***Statement of Work***

**[CUSTOMER NAME]**

**Electronic Security System (ESS)**

**12-Month Maintenance Agreement**

**DRAFT**

**Submitted by**

**[INSERT DATE]**

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1. **STATEMENT OF WORK**

The purpose of this Statement of Work (SOW) is to set forth the preventive and corrective maintenance activities that will be performed on the Electronic Security System (ESS) during the term of this Maintenance Agreement.

This SOW defines the provisions of this Maintenance Agreement for each system supported and provides definitions of the maintenance activities to be performed. This Maintenance Activity is intended for work performed within a twelve (12) month period from the date the agreement is executed.

XYZ Company shall perform all maintenance activities described herein and furnish all travel, incidentals, and reports in support of this activity. Arrangements and applicable fees incurred for contractor vehicle parking shall be provided by the customer during performance of this agreement.

1. **CUSTOMER NAME AND LOCATION OF PERFORMANCE**

[CUSTOMER NAME]

[LOCATION ADDRESS]

1. **SYSTEM DESCRIPTION AND EQUIPMENT LIST**

This Security Maintenance Agreement provides maintenance and support for the following electronic system systems (ESS) and associated subsystems as installed by E:

[SPECIFIC SYSTEM DETAILS]

* Access Control and Intrusion Detection System, such as:
  + SafeWare/NT Software
  + Badging Software
  + Badging Camera
  + Local Controller
  + Communications Board
  + Dual Door Controller
  + Alarm Zone Controller
  + Power Supply
  + Transformer
  + Battery
  + Arming Control Unit
* Servers, Workstations, Printers
  + File Server
  + Workstation, Monitor Keyboard & Mouse
  + Tape Drive
  + LAN Switch
  + DOT Matrix Printer
  + Laser Jet Printer
  + Badging Printer
  + Workstation / Server UPS
  + KVM Switch
* ESS devices, such as:
  + Detection Systems REX PIR
  + Sentrol Ceiling Mount PIR
  + Sentrol Steel Door Contacts
  + Sentrol Magnetic Switch
  + U.S.P. Duress Button
  + Securitron Momentary Switch
  + Protech Motion Sensor
  + HID card reader
  + HID card reader with keypad
  + Ditek Surge Protector
  + Ditek Relay
* CCTV System, such as:
  + Bosch Fixed Dome Camera
  + Bosch PTZ Camera
  + Bosch Mini-dome Camera
  + Bosch CCTV Camera/Lens
  + Bosch video splitter
  + Bosh Matrix Switcher
  + Bosch Video Interconnect Panel
  + Loronix Remote Recorder
  + Loronix CCTVWARE Software
  + Zenith Plasma Display
  + Recortec LCD Display
  + Altronix Power Supply
* Intercom System, such as:
  + Airphone Color Tilt Door Station
  + Aiphone Master Station
  + Airphone Sub Station
  + Airphone Power Supply
  + Jeron Sub Station
  + Jeron Master Station
  + Jeron Software
* Master Clock System, such as:
  + BRG Precision Master Clock
  + BRG Precision Sub Master Clock
* IFS Transceivers
* Consoles and Racks

1. **Maintenance Activities**

Preventive and corrective maintenance activities include any adjustment, programming, configuration, repair, or replacement as a result of normal system operator, administrator and end-user activities for all supported systems.

Failures due to vandalism, power surges, natural disasters, or customer-requested system additions, relocations, and upgrades shall be considered additional maintenance services and are not included in the agreement.

