

GSA E-BUY  
REQUEST FOR INFORMATION (RFI) NOTICE

**Type of Notice:** Request for Information (RFI)

**Reference Number:** 2032H8-20-N-00004

**Title:** Physical Security

**Release Date:** June 17, 2020

**Response Date:** July 6, 2020

This is an eBuy Request for Information for a requirement to provide physical security support for the Internal Revenue Services (IRS). As part of its market research, the IRS, is issuing this RFI to determine if there are an adequate number of qualified interested GSA Schedule contractors capable of providing the services defined below. This is NOT a solicitation for proposals, proposal abstracts, request for bids or quotations, nor, a promise to issue a solicitation in the future. The purpose of this RFI is to obtain knowledge and information for project planning purposes only. The description herein describes only the contemplated possible scope of services and may vary from the scope in a final Performance Work Statement (PWS) included in a Request for Quotations (RFQ).

**A Request for Quotations using Schedule 70 under Special Item Number (SIN) 132-51 is contemplated. Interested vendors must be able to complete all tasks involved. The Government is seeking interest from 8(a) vendors only.**

The NAICS is 561621 – Security Systems Services (except Locksmiths). The PSC is J063 – Support-Professional: Physical Security and Badging.

**Estimated Period of Performance:**

Base Period: Est 9/30/2020 – 9/29/ 2021

Option 1: Est 9/30/2021 – 9/29/2022

Option 2: Est 9/30/2022 – 9/29/2023

Option 3: Est 9/30/2023 – 9/29/2024

Option 4: Est 9/30/2024 – 9/29/2025

**Place of Contract Performance:**

All services shall be performed at the following Government locations:

1. DC0022 IRS Main Building
2. DC0221 999 N. Capital St.
3. DC0043 1200 First St.
4. DC0198 77K Street
5. DE0016 King Street, Wilmington
6. DE0051 Berlin Road, Georgetown
7. DE0052 Marrows Road, Newark
8. DE0066 611 Dupont Hwy, Dover
9. MD0055 Fallon Federal Building
10. MD0195 8401 Corporate Dr

11. MD0768 CI Warehouse
12. MD0278 New Carrollton Federal Building
13. MD0440 Bob Bricker Bldg., Hagerstown
14. MD0487 Frederick
15. MD1045 Frostburg Red Hill Centre
16. MD1123 Salisbury
17. MD1137 Annapolis
18. MD1248 Rockville
19. MDD001 Baltimore Customer Service Ctr.
20. NC0002 Asheville
21. NC0011 Raleigh
22. NC1151 Legacy
23. NC1167 Hickory
24. NC2310 Greenville
25. NC2410 Wilmington
26. NC2443 Fayetteville
27. NC2561 Durham
28. NC2598 Five Resource Square
29. NC2668 The Alamance Building
30. NC2677 Winston Salem
31. VA0008 Vienna VA
32. VA0088 Richmond FOB
33. VA0056 Noble Pond CI Lab
34. VA0688 Hampton Technology Center
35. VA1608 Norfolk FOB

**Description:**

The Department of the Treasury, Internal Revenue Service (IRS) is seeking sources interested in providing information for contractor support for Physical Security. Below see the Objectives, Scope and Specific Tasks required:

**Objectives:**

The objective of this PWS is to procure Physical Security which includes the following services:

- Preventive Maintenance
- On-Site Technical Support
- Repair Services
- New Installation and Replacement Parts
- Maintain Velocity/HIRSH access control equipment
- Systems Testing and troubleshooting
- Monitor Security System
- Maintain an equipment inventory for all locations
- Security systems integration and design services

**Scope:**

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Physical Security as defined in this PWS. The contractor shall provide maintenance and testing of all physical

security equipment and systems installed at IRS facilities. The contractor shall meet these requirements by installing, replacing, maintaining, tracking, reporting, servicing and testing all equipment within all physical security, surveillance and protection systems to include annual duress and intruder detection systems alarm testing, checking and maintaining access control systems.

The contractor shall ensure that all physical security and surveillance equipment are in compliance with *H.R.5515 - John S. McCain National Defense Authorization Act (NDAA) for fiscal year 2019*, which prohibit the use of equipment that have electronic components from Foreign Government Owned entities. These support services apply directly to all installed devices that support or ensure physical security protection as well as security systems and software that aggregate and manage the installed devices and equipment.

### **Description of Services**

The contractor shall be responsible for developing, installing and managing a ticketing system which shall monitor inventory, maintenance service and calls for service. The contractor shall also be responsible for providing four vehicles for service calls at the DC and New Carrollton locations, one (1) located at the Main IRS building (1111) in DC, one (1) located at the New Carrollton Federal Building (NCFB) in Lanham, MD, one (1) located at the Richmond Federal Office Building (RFOB) in Richmond, VA and one (1) located at the Alamance Building in Greensboro, NC.

The contractor shall be responsible for installing, replacing, maintaining, tracking, reporting, servicing and testing all equipment within the overall physical security and protection systems to include annual duress and intruder detection systems alarm testing, checking and maintaining access control systems installed at the supported IRS facilities. The support services apply directly to all installed devices that support or ensure physical security protection as well as systems or software that aggregate and manage the installed devices. Contractors shall provide best practices, technologies and methodologies to plan, design, manage, operate and maintain secured and protected systems, equipment, facilities and infrastructures.

Security systems integration and design services shall include but are not limited to those associated with the design, test, production, fielding, sustainment, improvement of cost-effective security and or protection systems including the eventual disposal or salvage of these systems.

