be documented in detail and provided to the COTR in the Weekly Activity Report (Section VIII - Documentation and Reporting, 05 Weekly Activity Report).

4. The Contractor shall perform daily inspection of all CRITICAL CCTV cameras (approximately 100). The results of these inspections shall be documented in detail and provided to the COTR in the Weekly Activity Report (Section VIII - Documentation and Reporting, 05 Weekly Activity Report).

B. National Airport

1. The Contractor shall perform a weekly inspection of the security screening checkpoint breach alarm devices and related security breach control equipment (Horns, Strobes within the Airport Operations and the PSCC).
2. The Contractor shall perform daily inspection of all CCTV cameras. The results of these inspections shall be documented in detail and provided to the COTR in the Weekly Activity Report (Section VIII - Documentation and Reporting, 05 Weekly Activity Report).
3. The Contractor shall on a quarterly basis perform an inspection and testing of all duress alarm buttons, and all intrusion detection equipment. The results of these inspection shall be documented in detail and provided to the COTR in the Quarterly Activity Report (VIII - Documentation and Reporting, 07 Quarterly Activity Report).

04 PREVENTIVE MAINTENANCE SERVICES

As part of Base Services, the Contractor shall perform and maintain a detailed cyclical ninety (90) day preventive maintenance program for the tasks specified in Appendix F of the SOW. The preventive maintenance program shall consist of the following two parts:

1. Task and Frequencies
2. Corrective Action

A. **Tasks and Frequencies**

The Contractor shall follow the Airports Authority-provided tasks and frequency guidelines shown in Appendix F to perform and accomplish the preventive maintenance for all equipment included in the SOW in addition to any OEM suggested PMs. Should the Contractor have recommended changes or additions to the information in Appendix F, the Contractor shall notify the COTR in writing and provide complete information and justification for the changes. Approved changes will be added to the SOW through a contract modification. The Contractor shall post a copy of the resulting final approved tasks and frequency guidelines on the job site for the Contractor employees' information.

B. **Corrective Action**

All deficiencies discovered during the performance of daily/weekly/monthly/quarterly inspections and preventive maintenance shall be documented and immediately repaired by the contractor.

05 SERVICE CALL RESPONSE

- A. The Contractor shall provide a 24x7x365 dispatch center/desk with a single point of contact for all 24-hour service call response requests for service. Dispatch center/desk personnel shall be responsible to log and forward basic information about calls including party calling, caller's contact information, accurate technical description of the problem or request, extent of the outage if a portion of the system is down, equipment and location involved, and any other relevant technical portions of the activity log entry for the call. The Contractor's dispatch center/desk must be accessible by phone, text or email.

- B. The Contractor shall respond to all requests for service and corrective action 24 hours a day, 365 days of the year. The Contractor may at a minimum initially dispatch one technician, or network personnel, as applicable to respond to the call for service. However, if the Contractor determines additional personnel are required to complete any time/security sensitive repairs and return a unit to service, the Contractor shall dispatch the additional personnel at no cost to the Airports Authority. No repair shall be postponed or any unit placed out of service due to lack of Contractor resources, without written approval by the COTR.
- C. The Contractor's dispatch center/desk shall immediately upon receipt of a request for service contact on-site personnel to respond during Contractor's duty hours, or if a Recall is issued by National Airport during Contractor's off duty hours contact the Contractor's personnel to respond to the Recall.
- D. The Contractor's personnel shall at a minimum acknowledge any page for service during Contractor duty hours within fifteen (15) minutes of notification by the Contractor's dispatch center/desk.
- E. Outside duty hours at National Airport, the Contractor's personnel must be on-site within two (2) hour of receiving a Recall page for on-site services.

06 EXCLUSIONS FROM BASE SERVICES

During the contract period, repair of equipment malfunction or failure, as well as repair of damage to ESS resulting from vandalism/abuse/accident, is excluded from coverage under Base Services and will be covered under Supplemental Services, unless resulting from a lack of required maintenance or actions or inactions by a representative of the ESS contractor.

SECTION V - SUPPLEMENTAL SERVICES**01 DESCRIPTION OF SERVICES**

- A. The Airports Authority may, during the course of this contract, request that the Contractor perform Supplemental Services which are outside the requirements of the Base Services section of this contract. Examples of Supplemental Services include, additions to equipment, repair of vandalism/abuse/accident, rehabilitation, tie-ins, escort services, repair work to upgrade to meet current standards (such as TSA requirements or revised provisions of applicable codes or laws). Additionally, the Contractor may be required to alter, install, interface, improve and/or overhaul equipment, which, when completed, will modify and/or enhance the aesthetics, operation, performance, reliability, safety etc. of the EES beyond existing levels.
- B. The Contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to perform Supplemental Services. Such work shall be compensated at the rates listed in the contract price schedule under Supplemental Services.
- C. The Contractor shall not utilize on-site employees assigned to perform Base Services to accomplish Supplemental Services during Contractor duty hours. Supplemental Services shall be carried out in addition to Base Service tasks and responsibilities and there shall be no delay or other impact on the performance of Base Service tasks and responsibilities.
- D. The Airports Authority shall incur no obligation for out of scope work, including Supplemental Services that has not been authorized in advance by a signed Call Order.

02 CONTRACT SERVICES CALL ORDER

- A. Supplemental Services shall be requested and approved in advance by the COTR using the "Contract Services Call Order" form shown in Appendix D. The Call Order will contain a detailed description of the services that are required from the Contractor. The Contractor shall provide the COTR a detailed cost estimate including an itemized breakdown for all labor, parts and materials and shipping as well as a schedule with critical milestones for completing the work to be listed on the Call Order.
- B. Labor rates included on the contract price schedule (Supplemental Services) for the contract will be used in preparing these estimates. Both the cost breakdown and schedule shall be made part of the Call Order. The Contractor shall not proceed with any work described in such Call Orders until authorized in writing by the COTR.

03 VANDALISM/ABUSE/ACCIDENT REPAIRS

- A. As a part of Base Services the Contractor shall respond to all calls for suspected vandalism/abuse/accident that involve the equipment covered by this contract. If the Contractor finds suspected vandalism/abuse/accident damage to the equipment the Contractor shall immediately contact Airport Operations. The Contractor shall document the incident as described in Section VII Documentation and Reporting.
- B. The repair of validated instances of vandalism/abuse/accident will be reimbursed as Supplemental Services, following the procedures described above and in Section XIII - Method of Payment.
- C. The Contractor shall proceed with corrective action after the COTR provides an approved Call Order or gives verbal instructions to proceed with the work. If a verbal instruction to proceed with the work is provided, the COTR shall follow up with a Call Order.

D. The following work items shall not be considered vandalism/abuse/accident under the terms of this contract and shall be included as part of Base Services during Duty Hours:

- Minor repairs.
- Resets.

SECTION VI - TRANSITION PERIOD

The Airports Authority has specified a one (1) month transition period for National Airport and a sixty (60) day transition period for Dulles Airport to allow the selected Contractor to collect information, coordinate space requirements, implement the staffing plan, prepare the required reports (as described below), and develop recommendations for improving performance and reporting standards. This transition period will ensure a successful transition to the Base Services requirement section of the contract. The Transition Services period of performance will begin on the start date of the contract and end one (1) month for National Airport and sixty (60) days for Dulles Airport from that date. The start of the two (2) year Base Services period will be at the conclusion of the Transition Services period. Three (1) one-year options may be exercised at the discretion of the Airports Authority.

01 DEVELOP AND SUBMIT TRANSITION PLAN

Within one week after contract award, the Contractor will develop and submit for review by the Contracting Officer's Technical Representative (COTR), an update of the transition plan included in the Offeror's proposal. This updated transition plan shall address, at a minimum, a detailed description of transition activities, including, but not be limited to:

- Evaluation and documentation of the Airports Authority's ESS's technical infrastructure.
- Review of existing Standard Operational Procedures (SOPs) manuals related to ESS.
- Development of additional SOPs, as applicable.
- Explanation of the approach to be used to ensure continued system stability during the transition period.
- For ESS, the plan should at a minimum identify:
 - o The start date for new Contractor personnel.
 - o Instructional method to be used for Contractor personnel to learn the Airports Authority's infrastructure, systems, procedures, clients and practices.
 - o Length of services overlap with existing Contractor personnel.
 - o Process for turnover of responsibilities.
 - o Proposed timing for turnover of responsibilities.

This updated plan shall not result in any change to the contract, including pricing.

02 EVALUATE AND DOCUMENT TECHNICAL INFRASTRUCTURE

During the transition period, the Contractor shall undertake a comprehensive review and evaluation of the Airports Authority's ESS environment. The purpose of this task is to permit the Contractor to become familiar with the Airports Authority's environment and collect the information and documentation necessary to ensure successful management, operation, and maintenance of the ESS environment and applications. This review shall include an evaluation of:

- Existing ESS architecture and technical infrastructure including dependencies on server/router/switch configurations, protocols, and startup parameters.
- Existing business and support processes.
- Hardware and software inventories within the ESS.

The Contractor shall provide a deliverable to the COTR that addresses its findings during this task, and identifies suggested improvements to systems, procedures and documentation requirements. This deliverable will be accompanied by an implementation plan for the suggested changes, which shall include an estimate of

the time and resources necessary for implementation. Under no circumstances will the findings of this deliverable result in a change to the contract pricing or the schedule for the start of the Base Services period.

03 TRANSITION PERIOD REPORTING

The Contractor will submit weekly status reports to the CO and COTR during the transition period, specifying progress to date on the transition plan, findings, problems encountered and resolutions, planned activities for the upcoming week.