* 1. Preventive Maintenance Service
     1. Preventive Maintenance (PM) is defined as the scheduled care and servicing for the purpose of maintaining equipment and systems in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects. PM tasks, also known as scheduled or routine maintenance activities, are proactive measures that help prevent, predict, and minimize the risk of system, subsystem, and component failure.
     2. Under this agreement, PM shall include all tasks recommended by the equipment/system manufacturer to be performed on a periodic basis, such as system inspections, routine cleaning, and software release installations, to ensure that systems and subsystems are in proper working order.
     3. PM activities shall consist of visual inspections, concise operational testing, adjustments, cleaning, lubrication, system backups, and performance verification of applications software and system electronics. Whenever possible, detected faulty components repairs will be performed during the PM, otherwise these tasks will be performed during non-emergency corrective maintenance activities.
     4. Labor, Minor Materials, and Incidentals Provided under PM Service
        1. Labor: All direct and indirect labor required to perform the maintenance services described in this section are included in this agreement.
        2. Minor Materials: Minor materials such as consumable materials and minor parts, as described below, are to be provided by XYZ Company
           1. Consumable materials are defined as cleaning solutions, swabs, electrical tape, and other products that are commonly available and normally used in the cleaning and adjustment of equipment under a PM program.
           2. Minor parts are defined as connectors, splices, replaceable indicators (bulbs, etc.), replaceable switches, replaceable relays, mounting hardware, screws, bolts, cables, etc., that would be used for the adjustment and repair of existing equipment covered under this agreement.
        3. Incidental Expenses: Incidental expenses include contractor vehicle, vehicle maintenance, and vehicle mileage expenses required to maintain the equipment is covered under this agreement.
     5. PM service shall be performed on a [PERIOD OF PERFORMANCE] basis by an authorized XYZ Company maintenance technician during normal business hours, defined as between the hours of 8:00 a.m. and 5:00 p.m., Monday – Friday, excluding Federal holidays, up to the number of hours as specified in Section 16.0 of this agreement.
     6. A PM service report will be provided to the [CUSTOMER NAME] representative at the completion of each task. The report shall include a description of all procedures performed and the current status of the system. The report shall also contain suggested upgrades, if any, to enhance system performance or readiness. A Sample Preventive Maintenance Inspection Sheet is shown in Attachment 1.
  2. Non-Emergency Corrective Maintenance Service
     1. Non-Emergency Corrective Maintenance (NECM) is defined as the maintenance performed to correct a breakdown or failure of the system or equipment whereby the failure does not cause undo risk to personnel or property, but may cause the system to operate in an inconvenient or degraded manner. A failed system or component may be detected during preventive maintenance activities, or may be detected by the customer during normal operation of the system.
     2. Under this agreement, NECM shall include all tasks which are required to restore the system to operational status or correct a failure that has occurred or is in the process of occurring, and may consist of repair, restoration and/or replacement of components.
     3. NECM activities shall consist of problem diagnosis, repair and/or replacement of faulty components, and verification of the repair action.
     4. Labor, Minor Materials, and Incidentals Provided under NECM Service
        1. Labor: All direct and indirect labor required to perform the maintenance services described in this section are included in this agreement.
        2. Minor Materials: Minor materials such as consumable materials and minor parts, as described below, are to be provided by XYZ Company
           1. Consumable materials are defined as cleaning solutions, swabs, electrical tape, and other products that are commonly available and normally used in the cleaning and adjustment of equipment under a preventive maintenance program.
           2. Minor parts are defined as connectors, splices, replaceable indicators (bulbs, etc.), replaceable switches, replaceable relays, mounting hardware, screws, bolts, cables, etc., that would be used for the adjustment and repair of existing equipment covered under this agreement.
        3. Incidental Expenses: Incidental expenses include contractor vehicle, vehicle maintenance, and vehicle mileage expenses required to maintain the equipment is covered under this agreement.