These services include the following equipment and systems:

- (1) Identiv Velocity Software: system servers and resources including all deployed workstations for monitoring the installed equipment in the supported facilities identified in this PWS.
- (2) ID Card Access Support: providing support and management for all badge issuing stations, badge printers, badge encoders, all accessories and hardware. All equipment and applications shall comply with applicable Federal Information Security Management (FISMA) software and National Institute of Standards and Technology (NIST) requirements.
- (3) Closed Circuit Television (CCTV) monitors, CCTV cameras (fixed and PTZ) to include but not limited to, Arecont, Axis, Bosch, Milestone, Pelco, Toshiba, Panasonic, etc., as well as compatible systems purchased for inclusion in this system, pre-processor units, CD and USB thumb drive backup systems, time lapse, digital video recording systems (Dedicated Micros), emergency call stations (Code Blue) and associated supported hardware and software.

- (4) Cabling and Infrastructure Management: CAT-6 or newer fiber optic cable, fiber optic transmitters and converters. Intrusion detection systems, Act-E and RTU panels, card readers, PIR's all optical, access and barrier systems, turnstiles and associated supported hardware.
- (5) Panic buttons, moisture sensors, Aiphones, magnetic locks, card readers, motion detectors, code blues, parking barriers and other supporting devices considered as part of the physical security infrastructure.
- (6) Monitored Dynamic Incorporated (IDENTIV/VELOCITY): system servers and resources including all deployed workstations for monitoring the installed equipment in the supported facilities identified in this PWS.

### **Specific Tasks:**

#### **Preventive Maintenance**

Preventive Maintenance (PM) is the scheduled use of written procedures, as determined by Internal Revenue Manual (IRM) 10.2.14, *Methods of Providing Protection* as it pertains Other Access Controls in paragraph 10.2.14.5.2 (08-29-2019) *Other Access Controls*, subparagraph (2), as to the types of electronic access controls to include equipment requirements which support the Velocity/HIRSH electronic access control system, turnstile testing and maintenance and paragraphs 10.2.14.7 (08-29-2019) *Detection Equipment* and 10.2.14.7.1 (08-29-2019) *IDS & Duress Alarm Systems Test*. All PM and IDS/Alarm System testing for each to of the 35 locations shall be documented on Form 15225 *Alarm Maintenance and Testing Certification Report* (see appendix A) and submitted to the Contracting Officer's Representative (COR) within 5 working days after completion of the PM of Access Control and IDS/Alarm System testing

#### **Preventive Maintenance (PM) Plan**

The contractor shall develop a ticketing database that shall facilitate the contractor's ability to implement a Preventive Maintenance (PM) plan for each facility based on a security equipment inventory which includes all surveillance camera equipment, intrusion detection devices like motion sensors, alarm contacts for entry doors, Identiv/Velocity/HIRSH access control equipment, i.e. Identiv/Velocity panels, card readers, compatible door strikes. All surveillance equipment must meet the requirement of H.R.5515 - John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019, which prohibit the use of equipment that have electronic components from Foreign Government Owned entities, such as Dahua, Hangzhou Hikvision, Huawei, Tencent, Hytera, ZTE or any subsidiary or affiliate of such entities. A list of equipment verified for use is listed as follows:

#### **Verified Cameras Are:**

- Avigilon H4 & H5 Series
- Arecont MegaIP Series ONLY (ConteralIP is not allowed)
- AXIS P & Q Series ONLY (Companion is not allowed)
- Bosch 8000 Series or higher (2000 to 7000 Series are not allowed)

#### **Switches:**

- Cisco
- Razberi

#### **Network Video Recorders:**

- Identiv 3VR 4100/5600 Series,

- *Avigilon NVR4/5;*
- *Milestone Husky X Series*
- *Bosch DIVAR IP 5000*

See equipment list in Appendix B.

Preventive Maintenance (PM) is to be scheduled and shall be performed at each District of Columbia and New Carrollton Territory building on an annual basis. The PM Plan shall address all maintenance requirements by equipment identification number and physical location within the facility and it shall be established so all equipment is operated in the most efficient manner with regards to considerations of indoor and outdoor temperatures and weather conditions. The initial PM for each should require that the technicians inventory every piece of security equipment at each building and place it into the ticketing inventory database.

After conducting a site survey and an equipment inventory validation, the contractor shall provide a PM Plan to schedule performance to the COR, no later than, 30 business days following contract award. The COR shall review the plan and, if necessary, provide written comments. If revisions to the initial PM plan are required, the Contractor shall have 30 business days to correct and resubmit the plan for final approval.

The Contractor shall review the PM plan annually, and if any changes are needed shall submit the revised plan to the COR within the first 30 days after the start of each option year period. The COR shall review the plan and make any recommended changes deemed necessary prior to the implementation of the revised PM plan. At a minimum, the PM plan shall address the following on a quarterly basis:

- The PM plan shall describe the tasks performed during preventive maintenance on any installed equipment
- At a minimum all installed equipment shall be cleaned and tested to verify its operational state
- The PM plan shall document any necessary system or equipment downtime needed to complete the scheduled preventive maintenance
- Any equipment downtime shall require a 48-hour notice. The COR shall approve the planned outage within 24 hours
- All Preventive Maintenance work is performed at each IRS site based on the agreed upon frequency and schedule
- Plans and procedures for replacement of inoperable and irreparable security systems equipment must be scheduled with the COR

#### **Software Systems Testing (Equipment Monitoring Software, Identiv/Velocity)**

The PM plan shall include periodic testing of installed equipment, monitoring software and security systems. This testing shall focus on hardware and software application that manage entire classes of installed hardware such as CCTV, alarm and access control systems. Contract personnel shall follow documented procedures supplied by the manufacturer to verify that the software and connected devices are operating efficiently. This activity shall include all functions required by Internal Revenue Manual (IRM) 10.2.14, *Methods of Providing Protection*.