04 CERTIFICATIONS

The Contractor shall provide proof that both the contractor and personnel performing work under this contract have valid Virginia Department of Criminal Justice Services (DCJS) Private Security License and certifications in accordance with 6 VAC 20-171, and all applicable state/local licenses. In addition, all personnel performing work under this contract must have and maintain valid OEM software/hardware certifications, training, and integrator status in accordance with Section IX.

05 KEY CONTRACTOR PERSONNEL

The Contractor shall identify and provide the COTR with a list of names and telephone numbers of the key personnel who shall be responsible for fulfilling all the requirements of this SOW including responding to Service Call Responses. Contractor's key personnel list shall be provided to the COTR seven (7) days after contract award date and shall be updated when approved changes are made.

06 SECURITY REQUIREMENTS

The Contractor shall ensure all staff while on the job site visibly display at all times a valid Airports Authority security badge. The Contractor shall provide the COTR with a list of employees who will be applying for security badges seven (7) business days after contract award date. All Contractor employees working at the jobsite shall obtain a security badge no later than thirty (30) days after the award of the contract.

The contractor, its personnel and subcontractors shall review and agree to comply with the Airports Authority's video control policy, Information Security System (ISS), and network policy, provided by the COTR fifteen (15) days after the contract start date.

07 PREINSPECTION OF EQUIPMENT

- A. The Contractor shall during the Transition period perform an ESS Condition Survey and assessment of all equipment/software covered under this SOW (Appendix C) at each airport to establish a condition benchmark. The ESS Condition Survey shall include observations of deficiencies in equipment/software condition, operation and/or performance and shall provide a documented baseline report of deficiencies and serve as a "starting point" for contractor to provide ongoing maintenance. The Contractor shall be responsible for providing any additional resources necessary to complete this task as part of the Base Services portion of the contract.
- B. The ESS Condition Survey report shall identify and validate all deficiencies that the Contractor claims exist, together with a detailed breakdown of the estimated cost to repair each deficiency and a recommended priority to correct each. A draft copy of the ESS Condition Survey report shall be submitted to the COTR within five (5) business days of the inspection completion date and final report to be submitted to the COTR within five (5) business days from the draft report approval date. The Airports Authority will determine how and when each item will be addressed. Correction of these deficiencies will be accomplished by either supplemental services under this SOW or by competitive procurement as determined by the Airports Authority. Any deficiencies found after the ESS Condition

Survey report has been submitted will be considered the Contractor's responsibility and will be covered under Base Services or supplemental services depending on the circumstances.

08 ASSESSMENT OF THE ESS SPARE PARTS INVENTORY

- A. The Contractor will develop and maintain a record of all ESS Spare Parts Inventory at each airport, to ensure the minimum stock levels in accordance with Section XII – Airports Authority Furnished Resources, 05 ESS Spare Parts Inventory.
- B. The Contractor shall review and confirm the existing Airports Authority ESS spare parts inventory. This will establish the ESS property baseline. The Contractor will provide a report to each COTR identifying the inventory levels of all spare parts, spare parts being ordered and recommendations for increases or decreases of any spare parts requirements. At the end of the transition period, the Contractor will be held responsible for the property identified in the ESS baseline inventory as well as any orders received. The Contractor will also be responsible for keeping property records accurate and current.

SECTION VII - GENERAL REQUIREMENTS**01 SERVICE CALL RESPONSE TIME**

The Contractor's personnel shall at a minimum acknowledge any page for service during Contractor duty hours within fifteen (15) minutes of notification by the Contractor's dispatch center/desk.

Outside duty hours at National Airport, the Contractor's personnel must be on-site within two (2) hour of receiving a Recall page for on-site services.

02 DUTY HOURS**A. Dulles Airport**

1. On-site staffing required twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year, including holidays.

B. National Airport

1. On-site staffing required Monday through Friday, 0600 – 2200 hours, holidays included,
2. Two (2) hour Recall on-site availability – Monday through Friday, 2200 – 0600, including holidays,
3. Two (2) hour Recall on-site availability – Friday, 2200 hours through Monday, 0600 hours, including holidays.

03 CHECK-IN/CHECK-OUT REQUIREMENTS

During afterhours Recalls, the Contractor employees shall check-in and inform the Airport Operations Duty Office as to the purpose of the visit, during check-out, the Contractor shall apprise the Airport Operations Duty Office of the operational status of the unit(s) of which they responded to or specific actions taken to accomplish repairs.

04 OUTAGES AND REPAIRS

- A. It is the Airports Authority's intent that no component of the ESS shall remain out of service for a period greater than 24 hours. If the Contractor determines a unit must remain out of service for a period greater than 24 hours the Contractor shall immediately notify the COTR (e-mail) and submit an extended outage report to the COTR. The report shall contain a detailed explanation and justification why the unit must remain out of service and the contractor's plan of action schedule to return the unit to service. In no case shall any EES unit remain out of service due to lack of Contractor resources.
- B. The Contractor shall not allow any ESS component to remain out of service for preventive maintenance services during Contractor duty hours without the presence of technicians performing work.
- C. The Contractor shall provide a "Weekly Outage Schedule Report" to the COTR via phone/e-mail identifying all planned outages for the following week to include all scheduled maintenance, repairs and/or inspections. The report shall include the reason for the outage and the estimated duration of the outage.
- D. When deficiencies are identified, the Contractor shall immediately proceed to repair and/or correct the deficiencies. The Contractor shall not postpone any repair due to lack of Contractor on site resources. If

a major component is required to be removed from service for any reason the Contractor shall coordinate the removal of the equipment from operation in advance in writing (email) with the COTR.

- E. In the event of multiple component failures or outages the Contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to enable the Contractor to perform repairs on all out of service units simultaneously. The Contractor shall not postpone or delay any repair due to lack of Contractor on site resources.

05 STATUS MEETINGS

The Contractor's representative(s), including the On-site Manager and the network engineer, administrators and any other personnel deemed appropriate shall attend all meetings as required by the COTR to perform inspections, discuss, coordinate and evaluate the status and performance of services under this contract. These meetings will be held on a weekly basis or as frequently as the COTR deems it necessary.

06 QUALITY CONTROL PROGRAM

The contractor shall implement an effective quality control program. This program shall insure the Contractor fulfills all the requirements of this SOW. This program shall include all elements of the quality control program described in the technical proposal that the contractor submitted in response to the Airports Authority's solicitation for this contract, as well as any additional elements needed for an effective quality control program.

07 COMMUNICATION AND COORDINATION

The Contractor shall maintain an effective communication and coordination policy with the Airport(s) utilizing email, telephones, scanners, faxes, text messaging devices, etc. to ensure the Airport(s) is kept up to date of current equipment status, scheduled and unscheduled outages, vandalism etc. for the term of the contract.

08 COMPUTER SOFTWARE UPGRADES

The Contractor shall keep abreast of all available OEM software upgrades for each piece of equipment covered by this contract and those utilized by the Contractor for testing, evaluation and troubleshooting. The Contractor shall notify the COTR of all such available OEM software upgrades and with the COTR's written approval, the Contractor shall purchase and install approved upgrades.

09 ESS SPARE PARTS INVENTORY

- A. The Contractor is responsible for maintaining, ordering, stocking, and overall management of the ESS Spare Parts Inventory at each airport.
- B. The Contractor shall install these parts under Base Services at no additional cost to the Airports Authority unless covered under Section V – Vandalism/Abuse/Accident, or Section IV – Base Services.06 Exclusions.
- C. Unless otherwise agreed in writing, the Contractor shall maintain a minimum of one (1) month supply of high usage security equipment listed in Appendix E for each airport. The inventory must include by location; existing operational equipment, replacement equipment, associated computer hardware and software to include operational and archival. It is the responsibility of each offeror to independently verify the Integrator Status Requirements for items on the ESS Spare Parts in Appendix E.
- D. The Contractor shall recommend any changes in spare parts inventory (type and quantity), necessary to maintain the ESS. In addition, the Contractor shall submit a price list for the proposed spare parts

inventory that lists the cost of the part, separately list additional costs and the total cost to the Airports Authority for each proposed spare part.

- E. All equipment and parts at time of placement into the inventory shall be newly manufactured within the past 6 months and never installed in an operational system other than for factory test purposes. The proposed spare parts list is subject to the approval of the Airports Authority, and the Airports Authority reserves the right to modify the spare parts inventory throughout the term of the contract.
- F. When delivered to the Airports Authority, an itemized list of manufacturer's part numbers, model numbers, pricing, supplier's address, supplier's telephone numbers, and any single source components shall be identified by the Contractor and entered by the Contractor into a Contractor generated ESS Spare Parts Inventory Report which must be updated and included in the Monthly Report under Section VIII.07. At all times, an accurate list of the spare parts inventory shall be maintained in the ESS Spare Parts Inventory Report for each airport, by the Contractor.
- G. The Contractor will be responsible for ordering and maintaining a minimum one (1) month supply of all inventory parts based upon the maintenance experience during the maintenance agreement period, but not less than a minimum of one (1) month supply of high usage security equipment listed in Appendix E for each airport.
- H. The Contractor shall purchase the required ESS Spare Parts Inventory and will be reimbursed by the Airports Authority at the same rate as the Contractor with an added 10% markup. There shall be no mark up for shipping and handling costs. Payment for ESS Spare Parts Inventory will be in accordance with Section XII – Method of Payment, 04.
- I. Failure to make any repairs within 24 hours because any high usage equipment was not available in the ESS Spare Parts Inventory is unacceptable and will be considered a deficiency.

