

STATEMENT OF WORK
SECURITY CAMERA AND ACCESS CONTROL EQUIPMENT

1. SCOPE:

The Metropolitan Police Department (MPD) utilizes hardware and software solutions from GE Casi Rusco/Facility Commander, S2 NetBox, and Verint Nextiva. MPD is NOT on the District's city-wide maintenance contract and has an immediate need to hire a contractor to service the existing security camera's and access control equipment. As such, MPD requires a contractor who can design, install, test and troubleshoot analog and network-based/IP CCTV systems. As MPD operates on a 24/7 basis, the security contractor will need to be available "on-call" 24/7 to perform requested services.

1.1 Applicable Documents

None

1.2 Definitions

Emergency Service - defined as any service rendered outside of Regular Service Hours and any service rendered at the request of the client on a priority basis resulting in a response to the site in less than 48 hours.

2. BACKGROUND

The Metropolitan Police Department (MPD) has standalone and integrated Close Circuit Television (CCTV) video surveillance systems comprised of Pelco security cameras (fixed and pan tilt), monitors, digital video recorders, and legacy Casi access control cards at MPD facilities. .

This equipment is used in a variety of locations including but not limited to exterior spaces, interior spaces, and cell blocks. The approximate number of interior and exterior cameras installed at our facilities is provided in the table below. **This is not an all inclusive listing as operational needs may dictate relocation, deletion or addition of security equipment.**

The exterior cameras are subject to harsh weather conditions and vandalism and are often damaged and/or knocked out of alignment. In addition, the protective covers over the lens are oftentimes blinded by bird droppings and will need to be cleaned. And, for the most part, the exterior cameras are located high on the facilities and will require a boom or bucket truck to access for servicing. MPD has an immediate need to hire a contractor to service the existing security camera's and access control equipment

3. REQUIREMENTS

3.1 The Contractor shall provide all services, supplies and equipment related to scheduled and emergency repair and maintenance of the camera systems at the following locations:

Facility	Address	# of Interior Cameras	# of Exterior Cameras
1D	101 M Street NW	30	10
1D Substation	500 E Street SE	2	5
2D	3320 Idaho Avenue NW	15	8
3D	1620 V Street NW	16	7
3D Substation	750 Park Road NW	2	6
4D	6001 Georgia Avenue	20	6
4D Substation/PSSB	801 Shepherd Street NW	2	5
5D	1805 Bladensburg Rd NE	13	11
6D	100 42 nd Street NE	11	5
6D Substation	2701 Pennsylvania Ave SE	2	3
7D	2455 Alabama Ave SE	11	7
Harbor	500 Water Street SW	3	10
Traffic	501 New York Ave NW	22	6
Property	2235 Shannon Place SE	3	1
Youth & Family	1700 Rhode Island Ave NE	1	3
ERT	6 DC Village Lane SW	0	10
Mobile Crime	3515/21 V Street NE	5	11
CCB	300 Indiana Avenue NW	3	2
Fleet	2175 W. Virginia Ave NE	28	1
NSID	1215 3 rd Street NE	0	2
Recruiting	6 DC Village Lane SW	0	7
HQ	300 Indiana Avenue NW	20	5

- 3.2 The Contractor shall provide regular service checks during MPD’s normal business hours of 7AM to 5PM, Monday through Friday, excluding local and federal holidays. The Contractor shall work with the Contracting Officer’s Technical Representative (COTR) to determine mutually agreed upon dates and times for regular service.
- 3.3 The Contractor shall allow the District a minimum of twelve (12) hours prior to the scheduled service to cancel the appointment.
- 3.4 The Contractor shall be available twenty-four (24) hours per day, seven (7) days per week for emergencies. Additionally, the Contractor shall provide the COTR a 24- hour accessible telephone number within five (5) business days of contract award.
- 3.5 The Contractor shall provide emergency repair and service on an as needed basis and shall guarantee a response timeframe of no more than twelve (12) hours from receipt of distress call from the COTR or designee.