For Surveillance System Network Video Recorder servers, the contractor shall be responsible for all software updates, programming and testing. Software licenses purchased by the contractor are the property of the IRS.

### **Preventive Maintenance (PM) Procedures:**

#### **Contractor Maintenance Plan**

The contractor shall develop a maintenance plan for performing all necessary preventive maintenance and testing to security equipment installed in all supported IRS facilities. The contractor shall ensure that all PM work is performed as planned and scheduled. The contractor shall ensure that all scheduled PM work is completed in accordance with the PM schedule, but should incidents occur where the maintenance cannot be completed as scheduled then the contractor shall submit a revised maintenance scheduled within 72 hours to the COR for approval. The COR shall provide approval within 72 hours. Once, a maintenance schedule is approved it is the responsibility of the contractor to confirm which location and dates they shall perform maintenance with the Security Specialist assigned to that site. The Security Specialist shall confirm the availability of the point of contact for that location. All testing and evaluation requirements shall be coordinated with the Security Specialist a minimum of 30 days prior to testing.

#### **Equipment Maintenance and Repair Reporting**

The contractor shall ensure that there is an adequate process in place to document the completion of all planned and scheduled preventive maintenance. All PM and security equipment replacement and repair shall be recorded on work orders and provided to the COR, no later than, 15 business days after the work has been completed. All scheduled Alarm Maintenance and Testing shall be documented on Form 15225 (see appendix A) *Alarm Maintenance and Testing Certification Report (ACR)* and provided to the COR, no later than, 5 business days after the work has been completed for review and verification of completion. Testing and maintenance shall include, but is not limited to the following:

- CCTV monitors checked for clarity and proper illumination
- Surveillance cameras checked for clarity and obstructions of camera views
- DVR/NVR checked for proper operation, video clock for proper time and video synchronization
- Test and download stored video recording and check for clarity
- Test all alarm points and intrusion detection devices
- Test all audible equipment, i.e., sirens, horns, etc., for proper function and sound
- Test alarm system keypads for proper activation and deactivation of alarm system, ensure that audible chime is activated.
- Test motion/glass break sensor for proper operation
- Test all duress buttons for proper function and condition

Any discrepancies found during testing and maintenance shall be documented on Form 15225 Alarm Maintenance and Testing Certification Report (ACR) under section B, *Failure Reason/Mitigation Action/Corrective Actions* in Appendix A. Any discrepancies found during testing of the Video Surveillance System (VSS) shall be documented under Section C, *VSS Annual Preventive Maintenance*. Once system testing and maintenance is completed the contractor shall certify the AMCTR under section D, *Alarm System and VSS Certification Affirmation*. Prior to signing the final document, the contractor shall return the completed form to the COR for review and documentation of any additional information.

Any discrepancies found during testing and maintenance which cannot be repaired at the time of testing and maintenance shall be documented on Form 15225 Alarm Maintenance and Testing Certification Report (ACR) see Appendix A and the contractor shall schedule a date and time to complete the necessary repairs. The contractor shall coordinate the schedule to make repairs with the COR and Security Specialist assigned to the affected site within 60 business days.

### **Preventive Maintenance (PM) Reports**

In addition to the [IRS KISAM - Knowledge Incident/Problem Service and Asset Management](#) ticket system available under OS Get Services of the IRS Source webpage, the contractor shall develop a work order ticket system to track all service and maintenance calls which occur outside of the periodic maintenance schedule requirements. A completed copy of each contractor service ticket shall be provided to the COR within 15 business days after the service is complete and the contractor shall provide a monthly report tracking all service calls which occurred during the previous month. All service requests for additional security equipment must be reviewed by the COR and approved by the Security Section Chief prior to completing the request.

### **On-Site Technical Support**

Technical support shall be provided at all primary facilities, Monday through Friday from 7:00 am to 4:00 pm ET. If one of the two technicians assigned to the Main IRS and NCFB are scheduled to perform maintenance at a remote location then at least one technician shall remain on-site, at these facilities, to provide security equipment maintenance support. The only exception is the technician has been reassigned based on task changes given by the COR. The contractor shall provide adequate transportation for each building during these hours.

The IRS primary facilities:

<b>IRS Primary Facilities</b>	<b># of Primary Technicians On-Site</b>
Headquarters (HQ) IRS Building (DC0022) located at 1111 Constitution Ave, Washington DC	2
New Carrollton Federal Building (NCFB) (MD0278), located at 5000 Ellin Rd, Lanham, MD	2
The Alamance Building, 4905 Kroger Blvd., Greensboro, NC	1
Richmond Federal Office Building, 400 North 8 <sup>th</sup> Street, Richmond, VA	1

### **Certifications**

The Certifications required to support the Security and access control equipment requirement of this PWS are listed as follows:

- Identiv/HIRSH access control software applications and equipment maintenance
- Milestone CCTV software updating and programming
- Razberi VSS recording server operation and video retrieval
- VSS Facial Recognition software updates, system operation and programming

- Retinal scanning and biological access control system programming

All technicians must pass a full IRS and OPM background check, complete all IRS Contractor mandatory training requirements such as UNAX, FISMA, SITS, FMSS Security Awareness training, etc. Failure to meet all background check, IRS and security equipment certification requirements within the time periods specified shall result in immediate removal from the contract and facilities access revoked.