10 DELIVERY OF SUPPLIES

The Contractor shall schedule its own supply deliveries and vendors and subcontractors supply/equipment deliveries to maintain spare parts inventory stock to coincide with the loading dock/warehouse operating hours.

11 FIRE PREVENTION AND PROTECTION

- A. Fire prevention and protection at Airports Authority facilities property is essential. The Airports Authority shall provide limited fire prevention equipment within the facilities. The availability of fire protection equipment provided by the Airports Authority shall not limit the Contractor's responsibility or liability for maintaining a reliable fire prevention and protection program for its employees and the property serviced.
- B. The Contractor shall be knowledgeable of and provide adequate and appropriate training for all its employees in the proper method of reporting a fire. All pertinent information regarding fire-reporting procedures may be obtained from the COTR.

12 FIXED IMPROVEMENTS

The Contractor shall not make, or alter or remove, any Airport fixed improvements (i.e., improvements, fixtures, additions, annexations or alterations to the Airport premises, or a portion thereof, which cannot be removed or changed without material damage to, or destruction of, either itself or the premises or a portion thereof) without the prior written approval of the COTR. Title to any and all fixed improvements made by the Contractor shall vest in the Airports Authority immediately upon substantial completion.

13 LOST AND FOUND PROPERTY

The Contractor shall immediately turn in to the Airports Authority's Lost and Found Department all property found on the job site and obtain a receipt from the Lost and Found Department. Any violations or disregard of the rules, regulations and/or policies may be cause for immediate termination.

14 SAFETY

- A. The Contractor and each of its employees shall comply with all applicable OSHA and Airports Authority rules and practices, including directives issued by the Airport Manager, Airport Operations, MWAA Public Safety, Federal Aviation Administration, TSA, and Airports Authority Divisions while on the job site.
- B. The Contractor shall provide and ensure that all personnel at the work site wear safety devices/apparel as required by OSHA.
- C. The Contractor's personnel required to work in the Aero Train tunnels at Dulles Airport must complete Aero Train Safety Training when applying for a Dulles Airport Identification Badge and follow all necessary procedures required to gain access to the Aero Train tunnels.
- D. The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the contract. The Contractor shall take all necessary precautions for safety of, and shall provide reasonable protection to prevent damage, injury or loss to persons, properties, equipment and vehicles.
- E. The Contractor shall furnish documentation as directed by the COTR of the completion of the approved safety training of technicians and any other personnel as applicable. The safety training shall comply with all OSHA standards and a sample program shall be submitted to the COTR.
- F. The Airports Authority reserves the right to inspect all areas for safety violations at its discretion, direct the Contractor to make immediate improvement of necessary conditions and/or procedures, and/or stop the work if other hazards are deemed to exist.
- G. In the event that the Airports Authority should elect to stop work because of any type of existing safety hazards after the Contractor has been notified and provided ample time to correct, the Contractor shall bear all costs for eliminating the hazard(s) and shall not be granted compensation for the work stoppage. The Contractor shall pay all additional expenses.
- H. The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the contract. The Contractor shall take all necessary precautions for safety of, and shall provide reasonable protection to prevent damage, injury or loss to persons, properties, equipment and vehicles.
- I. Damage caused by the Contractor to any properties shall be repaired or replace to the satisfaction of the Airports Authority at the expense of the Contractor. The Airports Authority, at its sole direction, may elect to repair or replace the damaged property, and deduct such costs from monies due the Contractor.
- J. The Contractor shall, within fifteen (15) days after contract start date, submit its own detailed safety and protection plan/program that shall comply with all safety, environmental protection, property protection and health provisions of the contract.

15 SECURITY AND IDENTIFICATION REQUIREMENTS

- A. The Contractor, its subcontractors, and all its employees shall be subject to and shall at all times conform with any and all rules, regulations, policies and procedures pertaining to security at Dulles. Any violations or disregard of the rules, regulations, policies and procedures may be cause for immediate termination.
- B. The Contractor shall not permit any employee to have keys for access to locked rooms until it has been determined that permitting such person(s) to have such access shall not be contrary to the Airports Authority's interest, and that the individual(s) is authorized to be admitted in accordance with applicable security orders, rules, regulations and instructions as determined by Authority.
- C. The Contractor shall secure and safeguard all keys, key cards, and any other entry devices and codes provided by the Airports Authority. The Contractor shall maintain a record of the key numbers issued to its employees. These prohibitions and requirements shall also be applicable to all individuals with regard to access, removal, and/or possession of any information, confidential data, materials, supplies, or equipment. The Contractor shall not duplicate and shall not allow any such issued items to be duplicated or removed from the job site. All keys and other entry devices used by the Contractor's employees in the performance of the work shall be returned to the Airports Authority when the contract expires.
- D. The Contractor shall safeguard all the identification cards, issued its employees and subcontractors by the Airports Authority to fulfill the requirements of this SOW. The contractor shall ensure these cards are visibly displayed by the respective individual at all times while employed on site at the Airport to fulfill this requirement.
- E. The Contractor shall immediately report to the Airports Authority all keys issued to it by the Airports Authority that are lost or stolen. The Contractor shall be responsible for all loss, damages and expenses that the Airports Authority incurs as a result of the Contractor's loss of Airports Authority keys. These costs include the expense of changing all locks to which the lost keys provided access. The cost of changing locks or keys to the building rooms or areas accessible by the lost or stolen keys will be deducted from the Contractor's invoice to the Airports Authority for the services performed under the contract.
- F. The Contractor shall ensure that, under no circumstances any of its employees shall enter an area not authorized for access by the Contractor.
- G. The Contractor, its subcontractors, and all its employees shall be subject to, and shall at all times, conform with any and all rules, regulations, policies, and procedure pertaining to security at the Airport. Any violations of the rules, regulations, policies, and procedures may be cause for immediate removal from the job site.
- H. The Contractor shall be responsible for, at its own expense, obtaining the proper security clearance, fingerprinting, training, badges required to access the restricted areas of the Airport including the Air Operations Area (AOA), Security Identification Display Area (SIDA), and U.S. Customs Seal to gain entrance in the U.S. Customs area at Dulles Airport. Identification badges issued by the Airports Authority must be visibly worn at all times while in the SIDA.
- I. The Contractor shall be responsible for, at its own expense, compliance with the requirements and procedures to obtain approval of any motor vehicle to operate in the Air Operations Area (AOA).

- J. The Contractor shall not leave any tools, parts and/or supplies unattended in the public or sterile areas at anytime while performing work at the Airport.
- K. The contractor and its personnel shall review and agree to comply with the Airports Authority's video control policy, Information Security System (ISS), and network policy.
- L. All airport ID badges remain the property of the Airports Authority and must be returned to the Airports Authority at the time of an employee's separation or termination from the Contractor. It shall be the responsibility of the Contractor to ensure badges are returned to the Airports Authority.
- M. Any and all personal packages brought onto and/or removed from Airports Authority property may be subject to inspection by a security officer or Airports Authority Police.
- N. Firearms and/or explosives shall **NOT** be brought onto the Airports Authority's property at any time.
VIOLATORS WILL BE PROSECUTED.

SECTION VIII - DOCUMENTATION AND REPORTING**01 DAILY SECURITY MODIFICATION FORMS**

- A. Each day, the Contractor shall make available to the COTR, upon request, an electronic security modification form for each piece of equipment the contractor installed, moved, or changed in any manner.
- B. If no modifications were made to the ESS by the close of business, the Contractor shall make available to the COTR, upon request, an electronic security modification form indicating no modifications to the ESS were made that day.

02 BARCODE SYSTEM

- A. The Airports Authority shall provide the contractor access to the Airports Authority's Barcode System, as needed.
- B. It is the Airports Authority's intent that all data entered on the barcode data collection system shall remain the sole property of the Airports Authority and all barcode equipment shall be returned to the Airports Authority in good working condition at the completion of the contract.
- C. The Contractor shall be responsible for the repair or replacement of any barcode scanners that are worn, broken, damaged or lost, at no cost to the Airports Authority.
- D. The Contractor shall report and replace all missing, damaged or unreadable bar code labels on the equipment.
- E. The Contractor shall comply with the following procedures in the management of the bar code system:
 - 1. The Contractor's employees shall carry the bar code scanner at all times while on duty on the jobsite.
 - 2. The Contractor shall use the bar code system to document each time a piece of equipment is visited for service (i.e. reset, repair, PM, inspection, re-inspection, etc).

03 VANDALISM/ABUSE/ACCIDENT REPORT

- A. The Contractor shall notify the COTR via email of obvious occurrences of suspected vandalism/abuse. This notification shall include the item, description of the damage and probable cause.
- B. The Contractor shall immediately notify the COTR via email in all instances of suspected accidental damage of any ESS component. This notification shall include the item, location, description of the damage, probable cause and estimated repair.

04 DAILY ACTIVITY REPORT

The Contractor shall provide a "Daily Activity Report" to the COTR via e-mail identifying all daily alarms received, to include the locations of the alarm.

05 WEEKLY ACTIVITY REPORT

The Contractor shall provide a "Weekly Report" to the COTR via e-mail identifying all work scheduled to be performed the following week, to include all scheduled maintenance outages, repairs and/or inspections, and reports for checkpoint breach, duress, video, and vehicle breach tests. The report shall include the reason for the outage and the estimated duration of the outage, and details regarding the above listed tests. The Alarm Inspection information shall be included in the weekly activity report in accordance with SOW, Section IV Base Services, 03 Alarm/CCTV Inspections.

