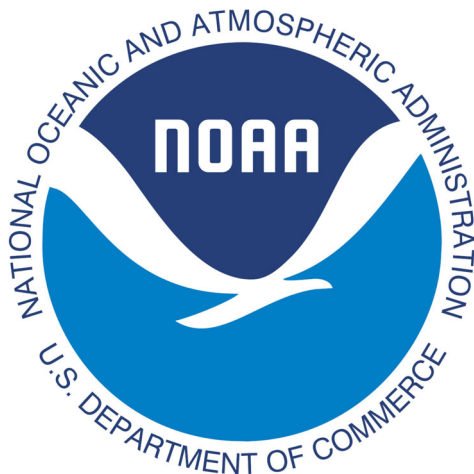


National Oceanic and Atmospheric Administration
U.S. Department of Commerce



**Critical Infrastructure Management Services (CIMS)
Performance Work Statement (PWS)**

for

**Preventative Maintenance, On-Site Support,
Repair, and Installation Services**

for the

NOAA Enterprise Physical Access Control System (ePACS)

and

NOAA Enterprise Video Surveillance System (eVSS)

Solicitation Number

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Version

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PART 1. INFORMATION

This performance work statement defines the Government's requirements in terms of the objective and measurable outputs.

1.1. Purpose

This Performance Work Statement outlines the requirements for the installation, preventive maintenance, support, and repair services required by the NOAA/OCIO/Service Delivery Division's (SDD) Critical Infrastructure Management Services (CIMS) program for NOAA's Enterprise Physical Access Control System (ePACS) and Enterprise Video Surveillance System (eVSS).

1.2. Background

The NOAA Office of the Chief Information Officer (OCIO), through its Service Delivery Division (SDD) and Critical Infrastructure Management Services (CIMS) program, is responsible for the secure operation and maintenance of NOAA's Enterprise Physical Access Control System (ePACS) and Enterprise Video Surveillance System (eVSS). These systems are deployed across multiple NOAA sites and support mission-critical facility security functions.

To maintain operational integrity and meet federal physical security and IT compliance requirements, NOAA requires vendor support for site-level preventative maintenance, on-site technical support, component-level repairs, hardware acquisition, and the installation of ePACS and eVSS equipment. These services are distinct from enterprise-level engineering, software management, and licensing functions managed directly by CIMS and other support contracts.

1.3. Objectives

The objectives of this Performance Work Statement (PWS) are to:

- Provide reliable and timely facility-level support and repairs for ePACS and eVSS hardware and infrastructure.
- Ensure consistency with NOAA's enterprise security architecture, technical standards, and lifecycle plans.
- Reduce system downtime through preventative maintenance and responsive repair services.
- Support site expansions, system upgrades, and equipment refreshes through structured installation services.
- Ensure compliance with NOAA, DOC, and Federal IT and physical security policies.

1.4. High Level Scope Description

The contractor shall provide all labor, tools, materials, equipment, and transportation necessary to perform preventative maintenance, on-site support, repair, and installation services for NOAA's Enterprise PACS and VSS systems across multiple NOAA facilities.

This contract does not include enterprise-level architecture, software configuration, user training, licensing, or core IT operations, which are retained by the CIMS program.

PART 2. SCOPE OF WORK

Task Orders issued against this contract may include the following categories of work:

2.1. Annual Preventative Maintenance Services

Preventive maintenance (PM) is defined as a regularly scheduled activity to keep the entire security access system in full operating condition. Preventive maintenance shall be performed separately and NOT during Emergency response-level service calls. PM work shall be performed during business hours, at a mutually acceptable time agreed to by the Contractor and the Government.

The contractor shall perform preventative maintenance services for NOAA's ePACS and eVSS systems in accordance with the following requirements:

- **Annual Site Visits**

The contractor shall conduct annual site visits to inspect, test, and verify the proper function of installed ePACS and eVSS hardware in accordance with the manufacturer's recommendation for all electronic security equipment and generally accepted industry best practices. The Contractor shall provide all labor, tools, materials, equipment, and transportation required to perform the work. In the event some of the PACS security system items are not readily accessible without use of a step-stool, ladder or a motorized lift, the Contractor shall be responsible for providing the required equipment.

- **Standardized Checklist - PACS**

All work shall be performed using a Government-approved Preventative Maintenance (PM) checklist aligned with NOAA technical standards (see Technical Exhibit 1). The checklist shall include, but not be limited to, the physical inspections, functional tests, and verifications in Technical Exhibit 1. The contractor must ensure all manufacturer's required and recommended maintenance requirements are followed.

The Government is providing a Preventative Maintenance (PM) checklist. The contractor is expected to address any deficiencies in the checklist and work with the Government to finalize a standardized checklist for use at all NOAA sites. ([Technical Exhibit 1A](#))

- **Standardized Checklist - VSS**

All work shall be performed using a Government-approved Preventative Maintenance (PM) checklist aligned with NOAA technical standards (see Technical Exhibit 1). The checklist shall include, but not be limited to, the physical inspections, functional tests, and verifications in Technical Exhibit 1.