- 3.6 Upon making the request for either regular or emergency service, the District will be responsible for accurately specifying the nature of the service or problem in order for the Contractor to dispatch the appropriate personnel and equipment.
- 3.7 The Contractor shall utilize reconditioned or remanufactured parts during repairs should the use of prove to be more cost efficient to the District.
- 3.8 The Contractor shall ensure that all work performed carries a one (1) year labor and equipment warranty.

4. DELIVERABLES

SOW Reference	Deliverable	Quantity	Due Date/ To Whom
3.2	Regular Service	As needed	To be mutually agreed upon by COTR and Contractor
3.3	Allow for cancellation within 12-hours of scheduled regular service	As needed	COTR
3.4	24-hour a day accessible phone number	n/a	Within 5 business days of contract award to COTR.
3.5	Emergency Repair and Service	As needed	Within 12 hours of distress call from COTR or designee

5. TERM OF CONTRACT

The term of this contract shall be date of award through one (1) year. Services beyond September 30, 2010 are subject to the availability of funds.

6. OPTION TO EXTEND THE TERM OF THE CONTRACT

- 6.1 The District may extend the term of this contract for a period of four (4), one-year option periods or a successive fraction thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

- 6.2 If the District exercises this option, the extended contract shall be considered to include this option provision.
- 6.3 The price for the option period shall be as specified in the contract.
- 6.4 The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

7. INSPECTION AND ACCEPTANCE

The District will review all services and deliverables to determine acceptability. If neither the services nor deliverables conform to the contract requirements or District standards, the District may require the Contractor to repeat these services at no increase in the contract amount. When defects in services or deliverables cannot be corrected by performance, the District may require the Contractor to take necessary action to ensure that future performance conforms to contract requirements. If the Contractor fails to promptly perform the services again or take the necessary action to ensure future performance in conformity to contract requirements, the District may (1) by contract or otherwise, perform the services and charge the Contractor any cost incurred, or (2) terminate the contract for default.

8. DISTRICT RESPONSIBILITY

- 8.1 The District will pay the Contractor's cancellation fee should it fail to cancel scheduled services in accordance with Section 3.3.
- 8.2 The District will not hold the Contractor responsible for delays in providing service due should it fail to adhere to the provision set forth in Section 3.6.
- 8.3 The District will provide the name(s) and contact information of the COTR designee(s) within five (5) business days of contract award.

PRICE SCHEDULE**A. BASE YEAR**

Line Item	Description	Quantity	Unit	Unit Price
0001	<i>Regular Service and Repair</i>			
0001A	Technician Helper	1	hour	
0001B	Master Technician	1	hour	
0001C	System Programmer	1	hour	
0001D	CAD Operator	1	hour	
0001E	Project Manager	1	hour	
0002	<i>Emergency Service and Repair</i>			
0002A	Technician Helper	1	hour	
0002B	Master Technician	1	hour	
0002C	System Programmer	1	hour	
0002D	CAD Operator	1	hour	
0002E	Project Manager	1	hour	

B. OPTION YEAR ONE

Line Item	Description	Quantity	Unit	Unit Price
1001	<i>Regular Service and Repair</i>			
1001A	Technician Helper	1	hour	
1001B	Master Technician	1	hour	
1001C	System Programmer	1	hour	
1001D	CAD Operator	1	hour	
1001E	Project Manager	1	hour	
1002	<i>Emergency Service and Repair</i>			
1002A	Technician Helper	1	hour	
1002B	Master Technician	1	hour	
1002C	System Programmer	1	hour	
1002D	CAD Operator	1	hour	
1002E	Project Manager	1	hour	

C. OPTION YEAR TWO

Line Item	Description	Quantity	Unit	Unit Price
2001	<i>Regular Service and Repair</i>			
2001A	Technician Helper	1	hour	
2001B	Master Technician	1	hour	
2001C	System Programmer	1	hour	
2001D	CAD Operator	1	hour	
2001E	Project Manager	1	hour	
2002	<i>Emergency Service and Repair</i>			
2002A	Technician Helper	1	hour	
2002B	Master Technician	1	hour	
2002C	System Programmer	1	hour	
2002D	CAD Operator	1	hour	
2002E	Project Manager	1	hour	