06 MONTHLY ACTIVITY REPORT

The Contractor shall provide the Airports Authority with an electronic report the first week of each month which shows the previous months equipment activity, alarms, camera status and personnel reports. At a minimum the report shall show: quantities and nature of service calls received by the Contractor and corrective action performed, problem identification, outage quantities per unit in addition to details regarding the above listed reports. The monthly report shall also contain a current list of ESS Spare Parts Inventory (Section VII.09).

07 QUARTERLY ACTIVITY REPORT

The Contractor shall provide the Airports Authority with an electronic report the first week of each quarter which details any meetings with the Project Manager and on-site personnel and preventive maintenance results.

SECTION IX - PERSONNEL**01 PERSONNEL**

The Contractor shall provide all the management, supervision, labor, and administrative support necessary to fulfill the requirements of the contract. The Contractor shall utilize responsible, capable employees to perform all services. All contractor personnel are required to have a valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171, prior to doing any work associated with the contract.

02 PROJECT MANAGER

The Project Manager is responsible for the overall contract management and performance to include:

1. Financial management.
2. Resource management.
3. Acquiring and scheduling resources, to include within the metropolitan region in case of emergencies or inclement weather.
4. Management of subcontractors.
5. Point of contact for the Contracting Officer.

03 ON-SITE PERSONNEL

The Contractor shall provide the following minimum positions who shall possess and maintain the following minimum certifications, training, and/or experience.

Additionally, the Contractor shall provide the COTR resumes for all personnel (Project Manager, IAD/DCA On-site Manager, Network Engineer, IAD Network Administrator, IAD System Administrator, DCA System/Network Administrator, IAD/DCA PSIM Administrator, and Technicians) proposed to perform work on this contract for approval. The resumes shall be provided to the COTR in accordance with Section X - Deliverables.

DULLES AIRPORT PERSONNEL**A. ON-SITE MANAGER**

1. The Contractor shall provide a dedicated full time On-site Manager. The On-site Manager shall be responsible for the execution of the contract. The On-site Manager (or designated alternate when acting as On-site Manager) shall perform only On-site Manager duties, not other duties related to the onsite performance of this contract.
2. The names of the On-site Manager, and alternates who shall assume the On-site Manager duties when the primary On-site Manager is absent, shall be designated in writing to the COTR fifteen (15) business days prior to the contract start date.
3. The On-site Manager, or alternate shall be available for calls 24 hours a day, seven (7) days a week. The On-site Manager or alternate shall meet as promptly as possible with the COTR at the COTR's request to discuss the performance of the work or other provisions of the contract.
4. The On-site Manager or alternate shall be responsible for supervising the daily activities to ensure that all contract requirements are being satisfied.

5. The On-site Manager and any alternates shall possess a valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

B. NETWORK ENGINEER(S) – This position will be responsible for, but not limited to, support of the SecNet domain to include the following:

1. Network configuration, design, upgrades, and maintaining the network components.
2. Compliance where applicable to the Airports Authority's Information Security Standards, to include firewall configurations, intrusion detection safeguards, updates to component configuration, and supporting an annual penetration testing and scan.
3. Minimum Certifications, Training, Experience:
 - a. Cisco Certified Network Professional (CCNP) in routing and switching, network security, and storage network.
 - b. Ccure 800 installer, maintainer, with Istar.
 - c. Nextivia installation configuration and support certification.
 - d. Airport Ice ICEware Professional training/experience.
 - e. Future Fiber Technologies - FFTSecure Fence training.
 - f. Aegis Operator Runtime certification.
 - g. Aegis Installation/Configuration certification.
 - h. Marathon EverRun installation, configure and maintain training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician, per 6 VAC 20-171.

C. SYSTEM ADMINISTRATOR(S) – will be responsible for, but not limited to, the ESS sub-systems database(s), software support, licenses and updates to include:

1. Maintaining the Automated Access Control System, to include access codes, door groups, time codes, employee information, data tables, and back-up.
2. Maintaining the Video Management System, to include camera naming, viewing rights, passwords, workstation support.
3. Maintaining the Identification Badging System, to include database and table maintenance, upgrade/updates of software, peripheral device support, user rights, and workstation support.
4. Minimum Certifications, Training, Experience:
 - a. Cisco Certified Entry Network Technician (CCENT) in routing and switching, network security, and storage network.
 - b. VMware Certified Professional (VCP)
 - c. Ccure 800 installer, maintainer, with Istar.
 - d. Nicevision technical certification.
 - e. Nextivia installation configuration and support certification. (IAD)
 - f. Airport Ice certified ICEware Professional.
 - g. Future Fiber Technologies - FFTSecure Fence training. (IAD)
 - h. Aegis Operator Runtime certification.

- i. Aegis Installation/Configuration certification.
- j. Marathon EverRun installation, configure and maintain certification.
- k. EqualLogics PS Series Advanced features, Operations and Administration training. (IAD)
- l. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

D. NETWORK ADMINISTRATOR(S) – will be responsible for, but not limited to, support of the SecNet domain to include:

1. Network operations, monitoring and maintaining network components.
2. Monitoring the function of the Storage Area Network.
3. Maintaining and developing written Network policies, and the enforcement and use of those policies.
4. Minimum Certifications, Training, Experience:
 - a. Cisco Certified Network Associate (CCNA) in routing and switching, network security, and storage network.
 - b. Ccure 800 installer, maintainer, with Istar.
 - c. Nextivia installation configuration and support certification.
 - d. Airport Ice certified ICEware Professional.
 - e. Future Fiber Technologies - FFTSecure Fence training.
 - f. Aegis Operator Runtime certification.
 - g. Aegis Installation/Configuration certification.
 - h. Marathon EverRun installation, configure and maintain certification.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

E. PSIM (AEGIS) TECHNICIAN(S) – This is a full time position that is located at the PSCC (DCA) two (2) days a week (Tuesday and Thursday) and the remaining three (3) days of the week at Dulles Airport. This position will be responsible for, but not limited to, support of the Airports Authority's Physical Security Information Management System to include:

1. Helpdesk level and Workstation Technician level technical support for Airport Authority users.
2. Database and table maintenance.
3. Integration of new resources and inputs.
4. Minimum Certifications, Training, Experience:
 - a. Ccure 800 installer, maintainer, with Istar.
 - b. Nicevision technical certification. (DCA)
 - c. Nextivia installation configuration and support certification. (IAD)
 - d. Aegis Operator Runtime certification.
 - e. Aegis Installation/Configuration certification.
 - f. Marathon EverRun installation, configure and maintain training.
 - g. EqualLogics PS Series Advanced features, Operations and Administration training. (IAD)

- h. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

F. MAINTENANCE TECHNICIANS – will be responsible for, but not limited to, hardware PM's and corrective maintenance.

1. **LEAD TECHNICIAN(S)** – The Contractor shall provide a minimum of one Lead Technician for the 0700 - 1500 shift and each area identified below.
 - a. Main Terminal – IAB – Main Terminal train station,
 - b. Concourse A & B – A & B train stations – Toll Road,
 - c. Concourse C & D – C train station – C walk back,
 - d. Outlying areas (East/West perimeter, firehouses, cargo)
2. **TECHNICIAN(S) II** – The Contractor shall provide a minimum of one Technician II for the 0700 - 1500 shift and each area identified below.
 - a. Main Terminal – IAB – Main Terminal train station,
 - b. Concourse A & B – A & B train stations – Toll Road,
 - c. Concourse C & D – C train station – C walk back,
 - d. Outlying areas (East/West perimeter, firehouses, cargo)
3. **TECHNICIAN(S) I** – The Contractor shall provide a minimum of one Technician I for the 0700 - 1500 shift and each area identified below.
 - a. Main Terminal – IAB – Main Terminal train station,
 - b. Concourse A & B – A & B train stations – Toll Road,
 - c. Concourse C & D – C train station – C walk back,
 - d. Outlying areas (East/West perimeter, firehouses, cargo)
4. The Contractor shall provide a minimum of two (2) Technicians I or II for the 1500 – 2300 shift.
5. The Contractor shall provide a minimum of one (1) Technician I or II for the 2300 – 0700 shift.
6. **LEAD TECHNICIAN(S)** minimum certifications, training, experience:
 - a. Ccure 800 installer, maintainer, with Istar.
 - b. Nextivia installation configuration and support certification.
 - c. Airport Ice certified ICEware Professional training.
 - d. Senstar StarNet training.
 - e. Future Fiber Technologies FFT Secure Fence training.
 - f. Aegis Operator Runtime training.
 - g. Aegis Installation/Configuration training.
 - h. Marathon EverRun installation, configure and maintain, training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. FLIR CCTV Certified Security Integrator certification.
 - k. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.
7. **TECHNICIAN(S) II** - minimum certifications, training, experience:
 - a. Ccure 800 installer, maintainer, with Istar.