The Government is providing a Preventative Maintenance (PM) checklist. The contractor is expected to address any deficiencies in the checklist and work with the Government to finalize a standardized checklist for use at all NOAA sites. ([Technical Exhibit 1B](#))

- **Component-Level Maintenance**

The contractor shall perform component-level PM tasks including during the PM visit:

- Cleaning of devices and enclosures.
- Re-termination of loose or degraded cable connections.
- Firmware updates for applicable PACS and VSS components that cannot be done remotely.
- Calibration and configuration checks of relevant devices.
- Identification of devices that are in a state of disrepair and require replacement.
- Full functionality testing of devices.
- Adjustments, tightening, securing, and/or related modifications to devices to ensure proper functionality.

- Component troubleshooting to verify proper system operations and isolate malfunctioning system components, as part of a preventive maintenance service.

If during the PM visit the technician discovers an issue requiring immediate attention, the technician shall contact the COR for guidance on repair/replacement.

- **Reporting Requirements**

The contractor shall submit a written Preventative Maintenance (PM) Report within five (5) business days of each site visit. The report shall include:

- **Detailed Findings from the PM Checklist**
A summary of all inspection and test results, based on the Government-approved checklist.
- **Photographic Documentation**
Clear photographs of installed equipment, any identified deficiencies, and relevant site conditions that may adversely affect the operation of devices.
- **Identification and Description of Deficiencies**
A detailed description of any issues found, including those not directly associated with ePACS or eVSS equipment but which could impact the performance, reliability, or physical security of the systems. These must include, but are not limited to:
 - Door fitment issues (misaligned, warped, or damaged doors that prevent proper locking or re-securing)
 - Improper door hardware (handles, closers, hinges, or strikes that interfere with access control device function)
 - Frame integrity issues (rust, damage, or warping that prevents reader or maglock installation)
 - Wiring pathway concerns (pinched, unsecured, or exposed wiring in ceilings, conduit, or junction boxes)
 - Improper mounting or enclosure installation (loose devices, unsealed boxes, non-weatherproof installations)
 - Environmental conditions (excessive dust, moisture, or heat affecting system components)
 - Inadequate power supply (missing surge protection, unstable or insufficient power sources)
 - Restricted access to equipment (panels blocked by furniture, storage, or construction)
- **Recommendations for Corrective Action**
Clear, actionable recommendations for resolving identified issues, with a focus on ensuring compliance with NOAA standards, improving system reliability, and reducing security risk. The contractor shall prioritize issues based on criticality and potential impact.
- **Proposal for Corrective Work**
For any identified deficiencies or failures that require corrective action beyond the scope of PM, the contractor shall submit a separate written proposal within five (5) business days of the site visit. This proposal shall include:
 - An itemized list of required parts and materials
 - Labor hours and associated costs
 - Total cost estimate
 - Proposed schedule for completing the corrective work

- **Approval Before Action**

The contractor shall not perform any corrective work outside the scope of preventative maintenance without written approval from the Government.

2.2. On-Site Support and Repair Services

The contractor shall provide responsive and technically competent on-site support for NOAA's enterprise PACS and VSS infrastructure. Support shall be structured based on the severity of the issue, the criticality of the affected site, and the impact on mission operations. Tasks may include but are not limited to:

- Perform hardware-level repair or replacement of failed components in coordination with the NOAA ePCAS and eVSS engineering team and/or site representative.
- Verify and test functionality of replaced components prior to departure from the site.
- Provide root cause analysis for component failures when requested.

The contractor shall provide a single point of contact or central reporting mechanism for NOAA to address break/fix and repair requirements.

The Contractor shall use only new parts that are of a quality and functionality equal to or exceeding that which was installed in effecting repairs.

Severity Levels and Response Expectations

The Government will assign a severity level when requesting support. The contractor shall respond according to the definitions and required timeframes identified in [Technical Exhibit 4](#). The Government reserves the right to elevate or lower severity based on changing mission requirements or conditions.

2.3. Parts Ordering

The Government may occasionally need to order PACS and VSS related hardware to support the maintenance of a Government owned stock of parts or for PACS and VSS related work being performed by the Government. The Government will maintain a standard listing of parts in [Technical Exhibit 5](#) the contractor must be able to provide when ordered.

It is incumbent on the contractor to ensure any relevant integrated components replaced or upgraded are TAA compliant and composed of elements listed on the GSA Approved Products List (APL) to include the version of software, hardware, and firmware.

All invoices for parts and supplies shall be itemized.

2.4. Installation Services

- The contractor shall provide all labor, tools, materials, equipment, and transportation necessary for the installation services across multiple NOAA facilities.
- Installation services may include but are not limited to the installation of:
 - cameras;
 - card readers;
 - access control panels;
 - door hardware;
 - barriers;
 - enclosures;

- cabling, conduit, and cable management components;
 - power supplies and related power infrastructure;
 - related system infrastructure.
- Terminate all wiring cleanly and label in accordance with TIA standards.
- Conduct post-installation testing and verification for all installed equipment and submit an installation report.
- Coordinate with NOAA to validate device registration in the enterprise PACS or VSS platform.
- Support NOAA-led lifecycle replacements and equipment upgrades by physically removing obsolete components and installing their replacements.
- A site visit is strongly encouraged for each installation task order. Offerors are strongly encouraged to inspect the sites where services are to be performed and to understand all general and local conditions that may affect the cost of the performance of the contract; to the extent such information is reasonably obtainable. In no event will a failure to inspect the site constitute grounds for a claim or equitable adjustment after award of the contract.