D. OPTION YEAR THREE

Line Item	Description	Quantity	Unit	Unit Price
3001	<i>Regular Service and Repair</i>			
3001A	Technician Helper	1	hour	
3001B	Master Technician	1	hour	
3001C	System Programmer	1	hour	
3001D	CAD Operator	1	hour	
3001E	Project Manager	1	hour	
3002	<i>Emergency Service and Repair</i>			
3002A	Technician Helper	1	hour	
3002B	Master Technician	1	hour	
3002C	System Programmer	1	hour	
3002D	CAD Operator	1	hour	
3002E	Project Manager	1	hour	

E. OPTION YEAR FOUR

Line Item	Description	Quantity	Unit	Unit Price
4001	<i>Regular Service and Repair</i>			
4001A	Technician Helper	1	hour	
4001B	Master Technician	1	hour	
4001C	System Programmer	1	hour	
4001D	CAD Operator	1	hour	
4001E	Project Manager	1	hour	
4002	<i>Emergency Service and Repair</i>			
4002A	Technician Helper	1	hour	
4002B	Master Technician	1	hour	
4002C	System Programmer	1	hour	
4002D	CAD Operator	1	hour	
4002E	Project Manager	1	hour	

PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Performance Elements	RATING (See Rating Guidelines on Page 2)					
	5 – Excellent	4 – Good	3 – Acceptable	2 – Minimally Acceptable	1 – Poor	0 – Unacceptable
Quality of Services/Work						
Timeliness of Performance						
Cost Control						
Business Relations						
Customer Satisfaction						

1. Name of Contractor being Evaluated: _____
2. Name & Title of Evaluator: _____
3. Signature of Evaluator: _____
4. Name of Evaluator's Organization: _____
5. Telephone Number of Evaluator: _____
6. Type of service received: _____
7. Contract Number, Amount and period of Performance _____
8. Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed)

9. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)

RATING GUIDELINES

Summarize Contractor performance in each of the rating areas. Assign each area a rating of 0 (Unacceptable), 1 (Poor), 2 (Acceptable), 3 (Good), 4(Excellent), or ++ (Plus). Use the following instructions a guidance in making these evaluations.

	Quality Product/Service	Cost Control	Timeless of Performance	Business Relations
	<ul style="list-style-type: none"> -Compliance with contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence 	<ul style="list-style-type: none"> -Within budget (over/under target costs) -Current, accurate, and complete billings -Relationship of negated costs to actual -Cost efficiencies -Change order issue 	<ul style="list-style-type: none"> -Meet Interim milestones -Reliable -Responsive to technical directions -Completed on time, including wrap-up and contract administration -No liquidated damages assessed 	<ul style="list-style-type: none"> -Effective management -Businesslike correspondence -Responsive to contract requirements -Prompt notification of contract problems -Reasonable/cooperative -Flexible -Pro-active -effective contractor recommended solutions -Effective snail/small disadvantaged business Subcontracting program
0. Unacceptable	Nonconformances are comprises the achievement of contract requirements, despite use of Agency resources	Cost issues are comprising performance of contract requirements.	Delays are comprising the achievement of contract requirements, Despite use of Agency resources.	Response to inquiries, technical/ service/administrative issues is not effective and responsive.
1, Poor	Nonconformances require major Agency resources to ensure achievement of contract requirements.	Cost issues require major Agency resources to ensure achievement of contract requirements.	Delays require major Agency resources to ensure achievement of contract requirements.	response to inquiries, technical/ service/administrative issues is marginally effective and responsive.
2. Minimally Acceptable	Nonconformances require minor Agency resources to ensure achievement of contract requirements.	Costs issues require minor Agency resources to ensure achievement of contract requirements.	Delays require minor Agency resources to ensure achievement of contract requirements.	Responses to inquiries, technical/ service/administrative issues is somewhat effective and responsive.
3. Acceptable	Nonconformances do not impact achievement of contract requirements.	Cost issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements.	Responses to inquires, technical/ service/administrative issues is usually effective and responsive.
4. Good	There are no quality problems.	There are no cost issues.	There are not delays.	Responses to inquiries, technical/ service/administrative issues is effective and responsive,
5. Excellent	The contractor has demonstrated an exceptional performance level in some or all of the above categories.			