     5. NECM service requests shall only be accepted from authorized [CUSTOMER NAME] representatives or from authorized M. C. Dean, Inc. representatives. Upon contract award, [CUSTOMER NAME] shall provide a list of personnel authorized to initiate service requests.
     6. NECM service shall be schedule during normal business hours, defined as between the hours of 8:00 a.m. and 5:00 p.m., Monday – Friday, excluding Federal holidays, up to the number of hours as specified in Section 16.0 of this agreement.
     7. Requests for NECM service shall be received by an XYZ Company dispatch clerk or maintenance technician via telephone notification from [CUSTOMER NAME] during normal business hours. A “Corrective Maintenance Request” form will be completed for each maintenance action or work request as shown in Attachment 2.
     8. Response time for NECM service shall be within four (4) hours if the NECM request is received before 12:00 p.m. If the request is received after 12:00 p.m., the response time shall be by 12:00 p.m. of the following business day.
     9. An NECM service report shall be provided to the [CUSTOMER NAME] representative at the completion of the task. The report shall include a description of the problem reported, the corrective action taken, and the current status of the system. The report shall also contain those measures, if any, to prevent this failure from occurring at a later time.
  3. Emergency Corrective Maintenance Service
     1. Emergency Corrective Maintenance (ECM) is defined as the maintenance performed within a pre-defined period of time to correct a breakdown or failure of the system or equipment whereby the failure causes undo risk to personnel or property, and to the point the system is inoperable.
     2. Under this agreement, ECM shall include all tasks which are required to restore the system to operational status or correct a failure that has occurred or is in the process of occurring, and may consist of repair, restoration and/or replacement of components.
     3. ECM activities shall consist of problem diagnosis, repair and/or replacement of faulty components, and verification of the repair action.
     4. Labor, Minor Materials, and Incidentals Provided under ECM Service
        1. Labor: All direct and indirect labor required to perform the maintenance services described in this section are included in this agreement.
        2. Minor Materials: Minor materials such as consumable materials and minor parts, as described below, are to be provided by XYZ Company
           1. Consumable materials are defined as cleaning solutions, swabs, electrical tape, and other products that are commonly available and normally used in the cleaning and adjustment of equipment under a preventive maintenance program.
           2. Minor parts are defined as connectors, splices, replaceable indicators (bulbs, etc.), replaceable switches, replaceable relays, mounting hardware, screws, bolts, cables, etc., that would be used for the adjustment and repair of existing equipment covered under this agreement.
        3. Incidental Expenses: Incidental expenses include contractor vehicle, vehicle maintenance, and vehicle mileage expenses required to maintain the equipment is covered under this agreement.
     5. ECM service requests shall only be accepted from authorized [CUSTOMER NAME] representatives or from authorized M. C. Dean, Inc. representatives. Upon contract award, [CUSTOMER NAME] shall provide a list of personnel authorized to initiate service requests.
     6. ECM service shall be available 24 hours a day, 7 days a week, 365 days a year, including all holidays, up to the number of hours as specified in Section 16.0 of this agreement.
     7. During normal business hours, defined as between the hours of 8:00 a.m. and 5:00 p.m., Monday – Friday, excluding Federal holidays, ECM requests shall be received by an XYZ Company dispatch clerk or maintenance technician via telephone notification from [CUSTOMER NAME]. A “Corrective Maintenance Request” form will be completed for each maintenance action or work request as shown in Attachment 1.
     8. After-hour ECM requests shall be received by an XYZ Company Operations Call Center clerk or maintenance technician via telephone notification from the [CUSTOMER NAME] representative. A “Corrective Maintenance Request” form will be completed for each maintenance action or work request as shown in Attachment 2.
     9. Telephone response time for after-hour ECM service shall be within [RESPONSE TIME] hours after receipt of an ECM request. On-site response time for ECM service shall be within [RESPONSE TIME] after receipt of an ECM request.
     10. An ECM service report shall be provided to the [CUSTOMER NAME] representative at the completion of the task. The report shall include a description of the problem reported, the corrective action taken, and the current status of the system. The report shall also contain those measures, if any, to prevent this failure from occurring at a later time.