2.5. General Requirements and Provisions

- All contractor personnel must hold appropriate security clearances or badging as required by the specific NOAA facility.
- All work shall comply with NOAA IT Security policies, federal guidelines (e.g., FIPS 201, NIST 800-53), and DOC standards for physical security.
- Contractor shall use Government-approved templates for reports and checklists.
- All fieldwork shall be documented and submitted to NOAA within five (5) business days of completion.
- Travel may be required to NOAA sites located throughout the United States, including remote or coastal locations.
- Where brand expertise is required for replacing or installing components including hardware and associated software, the Contractor shall utilize a certified installer.
- The Contractor shall identify a Contract Manager to be a single point of contact and coordination.
- Contractor shall have experience in the operation and maintenance of C-CURE 9000 components and must possess a minimum of three (3) years experience operating and maintaining SoftwareHouse hardware components.
- The Contractor shall ensure that all personnel performing any work under this acquisition on the systems and related equipment shall be professionally certified to perform the work.

PART 3. DELIVERABLES

The type of task order will dictate the deliverables required.

3.1. PREVENTATIVE MAINTENANCE & REPAIR

Deliverable	Frequency	Medium/Format	Submit To
Kick Off Meeting	Within 5 days of award	Google Meet	Consult with TM, COR and CO to schedule
Maintenance Schedule	Within 15 days of award	Email	TM, COR
Monthly Activity Report	By the 15th of every month	Email	COR
LOE Spend Plan	Within 10 days of award; ongoing updated on a monthly basis by the 15th of the month	Email	COR
Security and Badging Documents	As Required	Secure Email	COR
OTHER TASK ORDER SPECIFIC	TBD	TBD	TBD

3.2. INSTALLATION

Deliverable	Frequency	Medium/Format	Submit To
Kick Off Meeting	Within 20 days of award	1	Consult with TM, COR and CO to schedule
Project Management Plan	Within 30 days of award	1 by Email	TM, COR
Monthly Activity Report	By the 15th of every month	Email	COR
LOE Spend Plan	Within 10 days of award; ongoing updated on a monthly basis by the 15th of the month	Email	COR
Security and Badging Documents	As Required	Secure Email	COR
OTHER TASK ORDER SPECIFIC	TBD	TBD	TBD

3.3. PARTS

Deliverable	Frequency	Medium/Format	Submit To
Delivery Schedule	Within 15 days of award	Email	COR
Shipment Tracking Information	On Receipt	Email	TM, COR
Invoice	Within 30 days of delivery	IPP	IPP
OTHER TASK ORDER SPECIFIC	TBD	TBD	TBD

PART 4. CONTRACT REQUIREMENTS

4.1. Certification Requirements

Contractors must possess an UL 2050 certification.

4.2. Period of Performance

The Period of Performance reads as follows:

- **Base Year** April 1, 2027 - March 30, 2028
- **Option Year I** April 1, 2028 - March 30, 2029
- **Option Year II** April 1, 2029 - March 30, 2030
- **Option Year III** April 1, 2030 - March 30, 2031
- **Option Year IV** April 1, 2031 - March 30, 2032

The Government reserves the right to extend the term of this contract at the prices set forth in Section B in accordance with the terms and conditions contained in clause 52.217-9 entitled, "Option to Extend the Term of the Contract".

4.3. Type of Order

The government anticipates the award of a Firm Fixed Price (FFP) contract with Time and Materials (T&M) CLINs as required.

4.4. Hours of Operation / Place of Performance

The Contractor is responsible for performing between the hours of 0700 and 1700 (local time) Monday through Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks when the Government facility is not closed for the above reasons.

Work will normally be performed at NOAA facilities across the continental US (CONUS).

4.5. Travel

Travel under this task award may be necessary in order to accomplish certain task(s) contained in this task award. Travel may include any existing CONUS NOAA sites.

Travel must be deemed necessary and authorized by the TM in order to be paid for by the Government. Except for exceptional circumstances, travel will not be reimbursed at more than applicable rates cited in the Federal Travel Regulations, prescribed by the General Services Administration, for travel in the conterminous 48 United States or the Standardized Regulations (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas," prescribed by the Department of State, for travel in areas not covered above.

4.6. Recognized Holidays

New Year's Day
Martin Luther King Jr.'s Birthday
President's Day
Memorial Day
Independence Day
Juneteenth

Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

In addition to the days designated as holidays, the Government observes any other day designated by Federal Statute; Executive Order; or a President's Proclamation

It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement to compensation except as set forth within the contract. If a Contractor believes that an unplanned absence has an impact on the price or period of performance, it should notify the contracting officer (CO) of the changed condition and submit a claim for equitable adjustment (see FAR 52.233-1).

Nothing in this clause abrogates the rights and responsibilities of the parties relating to "stop work" provisions as cited in other sections of this contract.