- b. Nextivia installation configuration and support certification.
 - c. Airport Ice certified ICEware Professional training.
 - d. Senstar StarNet training.
 - e. Future Fiber Technologies FFT Secure Fence training.
 - f. Aegis Operator Runtime training.
 - g. Aegis Installation/Configuration training.
 - h. Marathon EverRun installation, configure and maintain, training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. FLIR CCTV Certified Security Integrator certification.
 - k. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.
8. TECHNICIAN(S) I – minimum certifications, training, experience:
- a. Ccure 800 installer, maintainer, with Istar.
 - b. Nicevision technical certification.
 - c. Nextivia installation configuration and support certification.
 - d. Airport Ice certified ICEware Professional experience.
 - e. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

NATIONAL AIRPORT PERSONNEL

A. ON-SITE MANAGER

1. The Contractor shall provide a dedicated full time On-site Manager. The On-site Manager shall be responsible for the execution of the contract. The On-site Manager (or designated alternate when acting as On-site Manager) shall perform only On-site Manager duties, not other duties related to the onsite performance of this contract.
2. The names of the On-site Manager, and alternates who shall assume the On-site Manager duties when the primary On-site Manager is absent, shall be designated in writing to the COTR fifteen (15) business days prior to the contract start date.
3. The On-site Manager, or alternate shall be available for calls 24 hours a day, seven (7) days a week. The On-site Manager or alternate shall meet as promptly as possible with the COTR at the COTR's request to discuss the performance of the work or other provisions of the contract.
4. The On-site Manager or alternate shall be responsible for supervising the daily activities to ensure that all contract requirements are being satisfied.
5. The On-site Manager and any alternates shall possess a valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

B. NETWORK ENGINEER – This position will be responsible for, but not limited to, support of the SecNet domain to include the following:

1. Network configuration, design, upgrades, and maintaining the network components.

2. Compliance where applicable to the Airports Authority's Information Security Standards, to include firewall configurations, intrusion detection safeguards, updates to component configuration, and supporting an annual penetration testing and scan.
3. Minimum Certifications, Training, Experience:
 - a. Cisco Certified Network Professional (CCNP) in routing and switching, network security, and storage network.
 - b. Ccure 800 installer, maintainer, with Istar.
 - c. Nicevision technical certification.
 - d. Airport Ice ICEware Professional training/experience.
 - e. Future Fiber Technologies - FFTSecure Fence training.
 - f. Aegis Operator Runtime certification.
 - g. Aegis Installation/Configuration certification.
 - h. Marathon EverRun installation, configure and maintain training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician, per 6 VAC 20-171.

C. **SYSTEM/NETWORK ADMINISTRATOR** – will be responsible for, but not limited to, the ESS sub-systems database(s), software support, licenses, updates, and support of the SecNet domain to include:

1. Maintaining the Automated Access Control System, to include access codes, door groups, time codes, employee information, data tables, and back-up.
2. Maintaining the Video Management System, to include camera naming, viewing rights, passwords, workstation support.
3. Maintaining the Identification Badging System, to include database and table maintenance, upgrade/updates of software, peripheral device support, user rights, and workstation support.
4. Network operations, monitoring and maintaining network components.
5. Monitoring the function of the Storage Area Network.
6. Maintaining and developing written Network policies, and the enforcement and use of those policies.
7. Minimum Certifications, Training, Experience:
 - a. Cisco Certified Entry Network Technician (CCENT) in routing and switching, network security, and storage network.
 - b. VMware Certified Professional (VCP)
 - c. Ccure 800 installer, maintainer, with Istar.
 - d. Nicevision technical certification.
 - e. Airport Ice certified ICEware Professional.
 - f. Aegis Operator Runtime certification.
 - g. Aegis Installation/Configuration certification.
 - h. Marathon EverRun installation, configure and maintain certification.
 - i. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician, per 6 VAC 20-171.

D. MAINTENANCE TECHNICIANS – will be responsible for, but not limited to, hardware PM's and corrective maintenance.

1. LEAD TECHNICIAN(S) – The Contractor shall provide a minimum of one Lead Technician for the 0600 - 1400 shift, Monday through Friday.
2. TECHNICIAN (S) II – The Contractor shall provide a minimum of one (1) Technician II for the 0600 – 1400 shift, and the 1400 – 2200 shift Monday through Friday.
3. TECHNICIAN(S) I – The Contractor shall provide a minimum of one (1) Technician I for the 0600 – 01400 shift, and the 1400 – 2200 shift, Monday through Friday.
4. LEAD TECHNICIAN(S) minimum certifications, training, experience:
 - a. Ccure 800 installer, maintainer, with Istar.
 - b. Nicevision technical certification.
 - c. Airport Ice certified ICEware Professional training.
 - d. Senstar StarNet training.
 - e. Future Fiber Technologies FFT Secure Fence training.
 - f. Aegis Operator Runtime training.
 - g. Aegis Installation/Configuration training.
 - h. Marathon EverRun installation, configure and maintain, training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. FLIR CCTV Certified Security Integrator certification.
 - k. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.
5. TECHNICIAN(S) II - minimum certifications, training, experience:
 - a. Ccure 800 installer, maintainer, with Istar.
 - b. Nicevision technical certification.
 - c. Airport Ice certified ICEware Professional training.
 - d. Senstar StarNet training.
 - e. Future Fiber Technologies FFT Secure Fence training.
 - f. Aegis Operator Runtime training.
 - g. Aegis Installation/Configuration training.
 - h. Marathon EverRun installation, configure and maintain, training.
 - i. EqualLogics PS Series Advanced features, Operations and Administration training.
 - j. FLIR CCTV Certified Security Integrator certification.
 - k. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.
6. TECHNICIAN(S) I – minimum certifications, training, experience:
 - a. Ccure 800 installer, maintainer, with Istar.
 - b. Nicevision technical certification.
 - c. Airport Ice certified ICEware Professional experience.
 - d. A valid Virginia Department of Criminal Justice Services (DCJS) Private Security License with certifications for Electronic Security Technician and Locksmith, per 6 VAC 20-171.

04 ATTIRE

- A. All Contractor employees, including subcontractors of the Contractor shall at all times, while on the job site in an official capacity be attired in a distinctive prime contractor uniform, which is acceptable to the Airports Authority.
- B. The uniform shall have the prime Contractor's name easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from that used by the Airports Authority and other tenants.
- C. These uniforms must be supplied and maintained by the Contractor at no cost to the Airports Authority. As part of their uniform, the Contractor's employees shall conspicuously display the following identification:
- Airport Photo Identification Security Badge issued by the Airport Operations Department.
 - Photo Identification Badge issued by the employee's respective employer.

05 CONDUCT

- A. The Contractor's employees at all times while on the job site, whether on or off duty, shall conduct themselves in a professional, orderly and safe manner. Rudeness, fighting, being under the influence of alcohol and/or drugs or possessing and/or consuming alcohol and/or drugs, gambling, soliciting, stealing, and any other conduct that interferes or has the potential to interfere with the Contractor's performance of its duties under this contract, shall not be permitted on the job site and shall result in immediate and permanent removal from the job site of any employee engaging in such conduct from work.
- B. The contractor and its personnel shall review and agree to comply with the Airports Authority's video control policy, Information Security System (ISS), and network policy.

SECTION X - DELIVERABLES

The contractor shall submit the following items to the COTR:

SEVEN (7) BUSINESS DAYS AFTER THE CONTRACT AWARD DATE**01 TRANSITION PLAN**

Within one week after the effective date of the contract, the Contractor will develop and submit for review by the Contracting Officer's Technical Representative (COTR), an update of the transition plan included in the Offeror's proposal.

02 VALID DCJS CERTIFICATIONS

The Contractor shall provide proof that both the contractor and personnel performing work under this contract have valid Virginia Department of Criminal Justice Services (DCJS) Private Security License and certifications in accordance with 6 VAC 20-171 and all applicable state/local licenses.

03 PERSONNEL CERTIFICATIONS

All personnel performing work under this contract must have and maintain valid OEM software/hardware certifications, training, and integrator status in accordance with Section IX Personnel and Appendix E3 – Spare Parts Integrator Status Requirements.

04 LIST OF PERSONNEL REQUIRING SECURITY BADGING

The Contractor shall provide the COTR with a list of employees who will be applying for security badges fifteen (15) days prior to the start date of the contract.

05 RESUMES OF ALL KEY PERSONNEL

The Contractor shall provide the resumes for all personnel proposed to perform work on this contract for approval fifteen (15) days prior to the start date of the contract.

06 TELEPHONE, CELL, FAX NUMBERS, EMAIL ADDRESSES

The Contractor shall identify and provide the COTR with a list of names and telephone numbers of the key personnel who shall be responsible for fulfilling all the requirements of this SOW including responding to emergency callbacks.

FIFTEEN (15) BUSINESS DAYS AFTER CONTRACT START DATE**07 QUALITY CONTROL PLAN**

The Contractor shall, within fifteen (15) days of contract start date, submit a quality control plan that details how the Contractor will insure all requirements of the contract will be fulfilled. The plan shall include but not be limited to all elements of the quality control program described in the technical proposal that the contractor submitted in response to the Airports Authority's solicitation for this contract.

08 COMPLIANCE REVIEW FORMS

The Contractor shall within fifteen (15) days of the contract start date submit contractor employee compliance forms signed by each of the Contractor's personnel working on the contract in regards to compliance with the Airports Authority's video control policy, Information Security System (ISS), and network policy, per Section VI – Transition Period, 06.

09 SAFETY AND PROTECTION PLAN

The Contractor shall, within fifteen (15) days of contract award, submit its own detailed safety and protection plan that shall comply with all safety, environmental protection, property protection and health provisions of the contract.

10 AERO TRAIN SAFETY TRAINING PERSONNEL (IAD)

The Contractor shall, within fifteen (15) days of contract award, submit to the Dulles Airport COTR a list of personnel identified to receive Aero Train Safety Training.

END OF THE TRANSITION PERIOD, SIXTY (60) DAYS – DULLES, THIRTY (30) DAYS - NATIONAL**11 TECHNICAL INFRASTRUCTURE FINDINGS REPORT**

The Contractor shall as part of the Transition Period provide a report evaluating the ESS Technical Infrastructure, per Section VI – Transition Period, 02.