### **On-site Technician Overtime**

Should the on-site technicians be required to remain on duty beyond normal work hours, prior approval must be received in advance from the COR or Alternate COR. The overtime hourly rate is based on a GSA Schedule fair market hourly rate and shall not exceed a total of 40 hours per annum.

### **On-Site Technician Responsibilities**

The following is a list of duties and responsibilities of on-site technicians

- (a) Respond to all service calls for the access control and security systems trouble calls and perform the repairs as necessary.
- (b) Perform security system troubleshooting to isolate defective or malfunctioning system components.
- (c) Remove and replace identified defective components and ensure newly installed equipment is in proper working condition.
- (d) Maintain up to date documentation on warranties for all equipment and components making up the security management system.
- (e) Ensure that manufacturer authorized vendors complete all warranty work.
- (f) Maintain updated records on all work performed under the contract. These records shall be made available for review upon request.
- (g) Provide technical guidance following OEM manufacturer standard, COR approved training to IRS Security personnel operating the security system.
- (h) Assist IRS personnel as designated by the COR with monitoring and configuration of all installed monitoring software and systems, such as Identiv Velocity access control and Milestone Surveillance system software.
- (i) Assist IRS Security personnel to run access reports via Velocity/Enterprise Physical Access Control System (EPACS), Identiv/Velocity system, monitor and clear false alarm events for all DCT & NCT sites with Velocity/EPACS access control systems installed.
- (j) Maintain the work tracking tool to ensure that all outstanding trouble work tickets are documented and a current status for all tickets is available upon request from the COR



- (k) Dispatch technicians to any supported IRS facility to respond to reported equipment outages or malfunctions.
- (l) All technicians must have basic knowledge of and access to the Velocity system.
- (m) All technicians must monitor the Velocity system during working hours to include addressing alarm events, system errors and hardware issues.
- (n) All testing and troubleshooting of IRS security equipment must be done at IRS controlled facilities and the contractor shall ensure all equipment is stored in, processed by, or transmitted to the appropriate set of individuals within the IRS in protection against unauthorized disclosure.

#### **After-Hours Maintenance and Repairs**

The contractor shall provide after hour repairs on an on-call basis for the security management system outside of the principal period of maintenance from 7:00 am to 4:00 pm. The hours of operation for after hours per-call maintenance shall be from 4:00 pm to 7:00 am, Monday through Friday and 24 hours on weekends and holidays. This work must be approved by the COR. It is the responsibility of both the contractor and the COR to ensure that adequate funds are available under this CLIN to fund the anticipated work hours.

#### **Maintenance Performance Requirements**

The contractor shall provide an operational 24 hours per day, 7 days per week contact telephone number for IRS usage to make contact outside of the principal period of maintenance for per-call service. The contractor respondent must be able to diagnose the problem through organized and systematic troubleshooting.

#### **Maintenance Response Requirements**

The contractor shall respond to the IRS caller and COR within one (1) hour after receiving a phone call for service and be on-site within two (2) hours. Based on the assessment after reporting and troubleshooting the defect or malfunction, the contractor shall provide a verbal and follow-up with a written report to the COR within 24 to 48 hours after the service call has been completed. The report shall provide the current state of the system operation. All defects and malfunctioning of the server, inoperable cameras, emergency call boxes, monitoring systems and access control workstations are top priorities and must be remedied immediately as prescribed in the contract. Failure to report status to COR within a 24 to 48 hours timeframe without documented and supported justification is unacceptable.

Justification for any delays or failures to respond beyond the established timeframe shall be provided in writing to the COR along with a contingency plan for compliance of the per call maintenance requirement of this contract within two business days after each occurrence. Each instance shall be decided on a case-by-case basis with consideration of all supporting facts and evidence provided.

#### **Maintenance Travel Requirements**

Any maintenance calls that require at least one or more overnight travel stays to complete repairs or system upgrades must be requested in writing and approved by the COR and Security Section Chief a minimum of 48 hours prior to travel occurrence. The IRS shall be responsible to reimburse the contractor for travel expenses. Travel shall be a cost reimbursable and paid in accordance with the JFTR which fall within Government Travel Regulations, approved Per diem rates and within a reasonable cost to the Government.

### **Problem Reporting Procedures**

On-site technicians are required to report system downtime, equipment defects and malfunctions to the COR at the time the equipment fault or system failure is identified. The contractor shall work with the COR to notify customers of unscheduled software application downtime or non-operational equipment. The contractor shall keep the COR abreast of the situation daily and monitor and record open status using the designated work tracking system.

### **Replacement Parts and Software Applications**

#### **Parts & Equipment inventory**

The COR and on-site technicians shall collaboratively develop and maintain an inventory of replacement parts deemed necessary to support the operational requirements of the physical security infrastructure. It shall be the responsibility of the contractor to secure all inventories in designated locations at the facilities and to maintain a current and accurate inventory of all parts on hand. The contractor shall notify the COR as parts are required to be replenished. It shall be at the discretion of the COR to approve additions to the inventories.