4.7. Security Requirements

1.14.1. Suitability/Risk Level

The suitability or risk level for this work has been determined to be: LOW. As such, the Contractor shall pre-screen their employees to eliminate anyone who does not meet the following criteria: The prospective employees must be U.S. Citizens and must be able to receive receive a Tier 1 clearance.

1.14.2. Physical Security

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.14.3. Lock Combinations

(If necessary, leave and/or modify. If not, delete this paragraph.) The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.14.4. Key Control

The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons.

NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Task Manager (TM).

- a. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the TM, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.
- b. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the TM.

4.8. Contracting Officer's Representative (COR)

The COR is:

Brian D. Cox
202-510-0621
Brian.D.Cox@noaa.gov

4.9. Task Manager

The Task Manager is:

John LaRocque
301-713-4753
John.LaRocque@noaa.gov

The TM or delegate monitors all technical aspects of the contract and assists in contract administration. The TM is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notify the Contracting Officer, COR and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry and badging of Contractor personnel. The TM is not authorized to change any of the terms and conditions of the resulting order.

4.10. Conservation of Utilities

The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

4.11. Post Award Conference/Periodic Progress Meetings

The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The Contracting Officer, Contracting Officer's Representative (COR), Task Manager (TM), and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the Contracting Officer will apprise the Contractor of how the government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

4.12. Contract Manager

The Contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the manager is absent shall be designated in writing to the Contracting Officer. The contract manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.

4.13. Processing and Identification of Contractor Employees

Prior to commencing work under this contract, the Contractor shall submit or have their employee submit the required security forms and number of copies as informed by the Task Manager. The Contractor, when notified that the Government rejected the suitability assessment forms shall either have the rejected forms

made compliant and resubmitted or withdraw the employee from consideration from working under this contract.

All contract personnel attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by Contractors are suitably marked as Contractor products or that Contractor participation is appropriately disclosed. (If Contractors will work on-site at a NOAA facility, they must have a badge. Indicate if Contractor personnel will be required to obtain and wear badges in the performance of this service.)

4.14. Quality Assurance

The Contractor shall ensure quality assurance in accordance with the approved QAP as applicable to the services performed in accordance with this PWS. The Contractor shall develop and implement procedures specific to this requirement to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality assurance program is the means by which he assures himself that his work complies with the requirement of the task order. At a minimum, the Contractor shall develop quality assurance procedures that address the areas identified in Technical Exhibit 1, "Performance Requirements Summary."

Quality Assurance Surveillance

The Government shall evaluate the Contractor's performance under each task order in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

Government Remedies

The contracting officer shall pursue remedies for the Contractor's failure to perform satisfactory services or failure to correct non-conforming services in accordance with the terms and conditions of the contract.

PART 5. GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

5.1. General

The government shall provide the facilities, equipment, materials, and/or utilities listed below.

a. Facilities

The Government will furnish the necessary workspace for the Contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

b. Equipment

The Government will provide a cell phone, laptop, monitors, and associated workstation peripherals to ensure the success of the Contractor.

c. Utilities

All utilities in the facility will be available for the Contractor's use in performance of duties outlined in this PWS. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities.

PART 6. CONTRACTOR FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

6.1. General

Except for those items specifically stated to be government furnished in Part 3, the Contractor shall furnish everything required to perform this PWS.

6.2. Secret Facility Clearance

NOT APPLICABLE

PART 7. APPLICABLE PUBLICATIONS

The following publications are incorporated by reference as setting quality, performance, and design standards for work required in this document. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, to include any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining all referenced documents at its expense, with the exception of the Public Buildings Service Operations and Maintenance Standards Draft, the Facilities Standards for the Public Buildings Service (PBS P100), and the U.S. Courts Design Guide, which will be provided by the Government.

- Public Buildings Service Operations and Maintenance Standards Draft
- Facilities Standards for the Public Buildings Service (PBS P100)
- U.S. Courts Design Guide
- AHERA Asbestos Hazard Emergency Response Act
- ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- OSHA 29 CFR 1910 and 29 CFR1926
- CSI Master Format
- Clean Air Act
- Clean Water Act
- EPA Green Book
- EPA Purple Book
- FMR Federal Management Regulations
- GSA SEMS Sustainable Environmental Management System (GSA.GOV/SEMS)
- International Building Code
- International Fire Code
- International Plumbing Code
- International Mechanical Code
- NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- NFPA 70, National Electrical Code (NEC)
- NFPA 70E, Standard for Electrical Safety in the Workplace
- NFPA 72, National Fire Alarm Code
- NFPA 80, Standard for Fire Doors and Other Opening Protectives
- NFPA 92A, Standard for Smoke Control Systems Utilizing Barriers and Pressure Differences
- NFPA 92B, Standard for Smoke Management Systems in Malls, Atria, and Large Spaces
- NFPA 101, Life Safety Code
- NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- NICET National Institute for Certification in Engineering Technologies publications and issuances
- NIOSH National Institute for Safety and Health publications and issuances
- DOE/EE-0157, International Performance Measurement and Verification Protocol
- USGBC LEED for Existing Buildings (LEED-EB)
- NEMA TP-1, National Electrical Manufacturers Association, Guide for Determining Energy Efficiency for Distribution Transformers
- NEMA MG-1. National Electrical Manufacturers Association, Motors and Generators
- NEMA ICS 6 - (1993; R 2016) Industrial Control and Systems: Enclosures
- Title 40 CFR, Part 761, PCBs in Electrical Transformers
- UL 294 - (2018; Reprint Oct 2018) UL Standard for Safety Access Control System Units
- UL 437 - (2013; Reprint Oct 2017) UL Standard for Safety Key Locks
- UL 508 - (2018; Reprint Jul 2021) UL Standard for Safety Industrial Control Equipment
- UL 634 - (2007; Reprint Mar 2015) Connectors and Switches for Use with Burglar-Alarm Systems