1. **24 x 7 operations call center**

XYZ Company shall make available our in-house, 24-hour a day, 7-day a week, 365-day a year Operations Call Center (OCC). The OCC is staffed with employees who are fully versed in system operation and maintenance and are prepared to handle all calls related to system malfunctions.

When a service request is received by the OCC, an authorized XYZ Company technician may initially respond by telephone, as outlined in Section 4.0 of this agreement, to verify, troubleshoot, and/or remedy the situation, and to ascertain the severity and/or immediacy of the problem. If the problem cannot be resolved, the technician will designate the call as “Emergency” or “Non-Emergency” and schedule the service request as outlined in Section 4.0.

1. **ON-LINE TASKING / MAINTENANCE MANAGEMENT SYSTEM**

XYZ Company shall provide and administer our on-line maintenance management system to provide records of all PM, NECM, and ECM activities and outstanding tasking orders under this agreement.

The Electronic Security Infrastructure Maintenance Management Software (ESIMMS) program is a robust, web-based, dynamic, customizable, and browser-independent application using an intuitive graphical user interface embedded with simple pull-down menus. The program provides quick and easy access to a variety of sections and features such as monitors, navigation, inventory and reports. The ESIMMS provides a full-range of security and administration functions and is hosted on an SSL-secure server.

The ESIMMS will give the [CUSTOMER NAME] representatives the ability to issue work orders, tasks, and maintenance requests, as well as the ability to view schedules, track requests, monitor performance and generate reports.

1. **PRIORITY SCHEME FOR DETERMINATION OF NON-EMERGENCY OR EMERGENCY CORRECTIVE SERVICE RESPONSE**

The table below is provided as a general guideline only and not intended to illustrate all possible occurrences. As the calls are received, a final determination will be made with the XYZ Company Call Center Technician or On-Call Technician and the [CUSTOMER NAME] Representative.

| **Description of Problem** | **Emergency** | **Non-Emergency** |
| --- | --- | --- |
| Access Control Head End | X |  |
| Standard Duty Workstation | X |  |
| LAN Adapter | X |  |
| LAN Hub | X |  |
| Local Control Board | X |  |
| Dual Door Control Board | X |  |
| Alarm Control Board | X |  |
| Keypad Arming Control Unit | X |  |
| Single Card Reader – building perimeter | X |  |
| Single Card Reader – building interior |  | X |
| Duress Button |  | X |
| REX Sensor |  | X |
| Push to Exit Button |  | X |
| Door Contact |  | X |
| PIR Space Detectors |  | X |
| CCTV Recording Unit |  | X |
| Fiber Optic Transceiver | X |  |
| Video Fiber Optic Transmitter |  | X |
| Video Fiber Optic Receiver |  | X |
| Inside Fixed/PTZ Camera – building perimeter | X |  |
| Inside Fixed/PTZ Camera – building interior |  | X |
| CCTV Monitor |  | X |
| Matrix Switcher w/Keyboard | X |  |
| Power Supply w/Batteries |  | X |
| Badging Workstation |  | X |
| Badging Camera |  | X |
| Badging Station Printer |  | X |

1. **RECORD KEEPING AND DOCUMENTATION**
   1. XYZ Company will maintain, during the life of this agreement, hard and soft copies of all scheduled and unscheduled maintenance activities. In addition, computerized inventory control records will be maintained on all equipment that has been decommissioned, replaced, or added to the system, to include serial number, location, warranty, and final disposition.
   2. XYZ Company shall also maintain, in-house, an electronic service order tracking system. The following information will be documented after each service order is completed:

* Service order notes with a description of the work actually completed and the names of the technicians performing the work.
* Labor information using time sheets for labor hours expended.
* Serialized equipment information for actual equipment installed or replaced.
* Material descriptions of actual materials used.
* Journal entries to note the date and time work was started and completed.
* The appropriate 4-digit internal code describing the action taken to resolve the problem.

This information shall be made available to [CUSTOMER NAME] upon request.

1. **Workmanship and Material Standards**

All workmanship shall meet the standards specified herein as well as in accordance with accepted standards of the industry, equipment manufacturers, applicable local, state, and Federal regulations, applicable building and safety codes, construction specifications, and operation and maintenance policies.

Completed work will be free of defects that would prevent it from functioning as originally intended and designed. XYZ Company will perform corrective, repair, and replacement work, including operational checks and job site cleanup. Replacement parts will match existing equipment in dimension, finish, color, and design. Prior approval from [CUSTOMER NAME] will be received if XYZ Company is unable to adhere to this requirement.

During performance and upon completion of work, debris will not be permitted to accumulate in the work area or spread unnecessarily into adjacent areas. XYZ Company will clean up or remove all debris, excess material, and parts at the end of each workday and/or at the completion of the work.

XYZ Company will provide all labor, materials, and equipment necessary to protect the general public, equipment, furnishings, buildings, and grounds from damage caused by their maintenance work. Any such damage will be repaired, replaced, or restored to its original condition at no additional cost to [CUSTOMER NAME].

Any work that alters the original appearance of equipment covered under this agreement must be approved in advance by [CUSTOMER NAME].