In the event, any parts or equipment are needed and are not available from the onsite inventory, the contractor shall be responsible for providing all parts necessary to replace, upgrade or repair existing equipment as well as new equipment installations as approved by the government.

#### **Parts & Equipment tracking**

The contractor shall develop a ticketing database system that shall allow reporting, tracking and inventory of work and equipment for each IRS location covered under this PWS. The contractor is responsible for maintaining control over all installed equipment along with the onsite spare parts inventory. The contractor shall maintain tracking of all equipment installed in IRS facilities. The tracking at a minimum shall consist of:

- deployed location
- part type (camera, DVR, etc)
- Manufacturer
- serial number if available
- installed date where applicable
- IRS facility location.

#### **Parts & Equipment Retirement**

In the event, any part is determined to be defective and in need of replacement, the installed equipment inventory must be updated to note the new information associated to the new part or equipment in the ticket reporting database system. The defective device must be disposed of following IRS procedures as outlined in IRM 2.149.3, *IT Asset Management, Asset Management Hardware Procedures*, sub paragraph. 2.149.3.6.8.2 *A2 Manage Disposal Activities* (see table in appendix E). If no process for the disposal of the defective equipment is available, the contractor shall store the defective part with the onsite inventory and clearly label it as defective and note on the on-hand inventory that the part is defective and pending disposal.

At all times, the contractor shall comply with FISMA, NIST and Internal Revenue Information System and Technology Standards that describes the handling, processing and disposal of equipment within the IRS to ensure property integrity.

All IRS security equipment and associated devices marked for disposal shall be inventoried and documented by the contractor on GSA Form 1736 and IRS Form 3210. The forms shall be submitted to the COR, no later than, 5 business days after completion. The equipment shall then be packaged with a copy of Form 3210 placed on the inside of the package and then released to the COR.

All testing and troubleshooting of IRS security equipment must be done on IRS controlled facilities and the contractor shall ensure all equipment is stored in, processed by, or transmitted to the appropriate set of individuals within the IRS in protection against unauthorized disclosure.

### **Parts & Equipment Cost Thresholds**

*New Equipment and Parts Replacement* provides funding for any parts or equipment needed to fulfill the equipment inventory and parts replacement requirements of this PWS. Any parts or equipment needed that exceeds the funded amount of this CLIN additional funding shall be acquired by the COR and applied to the CLIN by the Contracting Officer through a contract modification. The contractor shall provide a list of any additional equipment needed.

For all equipment, the contractor shall have an on-site vendor maintenance support/tech support system documentation such as user manuals, administrator manuals, and configuration documentation in support of the IRS Security Management (IRSSMS) and Closed-Circuit Television (CCTV) Systems.

The contractor is responsible for maintaining a Security Equipment inventory at the following locations, Main IRS building (1111) in DC, New Carrollton Federal Building (NCFB) in Lanham, MD, Richmond Federal Office Building (RFOB) in Richmond, VA and the Alamance Building in Greensboro, NC. This inventory shall include but is not limited to the following:

- Minimum three Duress/Panic Buttons
- One HIRSH/Identiv card reader and one panel (only for locations where HIRSH/Identiv equipment installed)
- One replacement Surveillance Camera (only stock one camera based on most common models used and/or a compatible make and model)
- Minimum one alarm system door contact
- One motion sensor
- Miscellaneous support equipment, i.e. Cat 5 or 6 cable or cable compatible for installed system requirements, TV monitor mounting bracket, alarm door contact brackets, etc.

These equipment requirements can also be maintained on a company provided service vehicle provided the vehicle has adequate security protections in place. The IRS shall not be held liable for any theft of equipment due to improper vehicle security measures.

An onsite/vehicle inventory shall be maintained by the contractor and an equipment inventory list shall be recorded monthly on a standard GSA Form 1736, *Equipment Inventory List*, see appendix C. All replacement parts and software applications shall be maintained and accessible to facilitate repairs within a 24-hour timeframe. Each individual equipment or device life span expectancy or the frequent

usage or demand should be considered along with other factors when supplying the replacement parts inventory. With COR approval, any parts or equipment not readily available that have to be specially ordered, shall ship via over-night express or next day delivery depending on the critical nature i.e., Enterprise Physical Access Control System (EPACS) control panels, circuit boards etc., which critically affect proper operation access control systems. The contractor shall report any shipment delays to the COR immediately and provide a tracking number for the shipment to the COR so that shipment progress can be monitored to help expedite equipment delivery.

After all replacement parts are installed or equipment upgrades are completed the contractor shall conduct programming and performance tests to ensure proper operation of all new and replacement equipment.

It is important to maintain records on site of all replacement repairs or work under this contract, including all work which may be subcontracted. The contractor shall use GSA Form 1736 (see appendix C) to track and log of all defective equipment replaced at all IRS locations. The list shall that include the type of equipment, manufacturers make, model, serial numbers, and IRS barcode label number. The contractor shall complete a company provided work ticket in addition to logging defective equipment replacements on the Form 1736 once the failed or defective equipment has been identified and replaced. All completed forms and work tickets must be provided to the COR, no later than, 5 business days after the repair action has been completed.

#### **Parts & Equipment Handling Requirements**

All testing and troubleshooting of IRS security equipment must be done on IRS controlled facilities and the contractor shall ensure that all equipment is stored in, processed by, or transmitted to the appropriate set of individuals within the IRS in protection against unauthorized disclosure.