- UL 681 - (2014) Installation and Classification of Burglar and Holdup Alarm Systems
- UL 796 - (2016) UL Standard for Safety Printed-Wiring Boards
- UL 1037 - (2016; Reprint Sep 2017) UL Standard for Safety Antitheft Alarms and Devices
- UL 1076 - (2018) UL Standard for Safety Proprietary Burglar Alarm Units and Systems
- UL 1610 - (2016) UL Standard for Safety Central-Station Burglar-Alarm Units
- TIA-568-C.2 - (2009; Errata 2010; Add 2 2014; Add 1 2016) Balanced Twisted-Pair Telecommunications Cabling and Components Standards
- NIST FIPS 201-2 - (2013) Personal Identity Verification (PIV) of Federal Employees and Contractors

TECHNICAL EXHIBIT 1A - PACS Annual Maintenance

- **Door-Level & Field Hardware Verifications**

Card Reader Operations: Confirm valid badge reads function correctly and verify that reader LEDs and audible beepers display appropriate visual and tactile feedback.

Locking Mechanisms: Ensure doors fully unlock upon valid badge presentation and completely re-secure and lock after access. Inspect physical alignment of latches, strikes, or magnetic locks.

Door Position Switches (DPS): Verify door triggers activate as expected, and confirm forced-door and door-held-open conditions trigger localized alarms and correctly report to the CCure headend.

Egress Devices (RTE & PTE): Confirm valid Request-to-Exit (RTE) motion sensors and physical Push-to-Exit (PTE) buttons interrupt power to the lock and function correctly according to life safety codes.

Integrated Operators & Remote Releases: Verify proper functionality and timing loops for specialized hardware integration, including automatic ADA door operators, remote receptionist desktop release buttons, and intercom-override relays.

Physical Integrity: Inspect door closers for hydraulic leaks or necessary speed adjustments. Check for loose mounting screws or worn wiring harnesses at the door hinge/transfer loop.

- **Panel-Level & Power Infrastructure Verifications**

Enclosure Security: Confirm panel tamper alerts register immediately and are properly reported in CCure upon opening any controller or power supply enclosure.

Battery Backup Integrity: Measure and record standby battery voltage and current load while the battery is disconnected from the panel/charger charging circuit to ensure adequate capacity.

Power Failure Tracking: Verify that low battery conditions and AC primary power failures are accurately detected and reported in CCure.

Wiring & Environment: Visually inspect internal enclosure wiring for loose terminal connections, signs of heat degradation, or excessive dust accumulation. Clean and vacuum enclosures as necessary.

- **Crash Bars & Panic Hardware (Mechanical Egress)**

Verify that panic hardware/crash bars mechanically depress smoothly and immediately release the latch, allowing free egress regardless of the electronic lock state.

- **Fire Alarm Control Panel (FACP) Relay Integration**

Test the Fire Alarm Emergency Egress loop integration: Confirm that dropping the FACP relay instantly cuts primary power to all fail-safe magnetic locks and electronic strikes on designated emergency egress pathways, unlocking the doors automatically.

- **Delayed Egress & Localized Alarm Horns**

For doors equipped with delayed egress hardware, verify that applying pressure initiates the correct countdown timer (15-30 seconds), triggers the localized audible horn, and releases the lock when the timer expires. Confirm the event reports accurately to CCure.

- **Key Overrides & Mechanical Cylinders**

Perform a physical key override test on all locksets utilizing mechanical key cylinders or master key overrides. Ensure the key rotates smoothly, retracts the latch/bolt, and that the lock re-secures properly upon key removal.

TECHNICAL EXHIBIT 1B - VSS Annual Maintenance

- **Camera Field Hardware & Physical Maintenance**
 - **Optics Cleaning & Integrity:** Clean all external camera housing windows, domes, and bubbles using manufacturer-approved anti-static solutions. Inspect enclosures for physical cracks, degraded weather seals, or internal moisture condensation.
 - **Physical Security & Mounts:** Inspect physical mounts, conduit connections, weather-resistant cable glands, and safety tethers for structural stability. Ensure outdoor installations have properly configured drip loops.
 - **Image Optimization & Field of View (FOV):** Verify that the lens focus, field of view, and digital/optical zoom align with original design parameters and haven't drifted. Adjust positioning to eliminate blind spots caused by seasonal foliage or structural changes.
 - **PTZ & Day/Night Operations:** Verify Pan-Tilt-Zoom (PTZ) mechanical functionality, home presets, and guard tours. Test the automatic day/night infrared (IR) cut filters and confirm that integrated IR illuminators trigger cleanly in low-light environments.