12 PREINSPECTION OF ESS COMPONENTS/SOFTWARE REPORT

The Contractor shall, at the end of the transition period, provide a preinspection of ESS component/software report assessing all equipment/software covered under this SOW to establish a condition baseline, per Section VI – Transition Period, 07. A draft copy of the report shall be submitted to the COTR within five (5) business days of the inspection completion date and final report to be submitted to the COTR within five (5) business days from the draft report approval date.

13 SPARE PARTS INVENTORY ASSESSMENT

The Contractor shall, at the end of the transition period, provide a report to the COTR identifying the ESS spare parts inventory levels, parts being ordered, recommendations for increases or decreases of any spare parts requirements. This report will establish a baseline inventory. At the end of the transition period, the Contractor is responsible for the property identified in the report.

AS REQUIRED**14 RESUMES OF ALL NEW KEY PERSONNEL**

Resumes for new key personnel shall be provided to the COTR for review and approval no later than fifteen (15) business days prior to employee's intended start date.

15 COMPLIANCE REVIEW FORMS FOR ALL NEW PERSONNEL

The Contractor shall submit within fifteen (15) days of new personnel being assigned to the contract, contractor employee compliance forms signed by each of the Contractor's personnel working on the contract in regards to compliance with the Airports Authority's video control policy, Information Security System (ISS), and network policy.

SECTION XI - CONTRACTOR FURNISHED RESOURCES**01 GENERAL**

The Contractor shall furnish all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to fulfill all the requirements and satisfactorily perform all services described in this SOW in a safe, orderly, timely, efficient and workmanlike manner. The contractor shall provide any additional resources necessary to fulfill the contract requirements at no additional cost to the Airports Authority.

02 SAFETY EQUIPMENT

- A. The Contractor shall provide all safety equipment/devices, personal protective equipment and clothing as required for its employees.
- B. The Contractor shall not use propane-fueled portable equipment in the performance of the work required by this contract.

03 DIAGNOSTIC TOOLS

The Contractor shall provide and utilize on the job site any diagnostic equipment with all OEM software available to enable the Contractor to change parameters as well as diagnose/troubleshoot each component/software covered by this contract, as applicable.

04 COMMUNICATION EQUIPMENT

All Contractor employees assigned to the Airport shall have, at all times while on the jobsite, portable communication devices with full service to allow immediate two-way communication between the Contractor and/or the Airports Authority and the employee.

05 OFFICE EQUIPMENT

- A. The Contractor shall be responsible for providing at its sole expense all materials, supplies (print cartridges, paper, etc.), furniture, fixed improvements and equipment it may require in the office space.
- B. The Contractor shall have capabilities to send and receive scanned/faxed documents at the Contractor's off site office and shall provide a scanner/fax machine for on-site use for the term of the contract.
- C. The Contractor shall maintain internet access, with e-mail capabilities. Provide e-mail addresses for all on-site personnel to the COTR and maintain them in a current status at all times for the term of the contract.
- D. The Contractor shall provide and utilize on the job site a digital camera with date and time functions.

06 SERVICE VEHICLE

The Contractor shall provide at a minimum one (1) service vehicle for each airport, which is equipped, licensed, insured and AOA inspected. The service vehicle shall be on site anytime the Contractor's employees are working at the Airport. The service vehicle is required to transport materials and supplies, contractor's employees and tools to various equipment and storage locations at the Airport.

SECTION XII - AIRPORTS AUTHORITY FURNISHED RESOURCES**01 ON-SITE OFFICE**

- A. To facilitate fulfilling the requirements of this SOW, the Airports Authority will provide the Contractor office space at each Airport. The Contractor shall use the space provided to locate its office for managing the day-to-day operations to fulfill the requirements of this contract.
- B. The Contractor shall keep the area clean and orderly at all times.
- C. The Contractor shall keep the on-site office door locked whenever unoccupied.
- D. The Contractor shall not allow persons who do not possess a current Airport security badge to remain in the on-site office unescorted.
- E. The Contractor shall not store any items not related to the contract in the on-site office.

02 ON-SITE OFFICE COMPUTER

- A. The Airports Authority will provide the Contractor the use of a computer system and access to the Airports Authority's Local Area Network for the sole purpose of fulfilling the requirements of the contract.
- B. The computer systems and related equipment shall remain on the jobsite at all times and shall only be used for the purpose of fulfilling the requirements of this contract. The Airports Authority's IT department to verify compliance of this requirement may monitor Contractors computer usage.
- C. The Contractor shall not allow unauthorized users to operate or use the Airports Authority provided computer.
- D. The computer, related equipment and data shall remain the property of the Airports Authority at the end of the contract. The Contractor shall be responsible for maintaining the equipment in good working order and the repair or replacement of any equipment that is damaged, lost or stolen.

03 BAR CODE SYSTEM

- A. The Airports Authority will provide the Contractor the use of a bar code system (hardware and software) for the purpose of fulfilling the requirements of the contract. All bar coding equipment shall remain on site at all times. The bar code system and data shall remain the property of the Airports Authority at the end of the contract. The Contractor shall be responsible for maintaining the equipment in good working order and the repair or replacement of any equipment that is worn, broken, damaged, lost or stolen.
- B. Upgrades, additional equipment, system support or licensing fees related to the bar code system shall be purchased under the Supplemental Services Section of this contract. The Contractor will be reimbursed by the procedures in Section XIV- 03, Method of Payment.

04 ELECTRONIC SECURITY SYSTEM SPARE PARTS INVENTORY

- A. The Airports Authority currently owns a spare parts inventory that will be made available to the Contractor to incorporate into the system for specified maintenance and repair requirements in order to keep the system continuously operating.

05 PARKING

- A. The Airports Authority will provide at no cost to the Contractor on ramp parking space for the company service vehicles.
- B. The Airports Authority will provide unreserved general parking spaces for the Contractors' on-site employees' private vehicles. The Airports Authority will charge the Contractor for these parking spaces at the same rate as the Airports Authority charges its tenants and concessionaires for similar parking

SECTION XIII - METHOD OF PAYMENT

The Contractor shall submit one invoice on a monthly basis for services that have been completed to the satisfaction of the COTR. The Contractor's invoice may be submitted electronically to Accounts Payable MA-22B by using the email address; mwaa.invoices@mwaa.com no later than the 10th day of the following month. Monthly invoices shall be itemized to provide a breakdown of cost for all contract services according to the following:

01 BASE SERVICES

The Contractor shall invoice the Airports Authority for maintenance and repair services, preventive maintenance services work which was performed in accordance with the SOW, and shall be paid for actual services performed.

02 SUPPLEMENTAL SERVICES

The Contractor shall be reimbursed for the labor and materials required to complete Supplemental Services in accordance with the fully loaded labor rates specified in Section III - Schedule. The Contractor shall be reimbursed for the materials used in the performance of Supplemental Services at invoice plus 10 percent mark up. There shall be no mark up for shipping and handling costs. The Contractor shall not invoice the Airports Authority for any work unless a Call Order signed by the COTR and all work described in the Call Order has been completed to the satisfaction of the COTR. The Airports Authority shall incur no obligation for work that is not authorized in advance, with a signed Call Order.

03 VANDALISM/ABUSE/ACCIDENT SERVICES

The Contractor shall be reimbursed for labor and materials required to complete validated Vandalism/Abuse/Accident Services in accordance with the fully loaded labor rates specified in Section III - Schedule. Materials used in the performance of Vandalism/Abuse/Accident Services shall be reimbursed at invoice plus 10 percent. There shall be no mark up allowed for shipping and handling costs. The Contractor shall not invoice the Airports Authority for any work unless a Call Order signed by the COTR has been received or for any work described in a Call Order until after all work described in the Call Order has been completed to the satisfaction of the COTR.

04 ESS SPARE PARTS INVENTORY

The Contractor shall be reimbursed for ESS Spare Parts Inventory the same rate as the Contractor with an added 10 percent markup. There shall be no mark up for shipping and handling costs. Monthly invoices that include reimbursement for ESS Spare Parts must include copies of the original invoice(s) as back-up documentation for all parts purchased for the month being invoiced. There will be no exceptions, parts without copies of original invoices will not be paid.

SECTION XIV - CONTRACT CLOSE OUT**01 AIRPORTS AUTHORITY PROVIDED RESOURCES**

Upon expiration/termination of the contract, the Contractor shall return to the Airports Authority, in good working order less any reasonable wear and tear, all Airports Authority provided resources, computer and bar code hardware, communication devices, documentation, drawings, etc.

02 SECURITY DEVICES

Upon expiration/termination of the contract or discontinuance of employment of any of Contractor employee working at the Airport, all keys, security badges and all other Airports Authority identification shall be surrendered to the COTR.

03 SYSTEM/SOFTWARE/HARDWARE/MAINTENANCE DOCUMENTATION LOGS

- A. Beginning on or about sixty (60) business days prior to contract expiration/termination, the On-site Manager and the COTR will thoroughly inspect and review the System/Software/Hardware/Maintenance documentation logs to ensure the records are up to date, accurate, and complete.
- B. The Contractor shall provide all necessary labor, equipment, materials and technical expertise required to assist the Airports Authority to inspect the system to ensure functionality of the entire system. The contractor shall thoroughly exercise all systems and demonstrate each feature and function.
- C. In the event deficiencies or unsatisfactory documentation, logs or maintenance are identified, the Contractor will correct the deficiency immediately and notify the COTR upon completion. Failure to notify the COTR may delay payment of the Contractors final invoice.