At all times, the contractor shall comply with FISMA, NIST and Internal Revenue Information System and Technology Standards that describes the handling, processing and disposal of equipment within the IRS to ensure property integrity. All replacement parts and storage devices with information must be wiped and/or encrypted before it can be transported to offsite facility for repair.

In the event, any part or equipment must be returned to an offsite facility for repair or warranty work, the contractor shall work with the COR to ensure that all adequate documentation and property removal passes are obtained and that any IRS rules and regulations are followed from the time the equipment or part is shipped offsite until its return.

#### **Parts & Equipment Documentation**

The contractor shall use the ticket tracking database for compiling, storing and maintaining inventory while documenting all physical security equipment deployed at all supported IRS facilities covered under this PWS. The type of documentation shall include manuals, user guides, installation guides, schematics, and maintenance guidelines where applicable. This documentation shall be used to not only support the work under this PWS but shall also be made available to the COR as necessary for research or as reference material for evaluation and comparison of available equipment. To the extent possible, the documentation shall be maintained electronically on a secure shared storage device available only to contractor personnel, the COR and other IRS personnel identified by the COR. The contractor shall store the ticket tracking database system in an IRS approved location.

### **Monitor Software Applications**

The contractor shall be responsible for the maintenance and support of all software and systems implemented by the IRS to monitor and manage the installed equipment. Currently at the IRS, Identiv/Velocity Enterprise Physical Access Control System (EPACS) system is the implemented technology. However, changes and updates to the environment may require upgrades and additions to the implementation as well as complete replacement by another product.

It is the responsibility of the contractor to adequately train personnel to manage and support the installed software. The on-site technicians shall integrate any new or replacement devices into the monitoring software as necessary.

The contractor shall understand the operation and management of security systems software applications, it shall be the responsibility of the contractor to work with IRS IT personnel to ensure that the supporting applications, hardware and network connections are correctly configured. Contractor personnel shall also ensure that IRS IT personnel provide adequate services and connections to ensure that the software vendors recommended preventive maintenance procedures are followed and that as required by the vendor that all supporting configuration files and operational data stores are backed up and capable of recovery in the event of an equipment failure or network outage.

### **New Installations:**

#### ***Projects and installations at IRS facilities supported by the contractor:***

The work to be done here includes all labor, supervision, material and resources required for the performance of work specified herein at the location requested. The contractor shall furnish all incidental materials as required. All drawings and/or schematics developed by the contractor for any of the equipment, systems or subsystems covered by the contract shall become the property of the Government, reproducible copy of which shall be supplied to the COR upon completion.

Prior to commencement and installation of hardware, the contractor must notify the COR or Alternate COR and discuss concepts/scope of work/concerns prior to any physical installation/improvements.

#### ***Projects and installations at IRS facilities supported by other contractors:***

In the event the IRS chooses to install new equipment into the physical security infrastructure and have the work performed by any contractor other than the awardee, it shall be the responsibility of the COR to coordinate and facilitate integration of the contractor performing the installation with the prime contractor.

For any equipment installation into the physical security infrastructure the awardee shall be involved in the pre-project planning. Upon direction from the COR, the awardee shall work with the installing contractor to develop an integration plan and provide any necessary guidance to ensure that the work is consistent with the configuration and guidance established for all installed equipment in the physical security infrastructure.

### **Contractor Personnel**

All personnel shall adhere to the Personal Identity Verification of Contract Personnel, procedures as defined in Presidential Directive called HSPD -12 effective October 27, 2005. This Directive requires the contractor to comply (a) with Treasury and Bureau personal identity verification procedures that implement HSPD-12, OMB guidance memorandum M-05-24 and FIPS Pub 201, and (b) the contractor

shall insert this provision in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

Also, at a minimum, contractors working onsite must possess an Interim Staff-Like Access Clearance from the IRS National Background Investigation Center (NBIC) and sign a non-disclosure agreement, prior to reporting to work at the IRS facilities covered by this contract or issued ID Media credentials by the IRS.

The Contractor shall provide qualified personnel, including escorts, to assure satisfactory performance of the services required by this PWS. The minimum acceptable personnel qualifications for the key positions are shown below in Key Personnel. The Contractor shall adhere to any special certification, licenses or training requirements required by Federal, State or Local Jurisdictions. The Contractor's proposal shall include a description of the position and qualifications standards that shall be used in acquiring all key personnel positions working under this PWS. The proposal shall include a specific labor position and minimum qualifications for each position. The qualification criteria shall include, but is not limited to the following: the minimum number of years of relevant experience (performing similar work at facilities with similar complexity in equipment, etc. as proposed under this contract); specific type of experience required for each type of position, certifications for each type of position, education/training for each type of position, etc.

In the event, a contractor employee should tender their resignation (at least two weeks' notice) a temporary substitution shall be submitted to the COR, in writing at least 7 business days prior to the employee's departure and until a permanent replacement is hired. The contractor personnel leaving the contract shall surrender identification badges and proximity cards to the COR.

#### **Key Personnel**

The contractor shall provide resumes for all key personnel employees proposed for work on this contract to the Contracting Officer. The Contracting Officer shall provide the resumes to the COR for review and determination of acceptability of the qualifications of the proposed personnel. Resumes must include at a minimum:

- A. Relevant experience
- B. Employment history
- C. Technical ability
- D. Training/Certification
- E. Specific subject matter/system knowledge.