TECHNICAL EXHIBIT 4 - SEVERITY LEVELS

SEVERITY LEVELS		
PRIORITY	DESCRIPTION	RESPONSE REQUIREMENT
3	ROUTINE	Within 24 business hours after notification.
1. Service-calls ordered under the “ROUTINE” level response-time will generally be to complete activities such as periodic preventive maintenance and/or other routine maintenance, diagnostics and minor repairs where the issues being addressed can be easily isolated and/or pose little risk to overall effective system performance. 2. Under the ROUTINE level response-time, the Contractor shall provide a technician onsite to begin performing the requested work within 24 business hours (business-hours are 0800-1600 local time Monday-Friday except federal Holidays) of receipt of the Government’s request, or a later date/time specifically requested by the COR. 3. All ROUTINE level services shall be completed within 16 business hours of the date/time the Contractor’s technician initially arrived at the designated location to perform the repairs, unless: a. The Government agrees the cause of the delay is beyond the control of the Contractor, or b. The Government directs the Contractor to temporarily suspend the work due to the higher priority of Mission Operation activities, etc. 4. If the delay in correcting the issue is related to a system component or part that is not on hand, in stock, or readily available, the tech shall notify the COR in writing of when the arrival of the parts will be received and installed. 5. The COR will typically place service calls for ROUTINE work during the time-period from 0700 to 1700, Monday through Friday, except federal Holidays. 6. In the event that to timely complete a ROUTINE service call the Contractor’s work is required to continue after normal NOAA business hours, the contractor is required to notify the on-site POC or the COR and gain approval to continue work.		
 NOTE  The contractor must maintain an inventory of commonly used spare parts to ensure repairs can be completed within required timeframes.		

SEVERITY LEVELS		
PRIORITY	DESCRIPTION	RESPONSE REQUIREMENT
2	PRIORITY	Within 8 business hours after notification.
1. Service-calls ordered under the “PRIORITY” level response-time will generally be to complete urgent tasks or address system issues that pose an unacceptable operational risk the Government or to overall effective system performance 2. Under the PRIORITY level response-time, the Contractor shall provide a technician onsite to begin performing the requested work within 8 business hours (business-hours are 0800-1600 local time Monday-Friday except federal Holidays) of receipt of the Government’s request, or a later date/time specifically requested by the COR. 3. All PRIORITY level services shall be completed within 4 business hours of the date/time the Contractor’s technician initially arrived at the designated location to perform the repairs, unless: a. The volume of work cannot reasonably be completed in 4-hours by a skilled technician; b. the fastest expedited shipping mode available still delays the part’s arrival; c. The Government agrees the cause of the delay is beyond the control of the Contractor, or d. The Government directs the Contractor to temporarily suspend the work due to the higher priority of Mission Operation activities, etc. 4. If the delay in correcting the issue is related to a system component or part that is not on hand, in stock, or readily available, the tech shall notify the COR in writing of when the arrival of the parts will be received and installed. 5. In the event that to timely complete a PRIORITY service call the Contractor’s work is required to continue after normal NOAA business hours, the contractor is required to notify the on-site POC or the COR and gain approval to continue work.		
 NOTE  The contractor must maintain an inventory of commonly used spare parts to ensure repairs can be completed within required timeframes.		

SEVERITY LEVELS		
PRIORITY	DESCRIPTION	RESPONSE REQUIREMENT
1	EMERGENT	Within 8 hours after notification.
1. Service-calls ordered under the “EMERGENT” level response-time will generally be to complete urgent tasks or address system issues that pose an unacceptable risk to life, property, or national security. 2. Under the EMERGENT level response-time, the Contractor shall provide a technician onsite to begin performing the requested work within 8 hours of receipt of the Government’s request. 3. All EMERGENT level services shall be completed within 4 business hours of the date/time the Contractor’s technician initially arrived at the designated location to perform the repairs, unless: a. The volume of work cannot reasonably be completed in 4-hours by a skilled technician; b. the fastest expedited shipping mode available still delays the part’s arrival; c. The Government agrees the cause of the delay is beyond the control of the Contractor, or d. The Government directs the Contractor to temporarily suspend the work due to the higher priority of Mission Operation activities, etc. 4. If the delay in correcting the issue is related to a system component or part that is not on hand, in stock, or readily available, the tech shall notify the COR in writing of when the arrival of the parts will be received and installed. 5. In the event that to timely complete a EMERGENT service call the Contractor’s work is required to continue after normal NOAA business hours, the contractor is required to notify the on-site POC or the COR and gain approval to continue work.		
 NOTE  The contractor must maintain an inventory of commonly used spare parts to ensure repairs can be completed within required timeframes.		

TECHNICAL EXHIBIT 5 - STANDARD PARTS

The NOAA Enterprise Physical Access Control System (ePACS) is a CCure 9000 system using the standardized components listed below. Options or comparable replacements for each component may be customized to address the needs outlined within each task order.

TE5.1. Access Control Panels

The following table lists all NOAA-approved access control panels for use in ePACS installations.