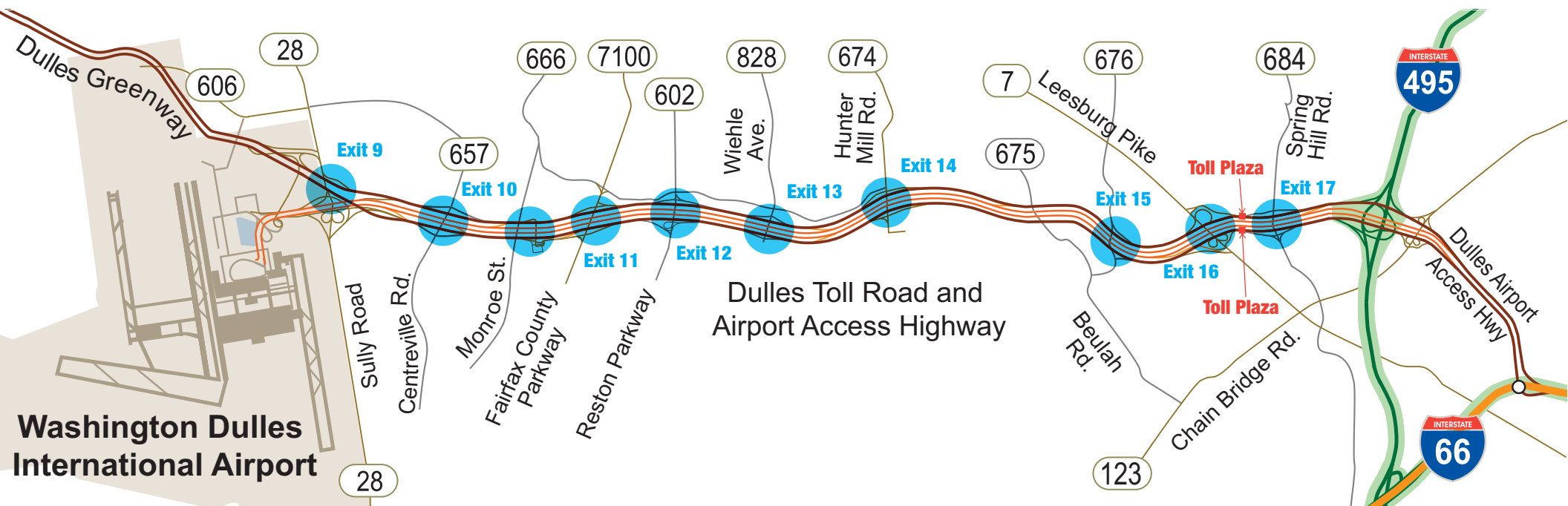
SECTION XV - APPENDICES

- A. SITE PLANS
 - A1. DULLES AIRPORT SITE PLANS
 - A2. NATIONAL AIRPORT SITE PLANS
- B. ESS SYSTEM DRAWINGS
 - B1. DULLES AIRPORT SYSTEM DRAWINGS
 - B2. NATIONAL AIRPORT SYSTEM DRAWINGS
- C. EQUIPMENT INVENTORY LISTINGS
 - C1. DULLES AIRPORT EQUIPMENT INVENTORY
 - C2. NATIONAL AIRPORT EQUIPMENT INVENTORY
- D. CONTRACT SERVICES CALL ORDERS
- E. ESS SPARE PARTS
 - E1. DULLES AIRPORT ESS SPARE PARTS INVENTORY
 - E2. NATIONAL AIRPORT ESS SPARE PARTS INVENTORY
 - E3. SPARE PARTS INTEGRATOR STATUS REQUIREMENTS
- F. PREVENTIVE MAINTENANCE TASKS AND FREQUENCIES
- G. EXPERIENCE AND PAST PERFORMANCE FORM (must be included in Offeror's Technical Proposal)

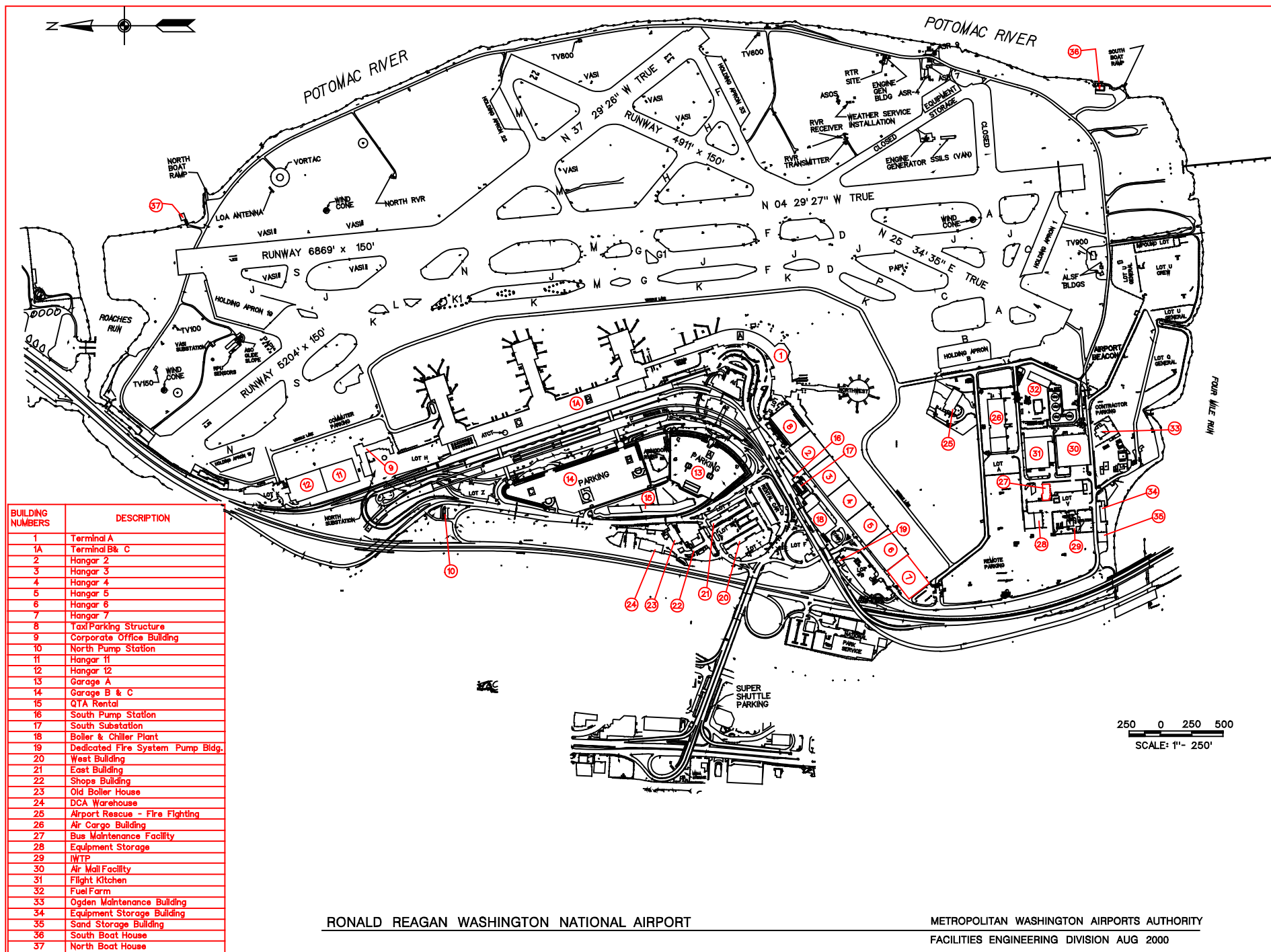
APPENDIX A

SITE PLANS

A1. DULLES AIRPORT SITE PLANS



A2. NATIONAL AIRPORT SITE PLANS



RONALD REAGAN WASHINGTON NATIONAL AIRPORT

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY
FACILITIES ENGINEERING DIVISION AUG 2000

APPENDIX B
ESS SYSTEM DRAWINGS

APPENDIX C
EQUIPMENT INVENTORY LISTINGS

APPENDIX D

CONTRACT SERVICES CALL ORDER

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY
Electronic Security System, IAD & DCA

CONTRACT SERVICES CALL ORDER

Prepared: _____ Date Prepared: _____

Type of Work:	Requested By:
Contractor:	Contract #:

Contractor:		Contract #:	
Address:	Contractor POC:		

	Office Telephone :	
	Emergency Phone :	

Other Data:	Emergency Phone
	Contractor Fax:

Location (Name, [Account Code]) and Description of Work					
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Work Estimates

Estimate Date: _____ Site Visit Date: _____

MWAA		
Estimator:		Contractor Estimator:

Work Item(s): _____	QTY/UM: _____
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[illegible]

Estimated Cost:		Notes:
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APPROVALS / ACCEPTANCE OF TASK

NOTE: By signing this Call Order, the Contractor acknowledges that he/she will only perform the work described herein after this Call Order is approved in writing by the COTR. Furthermore, the cost to the Authority for this work shall not exceed the "Estimated Cost" noted above.