The key personnel cited below are considered essential to the work being performed under this contract. If these individuals leave the Contractor's employment or are reassigned to other programs, the Contractor shall notify the Contracting Officer 30 days in advance. The Contractor shall provide resumes for any replacement key personnel assigned to this contract, so the CO/COR can review them for compliance. All replacement key personnel shall meet or exceed all qualifications and experience criteria in the Contractor's proposal. Within 5 days of the government's acceptance of personnel the contractor shall submit the employee's information for background checks to the COR.

<b>Key Personnel</b>	<b>FTEs</b>
Program Manager	1
On-Site Technicians	6

## **Labor Category/Description**

### ***Program Manager***

The Contractor shall provide a Program Manager who will be responsible for oversight of all work performed by the on-site Technicians and on-call maintenance personnel. The Program Manager shall have the authority to represent the contractor in all matters pertaining to this contract. In addition, the Program Manager shall have a minimum of three years of experience managing security equipment maintenance contracts, comparable equipment maintenance contract experience or program management experience. At a minimum or as needed, the Program Manager shall visit each site on a quarterly basis. The project manager's pager or cell phone shall enable Government personnel to be able to contact the project manager 24 hours per day, 365 days per year.

### ***On-Site Technicians and On-Call Maintenance Personnel***

The Contractor shall provide on-site technicians and on-call maintenance personnel who are certified in IDENTIV/VELOCITY Access Control Systems and Milestone Software for CCTV Systems and capable of performing the listed preventive maintenance services, equipment system upgrades, installations and security management functions. The on-site technicians shall have the ability to ensure applications meet IRS security standards and to provide consultation services on newest technology, as applicable, to improve, modify or upgrade the operating system and hardware compliance. In addition, the on-site technicians shall also the ability to maintain the IDENTIV/VELOCITY Access Control Systems database and Milestone Software servers for CCTV systems. Certifications must be documented and verifiable.

On-site technicians shall be qualified technically and have a minimum of three years' experience providing hardware and software upgrades and installations, onsite technical support, security system management and consultation services. All personnel must be able to pass an IRS background clearance check.

The contractor must ensure that all personnel assigned to perform support services at the IRS under this contract are technical, trained and certified in the specialized field on the current advancements for the equipment covered at IRS facilities listed herein this contract. The contractor must be able to demonstrate familiarity hardware and software operations and the ability to diagnose and repair all hardware problems and software issues as they occur. The IRS may upgrade the equipment at any time and the contractor would be required to maintain support.

### **Responses to this notice should include the following information:**

- A. Information on pricing, delivery, capabilities or other information.
- B. Indicate if the Certifications required to support this requirement are listed as follows:
  - ☐ YES ☐ NO Identiv/HIRSH access control software applications and equipment maintenance
  - ☐ YES ☐ NO Milestone CCTV software updating and programming
  - ☐ YES ☐ NO Razberi VSS recording server operation and video retrieval
  - ☐ YES ☐ NO VSS Facial Recognition software updates, system operation and programming
  - ☐ YES ☐ NO Retinal scanning and biological access control system programming
- C. Vendor's ability to provide support and maintenance for 35 IRS sites located within DC metro, MD, DE, Northern Virginia, Richmond, Hampton, Norfolk, VA and North Carolina

- D. Vendor must show ability to create and support an emergency contingency plan which addresses security system failures or system relocations at all stated and new locations.
- E. Corporate competencies and past performance experiences.
- F. Respondent's DUNS number, organization name, address, point of contact, type of business (large or small) and socio-economic status (e.g. 8(a), HUBZone, etc.) pursuant to applicable NAICS (North American Industry Classification System) code.
- G. Vendor's technical and administrative points of contact, including names, titles, addresses, telephone numbers, and email addresses.
- H. Identification of any contract vehicles (e.g. GSA schedule numbers and SIN category(ies)).
- I. Responses shall be in Microsoft WORD and the format of your response shall be as follows:
  - 1) Font size of Times New Roman 12 or a font of similar size and clarity.
  - 2) 8.5 X 11 paper with 1-inch margins on all sides.
  - 3) While there is no page limit, overly verbose qualification statements are strongly discouraged.

**How to Submit a Response:**

The point of contact for this Notice is: Joanne M. Neppach, Contract Specialist  
[Joanne.M.Neppach@irs.gov](mailto:Joanne.M.Neppach@irs.gov).

Email responses to this Notice shall be sent to the attention of individual listed in this Notice. Phone calls shall not be used to address this notice.

**Terms and Conditions regarding this Notice:** This Notice does not obligate the Government to award a contract or otherwise pay for the information provided in response. All costs associated with responding to this Notice are solely at the responding party's expense. The Government reserves the right to use information provided by respondents for any purpose deemed necessary and legally appropriate. Further, the Government may contact the vendor for additional information regarding the information submitted as part of this market research effort. Any organization responding to this notice should ensure that its response is complete and sufficiently detailed to allow the Government to determine the organization's qualifications to perform the work. Respondents are advised that the Government is under no obligation to acknowledge receipt of the information received or provide feedback to respondents with respect to any information submitted. After a review of the responses received, a pre-solicitation synopsis and solicitation may be published in Government Point of Entry or other similar source (e.g. GSA E-buy). However, responses to this notice will not be considered adequate responses to a solicitation.

Responses to this notice are not offers and cannot be accepted by the Government to form a binding contract or agreement. The Government will not be obligated to pursue any particular acquisition alternative as a result of this notice. Responses to the notice will not be returned. Not responding to this notice does not preclude participation in any future solicitation, if one is issued.