Manufacturer	Part Number	Description	Firmware
SoftwareHouse	GSTAR-GCM	iStar Ultra G2 GCM Board	≥ 6.9.6
SoftwareHouse	GSTAR-ACM	iSTAR Ultra G2 ACM board, 8 readers	N/A
SoftwareHouse	GSTAR004-MB	iSTAR Edge G2 board only, supports eight readers	≥ 6.9.6
SoftwareHouse	G2-RM-4E	OSDP/RM-4E - G2 - Enhanced RM-4 board with three outputs, four inputs, battery backup feature (battery not included)	

TE5.2. Power Supplies

These power supplies are pre-approved to meet NOAA's operational and monitoring standards:

Model	Description
PSX-ISUSE16-E8SN	Wall-mount 36 x 30 enclosure with two power supplies, equipped with a lock and tamper mechanism. Provides space for an Ultra GCM and two Ultra SE ACMs. Includes NL-4 network module, two M8P boards for lock output isolation, two D8P boards, and a low battery disconnect switch. Supports up to four 14AHr batteries.
PSX-ISUSE08-E4SN	Wall-mount 24 x 20 enclosure with one power supply, equipped with a lock and tamper mechanism. Provides space for an Ultra GCM and one Ultra SE ACM. Includes NL-4 network module, one M8P board for lock output isolation, one D8P board, and a low battery disconnect switch. Supports up to three 9AHr batteries.
PSX-ISG2-E2SN	PSX 75W Single Power Supply with room for 4-door iSTAR Edge G2, includes: B100 AC Power,C4 board,D8 output board, and a NL-4 module in an E2 Enclosure

TE5.3. Approved Badge Readers

The following table lists all NOAA-approved badge readers for use in ePACS installations.

Make	Part #	Description	Firmware
IDENTIV	IDV-9010AB	TouchSecure Reader Mullion (Indoor)	OSDP M:00:d0:16, F:001.009.037
IDENTIV	IDV-9110AB-PT	TouchSecure Reader Wall Mount (Outdoor)	OSDP M:00:d0:16, F:001.009.037
IDENTIV	IDV-9110AB	TouchSecure Reader Wall Mount (Indoor)	OSDP M:00:d0:16, F:001.009.037

IDENTIV	IDV-9210AB	TouchSecure Reader Keypad (Indoor)	OSDP M:00:d0:16, F:001.009.037
IDENTIV	IDV-9216AB	TouchSecure Reader Contact/Keypad (Indoor)	OSDP M:00:d0:16, F:001.009.037
IDENTIV	IDV-9216AB-PT	TouchSecure Reader Contact/Keypad (Outdoor)	OSDP M:00:d0:16, F:001.009.037
Software House	INN-SECHTA-CTO	Innometriks Cheetah SE (Indoor/Outdoor)	OSDP M:f8:4a:7f, F:002.003.009

TE5.4. Commodity Parts

The following components are considered commodity parts and may be selected based on site-specific requirements, provided they meet NOAA's functional specifications:

Component	Recommended or Equal	Functional Requirements
Door Contact Sensors	ANIXTER CS444972 DPS-M-BK DOOR POSITION SWITCH	- Must reliably detect door open and closed states. - Capable of sending real-time status to access control panels. - Must be weather-resistant if used outdoors. - Tamper-resistant design preferred.
Request-to-Exit (REX) Devices	ANIXTER 237989 REQUEST TO EXIT PIR	- Must trigger door release upon activation. - Should have anti-tailgating capability if required. - Must include LED status indicators for visual confirmation. - Must be fail-safe or fail-secure depending on installation requirements.
Electric Strikes	ANIXTER HES 5000C 12/24D-630 10190403	- Must be compatible with typical ANSI door frames. - Capable of both fail-safe and fail-secure configurations. - Should support power input of 12V or 24V DC. - UL 294 listed for Access Control System Units.
Mag Locks - SINGLE	ANIXTER 349398 600 LB. 12/24VDC	- Must have a holding force of at least 600 lbs and 1,200 lbs for high-security doors. - Should have built-in LED status indicators. - Must support both fail-safe and fail-secure operations. - UL listed and compliant with NFPA Life Safety Codes.
Mag Locks - DOUBLE	ANIXTER CS107662 600D DOUBLE 12/24VDC	-Double Magnetic Lock -12/24 Volt DC, 200 Milliampere at 24 Volt DC -Operating Temperatures from -10 to 55 Deg C -600lb. holding force
Electric Door Locks		- Compatible with NOAA's access control standards. - Support for fail-safe and fail-secure operations. - Must be rated for continuous duty where required. - Weather-resistant models required for outdoor installations.
Power Supply Batteries	ANIXTER CS275437 LEAD ACID BATTERY 12V-12.0Ah	-12VDC -Sealed -Must have a rating of 11 to 15 Amp Hours

TECHNICAL EXHIBIT 6 - NOAA FACILITIES

[illegible]

TECHNICAL EXHIBIT 7 - CONTROLLED UNCLASSIFIED INFORMATION (CUI)

This clause applies to all recipients of CUI building information, including offerors, bidders, awardees, Contractors, subContractors, lessors, suppliers, and manufacturers.

- a. **Marking CUI.** Contractor-generated documents that contain building information must be reviewed by GSA to identify any CUI content, before the original or any copies are disseminated to any other parties. If CUI content is identified, the contracting officer may direct the Contractor, as specified elsewhere in this contract, to imprint or affix CUI document markings to the original documents and all copies, before any dissemination.
- b. **Authorized recipients.** Building information considered CUI must be protected with access strictly controlled and limited to those individuals having a need to know such information. Those with a need to know may include Federal, State, and local Government entities, and non Government entities engaged in the conduct of business on behalf of or with GSA. Non Government entities may include architects, engineers, consultants, Contractors, subContractors, suppliers, and others submitting an offer or bid to GSA or performing work under a GSA contract or subcontract. Contractors must provide CUI building information when needed for the performance of official Federal, State, and local government functions, such as for code compliance reviews and for the issuance of building permits. Public safety entities such as fire and utility departments may require access to CUI building information on a need to know basis. This clause must not prevent or encumber the dissemination of CUI building information to public safety entities.
- c. **Dissemination of CUI building information:**
 - i. *By electronic transmission.* Electronic transmission of CUI information outside of the Government's network must use session (or alternatively file encryption). Sessions (or files) must be encrypted with an approved NIST algorithm, such as Advanced Encryption Standard (AES) or Triple Data Encryption Standard (3DES), in accordance with Federal Information Processing Standards Publication (FIPS PUB) 140-2, Security Requirements for Cryptographic Modules. Encryption tools that meet FIPS 140-2 are referenced on the NIST web page found at the following URL:

<https://csrc.nist.gov/projects/cryptographic-module-validation-program/validated-modules>.

All encryption products used to satisfy the FIPS 140-2 requirement should have a validation certificate that can be verified at the following URL:

<https://csrc.nist.gov/projects/cryptographic-module-validation-program/validated-modules>

(Not all vendors of security products that claim conformance with FIPS 140-2 have validation certificates.) Contractors must provide CUI building information only to authorized representatives of State, Federal, and local government entities and firms currently registered as "active" in the Central Contractor Registration (CCR) database at www.ccr.gov that have a need to know such information. If a subContractor is not registered in the CCR and has a need to possess CUI building information, the subContractor shall provide to the Contractor its DUNS number or its tax ID number and a copy of its business license.

- ii. *By non-electronic form or on portable electronic data storage devices.* Portable electronic data storage devices include but are not limited to CDs, DVDs, and USB drives. Non-electronic forms of CUI building information include paper documents.
 - 1. By mail. Utilize only methods of shipping that provide services for monitoring receipt such as track and confirm, proof of delivery, signature confirmation, or return receipt.
 - 2. In person. Contractors must provide CUI building information only to authorized representatives of State, Federal, and local government entities and firms currently registered as “active” in the CCR database that have a need to know such information.
- iii. *Record keeping.* Contractors must maintain a list of the State, Federal, and local government entities and the firms to which CUI is disseminated under sections (c) (1) and (c) (2) of this clause. This list must include at a minimum (1) the name of the State, Federal, or local government entity or firm to which CUI has been disseminated; (2) the name of the individual at the entity or firm who is responsible for protecting the CUI building information, with access strictly controlled and limited to those individuals having a need to know such information; (3) contact information for the named individual; and (4) a description of the CUI building information provided. Once work is completed, or for leased space with the submission of the “as built” drawings, the Contractor must collect all lists maintained in accordance with this clause, including those maintained by any subContractors and/or suppliers, and submit them to the contracting officer. For federal buildings, final payment may be withheld until the lists are received.
- iv. *Retaining CUI documents.* CUI building information (both electronic and paper formats) must be protected, with access strictly controlled and limited to those individuals having a need to know such information.
- v. *Destroying CUI building information.* CUI building information must be destroyed such that the marked information is rendered unreadable and incapable of being restored when no longer needed, in accordance with guidelines provided for media sanitization within Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization, available at:

<https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>.

Examples of acceptable destruction methods for CUI building information are burning or shredding hardcopy; physically destroying portable electronic storage devices such as CDs, DVDs, and USB drives; deleting and removing files from electronic recycling bins; and removing material from computer hard drives using a permanent-erase utility such as bit wiping software or disk crushers.

- vi. *Notice of disposal.* The Contractor must notify the Contracting Officer that all CUI building information has been destroyed by the Contractor and its subContractors or suppliers in accordance with section v. of this clause, with the exception of the Contractor’s record copy. This notice must be submitted to the contracting officer at the completion of the contract in order to receive final payment. For leases, this notice must be submitted to the Contracting Officer at the completion of the lease term.
- vii. *Incidents.* All improper disclosures of CUI building information must be immediately reported to the contracting officer using the address and contact information shown on the award document (as modified during contract performance). If the contract provides for progress payments, the contracting officer may withhold approval of progress payments until the

Contractor provides a corrective action plan explaining how the Contractor will prevent future improper disclosures of CUI building information. Progress payments may also be withheld for failure to comply with any provision in this clause until the Contractor provides a corrective action plan explaining how the Contractor will rectify any noncompliance and comply with the clause in the future.

- viii. *Subcontracts.* The Contractor must insert the substance of this clause in all subcontracts.