1. **contractor Responsibilities**

In addition to the terms outlined in this agreement, XYZ Company shall agree to the following:

* 1. All XYZ Company and [CUSTOMER NAME] safety practices shall be followed at all times. In the event of a conflict between the practices, the most stringent will be the one considered applicable.
  2. Each authorized XYZ Company technician shall not knowingly disable any electronic or mechanical security system without first communicating the information to the [CUSTOMER NAME] Representative.
  3. In the event that a repair cannot be completed in one day, XYZ Company shall keep the [CUSTOMER NAME] Representative informed of the status of the repairs.

1. **FALSE CALLS AND OPERATOR ERROR**

If XYZ Company responds to a trouble call and finds that no work was necessary or that problem was caused by operator error, the service request shall be noted and the service call shall be included in the total number of hours covered by this agreement.

1. **TOOLS**

XYZ Company shall maintain a full complement of required tools, test equipment, lifts, ladders, and other equipment necessary in the successful performance of this agreement.

1. **CUSTOMER FURNISHED MATERIAL**

It is recommended that [CUSTOMER NAME] carry an inventory of critical spare parts on-site in order to minimize disruption in service. Attachment 3 provides a suggested list of spare parts and quantities that will be provided by the customer and stored on-site for XYZ Company’s use in performance of this agreement:

If replacement parts are not available in inventory, it is the customer’s responsibility to order the material and have it direct shipped to the [CUSTOMER NAME] office so that equipment repairs may be completed.

If required, equipment may be provided by XYZ Company pending [CUSTOMER NAME] approval, and shall be invoiced separately.

XYZ Company technicians shall communicate the use of spare parts to the [CUSTOMER NAME] Representative, so that sufficient replacement stock may be reordered.

1. **CONTRACTOR FURNISHED MATERIALS**

Consumables and minor parts, as defined in Section 4.0 above, required for PM, NECM and ECM services, are to be provided by XYZ Company

1. **PERIOD OF PERFORMANCE**

This agreement shall remain in force for a period of one (1) year from the date of execution.

PM service, not to exceed **(??)** hours per site is included in this agreement as outlined in Section 4.0.

NECM service, not to exceed **(??)** hours, is included in this agreement as outlined in Section 4.0.

ECM service, not to exceed **(??)** hours, is included in this agreement as outlined in Section 4.0.

Labor hours incurred over the provided amount, defined above, will be billed at our current standard hourly rate.

1. **PRICING**

Pricing for the services to be performed by XYZ Company, as described under this agreement is outlined on the Attached Cost Sheet for the period of time specified in Section 16.0.

**ATTACHMENT 1**

**Sample Preventive Maintenance Inspection Sheet**

| **Security Systems Preventive Maintenance Inspection Sheet** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Company/Agency:** | | **Start Date:** | | **Time:** | **Performed By:** |
| **Location:** | | **Completion Date:** | | **Time:** |
| **ELECTRONIC**  **SECURITY**  **SYSTEM** | * Check Primary Drive and Secondary Drive * Check for Proper Workstation Operation * Visually Inspect System Connections * Check for System Faults * Check Space On Hard Disks * Delete/Archive LOG Files As Necessary * Clean Monitor Screen * Complete a Data Archive * Complete Hard Drive Defragmentation * Verify Operating System File Integrity * Verify Program File Integrity * Verify Data File Integrity * Perform a Virus Scan * Authenticate System Operators and Privileges * Check Field Panel Communications * Inspect Field Panel Wiring and Connections * Test Field Panel Battery Levels * Check Card Reader Operations * Clean, Lubricate, and Adjust Locks * Verify Door Contact Operation * Inspect, Clean, and Adjust Card Printers * Inspect Clean, and Adjust Image Capture Camera   Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Comments & Observations:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **CCTV** | * Visually Inspect CCTV Monitor Image Quality * Visually Inspect CCTV Recording Equipment * Inspect Video Record and Playback Operations * Check CCTV System Switcher Operation * Check PTZ Operation * Visually Inspect CCTV System Connections * Clean Monitor Screens * Inspect, Clean, and Adjust Cameras * Clean and Calibrate all Units * Inspect and Adjust all Lenses * Tighten all Screws and Connectors   Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Comments & Observations:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

**ATTACHMENT 2**

**Sample Corrective Maintenance Request Report**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **CORRECTIVE MAINTENANCE REQUEST & FOLLOW-ON ACTION REPORT** | | | | | | | |
| **Date of Request:** | | **Time of Request:** | | **Received From** | | **Company/Agency** | |
| **Description of Problem:** | | | | | | **Location of Problem:** | |
| **Priority:**  **ECM 🞎 NECM 🞎** | |
| **Planned Response:** | |
| **Initial Inspection Findings:** | | | | | | **Assigned to:** | |
| **Date:** | **Time:** |
| **Action Taken:** | | | | | | | |
| **Materials Used** | | | **Follow On Action (if any):** | | | | |
| **Quantity** | **Description** | |
|  |  | |
|  |  | |
|  |  | |
|  |  | |
|  |  | | **Date/Time Action Began:** | | **Date/Time Action Completed:** | | |
|  |  | |
|  |  | | **Signature Maintenance Technician:** | | | | |
|  |  | |
|  |  | | **Signature Company/Agency Representative:** | | | | |
|  |  | |

**ATTACHMENT 3**

**Recommended Spare Parts List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Manufacturer** | **Model** | **Description** | **Quantity** |
| Dell | Dell DDS Tape | Formatted Tape DDS4 5 Pack | 1 |
| Fargo | 81839 | Badge Printer Ribbons | 2 |
| MDI | NLC | Local Controller | 1 |
| MDI | COMM | Communications Board | 2 |
| MDI | DDC | Dual Door Controller | 3 |
| MDI | AZC | Alarm Zone Controller | 1 |
| MDI | PS-1 | Power Supply | 1 |
| MDI | CC-TX2450 | 24V 50VA Transformer | 1 |
| Yuasa | YA-NP712 | 12V 7VA Battery | 12 |
| MDI | ACU-7 | ACU-7 Arming Control Unit | 1 |
| HID | 5355AGN | Prox Pro Reader | 3 |
| HID | 5355AGK09 | Prox Pro Reader with Keypad | 1 |
| Bosch | LTC9349 | Indoor In-ceiling Fixed Dome Color Camera | 1 |
| Bosch | ENVD2460W | Envirodome PTZ Color Camera | 1 |
| Bosch | LTC9450 | Outdoor Pendant Mount Fixed Dome Color Camera | 1 |
| Bosch | LTC1260 | Phortress Mini-dome Color Camera | 1 |
| Bosch | LTC0455 | 1/3-inch Format CCD Camera |  |
| Bosch | LTC3274 | ½-inch Vari-focal Lens 7.5 – 75MM | 1 |
| Jeron | 4313 | Sub Station Single | 1 |
| Jeron | 4365 | Administrator Master | 1 |
| Jeron | 4380 | 24V Power Supply | 1 |
| Aiphone | KCDAR | Color Tilt Door Station | 1 |
| Aiphone | KC1GRD | Master Station | 1 |
| Aiphone | KC1HRD | Sub Station | 1 |
| Aiphone | PS242OUL | 24VDC 2Amp UL Power Supply | 1 |
| Powerware | 500VA | Workstation UPS | 1 |
| Altronix | AL600ULX | 12 or 24V Power Supply | 1 |
| Altronix | ALTV2416 | CCTV Power Supply | 1 |
| Altronix | RB1224 | Relay | 1 |
| Altronix | 6062 | Timer Relay | 1 |
| Ditek | DP4P | PTZ Camera Surge Protector | 2 |
| Ditek | PVP | Low Voltage Power and Video Protector | 2 |
| Detection Systems | DS-1150 | Gray Request to Exit PIR | 2 |
| Sentrol | AP669 | 360 Degree Ceiling Mount PIR | 2 |
| Sentrol | 1078 | 3/4-inch Steel Door Contacts | 5 |
| Sentrol | 2707 | DPDT Balanced Magnetic Switch | 1 |
| U.S.P. | HUB2B | Duress Button | 1 |
| Securitron | PB2 | N/O Momentary Switch | 1 |
| Protech | SDI-77XL2 | Outdoor Motion Sensor 90’ x 50’ | 1 |
| Protech | SDI-77XL2-B | Outdoor Motion Sensor 100’ x 35’ | 1 |