No proprietary, classified, confidential, or sensitive information should be included in responses to this Notice, unless otherwise appropriately marked by the Respondent. The Government reserves the right to use any non-proprietary technical information received in response to this Notice in any resultant solicitation(s).

**Do Not Submit any Proposals/Offers in response to this Notice.**



## APPENDIX A:

<b>Alarm Maintenance and Testing Certification Report</b>					Date	
<b>Section A</b>						
<b>Instructions:</b> The Facilities Management & Security Services (FMSS) Physical Security Specialist (PSS) completes Section A to establish facility IRS alarm point inventory and document test results. Provide this Section A-completed form to the alarm vendor prior to scheduled testing. The vendor inputs the testing results below by selecting "Pass" or "Fail" for every alarm point tested. Include the post-testing alarm report (All Events History Report (AEHR)) confirming all alarm points listed in the Alarm Inventory and Testing section were tested.						
<b>Building Information</b>						
Building number			Building name			
Building address			City	State	ZIP code	
<b>Points of Contact</b>						
Armed responder name			Armed responder telephone number			
IRS POC name			IRS POC telephone number			
Landlord POC name			Landlord POC telephone number			
IRS PSS name			IRS PSS telephone number			
<b>Alarm Vendor Information</b>						
Vendor name		Company name		Contact telephone number		
<b>Alarm Monitoring Service</b>						
<input type="checkbox"/> FPS Megacenter <input type="checkbox"/> On-site <input type="checkbox"/> Other (specify) _____						
Alarm monitoring service help desk telephone number				Alarm monitoring service help desk email		
<b>Alarm Inventory and Testing</b> (PSS completes this section. Use the current SDR for reference)						
Alarm Account Number	Alarm Location Description <small>(Reflects SDR description) (Include Zone number)</small>	Floor Number	Room Number	Pass	Fail	
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
				<input type="checkbox"/>	<input type="checkbox"/>	+ X
<b>Validations</b>		Total number of validations confirmed by alarm monitoring service		0		
Comments						

**APPENDIX B: Equipment Inventory List (example):**


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Zone	Device Location Device	
1	CONFERENCE ROOM RIGHT MOTION	MOT
2	CONFERENCE ROOM LEFT MOTION	MOT
3	TAX ASSISTANCE CENTER SECRETARY MOTION	MOT
4	TAX ASSISTANCE CENTER MANAGER'S OFFICE MOTION	MOT
5	TELECOM ROOM MOTION	MOT
6	TAX ASSISTANCE CENTER HALLWAY MOTION	MOT
7	TAX ASSISTANCE CENTER SELF HELP MOTION (disabled)	MOT
8	PANEL TAMPER	TAM
9	FRONT LOBBY ENTRANCE DOOR	BUR
10	TAX ASSISTANCE CENTER FORMS MOTION	MOT
11	TAX ASSISTANCE CENTER INTERVIEW MOTION (Disabled)	MOT
12	TAX AUDITOR LEFT MOTION (disabled)	MOT
13	TAX AUDITOR RIGHT MOTION	MOT
14	TAX AUDITOR CONFERENCE ROOM MOTION	MOT
17	GRAND JURY MOTION	MOT
18	CRIMINAL INVESTIGATION REAR ENTRY MOTION	MOT
19	SPECIAL AGENTS 3 & 4 MOTION	MOT

21	SPECIAL AGENTS 1 & 2 MOTION	MOT
22	CRIMINAL INVESTIGATION ENTRANCE MOTION	MOT

**\*Note: Device Abbreviations:**

<b>Motion Sensor –</b>	<b>MOT</b>
<b>Duress Button –</b>	<b>DUR</b>
<b>Tamper –</b>	<b>TAM</b>
<b>Burglar -</b>	<b>BUR</b>

### APPENDIX C: GSA Form 1736 Equipment Inventory List (example):

[illegible]

**\*Note: a GSA 1736 is required for each IRS location listed. All devices as listed in Appendix B as well as Access control and Video Surveillance System equipment shall documented on this form.**

**APPENDIX E: IRM 2.149.3, *IT Asset Management, Asset Management Hardware Procedures*, sub paragraph. 2.149.3.6.8.2 *A2 Manage Disposal Activities***

**2.149.3.6.8.2 (09-18-2018)  
*A2 Manage Disposal Activities***

(1) Perform the steps to remove IT asset from operational use.

ID	Task Name and Description	Role	RACI	Duties
A2.1	Initiate disposal activities  This task includes receiving a request for disposal of IT assets.	Asset Management Specialists - Equipment	R	Receive and review requests to dispose of IT assets
A2.2	Arrange for IT assets removal  This task includes verifying the status of the equipment being excessed and ensuring it is ready for pick up.	Asset Management Specialists - Equipment  Stakeholders	R  C	Contact requester to verify equipment being excessed  Respond to request
A2.3	Process repository changes  This task includes updating the IT asset record to reflect assets are ready for removal in repository.	Asset Management Specialists - Equipment	R	Update the asset record in the repository to indicate awaiting excess status for removal
A2.4	Coordinate disposal  This task includes preparing IT assets for disposal (e.g., SF-120, sanitization, etc.) and submitting request to FMSS.	Asset Management Specialists - Equipment	R	Ensure disposal documentation is complete  Submit request to pick up IT assets  Receive request

ID	Task Name and Description	Role	RACI	Duties
		Stakeholders	I	