MA 110 or	Call Order #	
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MA-110 or
210: _____ Date: _____ Date Issued: _____

COTR: _____ **Date:** _____ **Date Completed:** _____

Inspector: _____ Date: _____ Date Invoiced Rev'd: _____

Contractor: _____	Date: _____	Invoice Amount: _____
Remarks: _____		

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APPENDIX E
ESS SPARE PARTS INVENTORY

APPENDIX F

PREVENTATIVE MAINTENANCE TASKS AND FREQUENCIES

APPENDIX F

PREVENTATIVE MAINTENANCE TASKS AND FREQUENCIES

General Instructions:

1. This PM task and frequencies guide is intended as a minimum requirement, the Contractor shall review all manufacturer bulletins and maintenance guidelines in their entirety, if Contractor finds conflicting information between this task and frequency guide and that of the OEM, Contractor shall immediately notify the COTR.
2. At the completion of each task, check off task as being completed.
3. Use only OEM parts or COTR approved equal.
4. The Contractor shall provide the necessary resources for any PM task requiring head-in/alarm verification and acknowledgement.

Safety Precautions:

1. Care should be taken when working on or near energized equipment. There are potentials in energized equipment that can cause death or injury.
2. When using lubricants on equipment, assure that over-spray or dripping does not occur on floors, entrances and all other adjacent areas that may cause slipping or falling accidents.
3. Review, comply with and post all Material Safety Data sheets.
4. Keep all work areas clear of debris and obstructions.
5. Contractor personnel working in the Aero Train tunnels must have completed the Aero Train Safety Training program and have the required badging.

Task and Frequency Guide

D – Daily

W - Weekly

M - Monthly

Q – Quarterly

* Contractor must coordinate in advance with PSCC at National Airport prior to performing.

** Contractor must coordinate in advance with TSA prior to performing.

A. Dulles and National Airports:

1. Panel Preventative Maintenance/Inspection Checklist - Q

- a. Inspect panel for physical damage.
- b. Inspect internal components for physical damage.
- c. Inspect power supply for physical damage.
- d. Test batteries for 12V DC power.
- e. Test batteries for 24V DC power.
- f. General cleaning of panel components.
- g. Inspect wire connections.
- h. Verify panel tamper.
- i. Lock panel upon completion.

2. Camera Preventative Maintenance/Inspection Checklist

- a. Verify camera is functional from the head-in. - D
- b. Inspect camera for physical damage. – Q*
- c. Wash and clean camera housing lens. – Q*
- d. Wash and clean camera housing. – Q*
- e. Verify heaters and blower are functioning. – Q*
- f. Airports Authority request for verification camera position to ensure accuracy, as needed. - D

3. Communication Room Maintenance/Inspection Checklist

- a. Observe environmental conditions monitored by the network. - D
- b. Inspect equipment racks for physical damage. - Q
- c. Test/self-test UPS. - Q
- d. Clean and inspect UPS. - Q
- e. Clean and inspect SECNET hardware. - Q
- f. Verify functionality of SECNET hardware monitored by the network. - D
- g. Clean and inspect servers. - Q
- h. Verify functionality of servers monitored by the network. - D
- i. Clean and inspect Raid storage devices. - Q
- j. Clean and inspect KVM hardware. - Q
- k. Verify KVM hardware functionality. - Q
- l. Clean and inspect miscellaneous computer hardware. - Q
- m. Verify miscellaneous computer hardware functionality. - Q
- n. Clean and inspect camera power supplies. - Q

4. Door Preventative Maintenance/Inspection Checklist - Q

- a. Inspect card reader exterior for damage.
- b. Clean card reader head.
- c. Clean card reader exterior.
- d. Ensure proper operation of LED's.
- e. Test card reader for proper operation.
- f. Test key pad.
- g. Test "request to exit", if installed.
- h. Clean area around the reader.
- i. Test portal for proper operation.
- j. Inspect door contact.
- k. Inspect label/replace as needed.
- l. Inspect/clean PIR/REX.
- m. Inspect lock for damage.
- n. Test forced alarm for full functionality through PSIM.
- o. Verify horn/strobe.
- p. Verify alarm at head end.
- q. Test held alarm for full functionality through PSIM.

5. Duress Button Preventative Maintenance/Inspection Checklist - Q**

- a. Inspect button housing for damage.
- b. Check activation at PSCC. – Q*
- c. Check reset/clear at PSCC. – Q*
- d. Verify description/location at PSCC. – Q*

- e. Verify Strobe activation.
- f. Verify voice connect to dispatch. (DCA)
- g. Verify camera location and operation.

6. Perimeter Preventative Maintenance/Inspection Checklist

- a. System head-in check. - D
- b. Inspect for physical damage. - M
- c. Test and verify microwave alarm. (DCA) - M
- d. Verify microwave alarm. (DCA) - M
- e. Test and verify buried cable alarm. (DCA) - M
- f. Verify buried cable alarm. (DCA) - M
- g. Verify fiber optic Intruder Detection System. (IAD) - M
- h. Verify fiber optic in Aegis. (IAD) - M
- i. Test Video analytics alarm. (IAD) – M

B. Aero Train (must be coordinated with Airport Ops and Aero Train and completed the hours of 2300 – 0700 hours :

1. Camera Preventative Maintenance/Inspection Checklist

- a. Verify camera is functional from the head-in. - D
- b. Inspect camera for physical damage. – Q
- c. Wash and clean camera housing lens. – Q
- d. Wash and clean camera housing. – Q
- e. Verify heaters and blower are functioning. – Q
- f. Airports Authority request for verification camera position to ensure accuracy, as needed. - D

2. Door Preventative Maintenance/Inspection Checklist - Q

- a. Inspect card reader exterior for damage.
- b. Clean card reader head.
- c. Clean card reader exterior.
- d. Ensure proper operation of LED's.
- e. Test card reader for proper operation.
- f. Test key pad.
- g. Test "request to exit", if installed.
- h. Clean area around the reader.
- i. Test portal for proper operation.
- j. Inspect door contact.
- k. Inspect label/replace as needed.
- l. Inspect/clean PIR/REX.
- m. Inspect lock for damage.
- n. Test forced alarm for full functionality through PSIM.
- o. Verify horn/strobe.
- p. Verify alarm at head end.
- q. Test held alarm for full functionality through PSIM.

C. Dulles Toll Road (must coordinate any PM's requiring lane closures with the DTR Administration):**1. Panel Preventative Maintenance/Inspection Checklist - Q**

- a. Inspect panel for physical damage.
- b. Inspect internal components for physical damage.
- c. Inspect power supply for physical damage.
- d. Test batteries for 12V DC power.
- e. Test batteries for 24V DC power.
- f. General cleaning of panel components.
- g. Inspect wire connections.
- h. Verify panel tamper.
- i. Lock panel upon completion.

2. Camera Preventative Maintenance/Inspection Checklist

- a. Verify camera is functional from the head-in. - D
- b. Inspect camera for physical damage. – Q
- c. Wash and clean camera housing lens. – Q
- d. Wash and clean camera housing. – Q
- e. Verify heaters and blower are functioning. – Q
- f. Airports Authority request for verification camera position to ensure accuracy, as needed. - D

3. Communication Room Maintenance/Inspection Checklist

- a. Observe environmental conditions monitored by the network. - D
- b. Inspect equipment racks for physical damage. - Q
- c. Test/self-test UPS. - Q
- d. Clean and inspect UPS. - Q
- e. Clean and inspect SECNET hardware. - Q
- f. Verify functionality of SECNET hardware monitored by the network. - D
- g. Clean and inspect servers. - Q
- h. Verify functionality of servers monitored by the network. - D
- i. Clean and inspect Raid storage devices. - Q
- j. Clean and inspect KVM hardware. - Q
- k. Verify KVM hardware functionality. - Q
- l. Clean and inspect miscellaneous computer hardware. - Q
- m. Verify miscellaneous computer hardware functionality. - Q
- n. Clean and inspect camera power supplies. - Q

4. Door Preventative Maintenance/Inspection Checklist - Q

- a. Inspect card reader exterior for damage.
- b. Clean card reader head.
- c. Clean card reader exterior.
- d. Ensure proper operation of LED's.
- e. Test card reader for proper operation.
- f. Test key pad.
- g. Test "request to exit", if installed.
- h. Clean area around the reader.
- i. Test portal for proper operation.
- j. Inspect door contact.

- k. Inspect label/replace as needed.
- l. Inspect/clean PIR/REX.
- m. Inspect lock for damage.
- n. Test forced alarm for full functionality through PSIM.
- o. Verify horn/strobe.
- p. Verify alarm at head end.
- q. Test held alarm for full functionality through PSIM.

5. Duress Button Preventative Maintenance/Inspection Checklist - Q**

- a. Inspect button housing for damage.
- b. Check activation at PSCC. – Q
- c. Check reset/clear at PSCC. – Q
- d. Verify description/location at PSCC. – Q
- e. Verify Strobe activation.
- f. Verify camera location and operation.

APPENDIX G

**EXPERIENCE AND PAST PERFORMANCE
(to be included with Offeror's Technical Proposal)**

FIRM:

APPENDIX G - EXPERIENCE AND PAST PERFORMANCE

FACILITY INFORMATION

FACILITY NAME:

ADDRESS:

STATE:

COUNTRY:

PERIOD OF PERFORMANCE:

CONTRACT VALUE:

POINT OF CONTACT

NAME:

TITLE:

PHONE NUMBER:

EMAIL ADDRESS:

DETAILED DESCRIPTION OF THE FACILITY AT WHICH SERVICES WERE PROVIDED

TYPE OF FACILITY:

SIZE:

NUMBER OF COMPANY PERSONNEL ON-SITE WORKING ON THE CONTRACT:

DETAILED DESCRIPTION OF WORK & SERVICES PERFORMED

TYPES OF HARDWARE AND SOFTWARE USED:

DESCRIPTION OF CHALLENGES, IF ANY, POSED BY THE NATURE OF THE FACILITY: